



## Service Components:

- ESP Community-Based Location;
- Mobile Crisis Intervention for Youth;
- Mobile Crisis Intervention for Adults; and
- Adult Community Crisis

## Who Can Receive ESP Services?

ESP services are available to individuals of all ages covered by the following public payers:

- ⇒ All MassHealth (Medicaid) plans;
- ⇒ Medicare; and
- ⇒ Uninsured.

## How to Contact Us:

### Emergency Services/ Mobile Crisis Intervention

108 West Main Street  
Norton, MA 02766  
(800) 660-4300  
or (508) 285-9400  
TTY: 508-285-2019  
(508) 285-4520 fax

Covering: Attleboro, Berkley,  
Dighton, Lakeville, Mansfield,  
Middleboro, N. Attleboro, Norton,  
Rayham, Rehoboth, Seekonk, &  
Taunton

56 Cherry Street, 3rd Floor  
Brockton, MA 02301  
(833) 222-2103  
(508) 580-0801  
TTY: 508-559-5031  
(508) 580-0690 fax

Covering: Abington, Avon,  
Bridgewater, Brockton, E.  
Bridgewater, Easton, Holbrook,  
Rockland, Stoughton, W.  
Bridgewater, and Whitman

## For More Information:

Courtney Matto, LMFT  
Director of Emergency Services  
Direct: 774-291-1877

# ESP/MCI



## Emergency Services Programs & Mobile Crisis Intervention

*Taunton/ Attleboro*  
**508-285-9400**

*Brockton:*  
**508-580-0801**



**COMMUNITY COUNSELING**  
OF BRISTOL COUNTY, INC.

BEHAVIORAL HEALTHCARE SOLUTIONS

# ABOUT ESP/MCI

The Emergency Services Program/  
Mobile Crisis Intervention (ESP/MCI)  
provides behavioral health crisis  
assessment, intervention, and  
stabilization services (24/7/365) to  
individuals of all ages with mental  
health, substance use disorder, and/  
or co-occurring conditions who are  
experiencing a behavioral health crisis.

## Services:

- Onsite, face-to-face therapeutic response, including short-term, solution-focused counseling.
- Psychiatric consultation and urgent psychopharmacology intervention, as needed.
- Referrals and linkages to all medically necessary behavioral health services and supports, including access to appropriate services along the behavioral health continuum of care.
- Safety Plans developed in collaboration with individual's behavioral health providers and/or supports to expedite a Member-focused disposition based on the experience gained from past treatment interventions.



## Mobile Crisis Intervention (MCI) for Youth

**MCI** is a short-term mobile service that provides onsite, face-to-face therapeutic response to youth (**ages 0-20**) experiencing a behavioral health crisis. MCI's goal is to stabilize the youth in the community and reduce immediate risk of danger. MCI provides crisis assessment, intervention, and stabilization services.

Services are provided by teams that include clinicians and family support staff. The teams work with the family, school, and community agencies to provide crisis intervention, consultation, information, and support. MCI teams also refer youth and families to community resources as needed, including first responders such as police and EMT and long-term services and supports. The MCI team may remain involved with the youth and family for up to seven days after the initial intervention.

## Mobile Crisis Intervention (MCI) for Adults

ESP services are provided to adults primarily through the ESP's **Adult MCI**. ESPs travel to an individual's home and other community locations, such as schools and residential programs, to provide services from 7 am to 8 pm daily. Outside of these hours, Adult MCI services are provided in residential programs, other supervised settings, and hospital EDs. The Adult MCI is a key strategy in reducing the use of unnecessary hospital ED and inpatient psychiatric services.

## Adult Community Crisis Stabilization (CCS)

The **Adult CCS** provides staff-secure, safe, and structured crisis treatment services in a community-based program that serves as a less restrictive voluntary alternative to inpatient care. CCS serves adults ages 18 and older.

