



Massachusetts Communications Supervisors Association

“Developing Dispatchers & Dispatch Centers”

Erin Hastings
WESTCOMM
President

Peter Kinnas
State 911 PSAP Operations
Vice-President

Gregory Lynskey
SWCCC
Secretary

Warren Gould
Boxford Communications
Treasurer

Laura Kilgour
Amesbury PD
James Officer
Gloucester PD
Essex County VP's

Brian Kamp
Westwood Communications
Patrick Feeney
SEMRECC
Southeast Regional VP's

Corey Swift
Wilmington Public Safety
Kevin Lessard
North Middlesex RECC
Middlesex-Suffolk County VP's

Chris Carleton
Northborough Communications
Richard Rossi
Gardner Police
Worcester County VP's

Khristy Lord
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Johnathan Danek
Wilbraham RECC
Hampden/Berkshire Cty VP's

David Squires
Belchertown Police
Donald Tryon
MSP RECC Northampton
Franklin/Hampshire County VP

Katrina Shamshak
North Shore Regional 911
Training Coordinator

Stephan Hooke
HRECC
911 Commission Representative

Board@ma911.org

May 15, 2024, Monthly Meeting - Hybrid meeting held at State 911 Milford and via Microsoft Teams. 40 Total Attendees, 28 in person and 12 virtual

1. Welcome and Introductions

- President Erin Hastings called the meeting to order at 10:01am.
- President Hastings informed all attendees that the meeting is being video and audio recorded and will be posted on the website.
- Video Link: <https://ma911.org/2024/06/04/may-2024-monthly-meeting-video/>
- In person attendees introduced themselves.

2. Monthly Training / Presentation

- Mio Tamanaha, MPH, Director of Behavioral Health Help Line, Department of Mental Health and Lisa Beliard, BHHL Director at Mass. Behavioral Health Partnership provided a presentation on the BHHL program.
- They presented a background on the BHHL and its implementation, noting that with the monthly workshops offered by State 911 they have learned of the many challenges of 911 working with the BHHL.
- They presented the new “front door” to behavioral health care with the various system entry points into the system that exist today, specifically noting the 27 Community Behavioral Health Centers across the state. They noted that CBHCs have mobile crisis teams and all are accepting direct police drop offs versus emergency room drop offs.
- They provided a detailed presentation about the process the BHHL follows including the risk assessment process, how BHHL connects with providers.
- They noted that there is a Treatment Connection Portal available to the public that has resources that would also be beneficial for PSAPs. www.masshelpline.com/BHHLResourceDirectory
- They explained that they interface with other hotlines such as 211 and have bi-directional capabilities.
- They explained how BHHL connects with the 911 Database for making connections based upon a caller's identified location. If the caller doesn't identify their location it is transferred based upon the origin location of the phone exchange. Calls are transferred to the e-7digit lines.
- They presented datasets from 2023:
 - 42,438 incoming calls
 - 13,638 via text/chat



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- iii. Average wait time: 56 seconds
- iv. Average call length: 21 minutes
- v. A breakdown of calls by county and age were also provided.
- vi. Risk level was assess as follows:

- 1. 91% Routine
- 2. 7% Urgent
- 3. 2% Emergent

- i. They noted it is a major priority of theirs to being the wait time down as many calls wait for minutes and they understand that is significantly problematic for 911 centers to have to wait when transferring.
- j. A listing of informational materials and Community Relations Reps is available by visiting the BHHL Tool kit:
 - i. www.mass.gov/bhtoolkit
- k. They discussed the BHHL Roadmap Feedback Portal. They accept feedback from anyone who interacted with the system including 911 centers. They noted that as the BHHL is still new they take every submission extremely seriously.
- l. Rebecca Ocasio stated they have been receiving significant pushback from their medical director and EMD protocol system about implementing transfers to the BHHL. She asked if it was OK to invite those parties to the monthly workshops? The answer was absolutely yes.
- m. Pete Kinnas asked about what they receive for location information? They stated the system tells them only where the phone number originates from. If a caller won't provide location information, they will contact the police department where the number originates from to attempt a ping.
- n. Laura Kilgour stated they have walkins who often come in looking for services but don't want EMS and end up leaving. She asked if it was ok to direct them to call on their own. The answer was yes it is.
- o. Kevin Lessard asked if there was staff available to present at public outreach events. Contact your area rep to arrange.
- p. Corey Swift asked if the BHHL is aware of which communities have internal co-response clinicians. They stated yes, but they are working to try to tighten coordination with DMH. The intent of the BHHL is to be an extension of systems already in place.
- q. Alexa Owen asked if they are able to tell that an incoming call is being transferred from a PSAP. They cannot currently tell.



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- r. They were thanked for their very informative presentation. A copy of the presentation is attached.

3. Update from State 911 Department

- Katie Sylvia welcomed everyone to the facility. She stated they are happy to provide tours after the meeting.
- She stated their new Pub Ed Coordinator Erica Adams was unable to attend today but she is getting up to speed. Reach out to Katie for now to schedule events while Erica is still training. It is anticipated she will finish training in early July.
- There is an academy currently ongoing in Milford with 24 students. There are more academies scheduled for the fall and are posted on the website. At this time, all of those academies are scheduled for Milford.
- The new language services line is fully deployed and they have been seeing good reviews. Continue to send in any concerns you have with the system. Please provide recordings when you send a concern in.
- Compliance forms are available. Don't wait until the last minute.
- Reminder that the 2hr Behavioral Health training requirement takes effect July 1. They have added a new section on the approved class list for behavioral health classes. Reach out if you have other classes that you think should be approved for BH training. The request and review process is the same as the standard process.

4. Appointee Reports

- SIEC – Corey Swift stated there was no May meeting due to the CommEX and the next meeting is scheduled for June.
- State 911 Commission – Steve Hooke was not present and there was no report. Kevin Lessard stated the next meeting is tomorrow at 1pm. It is a virtual only meeting. He stated that yesterday an award notice for the next service contract was released on CommBuys. The intent is to award to ComTech and they will be voting on it at the Commission meeting.

5. Treasurer's Report

- Warren Gould was not present but provided his monthly report. Greg Lynskey read the report.
- Beginning balance was \$19,035.88.
- Expenses were \$3,334.24 as follows:
 - Microsoft Office 365 monthly \$40.25
 - Brian S. Hickey Associates April, 2024 Retainer \$2,000.00



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- iii. Crown Awards 18 awards and 1 retirement plaque \$1,293.99
- d. Income was \$425.00 which was as follows:
 - i. \$425.00 FY2024 dues and training payments
- e. The ending balance was \$16,126.64
- f. There were 70 paid members in FY2022. There were 89 paid members in FY2023 which is an increase over both FY2021 and FY2022. FY24 invoices have completely been sent out. Currently there are 77 paid members to date. In total, 100 memberships were sent out. If you have not received your invoice yet, reach out to Warren.
- g. Full Members that renewed this month are listed on the attached report
- h. The following new full members were received: None
- i. The following new corporate members were received this month: None
- j. Corey Swift made a motion to accept. Second by Chris Carleton.
Unanimous vote.

