

APPENDIX A-4

Emergency Services Program (ESP) Services for January 1, 2023, and January 2, 2023

This Appendix sets forth the requirements applicable to the Contractor's coverage of Emergency Services Program (ESP) services and management of the network of ESP providers for January 1 and January 2, 2023, unless further specified or extended by EOHHS.

Section 1.1 Covered ESP Services

Emergency Services Program (ESP) - services provided through designated contracted ESPs, and which are available seven days per week, 24 hours per day to provide treatment of any individual who is experiencing a mental health crisis. In addition to contracted ESPs, ESP Encounter services (not Youth Mobile Crisis Intervention services) may also be provided by outpatient hospital emergency departments as further directed by EOHHS. **(See detailed services below)**

ESP Encounter - each 24-hour period an individual is receiving ESP Services. Each ESP Encounter shall include at a minimum: crisis assessment, intervention and stabilization.

- a. Assessment** - a face-to-face evaluation of an individual presenting with a behavioral health emergency, including assessment of the need for hospitalization, conducted by appropriate clinical personnel;
- b. Intervention** – the provision of psychotherapeutic and crisis counseling services to an individual for the purpose of stabilizing an emergency; and
- c. Stabilization** – short-term behavioral health treatment in a structured environment with continuous observation and supervision of individuals who do not require hospital level of care. In addition, medication evaluation and specializing services shall be provided if Medically Necessary.

Mobile Crisis Intervention (MCI) – services provided through designated MCIs, and which are available seven days per week, 24 hours per day to provide treatment of any youth under the age of 21 who is experiencing a mental health crisis.

MCI Encounter – each 24-hour period a youth is receiving MCI services. Each MCI Encounter shall include at a minimum: crisis assessment, intervention, and stabilization.

- a. Assessment** – a face-to-face evaluation of a youth presenting with a behavioral health emergency and the responses of the parent/guardian/caregiver(s), conducted by appropriate clinical personnel;
- b. Intervention** – the provision of psychotherapeutic and crisis counseling services to a youth for the purpose of stabilizing an emergency; and
- c. Stabilization** – short-term behavioral health treatment in a structured environment with continuous observation and supervision of youth who do not require hospital level of care. In addition, medication evaluation and specializing services shall be provided if Medically Necessary

Section 1.2 Definitions

Emergency Service Program (ESP) Providers – the Network Providers, identified in Table 1 below, that provide ESP Services as described in Section 1.1 of this Appendix in accordance with the requirements of the Contract.

Emergency Services – MassHealth Covered Services that are furnished to a Covered Individual by a provider qualified to furnish such services under Title XIX of the Social Security Act, and that are needed to evaluate or stabilize a Covered Individual’s Emergency Medical Condition.

Emergency Services Program (ESP) Services – Medically necessary services provided through designated, contracted providers, and which are available seven (7) days per week, twenty-four (24) hours per day to provide treatment of any individual who is experiencing a mental health or substance use disorder crisis, or both. An ESP Encounter includes, at a minimum, crisis assessment, intervention and stabilization, as described in in Section 1.1 of this Appendix. In addition to contracted ESPs, ESP Encounter services (not Youth Mobile Crisis Intervention services) may also be provided by outpatient hospital emergency departments as further directed by EOHHS.

ESP Amount – the total amount paid for ESP Services provided under the Contract to Uninsured Individuals and persons covered by Medicare only.

Mobile Crisis Intervention (MCI) Services - Medically necessary services provided through designated, contracted providers, and which are available seven (7) days per week, twenty-four (24) hours per day to provide treatment of any youth who is experiencing a mental health or substance use disorder crisis, or both. A MCI Encounter includes, at a minimum, crisis assessment, intervention and stabilization, as described in Section 1.1 of this Appendix.

MCI Amount - the total amount paid for MCI Services provided under the Contract to Uninsured Individuals and persons covered by Medicare only.

