

# Boston Mental Health Resource Guide

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## **Emergency Services**

### Boston Emergency Services Team (BEST)

1-800-981-4357

The BEST team offers immediate referrals, psychiatric evaluation, crisis interventions and treatment, a short term Community Crisis Stabilization Program (3-5 day voluntary stays), and referrals for ongoing treatment. The Call Center is available 24 hours a day, seven days a week, and can provide support, referrals, arrange in-person evaluations, and dispatch mobile clinicians to intervene at the location of crisis.

### Emergency Services Program Mobile Crisis Intervention

1-877-382-1609

The ESP/MCI provides crisis assessment, intervention, and stabilization services without a visit to the emergency room. Services are available 24 hours a day, seven days a week and are of no cost to those with MassHealth, Medicare, or with those who are uninsured.

### Boston Trauma Response Team

555 Amory Street, Suite 300, Boston, MA 02130

1-617-431-0125

Justice Resource Institute's Trauma Response Team aims to promote resilience for Boston community members impacted by violence/homicide. The team provides immediate emotional support for victims and helps with arrangements of basic needs (i.e. shelter, food, clothing, transportation, family contact) and liaisons relations between victims and emergency and hospital authorities. Additionally, coping and stabilization groups are provided post-event in addition to care

coordination and referrals.

### Acute Psychiatry Service at Massachusetts General Hospital

55 Fruit Street, Boston, MA 02114

Located in the Emergency Department at Massachusetts General Hospital, attending psychiatrists at APS provide face-to-face consultations to stabilize and refer clients for necessary follow-up treatment.

## **Referral Services**

### Boston Mayor's HealthLine

1-617-534-5050

The MHL is a free and confidential referral service providing referrals to callers regardless of legal status. Staff are available M-F 9 am to 5 pm to help locate mental health/social/legal services, connecting to primary care providers, and answering questions about and assisting in healthcare coverage applications. MHL also provides individual case management for clients looking for assistance navigating the healthcare system.

### MASS 211

2-1-1

Mass 211 is a stigma free 24/7 contact center committed to the empowerment of callers by providing education and information on existing resources in the community.

### LINK-KID

1-800-LINK-KID

The Child Trauma Training Center's centralized referral system which makes trauma focused referrals for ages 0-22. Calls from parents, caregivers and child-serving professionals are screened for trauma exposure and symptoms and referrals are made within one business day. Trauma reading materials related to exposure and symptoms, information of the healing process of trauma and evidence based practices are provided for parents and caregivers.

## **Local Services**

### ADVOCATES

1-800-640-5432

In addition to the 24-hour crisis support hotline,

Advocates provides the following services: counseling and psychiatry, The Collaborative Pathway (an outpatient psychiatric service for those experiencing extreme emotional states or psychosis), outreach services, peer support, and residential programs. Counseling and Psychiatry services accept MassHealth and private insurance plans, while Residential and Outreach programs are mostly referred by the Department of Mental Health.

### Samaritans

41 West St, 4th floor, Boston, MA 02111

1-877-870-4673

Samaritans aims to reduce the instances of suicide, act preventitively, and address the stigma associated with the act. The helpline is available 24 hours a day, 7 days a week by call and text. Samariteens- the teen helpline, 1-800-252-8336- is available on weekdays between 3-9pm and on weekends from 9am-9pm (answered by adult volunteers outside of those hours). Additionally, grief support is provided for those who have lost a loved one to suicide.

### Freedom Trail Clinic

25 Staniford Street, 2nd floor, Boston, MA

02114

1-617-912-7800

North Suffolk Mental Health Association's Freedom Trail Clinic, provides adult, children & family, addiction, and developmental services. Intakes and referrals taken through the listed number.

### Center Club

31 Bowker Street, Boston, MA 02114

1-617-788-1003

Bay Cove Human Services offers clubhouse programs for those with psychiatric disabilities, designed to integrate individuals into the community. The clubhouse helps individuals work towards secure employment, education,

affordable housing, a social life, overall wellbeing and full community integration. In addition to providing work opportunities in club units, the clubhouse engages individuals in a variety of recreational and cultural activities in-house. Dual Recovery Anonymous meetings available for members struggling with substance use and mental illness.

### The Home: Boston-Suffolk County Family Resource Center

56 Dimock Street, Roxbury, MA 02119

The Home aims to strengthen families by connecting them with and providing the following services: mental health referrals, navigating housing process, access to food/diapers/seasonal clothing, understanding various systems, legal assistance referrals, school and education related supports. The Home is open Mon 12-5pm, Tue/Wed/Thu 9:30am-7pm, Fri 9:30am-5pm, Sat (2nd&4th) 10am-1pm.

### Peer Support Line

1-877-PEERLNE

Peer Support line is a community service line run by those with lived experience with mental illness, available Mon to Sun 4-8 pm.

