

Recommendations from an Environmental Scan of Community Resource Databases
February 2018

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
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 =

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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.						

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 Therapy	HelpPRO Therapist Finder	HelpSteps	INTERFACE Referral Service	MA Behavioral Health Partnership (MA BHP)	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 Directory	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	•							•					•	•			•				•		•	•	•		•	•	•			•	
	Help lines	•	•	•		•				•	•	•	•		•		•	•	•	•	•	•		•	•	•	•	•		•				
Social services	Food	•	•	•		•		•	•	•	•	•	•				•		•		•	•		•	•		•	•		•				
	Housing	•	•	•		•		•	•	•	•	•	•				•	•	•	•	•	•		•	•		•	•		•				
	Financial	•	•	•		•		•	•	•	•	•	•																					

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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.