



State 9-8-8 Technical Advisory Board Meeting Minutes

630 Sequoia Pacific Blvd, Sacramento, CA 95811
August 17, 2023 – 10:00 AM - 12:00 PM PST



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

MEMBERS PRESENT:

Stephanie Welch- Deputy Secretary of California Health and Human Services
Chief Deputy Director Brian Aiello- Emergency Medical Services Agency
Director Liseanne Wick- California Health and Human Services
Erika Aragon- DiDi Hirsch Mental Health Services
Jeff Hebert- California Public-Safety Radio Association
Jennifer Kenton- Campbell Police Department Communications Supervisor
Jennifer Dwyer- California Commission on Peace Officer Standards & Training present
Tracy Gonzales- Downey Fire Dispatch Supervisor
Ametrius Sidney- Assistant Director San Mateo County
Erinn Riley- Contra Costa County Sheriff Dispatch Supervisor present
Kristin Miller- Behavioral Health Services Administrator at Riverside Health Services
Dr. Edwin Poon- County of Santa Clara Behavioral Health Services
Brian Aiello- Chief Deputy Director, Emergency Medical Services Authority
Dr. Eric Rafla-Yuan- UC San Diego School of Medicine

MEMBERS ABSENT:

Cerena Lewis, California Professional Firefighters

9-8-8 Technical Advisory Board members attending remotely:

Kristin Miller, Behavioral Health Services Administrator at Riverside Health Services
Brian Aiello, Chief Deputy Director, Emergency Medical Services Authority
Jennifer Kenton, Campbell Police Department Communications Supervisor
Ametrius Sydney, Assistant Director San Mateo County
Tracy Gonzales, Downey Fire Dispatch Supervisor
Dr. Edwin Poon, County of Santa Clara Behavioral Health Services

Item Agenda Topic

I WELCOME – CALL TO ORDER – ROLL CALL – SWEARING IN OF BOARD MEMBER

The meeting was called to order at 10:05AM. A quorum was achieved.

II APPROVAL OF PREVIOUS MEETING MINUTES

The May meeting minutes were placed on the agenda for approval. Jeff Hebert motioned to approved; Jennifer Dwyer seconded.

III WELCOME NEW MEMBER

Dr. Eric Rafla-Yuan introduced.

IV LEGISLATIVE UPDATE

Mr. Chris Hacker, Cal OES Legislative and External Affairs will provide 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.

V WORKING GROUP REPORTS

Best practices working group report: Tracy Gonzales gave an update on work being done by best practice working group. Guidelines within PSAPs on how/when to transfer, policies and training that is needed. MOUs that are active in reference to transferring of 9-8-8 calls and use of Nation Emergency Number Association (NENA) document and others as guidelines for creating MOUs. Suggests using these resources to use as a guideline for State education. The importance of education and awareness, training, and collaboration and how to integrate 9-8-8 into pre-established systems.

Tracey Gonzalez provided a committee report on best practices, slides attached to the meeting minutes.

9-8-8 and 9-1-1 Interface working group report: Jeff Hebert provided an update interface working group; technology involved for 9-8-8 call handling and data and information sharing between 9-1-1 and 9-8-8 with different call handling technology. Privacy concerns with what information can be shared. Suggests similar data sharing to 9-1-1 and share only selective data. Requests data from CalOES on call statistics and Geographical Information Systems (GIS) data.

Liseanne Wick suggests working group looks into minimum information for 9-8-8 and 9-1-1 calls to further utilize as a guideline.

Board suggests best practices working group look into sharable information between 9-1-1 and 9-8-8 and what is minimally required. Use of national guideline from Substance Abuse and Mental Health Services Administration (SAMHSA) for 9-8-8 call standards, call answer times, transfers, etc.

Accessibility and Equal access working group report: Stephanie Welch provided an update on the working group looking into messaging for 9-8-8 accessibility and looking for suggestions on how the working group can add value. Recommendations from group that someone from CalOES provide an overview to working group on timeline of process and what information is needed for the board. Also recommends that how best to bring recommendations forward to the board. What data is available for understanding where 9-8-8 is utilized and its accessibility. Suggests the involvement of those with lived experiences for the most useful

guidance. Suggests 9-8-8 Technical Advisory Board meetings be made to be more accessible.

