

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 Commision	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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Appendix table 3. Services included in databases[1]

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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.