



State 9-8-8 Technical Advisory Board Meeting Minutes

630 Sequoia Pacific Blvd, Sacramento, CA 95811

May 16, 2024 – 10:00 AM - 12:30 PM PST



OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA 9-8-8 TECHNICAL ADVISORY BOARD MEETING MINUTES:

MEMBERS PRESENT:

Budge Currier, Office of Emergency Services (Cal OES)
Dr. Anh Thu Bui, California Health and Human Services (CHHS)
Dr. Eric Rafla-Yuan, County Behavioral Health
Joe Sullivan, Local Emergency Medical Services Authority
Liseanne Wick, Rural Community 9-8-8 Crisis Services
Julian Aragon, Large Community 9-8-8 Crisis Services
Lan Nguyen, County Managed 9-8-8 Crisis Services
Jeffrey Hebert, Northern California Association of Public Communications Officials (APCO)
Jennifer Kenton, 9-1-1 Police Department Public Safety Answering Point Supervisor
Erinn Riley, 9-1-1 Sheriff Public Safety Answering Point Supervisor
Cerena Lewis, California Professional Firefighters

MEMBERS ABSENT:

Ametrius Sidney, California National Emergency Number Association (CALNENA)
Kristin Miller, Mobile Crisis Care Services
Tracy Gonzales, 9-1-1 Fire Agency Public Safety Answering Point Supervisor

I WELCOME – CALL TO ORDER – ROLL CALL

Meeting was called to order at 10:05. A quorum was achieved.

II APPROVAL OF PREVIOUS MEETING MINUTES

The November meeting minutes were placed on the agenda for approval. Erinn Riley motioned to approve; Eric Rafla-Yuan seconded. November meeting minutes were approved.

III LEGISLATIVE UPDATE

Paul McGinnis, Cal OES Legislative and External Affairs, provided information regarding legislation updates. A copy of all legislative updates discussed will be distributed to the 9-8-8 Technical Advisory Board members. A list of all legislation discussed is attached to the meeting minutes.

IV WORKING GROUP REPORTS

9-8-8 and 9-1-1 Interface Working Group Report: Jeff Hebert provided updates that the working group was tasked with developing guidance for when calls

need to be transferred from 9-8-8 to 9-1-1 and vice versa. Several meetings with representatives from various Public Safety Answering Points (PSAPs) and mental health facilities. The draft has been posted to the website for viewing. The draft procedures are the culmination from the various interests of those who participated in the working group. The guidance allows the dispatcher to take the information provided by the caller and determine when appropriate to transfer.

Budge Currier added that the State agencies have looked at the draft and made additional edits that were given to the committee. The authority that Cal OES has is limited and the board can only give recommendations, not set policy. We recognize that 9-1-1 centers must operate based on State policy. The intent is to give the guidelines to the PSAPs and let them determine what works best for their agency at their local level and vice versa with 9-8-8 centers.

Dr. Eric Rafla-Yuan stated that the accessibility working group reviewed the draft and they believe the document is strong and gives a good visualization to the dispatcher on how to put the guidelines into practice. Dr. Rafla-Yuan stated the phrase “person has a weapon” is not clearly defined and requests more clarity on what is a weapon and when something becomes a weapon. There might also be unanticipated consequences from the phrase “when a person is wanted by law enforcement”. It is unclear of how this would work logistically; how would the 9-8-8 center know this information. Requests more specification.

Mr. Hebert clarified this phrase came from the scenario if the 9-8-8 dispatcher becomes aware that the person is an imminent and violent threat to public safety. The point of this aspect was that they are an immediate threat. The working group will take this feedback and adjust the language to be clearer. Mr. Currier suggested that the policy state none of these guidelines are meant to circumvent the confidentiality of the 9-8-8 services.

Julian Aragon stated Didi Hirsch had similar questions around the “wanted by law enforcement” phrase because this is not something 9-8-8 counselors have been expected to know previously.

Mr. Hebert stated there was extensive conversation in the working group around the wanted aspect. The intent was not to have the 9-8-8 counselor collect this information, it was only meant for the case that this information becomes known to the counselor and cannot be ignored once known.

Dr. Anh Thu Bui stated that Health and Human Services (Cal HHS) would like to highlight the timeline of implementation from the State. Local 9-8-8 centers are receiving pressure from their PSAPs to start receiving calls. 9-8-8 centers are still building the capacity to take these calls. The communication needs to be clear that the State provides guidance but the PSAPs have the capacity to establish their own regulations at the local level.

Julian Aragon asked for guidance on verbiage being vague around the description of serious criminal activity, etc. Certain words are needing more clarification from a clinical standpoint. Some language could be misconstrued. Mr. Hebert clarified that the concerns being brought forward were heavily discussed in the working group and concerns will be brought back to the working group for more discussion. The concern is making it too specific and narrow from the 9-1-1 perspective.

Mr. Currier clarified that the State authority cannot be too specific as the local agencies differ so greatly. The guidelines need to be applicable to differing agencies.

Public comment made regarding the board's discussion on timeline of implementation.

Public comment made that this document is expected as a guide rather than a dictation and expects the policy to involve the 9-8-8 side as well.

Dr. Liseanne Wick stated the danger to public language most crisis centers focus on imminent risk to life by suicide and not the legal woes of the person unless they state being a danger to a specific person or group. It is already mandated nationally for this to be done and otherwise this information is not considered. Also dislikes the lack of visibility of what is known about the caller

with cold transfers. Mr. Currier clarifies that a warm transfer is in the document already as a guideline.

