

## 988 Commission

### Meeting Minutes

May 22, 2023

1:30-3:00 pm

Date of meeting: Monday, May 22, 2023

Start time: 1:30 pm

End time: 2:34 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>Booker Bush, MD</b> – Baystate Medical Center	-	-
4	<b>Chris Carleton</b> – Northborough Police Department	X	X
5	<b>Kelly Casey, PhD</b> – Department of Forensic & Clinical Services at William James College	X	X
6	<b>Courtney Chelo</b> – Mass. Society for the Prevention of Cruelty to Children (MSPCC)	X	X
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	X	X
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	X	X
13	<b>Sharon Hanson</b> – Mass. Behavioral Health Partnership (MBHP)	X	X
14	<b>Debbie Helms</b> – Samaritans Merrimack Valley	X	X
15	<b>Jessica LaRochelle</b> , designee for Jennifer Honig – Mass. Association for Mental Health (MAMH)	A	X
16	<b>Charmain Jackman, PhD</b> – InnoPsych, Inc.	A	X
17	<b>Abby Kim</b> – Association for Behavioral Healthcare	X	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	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)	-	-
22	<b>Pam Sager</b> – Parent/Professional Advocacy League (PPAL)	X	X
23	<b>Kevin Skinner</b> – Samaritans Merrimack Valley	-	-
24	<b>Ashley Sproul</b> – Kiva Centers	-	-
25	<b>Monna Wallace</b> – State 911 Department	X	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. She shared that Jessica Larochelle from MAMH is attending today's meeting as designee for Jennifer Honig, who is unable to attend. Tamara Lundi has stepped down as president of Community Healthlink and has resigned from the 988 Commission. Members who haven't done so already must submit their required paperwork as soon as possible; members have received individual emails from Becca about the requirements that are outstanding.

The group took roll call to approve the meeting minutes from April 24<sup>th</sup>. The group made a friendly amendment to the proposed minutes to clarify the Continuing Education requirements for 911 dispatchers. Mr. Mina introduced a motion to approve the April 24<sup>th</sup> meeting minutes, which was seconded by Ms. Gewirtz and approved by roll-call vote (see detailed record of votes above).

Chair Bailey announced that today's planned presentation on 911 is postponed for a later meeting, providing an opportunity for today's meeting to be an open discussion to reflect on the last few meetings and the focus of initial categories for Commission recommendations. The Commission's charge is to "review national guidelines and best practices and make recommendations for implementation of a statewide 988 suicide prevention and behavioral health crisis system," as well as to advise on promoting the 988 number. Initial themes related to the user experience that have emerged include:

- 1) making the front door more interconnected, simplified, and accessible at the point of making a call, and;
- 2) caller satisfaction about the call experience and outcomes after the call is over.

Future meetings will address the intersection of 988 and 911, as well as national guidelines. Commission members recommended the following priorities for discussion:

- **Future funding.** SAMHSA recently released a notice of funding for up to \$4 million for three years each, which would be a helpful bridge, but 988 needs a longer-term plan for funding.
- **Standardization of training** for staff at all of the phone lines that receive referrals from 988; this effort would include looking at how other branches of government standardize this type of model.
- **User experience and feedback.** A suggestion was made to both collect feedback on the user experience and utilize that feedback to inform further development of 988.
- **Continuing the discussion about marketing and stakeholder engagement** to make sure that there is education about 988 in a wide breadth of communities and site-based locations (e.g., schools, churches, grocery stores), available in multiple languages.
- **Engage consultants** to make sure that the Commission has support in keeping abreast of the latest SAMHSA recommendations, guidelines, and materials to see what will work best for Massachusetts.

- **Engage with other state entities**, such as probation, parole, and the courts, to provide education about 988, as well as collect feedback from them.
- **Operational consistency and connectivity** among 988 and 911 call centers so that each is transferring calls to the other line for the same reasons, in the same scenarios, etc.; Monna Wallace confirmed that all Public Safety Answering Point (PSAP) phone numbers for each town in MA have been provided to the 988 and BHHL call centers so that, if a call needs to be transferred to 911, all numbers have been provided.
  - Current state of bi-directional communication:
    - **988** can provide warm hand-offs to 1) the Behavioral Health Help Line (BHHL); and 2) Community Behavioral Health Centers (CBHCs) and Mobile Crisis Intervention (MCI)
    - **988** can connect to 911 (staying on the line until the nearest PSAP can request a response and an in-person connection has been made with the caller); at present, there isn't yet a plan for **911** to connect a call to 988
    - **BHHL** can connect a caller to 1) 911; and 2) will be able to provide a warm hand-off to 988 as of July 2023
    - **911** can connect a caller to 1) the BHHL
  - The group agrees that bringing together multiple directories into one resources will be more user-friendly than keeping them separate, but must consider, for example, that 211, which is a resource for 988, is not a behavioral health resource but rather is specific to social services. General recommendations should assess and consider how 988 and the statewide crisis system can be better connected to other directory-governing processes.

The conversation transitioned to planning for upcoming meetings. Chair Bailey proposed the following schedule:

- June 2023: A presentation on 911 by Monna Wallace
- July-September 2023 (to be scheduled based on availability):
  - Riverside Trauma Center's work as a 988 responder (Rebecca Ames and colleagues)
  - NAMI-MA involvement in the establishment of 988 (Myisha Rodrigues)
  - A presentation on 988 and crisis work in other states, including recommendations about what has worked well elsewhere operationally and related to funding, what hasn't worked, and what could work in Massachusetts (Health Management Associates, OBH consultants)

The next meeting of the Commission will take place on Monday, June 26<sup>th</sup> from 1:30-3pm.

### **Vote to adjourn:**

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

### **Vote 1 on approval of April 24<sup>th</sup> meeting minutes:**

Paul Mina introduced a motion to approve the April 24<sup>th</sup> meeting minutes, which was seconded by Rebekah Gewirtz and approved by roll-call vote (see detailed record of votes above).

### **Vote 2 to adjourn:**

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

The meeting was adjourned at 2:34 pm.

### **Meeting Materials**

- I. Draft meeting minutes from April 24, 2023