6. Secretary's Report

- a. Secretary Greg Lynskey stated the April meeting minutes were sent out with the meeting notice and posted on the website. He recommended they be approved with a minor correction to a scrivener's error noted by Kevin Lessard. Motion by Kevin Lessard, second by Peter Kinnas.
Unanimous vote.
- b. Secretary Lynskey reviewed the finalized 2024-2025 meeting schedule and dates.
 - i. September 18, 2024 – Lynnfield MPTC, 425 Walnut St., Room 229, Lynnfield 01940 (hosted by North Shore Regional)
 - ii. October 16, 2024 – Worcester RECC, 2 Coppage Dr., Worcester 01603
 - iii. November 13, 2024 – Southwick Fire Station, 15 Depot St., Southwick 01077 (hosted by Westfield RECC) **Note Date Change**
 - iv. December 18, 2024 – Rutland Public Library, 280 Main St., Rutland 01543 (hosted by Rutland RECC)
 - v. January 15, 2025 – Northern Middlesex RECC, 987 Whipple Rd., Tewksbury 01876
 - vi. February 12, 2025 – Holden Police Station, 1370 Main St., Holden 01520 (hosted by Wachusett RECC) **Note Date Change**
 - vii. March 12, 2025 – Annual Training - Renaissance Boston, 28 Patriot Pl, Foxborough 02035
 - viii. April 9, 2025 – 911 Goes to Boston



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- ix. April 23, 2025 – Location Pending ****Note Date Change****
- x. May 21, 2025 – Southeastern MA RECC, 100 High Rock Rd, Wrentham 02093
- xi. June TBD, 2025 – Annual Meeting – Date and Location TBD

7. Regional Vice President Reports

- a. Essex – Laura Kilgour stated everyone in the area is always hiring. Jim Officer stated there is a Rockport Emergency Services event this Saturday.
- b. Middlesex/Suffolk – Corey Swift stated a hybrid deployment of TERT and local communities provided coverage to Billerica following their police LODD. Some of the challenges that were realized were mentioned to include that there was little knowledge of TERT's existence in that area. Kevin Lessard asked if it makes sense to send out another survey to members and non-members to confirm CAD, EMD, etc.
- c. Southeast – Brian Kamp and Patrick Feeney both stated they had nothing to report.
- d. Worcester – Chris Carleton stated there are still a bunch of agencies hiring. He is also still working on outreaching to non-member agencies. He also noted that NENA CMCP is being held at Milford State 911 in August and registration is available on the State 911 site.
- e. Hampden/Berkshire – Johnathan Danek reported that Wilbraham is hiring 3 new full time and part time dispatchers along with a Deputy Director and a Public Safety IT professional as part of the IMA to add Belchertown to Wilbraham RECC. He noted that there will be TERT open enrollment July 1 through July 31 and noted that the Western team is particularly under staffed.
- f. Franklin/Hampshire – Dave Squires stated that longtime Dispatcher Mike Curtin in Amherst is retiring. Don Tryon stated there are a couple AAIR classes scheduled in the area.

8. Committee Reports

- a. Training & Events Committee – Katrina Shamshak reminded everyone the Annual meeting and awards are scheduled for June 12 at Galliford's Restaurant at Southwick Zoo in Mendon. Equature has provided a sponsorship of \$1,000. She is still waiting back to hear from other potential sponsors. She stated the March 2025 training event is confirmed. It will follow the same format of 2024 with different attendee options. Adam Timm has been confirmed for the main



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presenter. Still working on the ENP prep class. She has confirmed that there is no minimum and confirmed that the program is not a NENA coordinated program. She stated the June TERT training is going to be covering HAM Radio and is now going to be open to MCSA members as well. The cost is \$40 cash. The Cape Ann Amateur Radio Association and it is an 8hr class to prep for the Ham test.

- b. Newsletter – Katrina stated the May Newsletter will be going out today or tomorrow. She also stated to send everything you have for material to her as the last Newsletter before a summer break will go out following the June annual meeting.
- c. Legislative – Johnathan Danek stated there was no update on any of the state bills. He stated the 911 SAVES Act now has 130 total co-sponsors, however only 5 from MA. Districts 1, 4, 5, and 7 have not signed on. He noted he received a canned response from District 1 Rep. Richard Neal that didn't provide an indication of support or not. Kevin Lessard stated he will reach out to Rep. Pressley.
- d. Emerging Technologies – Rob Verdone was not present and there was no report.
- e. Historical Committee – Butch Garrity was not present and there was no report.
- f. Outreach/Membership – Pete Kinnas stated that invites have gone out to the Award nominees for them and their guests for the annual meeting. A general invitation will be going out to everyone else soon. He noted that the PSAP Leadership Awardees have been notified but will be publicly announced at the annual meeting in June.
- g. Book Club – Khristy Lord stated there is nothing to report.
- h. Peer Support Committee – Khristy Lord stated there is a meeting scheduled for June 10 at 12:30.
- i. Generic Training Manual Committee – Corey Swift stated he had nothing to report.

9. President's Report

- a. President Hastings stated that Charlie Ashworth at State 911 is looking for input on desires for report options in the 911 system.
- b. President Hastings recognized Laura McGerigle for her retirement. Laura recently retired after 38 years. She began at Bentley College for 10 years followed by 28 years with the City of Newton as a dispatcher, trainer, supervisor, and senior administrative supervisor. Laura was a long time member of the MCSA back to the early days. President Hastings



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presented her a plaque recognizing her dedication to the profession and MCSA over the years. Laura spoke. She stated that 38 years is a long time! She stated that there are lots of familiar faces in the room along with lots of new faces which is good to see. She will be spending her retirement golfing and sailing. She noted that the profession was the most rewarding, most frustrating, most crazy, and most fun she had ever had but that Retirement does not suck and she is really enjoying it! She stated for anyone new to the profession to stick with it. It is very rewarding. She stated she has been a member of MCSA for nearly 25 years and watching the progression of the profession has been great to see.

- c. President Hastings stated she got some facetime with the Governor about the bills. The Governor was receptive but didn't commit to signing. She stated there is also a meeting scheduled with the Lieutenant Governor.
- d. President Hastings turned the meeting over to Secretary Lynskey to go through the process for declaring candidacy for election for the annual meeting. Secretary Lynskey explained that the Association By-laws require anyone wishing to declare candidacy must do so before the conclusion of today's meeting. He stated there were some candidates who declared electronically and that he would go position by position for anyone to declare.
 - i. President: Erin Hastings declared electronically. No other declarations were heard
 - ii. Vice President: Pete Kinnas declared electronically. No other declarations were heard.
 - iii. Secretary: Greg Lynskey declared electronically. Alexa Owen declared in person.
 - iv. Treasurer: Warren Gould declared electronically. No other declarations were heard.
 - v. Essex County VP: Laura Kilgour, Katrina Shamshak, and Keenan Leonard-Solis declared electronically. No other declarations were heard.
 - vi. Southeast Regional VP: Michael Gethin and Patrick Feeney declared electronically. No other declarations were heard.
 - vii. Middlesex and Suffolk VP: Corey Swift declared in person. No other declarations were heard.
 - viii. Worcester County VP: Chris Carleton declared electronically. Dan Walsh declared in person. No other declarations were heard.



