

Massachusetts Department of Mental Health

Consumer and Family Resource Guide

A listing of information and referral resources available from the DMH
Information and Referral Line and
Statewide Emergency Services Program (ESP) Directory

Call 800-221-0053 or visit our website at www.mass.gov/dmh



Information and Referral for Consumers and Families
December 2012

The Department of Mental Health operates a toll-free Information and Referral line at **800-221-0053**. The call center is located within the DMH Office of Training and Consumer Affairs and is staffed by a DMH Information and Referral Specialist. The DMH Information and Referral Monday is for everyone and is available Monday through Friday, 9 a.m. to 5 p.m. for basic information and/or referral sources. All calls are confidential and voice messages are promptly returned.

While DMH cannot always provide specific information such as referrals to specific therapists, numerous general referral sources are available to callers, often in their geographic areas. Responses are tailored to the needs of a caller and reflect the Department's commitment to a person-center, recovery-oriented system of care. The following list of categories of some of our available information and resources:

- Access to DMH services
- Consumer support/resources
- Consumer organizations
- Consumer groups
- WRAP group sources
- Patient records
- Crisis resources
- Complaint filing resources
- Legal resources
- Human rights issues
- Family organizations
- Family support
- Medication resources
- Disability insurance
- Therapist referral sources
- Rehabilitation sources
- Connection to other state agencies

Table of Contents:

Resources by category	4
Hotlines	5
Warm lines	6
Resources for consumers	7
Recovery Learning Communities	10
Independent Living Centers	11
Resources for family members	12
Legal resources	13
Professional organizations and licensure	14
Insurance	15
Massachusetts Behavioral Health Partnership (MBHP) Emergency Service Program (ESP) Statewide Directory.....	16

RESOURCES BY CATEGORY

State Agencies and Commissions

- Department of Mental Health (DMH) (800) 221-0053
www.mass.gov/dmh TTY (617) 727-9842
- Department of Developmental Disabilities (DDS) (888) 367-4435
www.mass.gov/dds
- Department of Children and Families (DCF) (617) 748-2325
www.mass.gov/dcf
- Department of Public Health (DPH) (800) 882-1435
www.mass.gov/dph TTY (617) 624-5992
- Department of Transitional Assistance (DTA) (800) 445-6604
www.mass.gov/dta
- Department of Youth Services (DYS) (617) 727-7575
www.mass.gov/dys
- Executive Office of Elder Affairs (EOEA) (800) 243-4636
www.mass.gov/eoea TTY (800) 872-0166
- Massachusetts Commission for the Blind (MCB) (800) 392-6450
www.mass.gov/mcb TTY (800) 392-6556
- Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) voice/TTY(800) 249-9949
www.mass.gov/mcdhh
- Massachusetts Rehabilitation Commission (MRC) voice/TTY(800) 245-6543
www.mass.gov/mrc
- Labor and Work Force Development (EOLWD)
www.mass.gov/eolwd
- Massachusetts Office on Disability (617) 727-7440
www.mass.gov/anf/employment-equal-access

HOTLINES

- **AIDS Action Committee of Massachusetts** (800) 235-2331
provides information and referral for persons with AIDS/HIV
- **Child at Risk Hotline** (800) 792-5200
call in to report suspected abuse or neglect of a child
- **National Suicide Prevention Hotline** (800) 273-8255
www.suicidepreventionlifeline.org
federally funded suicide prevention hotline; connects individuals to crisis centers across the country; staff have essential resources to assist in a suicide crisis
- **Samaritans** (877) 870-4673
crisis hotline staffed by volunteers; provides support to persons who are suicidal or in despair
- **Samariteens** (800) 252-8336
crisis hotline for teens; staffed by teen volunteers; help for any teen who is suicidal or in despair
- **Disabled Persons Protection Commission (DPPC)** (800) 426-9009
call in to report suspected abuse of adults with disabilities between the ages of 18-59
- **Elder Affairs Hotline** (800) 882-2003
staff provides assistance to elders on areas of concern; also provides connection to Protective Services when elder abuse is suspected
- **Fenway Violence Recovery Project** (800) 834-3242
run out of the Fenway Community Health Center, the project helps the gay/lesbian/bisexual/ transgender community with the aftermath of violence, including hate crimes and domestic violence
HOTLINE: (617) 267-9001
- **Mass Transgender Political Coalition (MTPC)** (617) 267-9001
Peer Listening Line: 617-627-2535
Toll Free 800-339-7337
- **Health Care For All (HCFA)** (800) 272-4232
Seeks to create a consumer-centered health care system that provides high quality care and consumer education for everyone
(617) 350-7279
- **Recovery Hotline for Alcohol** (800) 252-6465
Crisis hotline staffed by volunteers; to help those
- **Massachusetts Substance Abuse Hotline** (800) 327-5050
provides information and referral about substance abuse and treatment; run through DPH
- **Alcoholics Anonymous (AA)** (800) 327-5050
www.helplineonline.com
12-step support groups for persons with alcohol addiction
- **Narcotics Anonymous (NA)** (800) 327-5050

12-step support groups for persons with drug addiction

- **Alanon/Alateen** (508) 366-0556
(this is a statewide number for accessing local groups)
support groups for family and friends of persons with
addictions; Alateen is specifically to address the support
needs of young people
- **Massachusetts Council on Compulsive Gambling** (800) 426-1234
support groups for persons with a gambling addiction

