

You may contact one of the providers listed on the following pages if you are having a behavioral health crisis/emergency. No referral is necessary in an emergency situation.

Services Provided by Emergency Services Program (ESP) Providers

Every Emergency Services Program (ESP) provider provides behavioral health crisis assessment, intervention and stabilization services, 24 hours per day/7 days per week/365 days per year.

How to Contact ESP Providers

The ESP Providers listed on the following pages are arranged first by region, for example Western Massachusetts. Within each region ESP Providers are arranged by area, for example the Berkshires, Greenfield, Northampton, and the Southern Pioneer Valley. The listing for each area includes the cities and towns in that area.

You can access all ESP service components and locations through the ESP's toll free numbers, 24 hours per day/7 days per week. The 24-hour access toll free number for each area is located in the shaded block for that area. Where applicable, local numbers for specific locations have also been provided. **It is recommended that individuals and families call the ESP's toll free number first, so the ESP can help them access the most appropriate services.**

For questions about your health care call HNE Member Services at 1-800-786-9999 (TTY: 1-800 439-2370 for people with partial or total hearing loss), Monday to Friday from 8 a.m. to 5 p.m.

Or, visit hne.com.

For questions about your Behavioral Health (mental health and substance abuse) care call MBHP at 1-800-495-0086 (TTY: 1-617-790-4130 for people with partial or total hearing loss) 24 hours a day, 7 days a week.

Or, visit www.masspartnership.com.

BEHAVIORAL HEALTH (mental health & substance abuse) EMERGENCY SERVICES PROGRAM PROVIDERS

WESTERN MASSACHUSETTS		
Area: The Berkshires		24-hour access number: (800) 252-0227
ESP Provider: The Brien Center for Mental Health and Substance Abuse		
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 and Support Options		
Service Locations	Operating Hours	Cities/Towns in Area
Clinical & Support Options Community-Based Location 140 High Street Greenfield, MA 01301 (800) 562-0112 (413) 774-5411 Fax (413) 773-8429	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, Shutebury, Sunderland, Turners Falls, Warwick, Wendell, and Whately
Clinical & Support Options Community Crisis Stabilization Program 140 High Street Greenfield, MA 01301 (800) 562-0112 (413) 772-0249 Fax (413) 773-8429	24/7	

ESP Providers in Western Massachusetts are continued on the next page

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BEHAVIORAL HEALTH (mental health & substance abuse) EMERGENCY SERVICES PROGRAM PROVIDERS

WESTERN MASSACHUSETTS (continued from previous page)		
Area: Northampton		24-hour access number: (800) 562-0112
ESP Provider: Clinical & Support Options		
Service Locations	Operating Hours	Cities/Towns in Area
Clinical & Support Options Community-Based Location 29 North Main Street Florence, MA 01062 (413) 586-5555 Fax (413) 586-2723 Fax (413) 586-2723 (800) 562-0112	24/7	Amherst, Chesterfield, Cummington, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, and Worthington
Clinical & Support Options Community Crisis Stabilization Program 29 North Main Street Florence, MA 01062 (413) 586-2973 Fax (413) 582-6893 (800) 562-0112	24/7	
Area: Southern Pioneer Valley		24-hour access number: (800) 437-5922
ESP Provider: Behavioral Health Network		
Service Locations	Operating Hours	Cities/Towns in Area
Behavioral Health Network Community-Based Location 417 Liberty Street Springfield, MA 01104 (413) 733-6661 Fax (413) 733-7841 (800) 437-5922	24/7	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 (413) 568-6386 Fax (413) 572-4144 (800) 437-5922	24/7	
Behavioral Health Network Community Crisis Stabilization Program 417 Liberty Street Springfield, MA 01104 (413) 733-6661 Fax (413) 733-7841 (800) 437-5922	24/7	
Behavioral Health Network Community Crisis Stabilization Program Carson Center 77 Mill Street Westfield, MA 01085 (413) 568-6386 Fax (413) 572-4144 (800) 437-5922	24/7	
Behavioral Health Network Community Crisis Stabilization Program 40 Bobala Road Holyoke, MA 01104 (413) 532-8016 Fax (413) 532-8205 (800) 437-5922	24/7	

