

## Same Day Access FAQ

If you or someone you know is seeking services and supports for mental health, substance use, and/or intellectual and developmental disabilities (IDD) United Counseling Service (UCS) is here to help.

Our same day access model provides immediate access to assessments, support, and interventions. These services aim to offer timely care without the need for a scheduled appointment.

### Who is eligible for services?

**Anyone who resides in Bennington County and is in need of mental health or IDD services and supports, including adults, adolescents, and children are eligible.**

**Adults and adolescents residing in Vermont seeking substance use services are also eligible.**

### How do I access services?

You can visit us in person or call Monday through Friday. We offer same day access between 8:00am and 4:00pm. Emergency crisis services are available 24/7/365 at (802) 442-5491.

- **Bennington Office:** 100 Ledge Hill Drive, Bennington
- **Manchester Office:** 5312 Main Street, Manchester
- **Phone:** (802) 442-5491

### What can I expect at my visit?

After checking in at our front desk, one of our intake specialists will work with you to complete an administrative intake. You will then meet with clinical staff and an initial assessment will be completed to evaluate your needs, and recommend the appropriate services such as counseling, referrals, crisis intervention and case management.

### How long does an appointment take?

Wait time for your appointment may vary due to high demand for our services. Your initial visit typically takes 90-120 minutes.

### What happens next?

After your appointment, you will leave with treatment recommendations, a follow up appointment (when appropriate) and resources or referral information. If you continue as a UCS client, we will help you set up your client portal.

### What services do you provide?

UCS offers a variety of services, including:

- Outpatient Mental Health Services
- Substance Use Services
  - Medication Assisted Therapy (MAT)
- Community Rehabilitation and Treatment (CRT) for adults with severe and persistent mental illness
- Psychiatric Services
  - Medication Management
- Intellectual and Developmental Disabilities (IDD) Services

- Early Childhood Services

We offer individual and group therapy, case management, direct support, and respite services. Treatment methods such as Eye Movement Desensitization and Reprocessing (EMDR), Collaborative Network Approach (CNA), Cognitive Behavioral Therapy (CBT), or Equine Assisted Therapy among others may be recommended.

**What if I am not able to come in during open hours?**

If you are unable to visit during regular office hours, please call us at (802)442-5491 to discuss alternative arrangements.

**Do I need insurance to access same-day services?**

We accept most major insurance plans including Medicaid and Medicare. We also offer a sliding scale fee based on your income if you are uninsured or underinsured.

**Is there support available after hours?**

For life threatening emergencies, call 911. For mental health crisis UCS emergency services are available 24/7/365 at (802) 442-5491. For messages left on our answering service after hours, we will respond the next business day.

**For more information about our programs, please call 802-442-5491 or visit [www.ucsvt.org](http://www.ucsvt.org).**