Board discussed use of tools for accessibility such as language translation services.

Public comment from Lan Nguyen on if there are requirements or only recommendations for 9-8-8 and 9-1-1 interfacing.

Mr. Currier stated that the purpose of the 9-8-8 Technical Advisory Board is to achieve an eventual policy for interaction of 9-8-8 and 9-1-1.

Jeff Hebert suggests that the best practices group create a draft of conditions for data exchange and transfers, etc. as guidance for the other working groups.

VI CAL OES 9-8-8 UPDATES

Mr. Currier provided an update on statewide 9-8-8 Call Handling Solutions (CHS) and Customer Resources Management (CRM) status. The State contract that was awarded was provided via QR code. In group 1 CHS has been installed. Working to identify technical requirements for mobile response software. 9-8-8 equipment has been installed in Cal OES lab and testing is being scheduled. MOU is being worked on. On track to meet goal of activating centers by 2nd Q 2024.

Jeff Hebert asks what mobile crisis response technology looks like. Mr. Currier clarifies Computer Aided Dispatch (CAD) like integrated platform. Working with department of technology.

Mr. Currier provided an update on interface, circuits are being testing and validated for systems to define transfers, share data, etc.

Mr. Currier provided an update on State Emergency Telephone Number Account (SETNA) 9-8-8 surcharge. Set for \$0.08 for 2023 and 2024. Fee calculation has begun for 2025 using the Fund Condition Statement. Also discussed how the fee is calculated. Explains how budget funds are allocated based on the surcharge.

Mr. Currier discusses that budget requests for 9-8-8 implementations have been approved. July 1st budget activities in support of 9-8-8 implementation began. Additional AB988 is in the legislative process.

Board requests the link to Fund Condition Statement be posted to the State 9-8-8 site.

VII CAL OES 9-8-8 FUNDING POLICY FOR 9-8-8 TECHNOLOGY

Mr. Currier and the board discussed, and reviewed edits made to the 9-8-8 funding policy. The edited funding policy is available online and is attached to the meeting

minutes.

Jeff Hebert suggests looking into making the ATA allotment tiered based on call volume instead of a standardized amount.

Board discussed eligibility of centers for funding, which is included in the policy.

The board members will review further outside of the meeting and vote on the policy at the next meeting.

Lyn Morris CEO DiDi Hirsch makes public comment and suggests postponing vote on funding policy to allow more time for review and collaboration on funding policy with all crisis centers.

VIII CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS) UPDATES

Stephanie Welch Assistant Secretary of California Health and Human Services (CHHS) Provided information regarding the crisis care continuum plan being completed and published on CHHS website. 5-year 9-8-8 implementation plan has been contracted and 9-8-8 advisory board from CHHS to begin in October. Trailer bill cleanup language for AB 988 has been added to CHHS website for public review.

IX SAMHSA, FCC, AND VIBRANT UPDATES

Mr. Currier discussed the Federal Communications Commission (FCC) has published rules for access to 9-8-8 lifeline to ensure reliability and resiliency. Also discussed updates with SAMHSA and Vibrant working to finalize agreement on ingress of 9-8-8 calls, chat, texts.

Dr. Eric Rafla-Yuan raised a question regarding a letter to the FCC from the 9-8-8 Board. Mr. Currier stated that there are letters being worked on by multiple states to be sent to SAMHSA and the FCC and are being tracked.

X AGENDA ITEMS FOR FUTURE MEETINGS

Dr. Eric Rafla-Yuan requests a vote on writing a letter to FCC.

XI PUBLIC COMMENT FOR MATTERS NOT ON AGENDA

Stephanie Welch posed a question about remote participation of meetings.

Stephanie Welch made comment requesting crisis center representatives about speaking on getting 9-8-8 and suicide prevention education.

Public Comment stated there is a YouTube video on suicide prevention services and 9-8-8.

Public Comment Marika Collins suggests SAMHSA has a 9-8-8 toolkit available.

Dr. Eric Rafla-Yuan made comment on appreciation of Board and California for being active in 9-8-8.

XII ADJOURN

Liseanne Wick motioned to approve; Erinn Riley seconded. The meeting was adjourned at 12:40PM.