

# Juvenile Justice Policy and Data Board

Community Based Interventions  
Subcommittee Meeting

March 23, 2026

# Agenda

1. Welcome and Introductions
2. Approval of February Meeting Minutes
3. Complex Case Resolution Team at EOHHS presentation on the Interagency Review Team and Case Conferencing
4. MassHealth presentation on Behavioral Health Initiative Updates

# Emerging Themes

- ★ 1 Dual system youth are different than single system youth in key ways
- 2 Detained Girls and LGBTQ+ youth are disproportionately DCF involved
- ★ 3 There are gaps in services/early supports to prevent crossover or initial system involvement
- 4 There are child welfare system policies & practices that actively contribute to crossover
- ★ 5 There are juvenile justice system policies & practices that actively contribute to crossover
- 6 There are short- and long-term negative impacts to dual involvement



# Interagency Review Team (IRT) and Complex Case Overview

---

Executive Office of Health and Human Services  
*March 18, 2026*



## How did IRT originate:

- M.G.L. c. 6A, section 16R authorizes HHS, in partnership with the DESE to conduct interagency reviews of complex cases.
- 101 CMR 27.00 ([101 CMR 27.00: Interagency Review of Complex Cases | Mass.gov](#)), sets forth the definition for a complex case and processes for referral to and review by the Interagency Review Team or IRT.
- The IRT replaces the United Planning Team.



## What is an IRT:

- A team that collaborates to review and issue determinations for complex cases for youth under 22 years of age and is comprised of decision makers from the following agencies.
  - DCF, DMH, DDS, DYS, DPH, MH, EOE, DESE, and OCA
- A complex case involves a youth under the age of 22 as defined in 101 CMR 27.03 where there is a lack of consensus or resolution between state agencies as to the individual's current service needs or placement, and the individual is waiting in a hospital emergency department, a medical bed, at home or other location and in urgent need of a disposition (placement or identifying entity responsible for payment).
- The IRT is required to conduct reviews of eligible cases and act within prescribed timeframes.
- In addition to conducting reviews, the IRT has access to funds to provide necessary interim services until HHS agency resources and services can be identified and employed.



## Who can make a referral to IRT:

- May self-refer if individual is 16 years of age or older.
- A state agency or a representative of a state agency's ombudsman's office.
- A juvenile court in the Commonwealth of Massachusetts.
- A hospital or emergency service provider.
- A school district.
- An attorney representing the individual or the individual's parent or guardian.
- The individual's parent or guardian.
- A physician or behavioral health care provider authorized to act on behalf of a parent or guardian who is seeking access to services for the individual or the individual's parent or guardian.



## How to make a referral:

- A [referral](#) must be submitted in conjunction with the documents and information required in 101 CMR 27.05 for the Interagency Review Team.
- Examples of supporting clinical documents, but not limited to, neuropsychological testing, Individualized Educational Plan (IEP), clinical assessments, placement history.
- Release of Information must also be completed by guardian or young adult if over 18 years of age.



For additional information:

- [Interagency Review Team for Complex Cases | Mass.gov](https://www.mass.gov/info-details/interagency-review-team-for-complex-cases)
- **Kim Irving, LICSW, Director of Complex Case Management, EHS**  
[kimberly.a.irving@mass.gov](mailto:kimberly.a.irving@mass.gov)  
**857-891-6812**



# **Community Behavioral Health Centers and Children's Behavioral Health Initiative updates**

Executive Office of Health and Human Services

**Carisa Pajak, LICSW**  
**Senior Behavioral Health Policy Manager**

**Elizabeth Bosworth, LICSW**  
**Behavioral Health Clinical Director**

**MassHealth Office of Accountable Care & Behavioral Health**  
**March 23, 2026**

# Agenda

1. The BH Roadmap
  - A. Community Behavioral Health Centers (CBHCs)
  - B. Behavioral Health Urgent Care (BHUC)
  - C. The Behavioral Health Helpline (BHHL)
2. The Children's Behavioral Health Initiative
3. The BH Clearinghouse training center
4. Future considerations

# 1 Community Behavioral Health Centers (CBHCs): Background

Prior to 2023, despite legislation, policy reforms, and substantial public investment, further improvement was needed to support individuals with behavioral health needs.

