

Massachusetts 988 Commission

Meeting Minutes

May 13th, 2024

2:00pm – 3:00pm

Date of meeting: Monday, May 13th, 2024

Start time: 2:00 pm

End time: 3:00 pm

Location: Virtual Meeting (Zoom)

Count	Members participating remotely	Vote 1	Vote 2
1	Rebecca Ames – Riverside Trauma Center, Riverside Community Care	X	X
2	Danielle Bolduc – Director of the Suicide Prevention Program	A	X
3	Chris Carleton – Northborough Police Department	-	-
4	Kelly Casey, PhD – Department of Forensic & Clinical Services at William James College	X	X
5	Courtney Chelo – Mass. Society for the Prevention of Cruelty to Children (MSPCC)	X	X
6	Kerry Collins – Executive Office of Public Safety and Security (EOPSS)	X	X
7	Kelley Cunningham – Division of Violence and Injury Prevention, DPH	X	X
8	Brooke Doyle – Department of Mental Health	-	-
9	Eriq Gasse – Cataldo Ambulance Service	-	-
10	Rebekah Gewirtz – National Association of Social Workers - MA & RI Chapter	X	-
11	Gloria Gonzalez – Samaritans Merrimack Valley	X	X
12	Sharon Hanson – Mass. Behavioral Health Partnership (MBHP)	X	X
13	Debbie Helms – Samaritans Merrimack Valley	X	X
14	Jennifer Honig – Mass. Association for Mental Health (MAMH)	X	X
15	Charmain Jackman, PhD – InnoPsych, Inc.	-	-
16	Karin Jeffers – Clinical & Support Options (CSO)	X	X
17	Kathy Marchi – Samaritans, Inc.	X	X
18	Paul Mina – United Way of Tri County & United Way of Pioneer Valley, Mass 211	X	X
19	Ivy Moody – Mental Health Legal Advisors Committee (MHLAC)	X	X
20	Kristen Rhodes – City of Northampton Division of Community Care	-	-
21	Myisha Rodrigues, PhD, LMHC – National Alliance on Mental Illness Mass. (NAMI-MA)	-	-
22	Pam Sager – Parent/Professional Advocacy League (PPAL)	X	X
23	Monna Wallace – State 911 Department	-	-

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

Proceedings

Chair Kelley Cunningham called the meeting of the 988 Commission to order.

Ms. Cunningham welcomed attendees and introduced herself as the new Chair of the Commission, acting as Secretary Welsh's designee.

Since the last meeting, Danielle Boldoc has joined as a new member. Danielle is Director of the Suicide Prevention Program.

Paul Mina introduced a motion to approve the January 29th meeting minutes, which was seconded by Kerry Collins and approved by roll-call vote (see detailed record of votes above).

Roll call conducted by Brenda-liz for approval of minutes.

Ms. Cunningham addressed the following:

- Introduction of Brenda-liz to assist with commission processes.
- Open seats on the commission.
- Discuss final report and services, separate from 988 procurement.

Open seats on the commission:

- With Kelley Cunningham's move into the Chair position, Danielle Bolduc will now fill the role as DPH designee.
- Waiting for approval from the governor's office for other open seats.

Funding and recommendations:

The 2023-24 Annual report was circulated in advance of the meeting. Discussion included the following themes and key take-aways:

- Ms. Cunningham discussed the final report, highlighting the recommendations on pages 36 or 37.
- Ms. Cunningham quoted statute defining the commission's purpose, which states: review national guidelines and best practices and make recommendations for implementation of a statewide 988 suicide prevention and behavioral health crisis system, including any legislative or regulatory changes that may be necessary for 988 implementation and recommendations for funding that may include the establishment of user fees. The commission shall also advise on promoting the 988 number including, but not limited to, recommendations for including information about calling 988 on student identification cards and on signage in locations where there have been known suicide attempts.
- Emphasis on the need to focus on funding moving forward, particularly regarding sustainability.
- Discussion on abstentions during the vote on recommendations:
 - Ms. Helms abstained due to concerns about rushed decision-making and insufficient discussion on user fees.
- Ms. Cunningham Ms. Cunningham also echoed concerns about feeling rushed and the need for a clean copy of recommendations before voting.
- Mr. Mina explained although he voted to approve the recommendations, citing statutory requirements and the importance of meeting deadlines. He also emphasized the importance of sustainable funding, suggesting fee-based funding sources to ensure continued support for programs like 988.
- Concerns were expressed about the potential decline in funding and the need for proactive measures to secure long-term support.

988 Service / User experience:

- Ms. Moody raised a logistical concern about call routing for 988, particularly for individuals with out-of-state area codes but residing in Massachusetts.
- Ms. Cunningham acknowledged the issue and mentioned it's being worked on, with more information expected over the summer.
- Discussion about funding implications for individuals with out-of-state area codes using 988 services.
- Ms. Bolduc clarified that routing and funding are separate processes, with routing handled nationally and funding being a statewide responsibility.
- Ms. Bolduc mentioned ongoing discussions and efforts to gather information on funding mechanisms used in other states.
- Ms. Cunningham noted that more information will be shared after meetings with relevant stakeholders.
- Discussion ensued regarding the funding implications of 988 services for individuals with out-of-state area codes, and Danielle clarified the separation between routing and funding processes while noting ongoing efforts to address routing issues.
- Ms. Honig proposed a meeting devoted to discussing the state budget allocation and future funding plans.
- Rebecca expressed concerns about the regressive nature of fees and emphasized the importance of understanding funding mechanisms.
- Undersecretary Collins highlighted the need to define the goals of the 988 system in Massachusetts before determining funding sources.
- Ms. Cunningham outlined the projected budget for 988 services, estimating it to be around \$10 million annually.
- Mr. Mina sought clarification on the need for a cross-agency point person to operationalize recommendations, emphasizing the importance of leadership and coordination.
- Discussion continued identifying a leader to oversee the implementation of 988 recommendations and operationalizing the proposed initiatives.
- Ms. Bolduc highlighted confusion regarding the language used in the rollout of 988, distinguishing between service delivery and coordination aspects.
- Ms. Helms expressed concerns about recommendations exceeding the purview of the 988 commission, emphasizing the focus on crisis response.
- Discussion centered on the importance of clear messaging to the public about 988 services to avoid misinformation.
- Ms. Sager emphasized the need for adherence to a schedule to accomplish goals within the allotted time frame.
- Ms. Moody suggested framing recommendations with long-term considerations to avoid entrenchment of ineffective systems.

Ms. Cunningham proposed a meeting schedule of every other month with a focus on advancing discussions on funding mechanisms.

Ms. Cunningham suggested inviting speakers to discuss funding approaches from other states in upcoming meeting.

The next meeting of the Commission will take place on Thursday, August 15th, 2024 from 1:30pm - 3pm with a presentation on funding.

Vote 1 on approval of November 13th meeting minutes:

Paul Mina introduced a motion to approve the January 29th meeting minutes, which was seconded by Kerry Collins and approved by roll-call vote (see detailed record of votes above).

Vote 2 to adjourn:

A motion to adjourn was made by Undersecretary Collins and seconded by Mr. Mina and approved by roll-call vote (see detailed record of votes above).