WARM LINES

Warm lines are run by and for consumers; they are used by consumers who need to talk to someone, but are not in crisis

Central Massachusetts

- **Crossroads Warm line** (978) 629-8485
Hours: daily 4-7 pm and 10-12 pm
- **Tradewinds Warm line** (508) 864-0270
Hours: Friday 4-10 pm, weekends 10 am-10pm
- **Westwinds Warm line** (508)426-1660
Hours: daily 6-9 pm
- **Central Mass. Recovery Learning Community** (508) 468-9740
Hours: daily 6-8 pm

Metro Boston

- **Peer Warm Line (Metro Boston RLC)** (877) 733-7563
Hours: Mon, Thurs, Sat 4-8 pm

Metro Suburban

- **C.A.S.T.L.E** (617) 610-7907
Hours: Mon –Fri, Sun 7-11 pm (617) 243-3977
- **The Peer Line** (508) 879-2250 x168
Hours: Mon –Thurs 8:30 am – 7:30 pm,
Fri 9-5 pm
- **The Consumer Warm line/Edinburgh Center** (800) 243-5836
Hours: Mon –Fri 5-10 pm, weekends 1-10 pm
- **The South Shore Warm Line** (617) 689-1050
Hours: Mon, Thurs, Fri, Sun 5-10 pm (617) 689-1051

Northeast

None; to be established by the Northeast RLC

Southeast

None; to be established by the Southeast RLC

Western Massachusetts

- **Pioneer Valley Warm Line** (413 747-8658
Hours: Wed-Sun 5pm -1am

RESOURCES FOR CONSUMERS

- **M-POWER** (877) 769-7693
(Massachusetts People/Patients Organized for
Wellness Empowerment and Rights)
www.m-power.org
Non-profit advocacy organization for consumers
- **The Transformation Center** (877) 769-7693
www.transformation-center.org
peer run organization that has spun off from M-POWER.
The Center focuses on wellness and life recovery
through dialogue, education, systems change advocacy
and peer support. The Center currently offers training for
peer specialist certification, Massachusetts Leadership Academy,
WRAP facilitation and recovery conversations with providers.
- **Peer Educators Project** (877) 284-6336
information on recovery from mental illness; uses peer
to peer model for recovery; also provides groups for
recovery from dual diagnoses (Double Trouble in Recovery)
- **National Empowerment Center** (800) 769-3728
www.power2u.org
advocacy center for consumer/survivor/ex-patients
focusing on a person-centered recovery oriented system;
provides information on topics of interest to consumers;
advocacy
- **The Freedom Center** (413) 582-9948
www.freedomcenter.org
advocacy and support group for persons labeled
with mental illness; located in Northampton
- **OC Foundation** (203) 878-5669
provides information and support for individuals with
obsessive/compulsive disorder
- **REFUAH (A Time for Healing)** (781) 961-2815
Congregation Kehillath Israel/Novakoff Hall
384 Harvard Street
Brookline, MA
Refuah (a time for healing) is a Jewish organization
dedicated to helping families and consumers cope with

mental illness; educates and sensitizes the community about mental illness; refuah welcomes all regardless of religion, race or nationality; meetings are free and open to the public

www.refuahboston.org

- **Ruby Rogers Drop-in Center** (617) 625-9933
71 Union Square
Somerville, MA 02143
only drop-in center in Mass.; consumer-run; named after the famous Ruby Rogers case regarding the right to refuse treatment
- **Dual Recovery Anonymous (DRA)**
www.dra.org
12 step groups for persons with both mental illness and addiction; website list local groups
- **Smart Recovery** (766) 951-5357
alternative to AA/NA for recovery from addiction
www.smartrecovery.org
- **MBTA Special Needs Office** (617) 222-5438
helps persons with disabilities to obtain passes for reduced fares
- **The Ride** (617) 222-5123
low-cost transportation for disabled individuals
- **New England Index** (800) 642-0249
provides information and resources for persons with disabilities
www.disabilityinfo.org
- **The Boston Resource Center** (617) 305-9976
provides information on a range of topics and services pertaining to consumers
www.bostonresourcecenter.org
- **The Cole Resource Center** (617) 855-2795
provides information on a range of topics and services pertaining to consumers
- **MASSWRAP** (617) 769-7693 x305
Located at the Transformation Center
98 Magazine St., Roxbury, MA 02119
Offers WRAP classes
- **LOVE** (978) 442-4111
(Lawrence Organizing Voices for Empowerment)
consumer advocacy group
- **Massachusetts Clubhouse Coalition** (781) 788-8803
www.maclub.org
coalition of psychosocial centers for consumers that focus on work skills; also provides social activities and recovery groups such as WRAP

- **Boston University Center for Psychiatric Rehabilitation**
www.bu.edu/cpr
research, training, and service organization dedicated to improving the lives of persons with psychiatric disabilities by improving the effectiveness of people, programs and service systems. The mission of the Center is to increase knowledge in the field of psych rehab by training treatment personnel and developing effective rehab programs. The Recovery Center provides rehab, recovery and wellness courses for consumers on a tri-semester basis or on a one-to-one basis

(617) 353-3549

- **Boston University Center for Resilience**
www.bu.edu/resilience
recovery research center
Courtney Harding, Director and nationally known researcher

(617) 353-3549

- **Depression and Bipolar Support Alliance (DBSA)**
provides information on affective disorders, runs support groups, and schedules speakers on topics related to mental illness