The Commonwealth's Roadmap for Behavioral Health Reform is based upon statewide listening sessions and feedback. In statewide listening sessions, **nearly 700 individuals, families, and others identified challenges and gaps in the system:**

- Too many people struggle to find the **right type of behavioral health treatment and clinical provider that accepts their insurance.**
- Too often **hospital emergency rooms are the entry point** into seeking behavioral health treatment.
- Individuals often **can't get mental health and addiction treatment at the same location**, even though mental health conditions and substance use disorder (SUD) often co-occur.
- **Culturally competent behavioral health care** for racially, ethnically and linguistically diverse communities can be difficult to find.
- These longstanding challenges were **exacerbated by the pandemic.**

# CBHC Background: Easier, more convenient access to behavioral health services

## Behavioral Health Help Line (BHHL)

(833) 773-BHHL

- ✓ Multi-lingual live response.
- ✓ Call, text, chat.
- ✓ 24/7/365.
- ✓ No insurance necessary.
- ✓ All ages.
- ✓ Mental health and addictions.
- ✓ Crisis identification and action when needed:
  - Dispatch Mobile Crisis Intervention.
  - 911 connection when needed.
  - Follow-up within 48 hours.
- ✓ Clinical assessment, triage and warm handoff to a provider with appropriate expertise.
- ✓ Follow-up to ensure connection is made.

## Community Behavioral Health Centers (CBHC)

[www.mass.gov/CBHCs](http://www.mass.gov/CBHCs)

- ✓ All ages.
- ✓ Mental health and addictions.

### Mobile Crisis Intervention (MCI)

- ✓ 24/7/365.
- ✓ No insurance necessary.
- ✓ At your home or other community location.
- ✓ At the CBHC.
- ✓ Clinical assessment, de-escalation, safety planning and triage.

### Urgent & ongoing clinic services

- ✓ Available to all MassHealth members and may be available through commercial insurance.
- ✓ Same day evaluation, assessment, group therapy, peer support.
- ✓ Same or next day appointments, including psychopharmacology and medication for addiction treatment.
- ✓ Care coordination and referral to needed services.
- ✓ Extended hours:
  - 8 AM - 8 PM week days
  - 9-5 weekends

### Adult & Youth Community Crisis Stabilization (CCS)

- ✓ 24-hour diversionary level of care for individuals in crisis who don't need inpatient level of care.
- ✓ No insurance necessary.