Accessibility and Equal Access Working Group Report: Dr. Bui and Dr. Rafla-Yuan provided updates that the working group has met 4 times since the November board meeting. The major message is that the group is eager to complete tasks and asks for work to be given from the board.

Review is being done on guidance from various resources on public messaging about 9-8-8. Dr. Rafla-Yuan stated that the most recent two meetings were focused on the letter to the Federal Communications Commission (FCC) and the needs for clear communication to the public on what geo routing is and how it differs from 9-1-1s geo location abilities. Asked if the board could make this comment to the FCC.

The most recent meeting pertained to wanting members for the working group to have a wider range of individuals on the working group for more perspectives.

V CAL OES 9-8-8 UPDATES

Mr. Currier provided updates on testing being completed with Vibrant on May 2nd. Call, chat, and test workflows have been validated and all testing is fully compliant. Waiting for approval from Substance Abuse and Mental Health Services Administration (SAMHSA) to begin a phased development that will take about 6 months after approval. This is pending the differing needs of the various centers. It is understood that not every center is able to take chat and text from day one, which is the purpose of the phased approach. We recognize there will be unique accommodations at the local level. Full interoperability with 9-1-1 has been demonstrated in the Cal OES lab.

The board discussed the transfer between legacy 9-1-1 versus Next Generation 9-1-1. Mr. Currier stated there are differences but the roll out of the technology will not be put on hold for the other.

Mr. Currier updated that the 9-8-8 mobile dispatch Request for Proposal (RFP) has been rolled back and will be rereleased with updates. The anticipated contract award will be in Summer of 2024. A decision needs to be made on who will be dispatching these teams and this conversation should be had with the board.

Mr. Currier updated that the surcharge update remains the same and the next opportunity for the rate to change is in June. A comparison will be done with the 24-25 Fiscal Year budget and the number of access lines and if the rate needs to be increased. All of this information is submitted by October and if the fee would change it would occur January 1st. The budget process can authorize up to 30 cents in the statute.

Dr. Rafla-Yuan asked about funding left over. Mr. Curriers stated the balance was due to having the authority to spend but not having a Budget Change Proposal (BCP) outlining what can be spent. Those funds have been encumbered and have a plan and authority to spend it, essentially locking it in place.

Public comment made about the consideration of the fee whether it be increased or not. Mr. Currier stated the number used for the call volume is 200% of the current call volume. The technology side is set for this double call volume. The numbers shown are from current budget year. Those predictions will be factored in future funding years.

Public comment made that the public concern is more on the personnel side not so much on the technology side and the staffing needs are critical to be taken into account. Dr Bui commented that the Cal HHS budget is complex and works to support the agencies to have what is required of them in the statue. Cal HHS does not yet have the full implementation plan, that is set to come in September, but the budget is being worked on now and discussions are happening to anticipate what will be needed.

VI CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS) UPDATES

Dr. Bui provided the Cal HHS update. Slides will be posted to the 9-8-8 information webpage.

Dr. Bui stated when someone is in a crisis it is difficult to remember all of the different phone numbers and commonly people know 9-1-1 and the use of 9-8-8 is easy to navigate and remember. Also asked if Budge is able to provide insight on the many questions the public has on funding. Mr. Currier stated the 9-1-1 Branch Manager will provide help with that conversation.

VII SAMHSA, FCC, AND VIBRANT UPDATES

Mr. Currier provided an update that the FCC has released a notice of proposed rulemaking for 9-8-8 geo routing. The link provided in the slide show will take you to the notice. The document is not official as of yet. Once it is official there are 30 days to make comments and 60 days after that for comments on the initial comments. The FCC rulemaking process can take 6-18 months to complete. This proposition in particular is unique because there are no proposed rules. It is made clear that when you call 9-8-8, we cannot see where you are or who you are but only the area code can be used to route to the correct 9-8-8 center only.

Mr. Hebert comments that geospatial routing would be the better option to propose as to not have to make later adjustments to the system. Mr. Currier reiterates that either option does not tell the call taker who or where exactly the caller is.

Dr. Wick asked if we are talking about the initial routing of the call. The geospatial is different and gets into the more granular location of the caller. Mr. Currier stated that the routing is only to get the caller to the correct center once the call is taken that's the only information had.

Mr. Currier asked what the board would like to do for comments, would the board like to comment as a board or another way? And says he can provide information on how to comment if the board members would like. Cannot state if OES will comment and individuals can also make comment.

VIII AGENDA ITEMS FOR FUTURE MEETINGS

The board will vote on the 9-8-8 to 9-1-1 Interface Working Group guideline document for 9-1-1 to 9-8-8 transfers.



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The board will take action on 9-8-8 geo routing proceeding.

The board will discuss dispatch responsibility for 9-8-8 mobile crisis response.

IX PUBLIC COMMENT FOR MATTERS NOT ON AGENDA

Dr. Liseanne Wick, stated this will be her last meeting and states the pleasure she's had on the board.

Dr. Rafla-Yuan asked about a previous meeting where information was provided about number of calls, etc. and if Mr. Currier has any more information available to provide. Mr. Currier stated that those metrics can be included in future updates at a State level.

Public comment made about 9-1-1 wireless call routing. 9-1-1 and 9-8-8 geo location have an impact on how a wireless sends the call as an emergency or non-emergency call and many features are not available if the carrier is sending as a non-emergency call.

X ADJOURN

Erinn Riley motioned to adjourn; Jennifer Kenton seconded. The meeting was adjourned at 12:30 PM.