

# Mapping the Terrain: Understanding Massachusetts' Evolving System of Early Psychosis Resources for Families and Providers

Michael Stepansky, MPP, Margaret Guyer, PhD, and  
Emily Gagen, PhD

MAPNET, New England MHTTC

June 30<sup>th</sup>, 2023



# Housekeeping Information



Participant microphones will be muted at entry



If you have questions during the event, please use the chat



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## Acknowledgment

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At the time of this publication, Miriam E. Delphin-Rittmon, Ph.D, served as Assistant Secretary for Mental Health and Substance Use in the U.S. Department of Health and Human Services and the Administrator of the Substance Abuse and Mental Health Services Administration.

The opinions expressed herein are the view of TTC Network and do not reflect the official position of the Department of Health and Human Services (DHHS), SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this document is intended or should be inferred.

This work is supported by grants [#1H79SM081775](#) from the Department of Health and Human Services, Substance Abuse and Mental Health Services Administration.

Presented 2022

The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED  
AND HOPEFUL

INCLUSIVE AND  
ACCEPTING OF  
DIVERSE CULTURES,  
GENDERS,  
PERSPECTIVES,  
AND EXPERIENCES

HEALING-CENTERED AND  
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS  
PARTICIPATING IN THEIR  
OWN JOURNEYS

PERSON-FIRST AND  
FREE OF LABELS

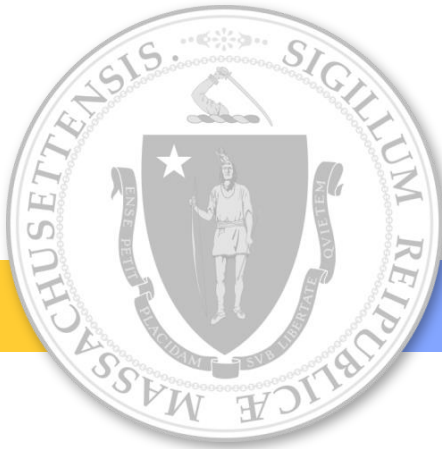
NON-JUDGMENTAL AND  
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR  
AND UNDERSTANDABLE

CONSISTENT WITH  
OUR ACTIONS,  
POLICIES, AND PRODUCTS

## Mapping the Terrain:

# Understanding Massachusetts' Evolving Landscape of Early Psychosis Resources



**June 30, 2023**

**Michael Stepansky, MPP (DMH)  
Margaret Guyer, PhD (DMH)  
Emily Gagen, PhD (M-PATH)**

## Objective

Outline how changes to Massachusetts' behavioral health system have broadened access to resources for families and individuals experiencing early episode psychosis, and the service providers supporting them.

## Agenda

- Welcome and introductions
- Behavioral Health Roadmap
- Community Behavioral Health Centers (CBHCs)
- Behavioral Health Help Line (BHHL)
- Massachusetts Psychosis Access and Triage Hub (M-PATH)
- Questions

# **Behavioral Health: Roadmap to Reform**



# Historical and Structural Challenges in Behavioral Health

The Commonwealth has implemented recent legislation, policy reforms, and substantial public investment, despite these efforts further improvement is needed.

The Commonwealth's Roadmap for Behavioral Health Reform is based upon statewide listening sessions and feedback.

**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**.



# Reforms through the Behavioral Health Roadmap

Improved Structural Support Through Administrative Simplification, Targeted Workforce Development Initiatives, Diversification of the Workforce, and Added Requirements for Cultural and Linguistic Competency of Providers

## Increasing Access Through Additional & Enhanced Front Door(s)

### Behavioral Health Help Line

Streamlined approach for anyone seeking behavioral health treatment to **find and access the treatment they need, including crisis support.**

## Increasing & Strengthening Community-Based Care

### Integrated Primary Care

The 1115 Demonstration is changing the way behavioral health is accessed through primary care, including through new payment models and incentives for **PCPs to integrate behavioral health treatment, promote early intervention, and increase access.**

## Improving the Patient Experience within Crisis and Acute Care

### Improving Member Experience and Treatment Options

Improved and expanded behavioral health crisis evaluations in **ED** settings, including **enhanced requirements for discharge planning and warm handoffs.**

**More inpatient psychiatric beds, stronger 24-hour addiction treatment** to address co-occurring needs and better meet patient needs.

**Expanded options for crisis stabilization services** for adult and youth.

### Behavioral Health Urgent Care

Access to **same or next day outpatient appointments** for urgent needs, follow-up appointments within 14 days, **extended weekday and weekend hours.**

### Community Behavioral Health Centers

Access to real-time **urgent care**, evidence-based, **integrated** mental health and addiction treatment for **all ages, 24/7 community crisis response.**

# **An Overview of Community Behavioral Health Centers (CBHCs)**

A decorative graphic consisting of a horizontal line and two curved lines that meet at the right edge of the slide. The horizontal line is positioned at the vertical midpoint of the slide. The two curved lines are positioned above and below the horizontal line, respectively, and they curve inward from the right edge towards the center of the slide.

# Establishment of CBHCs

As part of the Behavioral Health Roadmap, the Executive Office of Health and Human Services (EOHHS) is expanding delivery of community behavioral health services across the Commonwealth. A key component is the establishment of Community Behavioral Health Centers (CBHCs), **effective January 3, 2023.**

The goal of CBHCs is to ensure a seamless, predictable, consistent experience for individuals and families, enabling them to quickly and easily get connected to the treatment they need, in one location in their community, 24/7/365.

The CBHC is the community location where a Member's needs can be assessed, crisis and urgent services provided, and ongoing care is available and/or referred elsewhere based on preference and need. CBHCs provide access to integrated, evidence-based, culturally competent behavioral health care.



## Core Components

Each CBHC must offer the following services:



### Community Behavioral Health Center (CBHC)

Adult CBHC core services



Youth CBHC core services



Adult MCI services, including adult CCS



Youth MCI services including YCCS

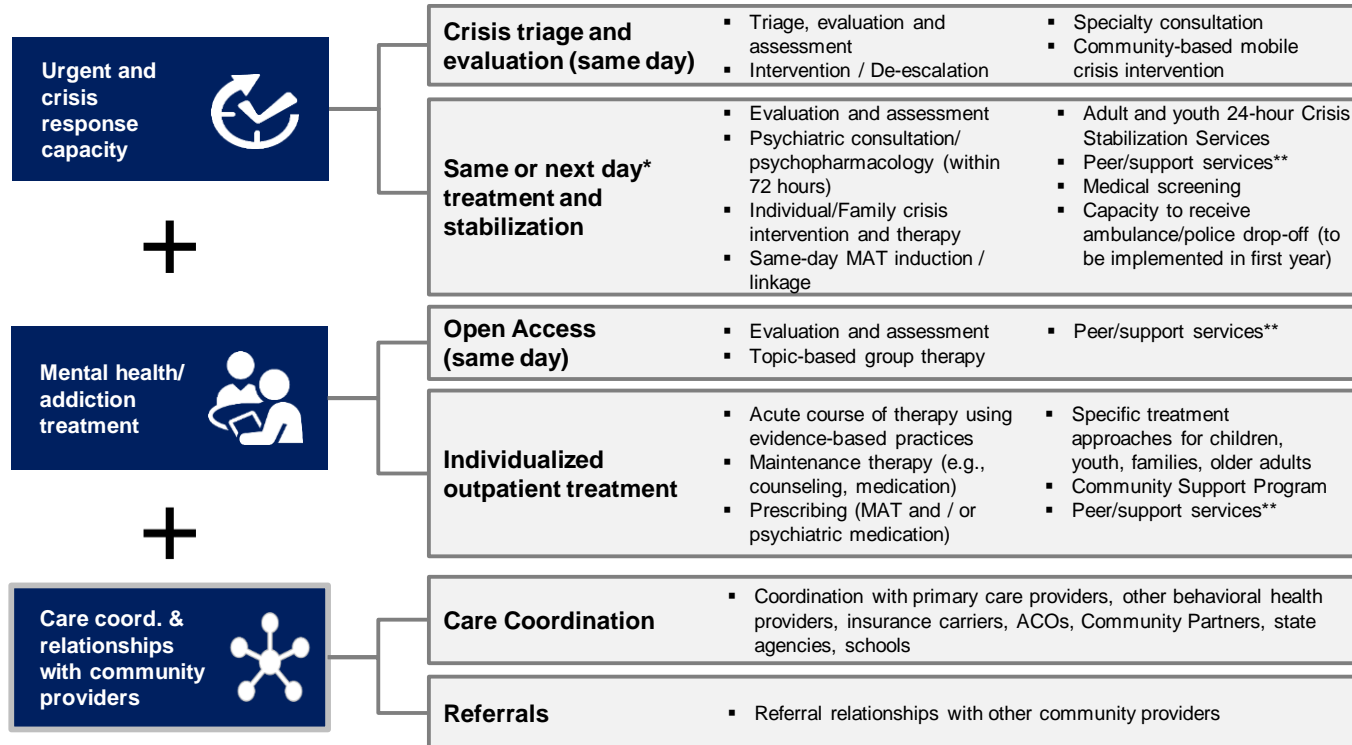


Mobile Crisis Intervention (MCI)  
Adult Community Crisis Stabilization (ACCS)  
Youth Community Crisis Stabilization (YCCS)

**Note:** A CBHC can either provide YCCS services directly or refer a Member to another CBHC with YCCS services within their region.

