

988 Commission
Annual report – DRAFT recommendations (version 2)
For discussion on Monday, November 27, 2023

Report outline:

- Executive Summary
- Overview of the development and implementation of 988 and the crisis line
- Evaluation
 - 1) Implementation plans and early insights to-date
 - 2) Marketing plan evaluation findings (end of 2023)
- Current funding sources
- Overview of national landscape and funding mechanisms
- Plans for 2024
- Commission Recommendations
 - How Statute is being addressed:
 - 1) *The commission shall review national guidelines and best practices:*
 - Moira Muir presented during the September 18, 2023 meeting
 - Reviewed [include details from presentation re: guidelines/best practices]
 - 2) *...make recommendations for implementation of a statewide 988 suicide prevention and behavioral health crisis system:*
 - Kelley Cunningham & Danielle Bolduc from DPH, as well as Julie Hwayoung Shepherd and Mio Tamanaha from DMH, presented and were available for Q&A during the March 30 and April 24, 2023 meetings
 - Reviewed [include details from presentation re: implementation]
 - 3) *...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.*
 - Kerry Collins & Monna Wallace presented on 911 during the June 26, 2023 meeting, and Moira Muir presented on 988 funding in other states during the September 18, 2023 meeting
 - Reviewed [include details from presentation re: funding plans in other states, how 911 is funded in MA, etc.]
 - 4) *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.*
 - Kelley Cunningham shared plans for 988 marketing
 - *Needs further discussion*
 - PLACEHOLDER FOR COMMISSION RECOMMENDATIONS

Addendum: Feedback from Commission members

From Kerry Collins:

What I have written below sets out the statutory requirements and what the commission has done in response:

- (1) The commission shall review national guidelines and best practices- **Which meetings did this occur, and outline the substance of what the Commission considered**
- (2) make recommendations for implementation of a statewide 988 suicide prevention and behavioral health crisis system, **As was discussed in recent meetings, these have already been implemented, report should reflect when both have been implemented, Commission heard presentations from Kelley Cunningham and Brooke Doyle (I know there were others) on this implementation that already occurred and what has been on-going.**
- (3) 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. **Commission heard presentation on how 988 implementation is financially supported in other states. Cite to current funding streams for 988 implementation, discuss current State 911 funding through a surcharge, have board recommend financial path moving forward**
- (4) 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. **Kelley Cunningham may have already addressed this but this specific request should be put to the board for a discussion and recommendations as well.**

From Jennifer Honig:

Implementation

- Recommend an interagency workgroup to determine how to operationalize the most streamlined and satisfactory consumer experience:
 - ~~Identify~~ which parts of the multiple, currently existing lines can be condensed into 988 and the operational steps needed to do so; and
 - ~~Identify~~ which components need to continue to operate separately.
 - Pursue 988/911/BHHL interoperability.
- Recommend an interagency workgroup to rReview training requirements for all phone lines that receive 988 referrals:
 - An interagency workgroup (see above) shall dDetermine if there are gaps or similarities in current training curricula, and if any supplemental or new training is needed.
 - 988 workforce training must address cultural competency, gender identity and sexual orientation, implicit bias and other BIPOC issues, developmentally appropriate responses to different age callers, youth behavioral health issues and family support, and how to serve people with diverse behavioral health disabilities.
- Assess the possibility of developing a singular directory to support 988, BHHL, 211, etc.

Commented [JH1]: Unclear if this means just consolidating the numbers, the staffing/function of the lines, or something in between.

Commented [JH2]: Does this mean staff at 988 call centers?

Commented [JH3]: Is this the directory of resources that call takers use to direct callers?

- Integrate all emails/QR codes that collect consumer feedback regarding the 988 Suicide and Crisis Lifeline into one centralized place. Establish a process for accepting, reviewing, and responding to caller complaints regarding the 988 experience, with responses being back to the individual who has complained and systemic, when appropriate.
- Establish a staff position in EOHHS to promote full implementation of 988 and ensure coordination among 988/BHHL/CBHCS/mobile crisis/crisis stabilization units/911/other lines. This person oversees all 988 service system matters including implementation, marketing and community engagement, financing, data collection, and workforce Workgroups and council report to this staff person. This staff person reports to the 988 Commission.
- Collect and review process and outcome data for 988 system users, and use this process to improve the 988 service system. Regularly review data collected to determine need for any additional collection.
- Establish an ongoing process to review incidents of police dispatch to 988 callers, to ensure that dispatch is occurring only when necessary and appropriate.
- Monitor and ensure 988 system alignment with national guidelines, including those of SAMHSA, National Association of State Mental Health Program Directors, and Technical Assistance Center TAC, including planning to integrate the three pillars of 988 (someone to call, someone to respond, safe place to go).

Marketing and community engagement

- Recommend that a new interagency workgroup collaboratively develop an evaluation plan to get consumer feedback, including from persons who decline to use 988 services,- and identify gaps or opportunities for quality improvement.
- Pending evaluation of marketing plan (late 2023), consider a next phase of efforts to reach communities most in need.
- Recommend the development of a consumer advisory council. The council must include representation of people of color, people from historically underserved or marginalized communities, people who identify as LGBTQ, people with lived experience of behavioral health conditions, people who work in the positions being addressed by the workgroup, and people who work in the position of a certified peer support specialist. A single council member may not fill the requirement for more than one of these specially designated categories.

Financing

- Recommend a review of activities covered by initial funding, and determine what were one-time/start-up costs ~~and~~ what needs to continue, and what new costs may arise, in the 988 service system:
 - Currently, 988 and other lines are funded through a variety of mechanisms and funding streams; at present, ~~there is it is unclear if there -not is~~ there is an identified funding gap but there is a need to support long-term sustainability;
 - Recommend that funding for ongoing services is continuously reapproved/authorized, with consideration of any increased costs or new expenses;
 - The Commission ~~may~~ recommends looking at other state models for ongoing funding sustainability (e.g., a telephony tax) and the preparation of an analysis for the Commission of what the appropriate range of such a telephony tax would be and what it would be used for.-

- Recommend an evaluation process to explore whether there is fiscal efficiency in streamlining any aspects of the 988 Suicide and Crisis Lifeline with any aspects of other call support and service lines.

DRAFT