



Massachusetts Department of Public Health

PUBLIC HEALTH COUNCIL MEETING APRIL 19, 2023

Robert Goldstein, Commissioner

Today's presentation is available on the mass.gov/dph website under "Upcoming Events" by clicking on the April 19th Public Health Council listing

State COVID-19 Public Health Emergency Ending May 11

PRESS RELEASE

Healey-Driscoll Administration Announces End of COVID-19 Public Health Emergency in Massachusetts

Administration also files legislation to extend certain staffing flexibilities for health care providers; Will rescind vaccine mandate for Executive Branch employees on May 11

FOR IMMEDIATE RELEASE:


3/15/2023

Governor Maura Healey and Lt. Governor Kim Driscoll

Executive Office of Health and Human Services

MEDIA CONTACT

**Karissa Hand, Press
Secretary**

 **Phone**

617-725-4025

Xylazine Update



APRIL 12, 2023

Biden-Harris Administration Designates Fentanyl Combined with Xylazine as an Emerging Threat to the United States



▶ ONDCP ▶ BRIEFING ROOM ▶ PRESS RELEASES

*Xylazine's growing role in overdose deaths nationwide prompts Administration
to make this designation for the first time in U.S. history*

Narcan Approved Over the Counter

FDA NEWS RELEASE

FDA Approves First Over-the-Counter Naloxone Nasal Spray

Agency Continues to Take Critical Steps to Reduce Drug Overdose Deaths Being Driven Primarily by Illicit Opioids

 Share

 Tweet

 LinkedIn

 Email

 Print

For Immediate Release: March 29, 2023

Mifepristone Protections

 **Maura Healey**  @MassGovernor · 20h

After a Texas judge ruled to take mifepristone off the market, I vowed to keep this safe, effective medication available to patients in Massachusetts.

Today, we're announcing actions to protect medication abortion, including mifepristone.

Join us: mass.gov/governorlive.



GOVERNOR HEALEY
ANNOUNCES

ACTIONS TO PROTECT
MIFEPRISTONE ACCESS

IN MASSACHUSETTS

Watch the livestream
at mass.gov/governorlive

ALT

 OFFERED BY [Department of Public Health](#) | [Bureau of Health Professions Licensure](#) | [Board of Registration in Nursing](#) | [Show 5 more](#) 

Guidance Implementing Executive Order 609

Regarding Reproductive Health Medications. Issued on April 10, 2023.

To Massachusetts licensed physicians, physician assistants, nurses, pharmacists, pharmacies, hospitals, and clinics:

The Commonwealth of Massachusetts continues to recognize access to abortion and medical management of miscarriage, including but not limited to the use of mifepristone and misoprostol, as fundamental rights and basic healthcare services. The Department of Public Health (DPH) — which includes the Bureau of Health Professions Licensure (BHPL), including the Boards of Registration in Nursing (BORN), Physician Assistants (BORPA), and Pharmacy (BORP), the Drug Control Program (DCP), and the Bureau of Health Care Safety and Quality (BHCSQ) — and the Board of Registration in Medicine (BORIM) understand the important role we play in assuring such access.

RELATED

[Related Press Release →](#)

[Executive Order 609: Protecting Access to Medicated Abortion →](#)



Massachusetts Department of Public Health

PUBLIC HEALTH COUNCIL MEETING APRIL 19, 2023

Robert Goldstein, Commissioner



Massachusetts Department of Public Health

Determination of Need:

Request by Excel Surgery Center, LLC for a substantial change in service



Massachusetts Department of Public Health

Determination of Need:

Request by Navigator Homes of Martha's Vineyard for a substantial capital expenditure



Massachusetts Department of Public Health

988 Suicide & Crisis Lifeline

Massachusetts Landscape and Update

Kelley Cunningham

Director for the Division of Violence & Injury Prevention

Danielle Bolduc, MSW, MPH, LCSW

Acting Director, Suicide Prevention Program

Content Disclaimer

This presentation will include discussion about the topic of suicide and services designed to support people in despair and in emotional and/or suicidal crisis. Please take care.

Agenda

- 1. A National Vision** for a comprehensive and robust crisis service system
- 2. Massachusetts Landscape:** 988 Suicide & Crisis Lifeline
- 3. MA Key Performance Indicators**

National

A VISION FOR A COMPREHENSIVE AND ROBUST CRISIS SERVICE SYSTEM

National Vision for 988 and Crisis Services

Vision

A robust system that provides crisis services to anyone, anytime, anywhere across the country.