# Community Behavioral Health Centers **NOW LIVE!** [mass.gov/CBHCs](http://mass.gov/CBHCs)

CBHCs **integrate crisis and community-based treatment** by combining mobile teams, crisis stabilization, and outpatient and urgent care for mental health and addictions.



## Crisis Components



### CBHCs will provide urgent and 24/7 community-based crisis services

**1.**

CBHCs will operate adult and youth **CCS services.**

**2.**

CBHCs will have capabilities for triage medical assessments.

**3.**

CBHCs will have the capabilities to accept individuals from **local law enforcement** and/or EMT.

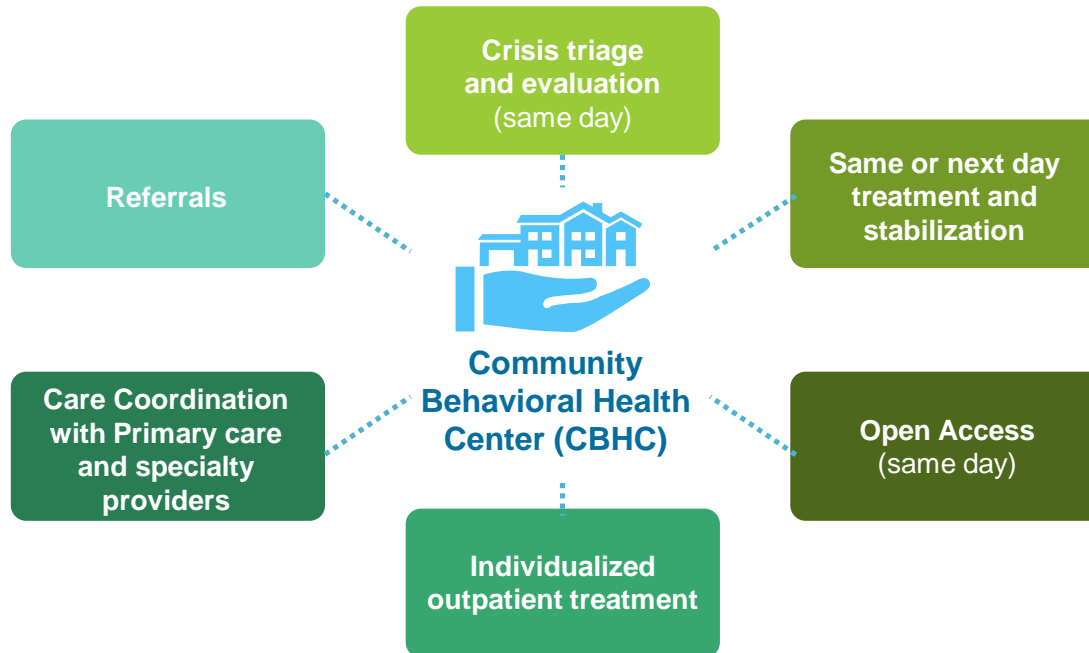
# CBHCs and Early Psychosis- Coordinated Specialty Care (EP CSC)

The CBHC must provide access to the following specialty services. If it does not have the capability, the CBHC must have a formal partnership with an entity that can deliver these services.

1. Methadone treatment when needed and preferred by a client;
2. Laboratory services for necessary screening and testing;
3. Specialty services for special populations including: older adults, including geriatricpsychiatry; clients involved with the criminal justice system; clients with ASD/ID; veterans; and youth in the care and custody of the Commonwealth;
4. Evidence-based practices for family therapy, such as structural family therapy andfunctional family therapy;
5. Adolescent Community Reinforcement Approach (A-CRA); and
6. **First Episode Psychosis - Coordinated Specialty Care.**

## Key Components

CBHCs will integrate crisis and community-based mental health and substance use disorder (SUD) treatment by combining mobile teams, crisis stabilization, and care coordination.





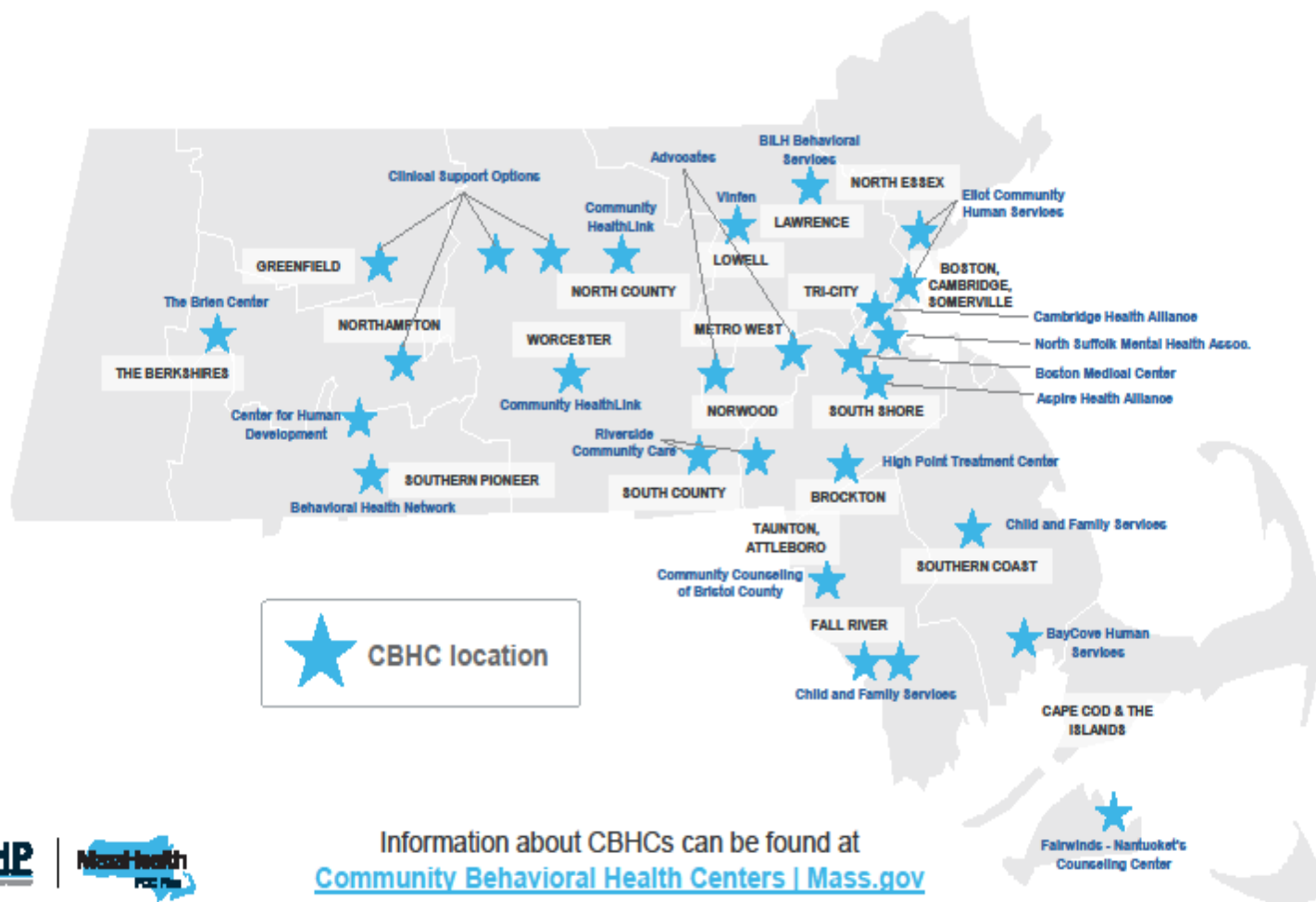
# CBHC Core Services

- + Intake services, brief screening, triage, and assessment
- + BH urgent care services
- + Ambulatory withdrawal management
- + Pharmacotherapy with basic medical monitoring and medication reconciliation
- + Case consultation services with potential new or existing providers
- + Individual therapy using evidence-based practices
- + Group therapy
- + Narcan access and distribution
- + Peer and paraprofessional services
- + Medical screenings

