

Other CBHC Features

- Telehealth and flexible service delivery, including community locations
- Trauma-informed, evidence-based practices and peer support for all ages and types of challenges
- Language services (including ASL) via real-time video translation
- Culturally competent staff to meet the needs of diverse communities
- Outreach to individuals and families to engage and coordinate care
- Capability for clinically appropriate drop-offs from local law enforcement
- Coordination with other Riverside services and those provided by other organizations

About Riverside Community Care

We make a difference in the lives of individuals, families, and communities through innovative and compassionate behavioral healthcare and human services. A community-based nonprofit organization serving more than 40,000 people a year in Massachusetts, Riverside offers a wide range of mental healthcare, developmental and brain injury services, early childhood and youth programs, consulting, addiction treatment, trauma response, and more.

Riverside Community Care

Leading the Way in Behavioral Healthcare & Human Services

www.riversidecc.org

Riverside Community Behavioral Health Center
176 West Street • Milford, MA 01757 • 508-529-7000

Serving members of MassHealth and certain other insurers from Bellingham, Blackstone, Brimfield, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Holland, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, North Brookfield, Oxford, Southbridge, Sturbridge, Sutton, Upton, Uxbridge, Wales, Warren, Webster, and West Brookfield

Riverside Community Behavioral Health Center
190 Lenox Street • Norwood, MA 02062 • 781-769-8670

Serving members of MassHealth and certain other insurers from Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, and Wrentham

COMMUNITY
BEHAVIORAL
HEALTH CENTERS

A New Model for Behavioral Healthcare

for members of MassHealth
and certain other insurers

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CBHCs – Making Behavioral Healthcare More Accessible

When mental health or substance use challenges emerge, the first (and often the most difficult) step is finding out how and where to get help.

The Community Behavioral Health Center is a model of behavioral healthcare for MassHealth members, created by the Commonwealth of Massachusetts to provide that connection – offering streamlined access to much-needed services.

In Riverside CBHCs in South County (Milford) and Norwood, a dedicated interdisciplinary treatment team coordinates an integrated array of CBHC services as needed – including mobile crisis services, behavioral health urgent care, individual and group therapy, medication, peer support, care coordination, medical screening, and lab work.



Timely, Convenient, Comprehensive Treatment

Any person, caregiver, school, physician, hospital, crisis intervention team, law enforcement, or other community agency can refer people to Riverside CBHCs for mental health and/or substance use care. In collaboration with the person being treated, Riverside provides:

- same-day assessment for mental health and substance use challenges
- Medication Assisted Treatment (MAT)
- immediate intervention and stabilization in a behavioral health crisis
- timely follow-up appointments for routine care and ongoing recovery support



The CBHC Care Team

Dedicated interdisciplinary treatment teams of clinicians, medication prescribers, peer support specialists (youth, adult, or co-occurring disorder), care coordinators, nurses, and medical assistants address the full scope of an individual's unique needs.

Team members work together to coordinate routine, urgent, and crisis care across all ages, providing individualized service planning that adapts as a person's needs change.

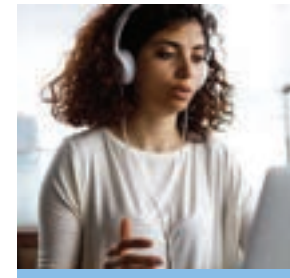
Outpatient Care

The CBHCs provide:

- Extended hours – weekdays 8am-8pm, weekends 9am-5pm
- Appointments with treatment team members according to need
- Walk-in appointments for urgent behavioral healthcare
- Nurses and medical assistants to coordinate basic medical needs
- Group sessions and peer support
- On-site laboratory services

Mobile Crisis Intervention

Riverside has provided mobile crisis services for over 30 years, and our responders are trained in evidence-based Signs of Suicide, trauma-informed care, and mental health first aid. Instead of going to the emergency room, services can be provided 24/7 at home, at school, or in another community setting, in person or via telehealth. Responders evaluate the individual in crisis, and then make a plan to address the behavioral health crisis, involving service components of the CBHC if needed.



Community Crisis Stabilization

Someone experiencing a behavioral health crisis can often stabilize more quickly and easily when they can remain close to home. Our home-like overnight facilities within the community offer a safe place to stay following a crisis intervention, whenever possible and clinically appropriate, in place of an inpatient hospital admission. The program is staffed 24/7, and the typical length of treatment is 5-7 days.

Our adult CCS program is located in South County, close to our CBHC, and offers a total of 12 beds. Riverside and The Home for Little Wanderers are partners providing a Youth Community Crisis Stabilization (YCCS) program in Walpole that can accommodate up to 15 youth aged 13-18.

“My experience with the Riverside team has been very helpful. They really helped me get my life together.”

- B.V., Milford