



150 YEARS
OF ADVANCING
PUBLIC
HEALTH

Massachusetts Department of Public Health

TREATMENT ACCESS FOR PRIORITY POPULATIONS

Public Health Council

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Presentation Overview

- Massachusetts Substance Use Helpline
- Priority Populations: Spanish Language Speakers and Pregnant/Parenting Women
- Waitlist Management System
- Interim Services
- Pregnant Women's Access Line
- Referral Resource Map

Massachusetts Substance Use Helpline



<https://www.youtube.com/watch?v=wk3fGD2DlpA>

HelplineMA.org
800.327.5050

HOPE
IS HERE.

Helpline Services

The Helpline Offers:

- Education
- Support in self-advocacy
- Services related to pregnancy, homelessness, relationship violence, co-occurring mental illness
- Referrals to all levels of care
- Follow-up support calls

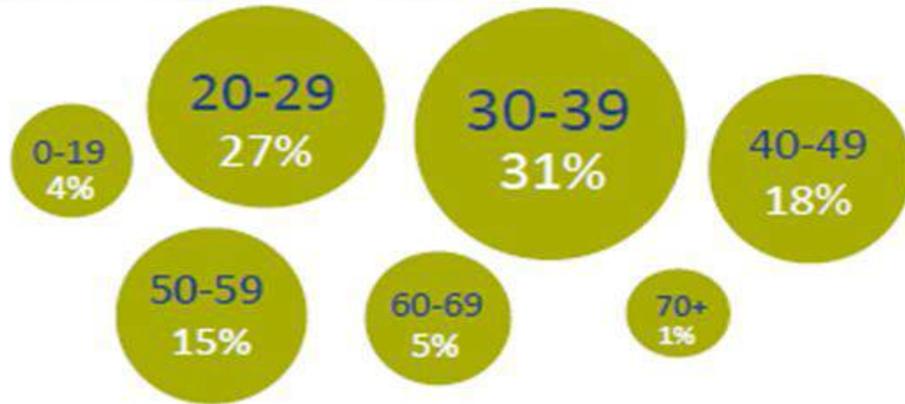


Helpline New Initiatives 2018

- New enhanced website: <https://helplinema.org/>
- Online chat
- Provider portal
- Residential wait list management
- Call follow up
- Youth and young adult services

Helpline Data FY 18

Age of callers



Gender of callers**



63%
men

37%
women

**Approximately 0.2% and 0.1% of callers identify as transgender men and women, respectively

Primary substance used



Most referred treatments & services

43%
detox

23%
short-term
rehab

9%
counseling &
outpatient

Helpline Data FY 18

Seeking substance use treatment and support is the first step towards recovery. The Helpline is the only statewide, public resource for finding substance use treatment and recovery services. Helpline services are free and confidential.

13,897
calls completed



100% eligible call staff
are AIRS* certified

10,556
calls resulted in
referral to services



Average wait time
24 seconds

*AIRS = Alliance of Information and Referral Systems

Who calls the Helpline?



Services for Spanish Speaking Population

- Spanish version of website and phone system
- Spanish language videos and posters promoting Helpline services
- Spanish-speaking clinicians and call-takers
- Interpreter services on-demand in 180 languages



Pregnant Women and Women with Dependent Children

Pregnant Women and Women with Dependent Children are prioritized for treatment access in the following ways:

- Residential Waitlist Management System identifies priority status
- Interim Services are provided by Helpline, Pregnant Women's Access Line, and Providers
- Pregnant Women's Access Line captures PPW capacity and provides direct referrals
- Referral Resource Map assists providers in making warm referrals

Residential Waitlist Management System (RWMS)

Goals of RWMS

- Improve access to services
- Increase efficiency and reduce burden on providers
- Provide system-wide data and analytics

Objective of RWMS

- Provide a centralized, confidential, and integrated system that providers can use in real time to manage their waitlist for residential treatment services.

RWMS: Priority Populations

Residential Waitlist [Banana Residential Program (TEST PROGRAM)]

Add a Person

Note: To view the full record, or to move a person up or down the list, click on their record

PEOPLE ON WAITLIST

#	FULL NAME	DATE OF BIRTH	PRIORITY POPULATION	STATUS	DATE ADDED	# OF DAYS	DATE UPDATED	ACTIONS
1	JOSE ROSE	04/04/1944	None of these	Waiting	02/28/2018	439	05/06/2019	Admit Remove
2	MARY CHERRY	08/08/1988	None of these	Waiting	04/29/2019	14	05/06/2019	Admit Remove
3	HOLLY LOLLY	06/06/1966	Pregnant woman	Waiting	04/29/2019	14	05/06/2019	Admit Remove
4	NAVEEN CHERUPALLY	01/29/1990	Injection drug user	Waiting	05/06/2019	7	05/06/2019	Admit Remove

PEOPLE ADMITTED (in last 30 Days)

FULL NAME	DATE OF BIRTH	PRIORITY POPULATION	STATUS	DATE ADMITTED	ACTIONS
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RWMS: Priority Populations

800.327.50

Add a New Person

First Name:* **Last Name:*** **Email Address:**

SSN (Last 4 digits):* **Date of Birth (MM/DD/YYYY):*** **Phone Number:***

Priority Population:* **Gender:** **Referring Program:*** **Preferred Language:***

Yes No

City: **State:** **ZIP:**

Notes:

