

Frequently Asked Questions – by Therapists

Q. What is Partners for Access?

A. Partners for Access is a single point of contact resource for families seeking outpatient mental health services for children and parents in Chittenden County. A Community Access Specialist is available to guide families seeking therapy to available providers in Chittenden County that fit with the families' desired criteria. When an available match cannot be immediately found, the Community Access Specialist will support families by phone through the waiting period and be available to offer additional supports.

Q. How do you know about available therapists?

A. We ask that any rostered or licensed therapist or counselor working with children in Chittenden County complete this form (include link) so that their information can be gathered by the Community Access Specialist and entered into the PFA Database to then be shared with families. Additionally, similar to current practice, the Community Access Specialist will search the Internet, reach out to professional contacts and call potential providers but the hope is to take this burden off of the family while still providing them choice in the therapist match.

Q. Why should I be a part of Partners for Access?

A. Having comprehensive information on therapists, including their availability, is an important component to improving access to mental health services for children and families. With minimal effort on the part of the providers, PFA will be able to offer families appropriate resources that will ideally fit their identified needs. If these needs cannot be met by the existing community resources, PFA will identify these gaps in service and work with appropriate community stakeholders to take on the larger task of service expansion.

Q. I do not currently have any openings, so why should I be listed in the database?

A. If a provider that does not have openings is included in the PFA database, the Community Access Specialist would know not to refer families with immediate need to that provider. Many providers who are not taking new clients still receive numerous inquiries and it takes considerable time to return these calls or emails. One of the goals of PFA is for families to only reach out to providers with current or anticipated openings, to both reduce the outreach effort on the part of the families, and to reduce the number of calls a provider receives once they are full.

Q. Is it OK for me to share information about Partners for Access with potential clients seeking care if I'm unable to see them?

A. Yes, please do! We hope that PFA will be a reliable resource for Chittenden County providers who are not taking on new clients.

Q. Is there a charge to be included in the database?

A. There is no charge to providers or to families to participate.

Q. How much time does it take to complete the form and tell you about my availability?

A. The initial profile form should take approximately five minutes to complete. The Community Access Specialist will send out regular messages, via email or your other preferred method of communication, inquiring about your current and anticipated openings. These updates would take only a minute to complete.

802-488-6000

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