## Prescribing of:

- + **Buprenorphine**, including same-day induction, bridging, and maintenance for clients age 16 and older, and treatment referral services for follow-up counseling or MAT induction
- + **Naltrexone**, including direct referral and warm hand-off for administration
- + **Methadone treatment**, for clients 16 and older, including direct referral and warm hand-off for administration
- + **Coordination** with primary care or other specialty providers

# CBHCs providing services across the Commonwealth



# CBHC Directory

Find a Community Behavioral Health Center

[CLICK HERE TO SEARCH BY ZIP CODE](#)

Click or tap OUTSIDE map to scroll the page

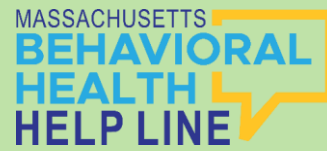


Feedback



# The early impact of CBHCs

- **Reduction in Section 12s** from the Community **to Emergency Departments.**
- **Reduction in wait times for Mobile Crisis Intervention** as people are able to access other urgent/same/next day treatment when they need it.
- **Increased police drop off to CBHC** vs Emergency Department as well as increased partnerships/relationships including co-response programming between CBHC and police departments.
- Ability to engage people in the variety of core services, including **peer/recovery supports and groups** (clinician, peer, RN led) has allowed people to get the support that works for them outside of ongoing outpatient or while they wait for ongoing outpatient.
- Hours of operation allow people to attend **intakes outside of typical business hours**, and to get needed services that didn't fit in their schedules prior to CBHC.



# 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)*

# The Massachusetts Behavioral Health Help Line

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

**Part of the Roadmap  
for Behavioral Health  
Reform**

**Available to anyone in  
the Commonwealth of  
Massachusetts**

**Launched  
January 3, 2023**

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

**Warm handoffs to CBHCs,  
community partners, and  
other providers**

# The Massachusetts Behavioral Health Help Line

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

## What the BHHL is

- **Provides 24/7 real-time, live clinical triage and service navigation in multiple languages**
- **Connects individuals and families to the full range of comprehensive treatment services and supports for mental health and substance use**
- **Collaborates with existing statewide services**
  - 988,
  - Bureau of Substance Addiction Services (BSAS) Substance Use Helpline, and
  - M-PATH

## How the BHHL Connects

- **Active listening**
- **Collaborative action planning**
- **Warm handoff to treatment and services**
  - Mobile Crisis Intervention and/or
  - 911
  - Community Providers
- **Follow-up contact and peer support** with callers to ensure transitions of care are successful
- **Information and resources** to address **social determinants** that impact access (e.g., transportation, childcare, food, etc.)

The 24/7 Behavioral Health Help Line is a single, insurance-blind, multi-channel entry point for Commonwealth residents in search of mental health and SUD treatment.

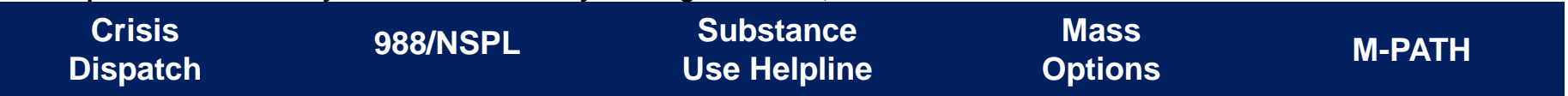
## Key elements of the 24/7 Behavioral Health Help Line



## Enabling technology:



The Help Line will be closely coordinated with key existing resources, such as:

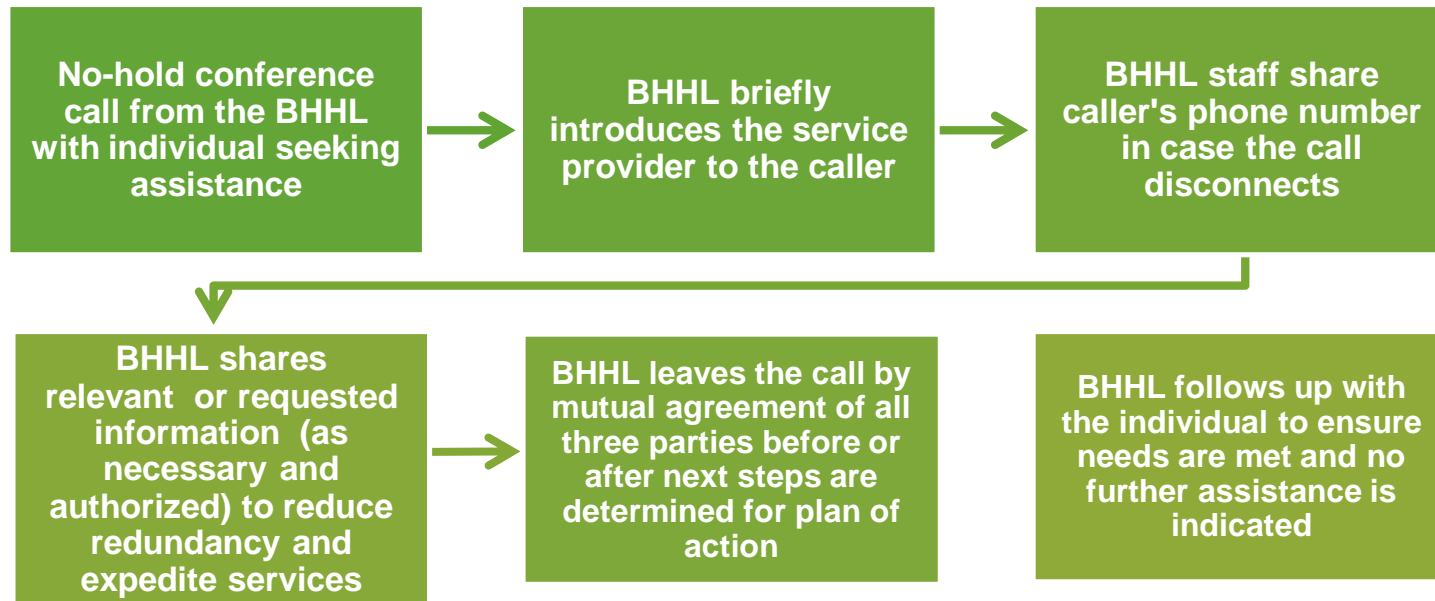




# The Massachusetts Behavioral Health Help Line

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

## How Does a Warm Handoff from the BHHL to Service or Resource Providers Work?



# The Massachusetts Behavioral Health Help Line

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

## Referral Information Shared

Clinical information gathered by the BHHL will be sent by SECURE email.

- Contact information
- Core demographics
- Presenting problem
- Current relevant history
- Risk assessment
- Community dispatch safety assessment

Print PDF Close

**Referral Info & Header** \*Date of Call (MMDDYYYY) 11/27/2022 \*Time of Call 02:01:00 \*Caller Name \*Caller Phone # Call Back Phone #

Referral #	*Relationship to Member	Time Zone	Message OK?	Location	Member ID	Member Name	Caller E-mail Address
01-112722-1-7-1	Self		Yes				
Added By	Date Added	Time Added	Changed By	Date Changed	Time Changed	Member Flags	Case Owner
V4GILBEB	11/27/2022	04:01:22 AM	V4BOTKIR	11/29/2022	12:00:04 PM	N	U1VELAZD

**Initial Assessment**

* Primary Presenting Problem	Secondary Presenting Problem	Limits of Confidentiality Explained
Marital/Relationship Problem	Anxiety	Yes

Risk Screening	Clinical Assessment	
Apparent distress?	Member's Risk to Self None	Risk Rating <b>URGENT-48 HRS</b>
Does the member want to be seen today?	Member's Risk to Others None	* Verbal permission for emergency contact? N/A
Speak to clinician?	Active Substance Use Mild	Referred to Intensive Case Management (ICM)? No
Formal/Management Referral	Domestic Violence No	Alcohol Use No
Medical Conditions Yes		Drug Use Yes
Emergency Room Services offered? No	Physician (MD) consult completed? No	Virtual consult offered? No

