

Recommendations from an Environmental Scan of Community Resource Databases
February 2018

Appendix table 1. Behavioral Health: The Unfinished Agenda for Reform (BHUAR) Action Team participants		
Participant	Organization	Title
Terri Anderson	Department of Mental Health	Assistant Commissioner for Quality, Utilization, and Analysis
Katie Barrett	Health Policy Commission	Policy Director for Accountable Care
Maia BrodyField	BCBSMA Foundation	Administration and Strategic Initiatives Officer
Kelsey Brykman	Health Policy Commission	Policy Associate
Barbara Burka	NASW Massachusetts Chapter	Director, Social Work Therapy Referral Service (SWTRS)
Rachel Davis	Southcoast Health	Community Benefits Outreach Coordinator
Natalia Forbath	Brookline Community Mental Health Center	Health Outreach Worker
Mandy Gilman	Association for Behavioral Healthcare	Senior Director, Public Policy and Research
Anuj Goel	Massachusetts Health & Hospital Association	Vice President, Legal and Regulatory Affairs
Margaret Hannah	William James College, Freedman Center	Executive Director
Marisa Hebble	Massachusetts Trial Court	Coordinator, Massachusetts Community Justice Project
Katelyn Husereau	CFAR	Manager
Elizabeth Kelley	MassHealth	Deputy Director of Behavioral Health and Supportive Care
Sarah King	BCBSMA Foundation	Graduate Student Intern
Claire Kiwalee-Corsini	Department of Corrections	Director of Reentry Services
Jessica Larochelle	Massachusetts Association for Mental Health	Director for Public Policy & Government Relations
Danna Mauch	Massachusetts Association for Mental Health	President & CEO
Rosemary Minehan	Massachusetts Trial Court	Retired Justice
Genevieve Mulligan	Massachusetts Association for Mental Health	Policy Research Associate
Lorraine Oliveri	Department of Corrections	Administrative Assistant
Kelly Paquin	Department of Corrections	Program Coordinator III
Janice Peters	Massachusetts Health & Hospital Association	Manager, Healthcare Policy
Katherine Record	Health Policy Commission	Deputy Director, Behavioral Health Integration & Accountable Care
Steve Rosenfeld	National Alliance on Mental Illness, Massachusetts	Member, Board of Directors
Amy Rosenthal	Health Care For All	Executive Director
Nancy Scannell	Mass Association for the Prevention of Cruelty to Children	Director of External Affairs
Hannah Scott	Brookline Community Mental Health Center	Director of Care Integration
Audrey Shelto	BCBSMA Foundation	President
Sally Strniste	Health Care For All	Chief of Staff
Jennifer Tomasik	CFAR	VP and Principal
Jennifer Toth	Health Resources in Action, MA Substance Use Helpline	Associate Director of Information & Referral Services
Jennifer Warkentin	Massachusetts Psychological Association	Director of Professional Affairs
Henry White	Brookline Community Mental Health Center	Clinical Director
Megan Wiechnik	National Alliance on Mental Illness, Massachusetts	COMPASS Director

