

988 Commission

Meeting Minutes
February 27, 2023
2:00 - 4:00 pm

Date of meeting: Monday, February 27, 2023

Start time: 2:00 pm

End time: 3:40 pm

Location: Virtual Meeting (Zoom)

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

21	Ivy Moody – Mental Health Legal Advisors Committee (MHLAC)	X	X
22	Myisha Rodrigues, PhD, LMHC – National Alliance on Mental Illness Mass. (NAMI-MA)	X	X
23	Pam Sager – Parent/Professional Advocacy League (PPAL)	X	X
24	Kevin Skinner – Samaritans Merrimack Valley	X	X
25	Ashley Sproul – Kiva Centers	X	X
26	Monna Wallace – State 911 Department	X	X

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

Proceedings

Emily Bailey, Chief of the MassHealth Office of Behavioral Health, called the meeting of the 988 Commission to order at 2:05 pm. She welcomed members and explained that EOHHS Assistant Secretary Beckman had named her as her designee to chair the Commission. She noted that all votes taken during the meeting would be conducted via roll call.

Gabriel Cohen, Program Manager with EOHHS, administered the oath of office to members.

Lauren Cleary, Associate General Counsel for EOHHS, provided an overview of the Open Meeting Law (OML). She explained the limitations related to Commission members' communications outside of a formal Commission meeting on matters which might pertain to the Commission's work. She emphasized the importance of transparency and explained that documents and minutes from the Commission's meetings are part of the public record.

David Giannotti, Public Education and Communications Division Chief within the State Ethics Commission, provided the Commission with a brief overview of the state's conflict of interest and ethics regulations. He explained that members of the Commission are considered special state employees and are required to complete conflict of interest trainings. He detailed the restrictions placed on members by the nature of their service on the Commission and stressed that members should view the State Ethics Commission as a resource and should not hesitate to reach out with any questions or concerns related to potential conflicts of interest and any required disclosures.

Commission members briefly introduced themselves and their respective affiliations.

Chair Bailey provided a brief overview of the responsibilities of the Commission, reading through the Commission's legislative charge. She noted that the Commission was established within EOHHS to provide ongoing strategic oversight and guidance in all matters regarding 988 service in the Commonwealth. She noted that the Commission is required to submit an annual report to the Legislature by March 1 each year. She explained that as the group was meeting just two days before this legislative deadline, her office had drafted a brief letter to the Clerks of the House and Senate explaining that the Commission's first comprehensive report will be submitted in March 2024. In response to members' questions and comments, Chief Bailey stated that the Commission would explore producing interim updates or recommendations later in the year. She stated that milestones to produce these updates and recommendations would be discussed at a future meeting.

Commissioner Doyle left the meeting at 3:00 pm.

Chair Bailey facilitated a discussion regarding members' goals and expectations for the Commission. She invited members to share their goals and expectations for the Commission, which included the following:

- Presentation(s) providing a comprehensive overview of the existing landscape of helpline services, such as the 988 call line and the Behavioral Health Help Line (BHHL). Topics to include information on at-risk and vulnerable populations, responder trainings, workforce issues, and technology and interoperability between the other help lines. (*Emily Bailey, Kelley Cunningham, Debbie Helms, Sharon Hanson, Jennifer Honig*)
- Data and metrics being collected on current 988 operations, such as follow-up calls to monitor effectiveness. (*Pam Sager, Booker Bush*)
- Voices of people with lived experience using 988 and other helpline systems, including youth and young adults. (*Jennifer Honig, Courtney Chelo*)
- Prioritization of health and geographic equity and culturally responsiveness, for example the diversity of helpline responders. (*Charmain Jackman, Sharon Hanson, Booker Bush*)
- Additional information on confidentiality, consent, and data privacy. (*Ivy Moody*)
- Additional information on joint response and policing, involuntary responses, and lived experience responders. (*Ashley Sproul, Booker Bush*)
- Overview of the State 911 system, including trainings and the integration of diversity, geographic, and linguistic equity in 911 services. (*Kerry Collins, Pam Sager, Myisha Rodrigues*)
- Presentation on Riverside Trauma Center's work as a 988 responder. (*Rebecca Ames*)
- Presentation on the Equitable Approaches to Public Safety (EAPS) program operating in 5-6 communities across the state. (*Rebekah Gewirtz, Kelley Cunningham*)
- Presentation on NAMI-MA's involvement in the establishment of the 988 call line and BHHL. (*Myisha Rodrigues*)
- Archives of stories documenting both positive and negative experiences with the 988 system, including those from specific vulnerable populations. (*Paul Mina, Myisha Rodrigues*)
- Additional information on the existing and planned public messaging initiatives and education to increase awareness of the 988 service. (*Charmain Jackman*)
- Overview of Kiva Centers' peer support services (*Ashley Sproul*)
- Overview of 988 operations in other states, including lessons learned in their own rollout of the service (*Jennifer Honig*)

Ms. Helms left the meeting at 3:15 pm.

Links discussed during the meeting (and shared in the chat window):

- <https://www.mass.gov/988-suicide-and-crisis-lifeline>
- <https://www.mcspnow.com/>

Chair Bailey noted that a Mass.gov webpage and mailbox have been created for the public to submit general comments and questions for the Commission. She explained that if Commission members have any questions, they can contact Commission staff.

In summarizing next steps, Chair Bailey stated that she would work with a subgroup of members to present documents and resources that provide an overview of the existing landscape of helpline services, such as 988 and the BHHL. She noted that Commission staff would also be reaching out to members regarding their availability for the next meeting in the coming weeks.

Vote 1 on the frequency of meetings:

Ms. Gewirtz introduced a motion that the Commission meet monthly until recommendations have been drafted, which was seconded by Undersecretary Collins and approved by roll-call vote (see detailed record of votes above).

Vote 2 to adjourn:

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

The meeting was adjourned at 3:40 pm.

Meeting Materials

1. Meeting Presentation
2. Open Meeting Law Guide
3. Conflict of Interest Overview