

PATHWAYS FOR MENTAL HEALTH REFERRALS

1. If you suspect an individual needs additional emotional support (NOT AN ACUTE CRISIS)

For example: issues of worrying about getting sick; losing their livelihood, infecting others, shame & stigma, etc.

Refer to 211 (<https://mass211.org> or CALL 211, PRESS 25 for emotional support)

- 24 hours a day, 7 days a week
- Informational and referral hotline, including emotional support

2. If you suspect an individual needs more serious mental health support (NOT AN ACUTE CRISIS)

For example: difficulty sleeping, appear confused; seem distressed and unable to function normally; appear intoxicated and/or report excessive use of drugs/alcohol that is impairing functioning; has chronic health condition and is in need of more support.

Ask if they would like to speak with a professional now?

- **IF YES**, call MBHP ESP behavioral health crisis assessment, intervention & stabilization services.
 - 24 hours a day, 7 days a week
 - Find local numbers in: <https://www.masspartnership.com/pdf/MBHPESPDirectory.pdf>
 - When call is answered, provide the crisis counselor with a brief intro to the individual and situation. Be sure to stay on the line until they indicate they will take the call to ensure warm handoff.
- **IF NO**, Ask if a member of our team could contact them to offer other resources for support.
 - Refer to Care Resource Coordinator if appropriate.

3. If you suspect an individual needs to have an emergency evaluation (AN ACUTE CRISIS)

For example: difficulty breathing, concerned about imminent harm, etc.

See CALLING 911 PROTOCOL for guidance on when and how to obtain consent to call 911

Call 911 or MBHP/ESP Crisis Line (statewide): 1-877-382-1609)

Community Tracing Collaborative



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