

Navigating A Mental Health Crisis

Navigating A Mental Health Crisis

It can be frightening when you or a loved one is experiencing a mental health crisis. You may not know what to do or what resources are available. This booklet has ideas for navigating that crisis.

Need help understanding options for navigating a mental health crisis? Reach out to our Compass Helpline at NAMI Massachusetts.



call 617-704-6264 or 1-800-370-9085

email compass@namimass.org

schedule a call or learn more:
www.namimass.org/compass

Monday through Friday, 10 am to 6 pm
(excluding holidays)

updated September 2025

View this content online: www.namimass.org/crisis

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If You Are Experiencing a Mental Health Crisis

Plan Ahead, When Possible

If you've experienced a mental health crisis in the past, you may want to plan ahead in case a crisis happens again. Planning ahead can help make sure your preferences are known and honored during the crisis.

You'll find a simple crisis plan you can use at the end of this handout.

Know When It's a Crisis

A mental health crisis is when someone is experiencing symptoms that make them feel out of control or make it hard for them to care for themselves. It can look different for different people. You get to decide when what you're experiencing has reached a crisis level for you.

The information on this page may be helpful to you even if you do not think things have reached a crisis for you, to help you avoid it getting there.

Do a Self Check-In & Engage in Self-Care

Ask yourself what you need - or don't need - right now... Is there something you can do to make yourself feel better or distract yourself? Do you need the company of someone else, or would time alone be helpful? Also ask yourself when you last ate or slept. Sometimes we neglect basic needs when we are struggling, and that can worsen what we are experiencing.

Know that self-care looks different for different people, and your self-care needs can change moment to moment. The focus is on you! The only self-care rules you have to follow are:

1. It works for you right now
2. It is not harmful to someone else

Need some self-care ideas? Check some out the list at the end of this handout.

Get Support from Someone You Trust

If you think that you can't manage this alone, reach out to a friend, family member, or other person you trust for support. Not sure what to say when you reach out? Here are some ideas...

- I'm feeling overwhelmed right now, can we meet up?
- I'm having a rough time, can you help me distract myself for a bit?
- I've been feeling really low lately, would you be up for talking?

Get Peer Support

Peer support can be a great option if you think it would be helpful to talk to someone who has had their own journey with mental health and "gets it." You can try one-on-one support or a support group. You can find support options here: www.namimass.org/peersupport.

Use a Crisis Call, Text, and Chat Service

If you don't have someone to reach out to - or think that talking with someone you don't know would be helpful - you could try a crisis call, text, and chat service. Their operators are trained to provide support and resources to people who are experiencing a crisis or are worried about a crisis someone else is experiencing.

Check out this list of crisis call, text, and chat services at the end of this handout.

Contact a Community Crisis Response Team

You can get support from a community crisis response team, if there's one in your community. Community crisis response teams are staffed by trained non-police responders. They offer emotional support, resource connection, and more.

You can find a list of community crisis response team in Massachusetts at the end of this handout.

Use a Peer-Led Crisis Program

Peer-led crisis programs offer short-term support - a few hours to a few days - in a home-like environment. They serve as an alternative to clinical treatment options like community crisis stabilization programs and inpatient hospitalization. They are led by peer supporters, people who have their own experience with mental health symptoms, mental health diagnosis, or mental health services, or have similar “lived experience.” Some peer-led crisis programs offer mobile support, meaning the support comes to where you are.

You can find a list of peer-led crisis programs in Massachusetts at the end of this handout.

Talk to Your Mental Health Provider

If you're already getting care from a mental health provider like a therapist or psychiatrist, you may want to reach out to them for more support. Many mental health practices offer urgent care for their patients, either with your provider or another provider in the practice. If you feel like you need more intensive support, like an Intensive Outpatient Program (IOP) or Partial Hospitalization Program (PHP), your mental health provider can also help you set up that care.

Get Support from Urgent Care

If you need to speak with a mental health provider urgently about what you are experiencing, urgent care for mental health or substance use is available.

Behavioral Health Urgent Care

Behavioral health urgent care can offer you easier access to care, with same-day or next day evaluation and referrals to further treatment.

If you have MassHealth, you can use this list to learn more about behavioral health urgent care and find an urgent care site:

www.mass.gov/info-details/behavioral-health-urgent-care.