**Primary Disposition**  
 REFERRED TO OUTPATIENT MENTAL HEALTH

**Secondary Disposition** (Hold Ctrl button to select/unselect multiple. A max of 5 values can be selected)

Was there a reduction in distress during the call?  
 Yes

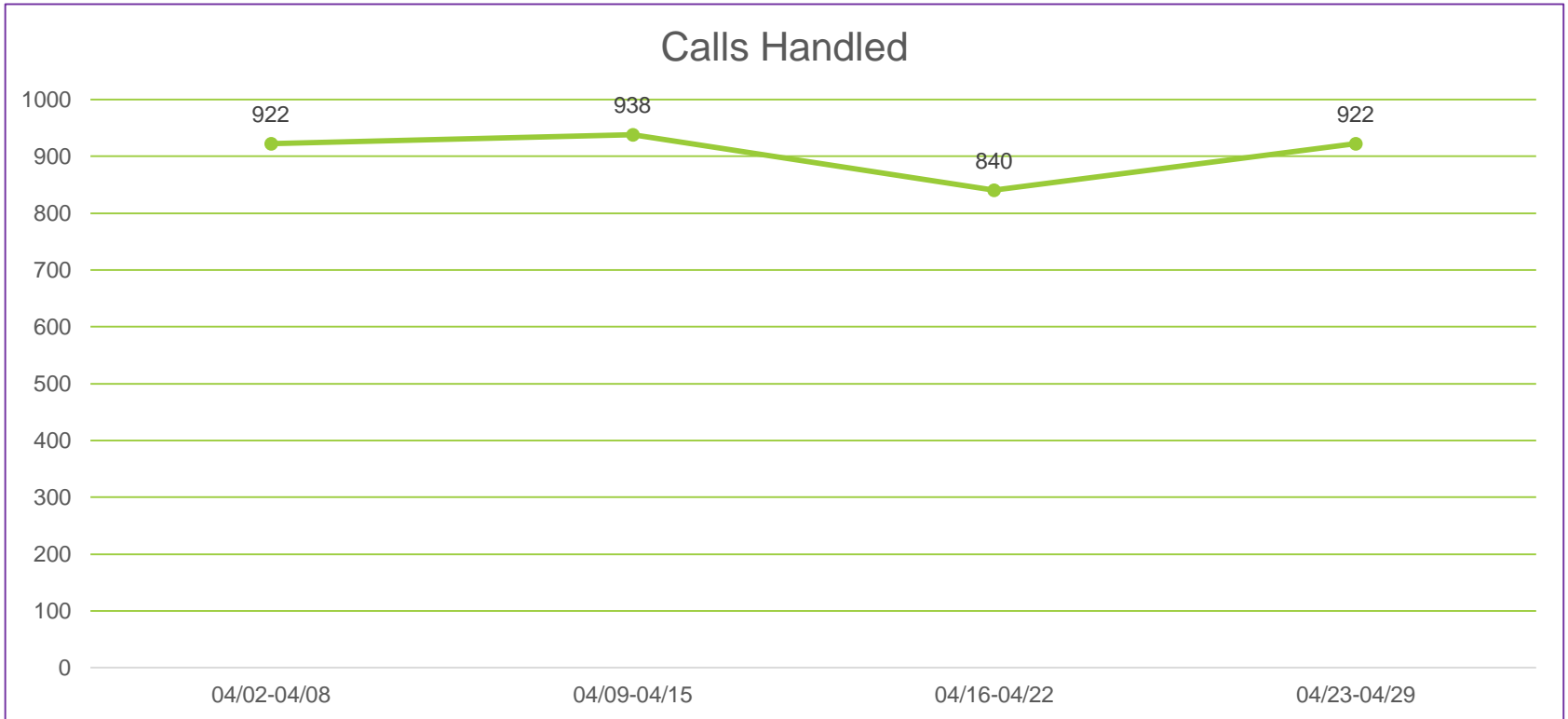
Will you receive a follow-up call by a peer support specialist within 48 hours? **Yes**

Next Follow-up Contact:	Ability To be Seen Offered:	Actually Seen:
Date (MMDDYYYY) 11/29/2022	Date (MMDDYYYY)	Date (MMDDYYYY)
Time (HHMM) 11:59 AM	Time (HHMM)	Time (HHMM)
Time Zone Eastern	Time Zone	Time Zone

Partial Example PDF

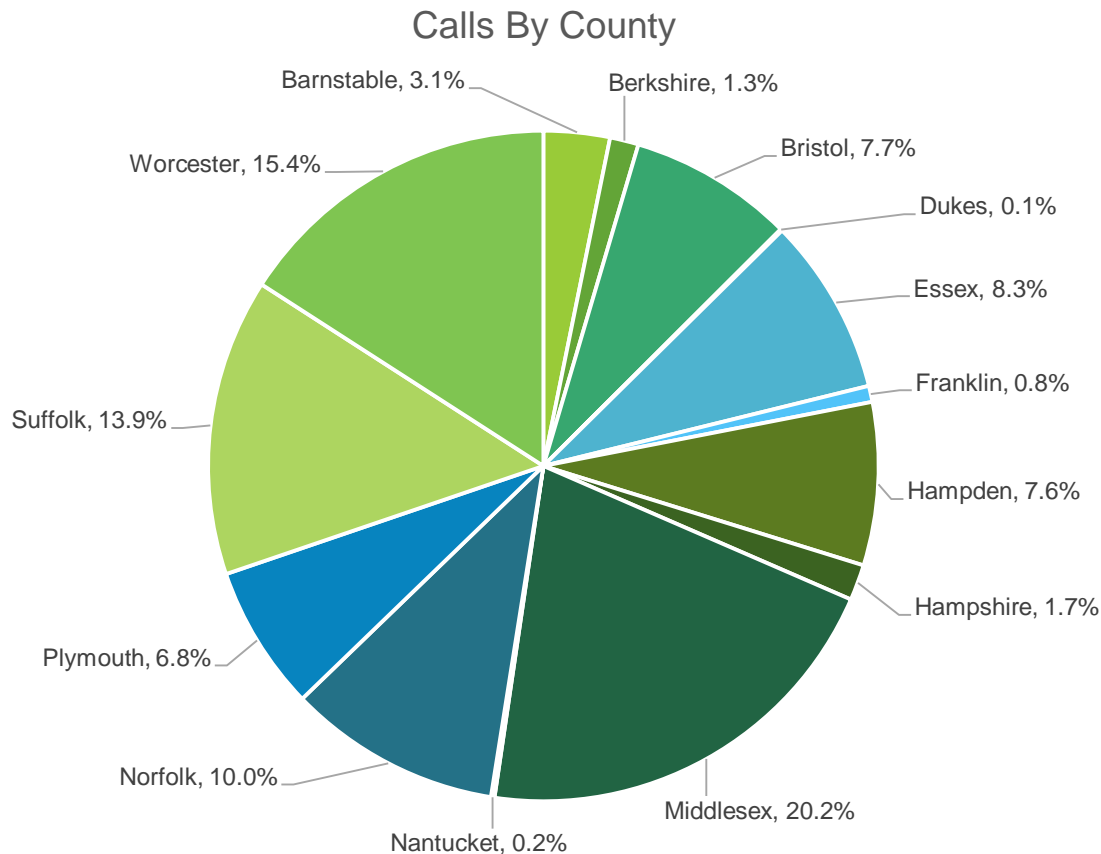
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# The Massachusetts Behavioral Health Help Line

