

STATEWIDE SERVICES

EMERGENCY SERVICES PROGRAM

MASSACHUSETTS BEHAVIORAL HEALTH PARTNERSHIP (MBHP) EMERGENCY LINE

877-382-1609

An alternative to going to a hospital emergency room for those having a mental health or substance use crisis. Connects callers to the Emergency Services Program and Mobile Crisis Intervention in their area.

- Provides behavioral health crisis assessment, intervention, and stabilization services 24 hours per day/7 days per week/365 days per year
- Services for people of all ages and those who are uninsured, insured by MassHealth (Medicaid) plans, or Medicare
- Many Emergency Services Programs also contract with commercial insurance companies

GOVERNMENT AGENCIES

MASSACHUSETTS DEPARTMENT OF MENTAL HEALTH (DMH)

25 Staniford Street, Boston, MA 02114

800-221-0053 (Info and Referral Line)

mass.gov/dmh

The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work, and participate in their communities.

- To receive DMH services, individuals must complete the service authorization process and be deemed eligible. Please visit the following website to check eligibility
mass.gov/service-details/am-i-eligible-for-dmh-services
- Service authorization application is available in several languages

MASSACHUSETTS DEPARTMENT OF DEVELOPMENTAL SERVICES (DDS)

66 Canal Street, Boston, MA 02114

617-624-0430

mass.gov/eohhs/gov/departments/dds

The Department of Developmental Services is dedicated to creating, in partnership with others, innovative and genuine opportunities for individuals with intellectual disabilities to participate fully and meaningfully in, and contribute to, their communities as valued members.

MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH (DPH), BUREAU OF SUBSTANCE ABUSE SERVICES (BSAS)

250 Washington Street, Boston, MA 02108

mass.gov/eohhs/gov/departments/dph/programs/substance-abuse

Help is available for those with a drug or alcohol problem at helpline-online.org or by phone at:

TTY and ASCII Users: 800-720-3480

Voice and Hearing Users: 800-327-5050

The Bureau of Substance Abuse Services oversees the substance abuse and gambling prevention and treatment services in the Commonwealth. Responsibilities include licensing programs and counselors, funding and monitoring prevention and treatment services, providing access to treatment for the indigent and uninsured, developing and implementing policies and programs, and tracking substance abuse trends in the state.

MASSHEALTH, CHILDREN'S BEHAVIORAL HEALTH INITIATIVE (CBHI)

mass.gov/masshealth/cbhi

CBHI's mission is to ensure that children with MassHealth insurance coverage who have significant behavioral, emotional, and mental health needs and their families get the services they need for success in home, school, community, and throughout life.

- Three Community Service Agencies (CSAs) were chosen for their demonstrated ability to serve specific cultural or linguistic communities. Like all CSAs, these specialized CSAs serve any family seeking services regardless of race, ethnicity, or language.
- Children's Services of Roxbury specializes in serving the African-American population in Greater Boston csrox.org
- The Gandara Center specializes in serving the Latino population in the Springfield/Holyoke area gandaracenter.org
- The Learning Center for the Deaf at the Walden School specializes in serving the deaf and hard-of-hearing population tlcdeaf.org

MASSACHUSETTS COMMISSION FOR THE DEAF AND HARD OF HEARING (MCDHH)

600 Washington Street, Boston, MA 02111

Voice: 617-740-1600, TTY: 617-740-1700

Video Phone: 617-326-7546, Toll Free Voice: 800-882-1155, Toll Free TTY: 800-530-7570

mass.gov/eohhs/gov/departments/mcdhh

The Massachusetts Commission for the Deaf and Hard of Hearing is the principal agency in the Commonwealth working on behalf of people of all ages who are deaf and hard of hearing.

- Statewide interpretation and Communication Access Realtime Translation referral service
- Case management for deaf, late-deafened, and hard of hearing people in need of human services
- Assists with connecting deaf and hard of hearing people with mental health and substance abuse services

MASSACHUSETTS OFFICE FOR REFUGEES AND IMMIGRANTS (MORI)

600 Washington Street, Boston, MA 02111

617-727-7888

mass.gov/eohhs/gov/departments/ori

The Office for Refugees and Immigrants (ORI) promotes the full participation of refugees and immigrants as self-sufficient individuals and families in the economic, social, and civic life of Massachusetts.