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Appendix table 2. Databases included in the environmental scan						
Database Name	Host	Platform Type	Public facing	Available in Massachusetts?	Available in Other States?	Resources
211	United Ways, with additional support from EEC, EOHHS, MEMA	Telephonic, web-based	Yes	Yes, 18 communities	Yes	Social services, mental health services, substance use disorder services
Aunt Bertha	Aunt Bertha, Inc. (Austin, TX)	Web-based	Yes	Yes	Yes	Social services, mental health services, substance use disorder services
Behavioral Health Connect	Southcoast Health System, Inc.	Web-based	Yes	Yes, South Coast region	No	Social services, mental health services, substance use disorder services
BetterHelp	BetterHelp (Sunnyvale, CA)	Web-based	Yes	Yes	Yes	Mental health services, substance use disorder services (e-counseling)
Disability Info (INDEX)	Eunice Kennedy Shriver Center, UMass Medical School, with support from EOHHS and HHS	Telephonic, web-based	Yes	Yes	Yes	Social services, mental health services, substance use disorder services (serving people with disabilities)
GoodTherapy.org	GoodTherapy.org (Olympia, WA)	Telephonic, web-based	Yes	Yes	Yes	Mental health services, substance use disorder services
Health Leads	Health Leads (Boston, MA)	Web-based	No	Yes, clinical and learning partners in MA	Yes	Social services
Healthify	Healthify, Inc. (New York, NY)	Web-based	No	No	Yes	Social services, mental health services, substance use disorder services
HelpPRO PTSD Help Network	PTSD Help Network, HelpPRO	Web-based	Yes	Yes	Yes	Social services, mental health services, substance use disorder services (serving veterans)
HelpPRO Suicide Prevention Therapist Finder	HelpPRO, National Suicide Prevention Lifeline, and others	Web-based	Yes	Yes	Yes	Social services, mental health services, substance use disorder services
HelpPRO Therapist Finder	HelpNet, Inc. (Lexington, MA)	Web-based	Yes	Yes	Yes	Social services, mental health services, substance use disorder services
HelpSteps	Boston Children's Hospital, with telephone support from the Boston Public Health Commission	Web-based	Yes	Yes	No	Social services, mental health services, substance use disorder services
INTERFACE Referral Service	William James College, supported in part by MCPAP and MA DPH	Telephonic	Yes	Yes, 55 communities	No	Mental health services, substance use disorder services
MA Behavioral Health Partnership (MBHP)	MA Behavioral Health Partnership (MBHP)	Web-based	Yes	Yes	No	Mental health services, substance use disorder services
MA BORIM Physician Profiles	MA BORIM	Web-based	Yes	Yes	No	Mental health services, substance use disorder services
MA Council on Compulsive Gambling	MA Council on Compulsive Gambling	Telephonic, web-based, online chat	Yes	Yes	No	Mental health services, substance use disorder services

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MA Department of Mental Health	MA Department of Mental Health	Telephonic, web-based, PDF resource guides	Yes	Yes	No	Social services, mental health services
MA Substance Use Helpline (BSAS)	MA Department of Public Health, Health Resources in Action	Telephonic, web-based	Yes	Yes	No	Social services, mental health services, substance use disorder services
Mass Options	MA EOHHS	Telephonic, online referral, chat function	Yes	Yes	No	Social services, mental health services, substance use disorder services (serving elders, people with disabilities, and caregivers)
Mass VetsAdvisor	MA Department of Veterans' Services	Web-based	Yes	Yes	No	Social services, mental health services, substance use disorder services (serving veterans and their families)
Mayor's Health Line	Boston Public Health Commisison	Telephonic, in-person	Yes	Yes, Boston	No	Social services, mental health services, substance use disorder services
MPA Find a Psychologist	Massachusetts Psychological Association	Telephonic, web-based	Yes	Yes	No	Mental health services, substance use disorder services
NAMI Mass Compass	National Alliance on Mental Illness of Massachusetts	Telephonic	Yes	Yes	No	Social services, mental health services, substance use disorder services
Network of Care	Trilogy Integrated Resources LLC (San Rafael, CA)	Web-based	Yes	Yes, Barnstable County	Yes	Social services, mental health services, substance use disorder services
NetworkTherapy	NetworkTherapy.com, Inc. (Aliso Viejo, CA)	Web-based	Yes	Yes	Yes	Mental health services, substance use disorder services
North Central MA Community Resources Finder	North Central MA and the North Quabbin Area Behavioral Health Collaborative, HelpPRO	Web-based	Yes	Yes, North Central MA	No	Social services, mental health services, substance use disorder services
One Degree	One Degree (San Francisco, CA)	Web-based	Yes	No	Yes	Social services, mental health services, substance use disorder services
Psychology Today Therapy Directory	Psychology Today (New York, NY)	Web-based	Yes	Yes	Yes	Mental health services, substance use disorder services
Purple Binder	Purple Binder (Chicago, IL)	Web-based, chat function	No	No	Yes	Social services, mental health services, substance use disorder services
Quartet	Quartet (New York, NY)	Web-based	No	Yes, clinical partners in MA	Yes	Mental health services
Social Work Therapy Referral Service	National Association of Social Workers, Massachusetts	Telephonic	Yes	Yes	No	Mental health services, substance use disorder services

