

INTERFACE is a state-wide referral helpline that the town of Lunenburg has contracted with to have access to for the next two years. It is available to **ALL Lunenburg residents and students attending Lunenburg Public Schools** (even if they live in another town).

Brief Overview of INTERFACE Referral System

What INTERFACE is:

- Mental Health resource and HELPLINE to assist our communities' children, adults, and families get connected with mental health providers.
- ALL information throughout the referral process is confidential!
- Data will be provided to our district twice a year for review of how effectively this referral service is being used in our community.
- The Process:
 - o **STEP 1: INTAKE**
 - Community member is encouraged to make the call directly, but schools can help assist families make this contact if needed. For all children and adolescents under the age of 18, the call must be made by the parent/guardian who holds the insurance.
 - Call takes about 15-20 minutes.
 - General information will be gathered – insurance, location, availability to meet, concerns, and needs.
 - o **STEP 2: MAKING A MATCH**
 - INTERFACE counselors begin the search of their data base to meet your needs. The database includes 8,000+ providers including in home therapy, outpatient therapy, and psychiatric services.
 - All providers in their data base are licensed. If unethical practice is reported to INTERFACE, providers are removed.
 - o **STEP 3: PROVIDE INFO**
 - INTERFACE counselors work to give you multiple matches (minimum of 2) within two weeks.
 - Matching clinician's information will be provided with the expectation that the individual/family in need reaches out directly to set up initial appointment.
 - o **STEP 4: FOLLOW UP**
 - INTERFACE counselors will follow up with you within 2 weeks to ensure individual/family has been connected with a clinician.
 - Follow up will continue as long as individual/family wants the support and until a successful match is made.

*What INTERACE is **not**:*

- Crisis hotline. Brief assessment of suicide risk, homicidal risk, and substance use will take place but if individual is in need of immediate assistance they will be connected with the appropriate crisis hotline or emergency services.
- Provide assessment for authorization to receive higher level of care (i.e. hospitalization)

Below is the link to the INTERFACE website. Lunenburg has its own page which outlines available resources in the community in addition to information for community members to call and utilize the service.

<https://interface.williamjames.edu/community/lunenburg>

HELPLINE

888-244-6843 (toll free)

Mon – Fri, 9am – 5pm