(617) 855-3665

- **Emotions Anonymous**
12-step format for dealing with emotional distress;
call for statewide meeting list

(651) 647-9712

- **Recovery, Inc.**
www.recovery-inc.org
self-help program for consumers based on the practical teachings of its founder, Dr. Abraham Low. Founded in 1937, members learn techniques to regain and maintain mental health

(312) 337-5661

- **Massachusetts Organization for Addiction Recovery**
www.neaar.org/moar
advocacy organization focusing on addiction recovery; provides education and support

(877) 423-6627

- **Elderline**
helps seniors and consumers find financial assistance with medication or free medication

(800) 243-4636

- **Medication Assistance**
helps people without the ability to pay for medication

(888) 477-2669

- **Overeaters Anonymous**
12-step support groups for persons who overeat

(781) 641-2303

- **United Way Information & Referral Line**
basic information & referral; covers all topics

(800) 231-4377

Recovery Learning Communities (RLCs)

RLCs are DMH consumer-run networks of self-help, peer support, information and referral, advocacy and training activities. Training in recovery concepts, advocacy forums, and social activities are offered as well. Warm lines are offered at certain locations and are answered by consumers; they are used by consumer who need to talk with someone but are not in crisis.

- **Central Mass. Recovery Learning Community** (508) 751-9600
91 Stafford Street
Worcester, MA 01603
info@centralmassrlc.org
- **Metro Boston Recovery Learning Community** (617) 305-9989
Solomon Carter Fuller CMHC
85 East Newton Street
Boston, MA 02118
info@bostonresourcecenter.org
Hope Center Satellite www.hoperlc.org (617)-626-8687
Warm line hours: Tue – Sun 4 to 8 p.m. (877) 733-7563
- **Northeast Recovery Learning Community** (978) 687-4288
Northeast Independent Living Center
20 Ballard Road
Lawrence, MA 01843
jbower@nilp.org
- **Metro Suburban Learning Community** (617) 472-3237
460 Quincy Avenue
Quincy, MA 02169
info@metrosubrlc.org
- **Southeast Recovery Learning Community** n/a
71 Main Street, Suite 1100
Taunton, MA 02780
Frances.sokoll@bmc.org
- **Western Mass. Recovery Learning Community** (866) 641-2853
187 High Street (413) 723-1703
Holyoke, MA 01040
www.westernmassrlc.org
- **Western Mass. satellite Resource Centers**
 - **Greenfield** (413) 561-3268
 - **Springfield** (413) 732-1703
 - **Pittsfield** (413) 236-5888

Independent Living Centers (ILCs)

ILCs are private, non-profit, consumer-run, community-based organizations providing services and advocacy by and for persons with disabilities. Their goal is to assist individuals with disabilities to achieve their maximum level of independent functioning within their families and communities

- **AD-LIB**
215 North Street
Pittsfield, MA 01201
voice (413) 442-7047
TTY (413) 442-7158
- **Boston Center for Independent Living**
95 Berkeley Street
Boston, MA 02116
voice (617) 338-6665
TTY (617) 338-6662
- **Center for Living and Working**
67 Millbrook Street
Worcester, MA 01608
www.centerlw.org
voice/TTY (508) 798-0350
- **Cape Organization for the Rights of the Disabled**
1019 Iyanough Road #4
Hyannis, MA 02601
www.cordonline.org
voice/TTY (508) 775-8300
- **Independent Living Project**
110 Claybourne Street
Dorchester, MA 02124
www.bostonabcd.org
voice (617) 288-9431
TTY (617) 288-2707
- **Independent Living Center of the North Shore and Cape Ann**
27 Congress Street, Suite 401
Salem, MA 01970
www.ilcnsca.org
voice (978) 741-0077
TTY (978) 745-1735
- **Metro West Independent Living Center**
280 Irving Street #401
Framingham, MA 01720
www.mwcil.org
voice/TTY (508) 875-7853
- **Northeast Independent Living Program**
20 Ballard Road
Lawrence, MA 01843
www.nilp.org
voice/TTY (978) 687-4288
- **Southeast Center for Independent Living**
Merrill Building
66 Troy Street, Suite 3
Fall River, MA 02721
www.secil.org
voice/TTY (508) 679-9210
- **Stavros Center for Independent Living**
691 South East Street
Amherst, MA 01002
www.stavros.org
voice/TTY (413) 256-0473

RESOURCES FOR FAMILY MEMBERS

- **National Alliance on Mental Illness of Mass** (800) 370-9085
www.namimass.org
family organization; provides support for families that include a person with mental illness; NAMI/CAN is the consumer spinoff
- **National Alliance on Mental Illness (NAMI)** (800) 950-6264
www.nami.org
parent organization for NAMI of Mass.
- **Massachusetts Association for Mental Health** (617) 742-7452
www.mamh.org
mission is to promote, advocate, or develop community based education, health care, and mental health services for children and adults
- **Parent/Professional Advocacy League (PAL)** (866) 815-8122
www.ppal.org
non-profit organization that advocates for families whose children have emotional disturbance or mental illness; statewide support group meetings
- **Federation for Children with Special Needs** (617) 236-7210
www.fcsn.org
non-profit organization that provides information and advocacy for any family with a special needs child including kids with serious emotional disturbance
- **PFLAG (Parents and Friends of Lesbians and Gays)** (866) 427-3524
parents and friends of Lesbians and Gays; provides information, advocacy and support
- **Asperger's Association of New England (AANE)** (617) 393-3824
non-profit advocacy organization for persons with Asperger's Syndrome
- **Brain Injury Association of Massachusetts** (508) 475-0032
www.biama.org
BIA-MA has a toll-free helpline staffed by social workers who can provide information, resources, support, and informal counseling.
- **Brain Injury Helpline** (800) 242-0030
- **State Head Injury Program** (617) 204-3852
services for people with brain injuries-run through MRC
- **Mental Illness Education Project** (617) 562-1111
associated with NAMI of Mass.; provides training tapes and literature; offers presentations to groups on mental illness

