Dear Mental Health Professionals:

Access to Mental Health Services for Our Veterans is the theme of the MSPP INTERFACE Referral Service Newsletter, which spotlights a non-profit organization, Give An Hour. This organization provides free mental health services to United States military personnel and families affected by the current conflicts in Iraq and Afghanistan. MSPP is responding to awareness of the problems veterans face in accessing competent mental health care with its Training Vets to Treat Vets program which is funded in part by the state legislature and the Yellow Ribbon Scholarship Program. This program is fast becoming a magnet for former service personnel and reservists interested in a career in mental health care. Over the past year MSPP students have provided over 2400 hours of counseling to veterans from all service branches in six area locations, including the New England Center for Homeless Veterans and the Northeast Veterans Outreach Center. We encourage you to explore our program for veterans by contacting Dr. Robert Dingman at 617-564-9354 or Robert_Dingman@mspp.edu or the Give An Hour program listed below.

The MSPP INTERFACE Referral Service, formerly known as Project INTERFACE, has recently undergone some exciting changes. Our website has a new domain, our office is now part of MSPP's new Newton campus at One Wells Avenue, and our phone extension has changed to 617-332-3666 x1411. In addition we are happy to report data from the year long study of our service:

People contact the INTERFACE Helpline to address a variety of mental health needs.

- Intake case records indicated that many people were looking for help with stress or anxiety (27%), depression (26%), ADD/ADHD (15%), family crisis (12%), divorce (10%), or violent/aggressive behavior (10%), but there were a broad range of issues and concerns for which families were seeking specialized care.
- In most cases, people were seeking individual therapy (75%), but some also wanted psychiatric treatment (7%), family or couple's therapy (4%), or other interventions.
Most people were interested in appointments after school (46%) or in the evening (28%). INTERFACE is an important resource for locating a mental health provider.

- 58% of primary contact respondents reported that they tried to find a mental health provider on their own before contacting the INTERFACE Helpline.
- 94% of primary contact respondents reported that the Helpline was important in helping them address their mental health concern, when considered along with all the other resources they may have used.
- When Helpline counselors closed cases, they reported that 56% of targets were meeting with one of the providers matched through the Helpline. During the follow up survey, 81% of primary contacts reported that targets were meeting with mental health providers referred through the Helpline.

The Helpline was able to match people with mental health providers who met their needs.

- Almost all primary contact respondents were satisfied that they were matched with providers who: had expertise in their area of concern (96%); met personal characteristics, like requested gender, language, and professional training (98%); was in a convenient location (100%); was available at convenient times (97%); and took their insurance (99%).
- 86% of primary contacts said that from their perspective the match was a good fit overall, and 77% thought that the match was a good fit overall from the perspective of the target for the mental health service.

The Helpline counselors were knowledgeable, concerned, and efficient.

- 99% of primary contact respondents felt that Helpline counselors were knowledgeable about their mental health concerns, and 97% felt that counselors were knowledgeable about available mental health services.
- 100% of primary contact respondents felt that Helpline counselors were concerned about the well-being of the person needing services, 98% felt that counselors were concerned about finding a good match.
- 100% of primary contact respondents said Helpline counselors listened carefully to their needs, 98% said counselors understood what kind of mental health care they were seeking, and 99% felt that counselors made their case a priority.
- 100% of primary contact respondents felt that Helpline counselors kept them up to date during the referral process, and 98% felt that counselors were working quickly to find a referral.

Thank you for being partners in this very important work!

As always, please let us know if you have openings for new clients, if you have updates to your INTERFACE provider profile or if you know a provider who would like to participate in INTERFACE.

If you have not yet updated your provider profile, please e-mail us at updates@msppinterface.org to receive instructions for easy online updating.
Give an Hour™ is a nonprofit 501(c)(3), founded in September 2005 by Dr. Barbara Van Dahlen, a psychologist in the Washington, D.C., area. The organization's mission is to develop national networks of volunteers capable of responding to both acute and chronic conditions that arise within our society. Currently, GAH is dedicated to meeting the mental health needs of the troops and families affected by the ongoing conflicts in Iraq and Afghanistan. We provide counseling to individuals, couples and families, and children and adolescents. We offer treatment for anxiety, depression, substance abuse, post-traumatic stress disorder, traumatic brain injuries, sexual health and intimacy concerns, and loss and grieving.

In addition to direct counseling services, our providers are working to reduce the stigma associated with mental health by participating in and leading education, training, and outreach efforts in schools and communities and around military bases.

Please send inquiries about registering and serving as a GAH provider to Jessica Grove, at jgrove@giveanhour.org.

**Recommended Resources:**


**Spotlight on Upcoming Program:**

**Warriors At Ease/Sensory Enhanced Yoga for Self Regulation and Trauma Healing**

** Fri, Oct 19, 2012 8:30 am - 5:00 pm ET  
Sat, Oct 20, 2012 8:30 am - 5:00 pm ET**

Cotting School  
453 Concord Avenue  
Lexington, MA 02421

This two-day course is designed especially for occupational therapists, physical therapists, mental health professionals and other allied health professionals who wish to incorporate evidence-based, trauma-sensitive yoga techniques into their clinical practices to maximize healing from:

- combat stress  
- PTSD  
- anxiety-related autonomic nervous system disorders

Yoga experience is helpful but not required, as participants will be taught how to safely present and sequence a limited repertoire of therapeutic yoga poses and breathing techniques for this population.

To learn more: