

## 988 Commission

### Meeting Minutes

June 26, 2023

1:30-3:00 pm

Date of meeting: Monday, June 26, 2023

Start time: 1:30 pm

End time: 3:00 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>Chris Carleton</b> – Northborough Police Department	X	X
4	<b>Kelly Casey, PhD</b> – Department of Forensic & Clinical Services at William James College	X	X
5	<b>Courtney Chelo</b> – Mass. Society for the Prevention of Cruelty to Children (MSPCC)	X	X
6	<b>Kerry Collins</b> – Executive Office of Public Safety and Security (EOPSS)	X	X
7	<b>Kelley Cunningham</b> – Division of Violence and Injury Prevention, DPH	X	X
8	<b>Brooke Doyle</b> – Department of Mental Health	-	-
9	<b>Eriq Gasse</b> – Cataldo Ambulance Service	-	-
10	<b>Rebekah Gewirtz</b> – National Association of Social Workers - MA & RI Chapter	-	-
11	<b>Gloria Gonzalez</b> – Samaritans Merrimack Valley	X	X
12	<b>Sharon Hanson</b> – Mass. Behavioral Health Partnership (MBHP)	X	A
13	<b>Debbie Helms</b> – Samaritans Merrimack Valley	A	A
14	<b>Jennifer Honig</b> – Mass. Association for Mental Health (MAMH)	X	X
15	<b>Charmain Jackman, PhD</b> – InnoPsych, Inc.	X	X
16	<b>Kathy Marchi</b> – Samaritans, Inc.	X	X
17	<b>Paul Mina</b> – United Way of Tri County & United Way of Pioneer Valley, Mass 211	-	X
18	<b>Ivy Moody</b> – Mental Health Legal Advisors Committee (MHLAC)	X	X
19	<b>Myisha Rodrigues, PhD, LMHC</b> – National Alliance on Mental Illness Mass. (NAMI-MA)	A	A
20	<b>Pam Sager</b> – Parent/Professional Advocacy League (PPAL)	X	X

<b>21</b>	<b>Kevin Skinner</b> – Samaritans Merrimack Valley	-	-
<b>22</b>	<b>Ashley Sproul</b> – Kiva Centers	-	-
<b>23</b>	<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 Booker Bush and Abby Kim have both resigned from the 988 Commission; requests for nominations have been made to the original nominating entities to fill these vacancies. The group took roll call to approve the meeting minutes from May 22<sup>nd</sup>. A friendly amendment was made to the proposed minutes to clarify the specifics of bi-directional communication. Mr. Carleton introduced a motion to approve the May 22<sup>nd</sup> meeting minutes, which was seconded by Ms. Marchi and approved by roll-call vote (see detailed record of votes above).

Chair Bailey introduced today's presentation on 911 given by Commission members Monna Wallace, Program Director for the State 911 Department, and Kerry Collins, Undersecretary for Forensic Sciences, who oversees the State 911 Department. For additional details on these presentations, see the Commission's [Meeting Materials webpage](#).

The next portion of the meeting allowed for Q&A with the presenters. This helped clarify that each call center creates its own policies, so each center manages calls about behavioral health differently given that direction could come from any number of people in charge, including, for example, the police chief, the officer in charge of communications, the regional Public Safety Answering Point (PSAP), and/or the executive director.

It was noted that, in recent years, the previous administration regionalized the call centers to minimize the number of transfers necessary to assist any given caller. Typically, 911 is called when there is imminent risk (i.e., suicide has been attempted or there is a timeline and a means to attempt suicide). Given that 911 is not enabled to make a warm hand-off to 988, it was suggested that this Commission look at the impact of regionalization on how crises are addressed and make recommendations about how 911 is mobilized for crisis, including the best ways to reduce exacerbating these situations. For example, a disability indicator form would be helpful to indicate if it's best not to show up with flashing lights, with frontline workers in uniform, etc.

A suggestion was made to look at the federal [Human-services Emergency Logistic Program \(HELP\) Act of 2023](#), which supports state funding, implementation, and evaluation of the coordination among 211, 988, and 911. This may provide ideas or pathways to help limit or reduce calls to 911 that meet a certain level of seriousness. Another suggestion was made to look at 911 calls that involve behavioral health. Finally, a suggestion was made to look at [the NRI website](#), which also has data on 988 implementation and behavioral health crisis call centers.

Based on previous discussion, Chair Bailey suggested to the group that the July meeting feature Riverside Trauma Center's work as a 988 responder with a presentation from Rebecca Ames and Manny Oppong. The next meeting of the Commission would offer a presentation on 988 and crisis work in other states from Health Management Associates, a consulting group working with the MassHealth Office of Behavioral Health, including an overview of what has/hasn't worked well elsewhere related to operations and funding,

and what could work in Massachusetts. The next meeting of the Commission will take place on Monday, July 31<sup>st</sup> from 1:30-3pm.

**Vote to adjourn:**

Chair Bailey requested a motion to adjourn. Program Director Wallace 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:**

Chris Charleton introduced a motion to approve the May 22<sup>nd</sup> meeting minutes, which was seconded by Kathy Marchi and approved by roll-call vote (see detailed record of votes above).

**Vote 2 to adjourn:**

Chair Bailey requested a motion to adjourn. Monna Wallace 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 3:00 pm.

**Meeting Materials**

- I. Draft meeting minutes from May 22, 2023