

Massachusetts 988 Commission

Meeting Minutes
February 9th, 2026
1:30pm – 3:00pm

Date of meeting: Monday, February 9th, 2026

Start time: 1:34 PM

End time: 2:59 PM

Location: Virtual Meeting (Zoom)

Count	Members participating remotely	Vote 1	Vote 2
1	Danielle Bolduc – Director of the Suicide Prevention Program	X	X
2	Patrick Bowlin - Current or former consumer of mental health or substance use disorder supports or services	-	-
3	Kelly Casey, PhD – Department of Forensic & Clinical Services at William James College	A	X
4	Rebekah Caylor – Raynham Police Department (MCPA), 911 Dispatcher	X	X
5	Courtney Chelo – Mass. Society for the Prevention of Cruelty to Children (MSPCC)	X	X
6	Undersecretary Kerry Collins – Executive Office of Public Safety and Security (EOPSS)	-	-
7	Rebekah Gewirtz – National Association of Social Workers - MA & RI Chapter	X	X
8	Debbie Helms – Samaritans Merrimack Valley	-	-
9	Jessica Larochelle – Mass. Association for Mental Health (MAMH)	X	X
10	Josh Quirk – National Alliance on Mental Illness Massachusetts (NAMI-MA)	-	-
11	Charmain Jackman, PhD – InnoPsych, Inc.	-	-
12	Karin Jeffers – Clinical & Support Options (CSO)	-	-
13	Kathy Marchi – Samaritans, Inc.	A	X
14	Kimberly Martin – Riverside Trauma Center – Riverside Community Care	X	X
15	Paul Mina – United Way of Tri County & United Way of Pioneer Valley, Mass 211	X	X
16	Ivy Moody – Mental Health Legal Advisors Committee (MHLAC)	X	X
17	Pam Sager – Parent/Professional Advocacy League (PPAL)	A	X
18	Pata Suyemoto - National Asian American Pacific Islander Mental Health Association	X	X
19	Joan Taglieri - Cambridge Health Alliance	-	-
20	Mio Tamanaha – Department of Mental Health	-	-
21	Stacy Vail – Cataldo Ambulance Service, Paramedic	-	-
22	Monna Wallace – State 911 Department	A	X
23	Sam Langstein - Current or former consumer of mental health or substance use disorder supports or services	X	-
24	Chair Kelley Cunningham – Division of Violence and Injury Prevention, DPH	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:** To Adjourn the meeting and schedule a meeting in March to finish voting

Call to Order and Opening Remarks:

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. Kelley stated to the Commission members and meeting attendees that the 988 Commission meeting will be recorded today for the first time. Kelley reminded the group that the meeting is subject to Open Meeting Law and that any votes taken during the meeting will be conducted via a roll-call vote. Commission members should remain muted unless they are speaking and are asked to please not use the chat feature as it 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 and encourage accessible communications.

Kelley thanked the commission members for making this additionally scheduled meeting today possible and reminded everyone that we will use the time today to continue to vote on the recommendations. Kelley asked everyone to stay on camera as much as possible as this is a best practice for Open Meeting Law and the recorded session. Before getting to the recommendations, she inquired if everyone had received the January minutes and if there were any suggested edits. Pata Suyemoto raised that the date at the top of the January meeting minutes needed to be changed from December 15th to January 22nd.

January Meeting Minutes: Kelley called for a roll call vote and approval of the draft minutes from the Commission meeting on January 22nd, 2026. Paul Mina made a motion to approve the minutes with the amended date, and Rebekah Caylor seconded the motion.

Vote 1 on approval of the January meeting minutes: The January 22nd minutes were approved by roll-call vote.

Continuation of the review of, and voting on, recommendations for the Annual Report:

The recommendation discussion continued with #12: “Establish an interagency workgroup chaired by EOHHS Office of the Secretary comprised of an adult peer representative with personal lived experience, a parent/caregiver peer representative with lived experience, a DPH 988 representative, a 911 representative, a 211 representative, a MA Substance Use Helpline representative, and a DMH BHHL representative to improve continuity, address consumer confusion, and incorporate line-user feedback. The working group shall explore steps to a single community facing number or integration of crisis and emergency response systems, services in alignment with the national 988 vision, and the three pillars of someone to call, someone to respond, and somewhere to go.”

Kelley noted that the language of the recommendation is statute language, which is not something we are charged to do as the 988 Commission. Pam Sager added that if we are putting this recommendation forward, she would edit the recommendation to add a representative from MAMH and a representative from PPAL. Kelley edited the recommendation to include that language. Kelley asked the group members why we would put a recommendation forward to establish a separate committee, rather than take this on ourselves as part of this Commission. Rebekah Gewirtz and others highlighted that the recommended representative list has greater representation of people with lived experience including people who may have used the 988-line. Those also in favor of the recommendation highlighted that putting forward recommendations that highlight continuity of care and reducing customer confusion is in line with the Commission’s charge of promotion and implementation of 988.

Pata Suyemoto reminded the group that she is here as a person with lived experience in addition to the many other roles she plays, works at, and represents in this space. Paul Mina questioned the validity of the recommendation being approvable and suggested that we change the wording further. Pam Sager stated that

we are here to make recommendations, and since this is just a recommendation she doesn't believe there should be any legal constraint. Ivy Moody asked Rebecca Ashby, Deputy General Counsel, to weigh in on whether this is allowable. Rebecca agreed that this is an acceptable recommendation to make. Kelley reread the motion with the added language from Pam.

12. Establish an interagency workgroup chaired by EOHHS Office of the Secretary comprised of an adult peer representative with personal lived experience, a parent/caregiver peer representative with lived experience, a DPH 988 representative, a 911 representative, a 211 representative, a MA Substance Use Helpline representative, MAMH representative, PPAL representative, and a DMH BHHL representative to improve continuity, address consumer confusion, and incorporate line-user feedback. The working group shall explore steps to a single community facing number or integration of crisis and emergency response systems, services in alignment with the national 988 vision, and the three pillars of someone to call, someone to respond, and somewhere to go.

Pam Sager put forward a motion to vote on the recommendation and Courtney Chelo seconded the motion.

The recommendation was approved with 10 votes in favor of, 2 votes opposed, 3 abstained, and 9 absent.

The Commission members moved on to discuss recommendation #13: "Support language before the state Legislature which would provide for the establishment of a user fee on phone lines to create a dedicated trust fund for the 988 crisis and emergency response system or successor 988 and emergency response system."

Kelley noted that this recommendation reads as similar to #8 which we already voted on with the key difference being about the successor 988 and emergency response system and opened it to the floor for discussion. Overall, the Commission members did not feel strongly about putting this recommendation forward given its similarity with #8 and the work this Commission has previously done. There were concerns raised that "language before the state legislature" could apply to multiple proposed language that is before the state legislature, and it is not clear what we are recommending. No one felt strongly about editing the recommendation and a motion to vote on the recommendation as written went ahead.

13. Support language before the state Legislature which would provide for the establishment of a user fee on phone lines to create a dedicated trust fund for the 988 crisis and emergency response system or successor 988 and emergency response system.

Pam Sager put forward a motion to vote on the recommendation and Ivy Moody seconded the motion.

The recommendation did not pass with 15 votes opposed, 0 votes in favor of, 0 abstained, and 9 absent.

The Commission members moved on to discuss recommendation #15: "Establish system-wide methodologies for line user feedback gathering. Require public posting of itemized data."

Kelley called for clarity on this recommendation and opened it to the floor. Jessica Larochelle interpreted the recommendation as going further than the standard feedback option from the 988-webpage using the state of Kentucky as an example where they have a QR code that connects callers to a questionnaire and they also publicly posted anonymized data. Rebekah Gewirtz added that she agreed with Jessica's interpretation and that it also strengthens the previous recommendation on posting 988 data publicly. Pam Sager stated that she supports the recommendation but suggested that it should be combined with recommendation #16: "Establish system-wide methodologies for comprehensive data collection for the 988 system. Require public posting of anonymized data."

Kathy Marchi asked if Danielle Bolduc could speak to the system wide data collection that already exists. Danielle addressed the group starting with a concern that the language is too vague in both #15 and #16 and

will raise a lot of questions. She explained that there is a mechanism through a Vibrant based portal where Vibrant collects feedback and follows up directly with the center that the feedback was related to. At this point, Danielle started breaking up and lost connectivity to the meeting.

In the meantime, the group began working on combining #15 and #16 and, Rebekah Gewirtz made a motion to move forward with combining #15 and #16, and Paul Mina seconded the motion.

Since Danielle did not return, Kelley stopped for a quorum check. Brenda-Liz Velez confirmed that we had quorum with exactly 14 members. Rebekah made the motion again to approve the recommendation as updated. Paul confirmed that he seconded the motion.