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- ix. Hampden and Berkshire VP: Jonathan Danek and Khristy Lord declared electronically. No other declarations were heard.
- x. Franklin and Hampshire VP: Donald Tryon declared electronically. No other declarations were heard.
- e. President Hastings asked Greg Lynskey to present the bylaw proposal that he had submitted. Greg Lynskey read the proposal and advised the membership that the intent of the proposal was to allow the Secretary, with approval of the President, to designate an assistant secretary to assist in the duties. He noted however that the position of Ass't. Secretary is not a voting member of the E-Board. He stated that the Bylaws require a vote at today's meeting to recommend moving the proposal forward to the annual meeting and at the annual meeting, the proposal requires a 2/3 vote to approve the revision. Corey Swift made a motion to recommend the proposal to the annual meeting. Second by Kevin Lessard. Unanimous vote.
- f. President Hastings stated she wished to have a discussion regarding membership rates for FY25 to be voted on at the annual meeting. She stated that we had a discussion about this last year and one recommendation was to charge a different fee for agencies with 50+ members. It was noted that this was a challenge to track and instead a small increase was made across the board to \$175.00. Keenan Leonard-Solis asked how the new rates worked. President Hastings stated our biggest source of income is the annual training, not dues. Anne Camaro asked if there was any thought on raising again across the board. She stated we are not really on par with other comparable associations. Kevin Lessard stated he would propose another flat, across the board, increase. Corey Swift asked if we need State 911 approval to do that. It was confirmed that is not needed. Anne Camaro suggested \$250. Kevin Lessard and Greg Lynskey agreed. Kevin Lessard added that it is great value compared to other memberships. Chris Carleton made a motion to propose for the annual meeting FY25 membership rates as \$250.00 for full members and corporate members, \$30.00 for individual members, and retired members at \$0.00. Second by Corey Swift. Unanimous vote.

10. Other business

- a. Greg Lynskey reminded everyone that this is the last opportunity to declare candidacy for the annual meeting and that at the current time there are vacancies available for Middlesex & Suffolk VP and Franklin &



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Hampshire VP. He stated if those remain vacant, a vacancy would be declared with a special election to be held at the September meeting.

- b. Anne Camaro declared for the position of Middlesex and Suffolk VP.
- c. Kevin Lessard thanked everyone for their support over the years and that he was stepping away from the Regional VP position so that he can give his full attention to the State 911 Commission position.

11. Adjournment

- a. Corey Swift made a motion to adjourn at 11:21am, second by Dan Walsh.



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Meeting Attendees:

Michael Amidon (Virtual)

Lisa Beliard (In Person)

Erick Berg (Virtual)

Anne Camaro (In Person)

Chris Carleton (In Person)

Richard Collins (In Person)

Johnathan Danek (Virtual)

Patrick Feeney (Virtual)

Nicole Forcier (Virtual)

Michael Gethin (In Person)

Joe Gibbs (Virtual)

Francisco Gomes (In Person)

Johnathan Gordon (In Person)

Erin Hastings (In Person)

Chris Herrstrom (In Person)

Natalie Hunt (Virtual)

Brian Kamp (In Person)

Laura Kilgour (In Person)

Peter Kinnas (In Person)

Keenan Leonard-Solis (In Person)

Kevin Lessard (In Person)

Dave Luciano (Virtual)

Greg Lynskey (In Person)

Elizabeth Monahan (Virtual)

Kristina Moran (In Person)

Rebecca Ocasio (In Person)

James Officer (In Person)

Terri Osborne (Virtual)

Peter Ostroskey (In Person)

Will Santiago (In Person)

Katrina Shamshak (In Person)

Aaron Smith (In Person)

David Squires (In Person)

Corey Swift (In Person)

Katie Sylvia (In Person)

Mio Tamanaha (In Person)

Michael Tranghese (Virtual)



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Darrell True (Virtual)
Don Tryon (In Person)
Dan Walsh (In Person)



May 15, 2024 – Milford State 911 Facility

Name	Agency/Business	Email
Don Tryon	MSP	on file
Chris Herrstrom	Ayer Shirley RECC	"
Michael Gexhin	South Shore Recc	on file
Johnathan Gordon	South Shore Recc	"
Aaron Smith	South Shore Recc	"
Anne Camaro	NURDD	"
Erin Hastings	Westcomm	"
PETER KINNAS	S911	"
Will Santiago	SEC	on file
Katrina Shamschak	NSR911	" "
Kristina Motin	S911	on file
David Squires	Berketown P.D	" "
Greg Lynskey	SWCCC	on file
DAN WATSON	CLINTON	File
Francisco Gomes	S911	"
Mio Tamanaha	DMH	
Heura Kilgour	Amesbury	"
Lisa Beliard	BHHL	



May 15, 2024 – Milford State 911 Facility

Name	Agency/Business	Email
Brian Kamp	Westwood	on file
Peter Ostroskey	Federal Engineering	peter.ostroskey@gmail.com
COREY SWIFT	Wilmington	on file
Richard Collins	Mass State 911	richard.A.Collins@mass.gov
James Officer	Gloucester P.D.	JOfficer@Gloucester.ma.gov
Kevin Lessard	NMRECC	on file
Chris Carleton	Northboro	on file
Rebecca Ocasio	Springfield 911	on file
Keenan Leonard-Sold	Georgetown	on file

MCSA Treasurer report through 05/11/2024

Beginning balance (04/22/24) = \$ 19,035.88

Expenses:

Brian S. Hickey Associates = \$2,000.00 (04/22/24)
Lobbyist – April 2024 retainer

Microsoft Office 365 (monthly) = \$ 40.25 (04/29/24)

Crown Awards = \$1,293.99 (04/30/24)
18 award and 1 retirement plaque

Expenses (total) = \$ 3,334.24

Income:

FY24 Dues & March Training payments \$ 425.00

Income (total) = \$ 425.00

BALANCE = \$ 16,126.64

72 FY21 Members

70 FY22 Members

89 FY23 Members

77 FY24 Paid Members to date

RENEWED MEMBERS: Plymouth County Sheriff

NEW MEMBERS: None

100 FY24 Membership invoices sent to date.

Respectfully submitted,

Warren Gould

Treasurer MCSA

Reference for yearly expenses

Constant Contact (yearly) = \$ 490.92 (08/23/23) (\$40.91/month)

Johnson & Johnson (1 year) = \$1,416.00 (08/01/23)
Eboard Insurance

MCSA By Law Proposals for June 12, 2024 Annual Meeting

The following bylaw proposals were drafted and presented by
Gregory Lynskey

Revisions are shown below with underline indicating new language and ~~striketrough~~ indicating removed language. Full text of each article showing revisions follows.

Article VII: Other Provisions

Section III: Continuity of Operations

NEW Section III Item F as follows:

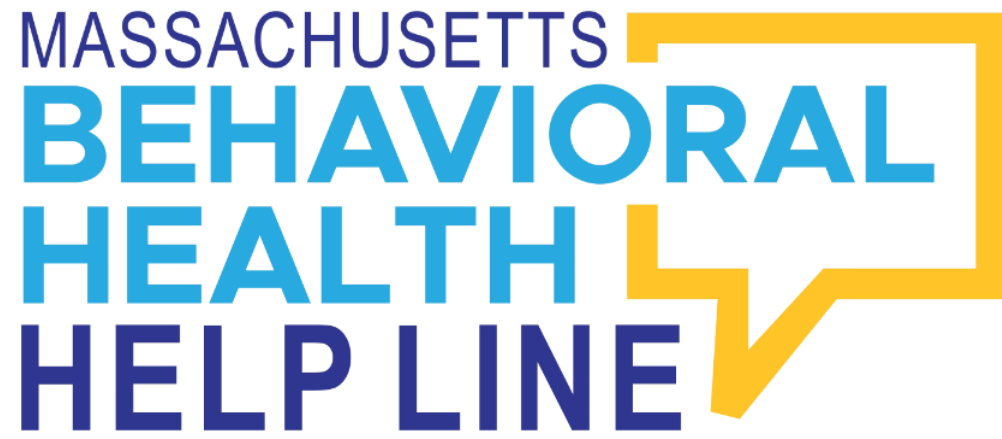
F. The Secretary, with approval of the President, may appoint assistant secretaries, either on an annual basis or from time to time, to handle the roles of the secretary in their absence. The assistant secretary shall not be a voting member of the Executive Board at any time.