LEGAL RESOURCES

- **Center for Public Representation** (413) 587-6265
www.centerforpublicrep.org
non-profit organization that provides legal assistance to consumers (e.g. discrimination cases)
- **Committee for Public Counsel Services (CPCS)** (800) 882-2095
provides free legal representation for consumers facing commitment hearings
- **Disability Law Center** (800) 872-9992
www.dlc-ma.org
non-profit organization that provides legal assistance for any person with a disability including consumers. The DLC is the agency that provides protection & advocacy services for consumers in Massachusetts.
- **The Lawyers Clearinghouse** (617) 778-1980
www.lawyersclearinghouse.org
Provides pro bono legal services to guests of area homeless shelters and others in need, nonprofit organizations and groups seeking nonprofit status
- **Mass. Correctional Legal Services** (617) 482-2773
non-profit advocacy organization for inmates
- **Mass. Law Reform Institute** (617) 357-0700
www.mlri.org
non-profit agency that provides legal assistance, information and advocacy particularly for the poor and disenfranchised
- **Prisoners' Legal Services Massachusetts** (800) 882-1413
www.psmla.org
For prisoners, families and friends
- **Mass. Commission Against Discrimination (MCAD)** (617) 727-3990
assists in any discrimination case; particularly helpful to consumers who have encountered problems in the workplace or have been fired due to mental illness
- **Mental Health Legal Advisors Committee** (800) 342-9092
www.mass.gov/mhlac
agency that provides legal assistance to consumers
- **Volunteer Lawyers Project** (617) 423-0648
network of attorneys that provide legal representation at reduced fees

PROFESSIONAL ORGANIZATIONS AND LICENSING INFORMATION

- **American Psychiatric Association** (888) 357-7924
national organization for psychiatrists
- **Massachusetts Psychiatric Society** (781) 237-8100
mps@psychiatry-mps.org
organization that provides a referral service for persons
looking for psychiatrists (781-237-8100 x10)
- **Board of Registration in Medicine** (781) 876-8200
www.massmedboard.org TTY (781) 876-8395
licensing info; takes complaints about physicians
including psychiatrists
- **American Psychological Association** (202) 336-5500
national organization for psychologists
- **Massachusetts Psychological Association** (888) 283-3757
www.mapsych@masspsych.org TTY (800) 720-3480
organization that provides a referral service for
persons looking for psychologists
- **Board of Registration of Psychology** (617) 727-9925
licensing info; takes complaints about psychologists
- **Board of Registration of Licensed Mental Health
Counselors** (888) 283-3757
TTY (800) 720-3479
licensing information, takes complaints
- **National Association of Social Workers (NASW)** (617) 720-2828
www.naswma.org
Massachusetts chapter
provides referrals to local clinical social workers
- **Board of Registration of Social Workers** (617) 727-3073
licensing info, complaints about social workers
- **Visiting Nurse Assoc./Boston** (617) 426-5555
certifies home health aides

INSURANCE

- **Health Care for All** (617) 350-7279
organization that advocates for health care coverage;
assists people in finding health care coverage
- **Managed Care Ombudsman/Office of Patient Protection** (800) 436-7757
state-funded office that provides assistance to individuals
and families that are encountering problems with
HMO's (e.g. denial of services, etc.)
- **Mass. Division of Insurance** (617) 521-7777
helpline addresses concerns and complaints about
insurance companies
- **MassHealth/CommonHealth** (800) 841-2900
customer service center for the Division of Medical
Assistance (Medicaid); also access to CommonHealth
which is insurance for disabled individuals who can
work part-time
- **Social Security Administration** (800) 772-1213
federal agency; access to social security benefits
for persons with disabilities

Statewide Emergency Services Program (ESP) Directory

BOSTON

Area: Boston

24 hour access number: (800) 981-4357

Centralized fax number: (617) 414-8306

ESP Provider: Boston Medical Center / Boston Emergency Services Team (B.E.S.T.)

ESP Director: Andrea Hall (617) 414-8307 andrea.hall@bmc.org

Mobile Crisis Intervention Manager: Deborah Fauntleroy (617) 414-4931 deborah.fauntleroy@bmc.org

