



WILLIAM JAMES COLLEGE

INTERFACE Referral Service

Dear Interface Community Partner,

As you've likely read (in articles [like this one in *The New York Times*](#)), the number of people seeking mental health services has skyrocketed during the pandemic. We know you've probably witnessed an increased need in your communities, or perhaps have even experienced the phenomena firsthand.

As providers take on more clients, and as their waitlists grow, quick referrals are harder to make – and our lists are growing, too. While the shift in attitude toward seeking care and asking for help is certainly a welcomed change, and one that we will wholeheartedly continue to support, the reality is that our service, and the providers to which we refer clients, are taxed by this unprecedented demand.

Our call volume has never been higher, and it has become increasingly difficult for our team to find matches for the significantly increased number of clients seeking care. To best serve the members of your communities who have already reached out to us seeking a referral, we will be implementing a temporary pause on new intakes.

For a brief time, from Monday, January 31, through Monday, February 21, the William James College Interface Referral Service will not be taking *new* calls for referrals.

It is important to note that this is not a suspension of services. Our team will be hard at work during this short three-week period, providing referrals for the members of your communities who have already contacted us and for whom we are already working to make connections.

We will resume our regular service, and begin new intakes again, on Tuesday, February 22, 2022.

During this pause on new calls, we will maintain existing resources [on our website](#) for every member of your community, including providing information about help lines and crisis lines, for anyone needs support. Some additional direct links are included below.

We have appreciated your patience and your partnership throughout these long pandemic months – your collaboration is always incredibly important to us, but we appreciate it now more than ever.

Thank you for your support and for your understanding.

With appreciation,

Dr. Nadja Lopez Reilly
William James College Interface Referral Service