

988 Commission

Meeting Minutes

March 30, 2023

9:00-10:30 am

Date of meeting: Thursday, March 30, 2023

Start time: 9:00 am

End time: 10:32 am

Location: Virtual Meeting (Zoom)

Members participating remotely		Vote 1	Vote 2
1	Emily Bailey (chair) – Executive Office of Health and Human Services (EOHHS)	X	X
2	Rebecca Ames – Riverside Trauma Center, Riverside Community Care	X	X
3	Booker Bush, MD – Baystate Medical Center	-	-
4	Chris Carleton – Northborough Police Department	-	-
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	-
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	-	-
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	X	X
15	Jennifer Honig – Mass. Association for Mental Health (MAMH)	X	X
16	Charmain Jackman, PhD – InnoPsych, Inc.	-	-
17	Abby Kim – Association for Behavioral Healthcare	-	-
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)	-	-
23	Pam Sager – Parent/Professional Advocacy League (PPAL)	X	X
24	Kevin Skinner – Samaritans Merrimack Valley	X	X
25	Ashley Sproul – Kiva Centers	-	-
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. She shared a reminder that Commission meetings are subject to Open Meeting Law and noted that all votes taken during the meeting would be conducted via roll call. Commission Members' point of contact going forward will be Becca Stoltz in the Office of Behavioral Health.

Members are responsible for completing the following requirements, if they haven't done so already:

- Complete Form O, a requirement of members' oaths of office, and return to Gabe Cohen.
- Review the Open Meeting Law guide, then sign and return the Certificate of Receipt of Open Meeting Law Materials to Becca.
- Review the Conflict of Interest Overview document, complete the Conflict of Interest training, and send proof of completion to Becca. State employees should provide confirmation from their respective agency's Conflict of Interest training; non-state employees should await further guidance.

The Annual Report for the Commission was submitted to the Clerks as a letter summarizing activities to-date. This included that the Commission may develop interim recommendations before the next report is due in March 2024. The letter was circulated to Commission members by email and was posted on the 988 Commission website.

Chair Bailey provided a reminder of meeting protocol. In accordance with Open Meeting Law, members are asked not to send correspondence to the group by email or Zoom chat; any resources should be sent to Becca, who will distribute accordingly. During meetings, members are encouraged to remain on mute unless speaking and should use the "raise hand" function during open discussion.

The group took roll call to approve the meeting minutes from February 27th. Mr. Mina introduced a motion to approve the February 27th meeting minutes, which was seconded by Ms. Lundi and approved by roll-call vote (see detailed record of votes above).

Chair Bailey introduced today's presentations on 988 and the Behavioral Health Help Line, the first presentations to the commission to establish a shared understanding of each. A presentation on 988 was given by Kelley Cunningham, Commission Member and Director of Violence and Injury Prevention and Danielle Bolduc, Acting Director of the Suicide Prevention Program, both from the Department of Public Health. Following this, a presentation on the Behavioral Health Help Line (BHHL) was given by Julie Hwayoung Shepherd, Assistant Commissioner for Mental Health Services, and Mio Tamanaha, Director of the Behavioral Health Help Line, both from the Department of Mental Health. Each presentation highlighted

the following for 988 and the BHHL, respectively: purpose, connection with other resources, technology used, metrics, staff trainings, and workforce issues. For additional details, refer to these presentations on the Commission's [Meeting Materials webpage](#).

The next portion of the meeting was used for Q&A with the presenters, which further clarified the following:

- **Mandatory reporting:** 988 staff are not mandatory reporters because they are not licensed professionals, though appropriate follow-up is decided case-by-case; BHHL staff are mandatory reporters, as they are clinicians providing clinical services.
- **Mobile Crisis Intervention (MCI):** 988 is connected to the Community Behavioral Health Center's MCI teams and are not yet connected with additional community-based, alternative response programs to date; the BHHL is integrated with the Community Behavioral Health Center's MCI teams, with future plans to be more involved in MCI dispatch, as well.
- **Call recording:** 988 does not record its calls; the BHHL does record its calls.
- **Language capabilities:** Both 988 and the BHHL have translation service capabilities.
- **Warm hand-offs:** Both 988 and the BHHL handle warm hand-offs in the same way in that the respective call-taker will start the conversation; the call-taker will connect with a third party, as appropriate, and explain the context provided by the caller; and the call-taker will tell the caller that they are being connected with someone who can help.
- **Call transfers:** At present, 988 can and will transfer to 911, as appropriate, but 911 cannot transfer to 988; Commission Member Monna Wallace with the State 911 Department is part of the planning team to enable 911 to transfer to 988.
- **Prioritizing local calls:** 988 is prioritized first among calls received at local call centers.
- **Commercial referrals:** If someone with commercial insurance calls the BHHL, the BHHL will provide appropriate resources to that person, including what is covered under their insurance, language capability, etc. and will provide a warm hand-off, as appropriate.
- **Merging 988 and the BHHL:** 988 is part of a national system, so while local callers are routed to local call centers, there is still the potential to get routed elsewhere should the call not be picked up. The Commonwealth is monitoring other states' work to merge 988 with other local lines, and as the state waits to learn best practices, the current priority is in meeting residents' needs and access.

In summarizing next steps, Chair Bailey shared that the Commission will use its next meeting on Monday, April 24th to continue this discussion and allow all members to ask the questions that there may not have been enough time for during this meeting.

Vote to adjourn:

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

Vote 1 on approval of February 27th meeting minutes:

Paul Mina introduced a motion to approve the February 27th meeting minutes, which was seconded by Tamara Lundi and approved by roll-call vote (see detailed record of votes above).

Vote 2 to adjourn:

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

The meeting was adjourned at 10:32 am.

Meeting Materials

1. Draft meeting minutes from February 27, 2023
2. 988 Commission 2022-23 Summary of Activities report
3. Form-O
4. Open Meeting Law Guide
5. Open Meeting Law materials certificate of receipt
6. State Ethics Commission Overview