2	MARY CHERRY	08/08/1988	None of these	Waiting	04/29/2019	14	05/06/2019	<input type="button" value="Admit"/>	<input type="button" value="Remove"/>
3	HOLLY LOLLY	06/06/1966	Pregnant woman	Waiting	04/29/2019	14	05/06/2019	<input type="button" value="Admit"/>	<input type="button" value="Remove"/>
4	NAVEEN CHERUPALLY	01/29/1990	Injection drug user	Waiting	05/06/2019	7	05/06/2019	<input type="button" value="Admit"/>	<input type="button" value="Remove"/>

PEOPLE ADMITTED (in last 30 Days)

Interim Services

MDPH asks BSAS-contracted providers:

- To offer **priority admission** to any pregnant woman or woman with dependent children, including those seeking to regain custody.
- When immediate admission cannot occur, to **provide interim services within 48 hours**, including health education and referrals to immediately available, appropriate services
- When interim services are not accepted or cannot be sufficiently offered, to **refer caller to the Substance Use Helpline or Pregnant Women's Access Line** for assistance.

Pregnant and Parenting Women's Access Line

- Contract with Institute for Health and Recovery
- Direct admission to **8 Family Residential and 3 Family Sober Living programs** for pregnant women, single men and women with children, and couples with children, as well as referrals to 15+ Pregnancy Enhanced residential programs for pregnant women and women with infants.
- Staff includes Family housing coordinator, bilingual access coordinator, and pregnant women's access coordinator.
- Provides interim services, including motivational conversation, health information, and referrals to immediately available appropriate services.



Are you pregnant and want treatment for alcohol or drug use?

Treatment is a place for you to get help to safely stop drinking or using drugs. Pregnant women in Massachusetts are a priority for admission to treatment.¹

Stay Hopeful.
You are taking the first step in getting healthy for you and your baby.

To find out about your rights:
1-800-327-5050
Massachusetts Substance Abuse Helpline
Or
1-866-705-2807
Central Intake Residential Services for Pregnant Women

6A0323 - June 2012

¹ Public Law 102-321 Subpart II Section 1927: Treatment for Pregnant Women

Pregnant Women's Access Line: May 2019

Client Calls	Incoming:	Outgoing:	Total Client Calls:
PG	43	18	61
PP	22	8	30
PT	163	30	193
Male HoH	51	6	57
Provider Calls	Incoming:	Outgoing:	Total Provider Calls:
PG	30	25	55
PP	20	8	28
PT	104	34	138
Male HoH	23	9	32
	Total Incoming: 456	Total Outgoing: 138	Total All Calls: 594

Number of Individual Callers /Subjects of Provider Calls:	Number of new Callers/ Subjects of Provider Calls:
PG: 29	PG: 10
PP: 15	PP: 2
PT: 94	PT: 28
Male HoH 35 (2 Couples)	Male HoH 9

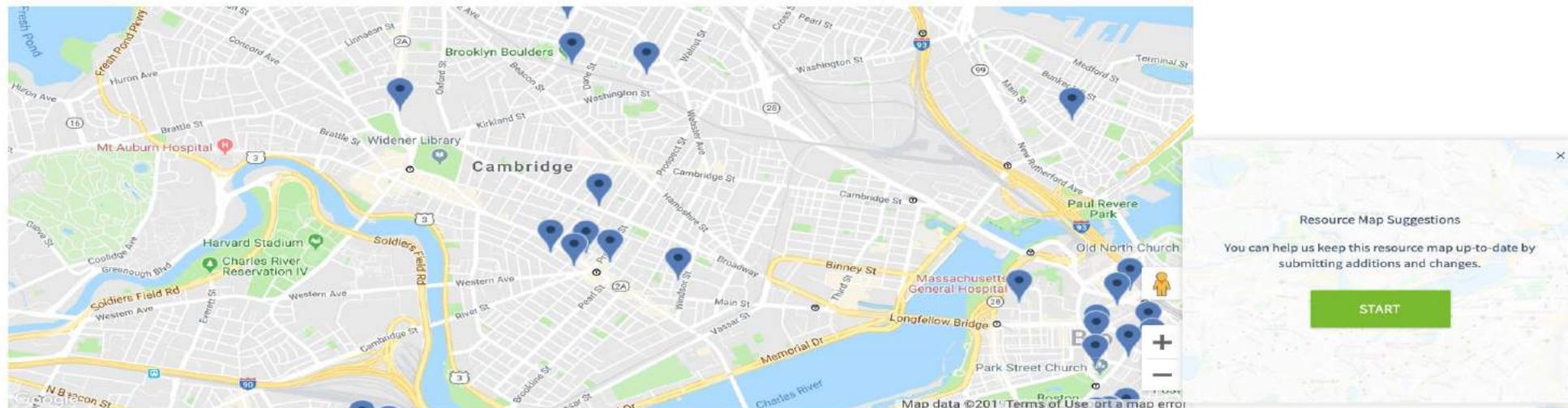
Referral Resource Map

- To facilitate the provision of interim services and meaningful service referrals for perinatal clients, we developed a resource map:

Pregnant Women & Families Resource Search

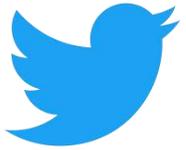
Enter a 5-digit Massachusetts zipcode

- Addiction Services Basic Needs Behavioral Health Housing Medical Care Parenting Prenatal and postpartum Care
 Professional Advancement Urgent Assistance



<https://healthrecovery.org/resource-search/>

Connect with DPH



@MassDPH



Massachusetts Department of Public Health



DPH blog

<https://blog.mass.gov/publichealth>



www.mass.gov/dph



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Thank You!

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