While proceeding with the vote on the combined recommendation several other members were reporting connectivity issues. The votes were roughly split between members approving and members abstaining because they wanted to hear Danielle finish speaking. When we got to Commission member Monna Wallace, we learned that she had also lost connectivity and we lost quorum. Rebecca Ashby, Deputy General Counsel, stated to the Commission that if we lose quorum for the meeting we need to adjourn.

Danielle Bolduc rejoined the meeting, but it was noted that Sam Langstein had also dropped from the meeting. While checking the regulations and discussing whether we had to adjourn, Monna Wallace was able to get back on the call. Rebecca Ashby stated that the regulations do not cover technology issues, but since we had quorum, Rebecca had no objection to continuing the meeting. With Monna Wallace back on the call there was exactly 14 members present.

The commission members debated what to do with the vote that they were in the middle of. Paul Mina suggested per Robert's Rules we would be safer to continue the vote with others calling it an ineffectual vote because we lost quorum. Pam Sager added that Robert's Rules were not intended to cover technology issues and suggested that we vote to vacate the vote.

Kelly Casey put a motion forward to vacate the previous vote on recommendation 15+16. Jessica Larochelle seconded the motion.

The vote passed with 13 votes in favor of, 1 opposed, 0 abstained, and 10 absent.

With the previous vote vacated, the Commission members continued the discussion on the combined recommendations #15 and #16 by first hearing from Danielle again so she could finish what she had been saying to the group previously. Danielle continued by reiterating the information on the Vibrant based portal where Vibrant collects feedback, including complaints, and follows up directly with the center that the feedback was related to. Danielle raised concerns with posting anonymized data because many of the complaints that she has seen have been largely intertwined with sensitive mental health situations that the caller is experiencing, and the feedback could end up being identifiable. She also noted that callers will reach out to centers that they have been in contact with and provide feedback and/or complaints on their own. That feedback is received and escalated through the centers' policies and processes. She also noted that the data collection piece is already connected to another recommendation that we have already voted on.

Jessica Larochelle thanked Danielle for the feedback collection information on Vibrant and the individual Massachusetts call centers. She cited Kentucky's QR code survey as a separate example on how Mass might approach this in another/additional format. The examples of questions included "how would you rate your 988 experience?", "how satisfied are you with the counselor you spoke with... etc?" – to make the point that the standard answer selection makes the feedback less identifiable.

Kathy Marchi asked Kelley to share the language of the recommendation on the screen again and tried to clarify the components of it for the Commission to consider. With one being the data collection aspect that we have learned there are already mechanisms for collecting, and two, being the aspect of publicly posting data,

which was already voted on when the Commission passed recommendation #10. Kathy wondered if the motion is to not make the recommendation, even as revised, because it's duplicative.

After further discussion, Pam Sager suggested editing the recommendation to read "Establish and or improve system-wide methodologies for comprehensive data collection, including line-user feedback gathering for the 988 system. Require public posting of anonymized data."

Danielle Bolduc suggested to the Commission that this recommendation be tabled for the Commission's 2026 agenda items as this still is too vague and worthy of more conversation and effort to define. Kelley called for a motion at this time.

15 + 16. Establish and or improve system-wide methodologies for comprehensive data collection, including line-user feedback gathering for the 988 system. Require public posting of anonymized data.

Pam Sager put forward the motion to vote on the combined recommendation for #15 and #16. Rebekah Gewirtz seconded that motion.

The recommendation was approved with 8 votes in favor of, 5 votes opposed, 1 abstained, and 10 absent.

Conclusion of the Meeting

Kelley proposed that the group try to get another meeting in the calendar in March to finish voting on the last two recommendations and begin the review process for the Annual Report. Ivy Moody raised that the April meeting is currently scheduled on Patriots Day, a Massachusetts state holiday – April 20th. The April 20th meeting will be rescheduled. Kelley proposed the adjournment vote include voting on scheduling a March meeting.

Kelley Cunningham updated the Commission that she has checked with the council, and we do not need to request an extension on the submission of the Annual Report.

The next meeting will be held in March. A poll will go out to the Commission members so Brenda-Liz Velez can schedule the best date.

Vote 2 Adjournment and scheduling a March meeting:

Rebekah Gewirtz made a motion to adjourn, and Ivy Moody seconded the motion. The motion to adjourn the meeting and schedule an additional meeting in March was approved by vote.