## **Women's Services**

### The Ammon-Pinizzoto Center for Women's Mental Health

185 Cambridge St, Suite 2200, Boston, MA

02114

The Center at Massachusetts General Hospital provides evaluation and treatment of psychiatric disorders associated with female reproduction function. Reproductive Psychiatry Resources & Information is also provided.

### Support Groups for Mothers and Expectant Mothers

MCPAP for Moms + William James College Interface Referral Service aims to develop and maintain community-based resources to support mothers (& fathers) with mental health struggles related to parenting.

Postpartum Support International (PSI)  
of Massachusetts Warm Line

1-866-472-1897

The PSI- Mass confidential line is for individuals experiencing and family members of those experiencing perinatal mood disorders. A professional and/or someone with a lived experience will return the call within 24 hours to guide through the process of treatment.

**Deaf and Hard of Hearing Services**

Freedom Trail Clinic

25 Staniford Street, 2nd floor, Boston, MA

02114

1-617-912-7800

The Freedom Clinic offers The Deaf Services Program, which provides fully accessible psychiatric and counseling services for those who are deaf and hard of hearing. All counselors are able to communicate in ASL, English, visual gestures, and with tactile sign. In addition to individual/couples/family/group therapy, services include: crisis intervention, intake, referral and information. Consultation and followup provided with sign language interpretation.

Massachusetts Commission for the Deaf  
and Hard of Hearing

600 Washington St, Boston, MA 02110

617-740-1600

The MCDHH ensures the accessibility of and connects individuals with the services available for those who are deaf and hard of hearing. Services include: case management, interpreter services, technology services, and independent living services.

Deaf and Hard of Hearing Program

300 Longwood Ave, Boston, MA 02115

1-718-216-2215

The Program at Boston Children's Hospital provides comprehensive evaluation and consultation services to deaf and hard of hearing children. In addition to examinations and services, a baseline mental health assessment is

provided and additional counseling services are available.

**Children and Adolescent Services**  
Boston Children's Hospital Department  
of Psychiatry

300 Longwood Ave, Boston, MA 02115

617-355-6680

Boston Children's Hospital's Department of Psychiatry offers a number of services including: Psychiatry consultation service, psychiatry inpatient service, community based acute treatment program, outpatient psychiatry program, emergency psychiatry service, neuropsychology program, the Neighborhood Partnership Program, and behavioral health integration initiatives in Pediatric Care.

Child Witness to Violence Project

CWVP is a therapeutic counseling and advocacy project, developed by Boston Medical Center, addressing the needs of young children who are hidden victims to violence. The project looks to identify young children who witness acts of significant violence, help them heal from their trauma through developmentally appropriate counseling, and provide consultation for the caregivers of the children. The Child Safety Project (CSP) provides free, confidential counseling services to court involved families who have been exposed to violence.

Center for Cross-Cultural Student  
Emotional Wellness Consultation  
Service

55 Fruit Street, Boston, MA 02114

The Center is housed in the Mass General Hospital, and is dedicated to the mental health of Asian American International students. Families can request a consultation from experienced, culturally competent clinicians.

Bridge Over Troubled Waters

47 West St, Boston MA

617-423-9575

Bridge aims to transform the lives of runaway, homeless, high-risk youth between the ages of 14 to 24. Intake hours are Mon-Fri 9am to

4:30pm. Services include: Street outreach, Mobile medical van, Runway hotline (1-800-RUNAWAY), Counseling and support, Transitional Day and Welcome Center Programs, Education and Career development, Emergency residential services, Transitional Living Program, Single Parent House, and housing.

### Children of Alcoholism And Substance Abuse

11 Beacon St, Boston, MA 02108  
1-617-227-4183

COASA supports and advocates for children of alcoholism and substance use and aids in providing ongoing validation, development of positive social skills, and improvement of self-esteem. Resources are offered whether parents are in treatment or not. Services provided include: individual/family/group counseling, support groups, and advocacy in the community.

### **Geriatric Services**

#### Massachusetts Adult Day Services Association

One Florence Street, Boston, MA 02131  
1-617-469-5848

Adult Day Health programs (ADH) provide services to adults and adults with disabilities. ADH is the lowest cost long term care services provided by Medicaid, with the aim of keeping elders and adults with disabilities out of nursing homes and institutions for as long as possible.

### **Immigrant and Refugee Services** Boston Center for Refugee Health and Human Rights

Dowling Building, 850 Harrison Ave, 7th floor, Boston, MA 02118  
1-617-414-4794

The Center aims to provide holistic health care for asylum seekers, refugees, survivors of torture and their families. Services are therefore tailored to their needs, and in regards to: Medical and mental health services, Case management, Legal

services, Career development, and Patient navigation.