Goals

Someone to talk to

2023: 90%+ of 988 contacts answered in state

Someone to respond

2025: 80%+ individuals have access to mobile crisis

A place to go

2027: 80%+ individuals have access to community-based crisis care

Crisis Services for Anyone, Anywhere, Anytime



Someone to talk to

988 Crisis Call Centers

Call/Text 988 for support with distress or suicidal thoughts

Someone to respond

Mobile Crisis & Behavioral Health Help Line

Call/text 833-773- 2445 to connect to treatment

A place to go

Community Behavioral Health Centers

Receiving and stabilization services

RECOVERY

PEERS

TRAUMA
INFORMED

SAFER SUICIDE
CARE

SAFETY FOR ALL

CRISIS RESPONSE
PARTNERSHIPS

988 Suicide & Crisis Lifeline

- Federal law, passed in November 2020 designated 988 as the 3-digit number for callers looking for mental health or suicidal crisis support which **went live nationally on July 16, 2022**
 - Built upon the infrastructure of the National Suicide Prevention Line (NSPL 1-800-273-8255, est. 2005)
 - Individual does not need to be suicidal or in acute crisis to call this number
- Only centers who are members of the Lifeline network answer 988 calls
 - Requires meeting accreditation and training standards and policies and practices established by Vibrant Emotional Health (administrator of 988)
- Calls are distributed to the closest local center based on the caller's area code
 - Geolocation is not available through 988 – this means if a caller with a MA area code is located in another state when they call 988 the call will go to the MA center
- Includes text/chat options, access for Deaf and Hard of Hearing, and language translation services
 - Deaf and Hard of Hearing – may use [online chat function](#) or TTY users may use their preferred relay service or dial 711 then 988
- Dedicated sub-networks for Veterans, Spanish Language, and LGBTQ+ youth

Massachusetts Landscape

988 SUICIDE & CRISIS LIFELINE

988 Implementation Team

Preparing for 988 Launch (Nov '21 – July '22)

Implementation Team Members

MA Department of Public Health –
Suicide Prevention Program
Commissioner's Office
Bureau of Community Health & Prevention
Executive office of Health and Human Services
MA Department of Mental Health
MassHealth
911
MA Behavioral Health Partnership
MA Coalition for Suicide Prevention
Call2Talk
Samaritans on Cape Cod and the Islands
Samaritans South Coast
Samaritans, Inc
Samaritans of Merrimack Valley

- ✓ Logistical and operational readiness
- ✓ Establishing key network partnerships
- ✓ Call Center capacity building
- ✓ Standardizing community resource list
- ✓ Developing ESP Warm Transfer Policy & Training
- ✓ Creating training programs and materials
- ✓ Marketing and communications plan
- ✓ Engaging stakeholders

988 Suicide & Crisis Lifeline in Massachusetts

- **5 Centers in MA part of the Lifeline network**
 - Call2Talk (part of United Way of TriCounty, Mass211)
 - Samaritans of Cape Cod and the Islands
 - Samaritans, Inc (Boston)
 - Samaritans of Merrimack Valley (part of Family Services of Merrimack Valley)
 - Samaritans SouthCoast
- **Call takers in MA offer non-judgmental, confidential, and anonymous emotional support; are not licensed mental health clinicians**
 - Lifeline requires a dedicated call operation with the capacity to identify, receive, and response to contacts from individuals in distress.
 - Partnerships with higher levels of care are established (MCI, BHHL, Emergency Medical Services) for when a caller is in need of higher level of support
- **Centers receive calls from both 988 and local suicide prevention number**
- [Mass.gov/988](https://www.mass.gov/988)