Appendix:

See voting by Commission member to date on the pages below.

Voting on Recommendations 1, 2, 3, 4, 5, and 6 – Monday, November 17th

Count	Members participating remotely	Rec. 1	Rec. 2	Rec. 3	Rec. 4	Rec. 5	Rec. 6
1	Danielle Bolduc	–	–	–	–	–	–
2	Patrick Bowlin	–	–	–	–	–	–
3	Kelly Casey, PhD	X	X	X	X	X	X
4	Rebekah Caylor	–	–	–	–	–	–
5	Courtney Chelo	X	X	X	X	X	X
6	Undersecretary Kerry Collins	X	X	X	X	X	X
7	Rebekah Gewirtz	X	X	X	X	X	X
8	Sharon Hanson	X	X	X	X	X	X
9	Debbie Helms	X	X	X	X	X	X
10	Jessica Larochelle	X	–	–	–	–	–
11	Josh Quirk	X	X	X	X	X	X
12	Charmain Jackman	X	X	X	X	X	X
13	Karin Jeffers	O	X	X	X	X	X
14	Kathy Marchi	X	X	X	X	X	X
15	Kimberly Martin	X	X	X	X	X	X
16	Paul Mina	X	X	X	X	X	X
17	Ivy Moody	X	X	X	X	X	X
18	Pam Sager	X	X	X	X	X	X
19	Pata Suyemoto	X	X	X	X	X	X
20	Joan Taglieri	X	X	X	X	X	X
21	Mio Tamanaha	X	X	X	X	X	X
22	Stacy Vail	–	–	–	–	–	–
23	Monna Wallace	X	X	X	X	X	X
24	Sam Langstein	X	X	X	X	X	X
25	Chair Kelley Cunningham	O	X	X	X	X	X

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

Recommendation 1: Conduct a broad assessment of the anticipated or current impacts of Federal funding cuts and make a recommendation for increased resources – funding and staff support indicated. (approved)

Recommendation 2: Given the removal of the press 3 option, 988 Massachusetts leads a collaboration of GLAD, LGBTQ+ Youth Commission, and PFLAG and makes a recommendation for additional trainings for this community for the call centers and to reach out to the BHHL and organizations representing the LGBTQ+ community to identify needs, make recommendations, and work together on solutions. (approved)

Recommendation 3: Include budget for 988 text capability. (struck down)

Recommendation 4: Expand 988 cultural competency to serve to the Asian communities and how to talk about mental health and how to access services. (approved)

Recommendation 5: Increase marketing initiatives in western Mass. (approved)

Recommendation 6: Advance legislation that prohibits anyone from using AI to provide mental health and therapeutic decision making. Provide support to advance this bill and potentially an outline of where AI is and is not an appropriate use of technology. (tabled)

Voting on Recommendations 7, 8, 9+14 – Monday, December 15th

Coun	Members participating remotely	Rec. 7	Rec. 8	Rec. 9+14
1	Danielle Bolduc	O	X	X
2	Patrick Bowlin	-	-	-
3	Kelly Casey, PhD	-	-	-
4	Rebekah Caylor	-	-	-
5	Courtney Chelo	-	-	-
6	Undersecretary Kerry Collins	-	-	-
7	Rebekah Gewirtz	X	A	X
8	Debbie Helms	O	X	X
9	Jessica Larochele	X	A	X
10	Josh Quirk	A	X	X
11	Charmain Jackman, PhD	X	X	X
12	Karin Jeffers	-	-	-
13	Kathy Marchi	X	X	X
14	Kimberly Martin	-	-	-
15	Paul Mina	X	X	X
16	Ivy Moody	X	O	X
17	Pam Sager	-	-	-
18	Pata Suyemoto	X	X	X
19	Joan Taglieri	X	X	X
20	Mio Tamanaha	X	A	X
21	Stacy Vail	-	-	-
22	Monna Wallace	X	X	X
23	Sam Langstein	X	A	X
24	Chair Kelley Cunningham	O	X	X

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

Recommendation 7: Improved Interoperability (tabled)

Recommendation 8: The 988 Commission is again endorsing that legislators consider with urgency the establishment of a user fee as detailed in the 988 Commission’s 2024-2025 Annual Report. This recommendation serves as reinforcement of what we put forth in last year’s Annual Report and highlights the importance of having a long-term solution for funding. (approved)