### Refugee and Immigrant Assistance Center

253 Roxbury St, Boston, MA 02119  
1-617-238-2430 (during hours)  
1-617-261-2034 (after hours)

The Center is a community-based, non-profit, grassroots agency providing comprehensive services for refugees, asylees, and immigrants. Ongoing programs include: Refugee resettlement, Social services, Citizenship services, Community education, Community counseling, ESL classes, and Youth Services.

### Unaccompanied Refugee Minors Program

600 Washington St, 4th floor, Boston, MA 02111  
1-617-727-7888

This program ensures that eligible unaccompanied youth receive a full range of services and legal care. Services include: intensive case management, financial support, independent living training, career and educational assistance, mental health services, cultural activities and recreational opportunities, and help adjusting immigration status. Phone line is open 9am to 5pm Mon-Fri.

### Program to Enhance Elder Refugee Services

600 Washington St, 4th floor, Boston, MA 02111  
1-617-727-7888

PEERS provides services to meet the unique needs of elder (60+ years) refugees and asylees. Services include: culturally and linguistically knowledgeable providers, naturalization services, caregiver services, intergenerational programming, and connection to employment.

### Massachusetts Adult Literacy Hotline

1-800-447-8844

Contact for information and referrals related to english classes and adult basic education.

### Project Citizenship

4 Faneuil South Market Building, 3rd floor,  
Boston, MA 02109  
1-617-694-5949

Project Citizenship provides free assistance to legal permanent residents who are looking to become U.S. citizens. Individuals can call the office for a screening to evaluate circumstances, attend a workshop where forms will be filled out and study materials will be provided, and receive follow ups till the process is complete.

### **South Asian Mental Health Services**

#### SAHELI

1-866-472-4354

The Saheli confidential Helpline guarantees a response within 24 hours. Additionally, Saheli offers a variety of services for South Asian women and families who are domestic violence survivors. Services are provided in Bengali, Gujarati, Hindi, Kannada, Marathi, Punjabi, Sindhi, Tamil, Telugu, Urdu, Nepali, and Arabic. Services provided include: Domestic Violence services, Economic Empowerment, and Legal Advocacy.

### Asian Task Force Against Domestic Violence

1-617-338-2355

ATASK offers a 24 hour multilingual hotline conducted by volunteers who can speak in Cantonese, Mandarin, Toisanese, Vietnamese, Khmer, Korean, Japanese, Nepali, Hini, Bangala, Tagalog, Urdu, Thai, Manipuri, Mein, Indonesian and English. Community-based services such as linguistically specific advocacy and case management is also available. Each client works with an advocate who aids with access of crisis intervention, safety planning, legal and immigration advocacy (through Legal Advocacy and Representation Program), medical and healthcare advocacy, housing advocacy, and ESOL classes- all free. Additionally, an

Emergency Shelter Program is available to survivors of domestic violence.

### **Substance Use Recovery Services**

#### Boston AA Meetings

1-617-426-9444

A list of in-person AA meetings taking place in the Boston Area is provided. Calls are attended to Mon-Fri 9am to 9pm, Sat/Sun/Holidays 12-9pm.

### The Massachusetts Substance Use Helpline

1-800-327-5050

Free and confidential calls provided by trained specialists seeking to help individuals experiencing addiction and family members navigate the treatment system.

### Boston Alcohol and Substance Abuse Programs, Inc.

25 Kingston St, Boston, MA 02111

1-617-482-5292

Boston ASAP provides many services tailored for those who suffer from addictions to alcohol, drugs, and gambling. In addition to Mental Health Clinic Outpatient Services for all ages, the following services are available: Massachusetts Impaired Driving (class for 1st DUI offenders), Multiple Offender Program (class for multiple DUI offenders), gambling treatment and assessment.

### Boston Treatment Center

784 Massachusetts Ave, Boston, MA 02118

1-617-247-1001

The Boston Treatment Center, under Lahey Health Behavioral Services, is a detoxification and treatment service serving individuals in need of medical detoxification from alcohol, opiates, and benzodiazepines. Services are available to those who are self referred or by family members. Available services include: medical detoxification, group counseling,

community support, and referrals to ongoing care/12-step programs.

### Devine Recovery Center

70 Devine Way, South Boston, MA 02127  
857-496-1384

The Recovery Center is a peer-to-peer community center for adults over 18. Membership is free and a variety of meetings and events are offered. The DRC is open 9am to 10pm Mon-Fri, and 12pm to 8 pm Sat-Sun.

### A Virtual Awakening

<https://zoom.us/j/4822208285>

A closed, online AA meeting for women, trans, and non-binary individuals. The meeting takes place Sun, Mon, Wed, and Fri at 8:30pm EST and Thu at 1:00pm.

### Recovery Dharma Online

Recovery Dharma is an international community which utilizes Buddhist practices to address addiction. Meetings are offered for specific groups (i.e. women, men, LGBTQIA+, BIPOC), book studies, meditations, and noble inquiries.