Section 1.3 ESP Services

A. ESP Policies and Procedures

For ESP providers under contract with the Contractor as of December 31, 2022, the Contractor shall, for the dates of January 1, 2023 and January 2, 2023, unless further specified or extended by EOHHS:

1. Ensure that Covered Individuals and Uninsured Individuals and persons covered by Medicare only are provided with unrestricted state-wide access to ESP Services, including Mobile Crisis Intervention, immediately in response to a Behavioral Health crisis, on a 24-hour basis, seven days a week;
2. Ensure that all ESP providers set forth in Table 1 below provide all ESP Services as set forth in Section 1.1 of this Appendix, in accordance with this Appendix and in a manner that is consistent with the Contractor’s performance specifications and maximizes utilization of community-based diversion strategies. The Contractor shall

- promote improvements to community-based location scope and capacity by requiring ESP providers to ensure:
- a. Police drop-off capacity;
 - b. Nursing coverage 24 hours per day, 7 days per week;
 - c. Prescriber services, with availability 7 days per week, in person or via telehealth;
 - d. Ambulatory withdrawal management capacity; and
 - e. Peer specialist availability 24 hours per day, 7 days per week.
3. Ensure that ESP services are available on site at all ESP community-based locations for minimum of 12 hours per day on weekdays and 8 hours per day on weekends;
 4. Ensure that the response time for face-to-face evaluations by ESPs does not exceed one hour from notification of the need, or, in the case of referrals from hospital emergency departments, does not exceed the time set forth in the applicable agreement between the ESP and the hospital, as approved by EOHHS;
 5. Ensure the 24-hour-a-day access or availability of ESP clinicians who have special training or experience in providing Behavioral Health services for:
 - a. The full array of Behavioral Health conditions;
 - b. Children and adolescents (clinicians providing ESP Services to children and adolescents must be child-trained clinicians who meet Youth Mobile Crisis Intervention competency standards as defined in the Contractor's performance specifications);
 - c. Individuals with substance use conditions or a Dual Diagnosis;
 - d. Individuals with intellectual disabilities, developmental disabilities, or autism spectrum disorders; and
 - e. Older adults.
 6. At the direction of EOHHS, identify and implement strategies to maximize utilization of community-based diversion services and reduce unnecessary psychiatric hospitalization, in a manner that is consistent with medical necessity criteria. Such strategies shall support providers in shifting the volume of ESP services from hospital EDs to community-based settings;
 7. Establish policies and procedures to ensure that ESPs provide Crisis Assessment and Intervention Services to all Covered Individuals prior to hospital admissions for Inpatient Mental Health Services to ensure that the Covered Individuals have been evaluated for diversion or referral to the least restrictive appropriate treatment setting. The Contractor's policies and procedures shall:
 - a. Require that the ESP located in the geographic area where the individual is physically located perform the Crisis Assessment and Intervention;

- b. Not require ESPs or hospital emergency departments to obtain prior authorization to provide a Crisis Intervention and Assessment;
 - c. Develop contract standards, reviewed and approved by EOHHS annually, and monitor the ESP provider network's performance on diversion and inpatient admission rates, timeliness of assessment, and rate of community-based Emergency Encounters by establishing minimum standards and target/goals for diversionary rates; and
 - d. Authorize Medically Necessary BH Covered Services within 24 hours following a Crisis Assessment and Intervention.
- 8. Require and ensure that ESPs have arrangements, agreements or procedures to coordinate care with Network Providers, MassHealth managed care plans, DMH area and site offices, DCF regional offices, and DYS regional offices in the geographic area they serve;
- 9. For children and adolescents, have in place the following the ESP policies and procedures:
 - a. Ensure that each ESP has policies and procedures that include Youth Mobile Crisis Intervention Service;
 - b. Ensure that ESP providers adhere to all MCI performance specification requirements, including staff and training requirements. MCI staffing requirements include:
 - i. Retaining masters-level clinicians trained in working with youth and families;
 - ii. Retaining at least one board-certified or board-eligible child psychiatrist or child trained Psychiatric Nurse Mental Health Clinical Specialist;
 - iii. Retaining at least one family partner; and
 - iv. Ensuring all MCI staff complete youth-specific training prior to serving families independently.
 - c. Ensure that each ESP has policies and procedures that allow access to youth-trained staff via telehealth in addition to in-person interventions;
 - d. Ensure that each ESP has arrangements with the major providers of children's residential services in the DMH, DCF, and DYS systems, as identified by the relevant agency's director for the applicable ESP service area; and
 - e. Require ESPs to arrange for Specializing Services, when children or adolescents are awaiting admission to a 24-hour Level of Care in a hospital Emergency Department setting, if such services are Medically Necessary to ensure safety when a youth is at risk of harming self or others. Specializing Services are a professional service provided by appropriately credentialed staff. For payment purposes, the Contractor shall not treat such Specializing Services as an ESP Encounter. If an overnight stay is required while the provider is searching for an inpatient bed, the Contractor shall consider requests from the ESP or MCI

