

# Massachusetts 988 Commission

## Meeting Minutes

1/27/2025

1:53pm – 3:00pm

Date of meeting: Monday, January 27<sup>th</sup>, 2025

Start time: 1:53pm

End time: 3:00pm

Location: Virtual Meeting (Zoom)

Count	Members participating remotely	Vote 1	Vote 2	Vote 3
1	<b>Danielle Bolduc</b> – Director of the Suicide Prevention Program	X	X	X
2	<b>Patrick Bowlin</b> - Current or former consumer of mental health or substance use disorder supports or services	X	X	X
3	<b>Kelly Casey, PhD</b> – Department of Forensic & Clinical Services at William James College	X	X	X
4	<b>Courtney Chelo</b> – Mass. Society for the Prevention of Cruelty to Children (MSPCC)	X	X	X
5	<b>Undersecretary Kerry Collins</b> – Executive Office of Public Safety and Security (EOPSS)	X	X	X
6	<b>Commissioner Brooke Doyle</b> – Department of Mental Health	-	-	-
7	<b>Rebekah Gewirtz</b> – National Association of Social Workers - MA & RI Chapter	X	X	X
8	<b>Sharon Hanson</b> – Mass. Behavioral Health Partnership (MBHP)	X	X	X
9	<b>Debbie Helms</b> – Samaritans Merrimack Valley	X	X	X
10	<b>Jennifer Honig (Jessica LaRochelle joined for Jennifer)</b> – Mass. Association for Mental Health (MAMH)	A	A	A
11	<b>Jacqueline Hubbard, Esq</b> – National Alliance on Mental Illness Massachusetts (NAMI-MA)	X	X	X
12	<b>Charmain Jackman, PhD</b> – InnoPsych, Inc.	X	X	X
13	<b>Karin Jeffers</b> – Clinical & Support Options (CSO)	-	-	-
14	<b>Kathy Marchi</b> – Samaritans, Inc.	A	X	X
15	<b>Paul Mina</b> – United Way of Tri County & United Way of Pioneer Valley, Mass 211	-	X	X
16	<b>Ivy Moody</b> – Mental Health Legal Advisors Committee (MHLAC)	X	X	X
17	<b>Pam Sager</b> – Parent/Professional Advocacy League (PPAL)	X	X	X
18	<b>Pata Suyemoto</b> - National Asian American Pacific Islander Mental Health Association	-	-	-
19	<b>Joan Taglieri</b> - Cambridge Health Alliance	X	X	X
20	<b>Monna Wallace</b> – State 911 Department	X	X	X
21	<b>Chair Kelley Cunningham</b> – Division of Violence and Injury Prevention, DPH	X	X	X

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

\*\* **Vote 1:** Roll Call and Minutes Approval; **Vote 2:** Annual Report Approval; **Vote 3:** To Adjourn Meeting

## **Proceedings**

Chair Kelley Cunningham, Director of the Division of Violence and Injury Prevention at the Massachusetts Department of Public Health, introduced herself and mentioned her designee as the Commission Chair. She apologized to the commission for the technical difficulties that caused a late start, welcomed members and attendees, and called the meeting of the 988 Commission to order.

The participants were informed that this meeting is subject to Open Meeting Law. Votes will be conducted via roll call. Commission members should remain muted unless speaking, and the chat feature is not available to the public. Members are encouraged to use the raise hand feature for comments or questions and to state their names before speaking to record the minutes accurately.

## **Member Updates**

Chair Kelley Cunningham welcomed the two new members participating in the Commission today:

- **Patrick Bowlen**, Community Member representative
- **Jessica LaRochelle**, attending for Jennifer Honig, representing Mass. Association for Mental Health (MAMH).

Kelley shared that Rebecca Ames from Riverside Trauma Center has stepped down from the commission and actively working to fill her seat with Riverside. Also making progress filling other seats and hope to fill those seats in the next year. There is an open seat for a community member and having trouble finding someone. Does anyone have a recommendation for a community member? If so, please reach out to Kelley, Brenda-Liz or Lisa Swanson so we can move forward with that seat.

**Debbie:** Inquired if they need any special qualifications.

**Kelley:** Responded they are looking for someone with lived experience.

**Kathy:** Asked about contact information that should be provided such as email or phone.

**Kelley:** Requested a resume so it can be sent to the Governor's Office.

**Charmain:** Pointed out that a community member with lived experience in opposition with the Commission.

**Kelley:** Acknowledged the contradiction and requested that the community member include their experience in an email, no Cover Letter needed.

**November Meeting Minutes:** Approval of draft minutes from the last commission meeting on November 18<sup>th</sup>.

Kelley moved to the November meeting minutes approval, asked members if they received minutes and had an opportunity to review them. Asked if there were any edits to the minutes, otherwise move to vote on approval.