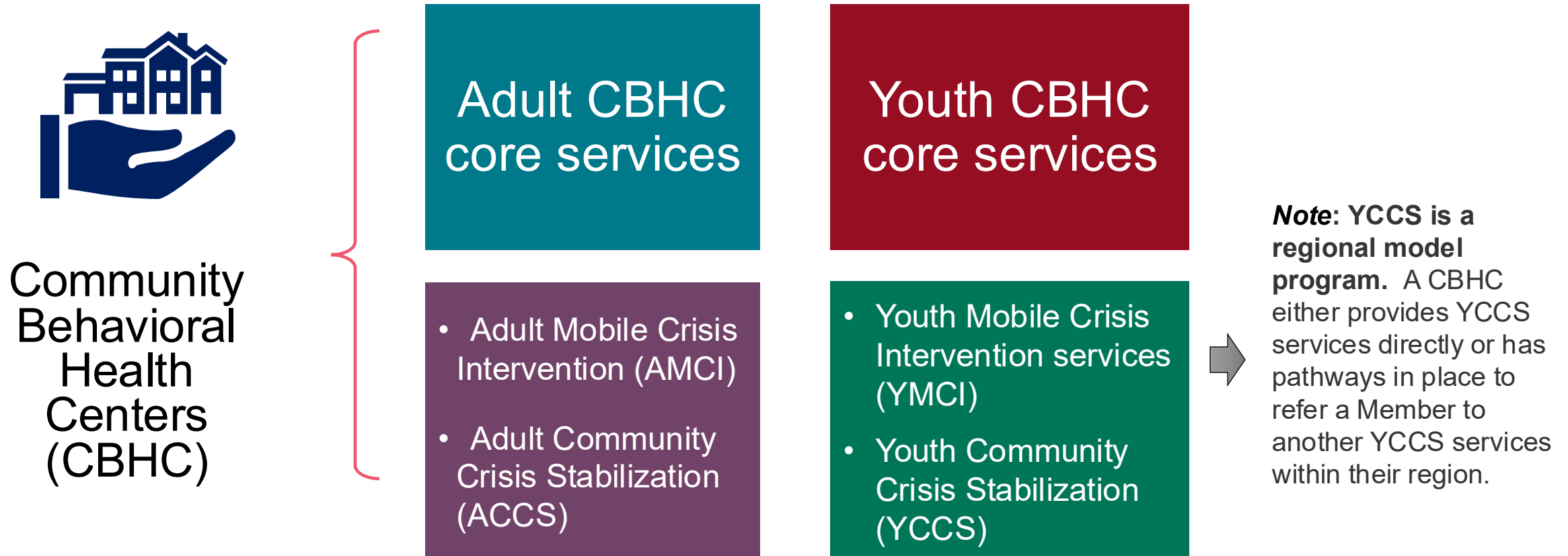
## Behavioral Health Urgent Care (BHUC)

- ✓ Available to all MassHealth members and may be available through commercial insurance.
- ✓ Same/next day appointments for diagnostic evaluation for new clients and urgent appointments for existing clients.
- ✓ Urgent psychopharmacology, medication for addiction treatment evaluation.
- ✓ Non-urgent appointments within 2 weeks.
- ✓ Extended hours.

# 1 CBHC Background: A set of services

A community location where a person's needs **for mental health and substance use** can be assessed, **crisis and urgent services** provided, and **ongoing care is available** and/or referred elsewhere as needed. People can access crisis services 24/7 and get real-time urgent care.

Each CBHC must offer the following services:



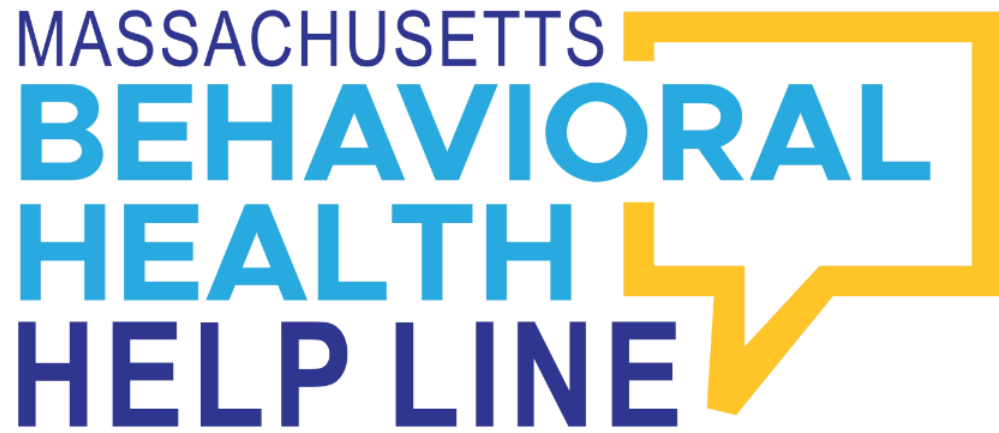




Behavioral Health Urgent Care centers (BH UC) are Mental Health Centers that provide services more urgently and with extended hours compared to traditional clinics. They also provide more integrated addiction treatment with mental health services.