Service Locations	Operating Hours	Cities/Towns in Area
BEST Community Based Location 85 E. Newton Street Boston, MA 02118 (800) 981-4357 (617) 414-8336 Fax (617) 414-8333	7am-11pm weekdays 9am-5pm weekends	Boston (Allston, Dorchester, South Boston, Roxbury, West Roxbury, Jamaica Plain, Mattapan, Roslindale, Hyde Park, Lower Mills), Brighton, Brookline, Charlestown, Chelsea, East Boston, Revere, Winthrop
BEST Community Based Location 25 Staniford Street Boston, MA 02114 (800) 981-4357 (617) 523-1529 Fax (617) 523-1207	7am-5pm weekdays	
BEST/Boston Medical Center 818 Harrison Ave Boston, MA 02118 (800) 981-4357 (617) 414-7612 Fax (617) 414-4209	24/7	
BEST/Mass General Hospital 55 Fruit Street Boston, MA 02114 (800) 981-4357 (617) 726-2994 Fax (617) 724-3727	24/7	
BEST Community Crisis Stabilization Program 85 E. Newton Street Boston, MA 02118 (800) 981-4357 617-371-3000 Fax (617) 414-8319	24/7	

METRO BOSTON		
Area: Cambridge Somerville		24 hour access number: 800-981-4357
Provider: Boston Medical Center / Cambridge Somerville Emergency Services Team (C.S.E.S.T.)		
ESP Director: Andrea Hall (617) 414-8307 andrea.hall@bmc.org Direct Fax: (617) 414-4769 Mobile Crisis Intervention Manager: Deborah Fauntleroy (617) 414-4931 deborah.fauntleroy@bmc.org		
Service Locations	Operating Hours	Cities/Towns in Area
CSEST Community Based Location 22 McGrath Hgwy #204 Somerville, MA 02143 800-981-4357 Fax (617) 623-1817	7am-11pm weekdays 7am-8pm weekends	Cambridge, Somerville
CSEST / Cambridge Hospital 1493 Cambridge Street Cambridge, MA 02139 800-981-4357 (617) 665-1560 Fax (617) 665-2310	24/7	
CSEST Community Crisis Stabilization Program TBA 	Opening Fall 2009	
Area: Norwood		24 hour access number: 800-529-5077
ESP Provider: Riverside Community Care		
ESP Director: Kate O'Connell (781) 769-8674 koconnell@riversidecc.org Mobile Crisis Intervention Manager: Cristina Vaszari (800) 529-5077 cvaszari@riversidecc.org		
Riverside Community Based Location 190 Lenox Street Norwood, MA 02062 (800) 529-5077 (781) 769-8674 Fax (781) 769-6717	8am-7pm weekdays	Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, Wrentham
Riverside Community Based Location 15 Beacon Ave Norwood, MA 02062 (800) 529-5077 (781) 769-1342 Fax (781) 769-6717	7pm-8am weekdays 8am-8pm weekends	
Riverside Community Crisis Stabilization Program 15 Beacon Ave Norwood, MA 02062 (800) 529-5077 (781) 769-1342	24/7	

Area: South Shore		24 hour access number: (800) 528-4890	
ESP Provider: South Shore Mental Health (SSMH)			
ESP Director: Leslie Chiotasso (617) 847-1950 x6496 lchiotas@ssmh.org			
Mobile Crisis Intervention Manager: Sue Burton (617) 774-6036 sburton@ssmh.org			
SSMH Community Based Location 460 Quincy Ave Quincy, MA 02169 617-847-1950 Fax (617) 479-0356		24/7	Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, Weymouth
SSMH Community Crisis Stabilization Program 460 Quincy Ave Quincy, MA 02169 617-847-1950 Fax (617) 479-0356			

WESTERN MASSACHUSETTS		
Area: The Berkshires		24 hour access number: (800) 252-0227
ESP Provider: The Brien Center for Mental Health and Substance Abuse		
ESP Director: Chris Haley (413) 499-0412 x1190 chale@briencenter.org Mobile Crisis Intervention Manager: Richard Collins (413) 629-1072 rcoll@briencenter.org		
Service Locations	Operating Hours	Cities/Towns in Area
The Brien Center Community Based Location 34 Pomeroy Ave Pittsfield, MA 01201 (800) 252-0227 (413) 499-0412 Fax (413) 499-0995	24/7	Adams, Alford, Becket, Cheshire, Clarksburg, Dalton, Egremont, Florida, Great Barrington, Hancock, Hinsdale, Lanesboro, Lee, Lenox, Monroe, Monterey, Mount Washington, New Ashford, New Marlboro, North Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Williamstown, Windsor
The Brien Center Community Based Location 741 North Street Pittsfield, MA 01201 (800) 252-0227 (413) 499-0412 Fax (413) 499-0995	8am-8pm 7 days/ week	
The Brien Center Community Based Location 25 Marshall Street North Adams, MA 01247 (800) 252-0227 413-664-4541 Fax (413) 662-3311	9am-5pm weekdays	
The Brien Center Community Based Location 60 Cottage Street Great Barrington, MA 01230 (800) 252-0227 (413) 664-4541 Fax (413) 528-8187	9am-5pm weekdays	
The Brien Center Community Crisis Stabilization Program 34 Pomeroy Ave Pittsfield, MA 01201 (800) 252-0227 (413) 499-0412 Fax (413) 499-0995	24/7	