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Database Name	Host	Platform Type	Public facing	Available in Massachusetts?	Available in Other States?	Resources
UMass LINK-KID	UMass Child Trauma Training Center, supported by DMH	Telephonic, online referral	Yes	Yes	No	Mental health services (serving children who have experienced trauma)

Abbreviations: BORIM = Board of Registration in Medicine, BSAS = Bureau of Substance Abuse Services, EEC = MA Department of Early Education and Care, EOHHs = MA Executive Office of Health & Human Services, DMH = MA Department of Mental Health, HHS = U.S. Department of Health & Human Services, MA = Massachusetts, MA DPH = MA Department of Public Health, MCPAP = MA Child Psychiatry Access Project, MEMA = Massachusetts Emergency Management Agency, MPA = Massachusetts Psychological Association, NAMI = National Alliance on Mental Illness, PTSD = post-traumatic stress disorder, SWTRS = Social Work Therapy Referral Service, UMass = University of Massachusetts, US = United States.

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Appendix table 3. Services included in databases[1]		211	Aunt Bertha	Behavioral Health Connect	BetterHelp	Disability Info (INDEX)	GoodTherapy.org	Health Leads	Healthify	HelpPRO PTSD Help Network	HelpPRO Suicide Prevention Therapists	HelpPRO Therapist Finder	HelpSteps	INTERFACE Referral Service	MA Behavioral Health Partnership	MA BORIM Physician Profiles	MA Council on Compulsive Gambling	MA Department of Mental Health	MA Substance Use Helpline (BSAS)	Mass Options	Mass VetsAdvisor	Mayor's Health Line	MPA Find a Psychologist	NAMI Mass Compass	Network of Care	NetworkTherapy	North Central MA Community Resources	One Degree	Psychology Today Therapy Direct	Purple Binder	Quartet	SWTRS/Therapymatcher.org	UMass LINK-KID
Mental health services [2]	Emergency and crisis services	•	•	•					•	•	•	•	•		•		•	•	•		•	•		•	•		•	•					
	Home-based services	•	•	•		•			•	•	•	•	•	•	•		•	•	•				•	•		•	•		•				
	IP hospitalization	•	•	•		•			•	•	•	•	•	•	•		•	•	•				•	•		•	•		•				
	OP mental health clinic/center	•	•	•		•			•	•	•	•	•	•	•	•	•	•	•		•	•		•	•		•	•		•	•	•	•
	Partial hospitalization/day treatment	•	•	•		•			•	•	•	•	•		•	•	•	•	•				•	•		•	•		•	•			
	Residential treatment centers	•	•	•		•	•		•	•	•	•	•		•		•	•	•		•			•	•		•	•		•	•		
	Recovery learning centers	•							•	•	•	•	•		•		•	•	•				•	•		•	•		•	•			
	Support groups	•	•	•		•			•	•	•	•	•	•	•	•	•	•	•			•	•		•	•		•	•			•	•
	Individual clinicians				•		•		•	•	•	•	•	•	•	•	•	•	•				•	•		•	•		•		•	•	•
	Help lines	•	•	•		•				•	•	•	•		•		•	•	•		•	•		•	•		•	•		•			
Substance use disorder services [3]	Early intervention	•		•					•	•	•	•	•		•		•	•	•		•	•		•	•		•	•		•			
	OP services	•	•	•	•	•	•		•	•	•	•	•	•	•	•		•	•		•	•	•	•	•	•	•	•	•	•		•	•
	Intensive OP/partial hospitalization	•	•	•		•			•	•	•	•	•		•	•		•	•			•		•	•	•	•	•	•	•			
	Residential/IP services	•	•	•		•	•		•	•	•	•	•		•			•	•		•	•		•	•	•	•	•	•	•			
	Medically-managed intensive IP	•		•					•	•	•	•	•		•			•	•					•	•	•	•	•	•				
	Recovery services/Support groups	•	•	•					•	•	•	•	•	•	•	•	•	•	•			•		•	•	•	•	•	•			•	•
	Family supports	•							•					•	•			•	•			•		•	•	•	•	•	•			•	•
Social services	Help lines	•	•	•		•				•	•	•	•		•		•	•	•		•	•		•	•	•	•	•		•			
	Food	•	•	•		•		•	•	•	•	•	•					•	•	•	•	•		•	•		•	•		•			
	Housing	•	•	•		•		•	•	•	•	•	•					•	•	•	•	•		•	•		•	•		•			
	Financial	•	•	•		•		•	•	•	•	•	•			•			•	•	•	•		•	•		•	•		•			
	Legal	•	•	•		•		•	•	•	•	•	•					•	•	•	•	•		•	•		•	•		•			
	Education	•	•	•		•		•	•	•	•	•	•					•	•	•	•	•		•	•		•	•		•			
	Employment	•	•	•		•		•	•				•					•	•	•	•	•		•	•			•		•			
	Health and wellness	•	•	•		•		•	•	•	•	•	•					•	•	•	•	•		•	•		•	•		•			
	Transportation	•	•	•		•		•	•	•	•	•	•					•	•	•	•	•		•	•		•	•		•			

