

**SENATE . . . . . No. 1567**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

*Julian Cyr*

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act to enhance 911 operations for behavioral health crisis response.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	
<i>Julian Cyr</i>	<i>Cape and Islands</i>	
<i>Joanne M. Comerford</i>	<i>Hampshire, Franklin and Worcester</i>	<i>3/3/2021</i>
<i>Rebecca L. Rausch</i>	<i>Norfolk, Bristol and Middlesex</i>	<i>7/15/2021</i>

**SENATE . . . . . No. 1567**

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By Mr. Cyr, a petition (accompanied by bill, Senate, No. 1567) of Julian Cyr and Joanne M. Comerford for legislation to enhance 911 operations for behavioral health crisis response. Public Safety and Homeland Security.

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**The Commonwealth of Massachusetts**

**In the One Hundred and Ninety-Second General Court  
(2021-2022)**

An Act to enhance 911 operations for behavioral health crisis response.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1 SECTION 1. Section 18B of chapter 6A of the General Laws, as appearing in the 2018  
2 Official Edition, is hereby amended after the words “the commissioner of public health,” in line  
3 26, by inserting the following words:- the commissioner of mental health.

4 SECTION 2. Said section 18B of said chapter 6A, as so appearing is hereby further  
5 amended by striking out the words “and 11 members to be appointed by the governor, 1 of whom  
6 shall be a sitting police chief and a nominated representative of the Massachusetts Chiefs of  
7 Police Association, 1 of whom shall be a representative of the Massachusetts Police Association,  
8 1 of whom shall be a sitting police chief and a nominated representative of the Massachusetts  
9 Major City Chiefs Association, 2 of whom shall be sitting fire chiefs and nominated  
10 representatives of the Massachusetts Fire Chiefs Association, 1 of whom shall be a nominated  
11 representative of the Professional Fire Fighters of Massachusetts, 1 of whom shall be a  
12 nominated representative of the Massachusetts Sheriffs Association, 1 of whom shall be a

13 nominated representative of the Massachusetts Municipal Association, 1 of whom shall be a  
14 nominated representative of the Massachusetts Emergency Medical Care Advisory Board, 1 of  
15 whom shall be a nominated representative of the Massachusetts Ambulance Association, and 1  
16 of whom shall be a manager or supervisor of a PSAP and a nominated representative of the  
17 Massachusetts Communication Supervisors Association” , in lines 27-44 and inserting in place  
18 thereof the following:-

19 and 14 members to be appointed by the governor, 1 of whom shall be a sitting police  
20 chief and a nominated representative of the Massachusetts Chiefs of Police Association, 1 of  
21 whom shall be a representative of the Massachusetts Police Association, 1 of whom shall be a  
22 sitting police chief and a nominated representative of the Massachusetts Major City Chiefs  
23 Association, 2 of whom shall be sitting fire chiefs and nominated representatives of the  
24 Massachusetts Fire Chiefs Association, 1 of whom shall be a nominated representative of the  
25 Professional Fire Fighters of Massachusetts, 1 of whom shall be a nominated representative of  
26 the Massachusetts Sheriffs Association, 1 of whom shall be a nominated representative of the  
27 Massachusetts Municipal Association, 1 of whom shall be a nominated representative of the  
28 Massachusetts Emergency Medical Care Advisory Board, 1 of whom shall be a nominated  
29 representative of the Massachusetts Ambulance Association, 1 of whom shall be a manager or  
30 supervisor of a PSAP and a nominated representative of the Massachusetts Communication  
31 Supervisors Association, 1 of whom shall be a nominated representative of the Association for  
32 Behavioral Healthcare with experience in delivering Psychiatric Emergency Services, 1 of whom  
33 shall be an individual with lived experience with behavioral health conditions and interactions  
34 with police, and 1 of whom shall be a nominated representative of the American Civil Liberties  
35 Union Massachusetts.

36 SECTION: 3 The State 911 Department shall update 560 CMR 5.00 to integrate training  
37 on behavioral health conditions, which may include a requirement for Crisis Intervention  
38 Training for certified Enhanced 911 Telecommunicators, and the appropriate diversion of people  
39 with behavioral health conditions away from law enforcement response into the certification  
40 standards for Enhanced 911 Telecommunicators.

41 SECTION 4. Section 18B of Chapter 6A of the General Laws, as appearing in the 2018  
42 Official Edition, is hereby amended after the words “police, fire protection and emergency  
43 medical services,” in each instance that they appear, by inserting the following words:- and  
44 behavioral health crisis response services.

45 SECTION 5. Said section 18B of said chapter 6A, as so appearing, is hereby further  
46 amended by inserting after subsection (i)(5) the following new subsection:-

47 (6) The behavioral health crisis response incentive grant shall provide grant funding to  
48 primary, regional, and regional secondary PSAPs and regional emergency communication  
49 centers for allowable expenses related to integrating behavioral health crisis response  
50 telecommunications and dispatch capacity into emergency telecommunications and dispatch  
51 responses. Allowable costs to be covered by grant funding include personnel, certification  
52 training, upgrading computer-aided dispatch systems, and technological and personnel expenses  
53 associated with establishing relationships for warm hand-offs to emergency service providers of  
54 behavioral health crisis response, mobile integrated health programs, suicide prevention hotlines,  
55 and other behavioral health crisis and emergency responders. The Department of Mental Health  
56 shall serve as an advisor to the 911 Department in the development of this grant program and in  
57 selecting grantees for awards made under this grant program. The grant program shall include a

58 requirement that grantees shall work to integrate 988, co-responder programs, Emergency  
59 Service Providers, and other behavioral health crisis and emergency response programs that can  
60 serve as alternatives to law enforcement into their emergency communications plans. The grant  
61 program shall require that grantees review and update emergency call decision trees, dispatch  
62 protocols, and computer-aided dispatch call codes in order to increase diversion of behavioral  
63 health calls for service to qualified behavioral health professionals such as those listed above.

64 SECTION 6: Chapter 6A of the General Laws is hereby amended by striking out section  
65 18C, as so appearing, and inserting in place thereof the following section:-

66 Section 18C. (a) Each PSAP shall be capable of transmitting a request for law  
67 enforcement, fire fighting, medical, ambulance, emergency service provider or other emergency  
68 services to a public or private safety department that provides the requested services.

69 (b) Each primary and regional PSAP shall be equipped with a system approved by the  
70 department for the processing of requests for emergency services from people with disabilities.

71 (c) Each primary and regional PSAP shall be equipped with a system approved by the  
72 department for the processing of requests for emergency services from people with mental health  
73 and substance use conditions.

74 (d) A public safety department or private safety department that receives a request for  
75 emergency service outside of its jurisdiction shall promptly forward the request to the PSAP or  
76 public safety department responsible for that geographical area. Any emergency unit dispatched  
77 to a location outside its jurisdiction in the commonwealth in response to such request shall render  
78 service to the requesting party until relieved by the public safety department responsible for that  
79 geographical area.

80           (e) Except as approved by the department, no person shall permit an automatic alarm or  
81 other alerting device to dial the numbers 911 automatically or provide a prerecorded message in  
82 order to access emergency services directly.

83           (f) Municipalities may enter into written cooperative agreements to carry out subsections  
84 (a) through (d).