



Overview of the  
Massachusetts Department of Mental Health





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Commonwealth Mental  
Health Authority

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Serves approximately 29,000  
individuals every year

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Employs 3,300 staff

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Annual operating budget of \$1B.

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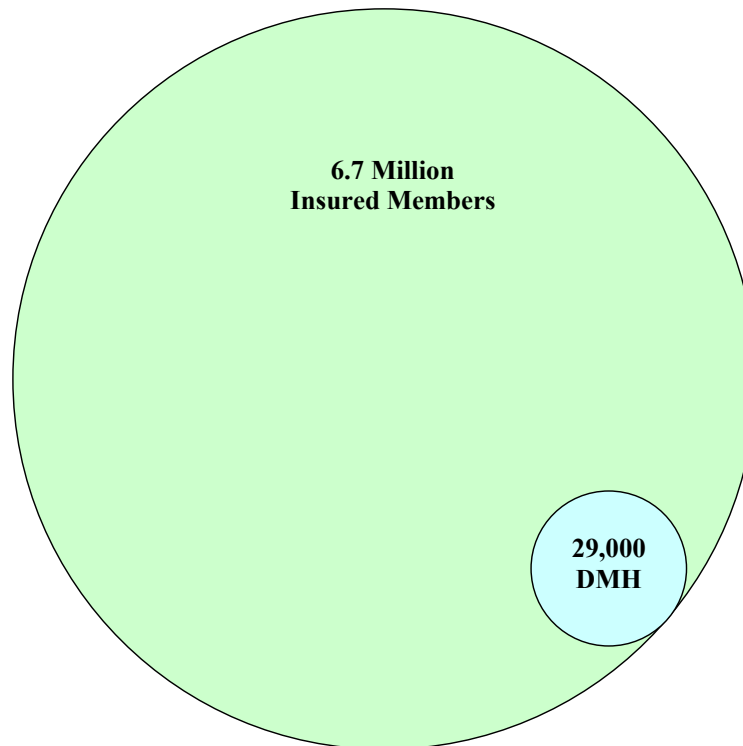
Operates and procures services  
for both Adults and  
Children/families

# Key Facts: National View

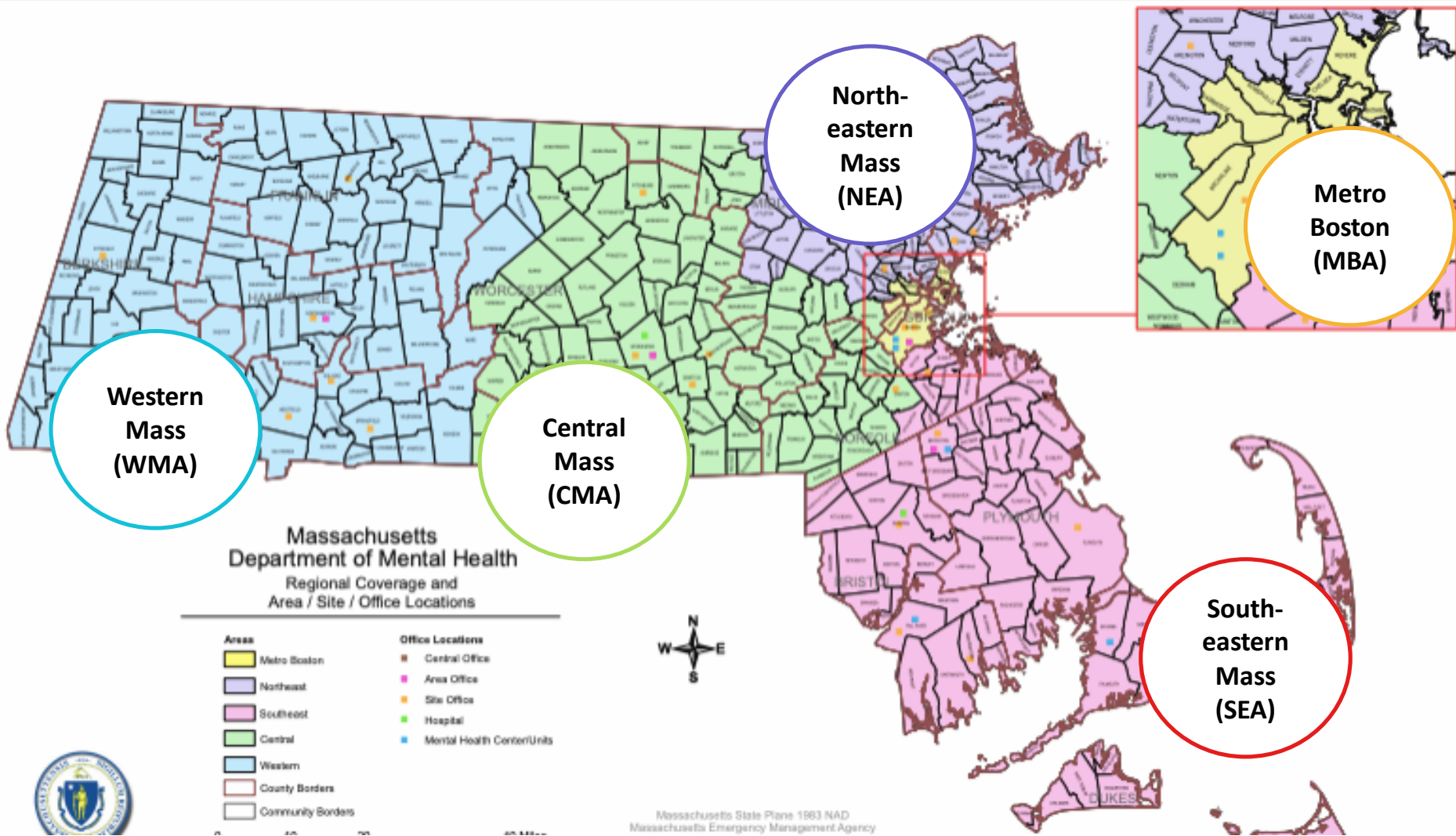
- 21% of children and adolescents in the US meet diagnostic criteria for MH disorder with impaired functioning
- 50% of adult psychiatric conditions are diagnosable by a youth's 14th birthday and 75% by age 25
- 50% of adults in US with MH disorders had symptoms by the age of 14
- Children with chronic medical conditions have more than 2x the likelihood of having a MH disorder
- We know that people recover from mental illness...treatment works...social determinants of health influences recovery