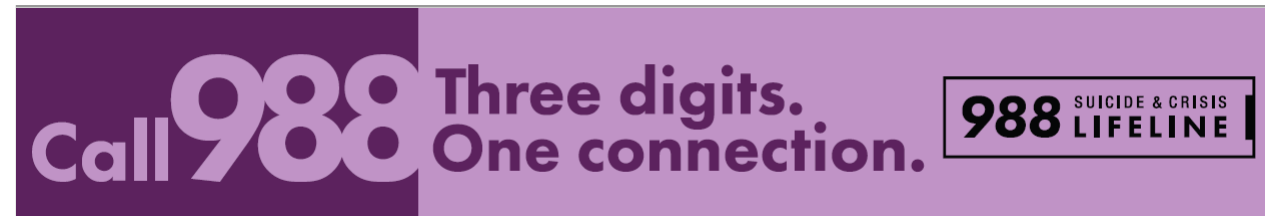
Common Reasons for Reaching Out

Mental Health	Substance Use	Bereavement/Grief
Loneliness	Stress	Physical Illness/Disability
Family/Relationships	Job/School	Depression/Anxiety
Suicide	Financial Concerns	

Funding

- DPH received \$10 million supplemental award in FY22 to support FY23 implementation
- SPP recipient of \$3 million 2 year federal grant (2022-2024)
- Funding has supported:
 - Expansion of center operational hours (24/7/365)
 - Increased capacity through workforce and technology investments
 - Workforce training
 - Marketing and Communications Campaign (updated public transit awareness materials, workforce recruitment, and misinformation research)

Marketing Campaign



Mass.gov/988
samhsa.gov/988

MA 988

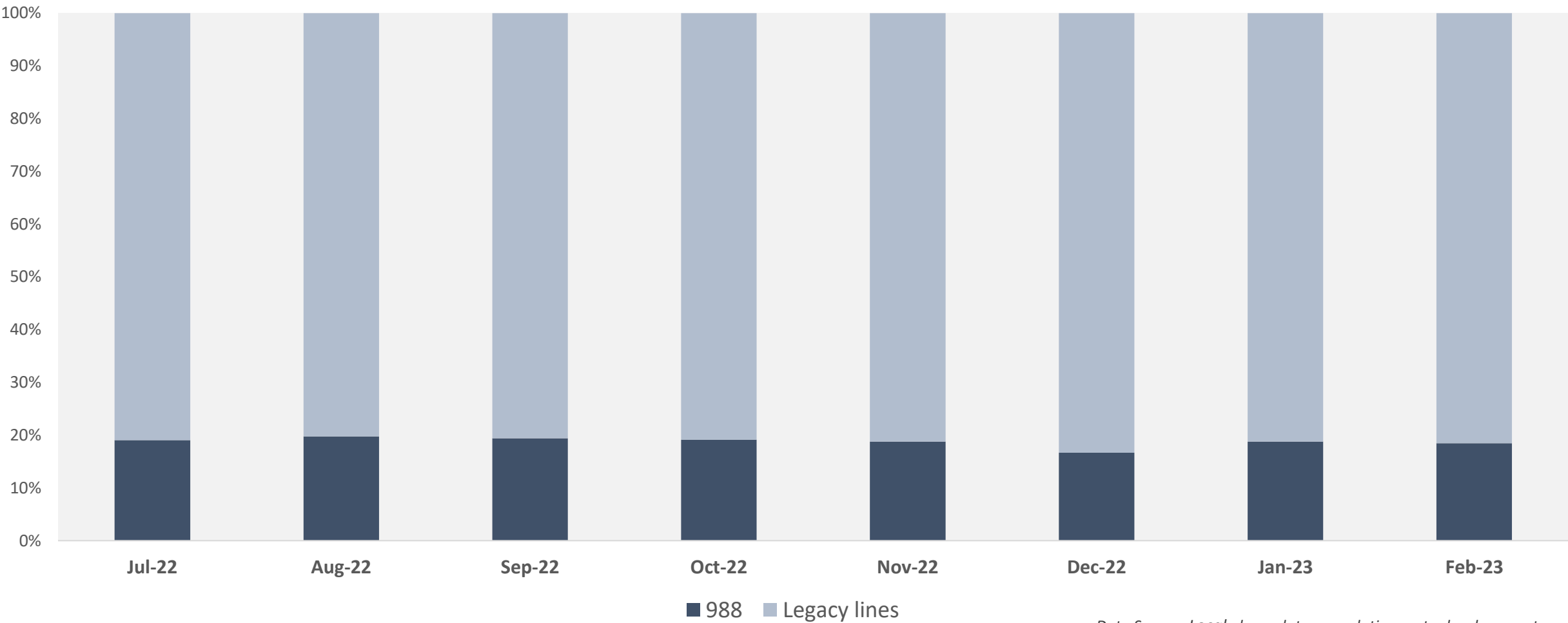
KEY PERFORMANCE INDICATORS

Key Performance Metrics

Performance Outcomes*	<ul style="list-style-type: none">- Calls Received- Calls Answered- Answer Rate- Average Speed to Answer- Abandonment Rate- Rollover to Backup Center
Call Experience	<ul style="list-style-type: none">- Anonymous & confidential service = No information is required to be provided to engage- Basic information about the call is captured through the caller's story- Working across network to standardize what & how core components are captured
Call Disposition and 3 rd Party Involvement	<ul style="list-style-type: none">- Supportive call- Supportive call+ (resources, call backs, safety planning)- 911 engagement

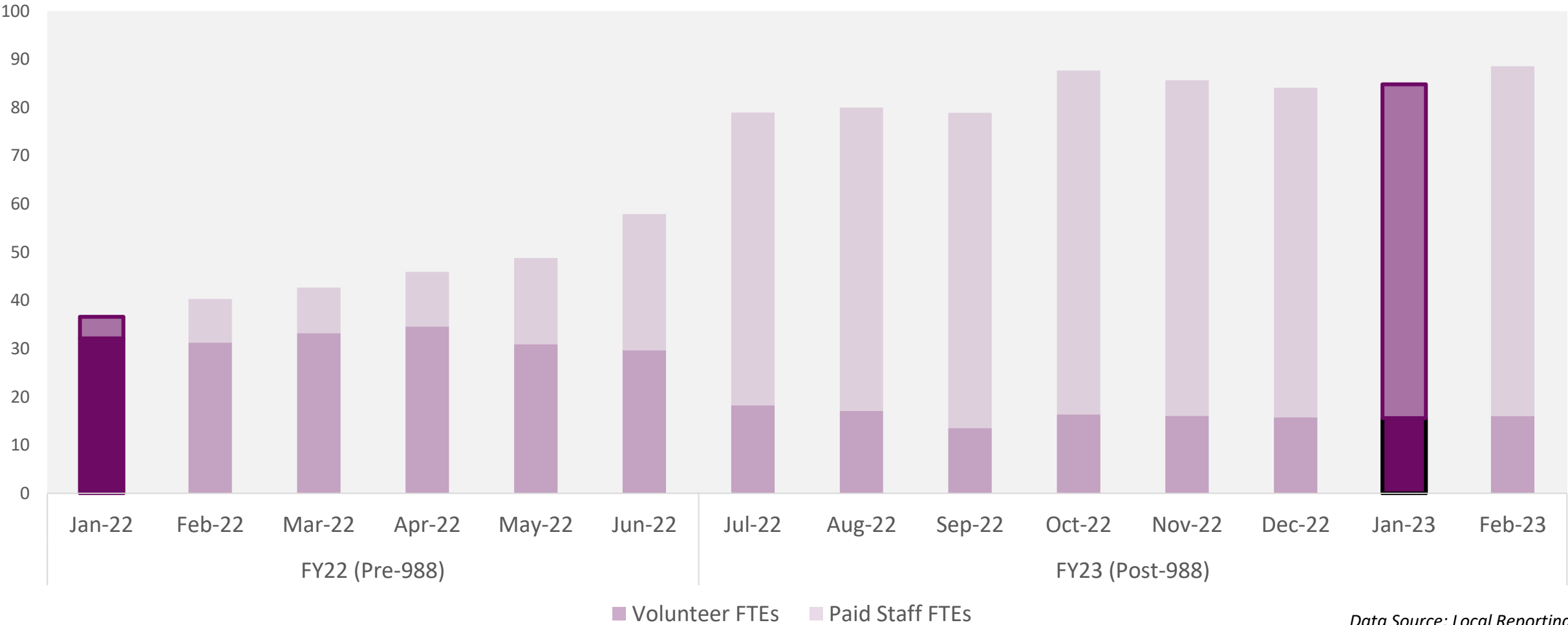
**performance outcomes are measured at both the national and local level. Given the different vantage points there can be discrepancies in measurement.*

988 phone contacts represent about 20% of the overall volume received by the statewide network in FY23