## BH UC centers offer the following services:

- **Same/next day appointments** available for diagnostic evaluation for new clients and urgent appointments for existing clients
- **Urgent psychopharmacology and MAT** evaluation available within 72 hours of assessment
- **Non-urgent treatment and follow-up appointments within 14 calendar days**
- **Extended availability** during the week outside of weekdays from 9am-5pm, including
  - At least 8 hours of extended availability per week during weekdays
  - At least two 4-hour blocks of availability per month on weekends



# The Massachusetts Behavioral Health Help Line

*masshelpline.com | 833-773-2445 (BHHL)*

*A service of the Commonwealth of Massachusetts,  
operated by the Massachusetts Behavioral Health  
Partnership (MBHP)*

## CBHI

- CBHI is a set of in-home and community-based behavioral health services for youth and families, that provides therapy, peer supports, and care coordination. CBHI services have not changed significantly since their implementation in 2009 despite a changing clinical landscape.
- Informed by comprehensive landscape review, MassHealth implemented a number of changes in 2025 to the CBHI program that include:
  - **Launch of a newly reprocured and expanded network of Community Service Agency (CSA) entities in October**
    - 36 CSAs covering the entire state
    - Provide intensive care coordination, family support & training, and **the new team-based service, Family-based Intensive Treatment (FIT)**, for members with higher acuity needs
    - Catchment areas now align with CBHC catchment areas
  - **Promoting provider sustainability** through increased rates, enhancing **provider trainings & streamlining referral processes**

## ABA

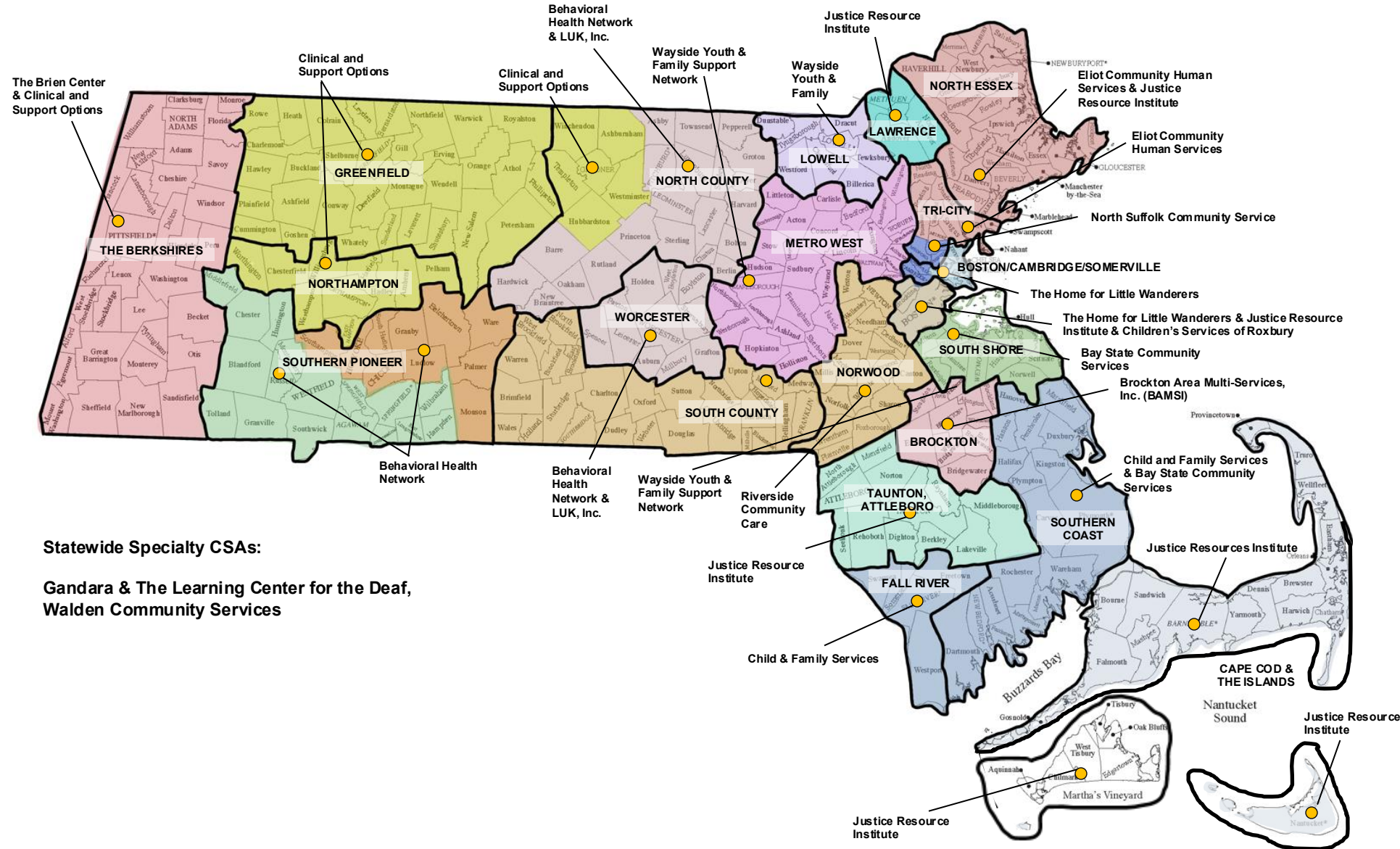
- Medical necessity criteria historically only allowed physicians and psychologists to provide the diagnosis of Autism Spectrum Disorder (ASD) for youth to qualify for ABA.
- Effective January 2025, **MassHealth became the first insurance in the state to expand to allow advanced practice registered nurses and physician assistants** to diagnose ASD for the purpose of ABA medical necessity
- Effective January 2026, **MassHealth expanded ABA coverage** to youth under the age of 21 with a **diagnosis of Down Syndrome**