If you have other health insurance coverage, contact your health insurance plan to determine if behavioral health urgent care is a covered service and a list of providers.

Substance Use Urgent Care Clinics

If you need urgent substance-related care, you can try a substance use urgent care clinic. You can find a list of substance use urgent care clinics in Massachusetts at the end of this handout.

You can use the Substance Use Helpline for help finding other substance use and addiction related treatment and resources:

Massachusetts Substance Use Helpline

Call 1-800-327-5050

Text 800327

Chat online www.helplinema.org

Use Your Local Mobile Crisis Intervention (MCI) Team

Mobile Crisis Intervention (MCI) teams are based at local Community Behavioral Health Centers (CBHCs) and are staffed by mental health clinicians. They can talk to people who feel they are in or near crisis, and try to help them find the support they need to manage the crisis. This can mean getting short-term support from the MCI team, staying in a crisis stabilization bed, participating in a more intensive program like an Intensive Outpatient Program (IOP) or Partial Hospitalization Program (PHP), and being connected to ongoing care. If psychiatric hospitalization is needed, the MCI team can search for an inpatient bed.

MCI services are available 24 hours a day, 7 days a week, 365 days a year. You can call the statewide Behavioral Health Helpline to be connected with the MCI team serving your area.

Behavioral Health Helpline

Call or text 833-773-2445

Chat online www.masshelpline.com

You can also reach out to our CBHC directly to reach the MCI team. You can find a list of CBHCs in Massachusetts at the end of this handout.

Participate In More Intensive Care

You may find it helpful to participate in a more intensive program, like an Intensive Outpatient Program (IOP) or Partial Hospitalization Program (PHP). Participating in an IOP or PHP may help you avoid psychiatric hospitalization.

Know that you may need a referral to participate in an intensive program - your mental health provider or the MCI team may be able to provide this.

Go to Your Local Emergency Department

If you need to speak with someone urgently about what you are experiencing and other options are not available (or your crisis involves a medical emergency), you can go to your local hospital emergency department. While in the emergency department, a mental health clinician will assess you to determine next steps.

Know that the care options that can be offered in the emergency department are often more limited than what an MCI can offer, and your ability to choose the care that you think will work best for you may be limited.

Get Care in a Psychiatric Unit or Hospital

You may decide that acute psychiatric inpatient care is the right step for you during a mental health crisis, or someone else may make this decision for you in certain circumstances. You may need a referral or medical assessment to get inpatient care. These may be completed by MCI staff or in an emergency department.

The focus of inpatient care is on stabilizing symptoms, and you may be offered new medication and have the option to attend daily groups with other patients. Know that your ability to make decisions about your care may be limited, while you are in the hospital, under certain conditions. You can learn more about your rights during inpatient care at the below resource.

Inpatient Rights

www.mhlac.org/library/#post-330

If Someone You Support Is Experiencing a Crisis

Encourage the Person Plan Ahead

If the person you are supporting has experienced a mental health crisis in the past, you can encourage them to plan ahead in case a crisis happens again. Planning ahead helps make sure their preferences are honored during the crisis, and can sometimes help interrupt things before they get to a crisis level.

Know When It's a Crisis

A mental health crisis is when someone is experiencing symptoms that make them feel out of control or prevent them from being able to care for themselves. It can look very different for different people. Try to rely on the wisdom of the person you are supporting and how they interpret what they are experiencing.

Offer Support

It's natural to feel scared or overwhelmed when someone you love is experiencing a mental health crisis. It can be hard to know what to do. Here are some general things to keep in mind...

Keep calm. Try to manage your own emotions and avoid over-reacting.

Keep the focus on them. Notice if you are centering your own experience and gently shift back to supporting theirs.

Listen without judgment. Offer to listen, then really listen. Avoid making assumptions about their experience. If you don't understand something, gently ask what they mean. Try to validate what they are feeling, without minimizing it.

Respect if they don't want to talk. It can be hard to open up about what you're experiencing. Sometimes just sitting quietly together can be comforting.

Know that most people are looking for support, and not advice. Understand that your role is to support the person and not to fix them.

Avoid deciding what's best for them, making decisions on their behalf, or pressuring them to do or not do something. Instead try asking the person what would be helpful, then do that.