- Community Partners Directory lists the organizations that partner with ORI to serve immigrants and refugees. The Community Partners Directory, English Language Resource Directory, and other key resources are available at mass.gov/eohhs/gov/departments/ori/key-resources.html

MASS 2-1-1

211 or toll-free 877-211-6277, TTY 508-370-4890

mass211.org

Dial 211 to learn about community resources including parent supports, mental health services, crisis intervention, substance abuse services, support groups, food pantries, and much more. This informational service is free and available in multiple languages.

MASS OPTIONS

Toll Free Phone: 844-422-6277 and online chat, available in English and Spanish

massoptions.org

Connects those seeking services to the Aging and Disability Resource Consortia, state agencies like the Executive Office of Elder Affairs, and other organizations that provide services and supports to elders and persons with disabilities.

MASSACHUSETTS REHABILITATION COMMISSION (MRC)

600 Washington Street, Boston, MA 02111

617-204-3600

mass.gov/orgs/massachusetts-rehabilitation-commission

The Massachusetts Rehabilitation Commission (MRC) helps individuals with disabilities to live and work independently. MRC is responsible for Vocational Rehabilitation, Community Living and eligibility determination for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) federal benefits programs. MRC provides comprehensive services to people living with disabilities that maximize their quality of life and economic self-sufficiency in the community. All programs have their own intake criteria including financial, medical, and other eligibility requirements.

OTHER PROVIDER ORGANIZATIONS AND REFERRAL RESOURCES

ADVOCATES

1881 Worcester Road (Route 9 West), Framingham, MA 01701

24/7 Emergency Services for mental health or addiction crisis: 800-640-5432

Navigation to help families connect to services: 508-628-6801

advocates.org

Provides addiction services, autism services, help with employment issues as well as mental health counseling and emergency psychiatric services. Locations in Central Massachusetts, Boston, and Southeastern Massachusetts.

ASPERGER / AUTISM NETWORK

51 Water Street, Suite 206, Watertown, MA 02472

617- 393-3824

aane.org

Works with individuals, families, and professionals to help people with Asperger Syndrome and similar autism spectrum profiles build meaningful, connected lives.

BAY COVE HUMAN SERVICES

66 Canal Street, Boston, MA 02114

617-371-3000

baycove.org

Provides care and services to individuals and families who face the challenges of developmental disabilities, mental illness, drug and alcohol addiction, and aging. Locations in Boston and Southeastern Massachusetts.

BROCKTON AREA MULTI-SERVICES, INC. (BAMSI)

10 Christy's Drive, Brockton, MA 02301

508-580-8700

Helpline for health care, social services, financial assistance, housing, and food pantries:

508-584-4357

bamsi.org

Provides services for behavioral health, substance abuse, development/intellectual disabilities, and autism in areas across Massachusetts.

CAMBRIDGE HEALTH ALLIANCE

1493 Cambridge Street, Cambridge, MA 02139

617-665-1305

challiance.org

Provides addiction services, mental health services and psychiatry, and support for victims of violence. Mental health programs for specific populations: Asian, Haitian, Latino, Portuguese, and Cape Verdean. Deaf services available at Cambridge Hospital.

CHILD TRAUMA TRAINING CENTER, CENTRALIZED REFERRAL SYSTEM “LINK-KID”

855-456-5543

umassmed.edu/cttc

Links children who would benefit from evidence-based trauma treatments to trained providers of these treatments in Massachusetts. Able to make referrals to treatment for youth aged 0-18 years old.

D.E.A.F. INC.

215 Brighton Avenue, Allston, MA 02134

617-254-4041

deafinonline.org

Offers health support services to the Deaf, Deaf Blind, Hard of Hearing, and Late-Deafened community of Greater Boston and Eastern Massachusetts.

DISABILITY LAW CENTER

11 Beacon Street, Suite 925, Boston, MA 02108

617-723-8455 or 800-872-9992

dlc-ma.org

Private, non-profit Protection and Advocacy Agency for Massachusetts responsible for the rights of Massachusetts residents with disabilities. Provides information and referrals, technical assistance, and representation regarding legal rights and services for people with disabilities.