Full Text of revised sections follow

ARTICLE VII: OTHER PROVISIONS

SECTION III: CONTINUITY OF OPERATIONS

- A. In the event the President is temporarily or permanently unable to execute the duties of the President, the Vice President shall be empowered to execute the duties of the President.
- B. In the event the Treasurer is temporarily or permanently unable to execute the duties of the Treasurer, the President shall be empowered to execute the duties of the Treasurer. The Treasurer shall ensure at all times that the President has appropriate access to conduct the organization's financial business with the organization's financial institution.
- C. Notwithstanding the provisions of Article III, Section I, item E, in the event any other officer is temporarily unable to execute the duties of their specific office, the President may, at his/her sole discretion appoint a temporary officer to serve in that office to ensure a continuity of operations.
- D. In the event the President and Vice President are unable to preside over a regular, special, or annual meeting, the President shall designate a meeting officer to preside over the meeting. In the event no designee is named, the Secretary shall preside over the meeting.
- E. All association documents including, but not limited to, organizational bylaws, meeting agendas, meeting minutes, financial records, financial filings, etc. shall be maintained in a central data store to ensure the Executive Board has access to the historical records after officer turnover occurs.
- F. The Secretary, with approval of the President, may appoint assistant secretaries, either on an annual basis or from time to time, to handle the roles of the secretary in their absence. The assistant secretary shall not be a voting member of the Executive Board at any time.



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)*

Historical and Structural Challenges in Behavioral Health



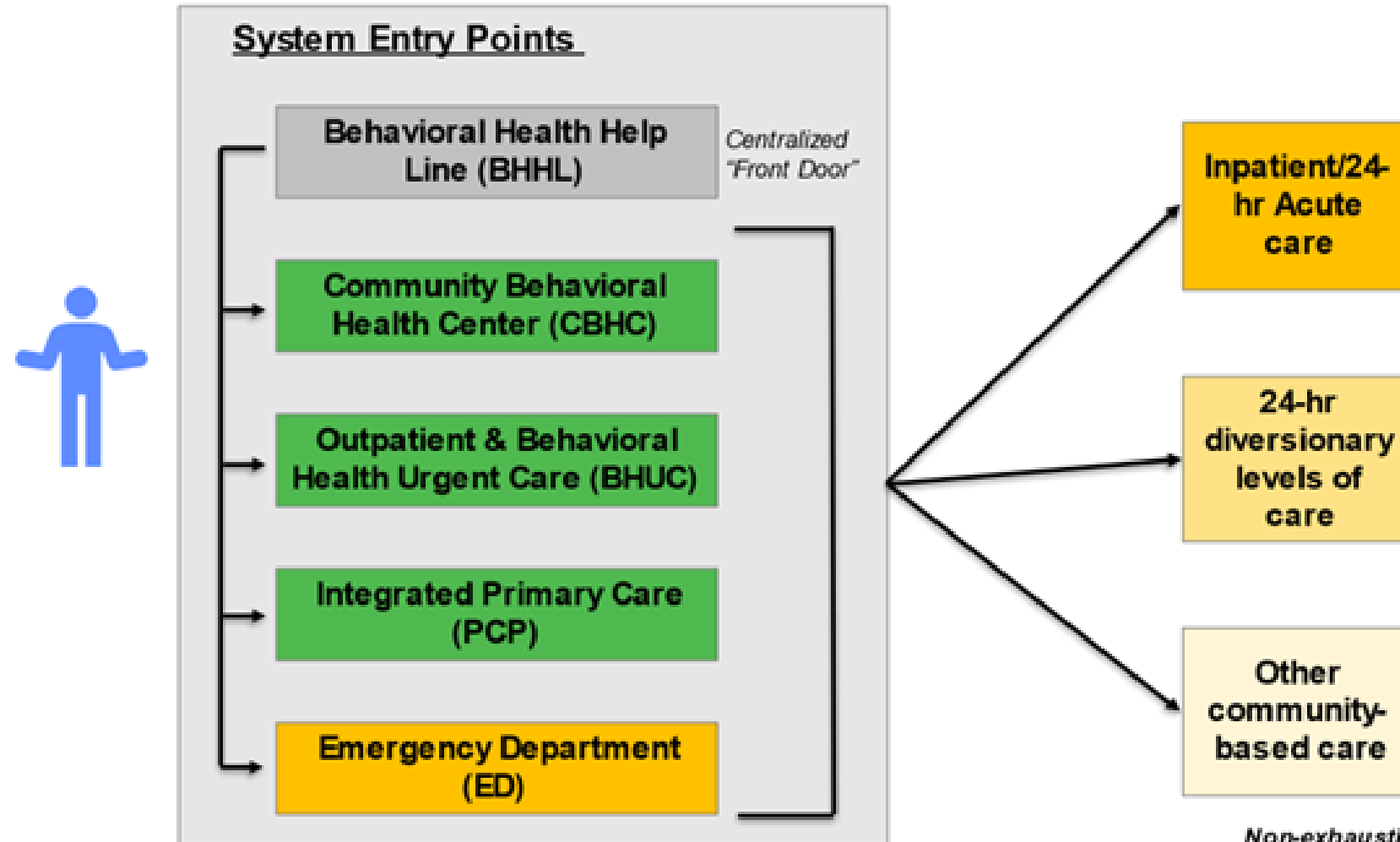
Despite recent legislation, policy reforms, and substantial public investment, further improvement is needed.

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**.

Improving the “Front Door” to Behavioral Health Care

The Roadmap for Behavioral Health Reform improves access to care across the treatment system. Individuals now have a **centralized “front door” to treatment through the Behavioral Health Help Line**, with **several other entry points** that support **evaluation, stabilization and triage**.