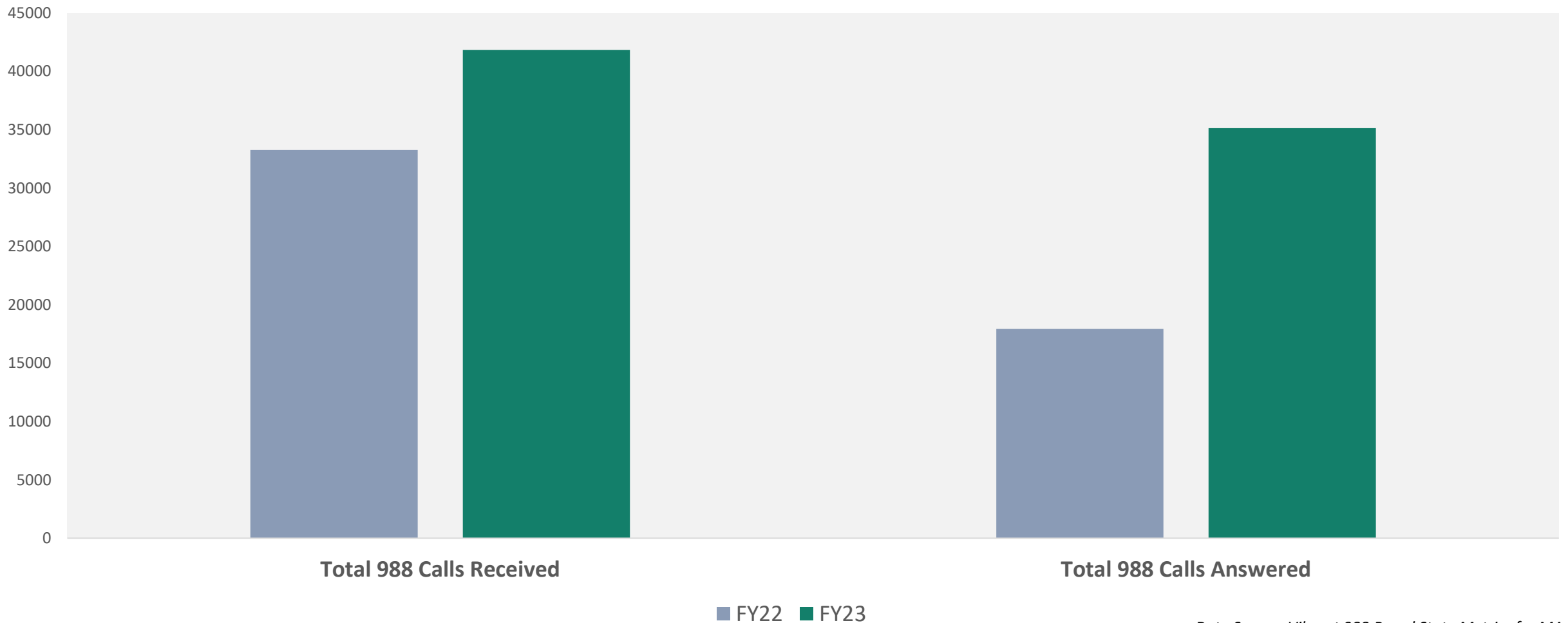


Data Source: Local phone data; cumulative center level encounters.

Centers transitioned to hybrid workforce model; **132% increase in available FTEs** over the past year