# Community Service Agencies (CSA) as of 10/1/25

Healey-Driscoll Administration Expands Community-Based Behavioral Health Services for Children and Youth | Mass.gov

## CSA Highlights

- **36 CSAs** (an increase from the previous 32)
  - **34 are geographically** assigned to cover a catchment area aligned with **CBHC catchments**
  - **2 CSAs are cultural/linguistic** specialty providers and will provide **statewide** access. One will focus on the Latino population, and the other will focus on the deaf and hard of hearing population
- Some catchment areas have **multiple CSAs**
- CSAs will hold one **System of Care Meeting** in each catchment area to collaborate and educate providers and the community.



### Statewide Specialty CSAs:

Gandara & The Learning Center for the Deaf,  
Walden Community Services

# CBHI Service Summary

## CBHI Services Provided Exclusively by Community Service Agencies (CSAs)

- **Family Support and Training (FS&T)** is caregiver support and coaching provided by a Family Partner (a professional who also has lived experience caring for youth with special needs).
- **Intensive Care Coordination (ICC)** is a care planning service for youth who have serious emotional and behavioral needs and is delivered by a care coordinator. This service is often provided with a Family Partner.
- **Family-based Intensive Treatment (FIT)** combines intensive family therapy, care coordination, and caregiver support for youth with serious behavioral and emotional needs. This service is delivered by a team of behavioral health staff and a Family Partner.

## CBHI Services Provided by Broader CBHI Provider Network

- **Therapeutic Mentoring (TM)** pairs a youth with an adult mentor to help the youth build and improve their social, communication, and life skills.
- **In-Home Therapy (IHT)** is intensive family therapy provided by a team of two behavioral health staff to help youth with social, emotional, or behavioral challenges.
- **In-Home Behavioral Services (IHBS)** is behaviorally based therapy provided by a two-person behavioral health team that works directly with both the youth and the caregiver. Together, they develop a targeted behavior plan that the caregiver and youth can implement at home.

