



The Commonwealth of Massachusetts
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
STATE 911 DEPARTMENT

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To Whom It May Concern:

I am writing to you today in an effort to educate your PSAP staff on the upcoming deployment of the Massachusetts Behavioral Health Help Line (BHHL) that will go live on Tuesday, January 3, 2023. **We ask that you share this CRITICAL information with your 9-1-1 dispatchers immediately.**

The BHHL is a valuable resource that can be used in times of a 9-1-1 caller requiring behavioral health assistance. The BHHL will be available 24/7/365 by calling or texting 833-773-2445 or online via chat at masshelpline.com.

Attached you will find a job aid detailing the new critical tool, sharing what the BHHL is, how the help line will connect to 9-1-1, and how and when 9-1-1 and the BHHL will work together through a process referred to as a “warm” transfer.

If the 9-1-1 caller meets the “routine” or “urgent need” criteria written in the attached job aid, the 9-1-1 dispatcher can initiate assistance from BHHL as a conference call using the button titled “**Behavioral Health Help Line**” that will be available as a one button transfer to the NG9-1-1 system on January 3, 2023.

Please be reminded, in **ALL** circumstances, 9-1-1 PSAPs should follow local policy and procedures for handling and responding to behavioral health emergencies in regards for life, safety, and property.

Please direct any questions or concerns to State 911 Department Programs Director, Monna Wallace at Monna.Wallace@mass.gov.

Sincerely,

Frank Pozniak
Executive Director