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BEHAVIORAL HEALTH (mental health & substance abuse) EMERGENCY SERVICES PROGRAM PROVIDERS

CENTRAL MASSACHUSETTS		
Area: Metro West		24-hour access number: (800) 640-5432
ESP Provider: Advocates		
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	7 a.m. - 11p.m. 7 days/week	
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.		
Service Locations	Operating Hours	Cities/Towns in Area
Community HealthLink, Inc. Community-Based Location 45 Summer Street Leominster, MA 01453 (800) 977-5555 (978) 534-6116 Fax (978) 537-4966	24/7	Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Harvard, 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 (800) 977-5555 (978) 630-4740 Fax (978) 630-4765	8 a.m. - 6 p.m. weekdays	
Community HealthLink, Inc. Community Crisis Stabilization Program 45 Summer Street Leominster, MA 01453 (800) 977-5555 (978) 534-6116 Fax (978) 534-3294	24/7	

ESP Providers in Central Massachusetts are continued on the next page

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BEHAVIORAL HEALTH (mental health & substance abuse) EMERGENCY SERVICES PROGRAM PROVIDERS

CENTRAL MASSACHUSETTS (continued from previous page)		
Area: South County		24-hour access number: (800) 294-4665
ESP Provider: Riverside Community Care		
Service Locations	Operating Hours	Cities/Towns in Area
Riverside Community-Based Location 32 Hamilton St. Milford, MA 01757 (800) 294-466 (508) 634-3420 Fax (508) 529-7001	5 p.m. - 8 a.m. weekdays 8 a.m. - 8 p.m. weekends	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 (800) 294-4665 (508) 529-7000 Fax (508) 529-7001	8 a.m. - 5 p.m. weekdays	
Riverside/Harrington Memorial Hospital 100 South Street Southbridge, MA 01550 (800) 294-4665 (508) 765-3035 Fax (508) 764-2434	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) 529-7001	24/7	
Area: Worcester		24-hour access number: (866) 549-2142
ESP Provider: Community Healthlink, Inc.		
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 Stabilization Program 72 Jaques Ave Thayer Building, 2nd floor Worcester, MA 01610 (866) 549-2142 (508) 860-1283 Fax (508) 856-1695	24/7	

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BEHAVIORAL HEALTH (mental health & substance abuse) EMERGENCY SERVICES PROGRAM PROVIDERS

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.)		
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	

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BEHAVIORAL HEALTH (mental health & substance abuse) EMERGENCY SERVICES PROGRAM PROVIDERS

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.)		
Service Locations	Operating Hours	Cities/Towns in Area
CSEST Community-Based Location 22 McGrath Hgwy #204 Somerville, MA 02143 (800) 981-4357 Fax (617) 623-1817	7 a.m. - 11 p.m. weekdays 7 a.m. - 8 p.m. weekends	Cambridge and Somerville
CSEST/Cambridge Hospital 1493 Cambridge Street Cambridge, MA 02139 (800) 981-4357 (617) 665-1560 Fax (617) 665-2310	24/7	
CSEST Community Crisis Stabilization Program TBA	To Be Announced	
Area: Norwood 24-hour access number: (800) 529-5077		
ESP Provider: Riverside Community Care		
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) 769-6717	8 a.m. - 7 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 Norwood, MA 02062 (800) 529-5077 (781) 769-1342 Fax (781) 769-6717	7 p.m. - 8 a.m. weekdays 8 a.m. - 8 p.m. weekends	
Riverside Community Crisis Stabilization Program 15 Beacon Ave Norwood, MA 02062 (800) 529-5077 (781) 769-1342 Fax (781) 769-6717	24/7	
Area: South Shore 24-hour access number: (800) 528-4890		
ESP Provider: South Shore Mental Health (SSMH)		
Service Locations	Operating Hours	Cities/Towns in Area
SSMH Community-Based Location 460 Quincy Ave Quincy, MA 02169 (800) 528-4890 (617) 847-1950 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 (800) 528-4890 (617) 847-1950 Fax (617) 479-0356	24/7	