Non-exhaustive, for demonstrative purposes only

Behavioral Health Help Line (BHHL) High-Level Overview

Part of the Roadmap for
Behavioral Health Reform

Free and available to anyone in
the Commonwealth of
Massachusetts

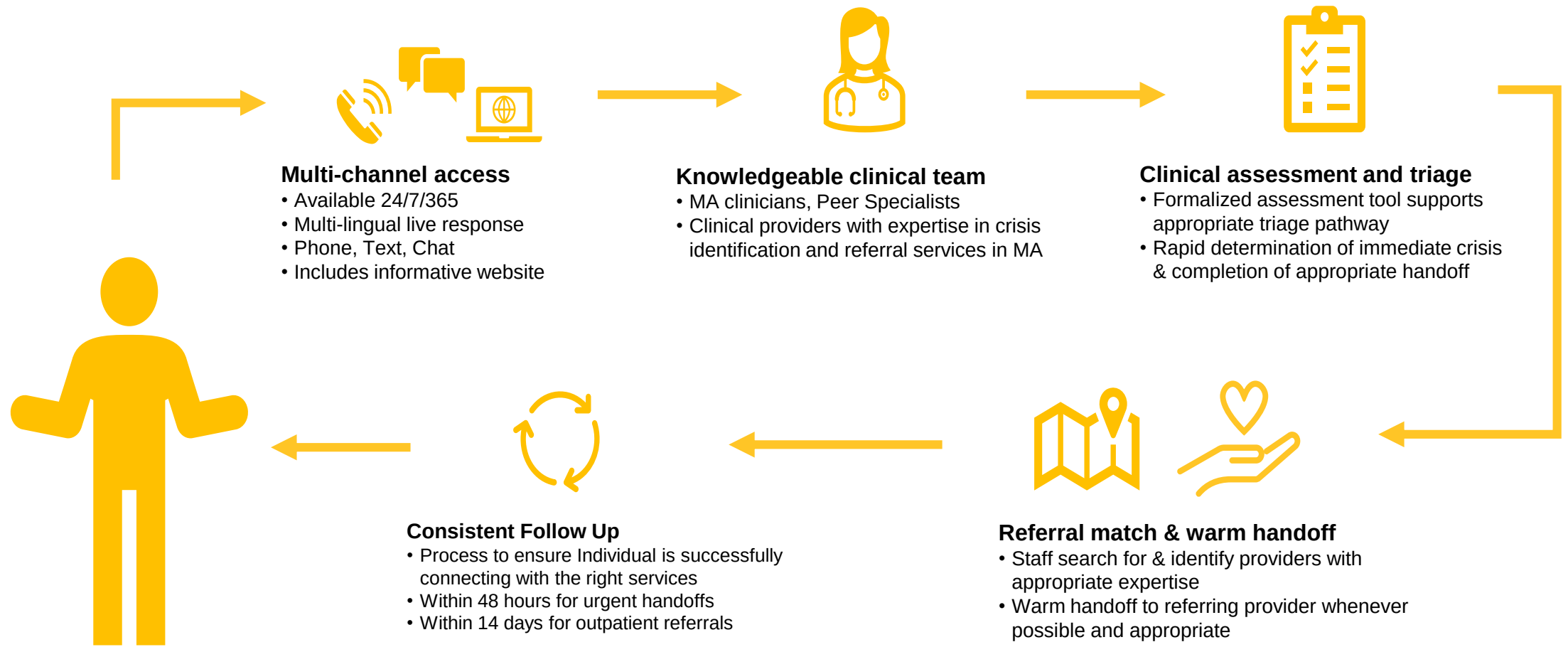
Live interpretation in 200+
languages, with resources for
deaf & hard of hearing

Call, text, or chat to access
treatment, 24/7/365

Provides warm handoffs to
immediate crisis intervention,
urgent, & routine services

Resources for other needs such
as transportation, childcare,
and food

Behavioral Health Help Line: How Does it Work?



How Does BHHL Connect with Providers?

Community Behavioral Health Centers

- Refer via Warm Handoff
- Outpatient, Urgent, Community Crisis Stabilization (CCS), Mobile Crisis Intervention (MCI)

Behavioral Health Urgent Care

- Refer via Warm Handoff
- Outpatient, Urgent

Other Providers in the Community

- Refer via Warm Handoff
- Outpatient, Other
- Listed on searchable BHHL Resource Directory

MA BHHL Treatment Connection

masshelpline.com/BHHLResourceDirectory

Find mental health, substance use treatment and support services near you.



[About](#) | [Blog](#) | [Resources](#)

[User Login / Sign-up](#)

Search Substance Use or Mental Health Treatment Facilities

Use filters to narrow down your search results and find treatment facilities.

Clear Filters

Apply Filters



Search for a location (ZIP Code, County or State) within the Treatment Connection network. This service is available in Delaware, Ohio, New Mexico, Maine, Massachusetts, Washington.

Location*

Search for Zip Code, County or State

Distance From Location

Any distance



Facility Name

Enter Facility Name

> Treatment Type

Welcome to the Massachusetts Behavioral Health Help Line (BHHL) Treatment Connection search tool. Use Treatment Connection to find mental health, substance use, and support services near you. You can also filter results based on your needs. All searches are confidential. If you would like someone to help you connect to services, please call or text the BHHL at [833-773-2445](tel:833-773-2445), or chat with us at <https://masshelpline.com>. If you are a provider and would like information about your practice to be included in the Treatment Connection search tool, please email MAProviderDatabase@elevancehealth.com for more information on how to do so.

7068 matches found based on your search.

List View

Map View

Boylston Council on Aging - Support for Seniors

More Information

221 Main Street,
Boylston, MA 01505

(508) 869-6022

0.90 miles from your zip code

LUK, Inc: Mental Health Counseling: Boylston - Outpatient Services

More Information

140 Shrewsbury Street,
Boylston, MA 01505

(774) 614-5972

2.20 miles from your zip code

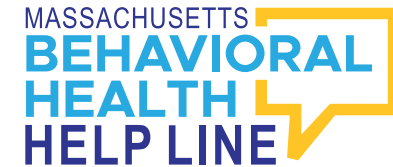
West Boylston Housing Authority - Social Services

More Information

87 Maple Street,
West Boylston, MA 01583

(508) 835-6060

3.03 miles from your zip code



Adding your service information is easy — scan the QR code that applies to you or email us at MAProviderDatabase@elevancehealth.com

Behavioral Health Providers:



Social Services:



How Does BHHL Connect with Other Help Lines?

Mass211

- Refer via warm handoff
- For non-behavioral health related needs such as housing, emergency shelter, utility payment assistance, childcare, food security.

911

- Refer via warm handoff
- For medical emergency, imminent risk to self or others, or if caller asks to be transferred.