Area: Greenfield			24 hour access number: (800) 562-0112		
ESP Provider: Clinical & Support Options					
ESP Director: Dan Sontag (413) 774-5411 dsontag@csoinc.org Fax: (413) 773-8429					
Mobile Crisis Intervention Manager: TBA					
Clinical & Support Options Community Based Location 140 High Street Greenfield, MA 01301 Greenfield, MA 01301 413-774-5411 Fax (413) 773-8429		24/7		Ashfield, Athol, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Millers Falls, Montague, New Salem, Northfield, Orange, Petersham, Phillipston, Rowe, Royalston, Shelburne, Shutebury, Sunderland, Turners Falls, Warwick, Wendell, Whately	
Clinical & Support Options Community Crisis Stabilization Program 140 High Street Greenfield, MA 01301 413-772-0249 Fax (413) 773-8429					
Area: Northampton			24 hour access number: (800) 562-0112		
ESP Provider: Clinical & Support Options					
ESP Director: Heather Bachmann-Baez (413) 774-2880 hbachmann-baez@csoinc.org					
Mobile Crisis Intervention Manager: George Pappas (413) 774-5411 gpappas@csoinc.org					
Service Locations		Operating Hours		Cities/Towns in Area	
Clinical & Support Options Community Based Location 29 North Main Street Florence, MA 01062 (413) 586-5555 Fax (413) 586-2723		24/7		Amherst, Chesterfield, Cumminton, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, Worthington	
Clinical & Support Options Community Crisis Stabilization Program 29 North Main Street Florence, MA 01062 (413) 586-2973 Fax (413) 582-6893					

Area: Southern Pioneer Valley		24 hour access number: (800) 437-5922	
ESP Provider: Behavioral Health Network			
ESP Director: Meg Mastriana (413) 301-9352 meg.mastriana@bhninc.org			
Mobile Crisis Intervention Manager: Kate Hildreth-Fortin (413) 301-9350 kate.hildreth@bhninc.org			
Behavioral Health Network Community Based Location 417 Liberty Street Springfield, MA 01104 (413) 733-6661 Fax (413) 733-7841		24/7	Agawam, Belchertown, Blandford, Bondsville, Chester, Chicopee, East Longmeadow, Granby, Granville, Hampden, Holyoke, Huntington, Indian Orchard, Longmeadow, Ludlow, Monson, Montgomery, Palmer, Russell, South Hadley, Southampton, Southwick, Springfield, Thorndike, Three Rivers, Tolland, Ware, Westfield, West Springfield, Wilbraham,
Behavioral Health Network Community Based Location Carson Center 77 Mill Street Westfield, MA 01085 (413) 568-6386 Fax (413) 572-4144			
Behavioral Health Network Community Crisis Stabilization Program 417 Liberty Street Springfield, MA 01104 (413) 733-6661 Fax (413) 733-7841			
Behavioral Health Network Community Crisis Stabilization Program Carson Center 77 Mill Street Westfield, MA 01085 (413) 568-6386 Fax (413) 572-4144			
Behavioral Health Network Community Crisis Stabilization Program 40 Bobala Road Holyoke, MA 01104 (413) 532-8016 Fax (413) 532-8205			

CENTRAL MASSACHUSETTS		
Area: Metro West 24 hour access number: (800) 640-5432		
ESP Provider: Advocates		
ESP Director: Sara Trongone (508) 661-2049 strongone@advocatesinc.org Mobile Crisis Intervention Manager: Casey Doherty (781) 893-2003 cadohert@advocatesinc.org Mobile Crisis Intervention Manager: John DeRonk (508) 661-2043 jderonk@advocatesinc.org		
Service Locations	Operating Hours	Cities/Towns in Area
Advocates Community Based Location 354 Waverly Street Framingham, MA 01702 (800) 640-5432 (508) 872-3333 Fax (508) 875-2600	24/7	Acton, Ashland, Arlington, Bedford, Belmont, Boxborough, Burlington, Carlisle, Concord, Framingham, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Littleton, Maynard, Marlborough, Natick, Northborough, Sherborn, Southborough, Stow, Sudbury, Waltham, Watertown, Wayland, Westborough, Wilmington, Winchester, Woburn
Advocates Community Based Location 28 Mill Street Marlboro, MA 01752 (800) 640-5432 (508) 786-1584 Fax (508) 786-1585	24/7	
Advocates Community Based Location 675 Main Street Waltham, MA 02451 (800) 540-5806 (781) 893-2003 Fax (781) 647-0183	7am-11pm 7 days / week	
Advocates Community Crisis Stabilization Program 28 Mill Street Marlboro, MA 01752 (800) 640-5432 (508) 786-1580	24/7	
Area: North County 24 hour access number: (800) 977-5555		
ESP Provider: Community HealthLink Inc.		
ESP Director: Paul Walker (978) 840-9326 pwalker@communityhealthlink.org Mobile Crisis Intervention Manager: Lori Simkowitz-Lavigne (508) 853-6988 lsimkowitz-lavigne@communityhealthlink.org		
Community HealthLink, Inc. Community Based Location 45 Summer Street Leominster, MA 01453 (800) 977-5555 (978) 534-6116 Fax (978) 537-4966	24/7	Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, Templeton, Townsend, Westminster, Winchendon
Community HealthLink Community Based Location 10 Parker Street Gardner, MA 01440 (800) 977-5555 (978) 630-4740 Fax (978) 630-4765	8am-6pm weekdays	
Community HealthLink Community Crisis Stabilization Program 45 Summer Street Leominster, MA 01453 (800) 977-5555 (978) 534-6116 Fax (978) 534-3294	24/7	

