

**Medical Emergency - Dial 911** – Stay with the person experiencing the medical emergency and stay on the phone with the 911 operator until medical services personnel arrive.

**The 988 Suicide and Crisis Lifeline: Dial 988** - The 988 Suicide and Crisis Lifeline is a network of local crisis centers that are available 24/7 to provide support for youth and adults who are in any kind of emotional crisis. Using the 988 Lifeline is free and confidential.

**Massachusetts Emergency/Crisis Services** - If you or a family member are experiencing a mental health or substance use disorder crisis, the Behavioral Health Help Line (BHHL) is available 24 hours a day, 7 days a week, 365 days a year. Anyone may contact the Help Line. Call toll-free or text 833-773-2445 for immediate help.

**National Runaway Safeline: 1-800-786-2929**

The National Runaway Safeline helps youth who have run away, are thinking about running away, or who already ran away but are ready to come home. Parents and guardians can also contact the hotline if they are worried about their child running away or if their child has already left home. The hotline is available 24/7.

To contact the Safeline, call 1-800-786-2929 or text 66008.

**Domestic Violence hotline - SafeLink: 1-877-785-2020**

SafeLink is Massachusetts' statewide 24/7 toll-free domestic violence hotline and a resource for anyone affected by domestic or dating violence. Each call is answered by a trained advocate who provides non-judgmental support, assistance with safety planning, and information on appropriate resources.

Advocates at SafeLink speak English and Spanish. SafeLink also has a service that can provide translation in more than 130 languages. To contact SafeLine, call (877) 785-2020.

**National Domestic Violence Hotline: (800) 799-7233**

The National Domestic Violence Hotline provides essential tools and support to help survivors of domestic violence so they can live their lives free of abuse.

Contacts to The Hotline can expect highly-trained, expert advocates to offer free, confidential, and compassionate support, crisis intervention information, education, and referral services in over 200 languages. To contact the hotline, call (800) 799-7233, or text “start” to 88788.

For more information, visit their website by clicking here: <https://www.thehotline.org/>

**Boston Area Rape Crisis Center: 1-800-841-8371**

The Boston Area Rape Crisis Center has a 24/7 hotline and offers free, confidential services to empower and heal all survivors of sexual violence ages 12 and older, and their loved ones, regardless of when the violence occurred. To contact the hotline, call 1-800-841-8371.

For more information, visit their website by clicking here: <https://barcc.org/>

**The Trevor Project: 1-866-488-7386**

The Trevor Project is a suicide prevention and crisis intervention nonprofit organization for LGBTQ+ young people. Crisis counselors are trained to answer calls, chats, or texts from LGBTQ+ young people who reach out on free, confidential and secure 24/7 service when they are struggling with issues such as coming out, LGBTQ+ identity, depression, and suicide. To contact the their hotline, call 1-866-488-7386.

For more information, visit their website by clicking here: <https://www.thetrevorproject.org/get-help/>

**Parental Stress Line: 1-800-632-8188**

The Parent Stress Line offers a safe place for parents and caregivers to talk about the challenges of raising children and receive kindness, understanding, and the non-judgmental support needed to help prevent a situation from escalating into a crisis. The hotline is available 24 hours a day, 7 days a week. The Parental Stress Line is a project of Parents Helping Parents of Massachusetts.

To contact the Parental Stress Line, call 1-800-632-8188.

**Massachusetts Substance Use Information and Education Helpline: 1-800-327-5050**

The Helpline is a statewide, public resource for finding substance use harm reduction, treatment, recovery, and problem gambling services. Helpline services are free and confidential, and available 24/7.

Caring, trained Specialists, many of whom are in recovery themselves or have personal experience with substance use disorder, will help you understand the treatment system and your options. To contact the helpline, call 1-800-327-5050.

For more information, visit their website by clicking here: <https://helplinema.org>

**Crisis Text Line: 741741**

The Crisis Text Line provides free, 24/7, high-quality text-based mental health support and crisis intervention by empowering a community of trained volunteers to support people in their moments of need. To contact the text line, text HOME to 741741 from anywhere in the United States, anytime.

For more information, visit their website by clicking here: <https://www.crisistextline.org/text-us/>

**Project Bread's FoodSource Hotline: 1-800-645-8333**

Project Bread's FoodSource Hotline is a free and confidential service for Massachusetts residents. The hotline provides assistance in understanding where and how to access food support. To contact the hotline, call or text the 1-800-645-8333.

For more information, or to chat with a counselor online by using the Live Chat feature, visit their website by clicking here: <https://projectbread.org/foodsource-hotline>

**National Alliance on Mental Illness (NAMI): 1-800-950-6264**

The NAMI HelpLine is a free, nationwide peer-support service providing information, resource referrals and support to people living with a mental health condition, their family members and caregivers, mental health providers and the public. HelpLine staff and volunteers are experienced, well-trained and able to provide guidance.

The NAMI HelpLine is unable to provide mental health counseling, advice, personal advocacy or referrals to mental health providers or lawyers. The NAMI HelpLine does not provide individual casework, legal representations or any type of individual advocacy.

To contact the helpline, call 1-800-950-6264, text "HelpLine" to 62640, or email at [helpline@nami.org](mailto:helpline@nami.org).

For more information, visit their website by clicking here: <https://www.nami.org/support-education/nami-helpline/>

<https://www.mass.gov/info-details/specialized-hotlines>