Most Behavioral Health Treatments are covered health plan services and DMH provides specialty services

**Massachusetts Residents with Health Insurance (All Types) vs.  
Department of Mental Health Persons Served**



# 5 Geographic Areas across Massachusetts



# DMH Serves two primary roles

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Serving

- Serving as the Commonwealth's Mental Health Authority

Delivering

- Delivering specialized services for adults and children with the most serious behavioral health needs

As the Commonwealth's Mental Health Authority, DMH:

Licenses inpatient psychiatric units, IRTP, community crisis stabilization and adult residential programs;

Promulgates guidance on standards of care and current best practices;

Provides expert consultation to sister state agencies and government leaders;

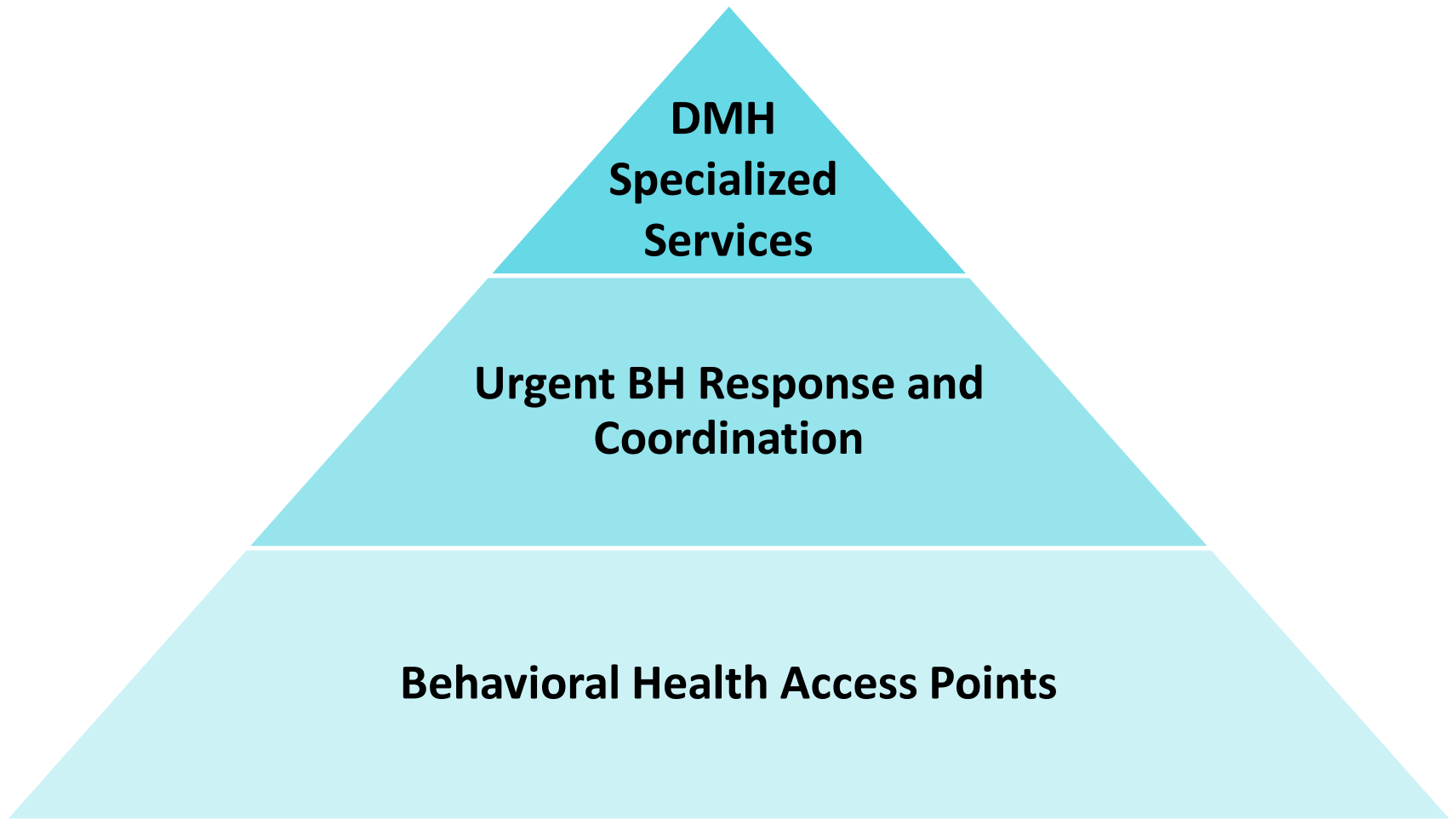
Implements capacity-building initiatives in the mental health provider sector.