Area: South County			24 hour access number: (800) 294-4665		
ESP Provider: Riverside Community Care					
ESP Director: Michael Rubin (508) 634-3420 mrubin@riversidecc.org					
Mobile Crisis Intervention Manager: Deb Gardner (800) 294-4665 dgardner@riversidecc.org					
Mobile Crisis Intervention Manager: Susan Butler-Moore (508) 765-3035 sbutler@harringtonhospital.org					
Service Locations			Operating Hours		Cities/Towns in Area
Riverside Community Based Location 11 Williams Street Hopedale, MA 01747 (800) 294-4665 (508) 634-3420 Fax (508) 529-7001			5pm-8am weekdays 8am-8pm weekends		Bellingham, Blackstone, Brimfield, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Holland, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, North Brookfield, Oxford, Southbridge, Sturbridge, Sutton, Upton, Uxbridge, Wales, Warren, Webster, West Brookfield
Riverside Community Based Location 206 Milford Street Upton, MA 01568 (800) 294-4665 (508) 529-7000 Fax (508) 529-7001			8am-5pm weekdays		
Riverside / Harrington Memorial Hospital 100 South Street Southbridge, MA 01550 (877) 750-3127 (508) 765-3035 Fax (508) 764-2434			8am-8pm 7 days / week		
Riverside Community Based Location GB Wells Center 29 Pine Street Southbridge, MA 01550 (877) 750-3127 (508) 765-9167 Fax (508) 764-2434			Opening in Fall 2009		
Riverside Community Crisis Stabilization Program 11 Williams Street Hopedale, MA 01747 (800) 294-4665 (508) 634-3420 Fax (508) 529-7001			24/7		
Area: Worcester			24 hour access number: (866) 549-2142		
ESP Provider: UMASS Memorial Medical Center					
ESP Director: Glen Green Glen.Green@umassmemorial.org (866) 549-2142					
Mobile Crisis Intervention Manager: Lori Simkowitz-Lavigne (508) 853-6988 lsimkowitz-lavigne@communityhealthlink.org					
UMASS Community Based Location Community HealthLink 72 Jaques Ave Thayer Building, 2nd floor Worcester, MA 01610 (866) 549-2142 (508) 860-1283 Fax (508) 856-1695			8am-8pm weekdays 8am-5pm weekends		Auburn, Boylston, Grafton, Holden, Leicester, Milbury, Paxton, Shrewsbury, Spencer, West Boylston, Worcester
UMASS Memorial Medical Center 55 Lake Avenue North Worcester, MA 01655 (866) 549-2142 (508) 334-3562 Fax (508) 856-1695			24/7		
UMASS Community Crisis Stabilization Program Community HealthLink 72 Jaques Ave Thayer Building, 2nd floor Worcester, MA 01610 (866) 549-2142 (508) 860-1283 Fax (508) 856-1695			24/7		

NORTHEASTERN MASSACHUSETTS		
Area: North Essex 24 hour access number: (866) 523-1216		
ESP Provider: Health and Education Services		
ESP Director: Colleen Babson (978) 744-1585 cbabson@hes-inc.org		
Mobile Crisis Intervention Manager: Paula Garrant (978) 521-7777 pgarrant@hes-inc.org		
Mobile Crisis Intervention Manager: Maria Walters (978) 744-1585 mwalters@hes-inc.org		
Service Locations	Operating Hours	Cities/Towns in Area
HES Community Based Location 60 Merrimack Street Haverhill, MA 01830 (800) 281-3223 978-521-7777 Fax (978)521-7767	8am-8pm m-th 8am-5pm fri	Amesbury, Beverly, Boxford, Danvers, Essex, Georgetown, Gloucester, Groveland, Hamilton, Haverhill, Ipswich, Manchester by the Sea, Marblehead, Merrimac, Middleton, Newbury, Newburyport, Peabody, Rockport, Rowley, Salem, Salisbury, Topsfield, Wenham, West Newbury
HES Community Based Location 41 Mason Street, Unit #4 Salem, MA 01970 (866) 523-1216 978-744-1585 Fax (978) 744-1379	24/7	
HES / Salem Hospital - North Shore Medical Center 81 Highland Avenue Salem, MA 01970 (866) 523-1216 (978) 354-4550 Fax (978) 745-9021	24/7	
HES Community Crisis Stabilization program 41 Mason Street, Unit #4 Salem, MA 01970 (866) 523-1216 978-744-1585 Fax (978) 744-1379	24/7	
Area: Lawrence 24 hour access number: (877) 255-1261		
ESP Provider: Health and Education Services		
ESP Director: David Rafferty (978) 620-1776 drafferty@hes-inc.org		
Mobile Crisis Intervention Manager: TBA		
HES Community Based Location 15 Union Street Lawrence, MA 01841 (877) 255-1261 (978)-620-1250 Fax (978) 682-9333	8am-8pm 7 days / week	Andover, Lawrence, Methuen, North Andover
HES Community Crisis Stabilization Program TBA	Opening Fall 2009	