Provider, in consultation with the ED, for authorization to board the Covered Individual on a pediatric medical unit.

10. Require and ensure that ESPs make all reasonable attempts to work with local police and EMS to develop models of mutual response to Behavioral Health Emergencies when needed. These models may include the delivery of ESP services via telehealth when clinically appropriate.

B. ESP Administrative Oversight

The Contractor shall coordinate the administration and management of the ESP services for the Contractor's contracted ESP providers under guidance from DMH and EOHHS. In this role, the Contractor shall:

1. Ensure that all ESP Provider Agreements require ESPs to provide the ESP services described in Section 1.1 of this Appendix to any individual who presents for such services in the following payer categories:
 - a. MassHealth (PCC Plan; ACOs, MCOs; SCOs; One Care; and FFS);
 - b. Uninsured Individuals; and
 - c. Medicare.
2. Require ESP providers to refer adult Uninsured Individuals and persons with Medicare-only to available beds in psychiatric units of general hospitals first, if beds in such hospitals are available and clinically appropriate, before referring them to psychiatric hospitals;
3. After a court clinician has conducted a psychiatric evaluation pursuant to M.G.L. c. 123 § 12(e), ensure that upon request of such court clinician:
 - a. ESPs provide Crisis Assessment and Intervention Services to all Covered Individuals (including onsite mobile evaluations at the court);
 - b. Identify to the court clinician appropriate diversions from inpatient hospitalization, and assist court clinicians to develop any plan to utilize such diversions. Nothing in this provision shall be construed as establishing a court clinician evaluation as a prerequisite to an onsite mobile evaluation at the court; and
 - c. If the court orders the admission of an individual under M.G.L. c. 123 § 12(e), ESPs conduct a search for an available bed, making best efforts to locate such a bed for the individual by 4:00 p.m. on the day of the issuance of such commitment order. If a bed is not found by 4:00, the ESP will work with the court clinician to ensure appropriate disposition and transfer of the individual to a safe place outside of the court setting.

4. Encounter Forms
 - a. The Contractor shall require ESPs to complete and submit the electronic EOHHS-approved ESP Encounter form for each individual they serve.
5. The Contractor shall require ESP providers to utilize technology to support community-based diversion including:
 - a. Technology that supports decentralized staffing models and remote dispatch;
 - b. HIPAA compliant two-way interactive audio-video for services provided via telehealth (e.g. phone, tablet, video conferencing); and
 - c. Call center technology that includes real-time data dashboard to track staff availability, staff dispatch, stage of crisis, CCS bed census, detail about referral sources, and other metrics as determined by EOHHS.

Section 1.4 Particular Payment Provisions for ESP Services for Uninsured Individuals and Persons with Medicare Only

A. General Provisions

The Contractor shall:

1. For ESP services for Uninsured Individuals and persons with Medicare only, require ESP providers to bill other insurances (TPL), where available, and the Health Safety Net in accordance with applicable law;
2. Pay ESPs the rate for ESP Services established by the EOHHS and as further directed by EOHHS, implement all policies and procedures with regard to payments and payment methodologies to ESPs for ESP Services for Uninsured Individuals and persons with Medicare only delivered under the Contract;
3. Not utilize the ESP Amount except to pay for ESP Services delivered to Uninsured Individuals and persons with Medicare only.

