

Mental Health and Substance Use Services



The Care You Need. When You Need It. Wherever You Are.

If you're having a hard time and need help, you have options:



BY PHONE:

Call or text the Behavioral Health Help Line **833-773-2445** to connect with a trained professional who will:

- ✓ Help you access mental health or addiction treatment.
- ✓ Stay on the line until you are connected to treatment services.
- ✓ Provide help in over 200 languages.



IN PERSON:

When you need to see someone right away, there are Community Behavioral Health Centers (CBHCs) in your community that offer you or your loved one the services you need when you need them. **Visit your local CBHC.**

- ✓ No need to go to the emergency room.
- ✓ Be seen right away for a treatment assessment.
- ✓ Covered for all, with or without insurance.
- ✓ To find the CBHC closest to you, visit mass.gov/CBHCs.



How does it work?

If you're in crisis or simply looking to take the first step to get care, we're here to help **24 hours a day, 7 days a week, including holidays**. Call the Help Line or come into a CBHC whenever you need us.

We will:

- Connect to a real person right away for help with an emergency.
- Help you access behavioral health treatment, services, and resources in your community.
- Talk to you until you're comfortable and able to take next steps together.
- Refer you to treatment options, including inpatient, if appropriate.



Why do people reach out?

Everyone's needs are different. Common signs or reasons for reaching out to the Help Line include:

- Having trouble sleeping or sleeping all the time.
- Feeling anxious or worried more often than usual.
- Alcohol or drug use.
- Feeling trapped, hopeless.
- Acting recklessly or engaging in unsafe activities.
- Feeling very angry or looking for revenge.
- Talking or thinking about harming or killing yourself or others.



Who are these services for?

The Help Line is for everyone, including LGBTQIA+, Black, Indigenous, and People of Color (BIPOC), Deaf or hard of hearing, individuals with disabilities, and individuals whose first language is not English. If you are Deaf or hard of hearing, contact MassRelay at 711.



Who will I speak to?

The Help Line and CBHCs are staffed with mental health clinicians, trained crisis and referral specialists, and people with lived experience who have been through challenges associated with mental health and substance use.

No matter how you choose to access care, you are not alone.

We are here to help  . No insurance needed.