Encourage self-care and taking care of basic needs. You can ask simple questions, like whether eating, drinking water, or resting would help.

Admit when you don't know what to say. It's okay to just spend time with someone and be present.

Share your boundaries. It's okay to be upfront about any limits to the support you can give.

If the person you're supporting is perceiving things that you do not, it's not helpful to say that they're wrong (unless the person has told you that reality-checking with you is something they find helpful). Understand that the experience is real for them. You do not need to pretend to experience what they are, but you can validate the pain, anger, fear, or other emotion that they are feeling.

For some people, talking will help them move through the crisis. Other people may need more support. With the person's consent, you can offer to help them find the support that will work for them.

Help The Person Get More Support, If They Want It

With the person's consent, you can offer to help them find the support that will work for them. Here are some potential support options...

Getting peer support, if talking to someone who "gets it" would be helpful. There are many options for getting peer support in a group and for one-on-one peer support.

Using a crisis call, text, or chat service. They can provide support and resources to people who are experiencing a crisis.

Getting support from a community crisis response team, if there's one in their community. Community crisis response teams are staffed by trained non-police responders. They offer emotional support, resource connection, and more.

Use a peer-led crisis program. Peer-led crisis programs offer short-term support - a few hours to a few days - in a non-clinical, home-like environment and serve as an

alternative to clinical treatment options like community crisis stabilization programs and inpatient hospitalization.

Talking to their mental health provider, if they are already getting care from someone. Many mental health practices offer urgent care for their patients, either with the patient's provider or another provider.

Getting support from urgent care. Behavioral health urgent care is designed to provide people with easier access to care, with same-day or next day evaluation and referrals to further treatment.

Using the local Mobile Crisis Intervention (MCI) team. Mobile Crisis Intervention (MCI) teams are based at local Community Behavioral Health Centers (CBHCs) and are staffed by mental health clinicians. They can talk to people who feel they are in or near crisis, and try to help them find the support they need to manage the crisis.

Participating in more intensive care, like an Intensive Outpatient Program (IOP) or Partial Hospitalization Program (PHP). Participating in an IOP or PHP may help the person you are supporting avoid psychiatric hospitalization.

Going to the local Emergency Department, when other options are not available, or the crisis involves a medical emergency. Know that the care options that can be offered in the emergency department are often more limited than what an MCI can offer, and the ability to choose the care that they think will work best for them may be limited.

Getting care in a psychiatric unit or hospital, is something the person you are supporting may decide is the right step, or you may make this decision for them. The focus of inpatient care is on stabilizing symptoms. Know that forcing someone to get inpatient care may be a traumatic experience for them.

Try to avoid calling 9-1-1 if possible, when it is not a medical emergency or there is no danger of immediate harm. If you do decide to call 9-1-1, you can tell the dispatcher that you are calling about someone who is experiencing a mental health crisis.

Support Ideas for Someone who Uses Self-Harm

Self-harm means hurting yourself in an intentional way. It is sometimes called self-injury, self-inflicted violence, or self-mutilation. People use self-harm for many reasons, including:

- to distract from or relieve emotional pain
- to express emotional pain in a visible way

- to feel a sense of control
- to punish oneself
- to feel more physically present
- to help oneself mentally check out
- to avoid hurting oneself in a more harmful way

It can be scary when someone you know uses self-harm. It may be helpful to think about self-harm as an attempt to manage difficult feelings or situations. Self-harm can be an effective coping tool for people, so expecting someone to simply stop using self-harm is often not realistic. Here are some strategies that maybe helpful for the person you are supporting:

- Finding ways to reduce the harm, when using self-harm. For example, a harm reduction approach for people who cut themselves could include having bandages and ointment on-hand.
- Substituting another action for the self-harm. For example, someone who hits themselves could find punching a pillow or punching bag to be a good substitution.
- Distracting oneself when thinking about self-harm. For example, doing a craft activity or going for a bike ride may be a good distraction for someone.
- Finding ways to explore and move past the underlying thoughts and feelings that lead to self-harm. Good self-care, taking care of one's physical wellness, and getting support though friends, family, peer supporters, or mental health providers may be part of the journey.

