

Massachusetts Emergency Service Program (ESP) Directory

MA Emergency Service Programs (ESPs) provide behavioral health crisis assessment, intervention and stabilization services via the following service components: Mobile Crisis Services for Children and Adolescents, Mobile Crisis Services for Adults and Geriatric population, ESP Community Based locations, and Community Crisis Stabilization Services for ages 18 and over.

MA Emergency Service Programs (ESPs) are assigned to specific cities and towns and have 24 hour telephonic and on site access. It is recommended that Outpatient Providers, Individuals and Families call the ESP toll free number in their area first so the ESP can help them access the most appropriate services. The listing below includes UBH contracted ESP Mobile Crisis Teams with the primary 24/7 location only. The ESP can provide updates on other ESP Community Based locations.

BOSTON		
Boston Emergency Services Team (B.E.S.T.)		
Service Locations	Operating Hours	Cities/Towns
BEST/Boston Medical Center 818 Harrison Avenue Boston, MA 02118 (800) 981-4357	24/7	Boston (Dorchester, South Boston, Roxbury, West Roxbury, Jamaica Plain, Mattapan, Roslindale, Hyde Park), Brighton, Brookline, Charlestown, Chelsea, East Boston, Revere, Winthrop
METRO BOSTON		
Cambridge Somerville Emergency Services Team (C.S.E.S.T.)		
Service Locations	Operating Hours	Cities/Towns
CSEST/Cambridge Hospital 1493 Cambridge Hospital Cambridge, MA 02139 (800) 981-4357	24/7	Cambridge, Somerville
NORWOOD		
Riverside Community Care		
Service Locations	Operating Hours	Cities/Towns
Riverside Community Care 15 Beacon Avenue Norwood, MA 02062 (800) 529-5077	24/7	Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, Wrentham

SOUTH SHORE		
South Shore Mental Health (SSMH)		
Service Locations	Operating Hours	Cities/Towns
South Shore Mental Health 460 Quincy Avenue Quincy, MA 02169 (800) 528-4890	24/7	Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, Weymouth
SOUTHEASTERN MA		
Child and Family Services		
Service Locations	Operating Hours	Cities/Towns
Child and Family Services 543 North Street New Bedford, MA 02740 (877) 996-3154	24/7	Acushnet, Carver, Dartmouth, Duxbury, Fairhaven, Halifax, Hanover, Hanson, Kingston, Marion, Marshfield, Mattapoisett, New Bedford, Pembroke, Plymouth, Plympton, Rochester, Wareham
Child and Family Services 118 Long Pond Road Suite 102 Plymouth, MA 02367 (800) 469-9888		
CENTRAL MA – METRO WEST		
Advocates		
Service Locations	Operating Hours	Cities/Towns
Advocates 354 Waverly Street Framingham, MA 01702 (800) 640-5432	24/7	Acton, Ashland, Arlington, Bedford, Belmont, Boxborough, Burlington, Carlisle, Concord, Framingham, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Littleton, Maynard, Marlboro, Natick, Northborough, Sherborn, Southborough, Stow, Sudbury, Waltham, Watertown, Wayland, Westborough, Wilmington, Winchester, Woburn
Advocates 28 Mill Street Marlboro, MA 01752 (800) 640-5432		

CENTRAL MA – NORTH COUNTY		
Community Health Link		
Service Locations	Operating Hours	Cities/Towns
Community Health Link 45 Summer Street Leominster, MA 01453 (800) 977-5555	24/7	Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Templeton, Townsend, Westminster, Winchendon
CENTRAL MA – SOUTH COUNTY		
Riverside Community Care		
Service Locations	Operating Hours	Cities/Towns
Riverside Community Care 11 Williams Street Hopedale, MA 01747 (800) 294-4665	24/7	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, West Brookfield
CENTRAL MA – WORCESTER		
Community Health Link		
Service Locations	Operating Hours	Cities/Towns
Community Health Link 72 Jacques Avenue Thayer Building, 2 nd Floor Worcester, MA (866) 549-2142	24/7	Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury, Spencer, West Boylston, Worcester
UMass Memorial Medical Center 55 Lake Avenue North Worcester, MA 01655 (866) 549-2142		

NORTHEASTERN MA – NORTH ESSEX		
Health and Education Services		
Service Locations	Operating Hours	Cities/Towns
<p>Health and Education Services 41 Mason Street, Unit# 4 Salem, MA 01830 (866) 523-1216</p> <hr/> <p>Health and Education Services No Shore Medical Center 81 Highland Street Salem, MA 01970 (866) 523-1216</p>	24/7	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, West Newbury
NORTHEASTERN MA - LAWRENCE		
Health and Education Services		
Service Locations	Operating Hours	Cities/Towns
<p>Health and Education Services 15 Union Street Lawrence, MA 01841 (877) 255-1261</p>	<p>8:00 AM – 8:00 PM 7 days per week Please contact 24/7 Health & Education Services locations after hours</p>	Andover, Lawrence, Methuen, North Andover
NORTHEASTERN MA - LOWELL		
Health and Education Services		
Service Locations	Operating Hours	Cities/Towns
<p>Health and Education Services 391 Varnum Avenue Lowell, MA 01854 (800) 830-5177</p>	24/7	Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, Westford
NORTHEASTERN MA – TRI CITY		
Eliot Community Services		
Service Locations	Operating Hours	Cities/Towns
<p>Eliot Community Services 95 Pleasant Street Lynn, MA 01901 (800) 988-1111</p>	24/7	Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Nahant, North Reading, Reading, Saugus, Stoneham, Swampscott, Wakefield

WESTERN MA		
The Brien Center for Mental Health and Substance Abuse (The Berkshires)		
Service Locations	Operating Hours	Cities/Towns
The Brien Center 34 Pomeroy Avenue Pittsfield, MA 01201 (800) 252-0227	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, Williamstown, Windsor
WESTERN MA		
Behavioral Health Network – Southern Pioneer Valley		
Service Locations	Operating Hours	Cities/Towns
Behavioral Health Network 417 Liberty Street Springfield, MA 01104 (800) 437-5922	24/7	Agawam, Blechertown, Blandford, Bondsville, 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, Wilbraham
Behavioral Health Network Carson Center 77 Mill Street Westfield, MA 01085 (800) 437-5922		
Behavioral Health Network 40 Bobola Road Holyoke, MA 01104 (800) 437-5922		