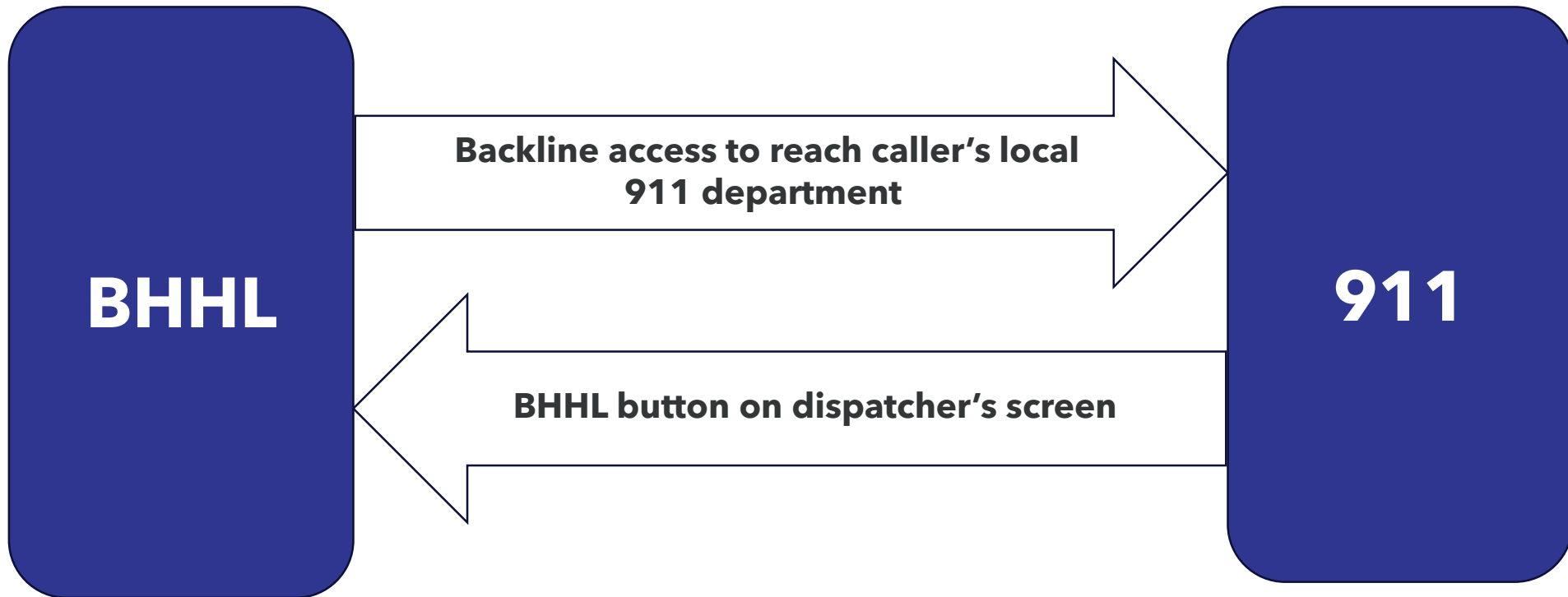
988

- Referrals via warm handoffs.
- For emotional and/or suicidal crisis support, support for emotional distress of caller or loved one.

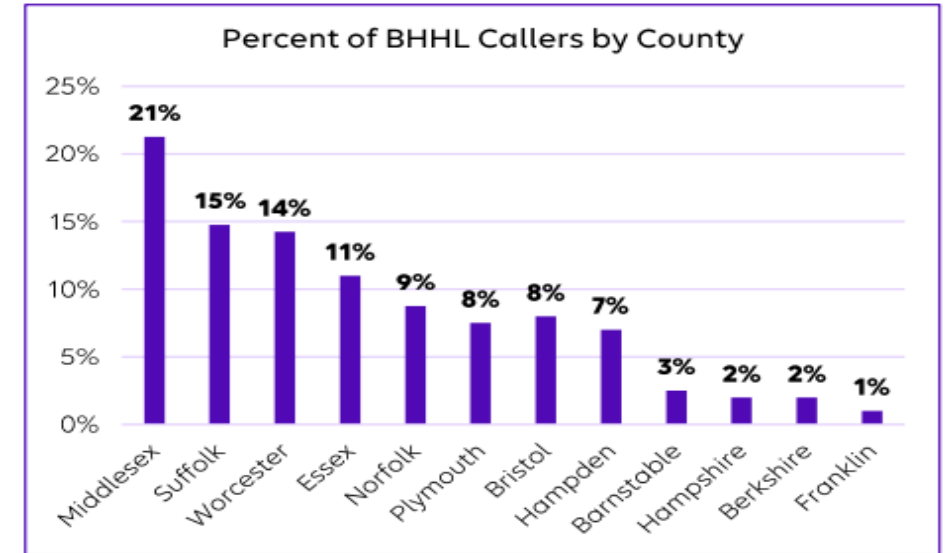
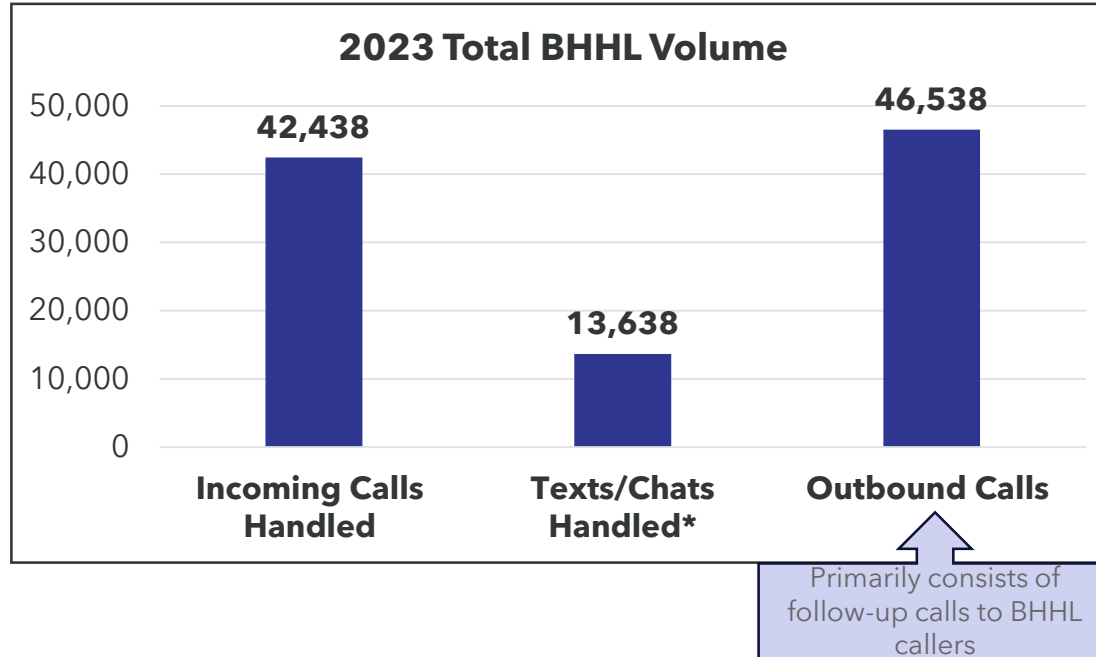
SUD Line

- Referrals via warm handoffs.
- For substance use disorder services, pregnant and post-partum residential services, gambling intervention and treatment services.

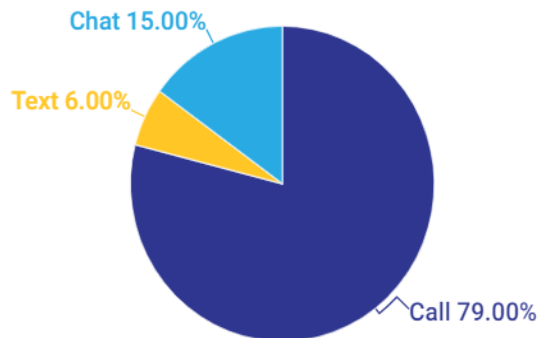
How does BHHL connect with 911?