Deciding what is helpful for moving past self-harm should always be the decision of the person who is using self-harm.

Some things that generally are not helpful:

- presuming that you know why someone uses self-harm
- expecting that someone will (or can or wants to) immediately stop using self-harm
- making self-harm the focus of your relationship with the person
- body checks to ensure that someone is not using self-harm
- safety contracts where someone pledges to not use self-harm or there are consequences when they do use it
- coercing or forcing someone to engage in treatment
- anything the person who is using self-harm thinks is not helpful

People often have a strong reaction to someone else's self-harm. It can be hard to know what to say or how to say it. When someone you know maybe using self-harm, acknowledging what you noticed in a direct but gentle way and offering your support can be a

good place to start. For example, you could say “I noticed your [bandage, scar, wound]. I'm here to talk, if you would like.”

If they don't want to talk, leave it at that. Self-harm is a very personal experience, and some people will not feel comfortable talking about it. Respect that.

If they do want to talk, you can start by asking open-ended questions:

- what would be helpful right now?
- what can I do to support you?

It's important to think about your own limits and needs while supporting someone else. Make sure you're taking care of your own basic needs, like eating and sleeping. You may also want to try some self-care activities like:

- going for a walk
- playing a game
- listening to music
- doing yoga or meditation
- cuddling your pet
- hitting a punching bag
- going to a support group
- any other thing you find restorative!

When you're supporting someone who uses self-harm, you may feel the need to get your own support. That's understandable! Do try to use discretion and avoid sharing details that the person you are supporting has shared with you, especially if you are getting support from someone who knows the person.

Support Ideas for Someone who is Thinking about Suicide

For many people that think about suicide, talking about their thoughts can help them move past them. It can be hard to know what to say or do. Here are some ideas...

Some things you can say when someone tells you they are thinking about suicide:

- Do you want to talk more about it?
- Did something happen that made you feel this way?
- Have you felt this way before?
- What has worked in the past?

- Have you been able to share this with anyone else?
- What do you need to get through this?
- What would be helpful right now?
- I'm not sure what to say, but I can sit and listen.

Some things you can offer when someone tells you they are thinking about suicide:

- sit and listen
- help the person think through what would be helpful
- honor their preferences about what is and is not helpful
- being clear about your own limits and needs

Some things you should try not to do when someone tells you they are thinking about suicide:

- make it about yourself
- take charge
- try to assess or “fix” the person
- say things that can feel invalidating or minimizing of their experience
- saying the person should feel guilt or shame about their feelings
- make promises that you cannot keep
- make decisions for them or go behind their back

Engage in Self Care

Supporting someone who is experiencing a crisis can take a lot of energy. It's important to also think about your own needs. You can find ideas for self-care at the end of this handout.

You can also try family support. Know that most family support options welcome all family members, partners, friends, and other non-clinical supporters. You can find support options here: www.namimass.org/familysupport.

Crisis Plan

Here is a simple crisis plan you can use to help make sure your preferences are known and honored during the crisis

Signs that I may be in crisis...

People I can reach out to when I am feeling this way...

Things that I can do that help me when I am feeling this way...

Things that other people can do that help me when I am feeling this way...

Treatment or support that may be helpful for me during this time...

Treatment or support that will not be helpful for me during this time...

Other instructions that I have during this time...

Self-Care Ideas

Need some self-care ideas? Check out the below! Know that self-care looks different for different people, and your self-care needs can change moment to moment. The focus is on you! The only self-care rules you have to follow are:

1. It works for you right now
2. It is not harmful to someone else

take care of basic needs

eat a favorite food

drink some water

get some sleep

your idea: _____

do things that are distracting

make something with your hands

play a video game

listen to your favorite music

watch a funny video

read a magazine

clean or organize a space

your idea: _____

draw on positive emotions

cuddle with your pet

say something positive about yourself

make a list of things you're grateful for

your idea: _____

focus your emotions

write down what you're thinking

talk to someone about what you're feeling

draw your emotions

your idea: _____

release some energy

go for a walk outside

clean something

dance to some upbeat music

your idea: _____

try something relaxing

do some deep stretching

take a hot shower

practice meditation

give yourself a massage

try focused breathing

sit outside and look at the stars

your idea: _____

let go of negative feelings

scream into a pillow

call someone you trust

go to a support group

your idea: _____

plan for the future

make a to-do list

make plans for later

agree to check in with someone

your idea: _____

Keeping Track of My Self-Care

What is useful as a daily practice, to help me stay well?