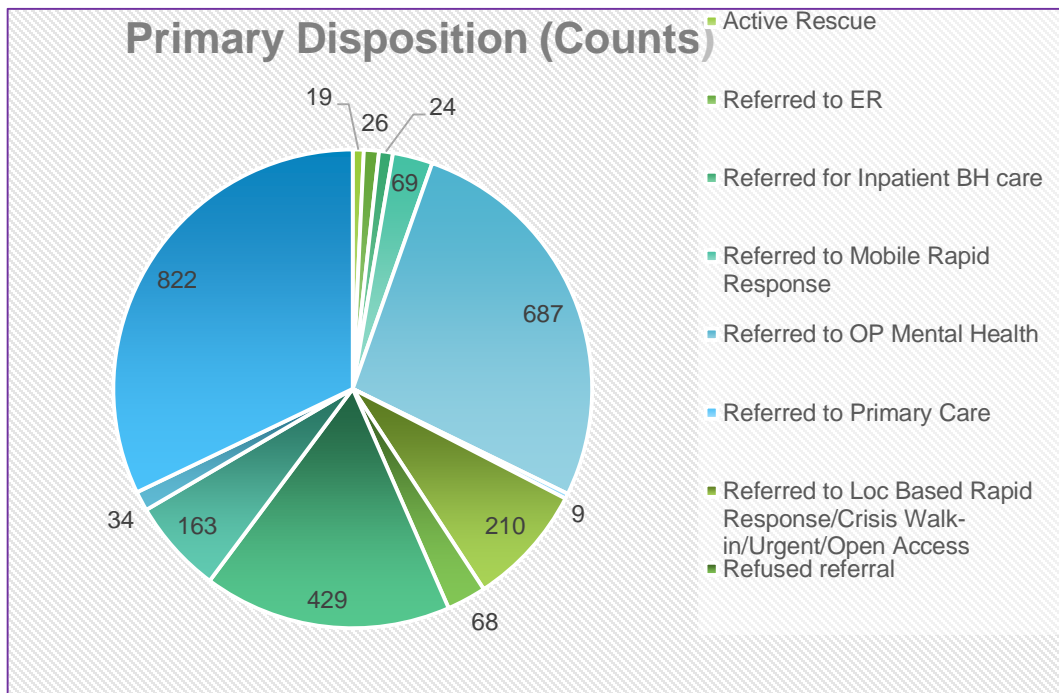
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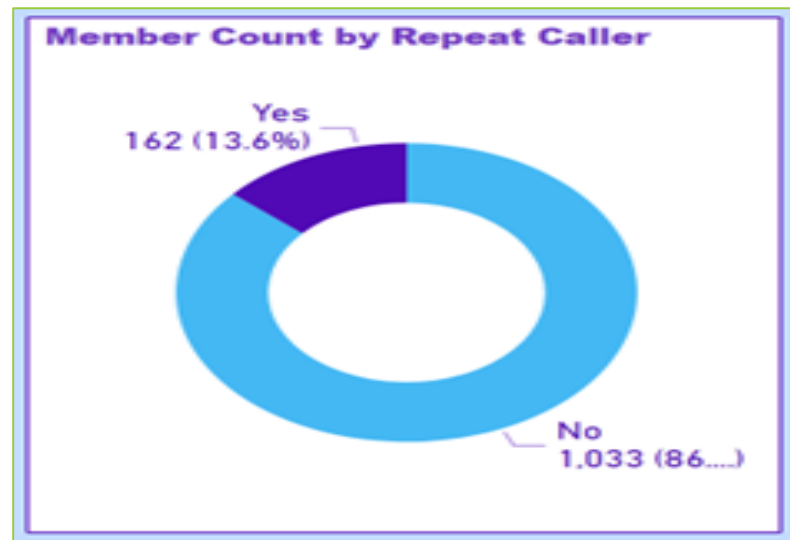
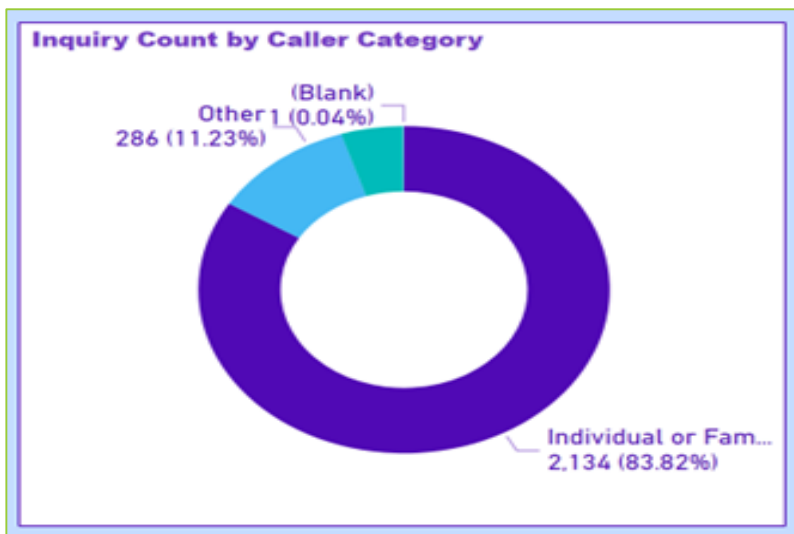
**April 2023**



- Roughly 25% of all referrals are to outpatient mental health
- More than a quarter with no disposition listed
- Very few callers requiring active rescue

# The Massachusetts Behavioral Health Help Line

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

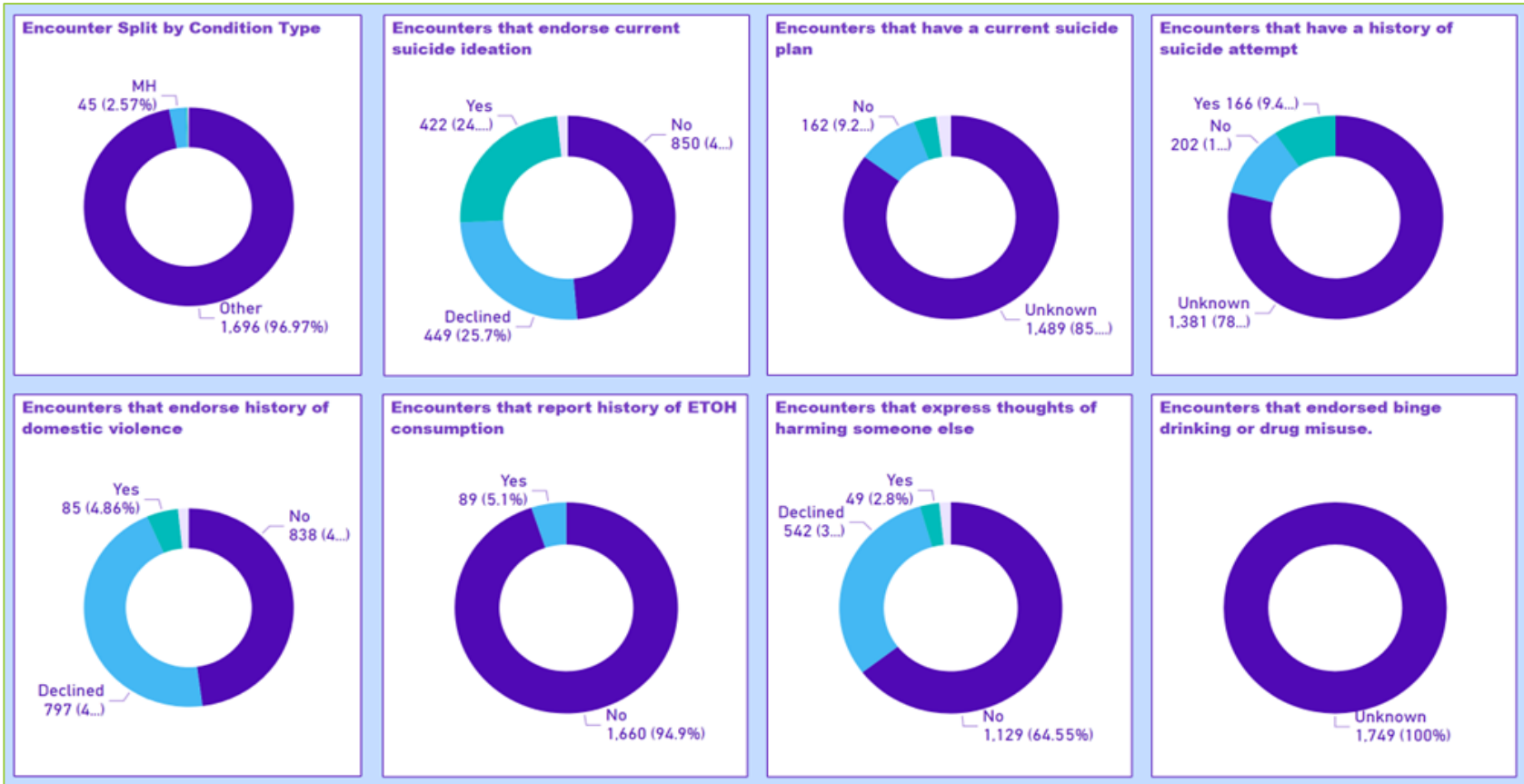


**Ind/Family:** 2,134 (83.82%)  
**Other:** 286 (11.23%)  
**Professional:** 125 (4.91%)

**Yes:** 162 (13.6%)  
**No:** 1,033 (86.2%)

# The Massachusetts Behavioral Health Help Line

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



# The Massachusetts Behavioral Health Help Line

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## **MAPNET and the BHHL and CBHCs**

### **Training**

- **General Psychosis  
Training for BHHL and  
CBHC staff**
- **Clinical Skills for Working  
with Psychosis**

### **Consultation**

- **Diagnosis**
- **Psychopharmacology**

### **CSC implementation**



# The Massachusetts Behavioral Health Help Line

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

## Key Takeaways

- The BH Help Line is a *free clinical resource* for every *Massachusetts resident*.
- The BH Help Line connects callers to the *full range* of treatment services for mental health and addiction needs.
- The BH Help Line can help in *real time* with immediate crisis intervention, urgent, and routine needs.
- See FAQs and learn more at [masshelpline.com](https://masshelpline.com)

## Help Spread the Word!

Connect with BHHL Community Relations for follow-up presentations and order print promotional materials today!