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Elder services	•	•	•		•		•	•	•	•	•	•					•		•	•	•		•	•		•	•				
Experience of violence supports	•	•	•		•		•	•				•					•	•	•	•	•		•	•		•		•			
LGBTQ services	•	•	•				•	•	•	•	•	•					•		•		•		•	•		•	•				
Veteran services	•	•	•				•	•	•	•	•	•					•		•	•	•		•	•		•	•				

Abbreviations: BORIM = Board of Registration in Medicine; BSAS = Bureau of Substance Abuse Services; IP = inpatient; LGBTQ = lesbian, gay, bisexual, transgender, and queer; MA = Massachusetts; MPA = Massachusetts Psychological Association; NAMI = National Alliance on Mental Illness; OP = outpatient; SWTRS = Social Work Therapy Referral Service; UMass = University of Massachusetts.

Notes:
 [1] To be consistent and objective across databases, specific services are recorded as included in a database (yes = dot) if research staff could identify at least one program or agency in the database related to that particular service. A yes (dot) designation does not necessarily mean the listings of programs and agencies related to a particular service are comprehensive.

[2] This list of mental health services was derived from William James College's glossary of mental health services, available at <https://interface.williamjames.edu/guide/glossary-mental-health-services-and-approaches-treatment>, and supplemented by a review of additional services commonly included in various resources.

[3] This list of substance use disorder services was derived from the American Society of Addiction Medicine's Levels of Care, available at <http://asamcontinuum.org/knowledgebase/what-are-the-asam-levels-of-care/>, and supplemented by a review of additional services commonly included in various resources.

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Appendix table 4a. Examples of fields used in databases of behavioral health services		
Consumer characteristics	Gender	
	Age group	
	Language	
	Cultural group	
	Faith	
	Specific population (e.g., adult children of alcoholics, individuals with chronic	
	Sexuality	
Provider characteristics	Name	
	Gender	
	Location	Region
		State
		City
		County
		ZIP code
		Distance
	Service type	E.g., outpatient therapy
	Session format	E.g., couple, group, individual
	Treatment orientation	E.g., art therapy, CBT, psychoanalysis
	Expertise	E.g., addiction, ADHD, adoption, criminal justice involvement, LGBTQ
	Availability	Whether accepting new patients
		Hours
	Accessibility	Whether able to conduct video counseling
		E.g., languages spoken, proximity to public transit
	Financial	Insurances accepted
		Fees
		Whether able to offer sliding payment scale
		Whether able to offer free initial consultation
	Experience	Credentials/certifications
		Degrees
	Affiliations	Hospitals
		Professional organizations
		Provider networks
Abbreviations: ADHD = attention-deficit/hyperactivity disorder; CBT = cognitive behavioral therapy; LGBTQ = lesbian, gay, bisexual, transgender, and queer.		

