

## Mental Health Emergency Services: Crisis Response Resource List

Boston Graduate School of Psychoanalysis Anti-Racism Committee

As mental health professionals across the United States reflect on our relationship with policing and community violence, we recognize the importance of normalizing alternatives to contacting the police in non-life-threatening crisis situations, as an essential step towards creating a safer society for everyone. The recently publicized murder of Daniel Prude, 41, has drawn greater attention to the pervasive pattern of police violence inflicted upon Black people experiencing mental health crises. While anti-Black racism was undoubtedly a contributing factor in the wrongful death of Mr. Prude, statistics show that all individuals suffering from mental crises are at greater risk for fatal encounters with the police. As a part of our effort to promote the safety and wellbeing of our community and those we serve, BGSP's Anti-Racism Committee has compiled the following resources for both students and practicing clinicians to utilize in the case of a mental health emergency.

While crisis intervention services can function as an alternative to police involvement, there is no guarantee that the crisis team will refrain from contacting the police if deemed necessary. We recommend that whenever possible, the caller remain on the phone and/or at the scene until intervention services arrive. When appropriate, specify to the care team that the individual is unarmed, has no intent to harm others, and is requesting that there will be no police involvement.

For further information on Mr. Daniel Prude:

<https://www.cnn.com/2020/09/03/us/rochester-police-daniel-prude-death/index.html>

For further information on police response to mental health crises:

<https://www.cnn.com/2015/07/06/health/police-mental-health-training/index.html>

Massachusetts Resources: See the additional attachment for a statewide resource list

**Massachusetts Behavioral Health Partnership (MBHP):**

Emergency Line: (877) 382-1609

Enter the zip code of the location of the patient; the call will be automatically transferred to the closest crisis team.

MBHP Emergency Line provides an alternative to going to a hospital emergency room for those having a mental health or substance use crisis. MBHP connects callers to the Emergency Services Program and Mobile Crisis Intervention in their area. Provides behavioral health crisis assessment, intervention, and stabilization services 24 hours per day/7 days per week/365 days per year.

Services for people of all ages and those who are uninsured, insured by MassHealth (Medicaid) plans, or Medicare. Many Emergency Services Programs also contract with commercial insurance companies.

MBHP: Boston Medical Center/Boston Emergency Services Team (B.E.S.T.)

24-hour access number: [1-800-981-4357](tel:1-800-981-4357)

Boston (Dorchester, South Boston, Roxbury, West Roxbury, Jamaica Plain, Mattapan, Roslindale, Hyde Park, Lower Mills)

Brighton                      Brookline

Cambridge                      Charlestown

Chelsea                      East Boston

Revere                      Somerville

Winthrop

<https://www.mass.gov/info-details/statewide-resources>

**Eliot Community Health Services:** [1 \(800\) 988-1111](tel:1-800-988-1111)

Eliot CHS provides mobile psychiatric evaluation, crisis intervention, stabilization and follow up for those in acute psychiatric distress. Their multidisciplinary team of Mental Health Counselors, Social Workers, Peer Specialists, and Family Partners provide person and family centered support and services whenever and wherever it is needed. Eliot's Psychiatric Emergency Services Program is available 24 hours a day, 365 days a year, and provides the following:

Emergency Psychiatric Evaluation, Mobile Outreach, Crisis Management and Stabilization, Consultation and Support, Risk & Safety Assessment and Planning, Warm Line Services (Peer Support call line), and In-Patient Hospitalization

Eliot's Youth Mobile Crisis Intervention services are available to children, youth and families under the age of 21. Each youth and family is served by a team of professionals comprised of a Clinician and Family Partner. Team members provide assessment, intervention, and stabilization in the home, school or community for individuals experiencing a behavioral health crisis. Services are individualized and family focused, offering support, education, and crisis management for up to 7 days. Service is provided 24 hours a day, 7 days a week.

Eliot's service area includes the following municipalities:

Everett	Melrose	Stoneham
Lynn	Nahant	Swampscott
Lynnfield	North Redding	Wakefield
Malden	Reading	
Medford	Saugus	

<https://www.eliotchs.org/emergency-services/>

#### New York Resources:

**NYC Health Department:** 1-888-692-9355

A "crisis" situation is one that requires prompt attention, but is not immediately life threatening. That is, a crisis occurrence is one that can be improved or resolved by a visit from a mobile crisis team, who generally responds within 48 hours, or by telephone counseling and referral by NYC Well, the Health Department's 24 hour information and referral hotline operated by the Mental Health Association of New York City, Inc.

1-888-NYC-WELL (1-888-692-9355) is a free, confidential helpline for New York City residents. You can call 24 hours per day/7 days a week. The staff of trained mental health professionals help callers find mental health and substance abuse services. NYC Well is multilingual and multicultural:

- 1-888-NYC-WELL (1-888-692-9355)

- 1-888-692-9355 (Español)
- 1-888-692-9355 (中文)
- 711 (TTY for hearing impaired)

You can also text WELL to 65173 or go to NYC Well, an online resource for individuals, families and agencies in need of help and information.

<https://www1.nyc.gov/site/doh/health/health-topics/crisis-emergency-services.page>

### Vermont Resources:

Emergency (or Crisis) Services are time-limited, intensive supports provided for individuals and families who are currently experiencing, or may be expected to experience, a psychological, behavioral, or emotional crisis. Services may also be provided to the individual's or family's immediate support system. These services are available 24 hours a day, 7 days a week.

Emergency/Crisis Assessment, Support, and Referral includes initial information gathering, triage, training and early intervention, supportive counseling, consultation, referral, and crisis planning. Supports may include:

Outreach and Stabilization

Clinical Diagnosis and Evaluation

Treatment and Direct Support

Integration/Discharge Planning to provide services in the person's home or an alternative setting. Assessment may also include screening for inpatient psychiatric admission.

Emergency/Crisis Beds offer emergency, short-term mental health supports around the clock in a setting other than the person's home.

Vermont mental health agencies offering crisis support:

<https://vermontcarepartners.org/intake-and-crisis-lines/>

<https://mentalhealth.vermont.gov/services/emergency-services>