MA Behavioral Health Help Line in 2023



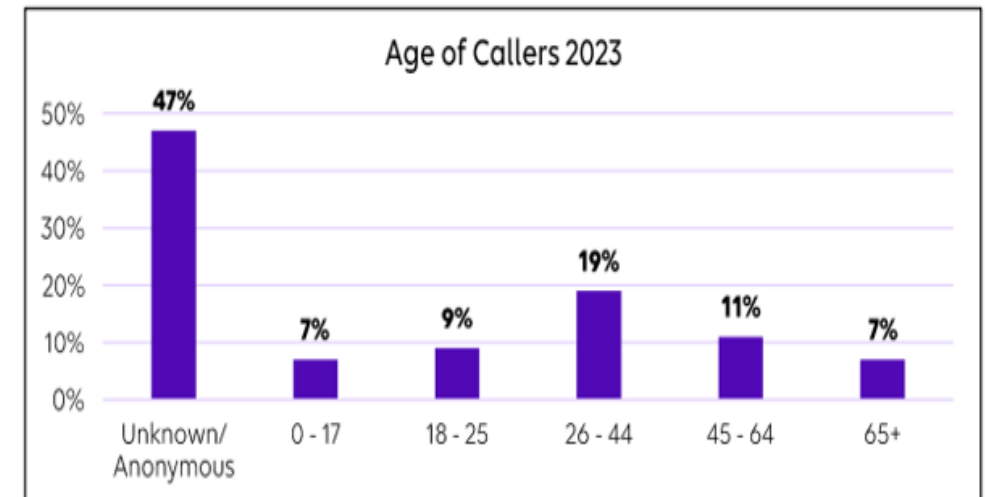
BHHL Communication Methods



Average wait time

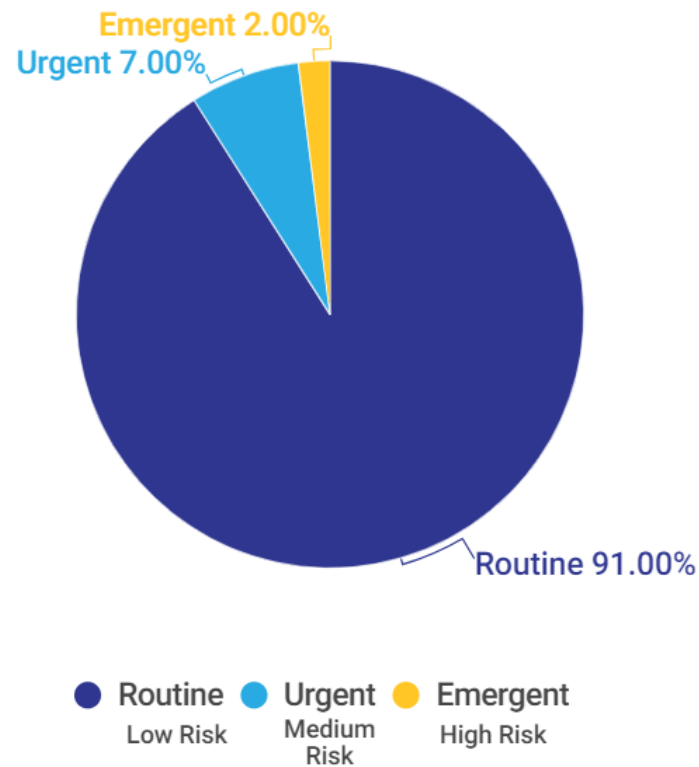


Average call duration

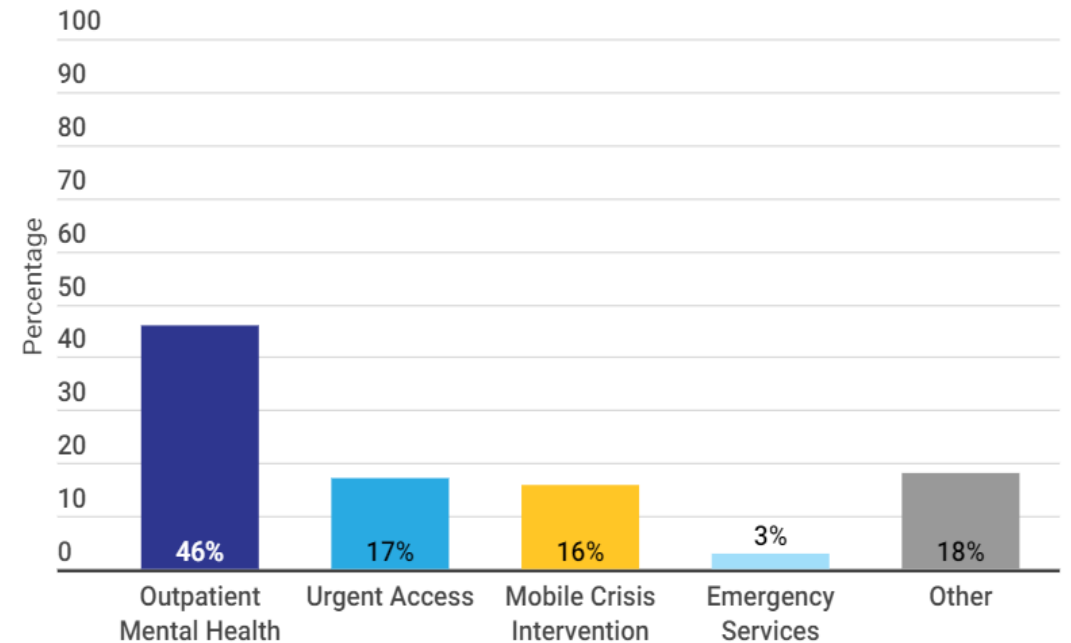


MA Behavioral Health Help Line in 2023

Risk Level Categorization of Incoming Calls Handled

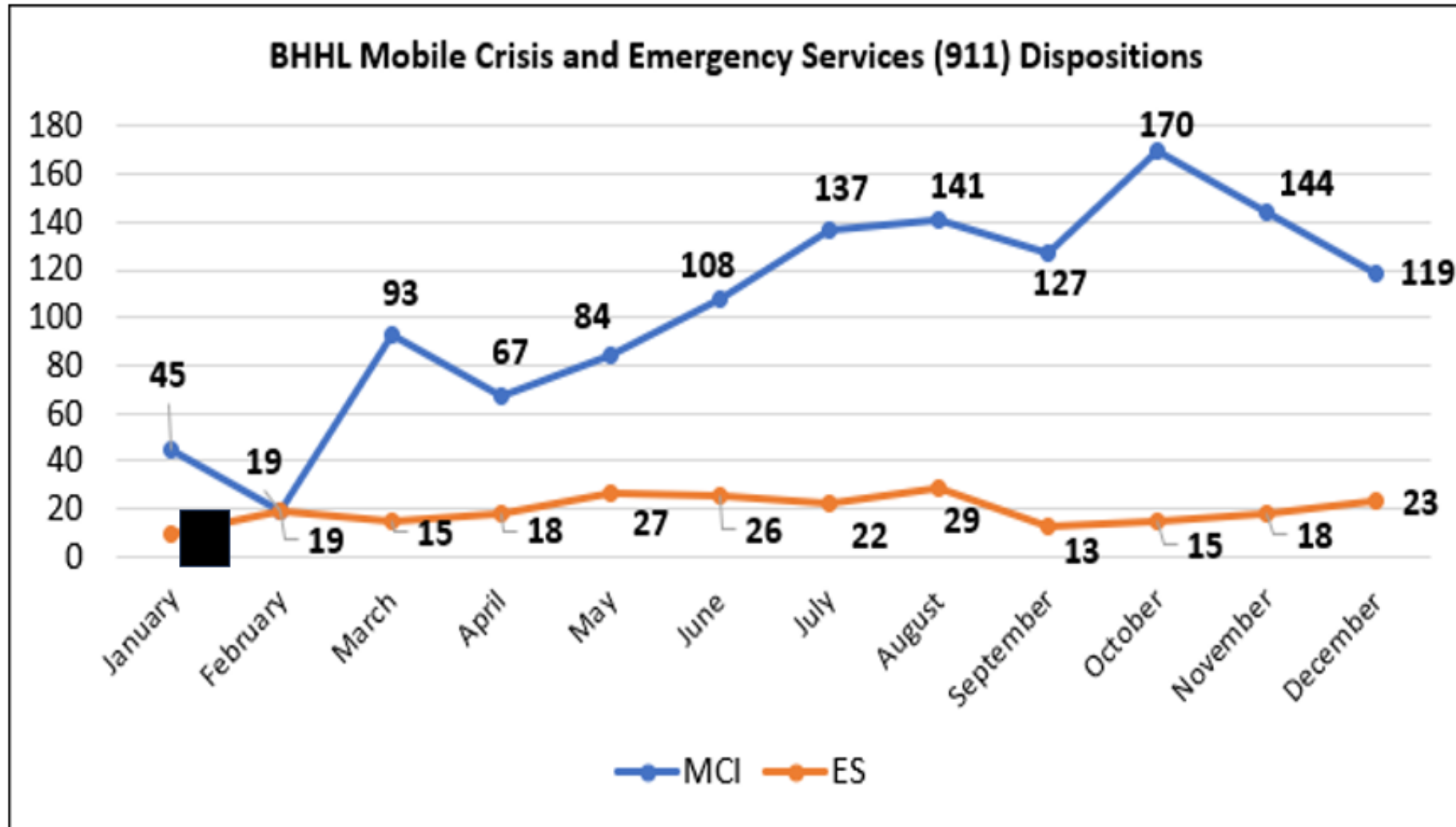


Warm Handoff Dispositions



Warm Handoffs are three-way calls in which the BHHL connects callers directly to providers. 12% of total calls handled during this reporting period (totaling 5,278) included warm handoffs.

MA Behavioral Health Help Line in 2023



Behavioral Health Help Line: Informational Materials

Behavioral Health Help Line Materials are available in multiple languages at mass.gov/BHtoolkit



Going through a tough time?
Help is here.

Are you or someone you care about struggling with mental health or substance use?

The Massachusetts Behavioral Health Help Line is here for you. 24/7 365

833-773-2445 or
masshelpline.com

Free. Confidential. No health insurance needed.

Here's how it works:

- ✓ Call, text or chat with a real person to get the treatment or support you need.
- ✓ Deaf or hard of hearing? Contact MassRelay at 711.
- ✓ Real-time interpretation in 200+ languages.

MASSACHUSETTS
**BEHAVIORAL
HEALTH
HELP LINE**

Do you or a loved one need to see someone now? Find your local Community Behavioral Health Center here.

The Behavioral Health Help Line is a service of the Commonwealth of Massachusetts, operated by the Massachusetts Behavioral Health Partnership (MBHP).

BE6938 - English



Ki Moun Ki Ka Rele Liy Ed Konpòtmantal la?

Liy Ed la se pou nenpòt moun, ki gen tadan LGBTQIA+, Nwa, Endijèn, ak Moun Koule (BIPOC), sòd oswa tan de di, moun ki gen andikap, ak moun ki pa gen Anglè kòm premye lang yo.

Èske ou menm oswa yon pwòch bezwen wè yon moun kounye a?