# Next Steps: Continuing the Roadmap for Behavioral Health Reform

1

## **Continue to push for clinical culture change**

The behavioral health crisis continuum of services are available to everyone across the Commonwealth

2

## **Continue to support the rest of the behavioral health care ecosystem**

Exciting upcoming investment and innovation for mental health centers and community-based supports for youth

3

## **Learn and develop**

Now entering the fourth year of the “BH Roadmap,” we must expand what is working well and improve what can be working better

# Appendix

## Resources

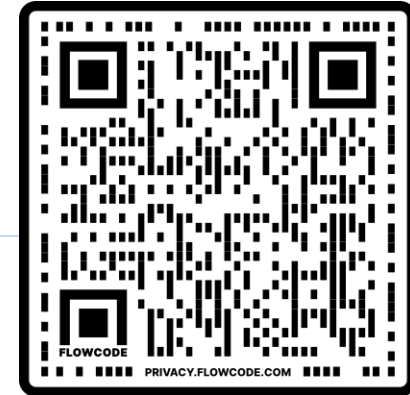
- Mass.gov
  - Find CBH information: <https://www.mass.gov/community-behavioral-health-centers>
  - Find CBHI information: <https://www.mass.gov/childrens-behavioral-health-initiative-cbhi>
- [Find a Behavioral Health Provider](#)
- [Behavioral Health HelpLine \(BHHL\)](#)
- [BH Roadmap Feedback Portal](#)