Table 1:

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) 414-8379 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	7 a.m. - 11 p.m. weekdays 9 a.m. - 5 p.m. weekends	Boston (Dorchester, South Boston, Roxbury, West Roxbury, Jamaica Plain, Mattapan, Roslindale, Hyde Park, Lower Mills), Brighton, Brookline, Charlestown, Chelsea, East Boston, Revere, and Winthrop
BEST Community-Based Location 25 Staniford Street Boston, MA 02114 (800) 981-4357 (617) 523-1529 Fax (617) 523-1207	7 a.m. - 5 p.m. 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) 414-8379 deborah.fauntleroy@bmc.org		
Service Locations	Operating Hours	Cities/Towns in Area
CSEST Community-Based Location 660 Broadway Somerville, MA 02144 (800) 981-4357 (617) 616-5111 Fax (617) 623-1817	7 a.m. - 11 p.m. weekdays 11 a.m. - 7 p.m. weekends	Cambridge and Somerville
CSEST/Cambridge Hospital 1493 Cambridge Street Cambridge, MA 02139 (800) 981-4357 (617) 665-1560 Fax (617) 616-5410	24/7	
CSEST Community Crisis Stabilization Program 660 Broadway Somerville, MA 02144 (800) 981-4357 (617) 616-5111 Fax (617) 623-1817	24/7	
Area: Norwood		24-hour access number: (800) 529-5077
ESP Provider: Riverside Community Care		
ESP Director: Sue Burton (781) 769-8674 sburton@riversideecc.org Mobile Crisis Intervention Manager: Wen-Hui Yang (800) 529-5077 wenhuiyang@riversideecc.org		
Service Locations	Operating Hours	Cities/Towns in Area
Riverside Community-Based Location 190 Lenox Street Norwood, MA 02062 (800) 529-5077 (781) 769-8674 Fax (781) 440-0740	8 a.m. - 8 p.m. weekdays	Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, and Wrentham
Riverside Community-Based Location 15 Beacon Ave	8 p.m. - 8 a.m. weekdays 24 hours weekends	

Norwood, MA 02062 (781) 769-8674 Fax (781) 769-6072	(800) 529-5077		
Riverside Community Crisis Stabilization Program 15 Beacon Ave Norwood, MA 02062 (781) 769-1342 Fax (781) 769-0197	(800) 529-5077	24/7	
Area: South Shore		24-hour access number: (800) 528-4890	
ESP Provider: South Shore Mental Health (SSMH)			
ESP Director: Amy Pearlman (617) 774-6065 apearlma@ssmh.org Mobile Crisis Intervention Manager: Rosi Olmstead (617) 869-2546 rolmstea@ssmh.org			
Service Locations		Operating Hours	Cities/Towns in Area
SSMH Community-Based Location 460 Quincy Ave Quincy, MA 02169 (617) 774-6036 Fax (617) 479-0356		24/7	Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth
SSMH Community Crisis Stabilization Program 460 Quincy Ave Quincy, MA 02169 (617) 774-6036 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		
Acting ESP Director: Janice Prichett (413) 629-1190 jpric@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, and Windsor
The Brien Center Community-Based Location 741 North Street Pittsfield, MA 01201 (800) 252-0227 (413) 499-0412 Fax (413) 499-0995	8 a.m. - 8p.m. 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	9 a.m. - 5 p.m. weekdays	
The Brien Center Community-Based Location 60 Cottage Street Great Barrington, MA 01230 (800) 252-0227 (413) 664-4541 Fax (413) 528-8187	9 a.m. - 5 p.m. 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: Carissa Sinclair (413) 774-5411 csinclair@csoinc.org					
Service Locations			Operating Hours		Cities/Towns in Area
Clinical & Support Options Community-Based Location			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, Shutesbury, Sunderland, Turners Falls, Warwick, Wendell, and Whately
140 High Street Greenfield, MA 01301 (800) 562-0112 (413) 774-5411 Fax (413) 773-8429					
Clinical & Support Options Community Crisis Stabilization Program			24/7		
140 High Street Greenfield, MA 01301 (800) 562-0112 (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) 586-5382, Ext. 3501 hbachmann-baez@csoinc.org					
Mobile Crisis Intervention Manager: Lise Wessmann (413) 586-5555 lwessmann@csoinc.org					
Service Locations			Operating Hours		Cities/Towns in Area
Clinical & Support Options Community-Based Location			24/7		Amherst, Chesterfield, Cummington, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, and Worthington
29 North Main Street Florence, MA 01062 (800) 562-0112 (413) 586-5555 Fax (413) 586-2723					
Clinical & Support Options Community Crisis Stabilization Program			24/7		
29 North Main Street Florence, MA 01062 (800) 562-0112 (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					

