



Behavioral Health Resources

Free Crisis Help and Information

A mental health crisis is when someone is experiencing symptoms that make them feel out of control or prevent them from being able to take care of themselves.

In a crisis contacts

Life-threatening emergency: Call 911

National Suicide and Crisis Lifeline: 988 call or text

Support for anyone experiencing mental health related distress and those concerned about someone who may need crisis support, 24/7.

Veterans' Crisis Line: veteranscrisisline.net

For veterans and their loved ones. Call 988 and Press 1 or text 838255 or chat online, 24/7.

MA Behavioral Health Helpline: masshelpline.com or 833-773-2445

Call or text 24/7 for urgent care evaluation, connection to clinical services and mobile crisis response. Those concerned about someone who may need support are welcome to call.

Community Behavioral Health Centers (CBHCs):

mass.gov/info-details/find-your-local-community-behavioral-health-center or 833-773-2445

24/7 walk-in alternative to emergency department visits for mental health and substance use crisis and urgent care. CBHCs in Waltham, Framingham, Lowell and Leominster cover the Emerson Hospital service area. Check the link for location info.

Peer Led Crisis Programs: Open 24/7, staffed by people living with mental health conditions trained to provide non-clinical support, no fee.

The Living Room: advocates.org/services/living-room Framingham, 508-661-3333

Kiva Centers: kivacenters.org/karaya-peer-respite Worcester

Preparing for a mental health crisis

NAMI Massachusetts Crisis Information: namimass.org/in-a-crisis

NAMI Massachusetts offers well-researched information about what to do, how to plan, and a variety of services to help handle a crisis.

NAMI MA Compass Helpline: namimass.org/nami-mass-compass-helpline

An information and referral helpline that provides resources and support to help people navigate the mental health system and problem solve in difficult circumstances, Mon–Fri, 9:00 AM - 5:00 PM, Contact: 617-704-6264 or 1-800-370-9085, or compass@namimass.org