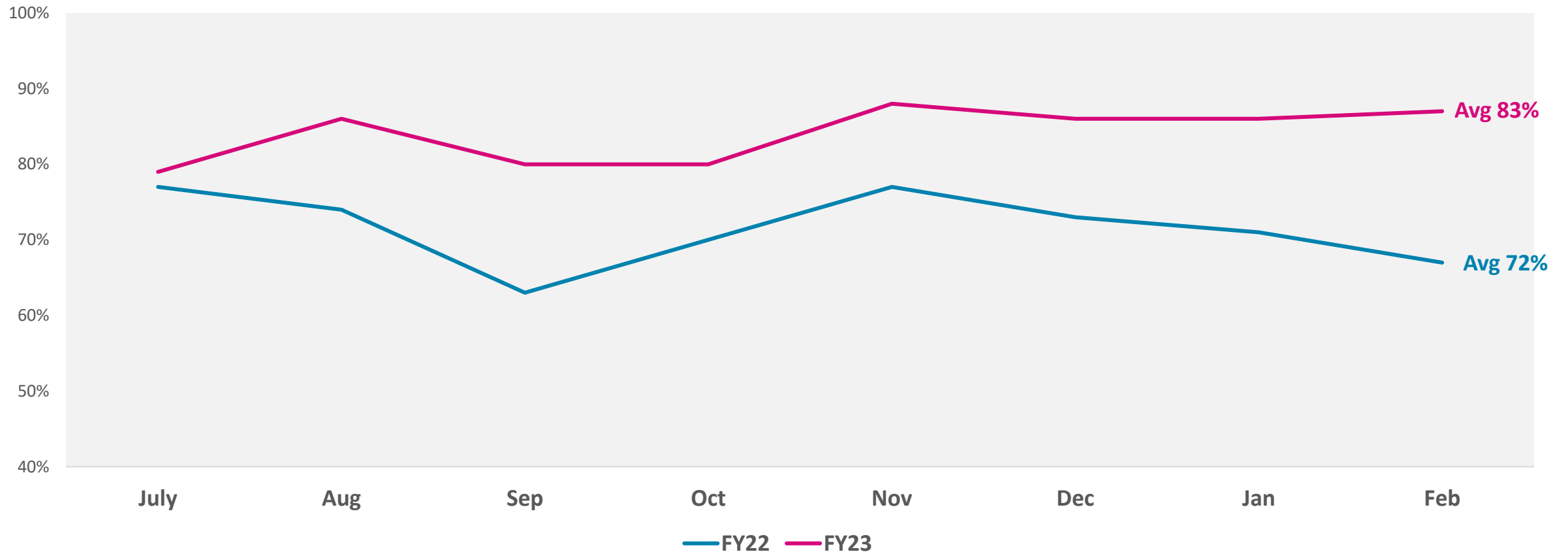


There has been a 26% increase in 988 calls received and 96% increase in 988 calls answered



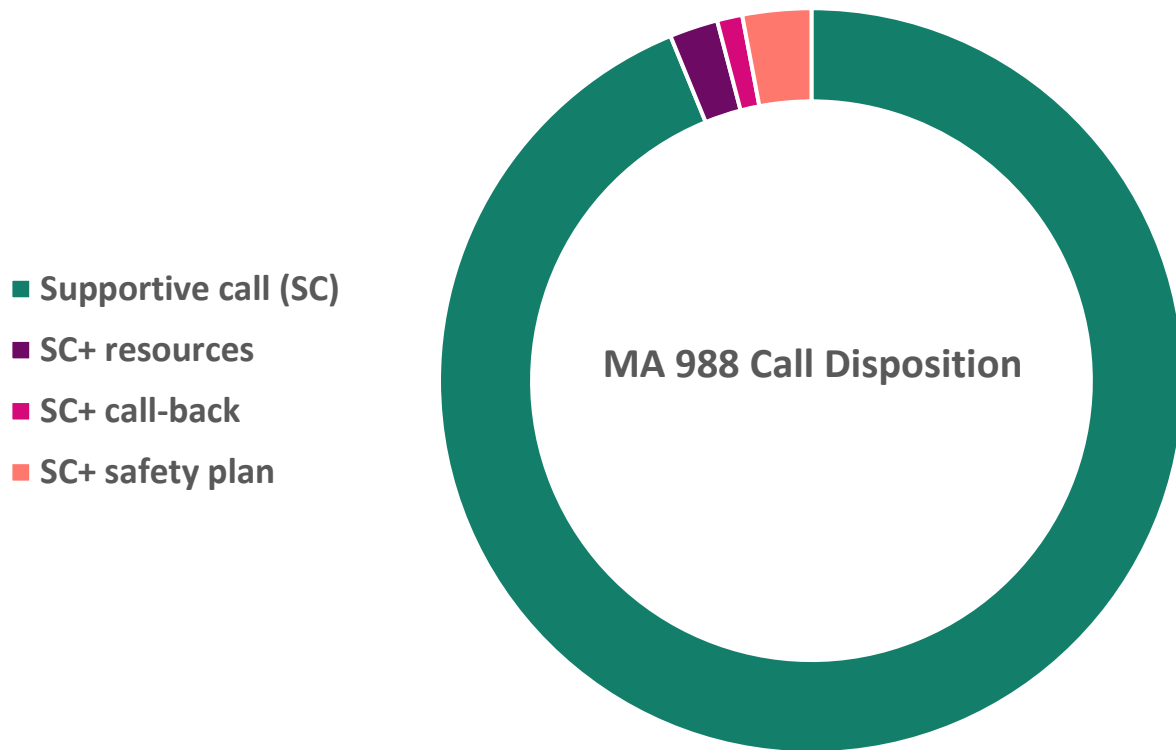
Data Source: Vibrant 988 Broad State Metrics for MA