FAMILY RESOURCE CENTERS

frcma.org

Offers parenting programs, support groups, information and referrals, assessment services, early childhood services, and education programs for families whose children range in age from birth to 18 years old. Specific programs for families with children who may be frequently absent from or have serious problems at school, have serious problems at home, have run away from home, or are being exploited. Also provides specialized services for LGBTQ individuals.

FEDERATION FOR CHILDREN WITH SPECIAL NEEDS

529 Main Street, Boston, MA 02129

617-236-7210 or 800-331-0688

fcsn.org

Provides information, support, and assistance to parents of children with disabilities, their professional partners, and their communities. Has outreach coordinators who speak Spanish, Portuguese, and Chinese.

HAITIAN MENTAL HEALTH NETWORK

hmnetwork.org

Organization comprised of mental health providers including psychologists, social workers, psychiatrists, mental health counselors, psychiatric nurses, and pastoral counselors who promote the mental health of Haitian individuals.

- List of organizations with mental health providers who are fluent in Haitian Creole and/or French available at **hmnetwork.org/mental-health-services**

- List of agencies that serve the Haitian community in Boston and other parts of Massachusetts available at hmnetwork.org/boston-based-agencies

JAPANESE BOSTONIANS SUPPORT LINE

781-296-1800

jbline.org

24/7 hotline that provides emotional support, information, and resources to Japanese and Japanese Americans in New England.

JUSTICE RESOURCE INSTITUTE

160 Gould Street, Suite 300, Needham, MA 02494

781-559-4900

jri.org

Provides behavioral health and trauma services as well as residential and educational services. Justice Resource Institute's Health Law Institute provides advocacy and direct representation for individuals from vulnerable populations.

MASSACHUSETTS ADULT DAY SERVICES ASSOCIATION

1 Florence Street, Boston, MA 02131

617-469-5848

madsa.net

Promotes and supports the development of high quality Adult Day Health services in Massachusetts. List of Adult Day Health programs in each region of Massachusetts available at madsa.net/members/members-regions

MASSACHUSETTS ASSOCIATION FOR THE DEAF

P.O. Box 52097, Boston, MA 02205

Email: info@massdeaf.org

massdeaf.org

Serves and advocates for the Deaf Communities in Massachusetts by promoting, preserving and protecting the civil, human, and linguistic rights of Deaf individuals.

MASSACHUSETTS BEHAVIORAL HEALTH PARTNERSHIP (MBHP)

1000 Washington Street, Suite 310, Boston, MA 02118

800-495-0086, TTY: 877-509-6981

masspartnership.com

Offers integrated medical and behavioral health care to MassHealth Members statewide. Website contains a “Find a Provider” search feature to help people locate behavioral health services in their community.

MASSACHUSETTS LEAGUE OF COMMUNITY HEALTH CENTERS

40 Court Street #10, Boston, MA 02108

617-426-2225

massleague.org

Association representing the 50 community health center organizations in Massachusetts. Website contains a “Find a Health Center” search feature to help people locate the health center in their neighborhood.

- Community health centers often have bilingual staff who speak the languages of those who live in the community
- Some community health centers are contracted with MA Department of Public Health to provide refugee health assessments that include a behavioral health screening

MASSACHUSETTS ORGANIZATION FOR ADDICTION RECOVERY

29 Winter Street, 2nd Floor, Boston, MA 02108

617-423-6627

moar-recovery.org

Supports recovering individuals as well as their families and friends. Educates the public about recovery from alcohol and other addictions. Resources for Recovery Guide lists addiction and substance use services in Massachusetts and is available at **moar-recovery.org/resources**

MASSLEGALHELP.ORG

Website by Massachusetts legal aid programs to help people find information about their legal rights. Information available about health and mental health legal rights, housing rights, and rights of those experiencing homelessness as well as resources for immigrants, children and families, people with disabilities, and survivors of domestic violence.

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI), MA CHAPTER

NAMI MASS Compass Helpline: 617-704-6264

Monday through Friday, from 9 AM to 5 PM, available in English and Spanish

nami.org

Peer-run phone line that helps those affected by mental health issues navigate the mental healthcare system in Massachusetts. Navigators are available to answer questions and refer to NAMI support and education programs and other community resources.