## Mental Health Services at Mass DMH

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- DMH provides specialized services for children, youth and adults **with the most serious mental health needs.**
- The Department of Mental Health (DMH) provides supports and services that complement those provided by other agencies or systems (commercial insurance, MassHealth, other state agencies such as DCF, schools, community programs, etc.)





# Behavioral Health Access Points

- **Behavioral Health Help Line**: The 24/7 Help Line is a single, insurance-blind, multi-channel entry point for Commonwealth residents in search of culturally responsive mental health and substance use disorder services.
- **Community Behavioral Health Centers**: Hubs of coordinated and integrated mental health and substance use disorder treatment for MassHealth members of all ages
- **Recovery Learning Communities**: Peer support networks providing community-based and virtual support resources
- **Young Adult Access Centers**: Peer support services that promote social opportunities and access to a range of resources for housing, education, employment
- **Family Support Programs**: Parent support and advocacy

# Urgent Behavioral Health Response and Coordination



- DMH Critical Needs Case Management
- Emergency Department Diversion Programs
- Community Mobile and Site-based Respite
- Safe Haven and other homeless support services

## Specialized Services for Children, Youth and Families

### Community-Based Services

- Case Management
- Flexible Support Services
- Day Services
- Intensive In-Home Treatment
- Therapeutic Group Care
- Young Adult Staffed and Supported Apartments
- Program for Assertive Treatment for Youth

### Facility-Based Treatment

- Adolescent Continuing Care Units
- Intensive Residential Treatment
- Clinically Intensive Residential Treatment

## Specialized Services for Adults

### Community-Based Services

- Case Management
- Adult Community Clinical Services
- Respite
- Clubhouse
- Program for Assertive Treatment (PACT)
- Homeless support services

### Facility-Based Treatment

- Adult Continuing Care Units
- Recovery from Addictions Program (RAP) – Section 35

### Clinic-Based Treatment

- Outpatient Services (Boston & Southeast)

## Specialized DMH Forensic Services

### Court Clinics

- Adult Court Clinics
- Juvenile Court Clinics
- Specialty Court Clinics

### Facility-Based Treatment

- Specialized clinicians to respond to court-ordered evaluation

### Community Based Services

- Jail/Arrest Diversion
- Forensic Transition Team

# When should someone apply for DMH Specialized Services?

When an individual and their family:

- Are living with a serious mental illness; and
- the needs are not met by current resources

(commercial insurance, MassHealth, or other state agencies, e.g. DCF, schools, community programs, etc.)

# Accessing DMH Specialized Services

## Clinical Determination

- Confirm that the person has a qualifying diagnosis\*;
- Identify urgent needs; and
- Support navigation to other needed resources.
  - \*Qualifying diagnoses include: Schizophrenia and other psychotic disorders, Major Mood Disorders, Anxiety Disorders, Dissociative Disorders, Eating Disorders, Borderline Personality)
- Determine functional impairment in multiple domains due to qualifying diagnosis\*
  - \*For youth must have a serious emotional disturbance which is the primary cause of the functional impairment
- Establish duration-has lasted for at least one year or is expected to last one year



# Accessing DMH Specialized Services

## Needs and Means

- Identifies the specialized services that the person needs and
- Confirms that these needs can't be met by other available resources



# Questions?



# RESOURCES/Job Aids

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- Contact Information by Area
- Program and Service Descriptions
- Links to other DMH Resources