## CBHC Contacts

Location	CBHC Name	Address	Phone	Website
Athol	Clinical Support Options	2033 Main St, Level 2, Athol, MA, 01331	(800) 562-0112	<a href="http://csoinc.org">csoinc.org</a>
Boston	Boston Medical Center	850 Harrison Ave, Boston, MA 02118	(800) 981-4357	<a href="http://bmc.org/">bmc.org/</a>
Brockton	High Point	10/20/30 Meadowbrook Dr, Brockton, MA 02301	(888) 725-9066	<a href="http://hptc.org">hptc.org</a>
Cambridge	Cambridge Health Alliance	1493 Cambridge St, Cambridge, MA 02139	(833) 222-2030	<a href="http://challiance.org">challiance.org</a>
Chicopee	Gateway	1109 Granby Rd, Chicopee, MA 01020	(833) 243-8255	<a href="http://chd.org/gateway">chd.org/gateway</a>
Danvers	Eliot CHS	75 Sylvan St, Building C, Danvers, MA 01923	(888) 769-5201	<a href="http://eliotchs.org/cbhc">eliotchs.org/cbhc</a>
East Boston	North Suffolk	14 Porter St, East Boston, MA 02128	(888) 309-1989	<a href="http://northsuffolk.org">northsuffolk.org</a>
Fall River	Child & Family Services	1052 Pleasant St, Fall River, MA 02723	(877) 996-3154	<a href="http://cfservices.org">cfservices.org</a>
Framingham	Advocates	1094 Worcester Rd, Framingham, MA 01702	(800) 640-5432	<a href="http://advocates.org/cbhc">advocates.org/cbhc</a>
Gardner	Clinical Support Options	205 School St, Gardner, MA 01440	(800) 562-0112	<a href="http://csoinc.org">csoinc.org</a>
Greenfield	Clinical Support Options	1 Arch Place, Greenfield, MA 01301	(800) 562-0112	<a href="http://csoinc.org">csoinc.org</a>
Hyannis	Bay Cove	116 Camp St, Hyannis, MA 02601	(833) 229-2683	<a href="http://baycovecapecod.org">baycovecapecod.org</a>
Lawrence	BILH Behavioral Health	12 Methuen St, Lawrence, MA 01840	(877) 255-1261	<a href="http://bilhbehavioral.org">bilhbehavioral.org</a>
Leominster	Community HealthLink	40 Spruce St, Leominster, MA 01453	(800) 977-5555	<a href="http://communityhealthlink.org">communityhealthlink.org</a>
Lowell	Vinfen	40 Church St, Lowell, MA 01852	(866) 388-2242	<a href="http://vinfen.org/cbhc">vinfen.org/cbhc</a>
Lynn	Eliot CHS	95 Pleasant St, Lynn, MA 01901	(800) 988-1111	<a href="http://eliotchs.org/cbhc">eliotchs.org/cbhc</a>
Malden	Cambridge Health Alliance	195 Canal St, Malden, MA 02148	(833) 222-2030	<a href="http://challiance.org">challiance.org</a>
Martha's Vineyard	MV Community Services	111 Edgartown Rd, Oak Bluffs, MA 02557	508-693-7900	<a href="http://mvcommunityservices.org">mvcommunityservices.org</a>
Milford	Riverside	176 West St, Milford, MA 01757	(800) 294-4665	<a href="http://riversidecc.org">riversidecc.org</a>
Nantucket	Fairwinds Center	20 Vesper Ln, Nantucket, MA 02554	(888) 323-3447	<a href="http://fairwindscenter.org">fairwindscenter.org</a>
New Bedford	Child & Family Services	965 Church St, New Bedford, MA 02745	(877) 996-3154	<a href="http://cfservices.org">cfservices.org</a>
Northampton	Clinical Support Options	8 Atwood Dr, Northampton, MA 01060	(800) 562-0112	<a href="http://csoinc.org">csoinc.org</a>
Norwood	Riverside	190 Lenox St, Norwood, MA 02062	(800) 529-5077	<a href="http://riversidecc.org">riversidecc.org</a>
Pittsfield	Brien Center	334 Fenn St, Pittsfield, MA 01201	(800) 252-0227	<a href="http://briencenter.org">briencenter.org</a>
Plymouth	Child & Family Services	61 Industrial Park Rd, Plymouth, MA 02360	(877) 996-3154	<a href="http://cfservices.org">cfservices.org</a>
Quincy	Aspire Health Alliance	460 Quincy Ave, Quincy, MA 02169	(800) 528-4890	<a href="http://aspirehealthalliance.org">aspirehealthalliance.org</a>
Springfield	BHN Wellbeing Center	417 Liberty St, Springfield, MA 01104	(800) 437-5922	<a href="http://bhninc.org/wellbeing">bhninc.org/wellbeing</a>
Taunton	Community Counseling	1 Washington St, Taunton, MA 02780	(800) 660-4300	<a href="http://comcounseling.org">comcounseling.org</a>
Waltham	Advocates	675 Main Street, Waltham, MA 02452	(800) 640-5432	<a href="http://advocates.org/cbhc">advocates.org/cbhc</a>
Westfield	BHN Wellbeing Center	77 Mill St, Westfield, MA 01085	(800) 437-5922	<a href="http://bhninc.org/wellbeing">bhninc.org/wellbeing</a>
Worcester	Community HealthLink	72 Jacques St, Worcester, MA 01610	(800) 977-5555	<a href="http://communityhealthlink.org">communityhealthlink.org</a>

## Behavioral Health Roadmap Feedback Portal

<https://s-us.chkmkt.com/?e=365251&d=l&h=4FD610BC164E15C>



Portal for individuals, families, groups, and providers to submit issues and concerns related to behavioral health services including the Behavioral Health Help Line (BHHL), Community Behavioral Health Centers (CBHCs), and Behavioral Health (BH) Urgent Care.

This form is only monitored during normal business hours of Monday-Friday, 8:30 a.m. to 5 p.m. If you require immediate connection to services, please call the BHHL at 833-773-2445

Note to Providers: Please do not report formal adverse incidents and serious reportable events here. Instead, follow your standard Provider/Payer/ DMH process for reporting adverse incidents and serious reportable events.

## **Next Meeting:**

**April 27, 2026  
11am-12:30pm**

*(All meetings are virtual; Zoom information is in each  
calendar invitation)*



# Contact

Kristi Polizzano

Senior Policy and Implementation

Manager

[kristine.polizzano@mass.gov](mailto:kristine.polizzano@mass.gov)