

## 988 Commission

Meeting Minutes  
November 13, 2023  
1:30-3:00 pm

Date of meeting: Monday, November 13, 2023

Start time: 1:40 pm

End time: 2:58 pm

Location: Virtual Meeting (Zoom)

Members participating remotely		Vote 1	Vote 2
1	<b>Emily Bailey</b> (chair) – Executive Office of Health and Human Services (EOHHS)	X	X
2	<b>Rebecca Ames</b> – Riverside Trauma Center, Riverside Community Care	X	X
3	<b>Damien Cabezas</b> – North Suffolk Community Services	X	X
4	<b>Chris Carleton</b> – Northborough Police Department	-	-
5	<b>Kelly Casey, PhD</b> – Department of Forensic & Clinical Services at William James College	A	-
6	<b>Courtney Chelo</b> – Mass. Society for the Prevention of Cruelty to Children (MSPCC)	-	-
7	<b>Kerry Collins</b> – Executive Office of Public Safety and Security (EOPSS)	X	X
8	<b>Kelley Cunningham</b> – Division of Violence and Injury Prevention, DPH	X	X
9	<b>Brooke Doyle</b> – Department of Mental Health	-	-
10	<b>Eriq Gasse</b> – Cataldo Ambulance Service	-	-
11	<b>Rebekah Gewirtz</b> – National Association of Social Workers - MA & RI Chapter	X	X
12	<b>Gloria Gonzalez</b> – Samaritans Merrimack Valley	A	X
13	<b>Sharon Hanson</b> – Mass. Behavioral Health Partnership (MBHP)	X	X
14	<b>Debbie Helms</b> – Samaritans Merrimack Valley	A	X
15	<b>Jennifer Honig</b> – Mass. Association for Mental Health (MAMH)	X	X
16	<b>Charmain Jackman, PhD</b> – InnoPsych, Inc.	X	X
17	<b>Karin Jeffers</b> – Clinical & Support Options (CSO)	A	X
18	<b>Kathy Marchi</b> – Samaritans, Inc.	X	X
19	<b>Paul Mina</b> – United Way of Tri County & United Way of Pioneer Valley, Mass 211	-	X
20	<b>Ivy Moody</b> – Mental Health Legal Advisors Committee (MHLAC)	X	X

21	<b>Myisha Rodrigues, PhD, LMHC</b> – National Alliance on Mental Illness Mass. (NAMI-MA)	A	X
22	<b>Pam Sager</b> – Parent/Professional Advocacy League (PPAL)	-	-
23	<b>Monna Wallace</b> – State 911 Department	A	X

\* (X) Voted in favor; (O) Opposed; (A) Abstained from vote; (-) Absent from meeting or during vote

### **Proceedings**

Chair Bailey called the meeting of the 988 Commission to order. As a reminder, the Commission will meet again in two weeks on the regularly-scheduled date of Monday, November 27<sup>th</sup>. Two new members joined the Commission: Karin Jeffers, President and CEO of Clinical & Support Options, and Damien Cabezas, President and CEO of North Suffolk Community Services. Since the last meeting, DPH was awarded a SAMHSA grant for over \$4,200,000 (over three years) to support the work of 988, starting on September 30, 2023 and extending to 2026. The current multi-year grant that SAMHSA awarded to Massachusetts extends until 2024.

A friendly amendment was made to the September 18<sup>th</sup> meeting minutes to note that, at the time that the Commission met in September, the next meeting was scheduled for October 30<sup>th</sup>; in the interim, this meeting was rescheduled to November 13<sup>th</sup>. The minutes were amended to reflect this and approved by roll-call vote (see detailed record of votes above).

The main portion of the meeting consisted of discussion of the draft recommendations collected from Commission meetings to-date to inform the annual report to the Legislature. This draft was circulated in advance of the meeting. Discussion included the following themes and key take-aways:

- The report due March 1, 2024 should have distinct sections, including:
  - An introduction that details standing up 988, a list of the call centers, and best practices that informed the model.
  - An overview of evaluation about what has been learned about 988 in MA to date.
  - References, including the two reports that were sent out in advance:
    - [Massachusetts 911 Call Study: Assessing the Potential to Divert Behavioral Health Calls to Alternative Responses](#); EOHHS/EOPSS submitted to MAMH Technical Assistance Collaborative (June 2023)
    - [Report of the Community Policing and Behavioral Health Advisory Council in accordance with Section 117 of Chapter 253 of the Acts of 2020 and Section 25 of Chapter 19: Crisis Services in the Commonwealth](#); EOHHS/EOPSS submitted to MAMH Technical Assistance Collaborative (June 2023)
- For further conversation:
  - How best to recommend further operational work; while the Commission wants to make as much impact as possible, it would require an interagency workgroup to operationalize how DPH and DMH work with the Samaritans call centers, how the agencies communicate about their work on these call lines, etc.
  - How to incorporate lived experience, justice, belonging, inclusivity, and equity for historically marginalized populations, as well as the experience of callers with autism and slower processing speed.
    - Explore how much of this is addressed in the current SAMHSA training.
  - How to identify the future funding need and the best mechanism to cover that cost, given that current grants are not enough to sustain long-term operations:

- With only one+ year of operation to date, it may be too soon to know what is needed long-term (e.g., number of call centers, etc.) and whether integrating multiple lines will save costs/increase accessibility or will reduce the impact that the lines can make separately.
- A telephony tax, utilized by other states, requires more discussion.
- Take-aways
  - Many states say that they have integrated 988 and crisis services, but they achieve this with warm hand-offs. Massachusetts doesn't say that 988 and crisis services are integrated, but this integration currently happens with warm hand-offs, as well.
  - The Commission recommends ongoing evaluation of MA 988 data, as well as ongoing monitoring and review of national best practices.

The next meeting of the Commission will take place on Monday, November 27<sup>th</sup> from 1:30-3pm to continue the discussion of draft recommendations.

**Vote to adjourn:**

Chair Bailey requested a motion to adjourn. Ms. Ames introduced the motion, which was seconded by Ms. Marchi and approved by roll-call vote (see detailed record of votes above).

**Vote 1 on approval of September 18<sup>th</sup> meeting minutes:**

Approved by roll-call vote (see detailed record of votes above).

**Vote 2 to adjourn:**

Chair Bailey requested a motion to adjourn. Rebecca Ames introduced the motion, which was seconded by Kathy Marchi and approved by roll-call vote (see detailed record of votes above).

The meeting was adjourned at 2:58 pm.

**Meeting Materials**

1. Draft meeting minutes from September 18, 2023
2. Draft bullets for 2024 annual report to the Legislature