

Mental Health & Family Support

Emotional and behavioral needs | A starting guide for Lexington families

For an immediate medical emergency or imminent danger, call 911. For help connecting to mental health care, contact the Massachusetts Behavioral Health Help Line below. Do not wait for a peer-support callback when urgent help is needed.

For suicidal crisis or emotional distress: call [988](#) or text [988](#). [988 Suicide & Crisis Lifeline](#).

Massachusetts Behavioral Health Help Line

All ages | Free, confidential care navigation

Location/access: Statewide by phone, text or online chat; call/text 833-773-2445, 24 hours a day, every day.

Connects people to clinical help for mental health and substance-use needs. No health insurance is needed to contact the line; interpretation is available in more than 200 languages. Ask about local care options and any costs or coverage requirements for referred services.

[Visit Massachusetts Behavioral Health Help Line website](#)

Advocates - Adult & Youth Mobile Crisis Intervention

All ages | Lexington is in the East Area

Location/access: Call 800-540-5806, 24 hours a day, every day. Mobile response in homes, schools and community settings.

Assessment, stabilization and connections to care for mental health or emotional crises. Advocates lists Lexington in its East Area; residents are not denied services because of inability to pay. For immediate danger or a life-threatening emergency, call 911.

[Visit Advocates - Adult & Youth Mobile Crisis Intervention website](#)

Town of Lexington - Youth & Family Services

Lexington residents of all ages | Free town service

Location/access: Lexington Community Center, 2nd floor, 39 Marrett Road, Lexington, MA 02421; 781-698-4843. By appointment.

Offers information and referrals, short-term case management and short-term mental health counseling. Ask about current availability and whether your family needs a referral to longer-term care. This is not an emergency or around-the-clock service. This municipal service is separate from the nonprofit Youth Counseling Connection (YCC).

[Visit Town of Lexington - Youth & Family Services website](#)

Local Care & Referrals

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Lexington Human Services - Mental Health Referrals

Lexington residents | Non-crisis outpatient care navigation

Location/access: Online referral form linked below; Human Services at 39 Marrett Road, Lexington; 781-698-4843.

Town social workers help connect residents with outpatient providers. The town states follow-up is within 3-5 business days. This replaces Lexington's William James INTERFACE service, which ended October 14, 2025. Do not wait for this referral process in a crisis.

[Visit Lexington Human Services - Mental Health Referrals website](#)

Youth Counseling Connection (YCC)

Youth ages 11-22 and families | Free; no insurance required

Location/access: 7 Harrington Road, private side entrance, Lexington, MA 02421; 781-862-0330.

Independent nonprofit offering up to 12 free therapy sessions per school year. Youth must live or attend school in Lexington, or have a parent working in Lexington. Apply through the clinical-services page. Current Wednesday walk-in hours are 3-4:30 p.m.; confirm before visiting.

[Visit Youth Counseling Connection \(YCC\) website](#)

Eliot Center at Lexington - Behavioral Health Clinic

Clinical care | Ask about age fit, insurance, fees and availability

Location/access: 125 Hartwell Avenue, Lexington, MA 02421. Appointment line: 978-369-1113; online referral also available.

Offers outpatient therapy and related behavioral health care. Medication services are linked to active outpatient or in-home therapy. Ask which services meet your family's needs and whether a referral is required. This is a clinical provider, not a free peer-support service.

[Visit Eliot Center at Lexington - Behavioral Health Clinic website](#)

Family Support & Next Steps

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Parent/Professional Advocacy League (PPAL)

Families of children and youth | Free family support

Location/access: Statewide support; 866-815-8122. Office: 18 Lyman Street, Suite 260, Westborough, MA 01581.

Family-led support, groups, workshops and practical resources for emotional, behavioral and mental health needs. Use its family-support request form to ask for one-to-one help. Confirm current meeting formats; contact before visiting the office.

[Visit Parent/Professional Advocacy League \(PPAL\) website](#)

NAMI Massachusetts - Compass Helpline

Individuals, families and caregivers | Free navigation

Location/access: Phone: 617-704-6264 or 800-370-9085; compass@namimass.org. No in-person appointments.

Helps Massachusetts families understand mental health resources and systems. Available Monday-Friday, 10 a.m.-6 p.m., excluding holidays, in English and Spanish. Calls are returned from voicemail and may take several days. Not a crisis line, clinical service or individual case-management program.

[Visit NAMI Massachusetts - Compass Helpline website](#)

Handhold Massachusetts

Parents and caregivers | Free online information

Location/access: Online statewide resource; no appointment location.

Family-friendly tools, stories and guidance developed with parents and mental health professionals. Explore concerns, prepare for a provider conversation and find support options. This educational resource does not diagnose a child or replace clinical assessment.

[Visit Handhold Massachusetts website](#)

School support

[LPS Counseling](#): 251 Waltham Street, Lexington, MA 02421; 781-861-2580. Ask for your school counselor or social worker. School and community care can be used together.

Questions to bring

What is most difficult at home, school or in the community? What has changed, and what already helps? Ask about age range, insurance, waitlists, language access, disability accommodations, family involvement and how care will coordinate with school supports.

[LexSEPTA resource guides and parent connections](#)

This is a starting guide, not a comprehensive directory, medical or legal advice, or an endorsement. Confirm contacts, eligibility, costs, language access and availability directly. Addresses do not imply walk-in services unless explicitly noted.