PARENT/PROFESSIONAL ADVOCACY LEAGUE (PPAL)

15 Court Square, Suite 600, Boston, MA 02108

866-815-8122

ppal.net

Parent/Professional Advocacy League (PPAL) is the leading public voice for families whose children have emotional, behavioral, and mental health needs in Massachusetts. PPAL's goals are to support families, nurture parent and youth leaders and work for systems change. PPAL's programs focus on helping families and youth strengthen their knowledge and skills and ensure that their voices are part of every system that provides services for them. Support groups and educational events available in English, Spanish & Haitian Creole. PPAL's Child, Teen, and Young Adult Resource Guide is available at **ppal.net/wp-content/uploads/2011/01/Child-Teens-and-Young-Adult-Resources.pdf**

SAHELI

P.O. Box 1345, Burlington, MA 01803

Saheli Helpline: 866-472-4354

saheliboston.org

Community-based women's organization focused on the needs of South Asians with services available in Bangla/Bengali, Gujarati, Hindi, Punjabi, Sindhi, Tamil, Telegu, Urdu, Kannada, Kashmiri/Dogri, Konkani, Malayan, Marathi, Nepali/Nepalese, and Pashto. Saheli's online resource directory available at **saheliboston.org/resources**

STATEWIDE INDEPENDENT LIVING COUNCIL

masilc.org

Independent Living Centers provide information and referrals to persons with disabilities and their families. The centers also provide training in independent living skills and offer supports for persons with disabilities to participate in the community and have self-sufficiency. Map of independent living centers in Massachusetts available at **masilc.org/findacenter**

TRANSFORMATION CENTER

98 Magazine Street, Roxbury, MA 02119

617-442-4111

transformation-center.org

Statewide peer-operated training, technical assistance, and peer support networking organization. Facilitates the growth, well-being, and diverse voices and expressions of people in all stages of recovering their mental health and freedom from addictions and traumatic experiences. Peer-led coalitions include Asian American Voices of Recovery, Deaf and Hard of Hearing Recovery Project, Blacks United in Recovery, and Latinos en Accion.

WAYSIDE YOUTH AND FAMILY SUPPORT NETWORK

1 Frederick Abbott Way, Framingham, MA 01701

508-879-9800

waysideyouth.org

Provides mental health services to children, young adults, and families at many locations across Massachusetts. Available services include counseling; residential, day, and education services; services for young adults; community and outreach services; and care coordination.

Mental Health Education Materials in Multiple Languages

ETHNOMED

ethnomed.org/patient-education

Patient education materials about mental health with many resources specifically for refugee communities.

MENTALHEALTH.GOV IN SPANISH

espanol.mentalhealth.gov

Resources and information about prevention, treatment, and recovery from mental health conditions. Website focuses on the importance of talking about mental health and engaging parents, young people, community leaders, and professionals serving Spanish-speaking populations.

REFUGEE HEALTH TECHNICAL ASSISTANCE CENTER

refugeehealthta.org

Webinars for healthcare providers serving refugee communities and health education materials for refugees about mental health, suicide prevention, and communicable diseases. Bhutanese community members from across the U.S. were integral in adapting the Question, Persuade, Refer (QPR) suicide prevention model to be culturally appropriate for refugee communities. Their feedback led to the development of the Refugee Suicide Prevention Training Toolkit which includes posters in Arabic, Burmese, Karen, and Nepali **refugeehealthta.org/suicide-prevention-toolkit**

SELECTED PATIENT INFORMATION IN ASIAN LANGUAGES (SPIRAL)

spiral.tufts.edu/topic_list.shtml

Patient education information developed by non-profit health organizations about a variety of health topics including mental health. Materials are available in Cambodian/Khmer, Chinese, Hmong, Japanese, Korean, Laotian, Thai, and Vietnamese.

SYSTEMS AND PSYCHOSOCIAL ADVANCES RESEARCH CENTER (SPARC), UMASS MEDICAL SCHOOL

umassmed.edu/sparc

SPARC is a Massachusetts DMH Research Center of Excellence whose goal is to improve the mental and behavioral health of all citizens in Massachusetts and beyond. SPARC translates research findings into accessible, easy-to-read issue briefs and tip sheets on topics including mental health recovery, transition age youth, employment and school, human rights and ethics, parent and family mental health, and working with diverse populations to address mental health issues. Written materials are available in English and Spanish, and some select products are available in Vietnamese and American Sign Language (via videos). Sign-up for SPARC e-blasts and newsletter at **tinyurl.com/sparcnewsletter**