What is useful as a weekly practice, to help me stay well?

What is useful as a monthly practice, to help me stay well?

What is useful to help me recharge, so I avoid becoming overwhelmed?

What is useful in the moment, when I am feeling overwhelmed?

Crisis Call, Text, and Chat Services

Operators on crisis call, text, and chat service are trained to provide support and offer resources to people who are experiencing a crisis or are worried about a crisis someone else is experiencing.

for everyone

9-8-8 Suicide Prevention Lifeline

9-8-8

www.988lifeline.org

available 24/7

call, text, or chat online

Samaritans Statewide Helpline

1-877-870-4673

www.samaritanshope.org

available 24/7

call or text

Crisis Text Line

text HOME to 741741

www.crisistextline.org

available 24/7

text only

Call 2 Call Statewide Helpline

508-532-2255

www.mass211.org/call2call

available 24/7

call only

for young people

Hey Sam

text 439-726

www.samaritanshope.org/our-services/hey-sam/

available 9 am to 12 am EST

text only

Your Life Your Voice

1-800-448-3000

www.yourlifeyourvoice.org

available 24/7

call or text

Teen Line

1-800-852-8336

www.didihirsch.org/teenline/

available 9 pm to 1 am EST

call or text

Youthline

1-877-968-8491

www.theyouthline.org

available 7 pm to 1 am EST

call, text, email, or chat online

LGBT National Youth Call Line

1-800-246-7743

www.lgbthotline.org/youth-callline/

available 2 pm to 11 pm weekdays
& 12 pm to 5 pm Saturdays
call or chat online

Trevor Lifeline for LGBT+ youth

1-866-488-7386 (or text 678-678)

www.thetrevorproject.org/get-help/

available 24/7
call, text, or chat online

loveisrespect Dating Abuse Helpline

for teens and young adults

1-866-331-9474 (or text 22522)

www.loveisrespect.org

available 24/7
call, text, and online chat

for members of the LGBT+ community

LGBT National Hotline

1-888-843-4564

www.lgbthotline.org/national-hotline/

available 2 pm to 11 pm weekdays
& 12 pm to 5 pm Saturdays
call or chat online

LGBT National Senior Hotline

1-888-234-7243

www.lgbthotline.org/senior-hotline/

available 2 pm to 11 pm weekdays
& 12 pm to 5 pm Saturdays
call or chat online

National Coming Out Support Hotline

1-888-688-5428

www.lgbthotline.org/coming-out-hotline/

available 2 pm to 11 pm weekdays
& 12 pm to 5 pm Saturdays
call or chat online

LGBT National Youth Call Line

1-800-246-7743

www.lgbthotline.org/youth-callline/

available 2 pm to 11 pm weekdays
& 12 pm to 5 pm Saturdays
call or chat online

Trans Lifeline

1-877-565-8860

www.translifeline.org

available 9 am to 1 pm weekdays
call only

Trevor Lifeline for LGBT+ youth

1-866-488-7386 (or text 678-678)

www.thetrevorproject.org/get-help/

available 24/7
call, text, or chat online

The Network/La Red Hotline

*for members of the LGBT+ community
who are experiencing abuse by a partner*

1-800-832-1901

www.tnlr.org/en/24-hour-hotline/

available 24/7

call only

for people of color

BlackLine

*for people who have experienced
negative, physical, or inappropriate
contact with police and vigilantes,
prioritizing the Black, Black, Brown,
Native, and Muslim community*

