# Massachusetts Behavioral Health Help Line Presentation to the 988 Commission, March 30, 2023

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# Agenda

* A High-Level Overview of Behavioral Health Help Line
* How Does BHHL Connect to Other Lines and Providers?
* Technology/Systems
* Workforce issues
* Training Requirements for Staff
* Data Collection
* Marketing Materials and Campaign

# MA Behavioral Health Help Line Overview

* The 24/7 Behavioral Health Help Line is a single, insurance-blind, multi-channel entry point for Commonwealth residents in search of mental health and SUD treatment
* Key elements of the 24/7 Behavioral Health Help Line
  + **Multi-channel access**
    - Available 24/7/365
    - Multi-lingual live response
    - Phone, Text, Chat
    - Includes informative website
  + **Knowledgeable clinical team**
    - MA & BA clinicians, Peer Specialists
    - Expertise in appropriate crisis identification & action, de-escalation, & stabilization
  + **Clinical assessment and triage**
    - Formalized assessment tool supports appropriate triage pathway
    - Rapid determination of immediate crisis & completion of appropriate handoff
  + **Referral match & warm hand-off**
    - Staff search for & identify providers with appropriate expertise
    - Warm handoff to referring provider whenever possible and appropriate
  + **Consistent Follow Up**
    - Process to ensure Individual is successfully connecting with the right services
    - Within 48 hours for crisis handoffs
    - Within 14 days for outpatient referrals

# How does BHHL connect with other help lines?

* Mass211
  + Refer via warm hand-off
  + For non-behavioral health related needs such as housing, emergency shelter, utility payment assistance, childcare, food security
* 911
  + Refer via warm hand off
  + For medical emergency, imminent risk to self or others, or if caller asks to be transferred
* 988
  + Referrals transitioning to warm hand offs
  + For emotional and/or suicidal crisis support, support for emotional distress of caller or loved one
* SUD Line
  + Referrals transitioning to warm hand offs
  + For substance use disorder services, pregnant and post-partum residential services, gambling intervention and treatment services
* In Development
  + Parent Professional Advocacy League (PPAL)
  + Link-KID
  + Massachusetts Child Psychiatry Access Program (MCPAP)
  + Massachusetts Psychosis Access and Triage Hub (M-PATH)

# How does BHHL connect with providers?

* Community Behavioral Health Centers
  + Refer via Warm Hand-off
  + Outpatient, Urgent, Community Crisis Stabilization (CCS), Mobile Crisis Intervention (MCI)
* Behavioral Health Urgent Care
  + Refer via Warm Hand-off
  + Outpatient, Urgent
* Other Providers
  + Refer via Warm Hand-off
  + Outpatient, Other

# Technology

* Client Interaction: Phone System
  + Internal Operations: Electronic Records System
* Client Interaction: Text/Chat System
  + Internal Operations: Internal Web-based Referral Platform and Resource Directory (in development)
* Client Interaction: Website (masshelpline.com)
  + Internal Operations: Network of Care
* Client Interaction: Interpretation Services including American Sign Language (VOIANCE), MassRelay
  + Internal Operations: Massachusetts Behavioral Health Access (MABHA)

# Behavioral Health Help Line Workforce

|  |  |  |  |
| --- | --- | --- | --- |
| **Position Title** | **Expected Total** | **Hired Total**  **(as of 3/27/23)** | **Percent Hired** |
| Hep Line Director | 1 | 1 | 100% |
| Manager, Behavioral Health Services | 1 | 1 | 100% |
| Associate Manager | 3 | 3 | 100% |
| Associate Manager, Clinical Support | 1 | 1 | 100% |
| Licensed Clinician | 4 | 3 | 75% |
| Peer Specialist | 3 | 1 | 33% |
| Resource/Referral Specialist | 32 | 27 | 84% |
| Community Relations Manager | 1 | 1 | 100% |
| Community Relations Representatives | 10 | 9 | 90% |
| TOTAL | 56 | 47 | 84% |

# Workforce Issues

* Workforce Challenges
  + Attrition due to personal and health reasons, disconnect between expectations, and reality of positions
  + Difficult to find people with unique skillset required for call-takers
  + Peer Support Specialists, Licensed Clinicians most difficult to fill
* Workforce Shortage Mitigation Plans
  + KIVA Center: Peer Support Specialist recruitment and certification
  + Temporary workers as needed for some positions
  + Overtime opportunities, monitoring data to adjust staffing patterns
  + Support of MA Access Line staff

# Required Trainings

* Clinical Trainings
  + - Cultural Humility
      * Sensitivity and Engagement Tracker
      * Transgender 101: A Psychosocial Perspective
      * Working More Effectively with the LGBTQ+ Community
      * Building a Multicultural Care Environment
    - Family Violence
      * Domestic and Intimate Partner Violence
      * Preventing, Identifying, and Responding to Abuse and Neglect
      * Helping Children and Adolescents Cope with Violence and Disasters
      * Engaging Family Members in Crisis Planning
    - Eating Disorders
      * Recognizing and Treating Feeding and Eating Disorders
    - Substance Use Disorder
      * An Overview of Substance Use Disorders
      * Confidentiality in the Treatment of Substance Use Disorders
      * Advanced Practice in Treating Individuals with Co-Occurring Disorders
    - Suicide Prevention
      * Suicide: Assess and Intervene Confidently
      * Addressing Suicide in Adolescents and Transition Age Youth
    - Trauma-Informed Care
      * An Introduction to Trauma-Informed Care
      * Trauma-Informed Care: Implications for Clinicians and Peer Support Specialists
    - Self-Care
      * Disease and Self-Management
      * Mindfulness, Meditation and Spirituality in Recovery
    - Youth-Specific
      * Addressing the Needs of Transition Age Youth
      * Positive Behavior Support for Children
      * Traumatic Stress Disorders in Children and Adolescents
      * Calming Children in Crisis
    - Special Populations
      * Person-Centered Planning for Individuals with Developmental Disabilities
* Other
  + - HIPAA Training
    - State by State Minor Laws
    - CALM training SPRC
    - Assessment and Referral
    - VOIANCE Language Translation Services
    - Safety Planning
    - Managing Risk and Risk Ratings

# Required Trainings (continued)

* + - Quality of Care and Complaints
    - Handling Difficult Calls
* In Development
  + - Psychosis (M-Path)
    - Mandatory Reporting in MA (DCF)
    - Network of Care
    - Connecting families with peer support, training, and advocacy (PPAL)
    - Trauma Services for Families (Link-KID)

# Data Collection

* Current Data Points (by category)
  + Number of calls, texts, chats, web hits
  + Number of abandoned calls and timing
  + Total outbound calls
  + Characteristics of calls (i.e., speed of answer, maximum delay, average handle time)
  + Number and types of Warm Hand-Offs
  + Staff hired, trained
* Future Data Points (by category)
  + Client demographics and reason for calling Help Line to identify any gaps and barriers to achieving equity of BH Help Line Access and utilization
  + Follow-up contacts
  + Rates of transfer to specific providers
  + Critical incidents
  + Wait times for appointments
  + Barriers to accessing services
  + Time to complete service
  + Frequency

# First Quarter Metrics

Calls

* January 2023: 1,820
* February 2023: 1,923
* March 2023: 1,1887

Texts/Chats

* January 2023: 719
* February 2023: 882
* March 2023: 770

# Marketing Materials and Campaign

* Materials available at [mass.gov/BHtoolkit](https://www.mass.gov/tool-kit/behavioral-health-roadmap-toolkit)
  + Wallet Cards, Posters, Brochures, FAQs, One-Pagers in 13 languages
* Marketing Campaign
  + Radio Spots (English, Portuguese, Spanish, Haitian Creole)
  + Transit Advertising on MBTA
  + Paid Social Media
  + Google Ads
  + Digital
  + Out-of-Home Advertising