

## About COMPASS

COMPASS is the information and referral helpline at NAMI Massachusetts. We provide resources and support to help people navigate the complex mental health system and problem solve in difficult circumstances.

The COMPASS helpline is manned by people with experience navigating the mental health system for themselves or a loved one. Our trained Navigators are available to answer a wide range of questions and refer to community resources.



**Massachusetts**

support for this project provided in part by  
the Massachusetts Department of Mental Health



**We can help you navigate the  
Massachusetts mental health system**

**We can help you find resources for**

Peer Support ♦ Family Support ♦ Treatment  
Insurance ♦ Benefits ♦ Legal Issues  
Housing ♦ Transportation ♦ Employment  
Children ♦ Teens ♦ Transition

**to contact COMPASS**

Monday - Friday ♦ 9 am - 5 pm  
call us at 617-704-6264 or 1-800-370-9085  
or email us at [compass@namimass.org](mailto:compass@namimass.org)

## Who Can Contact COMPASS

We welcome calls and emails from:

- people diagnosed with mental health conditions or dealing with mental health symptoms
- family members, friends, and other supporters
- clinicians, case managers, and health care providers
- educators
- law enforcement
- anyone!

## What To Contact COMPASS About

You can contact COMPASS about:

- finding peer and family support
- accessing mental health treatment or providers
- services and supports for children and teens
- questions about insurance, housing, benefits, employment, transportation, education, the legal system, and more

## What We Cannot Provide

We cannot provide:

- direct mental health care
- provider recommendations
- legal advice
- direct housing, employment, transportation, or financial assistance
- individual casework or advocacy

## What to Expect When You Reach Out

When you contact COMPASS, you'll get:

- to talk with a real person
- help from someone who's been there
- empathy, compassion, and support
- resources and next steps to fit your needs
- confidence that the details of your situation will be kept private
- continued connection to a network of support

## Our Workflow

When you call or email COMPASS, we will:

1. ask standard intake questions to get context on the situation - all questions are voluntary
2. help you identify concrete needs
3. ask what you've already tried
4. brainstorm with the COMPASS team, if needed
5. offer immediate information, resources, ideas, and concrete next steps when possible
6. research and follow up, when needed
7. encourage you to reach out again if you have questions of the situation changes