1-800-604-5841

www.callblackline.com

available 24/7

call only

Heal Black Helpline

for members of the Black community

1-877-843-2525

www.racerecovery.org/self-help-resources/

available Mondays 11 am to 1 pm,

Wednesdays 5 pm to 7pm,

& Sundays 4 pm to 6 pm

call only

StrongHearts Native Helpline

for Native Americans and Alaska Natives

1-844-762-8483

www.strongheartshelpline.org

available 24/7

call and online chat

**for people experiencing distress related to natural
disasters, mass violence, or infectious disease outbreaks**

Disaster Distress Helpline

1-800-985-5990

www.samhsa.gov/find-help/disaster-distress-helpline

available 24/7

call or text

for current and former military service members

Veterans Crisis Line

9-8-8 x 1 (or text 838255)

www.veteranscrisisline.net

available 24/7

call, text, or chat online

for first responders

Copline

for law enforcement officers

1-800-267-5463

www.copline.org

available 24/7

call only

Safe Call Now

for first responders and emergency personnel and their family members

206-459-3020

www.safecallnow.us

available 24/7

call only

for people who have experienced or witnessed negative contact with police or vigilantes

BlackLine

for people who have experienced negative, physical, or inappropriate contact with police and vigilantes, prioritizing the Black, Black, Brown, Native, and Muslim community

1-800-604-5841

www.callblackline.com

available 24/7

call only

for people who have experienced intimate partner,
domestic, or sexual abuse or violence

SafeLink Domestic Violence Hotline

for people impacted by domestic violence

1-877-785-2020

[https://casamyrna.org/get-](https://casamyrna.org/get-support/safelink/)

[support/safelink/](https://casamyrna.org/get-support/safelink/)

available 24/7

call only

National Domestic Violence Hotline

for people impacted by domestic violence

1-800-799-7233 (or text 88788)

www.thehotline.org

available 24/7

call, text, or chat online

RAINN National Sexual Assault Hotline

for people impacted by sexual violence

1-800-656-4673 (or text 64673)

www.rainn.org

available 24/7

call, text, or online chat

Childhelp National Child Abuse Hotline

for people impacted by child abuse

1-800-422-4453

www.childhelpline.org

available 24/7

call, text, and online chat

National Human Trafficking Hotline

for people impacted by human trafficking

1-888-373-7888

www.humantraffickinghotline.org

available 24/7

call and online chat

loveisrespect Dating Abuse Helpline

for teens and young adults

1-866-331-9474 (or text 22522)

www.loveisrespect.org

available 24/7

call, text, and online chat

The Network/La Red Hotline

*for members of the LGBT+ community
who are experiencing abuse by a partner*

1-800-832-1901

www.tnlr.org/en/24-hour-hotline/

available 24/7

call only

StrongHearts Native Helpline

*for Native Americans and Alaska Natives
impacted by domestic or sexual violence*

1-844-762-8483

www.strongheartshelpline.org

available 24/7

call and online chat

Community Crisis Response Teams

Community crisis response teams are staffed by trained non-police responders. They offer emotional support, resource connection, and more. Below is a list of community crisis response teams in Massachusetts.

Amherst Community Responders for Equity, Safety, & Service

413-259-3370

www.amherstma.gov/3655/Community-Responders-for-Equity-Safety-S

Monday - Friday, 8 am to 4 pm

Cambridge Community Assistance Response & Engagement (CARE) Team

617-349-7200

www.cambridgema.gov/Departments/communitysafety

Monday, 8:30 am to 8 pm

Tuesday - Thursday, 8:30 am to 5 pm

Friday, 8:30 am to 12 pm

Cambridge HEART

617-902-0102

www.cambridge-heart.org

Tuesdays & Thursdays, 10 am to 4 pm

Lynn Calm Team

781-905-2256

www.lynncalmteam.org

Monday, 8:30 am to 4:30 pm

Tuesday - Friday, 8:30 am to 8 pm

Saturday & Sunday, 10 am to 8 pm

Northampton Department of Community Care

877-322-0413

www.northamptondcc.org

Monday - Friday, 8:30 am to 4 pm

Peer-Led Crisis Program

Peer-led crisis programs offer short-term support in a home-like environment and serve as an alternative to clinical treatment options. They are led by peer supporters, people who have experienced mental health symptoms, have been diagnosed with a mental health condition, have received mental health services, or have similar “lived experience.” Below is a list of peer-led crisis programs in Massachusetts.

