

## I Matter FAQs

### **What is I Matter?**

I Matter provides up to six free therapy sessions for youth in Colorado and reimburses participating licensed therapists, which are licensed clinicians from agencies and independent contractors.

### **How did the I Matter program start? How is it funded?**

House Bill 21-1258 charged the Colorado Department of Human Services, Office of Behavioral Health with creating a temporary youth mental health services program, I Matter. The program funding has been renewed for the program run by the Behavioral Health Administration via House Bill 22-1243 through at least June 30, 2023.

### **Who can use the I Matter program?**

All youth aged 18 and younger are eligible, as well as all young people aged 21 and younger who receive special education services.

### **Will legal status be considered for youth wanting to access I Matter services?**

All Colorado youth are welcome, and participants and their parents/caregivers will never be asked for their legal status. We also are in the active process of credentialing and contracting with provider agencies with a specialty in serving the immigrant and refugee populations. We are hopeful to have these providers fully ready to accept clients through this program in the very near future.

### **What's the process to sign up for the program's free sessions?**

We've put together a document that walks you through the process, that can be found [here](#). Youth 12 and older can sign up for the program without parent/guardian assistance or consent. Youth 11 and younger must have a parent/guardian sign up for the program on their behalf. I Matter provides youth up to six free mental health sessions with a licensed therapist.

## **If a child is already seeing a therapist for mental health services, would I Matter pay that therapist?**

I Matter pays for therapy provided by licensed therapists contracted with I Matter. While it's possible that the child's therapist is part of I Matter, it is not guaranteed, and the child or their parent/guardian will need to take the short survey on the I Matter website to be paired with a therapist. If a child has an existing relationship with a therapist and they feel that their therapy is benefiting them, we encourage the youth to continue that relationship.

## **Are there in-person options through the program?**

Most of the appointments are virtual, but there are some providers offering in-person appointments.

## **What's the average wait time for an appointment?**

Telehealth appointments are generally available immediately. The program generally has more than 100 appointment slots available over a two week period. All appointments listed through the I Matter platform are within two weeks.

## **Does I Matter employ licensed therapists?**

Yes, I Matter has more than 150 licensed therapists providing services.

## **How were providers recruited for I Matter? How do I become a provider for I Matter?**

Providers were recruited via outreach to all professionals licensed in the state of Colorado, as well as all Community Mental Health Centers in the state. Licensed therapists who want to provide services through I Matter can contact [providers@imattercolorado.org](mailto:providers@imattercolorado.org).

## **How long does it take to get an appointment with a licensed therapist?**

Virtual appointments are generally available within the next two weeks.

## **Are crisis counselors available through I Matter?**

For any youth in crisis, they or their parents should reach out to Colorado Crisis Services for immediate attention. Call 844-493-TALK (8255) or text TALK to 38255. You can visit

[ColoradoCrisisServices.org](https://www.coloradocrisiservices.org) for more information.

## **Is counseling offered in languages other than English?**

Yes, I Matter sessions are available in Spanish and English. When a youth or their parent/guardian completes the survey on the I Matter website, it will ask them whether they want services in English or Spanish. The Spanish website can be found at [YoImportoColorado.org](http://YoImportoColorado.org). We are still exploring translation services and/or partners who could enable us to provide services in other languages.

## **Once a youth completes up to 6 free sessions offered as part of I Matter, are they able to continue meeting with the licensed therapist after? What will the fees look like after the free sessions?**

As of January 2022, I Matter is providing up to 6 free sessions to all Colorado youth. This is due to the program's current budget capacity, which is presently able to offer as many as 6 free sessions per youth.

After approximately 3 to 6 sessions, as recommended by the licensed therapist, I Matter's care navigators can help youth after their free sessions, and, where possible, connect youth with providers who accept their insurance, such as Medicaid or their private insurance. When children are uninsured, care navigators can connect families to resources to help with cost. I Matter may be able to pay for more than six sessions depending on demand and availability.

Free or low cost counseling is also available through the state's [Community Mental Health Centers](#).

## **I want to promote I Matter within my organization or school. How do I do that?**

We'd love to help you with that! You can access the program's digital toolkit at [bit.ly/IMatterColorado](http://bit.ly/IMatterColorado). The toolkit has social media posts, newsletter copy, digital banners, etc. You can also order free program materials here: [bit.ly/IMatterMaterials](http://bit.ly/IMatterMaterials).

## **I ordered materials for my event, but it says they will take 4-6 weeks to ship, and my event is next week.**

In the event that you need materials sooner than the typical shipping window, please contact Katelyn at [katelyn@ameliecompany.com](mailto:katelyn@ameliecompany.com) with your situation. If we're able, we will do our best to expedite materials to you.

If you have additional questions about I Matter services, please email [support@imattercolorado.org](mailto:support@imattercolorado.org). For any questions about program materials and promotion, please fill out this form: <https://forms.gle/HP8VPL1J5ow6nxhC8>.