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Appendix table 4b. Examples of fields used in databases of social services		
Consumer characteristics	Gender	
	Age group	
	Language	
	Eligibility for service (e.g., immigrant or refugee status, household income,	
	Sexuality	
Service characteristics	Program/agency name	
	Location	State
		City
		ZIP code
		Distance
	Service type	E.g., foreclosure assistance, job training, mental health supportive housing, pregnancy support, utility assistance
	Availability	Hours
	Accessibility	E.g., proximity to public transit
	Financial	Insurances accepted
		Fees
	Quality/user rating	E.g., five-star rating
	Tips/comments	E.g., best hours to visit, documents to bring
Abbreviations: AIDS = acquired immune deficiency syndrome, HIV = human immunodeficiency virus.		

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Appendix table 5. Recommendations of Database Features and Technology		
Access: Open and inclusive platform	Public-facing platform	Ensure the database is available and free to everyone, including individuals, families, and providers.
	Database linkages	Operate in close collaboration with existing databases and services in Massachusetts, and avoid duplication of efforts. Create a “no wrong door” approach to facilitate the connection of users to needed services.
	Cultural and linguistic competency	Ensure availability in multiple languages, accessibility for people with disabilities, and a recovery-orientation.
Usability: Helping users get the information they need	User-friendly interface	Adopt a consumer-friendly platform with attention to readability and a straightforward, intuitive design.
	Health and social services literacy	Provide health and wellness information such as definitions of terms, tips on navigating services, materials on behavioral health conditions, tools to promote recovery, information on consumer rights, etc.
	Search engine capacity	Employ a search function such that users can run queries across multiple domains to identify resources that meet their specific needs and preferences. Include interactive maps with pinned resources.
	Crowd-sourced navigation tips	Encourage users to enter fact-based, experiential comments and tips on how to access a particular service, with a mechanism for verification by the database administrator.
	Community of knowledge/social network	Leverage ways to build connections and share knowledge among users, such as listservs and Q&A forums.
	Help desk/human support	Collaborate with other databases and services that offer opportunity for users to connect with trained resource specialists. Recognize the key role of the “human element” in helping users ask the right questions, identify services that match needs, and navigate complex systems.
Care coordination and management	User customization, personalization	Include an option for users to set-up password-protected accounts to curate personally relevant resources.
	Ability to add on care coordination products	Allow customized, care management tools to interface with the publicly available database, so that providers can leverage the high quality, crowd-sourced data to better manage their patient populations.
	Capacity for referrals	Ensure capacity for the database to generate referrals; further explore lessons from pilot programs that employ bi-directional referral systems between health care providers and community-based organizations.
Data maintenance and quality	High-quality, comprehensive, and up-to-date data	Dedicate significant staff time to regular data updates, responses to user requests and correctors, the verification of crowd-sourced comments and tips, and the addition of new programs in the community.
	Taxonomy	Use open access classification systems to optimize users’ abilities to retrieve relevant information through targeted searches and maximize integration of heterogeneous data sources.
	Training and user support	Ensure the database is user-friendly and intuitive, such that individuals and families do not require training to identify the resources they need; offer access to free public training if needed. Offer initial and follow-up trainings and technical assistance to agency care coordinators and care managers, issue notices when updates are introduced, and ensure users have access to 24/7 support.
Analytics	QI and outcomes measurement	Develop capacity to collect and analyze data for: 1) quality improvement (e.g., did the search results yield information the users were looking for); 2) process evaluation (e.g., understanding of users and traffic patterns); and 3) geomapping as a mechanism to shed light on service supply and demand.