Area: Lowell			24 hour access number: (800) 830-5177		
ESP Provider: Health and Education Services					
ESP Director: Beth Shapiro (978) 322-5120 bshapiro@hes-inc.org					
Mobile Crisis Intervention Manager: TBA					
HES Community Based Location 391 Varnum Ave Lowell, MA 01854 978-322-5120 Fax (978) 322-5134		(800) 830-5177		Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, Westford	
HES Community Crisis Stabilization Program 391 Varnum Ave Lowell, MA 01854 978-322-5120 Fax (978) 322-5134		(800) 830-5177			
		8am-8pm 7 days / week			
		24/7			
Area: Tri-City			24 hour access number: (800) 988-1111		
ESP Provider: Eliot Community Services					
ESP Director: Kelly Costello (781) 581-4422 kcostello@eliotchs.org					
Mobile Crisis Intervention Manager: Donna Kausek (781) 581-4493 dkausek@eliotchs.org					
Eliot Community Based Location 95 Pleasant Street Lynn, MA 01901 (781) 596-9222 Fax (781) 581-9876		(800) 988-1111		Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Nahant, North Reading, Reading, Saugus, Stoneham, Swampscott, Wakefield	
Eliot Community Based Location 173 Chelsea Street Everett, MA 02149 (781) 388-6220 Fax (781) 581-9876		(800) 988-1111			
Eliot Community Crisis Stabilization Program 95 Pleasant Street Lynn, MA 01901 (781) 596-9222 Fax (781) 581-9876		(800) 988-1111			
		8am-8pm weekdays 9am-6pm weekends			
		8am-8pm weekdays 9am-6pm weekends			
		24/7			

SOUTHEASTERN MASSACHUSETTS		
Area: Southern Coast		24 hour access number: (877) 996-3154
ESP Provider: Child and Family Services of New Bedford		
ESP Director: Jessica Medeiros (508) 996-3154 jmedeiros@cfsservices.org Mobile Crisis Intervention Manager: Rebecca Pye (508) 996-3153 rpye@cfsservices.org		
Service Locations	Operating Hours	Cities/Towns in Area
Child and Family Services Community Based Location 543 North Street New Bedford, MA 02740 (877) 996-3154 508-996-3154 Fax (508) 991-8082	24/7	Acushnet, Carver, Dartmouth, Duxbury, Fairhaven, Halifax, Hanover, Hanson, Kingston, Marion, Marshfield, Mattapoisett, New Bedford, Pembroke, Plymouth, Plympton, Rochester, Wareham
Child and Family Services Community Based Location 118 Long Pond Rd, Ste 102 Plymouth, MA 02367 (800) 469-9888 508-747-8834 Fax (508) 747-8835	24/7	
Child and Family Services Community Crisis Stabilization Program 543 North Street New Bedford, MA 02740 (877) 996-3154 508-996-3154 Fax (508) 991-8082	24/7	
Area: Brockton		24 hour access number: (508) 897-2100
ESP Provider: *Brockton Multi-Service Center		
ESP Director: Steve Spakowski (508) 897-2107 steve.spakowski@dmh.state.ma.us Mobile Crisis Intervention Manager: Jennifer Paine (508) 894-3958 jennifer.paine@state.ma.us		
Brockton Multi-Service Center Community Based Location 165 Quincy Street Brockton, MA 02302 508-897-2100 508-897-2100 Fax (508) 586-5117	24/7	Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Pocasset, Rockland, Stoughton, West Bridgewater, Whitman
Brockton Multi-Service Community Crisis Stabilization Program 165 Quincy Street Brockton, MA 02302 508-897-2100 508-897-2100 Fax (508) 586-5117	24/7	

Area: Cape Cod and The Islands			24 hour access number: (800) 322-1356		
ESP Provider: *Cape & Islands Emergency Services					
ESP Director: Catherine Thomas (508) 778-4627 catherine.thomas@dmh.state.ma.us					
Mobile Crisis Intervention Manager: Jennifer Paine (508) 894-3958 jennifer.paine@state.ma.us					
Cape Cod Community Based Location 270 Communication Way, Unit 1E Hyannis, MA 02601 (508) 778-4627 Fax (508) 790-0899			24/7		Aquinnah, Barnstable, Bourne, Brewster, Chatham, Chilmark, Cotuit, Dennis, Eastham, Edgartown, Falmouth, Gay Head, Gosnold, Harwich, Hyannis, Mashpee, Nantucket, Oak Bluffs, Orleans, Osterville, Provincetown, Sandwich, Tisbury, Truro, Wellfleet, West Tisbury, Woods Hole, Yarmouth
Cape Cod Community Crisis Stabilization Program May Institute 270 Communication Way, Unit 1E Hyannis, MA 02601 (508) 790-4094 Fax (508) 362-5647			24/7		
Area: Fall River			24 hour access number: (508) 235-7277		
ESP Provider: *Corrigan Mental Health Center					
ESP Director: James Farrelly (508) 235-7251 james.farrelly@dmh.state.ma.us					
Mobile Crisis Intervention Manager: Jennifer Paine (508) 894-3958 jennifer.paine@state.ma.us					
Corrigan Mental Health Center Community Based Location 49 Hillside Street Fall River, MA 02720 (508) 235-7277 Fax (508) 235-7345			24/7		Fall River, Freetown, Somerset, Swansea, Westport
Area: Taunton / Attleboro			24 hour access number: (800) 660-4300		
ESP Provider: *Norton Emergency Services					
ESP Director: Merleen Mills (508) 285-8048 merleen.a.mills@state.ma.us					
Mobile Crisis Intervention Manager: Jennifer Paine (508) 894-3958 jennifer.paine@state.ma.us					
Taunton / Attleboro Emergency Service Community Based Location 108 West Main St., Bldg. #2 Norton, MA 02766 (508) 285-9400 Fax (508) 285-6573			24/7		Attleboro, Berkley, Dighton, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Taunton
Taunton / Attleboro Community Crisis Stabilization Program 108 West Main St., Bldg. #2 Norton, MA 02766 (508) 285-9400 Fax (508) 285-6573			24/7		

* DMH Operated ESP