Afiya in Northampton

www.wildfloweralliance.org/afiya/

hosted by the Wildflower Alliance

Anemoni LGBTQ+ Peer Respite in Holyoke and mobile

www.wildfloweralliance.org/anemoni

hosted by the Wildflower Alliance

Juniper in Bellingham

www.kivacenters.org/juniper-respite-peer/

hosted by Kiva Centers

Karaya in Worcester

www.kivacenters.org/karaya-peer-respite/

hosted by Kiva Centers

La Paz in Dudley

www.kivacenters.org/la-paz/

hosted by Kiva Centers

Mobile peer respite at Kiva Centers

www.kivacenters.org/request-home-visit-peer-outreach/

The Living Room at Advocates in Framingham

www.advocates.org/services/living-room

hosted by Advocates, Inc

The Living Room at BHN in Springfield

www.bhninc.org/services-and-programs/emergency-services/living-room

hosted by Behavioral Health Network

Substance Use Urgent Care Clinics

If you need urgent substance-related care, you can try a substance use urgent care clinic.

Boston Medical Center's Faster Paths to Treatment in Boston

www.bmc.org/faster-paths-treatment

Brigham Health's Bridge Clinic in Boston

www.brighamandwomens.org/psychiatry/brigham-psychiatric-specialties/brigham-health-bridge-clinic

Harrington Hospital's Addiction Immediate Care in Webster

www.harringtonhospital.org/services/behavioral_health_services/recovery_services/aic/

Massachusetts General Hospital's Bridge Clinic in Boston

www.massgeneral.org/substance-use-disorders-initiative

South Shore Hospital's Bridge Clinic in Weymouth

www.southshorehealth.org/wellness/grayken-center-treatment-south-shore-health/bridge-program

SSTAR's Opioid Triage Center in Fall River

www.sstar.org/outpatient/opioid-triage-center/

You can use the Substance Use Helpline for help finding other substance use and addiction related treatment and resources:

Massachusetts Substance Use Helpline

Call 1-800-327-5050

Text 800327

Chat online www.helplinema.org

Community Behavioral Health Centers (CBHCs)

CBHCs in Northeast Massachusetts

Advocates

1-800-640-5432

1094 Worcester Road, Framingham

675 Main Street, Waltham

www.advocates.org/services/cbhc

cities & towns served: 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, and Woburn

Beth Israel Lahey Health

1-877-255-1261

12 Methuen Street, Lawrence

www.bilhbehavioral.org/services/community-behavioral-health-center/

cities & towns served: Andover, Lawrence, Methuen, and North Andover

Cambridge Health Alliance

1-833-222-2030

195 Canal Street, Malden

www.challiance.org/services-programs/mental-health-and-substance-use/psychiatry-crisis-services

cities & towns served: Everett, Malden, and Medford

Eliot Community Human Services

1-800-988-1111

95 Pleasant Street, Lynn

www.eliotchs.org/cbhc

cities & towns served: Lynn, Lynnfield, Melrose, Nahant, North Reading, Reading, Salem, Saugus, Stoneham, Swampscott, and Wakefield

Eliot Community Human Services

1-888-769-5201

75 Sylvan Street, Danvers

www.eliotchs.org/cbhc

cities & towns served: 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, and West Newbury

Vinfn

1-866-388-2242

391 Varnum Avenue, Lowell

www.vinfn.org/services/cbhc

cities & towns served: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, and Westford

CBHCs in Metro Boston

Boston Medical Center

1-800-981-4357

850 Harrison Avenue, Boston (adults)

85 East Newton Street, Boston (children)

www.bmc.org/cbhc

cities & towns served: Boston (Allston, Brighton, Dorchester, Hyde Park, Jamaica Plain, Mattapan, North End, Roslindale, Roxbury, South Boston, South End, and West Roxbury) and Brookline

Cambridge Health Alliance

833-222-2030

1493 Cambridge Street, Cambridge

www.challiance.org/services-programs/mental-health-and-substance-use/psychiatry-crisis-services

cities & towns served: Cambridge and Somerville

North Suffolk Community Services

14 Porter Street, Boston

1-888-309-1989

www.northsuffolk.org/community-behavioral-health-center-cbhc/

cities & towns served: Chelsea, Revere, East Boston, Winthrop, and Charlestown

CBHCs in Southeast Massachusetts

Aspire Health Alliance

1-800-528-4890

54 Miller Street, Quincy

www.aspirehealthalliance.org

cities & towns served: Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth

Bay Cove Human Services

1-833-229-2683

110 Main Street, Barnstable

www.baycovecapecod.org

cities & towns served: Barnstable, Bourne, Brewster, Chatham, Chilmark, Cotuit, Dennis, Eastham, Falmouth, Harwich, Hyannis, Mashpee, Orleans, Osterville, Provincetown, Sandwich, Truro, Wellfleet, Woods Hole, and Yarmouth