Service Locations	Operating Hours	Cities/Towns in Area
Behavioral Health Network Community-Based Location 417 Liberty Street Springfield, MA 01104 (800) 437-5922 (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, and Wilbraham
Behavioral Health Network Community-Based Location Carson Center 77 Mill Street Westfield, MA 01085 (800) 437-5922 (413) 568-6386 Fax (413) 572-4144	24/7	
Behavioral Health Network Community Crisis Stabilization Program 417 Liberty Street Springfield, MA 01104 (800) 437-5922 (413) 733-6661 Fax (413) 733-7841	24/7	
Behavioral Health Network Community Crisis Stabilization Program Carson Center 77 Mill Street Westfield, MA 01085 (800) 437-5922 (413) 568-6386 Fax (413) 572-4144	24/7	
Behavioral Health Network Community Crisis Stabilization Program 40 Bobala Road Holyoke, MA 01104 (800) 437-5922 (413) 532-8016 Fax (413) 532-8205	24/7	

CENTRAL MASSACHUSETTS		
Area: Metro West		24-hour access number: (800) 640-5432
ESP Provider: Advocates		
ESP Director: Sarah Trongone (508) 661-2049 strongone@advocatesinc.org Mobile Crisis Intervention Manager: Casey Doherty (781) 893-2003 cadohert@advocatesinc.org Mobile Crisis Intervention Manager: John DeRonck (508) 661-2043 jderonc@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, and 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	24/7	
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.		
Interim ESP Director: Karen Duby (978) 840-9301 kduby@communityhealthlink.org Mobile Crisis Intervention Manager: Lori Simkowitz-Lavigne (508) 373-7982 lsimkowitz-lavigne@communityhealthlink.org		
Service Locations	Operating Hours	Cities/Towns in Area
Community HealthLink, Inc. Community-Based Location 40 Spruce Street	24/7	Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Harvard,

Leominster, MA 01453 (978) 534-6116 Fax (978) 537-4966	(800) 977-5555		Hubbardston, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, Templeton, Townsend, Westminster, and Winchendon
Community Healthlink, Inc. Community-Based Location 10 Parker Street Gardner, MA 01440 (978) 630-4740 Fax (978) 630-4765	(800) 977-5555	8 a.m. - 6 p.m. weekdays	
Community Heathhlink, Inc. Community Crisis Stabilization Program 40 Spruce Street Leominster, MA 01453 (978) 534-6116 Fax (978) 534-3294	(800) 977-5555	24/7	
Area: South County 24-hour access number: (800) 294-4665			
ESP Provider: Riverside Community Care			
ESP Director: Deb Gardner (508) 634-3420 dgardner@riversidecc.org Mobile Crisis Intervention Manager: Hilda Miller (508) 634-3420 hmliller@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 32 Hamilton St. Milford, MA 01757 (508) 634-3420 Fax (508) 422-9644	(800) 294-4665	24/7	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
Riverside Community-Based Location 206 Milford Street Upton, MA 01568 (508) 529-7000 Fax (508) 529-7001	(800) 294-4665	8 a.m. - 5 p.m. weekdays	
Riverside/Harrington Memorial Hospital 100 South Street Southbridge, MA 01550 (508) 765-3035 Fax (508) 764-2434	(800) 294-4665	8 a.m. - 8 p.m. 7 days/week	

