

MEMBERSHIP

MONDAY: The Brien Center

Highlighting The Brien Center's Impact on the Community

At the Providers' Council, we are proud to highlight the impactful work of our members who are making a difference across the Commonwealth. This week, for Membership Monday, we are featuring The Brien Center, Berkshire County's largest provider of community-based behavioral health and addiction services. Through a wide range of programs—from crisis response and outpatient treatment to youth services, recovery supports, and community care coordination—The Brien Center delivers compassionate, high-quality care that promotes healing, stability, and long-term recovery for individuals and families of all ages.

Who is The Brien Center and What Do They Do?

The Brien Center has been a cornerstone of behavioral health care in Berkshire County, providing comprehensive mental health and addiction services to individuals of all ages. As the largest provider of its kind in the region, Brien serves thousands each year with a steadfast commitment to equity, dignity, and recovery. Through evidence-based treatment, community outreach, and innovative programs, the organization continues to drive positive, lasting change. From crisis response and youth services to residential care and outpatient treatment, The Brien Center is deeply woven into the fabric of the community—offering hope, healing, and a path forward for those who need it most. The Brien Center's services span every stage of life and level of care, with a strong focus on accessibility, crisis prevention, and long-term recovery. These include:

- **Community Behavioral Health Center & Emergency Services:** Through 24/7 crisis response, same-day urgent appointments, and mobile outreach, the Brien Center provides immediate support for individuals in crisis. Their Crisis Team responds rapidly—often in under 30 minutes—to help stabilize situations directly in homes, schools, or other familiar settings, reducing the need for emergency room visits.
- **Child & Adolescent Services:** Serving youth up to age 21, Brien offers a wide range of supports including outpatient therapy, psychiatric care, trauma treatment, and therapeutic day programs. Their approach centers families in the care process, helping young people navigate emotional and behavioral challenges with confidence and connection.



- **Adult & Family Services:** From counseling and recovery groups to psychiatric services and urgent care, Brien helps adults manage stress, mental health conditions, addiction, and life transitions. Their services are flexible and individualized, promoting long-term wellness for individuals and families alike.
- **Community Services:** For adults with serious mental health conditions, Brien provides case management, housing supports, peer mentoring, and life-skills training. These programs are grounded in recovery-oriented care that empowers individuals to live independently and meaningfully in their communities.
- **Behavioral Health Community Partner:** As a designated BHCP, the Brien Center works alongside MassHealth and health care providers to coordinate care for individuals with complex behavioral, physical, and social needs. This team-based model ensures people receive the right care, at the right time, in the right setting—reducing hospitalizations and building long-term stability.

When Did The Brien Center Join The Providers' Council and Why?

The Brien Center has been a proud, longtime member of the Providers' Council. Their membership reflects a shared commitment to strengthening the human services sector across Massachusetts through advocacy, education, and collaboration. Like the Council, the Brien Center is deeply focused on expanding access to high-quality, community-based care and ensuring that individuals and families—regardless of background—receive the support they need to thrive. By staying connected to a statewide network of providers, the Brien Center continues to advance its mission while contributing to broader efforts that uplift the entire human services field.



A Voice from The Brien Center

At The Brien Center, we are committed to delivering compassionate, high-quality behavioral health care to the Berkshire community and beyond. Being part of the Providers' Council network strengthens our ability to advocate for the resources, policies, and innovations that help individuals and families thrive.

— Diana L. Knaebe, President and CEO



Looking Ahead: The Brien Center's Continued Commitment to Support and Innovation

As part of their continued focus on innovation and client-centered care, the Brien Center has recently launched a new integrated Electronic Health Record (EHR) and billing system. This modernization enhances coordination across programs, streamlines access to services, and improves the overall experience for clients and families. By uniting clinical and billing systems under one platform, the Brien Center is increasing efficiency, transparency, and its ability to deliver responsive, data-informed care across the entire continuum of behavioral health services. With deep roots in the community and a clear vision for the future, the Brien Center continues to lead with compassion, innovation, and a steadfast commitment to those they serve.

Want to learn more about The Brien Center, their upcoming initiatives and events, and the Providers' Council? Visit our websites to explore our work, services, and opportunities to get involved!

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