**Vote 1 on approval of meeting minutes:** Courtney Chelo introduced a motion to approve the November 18<sup>th</sup> meeting minutes, seconded by Ivy Moody and approved by roll-call vote.

## **Annual Report**

Kelley thanked members for their input on the report that was distributed to commission members as a draft copy for the 2024-2025 Commission and explained that Brenda-Liz will share the report and make live updates as the commission reviews and discusses the submitted comments on each slide. After each of the slides input is reviewed, we will open the floor for questions and comments.

**Kelley:** Started on slide 8 with comments on the Executive Summary Overview to remove “cell” where it states “988 legislation authorized states to collect cell phone ” as it applies to phone lines, not just cell phones.

**Danielle:** Noted in the sentence above also and “cell” was removed

**Charmain:** Noted grammar wrong tense “focused” and changed it to “focus”

**Jessica:** Inquired about the red-lined version of the report.

**Brenda-Liz:** Switched to the report red-lined version for review

**Kelley:** Addressed previous question while Brenda-Liz located the report. A member had asked why DPH voted only for the surcharge fee recommendation. Based on where things stand and feedback on having a line in the budget for 988, it didn’t seem like a sustainable solution. The surcharge fee supports long-term funding and the preferable approach without as much risk.

**Danielle:** Voted for the most preferable option and why she voted for the surcharge instead of a budget line.

**Kelley:** Returned to report review and reminded that the recommendations were voted on and cannot be amended at this time. Clarified the surcharge 1 per phone line based on the household report comment.

**Pam:** Per household only applies if talking about a landline and may require clarification with mobile phone may have multiple lines or family plan. Asked Kerry for clarification with 911.

**Kerry:** Confirmed the 911 charge is for each line as each line can access 911 and if the household had a landline, only one charge for phone and surcharge is for each line.

**Ivy:** Inquired with a large firm and they are charged for each extension/line that has access to 911.

**Kelley:** Recommended that a clarification be added on slide 8 that for Massachusetts the charge is per phone line and remove the ‘by household’ language. Reviewed and gained consensus on recommendation rationale to include a link to the map of where legislation and surcharges are across states.

**Jessica:** Requested clarification on the reporting year and commission recommendations year for fiscal year. Discussion around 988 call centers and other services is vague for drafting statute (to include mobile crisis, etc)

**Kelley:** Followed guidelines for the previous reporting years and based on due date, it crosses two years, updated slides to reflect report and recommendations are for 2024 – 2025. Clarified that 988 is just 988 call centers and DPH would work with legislation to include specific language at that time. Moved on to slide 15. Reviewed edit on Geo-routing 988 services and others are in discussion without a definitive date.

**Ivy:** Raised concern about language stating “AT&T will join later” if they have not committed to implementing geo-routing or if they are in talks, contract negotiations, etc.

**Debbie:** Agreed with keeping Verizon & T-Mobile but make a general statement regarding the others joining.

**Sharon:** Suggested a statement that the commission will provide updates if the other carriers come onboard.

**Paul:** Questioned if the FCC has ordered the other carriers to take on this added routing service. For 211 it took two years to get carriers to move over. Agreed to add sentence that other carriers are in discussion to complete the network and that it is a good addition for individuals to know their carrier may offer it on their phone.

**Kelley:** Stated there are other telecommunications conversations happening. Confirmed adding the general statement for geo-routing being in progress with other carriers, removing AT&T.

**Ivy:** Shared citation from federal register that the FCC geo-routing requirements for all calls carried by wireless providers proposes a requirement but is still out for comment and discussion.

**Kelley:** Moved to slide 21 and noted that it isn't the overview, development, and implementation of the centers themselves so minor language edits were made - 988 added call centers, "trained call takers" and "988 lifeline" as well as a goal for text and chat to be answered locally but currently national centers.

**Debbie:** Clarified language should remain as answered nationally even if the goal was local.

**Danielle:** Explained that the ultimate goal is to locally respond to text and chat but the national back-up centers are currently responding to text and chat since the local infrastructure is not there yet.

**Kelley:** Clarified the language changed to "Currently text and chat is answered by the national centers with the goal of answering text and chat locally." Updated slide and moved to Evaluation section of the report on slide 22 with additions based on a commission members recommendations starting with a new slide to introduce and provide an overview of the evaluation component adding in phone demand and response over time, phone KPIs and current monthly performance on text and chat as well as the 988 phone and legacy lines, to show the actual number of calls being made.