BHHL postures, brochures, wallet cards and more are now available in 13 languages.

Anyone can order [free printed materials here](https://massclearinghouse.ehs.state.ma.us/category/BehavioralHealth.html):

<https://massclearinghouse.ehs.state.ma.us/category/BehavioralHealth.html>



## Connect with your BHHL Community Relations Rep!



Ashleigh Miller, BOSTON  
Ashleigh.Miller@carelon.com



Leah Arteaga, BOSTON  
Leah.Arteaga@carelon.com



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



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Erin Rindfuss, SOUTHEAST  
Erin.Rindfuss@carelon.com



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



Another Rep for the WEST  
coming soon!

# Public Materials

EOHHS created a [Behavioral Health Roadmap Toolkit](#) which includes pre-made marketing materials and key information about Massachusetts' newest behavioral health services.



## Overview of the BH Roadmap for Reform

<https://www.mass.gov/bhroadmap>



## Printable informational and promotional materials

<https://www.mass.gov/info-details/printable-materials-behavioral-health-roadmap>



## Social media materials

<https://www.mass.gov/info-details/social-media-materials-behavioral-health-roadmap>



## List of CBHCs in Massachusetts, filterable by zip code

<https://www.mass.gov/community-behavioral-health-centers/locations>



## Fact sheets and FAQs about the Behavioral Health Helpline and CBHCs

<https://www.mass.gov/info-details/fact-sheets-behavioral-health-roadmap>



## Information on 988

<https://www.mass.gov/988>



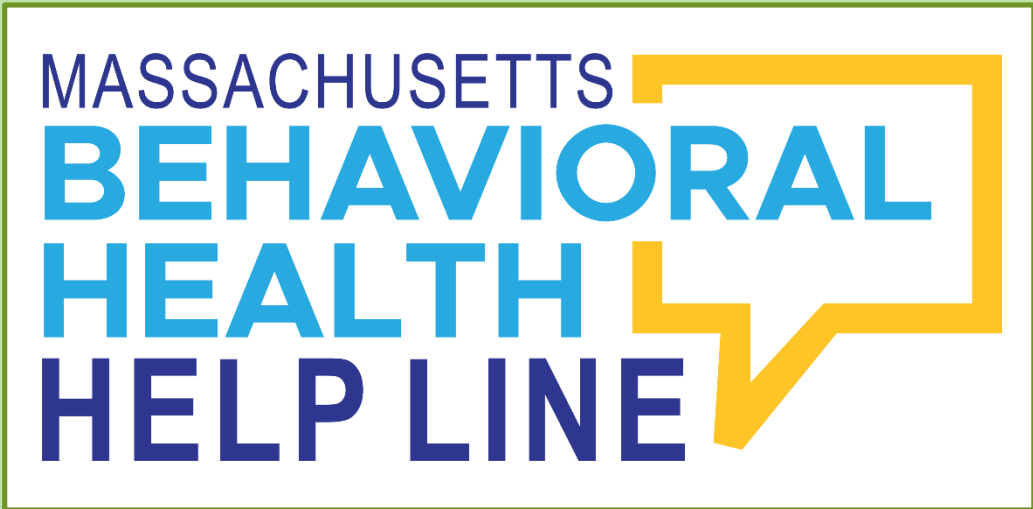
## Questions can be sent to

[MassHealthOBHQuestions@mass.gov](mailto:MassHealthOBHQuestions@mass.gov)

Anyone can order free printed materials here:

<https://massclearinghouse.ehs.state.ma.us/category/BehavioralHealth.html>





[masshelpline.com](http://masshelpline.com) | 833-773-2445 (BHHL)



M-PATH

Massachusetts  
Psychosis  
Access and  
Triage Hub



# The Challenge



Research has shown that the quicker individuals with psychosis get into treatment, the better their long-term outcomes. Early treatment is life changing.



Clinicians often don't know how best to respond when working with an individual with symptoms of psychosis.



Massachusetts has an extensive network of specialized programs for youth and young adults with psychosis, but it can be difficult for families and clinicians to navigate this system.





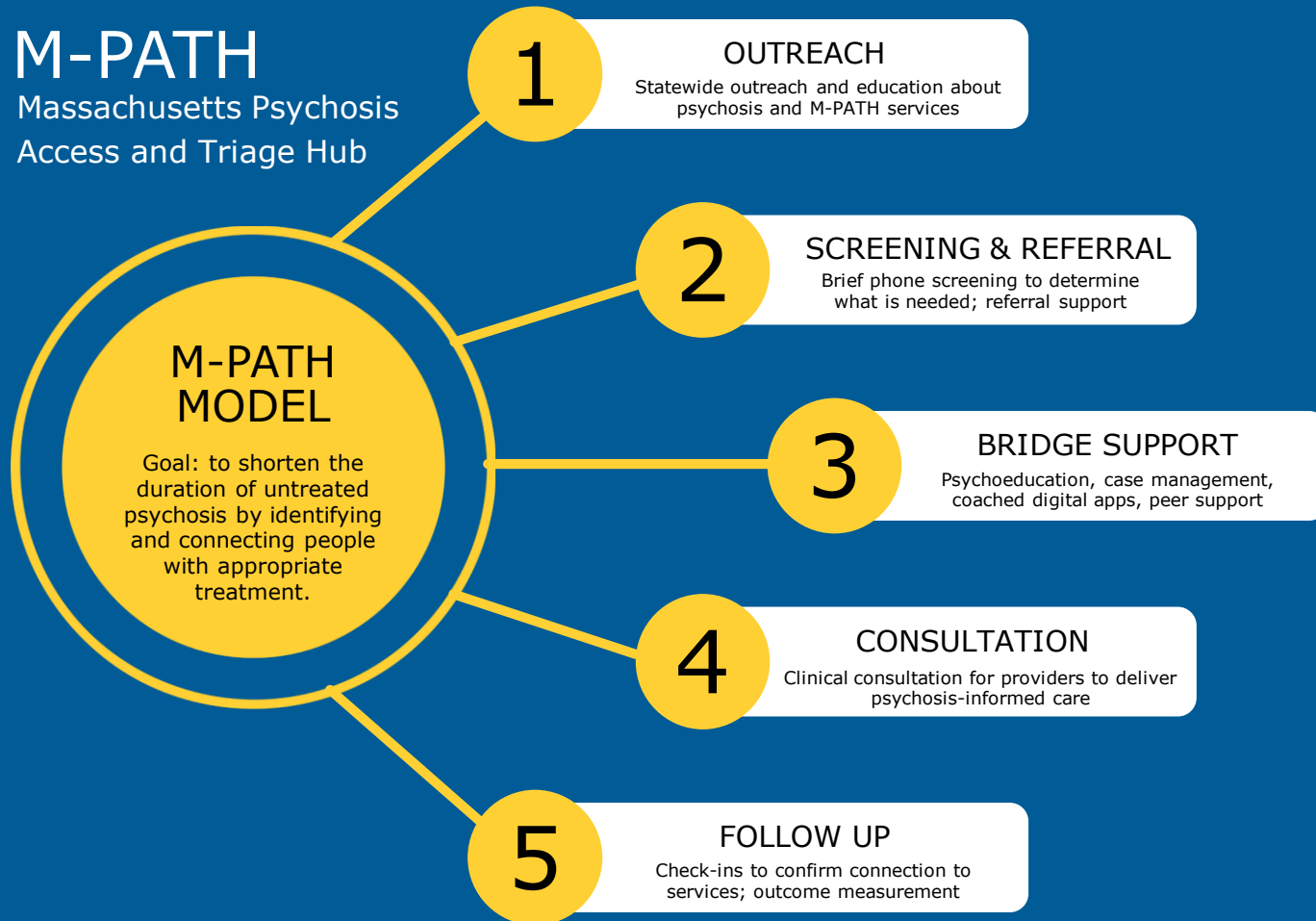
# Stakeholder Engagement & Network Development