Jwenn Sant Sante Konpòtmantal Kominote lokal ou an la a.

Ou ap pase yon moman difisil? W ap jwenn èd isit la.

Si ou menm oswa yon moun ou menm gen pwoblèm sante mental oswa konsomasyon sibstans, kontakte nou. 24/7 365

Rele oswa voye mesaj tèks **833-773-2445**
Tchat an dirèk: masshelpline.com/chat
Li gratis, konfidansyèl, epi ou pa bezwen gen asirans.

MASSACHUSETTS
**BEHAVIORAL
HEALTH
HELP LINE**

BE6938-Haitian Creole



Ou ap pase yon moman difisil?
W ap jwenn èd isit la.

Èske ou menm oswa yon moun ou pran swen l ap lite ak sante mental ak/oswa ak konsomasyon sibstans?

Liy Ed pou Sante Konpòtmantal Massachusetts la pou ou. 24/7 365

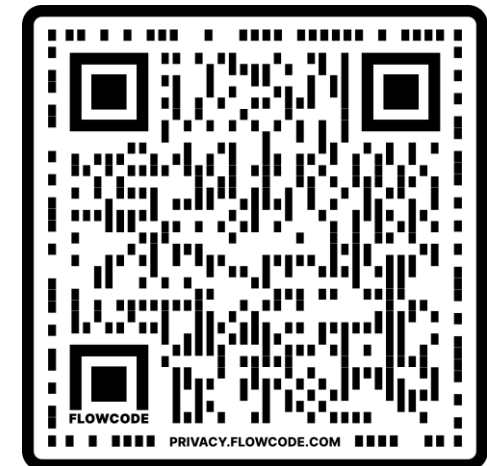
Rele oswa voye mesaj tèks **833-773-2445.**
Li gratis, konfidansyèl, epi ou pa bezwen gen asirans.

BE6938-Haitian Creole

What's available?

Wallet Cards, Posters, Brochures, FAQs, One-Pagers

Download or order printed materials in many languages, for free!



Connect with your Community Relations Rep!



Ashleigh Miller, BOSTON AREA Rep
Ashleigh.Miller@carelon.com



Leah Arteaga, BOSTON AREA Rep
Leah.Arteaga@carelon.com



Ana Artavia-Speight, CENTRAL Rep
Ana.Artavia-Speight@carelon.com



Elyzabeth Frontaan, CENTRAL Rep
Elyzabeth.Frontaan@carelon.com



Gail Cavanaugh-McAuliffe, NORTHEAST Rep
Gail.Cavanaugh-McAuliffe@carelon.com



Becky Manseau Barnett, MANAGER
Becky.Barnett@carelon.com



Mary Morrison, NORTHEAST Rep
Mary.Morrison@carelon.com



Sheila Kelly, SOUTHEAST Rep
Sheila.Kelly2@carelon.com



Erin White, SOUTHEAST/PROJECT LEADER
Erin.White@carelon.com

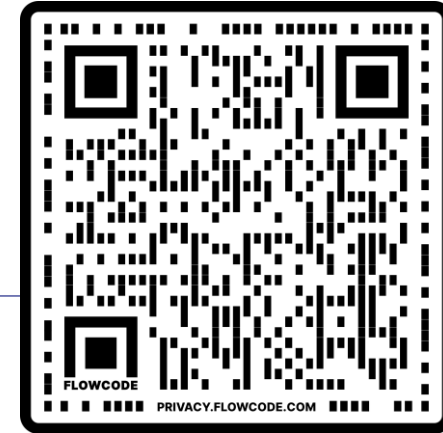


Melissa Santiago, WEST Rep
Melissa.Santiago@carelon.com



Hope Bussiere, WEST Rep
Hope.Bussiere@carelon.com

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.

MASSACHUSETTS BEHAVIORAL HEALTH HELP LINE



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



Stay connected to the BHHL: linktr.ee/ma_bhhl