

# Community Crisis Stabilization and Respite Services



## Overnight Care Close to Home *In a Behavioral Health Crisis*

It's not surprising that someone experiencing the challenge of an urgent or emergency behavioral health crisis will often stabilize more quickly and comfortably when they can remain close to home.

To help the people we serve strive for their best possible treatment outcomes, Riverside's Community Crisis Stabilization (CCS) and Respite Services are located in safe home-like settings in residential neighborhoods, close to the resources of our Community Behavioral Health Centers in Milford and Norwood.

### Community Crisis Stabilization

Our CCS program is an alternative to inpatient psychiatric hospitalization and provides voluntary overnight accommodations for adults (age 18 or older) who are experiencing a mental health crisis or urgent substance use concern.

Individuals can elect to participate in CCS voluntarily through our Mobile Crisis Intervention service (an immediate response service that Riverside has long provided to individuals experiencing a mental health or substance use crisis). CCS provides services such as group therapy and individual counseling in a relaxed environment. The program is staffed 24/7, and the typical stay is around five days.

CCS can also serve as a step-down alternative from a hospital admission, allowing for an improved transition back into the community. Referral to CCS is through our Mobile Crisis Intervention service, or from an emergency department or inpatient behavioral health unit.

### *Services include:*

- Treatment planning
- Case management
- Medication evaluation and management
- Recovery-focused groups
- Peer support

### *Our multi-disciplinary team includes:*

- Psychiatric providers
- Behavioral health clinicians and counselors
- Nurses
- Certified peer specialists

*I was involved in my treatment decisions.  
Staff respected my perspective when  
we discussed treatment goals.*

– S.D., CCS participant



*I feel safe at this program.*  
– K.W., CCS participant

### Respite Care

Respite generally provides longer-term clinical and rehabilitative services to help someone who is ready to transition or return to independent or group living in the community. We offer therapy and counseling in a comfortable environment and help people gain access to supportive community-based services and treatment so they have the best chance of avoiding unnecessary inpatient hospitalization in the future. Referral to Respite care is through the Department of Mental Health (DMH).

### INFORMATION

#### Community Crisis Stabilization

27 Plymouth Drive  
Norwood, MA 02062  
Phone: 781-769-1342  
Referral Fax:  
978-533-2462

206 Milford Street  
Upton, MA 01758  
Phone: 508-422-8095  
Referral Fax:  
978-533-2462

#### Respite Program

15 Beacon Avenue  
Norwood, MA 02062  
Phone: 781-516-2106

206 Milford Street  
Upton, MA 01758  
Phone: 508-422-8095

*I learned skills here that are useful in my life.*  
– P.B., CCS participant

*A trusted and experienced community-based non-profit organization serving more than 40,000 people a year in Massachusetts, Riverside Community Care offers a wide range of mental healthcare, developmental and brain injury services, early childhood and youth programs, addiction treatment, trauma response, and more.*

**Riverside Community Care**

Leading the Way in Behavioral Healthcare & Human Services

[www.riversidecc.org](http://www.riversidecc.org)

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