- DMH (BHHL)
- MCPAP
- LEAP Center at McLean
- INTERFACE
- Pediatric Physicians Organizations at Children's (PPOC)
- Boston Area Rape Crisis Center (BARCC)
- McLean Southeast child/adolescent inpatient
- Network of Care Massachusetts
- NAMI Mass / NAMI Compass
- LINK-KID child trauma therapy referral network
- BRYT
- FEP and CHR programs



# M-PATH

Massachusetts Psychosis  
Access and Triage Hub





# Our Team



Emily Gagen, PhD  
Director



Rebecca Wlcek, BA  
Program Coordinator

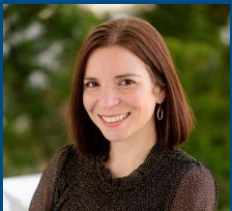


James Green, BA  
Data Coordinator



Henry White, MD  
Founder, Lead Consultant

## Joining Soon!



Emily Kline, PhD  
Consultant



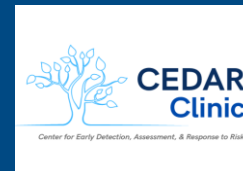
Clinician/  
Care Coordinator



Peer  
Specialist



Family  
Partner



# How We Can Help

## For Providers

- Diagnostic consultation and education regarding risk for psychosis and early psychosis
- Ongoing consultation for long-term work with youth and families with early psychosis
- Facilitation of referral to specialized psychosis treatment

## For Clients & Families

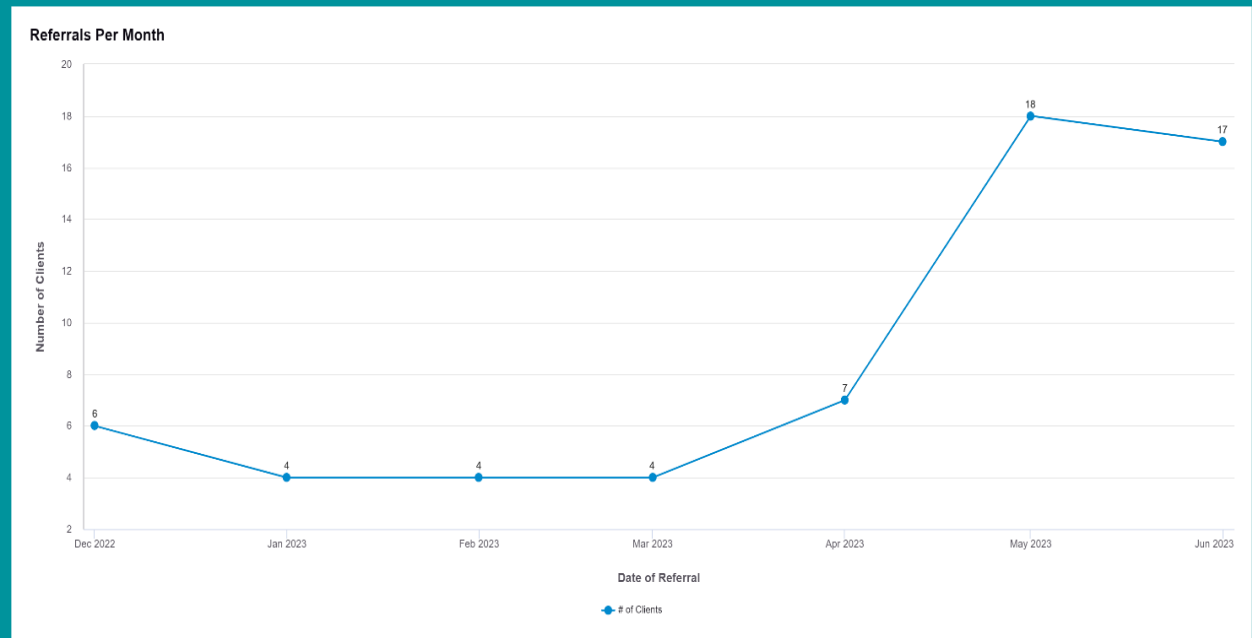
- Triage to help determine which services would be the best fit
- Navigation to coordinated specialty care, including first episode or clinical high risk for psychosis programs
- Care coordination and support throughout the referral process
- Peer and family support and education