Riverside Community-Based Location GB Wells Center 29 Pine Street Southbridge, MA 01550 (800) 294-4665 (508) 765-9167 Fax (508) 764-2434	To Be Announced	
Riverside Community Crisis Stabilization Program 32 Hamilton St. Milford, MA 01757 (800) 294-4665 (508) 634-3420 Fax (508) 422-9644	24/7	
Area: Worcester 24-hour access number: (866) 549-2142		
ESP Provider: Community Healthlink, Inc.		
ESP Director: Bill Dwinnells (508) 373-7833 wdwinnells@communityhealthlink.org Mobile Crisis Intervention Manager: Lori Simkowitz-Lavigne (508) 373-7982 lsimkowitz-lavigne@communityhealthlink.org		
Service Locations	Operating Hours	Cities/Towns in Area
Community HealthLink, Inc. Community-Based Location 72 Jaques Ave Thayer Building, 2nd floor Worcester, MA 01610 (866) 549-2142 (508) 860-1283 Fax (508) 856-1695	8 a.m. - 8 p.m. weekdays 8 a.m. - 5 p.m. weekends	Auburn, Boylston, Grafton, Holden, Leicester, Milbury, Paxton, Shrewsbury, Spencer, West Boylston, and Worcester
UMASS Memorial Medical Center 55 Lake Avenue North Worcester, MA 01655 (866) 549-2142 (508) 334-3562 Fax (508) 856-1695	24/7	
Community Healthlink, Inc. Community Crisis Stabalization Program 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 (HES)		
ESP Director: Colleen Babson (978) 744-1585 cbabson@hes-inc.org		
Assistant ESP Director: Karen Weinberg (978) 521-7777 kweinberg@hes-inc.org		
Mobile Crisis Intervention Manager: Paula Garrant (978) 521-7777 pgarrant@hes-inc.org		
Mobile Crisis Intervention Manager: Maria Wolters (978) 744-1585 mwolters@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	8 a.m. - 8 p.m. M-Th 8 a.m. - 5 p.m. 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, and 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 (HES)		
ESP Director: David Rafferty (978) 620-1250 drafferty@hes-inc.org		
Mobile Crisis Intervention Manager: Jose Rodriguez (978) 620-1250 jrodriguez@hes-inc.org		
Service Locations	Operating Hours	Cities/Towns in Area
HES Community-Based Location		Andover, Lawrence, Methuen, and North Andover

12 Methuen St., 2nd Floor Lawrence, MA 01841 (877) 255-1261 (978)-620-1250 Fax (978) 682-9333	8 a.m. - 12 a.m. 7 days/week	
HES Community Crisis Stabilization Program 12 Methuen St., 2nd Floor Lawrence, MA 01841 (877) 255-1261 (978)-620-1250 Fax (978) 682-9333	24/7	
Area: Lowell 24-hour access number: (800) 830-5177		
ESP Provider: Health and Education Services (HES)		
ESP Director: Beth Shapiro (978) 322-5120 bshapiro@hes-inc.org Mobile Crisis Intervention Manager: Cathy Richardson-Brown (978) 322-5120 crichardsonbrown@hes-inc.org		
Service Locations	Operating Hours	Cities/Towns in Area
HES Community-Based Location 391 Varnum Ave Lowell, MA 01854 (800) 830-5177 (978) 322-5120 Fax (978) 322-5134	8 a.m. - 8 p.m. 7 days/week	Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, and Westford
HES Community Crisis Stabilization Program 391 Varnum Ave Lowell, MA 01854 (800) 830-5177 (978) 322-5120 Fax (978) 322-5134	24/7	
Area: Tri-City 24-hour access number: (800) 988-1111		
ESP Provider: Eliot Community Services		
Interim ESP Director: Maureen Gebhardt (781) 581-4427 mgebhardt@eliotchs.org Mobile Crisis Intervention Manager: Donna Kausek (781) 581-4493 dkausek@eliotchs.org		
Service Locations	Operating Hours	Cities/Towns in Area
Eliot Community-Based Location 95 Pleasant Street Lynn, MA 01901 (800) 988-1111 (781) 596-9222 Fax (781) 581-9876	8 a.m. - 8 p.m. weekdays 9 a.m. - 6 p.m. weekends	Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Nahant, North Reading, Reading, Saugus, Stoneham, Swampscott, and Wakefield