Recommendations 9 and 14: Increased training to increase warm handoffs between 988 and BHHL and implement a policy of 988 call-taker ending each call with an offer to transfer the caller to the BHHL to facilitate access to follow-up-services as required by Mass. Gen. Laws ch. 177, § 16EE (c)(x) (2022), unless contra-indicated by the substance of the call. (tabled)

Voting on Recommendations 10 and 11 – Thursday, January 22nd, 2026

Count	Members participating remotely	Rec. 10 (to include)	Rec. 10 (language)	Rec. 11
1	Danielle Bolduc	O	X	X
2	Patrick Bowlin	-	-	-
3	Kelly Casey, PhD	-	-	-
4	Rebekah Caylor	O	X	X
5	Courtney Chelo	X	X	X
6	Undersecretary Kerry Collins	-	-	-
7	Rebekah Gewirtz	X	X	X
8	Debbie Helms	-	-	-
9	Jessica Larochelle	X	X	X
10	Josh Quirk	X	X	X
11	Charmain Jackman, PhD	X	X	X
12	Karin Jeffers	X	X	X
13	Kathy Marchi	-	-	-
14	Kimberly Martin	O	X	X
15	Paul Mina	O	X	X
16	Ivy Moody	X	X	X
17	Pam Sager	-	X	X
18	Pata Suyemoto	O	X	X
19	Joan Taglieri	-	-	-
20	Mio Tamanaha	A	X	A
21	Stacy Vail	X	X	-
22	Monna Wallace	-	-	-
23	Sam Langstein	A	X	X
24	Chair Kelley Cunningham	O	X	X

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

Recommendation 10: The first vote on recommendation 10 was to decide whether the recommendation should be included in this year’s Annual Report. (approved)

Recommendation 10: The second vote on recommendation 10 was on the language of the recommendation “The 988 Commission recommends that the Commonwealth has a publicly facing data dashboard for 988.” (approved)

Recommendation 11: The Commission recommends additional state funding to support trainings noted in recommendation #2. (approved)

Voting on Recommendations 12, 13, 15 + 16 – Monday, February 9th, 2026

Count	Members participating remotely	Rec. 12	Rec. 13	FAILED VOTE	VACAT E VOTE	Rec. 15 + 16
1	Danielle Bolduc	O	O	-	X	O
2	Patrick Bowlin	-	-	-	-	-
3	Kelly Casey, PhD	X	O	A	X	X
4	Rebekah Caylor	A	O	X	X	O
5	Courtney Chelo	X	O	X	X	X
6	Undersecretary Kerry Collins	-	-	-	-	-
7	Rebekah Gewirtz	X	O	X	X	X
8	Debbie Helms	-	-	-	-	-
9	Jessica Larochelle	X	O	X	X	X
10	Josh Quirk	-	-	-	-	-
11	Charmain Jackman, PhD	-	-	-	-	-
12	Karin Jeffers	-	-	-	-	-
13	Kathy Marchi	X	O	A	X	X
14	Kimberly Martin	X	O	A	X	A
15	Paul Mina	X	O	X	O	X
16	Ivy Moody	X	O	A	X	X
17	Pam Sager	X	O	X	X	X
18	Pata Suyemoto	A	O	A	X	O
19	Joan Taglieri	-	-	-	-	-
20	Mio Tamanaha	-	-	-	-	-
21	Stacy Vail	-	-	-	-	-
22	Monna Wallace	A	O		X	O
23	Sam Langstein	X	O		-	-
24	Kelley Cunningham	O	O		X	O

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

Recommendation 12: Establish an interagency workgroup chaired by EOHHS Office of the Secretary comprised of an adult peer representative with personal lived experience, a parent/caregiver peer representative with lived experience, a DPH 988 representative, a 911 representative, a 211 representative, a MA Substance Use Helpline representative, MAMH representative, PPAL representative, and a DMH BHHL representative to improve continuity, address consumer confusion, and incorporate line-user feedback. The working group shall explore steps to a single community facing number or integration of crisis and emergency response systems, services in alignment with the national 988 vision, and the three pillars of someone to call, someone to respond, and somewhere to go. (approved)

Recommendation 13: Support language before the state Legislature which would provide for the establishment of a user fee on phone lines to create a dedicated trust fund for the 988 crisis and emergency response system or successor 988 and emergency response system. (opposed)

Recommendation 15+16: Establish and or improve system-wide methodologies for comprehensive data collection, including line-user feedback gathering for the 988 system. Require public posting of anonymized data. (approved)