



We Can Help

MCI services are provided to youth who are experiencing an acute mental health crisis. Anyone may request MCI services, including youth, families, schools, treatment providers, and other community agencies. A trained professional responds to all requests for MCI services. They will assess the level of risk and the type of service needed, as well as provide telephone support. They will also determine the best location for the MCI team to provide support if MCI intervention is necessary.

Our Approach

The MCI team uses a wraparound approach in responding to crises. It is a multi-disciplinary, family-driven, strengths-based, solution-focused approach that includes youth, families, schools, and community providers. A Risk Management/Safety Plan is created to reduce the likelihood of future crises, and natural supports and community resources are identified to offer ongoing support.

DMH Child and Adolescent Services Southeast Division MCI

Brockton

Brockton Multi-Service Center
24 hour Tel: 877-670-9957

Communities Served:

Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, Whitman

Cape Cod and The Islands Emergency Services

24 hour Tel: 800-322-1356

Communities Served:

Aquinnah, Barnstable, Bourne, Brewster, Chatham, Chilmark, Cotuit, Dennis, Eastham, Edgartown, Falmouth, Gay Head, Gosnold, Harwich, Hyannis, Martha's Vineyard, Mashpee, Nantucket, Oak Bluffs, Orleans, Osterville, Provincetown, Sandwich, Tisbury, Truro, Vineyard Haven, Wellfleet, West Tisbury, Woods Hole, Yarmouth

Fall River

Corrigan Mental Health Center
24 hour Tel: 877-425-0048

Communities Served:

Fall River, Freetown, Somerset, Swansea, Westport

Taunton, Attleboro

Norton Emergency Services
24 hour Tel: 800-660-4300

Communities Served:

Attleboro, Berkley, Dighton, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Taunton

What to expect when you call MCI:

1. If you are unsure of the MCI crisis number for your area, please call the statewide MCI toll free number **877-382-1609**. You will be asked to provide your zip code, and then you will be given the toll free number for MCI in your area.
2. When you call MCI in your area, a clinician will ask you for information about the crisis, safety concerns, and risk factors.
3. If an immediate emergency response is necessary due to imminent safety concerns, MCI will assist in mobilizing first responders such as the Police or EMT to your location.
4. If it is determined that MCI will respond, the youth's parents/legal guardian must give permission for the intervention. The MCI clinician will then work with you to determine the location of the response and dispatch a team that includes a clinician and a Family Partner.
5. The MCI team will arrive within an hour or less, depending on the travel distance. They will work collaboratively with the youth, family, and involved providers to stabilize the crisis, assess the level of risk, create a Risk Management/Safety Plan, and assist in accessing the appropriate level of care and other resources as needed.
6. MCI may remain involved with the youth and family for up to seven days after the initial intervention.
7. If it is determined that MCI services are not needed, the MCI telephone clinician will offer verbal consultation to the caller.

