

The Burlington Public School System in partnership with William James College are collaborating to bring **all** Burlington residents and public school students **a confidential and free service**, INTERFACE Referral Service. INTERFACE Referral Service is a Mental Health Resource and Referral Helpline that helps connect residents across the lifespan to outpatient mental health services. Common reasons individuals call the Helpline include:

- Anxiety
- Feelings of isolation or depression
- Seeking counseling services for your child
- Divorce or other family issues

If you or a loved one is thinking about engaging in outpatient mental health services, do not hesitate to call the **INTERFACE Referral Service Helpline at 1-888-244-6843, Monday through Friday from 9am-5pm**. Seeking mental health services early can help avoid a potential health crisis. Mental illnesses are common in the United States. Nearly one in five U.S. adults live with a mental illness (46.6 million in 2017). An estimated 49.5% of adolescents, ages 13-18, suffer from a mental illness (2017).

When you call INTERFACE Referral Service a trained resource and referral counselor will speak with you for about 20 minutes to review you or your child's needs, your schedule and your preferred locations/towns in which to receive services and your health insurance or self-pay requirements. Your assigned lead counselor will then work to match you with a licensed, vetted, and available mental health provider from their robust database within 2-3 weeks of your initial call. Once you are matched with a provider, INTERFACE conducts a follow-up phone contact to ensure you have scheduled and/or attended your appointment and to ensure the matched provider is a good fit. Using INTERFACE decreases the stress of searching for and connecting with the right mental health provider.

On the reverse side of this notice is an explanation of what to expect when you call the INTERFACE Referral Service Helpline. The INTERFACE website has additional mental health resources. Please visit their website for additional resources <https://interface.williamjames.edu/>.

On behalf of the Burlington Public Schools system, we hope you find this service benefits you and your loved ones.

Dr. Eric Conti  
Superintendent, Burlington Public Schools

Mrs. Christine Conceison  
INTERFACE Community Liaison

## **What to Expect When You Call the Helpline**

INTERFACE is an outpatient mental health resource and referral Helpline that our community has contracted with to help our residents and public school students become connected with outpatient mental health and wellness resources. Below, please find some information about what you can expect when you call the INTERFACE Referral Service Helpline:

Intake-When you call, you will speak with a resource and referral counselor to complete a confidential intake. You will be asked for information, including: email and phone number, you or your child's concerns, insurance type, preferences around therapist characteristics and treatment modality, demographic information, as well as your available time frames for appointments. The intake generally takes about 15-20 minutes. After the intake is completed, you will be assigned a case number to use with both INTERFACE and potential provider match(es). The case number is used to protect your confidentiality. *At times we may provide additional or alternate information to callers in order to meet more immediate needs or safety concerns.*

Making a match-Your resource and referral counselor will be in touch with you in the first few business days after your call to introduce themselves and to let you know that they are starting to search for providers. INTERFACE resource and referral counselors search for a match by utilizing the information provided at intake and our database of over 9,000 licensed and vetted providers located throughout the state.

Providing matches-Once a provider match has been identified, an INTERFACE resource and referral counselor will contact you to give you the provider's name, credentials, location, and phone number. They will also provide links to guides on our website that may be helpful in the process of seeking services. We aim to provide at least one match as quickly as possible; however, at times it can take up to 3 weeks to find a match. Although we do our best to find matches with current availability, at times matches may include waitlist options, as matches are based both on the criteria shared at intake and the availability of resources.

Following-Up-After you have received the match(es), your resource and referral counselor will follow up with you within 1-2 weeks to see if you have been able to connect with the provider(s), and if so, how it is going. INTERFACE Referral Helpline works with you to ensure you have connected with a suitable match.

Closing a referral-Once there is a successful match, the INTERFACE resource and referral counselor will close the referral process with you. However, if you need additional support in the future for other referrals or if the match does not work out for some reason, please know that you can always call the Helpline again to determine the next steps in the process of finding a new provider.

The INTERFACE Referral Service Helpline is available to you Monday through Friday from 9am to 5pm (excluding holidays). If we are experiencing high call volume or it is after hours, you will be asked to leave a message with your name, community of residence and phone number and we will return your call as soon as possible. If you are already working with us, please also note your case number. Please review our website at [interface.williamjames.edu](http://interface.williamjames.edu) for additional information and for a complete list of the communities we currently serve.