Eliot Community-Based Location 173 Chelsea Street Everett, MA 02149 (800) 988-1111 (781) 388-6220 Fax (781) 581-9876	8 a.m. - 8 p.m. weekdays 9 a.m. - 6 p.m. weekends	
<i>Eliot Community Crisis Stabilization Program</i> 95 Pleasant Street Lynn, MA 01901 (800) 988-1111 (781) 596-9222 Fax (781) 581-9876	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@cfservices.org Mobile Crisis Intervention Manager: Rebecca Pye (508) 996-3154 rpye@cfservices.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, and Wareham
Child and Family Services Community-Based Location 118 Long Pond Rd, Ste 102 Plymouth, MA 02360 (877) 996-3154 (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: (877) 670-9957
ESP Provider: Community Counseling of Bristol County (CCBC) Brockton		
ESP Director: Maria Johnson (508) 897-2100 TBD		
Mobile Crisis Intervention Manager: Heather McCarthy (508) 897-2100 TBD		
Service Locations	Operating Hours	Cities/Towns in Area
Brockton Multi-Service Center Community-Based Location 165 Quincy Street Brockton, MA 02302 (877) 670-9957 (508) 897-2100 Fax (508) 897-2135	24/7	Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, and Whitman
Brockton Multi-Service Community Crisis Stabilization Program 165 Quincy Street Brockton, MA 02302 (877) 670-9957	24/7	

(508) 897-2100 Fax (508) 586-5117			
Area: Cape Cod and The Islands 24-hour access number: (800) 322-1356			
ESP Provider: Boston Medical Center (BMC)/ Cape Cod & the Islands Emergency Services			
Clinical Director: Elizabeth Mandel elizabeth.mandell@bmc.org ESP Director: Joanne Grotzinger jgrotziner@baycove.org Mobile Crisis Intervention Manager: Jamie Shorten jshorten@bmc.org			
Service Locations		Operating Hours	Cities/Towns in Area
Cape Cod Community-Based Location 270 Communication Way, Unit 1E Hyannis, MA 02601 Fax Fax (508) 564-9699		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, and Yarmouth
Cape Cod Community Crisis Stabilization Program May Institute 270 Communication Way, Unit 1E Hyannis, MA 02601 (508) 790-4094 Fax (508) 362-5647			
Area: Fall River 24-hour access number: (877) 425-0048			
ESP Provider: Boston Medical Center (BMC)/ Fall River Emergency Services			
Clinical Director: Elizabeth Mandel elizabeth.mandell@bmc.org ESP Director: Julie Sanders jsanders@baycove.org Mobile Crisis Intervention Manager: Julie Franco jfranco@baycove.org			
Service Locations		Operating Hours	Cities/Towns in Area
Corrigan Mental Health Center Community-Based Location 49 Hillside Street Fall River, MA 02720		7 a.m. - 11 a.m. weekday 9 a.m. - 5 p.m. weekends	Fall River, Freetown, Somerset, Swansea, and Westport
Area: Taunton/Attleboro 24-hour access number: (800) 660-4300			
ESP Provider: Community Counseling of Bristol County (CCBC) Taunton Attleboro			
ESP Director: Felipe Durand (508) 285-9400 TBD			
Mobile Crisis Intervention Manager: TBD			

Service Locations	Operating Hours	Cities/Towns in Area
Taunton/Attleboro Emergency Service Community-Based Location 108 West Main St., Bldg. #2 Norton, MA 02766 (800) 660-4300 (508) 285-9400 Fax (508) 285-6573	8 a.m. - 8 p.m.	Attleboro, Berkley, Dighton, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, and Taunton
Taunton/Attleboro Community Crisis Stabilization Program 108 West Main St., Bldg. #2 Norton, MA 02766 (800) 660-4300 (508) 285-9400 Fax (508) 285-6573	24/7	