



Western MA Health & Medical Coordinating Coalition

POST-INCIDENT MENTAL HEALTH RESOURCES IN WESTERN MASSACHUSETTS

At the center of public health are our first responders, frontline workers, healthcare professionals, public safety and caregivers. In order to do their job of caring for others, they must be provided with resources that support and strengthen their resilience, mentally and physically.

Many resources exist in Massachusetts that are dedicated to supporting those affected by disasters. Resources are available in various formats including phone, in-person, telemedicine, social media and web-based information. While this is not an exhaustive list, this resource guide strives to highlight the options available categorized by county, in the event support is needed.

Web-based Directories

988 - 988 has been designated as the three-digit dialing code that will route callers to the National Suicide Prevention Lifeline. When people call, text, or chat 988, they will be connected to trained counselors that are part of the existing Lifeline network. Trained counselors will listen, provide support, and connect them to resources if necessary.

[Disaster Technical Assistance Center \(DTAC\)](#) - Disaster Technical Assistance Center (DTAC) helps **states, U.S. territories, tribes, and local entities** deliver an effective mental health and substance use response to disasters.

[findhelp.org](#) - This **nationwide** network (formerly known as Aunt Bertha) has a geographic search function for mental health clinicians and agencies, and other social determinant of health needs resources.

[mass211.org](#) or call 2-1-1 - From any desk top or mobile device, individuals can search and then connect to local health and human service **resources across the Commonwealth**. Programs that are included support basic needs such as food security, housing, child care, transportation as well as resources for mental and emotional health.

[look4help.org/](#) - The Look4Help Public Resource Directory, a program of Community Action Pioneer Valley is a centralized online tool to facilitate communication of available resources, service information, referrals, and a coordination of **services in the areas of Franklin, Hampshire and the North Quabbin**.

Crisis Services In Massachusetts

Each western Massachusetts county have state contracts with specific mental health agencies for emergency support services. For a complete list of agencies by town, see: www.masspartnership.com

Emergency services by county:

Berkshire County Area: The Brien Center for Mental Health and Substance Abuse

Phone: (800) 252-0227

Website: www.briencenter.org

Franklin County Area: Clinical & Support Options

Phone: (413) 774-5411

Website: www.csoinc.org

Hampshire County Area: Clinical & Support Options

Phone: (413) 586-5555

Website: www.csoinc.org

Hamden County Area: Behavioral Health Network

Phone: (800) 437-5922

Website: www.bhninc.org

***These agencies also offer a variety of mental health services such as individual counseling, intensive day programs, medication management and group therapy with offices and clinics throughout the region, as well as telehealth options.**

Community and Peer Support Resources

The Center for Human Development (CHD)

Community mental health clinics offering counseling, therapy, medication management, and more in several locations throughout Western Massachusetts. The Greenfield Center for Wellness offers integrated healthcare which includes medical, dental, and outpatient mental health services.

Phone: 1-844-CHD-HELP

Website: www.chd.org

Critical Incident Stress Management (CISM)

CISM teams are staffed by specially trained public safety volunteers and clinicians that provide peer assistance to all emergency service personnel within the Commonwealth before, during or after a critical incident. They are coordinated through the Massachusetts Peer Support Network (MPSN) and can be activated 7 days a week, 24 hours a day.

For a statewide list by district, see: www.mass.gov

Western Massachusetts CISM team for districts 9,10,11,12 is managed by the the Western Massachusetts EMS (WMEMS) and is composed of emergency service personnel of all disciplines, clergy and mental health professionals who volunteer their time, energy and resources to assist emergency personnel in dealing with the harmful effects of stress.

Western MA CISM Team

Phone: (413) 586-6065

Website: <https://wmems.org>

Front Line Foundations of North America

Front Line Foundations of North America is an outpatient provider that focuses on post-traumatic growth and resiliency through mindfulness skills. A team of clinical professionals provide individual and group therapy to active, retired and prior law enforcement, firefighters, emergency medical services, first responders, and military personnel/veterans.

Phone: (802) 732-2518

Website: frontlinefoundations.org

NAMI-Western Massachusetts

NAMI offers support groups at no cost to the public for family, caregivers and friends of individuals living with mental illness. Gain insight and hope from the challenges and successes of others facing similar circumstances.

NAMI of Western Massachusetts:

Phone: (413) 786-9139

Website: www.namiwm.org

Northampton Support Group

Meets on the 2nd & 4th Tuesday of each month from 7:00 - 8:30 p.m.

Contact Carol at (413) 527-0532 for more information

Springfield Support Group

Meets on the last Wednesday of each month from 7:00 – 9:00 p.m.

For more information: call Bernice at (413) 596-5059 or email: bdrumheller@gmail.com

Greenfield Support Group

Meets on the last Wednesday of the month from 6:00 – 8:00 p.m.

For more information, call: Daris at (413) 824-1044

Orange Support Group

Meets on the second Wednesday of the month from 5:00 – 7:00 p.m.

For more information: call Jen at (978) 544-1859

Disaster Pet Resources

HOPE Animal Assisted Crisis Response: <https://www.hopeaacr.org/>

Military Pet Fostering Network: <https://www.dogsondeployment.org/>

DART: <http://smartma.org>

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www.region1hmcc.org