Public Health Council

July 10, 2019

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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

HelplineMA.org
800.327.5050

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

Hope Is Here: The Massachusetts Substance Use Helpline
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**
- 0-19: 4%
- 20-29: 27%
- 30-39: 31%
- 40-49: 18%
- 50-59: 15%
- 60-69: 5%
- 70+: 1%

**Gender of callers**
- 63% men
- 37% women

**Primary substance used**
- 44% alcohol
- 34% heroin & other opioids
- 22% other substances

**Most referred treatments & services**
- 43% detox
- 23% short-term rehab
- 9% counseling & outpatient

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

Who calls the Helpline?

54% People actively using substances
20% Family members
12% Professionals

*AIRS = Alliance of Information and Referral Systems
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 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
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.
### Residential Waitlist [Banana Residential Program (TEST PROGRAM)]

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

#### PEOPLE ON WAITLIST

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

#### PEOPLE ADMITTED (in last 30 Days)

<table>
<thead>
<tr>
<th>FULL NAME</th>
<th>DATE OF BIRTH</th>
<th>PRIORITY POPULATION</th>
<th>STATUS</th>
<th>DATE ADMITTED</th>
<th>ACTIONS</th>
</tr>
</thead>
</table>

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Massachusetts Department of Public Health  mass.gov/dph
RWMS: Priority Populations
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.
# Pregnant Women’s Access Line: May 2019

<table>
<thead>
<tr>
<th>Client Calls</th>
<th>Incoming:</th>
<th>Outgoing:</th>
<th>Total Client Calls:</th>
</tr>
</thead>
<tbody>
<tr>
<td>PG</td>
<td>43</td>
<td>18</td>
<td>61</td>
</tr>
<tr>
<td>PP</td>
<td>22</td>
<td>8</td>
<td>30</td>
</tr>
<tr>
<td>PT</td>
<td>163</td>
<td>30</td>
<td>193</td>
</tr>
<tr>
<td>Male HoH</td>
<td>51</td>
<td>6</td>
<td>57</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provider Calls</th>
<th>Incoming:</th>
<th>Outgoing:</th>
<th>Total Provider Calls:</th>
</tr>
</thead>
<tbody>
<tr>
<td>PG</td>
<td>30</td>
<td>25</td>
<td>55</td>
</tr>
<tr>
<td>PP</td>
<td>20</td>
<td>8</td>
<td>28</td>
</tr>
<tr>
<td>PT</td>
<td>104</td>
<td>34</td>
<td>138</td>
</tr>
<tr>
<td>Male HoH</td>
<td>23</td>
<td>9</td>
<td>32</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of Individual Callers/Subjects of Provider Calls:</th>
<th>Number of new Callers/Subjects of Provider Calls:</th>
</tr>
</thead>
<tbody>
<tr>
<td>PG: 29</td>
<td>PG: 10</td>
</tr>
<tr>
<td>PP: 15</td>
<td>PP: 2</td>
</tr>
<tr>
<td>PT: 94</td>
<td>PT: 28</td>
</tr>
<tr>
<td>Male HoH (35 (2 Couples))</td>
<td>Male HoH (9)</td>
</tr>
</tbody>
</table>
To facilitate the provision of interim services and meaningful service referrals for perinatal clients, we developed a resource map:

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
Thank You!

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Please direct questions to:
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