If you or a family member is facing a mental health or substance use crisis, or you just need some help, we are here.

Call 1-877-382-1609

Learn more at masspartnership.com/ESP

Don’t face a crisis alone
Call the Emergency Services Program if you’re facing a mental health or substance use crisis, or just don’t know where to go for help.

1-877-382-1609

For information on translation and other formats, as well as our non-discrimination notice, please visit www.masspartnership.com/member/Translation.aspx.
Special services for children, teens, and young adults

Mobile Crisis Intervention (MCI) is the behavioral health emergency program designed especially for children and young adults up to age 21.

An MCI team member may come to a school, residential program, home, or other location to provide services. MCI teams are staffed with family partners, who have firsthand experience in caring for youth with mental health and/or substance use disorders.

We'll work with the youth and his or her family to create the best care plan, including follow-up for seven days.

We know that when a young person is having behavioral health difficulties, it can be really hard. Our caring team members will be there for you every step of the way.

Why should I call?

We'll help you get the care you need in a place where you feel comfortable. You can access supports without the stress and inconvenience of going to a hospital emergency department. We will work with existing providers, if you have them, and will also provide referrals to the exact kind of care that you need. ESPs provide a personalized, non-judgmental, and coordinated approach to care.

When you call, we’ll be there.