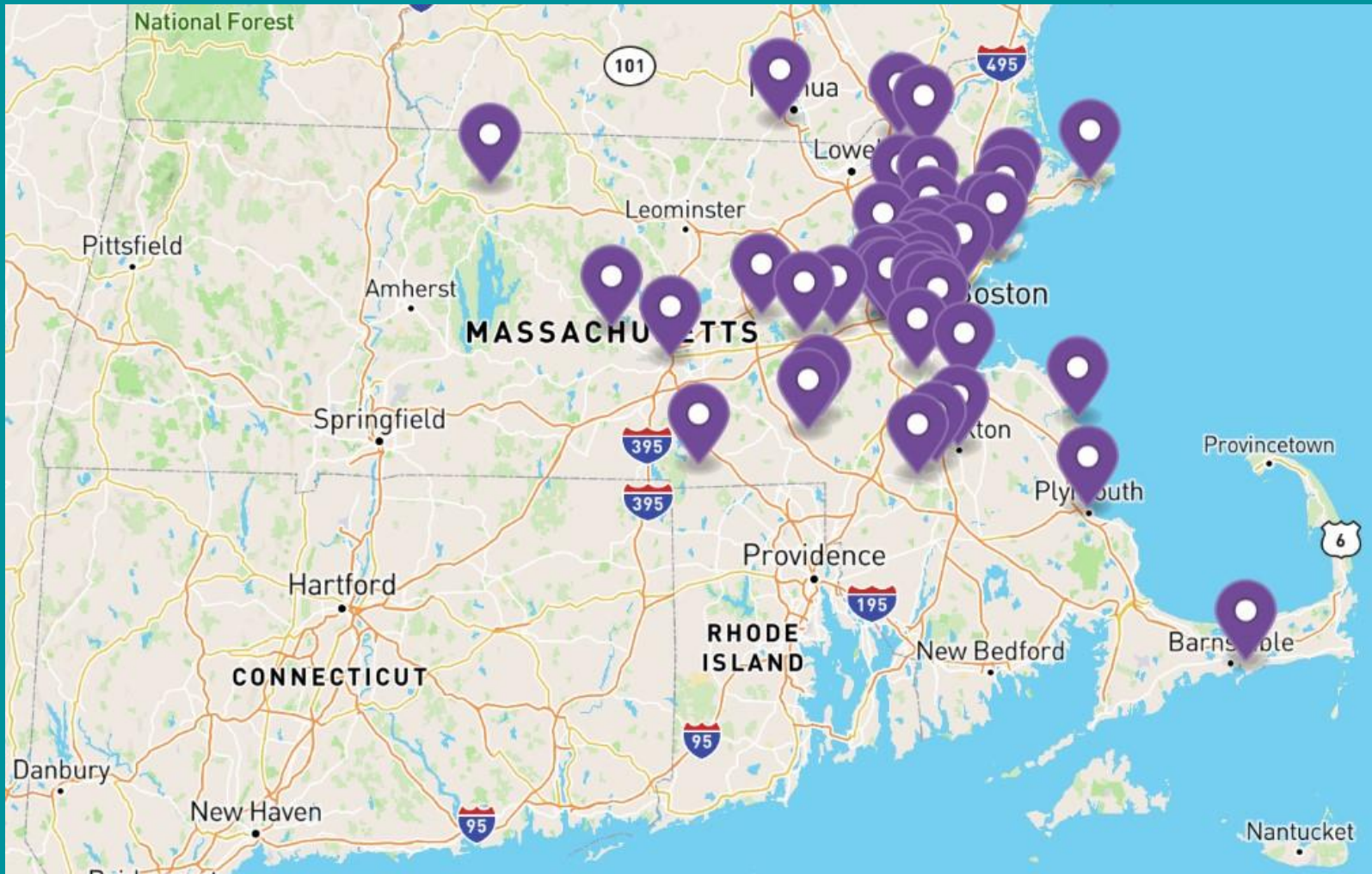


# Who are we hearing from?

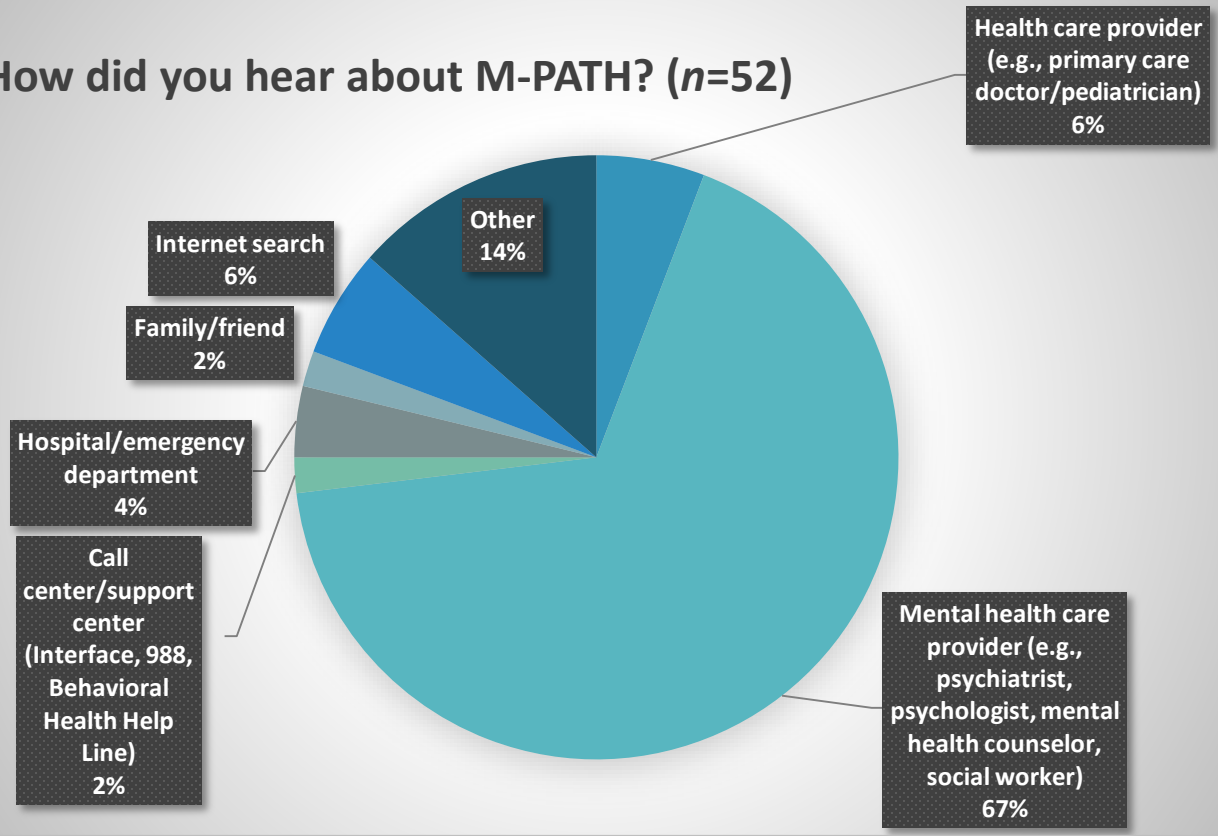
1st Contact Made By	n	%
Self	5	8.30%
Family/Friend	21	35.00%
Provider	34	56.70%
Total	60	100.00%

1st contact Made By	Average Age
Self	22.8
Family	23.43
Provider	18.09



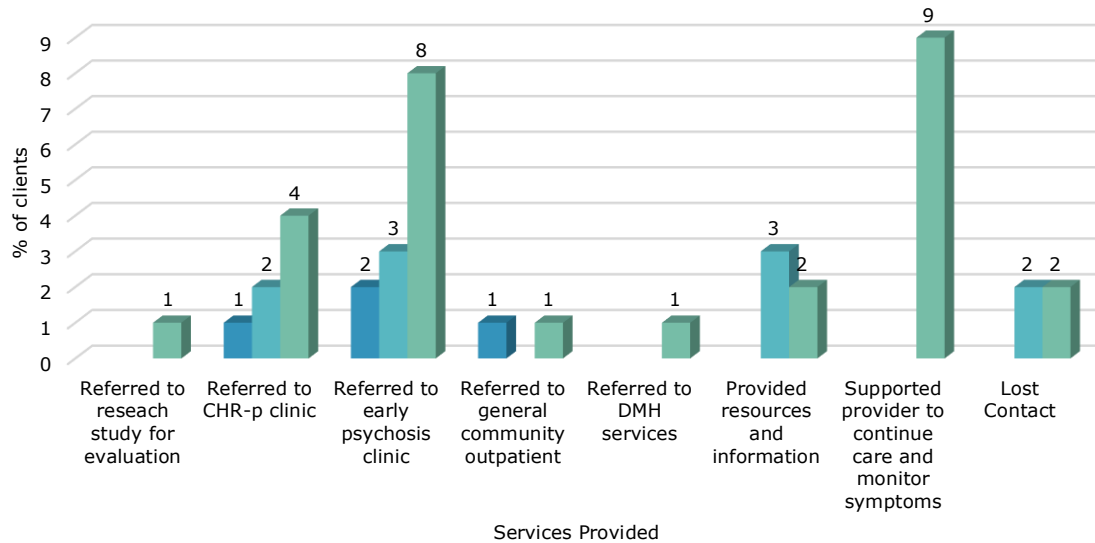


## How did you hear about M-PATH? (n=52)





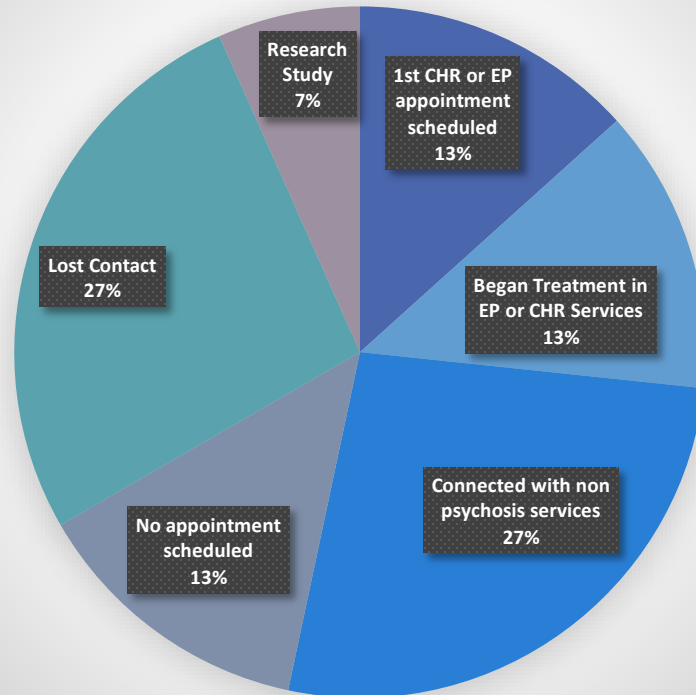
Services Provided from M-PATH (n = 42)



- I am the person seeking help
- I am seeking help for a friend or family member
- I am referring for a client of mine



## 1 Month Follow-up Outcomes (n=15)



# Needs at 1 Month Follow-Up ( $n=13$ )

	Self		Family/Friend		Provider		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
<b>Needs further support to schedule appointment</b>	1	50%					1	8%
<b>No needs</b>	1	50%	1	17%	5	100%	7	54%
<b>Support Groups</b>			2	33%		0%	2	15%
<b>Parent Resources</b>			2	33%			2	15%
<b>Individual Therapy</b>			1	17%			1	8%
<b>Total</b>	2	100%	6	100%	5	100%	13	100%







# M-PATH

## Massachusetts Psychosis Access and Triage Hub

- A free referral and triage hub for clinical high risk and early psychosis services in Massachusetts (under age 35)
- Consultation for medical and mental health professionals
- Referral support for clients and their loved ones

**(617) 927-9809**  
**[mpath@brooklinecenter.org](mailto:mpath@brooklinecenter.org)**  
**[www.mpathcares.org](http://www.mpathcares.org)**





# MHTTC

Mental Health Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

The purpose of the MHTTC Network is technology transfer - disseminating and implementing evidence-based practices for mental disorders into the field.

Funded by the Substance Abuse and Mental Health Services Administration (SAMHSA), the MHTTC Network includes 10 Regional Centers, a National American Indian and Alaska Native Center, a National Hispanic and Latino Center, and a Network Coordinating Office.

Our collaborative network supports resource development and dissemination, training and technical assistance, and workforce development for the mental health field. We work with systems, organizations, and treatment practitioners involved in the delivery of mental health services to strengthen their capacity to deliver effective evidence-based practices to individuals.

Our services cover the full continuum spanning mental illness prevention, treatment, and recovery support.

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