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BEHAVIORAL HEALTH (mental health & substance abuse) EMERGENCY SERVICES PROGRAM PROVIDERS

NORTHEASTERN MASSACHUSETTS		
Area: North Essex		24-hour access number: (866) 523-1216
ESP Provider: Health and Education Services (HES)		
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)		
Service Locations	Operating Hours	Cities/Towns in Area
HES Community-Based Location 15 Union Street Lawrence, MA 01841 (877) 255-1261 (978)-620-1250 Fax (978) 682-9333	8 a.m. - 8 p.m. 7 days/week	Andover, Lawrence, Methuen, and North Andover
HES Community Crisis Stabilization Program 12 Methuen St. Lawrence, MA 01841 (877) 255-1261 (978)-620-1250 Fax (978) 682-9333	24/7	

ESP Providers in Northeastern Massachusetts are continued on the next page

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BEHAVIORAL HEALTH (mental health & substance abuse) EMERGENCY SERVICES PROGRAM PROVIDERS

NORTHEASTERN MASSACHUSETTS (continued from previous page)		
Area: Lowell		24-hour access number: (800) 830-5177
ESP Provider: Health and Education Services (HES)		
Service Locations	Operating Hours	Cities/Towns in Area
HES Community-Based Location 391 Varnum Ave Lowell, MA 01854 (978) 322-5120 Fax (978) 322-5134 (800) 830-5177	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 (978) 322-5120 Fax (978) 322-5134 (800) 830-5177	24/7	
Area: Tri-City		24-hour access number: (800) 988-1111
ESP Provider: Eliot Community Services		
Service Locations	Operating Hours	Cities/Towns in Area
Eliot Community-Based Location 95 Pleasant Street Lynn, MA 01901 (781) 596-9222 Fax (781) 581-9876 (800) 988-1111	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 (781) 388-6220 Fax (781) 581-9876 (800) 988-1111	8 a.m. - 8 p.m. weekdays 9 a.m. - 6 p.m. weekends	
Eliot Community Crisis Stabilization Program 95 Pleasant Street Lynn, MA 01901 (781) 596-9222 Fax (781) 581-9876 (800) 988-1111	24/7	

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BEHAVIORAL HEALTH (mental health & substance abuse) EMERGENCY SERVICES PROGRAM PROVIDERS

SOUTHEASTERN MASSACHUSETTS		
Area: Southern Coast		24-hour access number: (877) 996-3154
ESP Provider: Child and Family Services of New Bedford		
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 (800) 469-9888 (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: Brockton Multi-Service Center		
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) 586-5117	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 (508) 897-2100 Fax (508) 586-5117	24/7	

ESP Providers in Southeastern Massachusetts are continued on the next page

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BEHAVIORAL HEALTH (mental health & substance abuse) EMERGENCY SERVICES PROGRAM PROVIDERS

SOUTHEASTERN MASSACHUSETTS (continued from previous page)		
Area: Cape Cod and The Islands 24-hour access number: (800) 322-1356		
ESP Provider: Cape & Islands Emergency Services		
Service Locations	Operating Hours	Cities/Towns in Area
Cape Cod Community-Based Location 270 Communication Way, Unit 1E Hyannis, MA 02601 (800) 322-1356 (508) 778-4627 Fax (508) 790-0899	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 (800) 322-1356 (508) 790-4094 Fax (508) 362-5647	24/7	
Area: Fall River 24-hour access number: (877) 425-0048		
ESP Provider: Corrigan Mental Health Center		
Service Locations	Operating Hours	Cities/Towns in Area
Corrigan Mental Health Center Community-Based Location 49 Hillside Street Fall River, MA 02720 (877) 425-0048 (508) 235-7277 Fax (508) 235-7345	24/7	Fall River, Freetown, Somerset, Swansea, and Westport
Area: Taunton/Attleboro 24-hour access number: (800) 660-4300		
ESP Provider: Norton Emergency Services		
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	24/7	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	

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