

ULSTER COUNTY SINGLE POINT OF ACCESS

Ulster County Department of Mental Health

REVISED MAY 2026



What is SPOA?

The Ulster County Department of Mental Health (UCDMH) is designated under NYS Mental Hygiene Law as the Local Governmental Unit (LGU). The LGU has a role in overseeing publicly funded services for people with mental health, substance use disorder and developmental disabilities within Ulster County's behavioral health system.

Single Point of Access (SPOA) is a New York State Office of Mental Health (OMH) initiative that facilitates timely access and linkage to care management and other supportive services for adults, youth, and families. SPOA services are designed to promote recovery and are personally tailored and responsive to individual needs and preferences.

In Ulster County, we have specialized coordinators responsible for overseeing Adult, Child & Family and Residential Services. Each coordinator oversees their own SPOA committee to ensure our residents are able to connect with any service available to them in our system of care.

To access our applications, please visit:
UlsterCountyNY.gov/Mental-Health

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Adult Services

Assertive Community Treatment (ACT) is multidisciplinary treatment & care management for individuals with serious mental illness (SMI). ACT works with individuals who cannot access traditional treatment. Visits are at least 6 times per month, mostly at the person's home.

State Intensive Care Management is an intensive service for individuals with SMI. The care manager meets with individuals 4 times per month and has limited caseload of 15 in Ulster County.

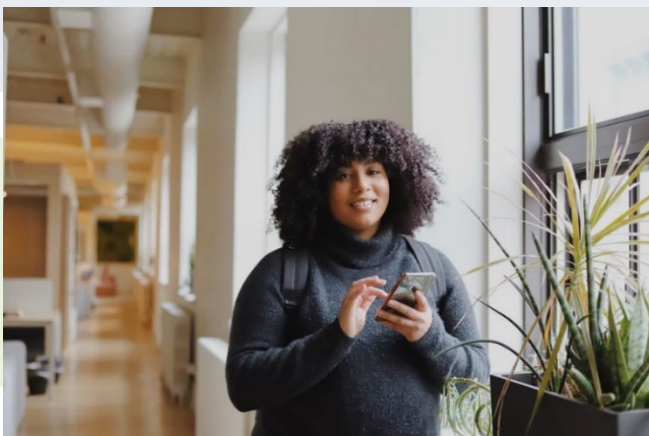
Health Home Care Management is available to individuals with 2 or more chronic illnesses or serious mental illness (SMI). Contacts are at least 1 time per month.

Health Home Plus is a more intensive level of Health Home Care Management available based on certain criteria. Contacts are 4 times per month.

Non-Medicaid Care Coordination is a service for individuals who are not eligible for Health Home. It is for individuals diagnosed with SMI, and care coordinators meet with individuals in person 2 times per month to work toward recovery-oriented goals.

Peer Services provide support, advocacy, and coordination of services from specialists with lived experiencing navigating the behavioral healthcare system.

High-Risk Mitigation Team provides individuals with substance use disorder with access to a coordinated system of care through the use of peer services and other community supports.



Our Partners



We use our SPOA meetings to coordinate care between Ulster County providers.

Residential Services

Community Residence provides 24-hr on-site support and supervision. Residents develop individualized plans based on the goals of psychiatric rehabilitation. Medication management, treatment adherence, daily living skills, vocational training, links to community supports, interpersonal development and other areas are addressed in a home-like setting based on individual goals and treatment recommendations. The program is highly structured with an emphasis on movement toward an increased level of independent living. Length of stay is 2-3 years.

Apartment Treatment Programs are typically shared apartment programs in the community. Most apartments are 2 bedroom and shared with a roommate. Staff visit residents a minimum of 3x/week (more if needed) to assist with continued medication management, interpersonal relations, daily living skills, apartment maintenance, socialization, symptom management and community integration. Staff are available 24/7 to provide crisis resolution and support. Some programs offer on-site support during the day and 24-hours depending on the program. The goal is to maintain a high level of functioning in daily living and emotional stability to move toward more independent living. Length of stay is 2-3 years.

Supportive Scattered Site is long-term/permanent housing with minimal residential and care management services. Providers help individuals find safe and affordable housing (generally at or below Fair Market Value) integrated in the community. Lease and utility agreements are primarily between the resident and the landlord. Providers and residents develop a support plan, have monthly face-to-face contact, home visits at least every 3 months, and income verification at least annually. The tenant's contribution to the rent is 30% of their income.

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Did you know?

Residential SPOA is **not** emergency housing and is for individuals with Serious Mental Illness (SMI). For more information on other housing opportunities available, please visit: **[WellnessRecovery.org/Housing](https://www.WellnessRecovery.org/Housing)**

Child & Family Services

Health Home Care Management is available to youth with SED or 2 qualifying health conditions. Frequency of contacts are based on level of need.

Non-Medicaid Care Management is a service for youth who are not eligible for Health Home. It is for youth diagnosed with Serious Emotional Disturbance (SED). Care coordinators meet with youth and families 2 times per month to work toward recovery-oriented goals.

The Getting Ahead & Transitions Programs provide care management services for transitional-aged youth who are not Health Home eligible. Care coordinators meet with youth 2 times per month to work on goals related to becoming more independent.

Family Peer Support is provided by certified Family Peer Advocates who have lived experience raising a child with behavioral health needs and navigating the system of care. Advocates meet with families weekly.

Middle School Support Teams provide clinical and case management support to families with middle school students across the county.

Youth ACT intensive community mental health treatment provided by a multi-disciplinary team.

Home & Community Based Services are available to youth with Medicaid and provide specialized services.



Our Partners



Is it a crisis?

The **Ulster County Mobile Mental Health Team** is a free and countywide service provided by *Access: Supports for Living*. The team operates **7 days a week 24/7** and can be reached at **(844) 277-4820**.

Access also offers a **Behavioral Health Urgent Care** at 368 Broadway in Kingston. They are open **Monday-Friday 10am-6pm** and can be reached by phone 24/7 at **(888) 750-2266 Option 2**.