Child and Family Services

1-877-966-3154

1052 Pleasant Street, Fall River

www.cfservices.org/services-cbhc.php

cities & towns served: Fall River, Freetown, Somerset, Swansea, and Westport

Child and Family Services

1-877-966-3154

61 Industrial Park Road, Plymouth

965 Church St, New Bedford

www.cfservices.org/services-cbhc.php

cities & towns served: Acushnet, Carver, Dartmouth, Duxbury, Fairhaven, Halifax, Hanover, Hanson, Kingston, Marion, Marshfield, Mattapoisett, New Bedford, Pembroke, Plymouth, Plympton, Rochester, and Wareham

Community Counseling of Bristol County

1-800-660-4300

1 Washington Street, Taunton

www.comcounseling.org

cities & towns served: Attleboro, Berkley, Dighton, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, and Taunton

Fairwinds Center

1-888-323-3447

20 Vesper Lane, Nantucket

www.fairwindscenter.org

cities & towns served: Nantucket

High Point

1-888-725-9066

30 Meadowbrook Drive, Brockton

www.hptc.org

cities & towns served: Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, and Whitman

Martha's Vineyard Community Services

508-693-0410

111 Edgartown Road, Oak Bluffs

www.mvcommunityservices.org

cities & towns served: Aquinnah, Chilmark, Edgartown, Oak Bluffs, Tisbury, and West Tisbury

CBHCs in Central Massachusetts

Community HealthLink

1-866-549-2142

72 Jaques Avenue, Worcester

www.communityhealthlink.org/crisis

cities & towns served: Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury, Spencer, West Boylston, and Worcester

Community HealthLink

1-866-549-2142

40 Spruce Street, Leominster

www.communityhealthlink.org/crisis

cities & towns served: Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Groton, Hardwick, Harvard, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, Townsend

Clinical Support Options

978-488-8888

205 School Street, Gardner

www.csoinc.org

cities & towns served: Gardner, Templeton, Hubbardston, Westminster, Ashburnham, Winchendon

Riverside Community Care

781-769-8670

190 Lenox Street, Norwood

www.riversidecc.org/adult-services/community-behavioral-health-centers/

cities & towns served: Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, and Wrentham

Riverside Community Care

508-529-7000

176 West Street, Milford

www.riversidecc.org/adult-services/community-behavioral-health-centers/

cities & towns served: 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, and West Brookfield

CBHCs in Western Massachusetts

Behavioral Health Network

1-800-437-5922

77 Mill Street, Westfield

417 Liberty Street, Springfield

www.bhninc.org/wellbeing

cities & towns served: Agawam, Blandford, Chester, East Longmeadow, Granville, Hampden, Huntington, Indian Orchard, Longmeadow, Montgomery, Russell, Southwick, Springfield, Tolland, Westfield, West Springfield, and Wilbraham

Center for Human Development

1-833-243-8255

1109 Granby Road, Chicopee

www.chd.org/gateway/

cities & towns served: Belchertown, Chicopee, Granby, Holyoke, Ludlow, Monson, Palmer, South Hadley, Southampton, and Ware

Clinical Support Options

413-586-5555

8 Atwood Drive, Northampton

www.csoinc.org

cities & towns served: Amherst, Chesterfield, Cummington, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, and Worthington

Clinical Support Options

413-774-5411

1 Arch Place, Greenfield

www.csoinc.org

cities & towns served: Ashfield, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Montague, Northfield, Rowe, Shelburne, Shutesbury, Sunderland, and Whately

Clinical Support Options

978-249-3141

2033 Main Street, Athol

www.csoinc.org

cities & towns served: Athol, New Salem, Orange, Petersham, Phillipston, Royalston, Warwick, and Wendell

The Brien Center

1-800-252-0227

334 Fenn Street, Pittsfield

www.briencenter.org/what-we-do/acute-care/

cities & towns served: 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