**Danielle:** Covered the metrics on the following slides for the Massachusetts response to phone contacts 24/7, calls volume, has steadily grown over time with 50% more volume when 988 first went live, and capacity to respond has also steadily grown over time. Updated the next 2 slides from one slide to highlight phone KPIs indicators established with the federal partners with a caveat to identify discrepancy between national and local measurements and new slide to illustrate Chat and Text Demand that Massachusetts generates for 988. Although Massachusetts is not locally responding, we do have metrics on how chats and texts are initiated in Massachusetts, providing current information on the demand receiving to make asks for resources. Explained the final evaluation slide, which is also new, summarized total network demand and local legacy lines which have been established in Massachusetts for 40+ years and they continue to drive much of the demand being responded and starting to increase to 988 volume. So, demand is much larger than just the 988 dials.

**Jessica:** Expressed appreciation for the added metrics and asked if data is collected on the disposition and outcome of the call.

**Danielle:** Responded that high level call disposition outcome data is captured such as how it was resolved and if it was connected to 911, local crisis teams or referred.

**Jessica:** asked if this data could be discussed in future 988 commission meetings

**Kelley:** Responded that we can add it to the future planning. Moved to funding sources slide that was blank and now includes funding information for FY22, the start of 988 services, through FY25 with a note about 80% of the funding received going directly to centers for phone response and other funding to marketing campaigns and consulting work, Accenture and outside evaluator.

**Patrick:** Inquired about marketing how much of 988 is being advertised. He received services but many of these services were not discussed as being available and lack of awareness is an issue. For example, there's recovery connection centers in Massachusetts, Mass Clubhouse Coalition, group homes, therapy offices, and much more that can be better messaged.

**Kelley:** Noted there were misconceptions about 988. There was a lot of national work on messaging 988, locally DPH is working with an advertising company where they are talking specifically to target populations to make sure the campaign is reaching the appropriate populations and is appealing to them. Work continues in this area and the commission will look to collaborate with Patrick on his expertise.

**Debbie:** Shared with Patrick that Samaritans and other DPH funded programs do a lot of training and include information on 988 and available resources. It's also been on a grass roots level.

**Kelley:** Shifted back to the report and highlighted the changes to include a typo and to clarify language on slide 31 for the Key Funding Mechanisms bullet which stated, "Key funding mechanisms identified: operational funding, service expansion, and infrastructure development."

**Kathy:** Asked for clarification on the expenditure/funding change, it was originally regarding expenses across the other states. The original wording for operational funding may be misinterpreted and overhead was discussed. Suggested to change operational funding to operational expenses.

**Danielle:** Overhead may cause confusion as it could be interpreted as administrative but really the costs are going towards the workforce.

**Kelley:** Changed "Key Funding Mechanisms" to "Key expenditures identified: operational expenses, service expansion, and infrastructure development" on slide 31 and moved to slide 38. Clarified language for the commission plans and updated to include 2025-2026. Added a sentence to discuss plans at upcoming meetings. Updated to note the previous years' recommendations will also be addressed at future planning meetings.

**Debbie:** Asked if we need to add plans for 2025-2026.

**Kelley:** Updated to note the previous years' recommendations will also be addressed at future planning meetings.

**Kelley:** Stated that the Appendix doesn't clarify if last year's recommendations should be revisited as part of the future plans and asked if it should be added to the Planning slide to discuss last year's recommendations.

**Debbie:** Commented to add that previous year's recommendations will be discussed with the commission at upcoming meetings.

**Kathy:** Agreed and mentioned charter, should review previous recommendations.

**Kelley:** Raised comment on citing sources mentioned by a member during editing phase.

**Kerry:** Confirmed that sources and statistics were cited/noted and wanted to confirm that we credited data that was not our own.

**Ivy:** Remarked that recommendations on formatting were made.

**Kelley:** Moved to vote and approve the presentation/slide deck as-is with the edits made during this meeting and that it is the 988 Commission 2024-2025 Annual Report moving forward to send out for approval with the Secretary's Office.

### **Vote on Annual Report**

A vote was taken to approve the amended 988 Commission 2024-2025 annual report for submission.

Vote 2 on Report: A motion was made to vote on the updated annual report as discussed by Paul Mina and seconded by Debbie Helms. Lisa Swanson conducted the roll call vote for the annual report.

**Debbie:** Acknowledged and thanked everyone for their hard work to get the report done.

### **Next Steps**

- The 988 Commission 2024-2025 Annual Report will be submitted for approval with the Secretary's Office and final report submitted by March 1<sup>st</sup>.
- Plans for 2025, presenters or guest speakers, and meeting cadence will be discussed at the next meeting on **Monday, February 10<sup>th</sup>, 2025** from 1:30pm – 3pm.

**Vote 2 to adjourn:** A motion to adjourn was made by Kathy Marchi and seconded by Kerry Collins and approved by roll-call vote (see detailed record of votes above).