The average in-state *answer rate* has increased by 11 percentage points

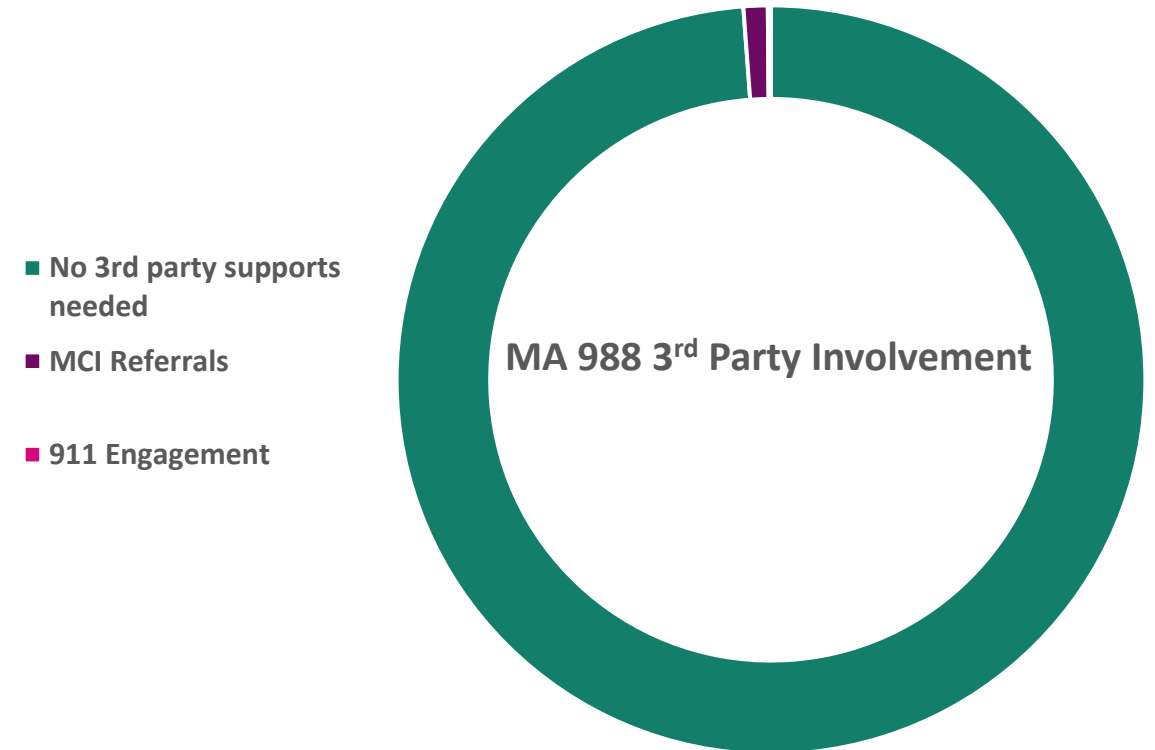


988 Network Metric	February 2022	February 2023
Average Speed to Answer	56 seconds	34 seconds
Abandoned Rate	26%	11%
Rollover rate to backup center	6.8%	1.7%

94% of calls resolved through the *supportive encounter*.



98% of callers needs are met *within the crisis call center*.





Massachusetts Department of Public Health

Thank you for the opportunity to present this information today.

Please direct any questions to:

Kelley Cunningham

Division Director

Bureau of Community Health and Prevention

Division of Violence and Injury Prevention

kelley.cunningham@mass.gov

Danielle Bolduc, MSW, MPH, LCSW

Acting Director, Suicide Prevention Program

Bureau of Community Health and Prevention

Division of Violence and Injury Prevention

danielle.bolduc@mass.gov



Massachusetts Department of Public Health

Next Meeting:
May 17, 2023