



The Commonwealth of Massachusetts

Executive Office of Health and Human Services

Department of Mental Health

25 Staniford Street

Boston, Massachusetts 02114-2575

CHARLES D. BAKER
Governor

KARYN E. POLITO
Lieutenant Governor

MARYLOU SUDDERS
Secretary

JOAN MIKULA
Commissioner

(617) 626-8000

www.mass.gov/dmh

MEMORANDUM

To: DMH Licensed Facilities & Interested Parties

From: Kathy Sanders, MD, Deputy Commissioner for Clinical and Professional Services
Janet Ross, RN, MS, Assistant Commissioner/Director of Licensing

Date: January 11, 2017 (Revised for Contact Info Only - August 28, 2023)

Re: DMH Licensing Bulletin #17-01 - New Investigations Regulations - 104 CMR 32.00

Attached please find DMH Licensing Bulletin #17-01 - New Investigations Regulations - 104 CMR 32.00. This bulletin outlines recent changes to these regulations to organize the material in a manner reflecting how investigations actually flow through the Department.

The process for filing complaints, conducting fact-finding activities, issuing decisions and pursuing appeals remains essentially the same as in the previous version of these regulations, but the reference numbers have changed slightly.

There are, however, several important changes that are outlined in detail within the bulletin. The most important change that will affect licensed facilities is the introduction of a new process for resolving complaints that do not require formal fact-finding. This process is called Administrative Resolution.

Questions regarding these new regulations should be directed to the DMH Licensing Division at 617-626-8117 or Teresa.J.Reynolds@mass.gov

A Frequently Asked Questions (FAQ) may be issued from the Department once list of questions has been compiled. This document will be forwarded to all facilities if it becomes available.

In addition, a Human Rights Training program is scheduled for April 25, 2017 in Holyoke, MA, and there will be an opportunity for greater discussion about these regulatory changes at that time. If there is interest, the Licensing Division will also host an opportunity to discuss the regulations at a location in the eastern part of the state.