### **LGBTQIA+ Services**

Boston Alliance of Gay, Lesbian, Bisexual, and Transgender Youth Inc.

28 Court Square, Boston, MA 02108  
1-617-227-8378

BAGLY is a youth led, adult supported social support organization committed to serving the LGBTQ+ youth community. The Clinic at BAGLY is available to those under the age of 29, 100% free, Mon-Thu 3pm to 7pm & Fri 1pm to 4pm. Services include: STI testing, referrals for health insurance enrolment and primary/mental health care, and healthcare navigation. Additionally, BAGLY offers virtual programming for youth leadership development, training and workshops, and discussing mental health.

Boston GLASS

75 Amory Street, Garden Level, Boston MA  
02119

987-604-6937

GLASS provides a myriad of services for LGBTQ+ youth (ages 13-25) of color and youth living with HIV. The Drop-in community center provides support groups, educational workshops, social events, access to computers and internet, food/toiletries/clothes, games and more. Along with mental health sessions and support in GLASS, they also offer in-home therapy.

Additionally, GLASS offers confidential prevention and testing services for HIV, Hep C, and STIs Mon-Fri. Opportunities for mentorship, employment, leadership, community are also available to youth.

### Fenway Health

1340 Boylston St, Boston, MA 02215

142 Berkeley St, Boston, MA 02116

75 Kneeland St, Boston, MA 02111

1-617-457-8140

Fenway Health is a Federally Qualified Community Health Center striving to enhance the wellbeing of the LGBTQIA+ community. Mental health services such as psychotherapy, psychiatry, the Addiction Recovery & Wellness Program, therapy & support groups, and the Violence Recovery Program are available. Additionally, medical, dental, optometry, and complementary therapies (i.e. massages and acupuncture) are provided.

### **Sexual Violence Services**

Boston Area Rape Crisis Center:

989 Commonwealth Ave, Boston, MA 02215

1-800-841-8371

The Boston Area Rape Crisis Center has a 24/7 hotline for survivors of sexual violence ages 12 or older, available 24 hours a day 7 days a week. Additionally a web chat is available from 9am to 11pm. BARCC also offers the following services to and families of victims: Medical advocacy, Legal advocacy, Counseling and Support groups, Case management, and Community services.

### My Life, My Choice

989 Commonwealth Ave, Boston, MA 02215  
1-617-592-2603

My Life, My Choice is a survivor run organization backed by evidence based practices offering services for survivors of sexual exploitation. The organization offers services in efforts to empower survivors. Services include: Mentoring, Leadership Development, Intensive Case Management, and Community Building.

### **Domestic Violence Services**

#### Renewal House

10 Putnam St, Roxbury, MA 02119  
1-617-566-6881

Renewal House is a domestic violence shelter which provides temporary emergency shelter for survivors and advocacy services. In addition to the 24 hour confidential hotline, the House provides in-house support groups, ESL classes, pastoral counseling, leadership training, job training, legal assistance and educational programs, community outreach education, and additional counseling services. All services are free of charge.

#### Casa Myrna

451 Blue Hill Ave, Boston, MA 02121  
1-877-785-2020

Casa Myrna is Boston's largest provider of domestic violence efforts and supportive services, with a comprehensive range of services including: the SafeLink hotline, Housing advocacy, Legal advocacy, Community advocacy, Counseling services, Economic stability, Children's services and Residential programs. The toll-free number can be used to safety plan, as well as receive information on resources and emotional support. The EVA Center, a project of Casa Myrna, is a survivor led-social justice oriented program committed to ending all forms of prostitution and sex trafficking is also available for survivors.

### Domestic Violence Program

1-617-414-5457  
Boston Medical Center's free and confidential

DV Program is a resource for anyone seeking information or help with domestic violence.

Services include: crisis counseling, risk assessment, safety planning, short/long term advocacy and counseling, accompaniment to court and other appointments, resource connection for food/housing/child care/basic needs, aid in finding more specialized services, applying for Victim Compensation if eligible. All calls will be answered on the same day or within one business day.

### **Employment Assistance Services**

#### STRIVE Boston

651 Washington Street, Lower Level,  
Dorchester, MA 02124  
1-617-825-1800

STRIVE Boston offers two workshop programs to help chronically unemployed individuals develop the skills needed to keep jobs. STRIVE Start program is tailored to adults 25+ and the STRIVE Future Leaders program for those between the ages of 18 to 24.

### **South Asian Communities**

#### Greater Boston Nepali Community

[info@gbnc.org](mailto:info@gbnc.org)

#### India Association of Greater Boston

<http://iagb.org/enquiry/>

#### Lokvani

781-325-8171  
[info@lokvani.com](mailto:info@lokvani.com)

