



**State 9-8-8 Technical Advisory Board  
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811  
August 21, 2025 – 10:00 AM - 12:30 PM PST



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

**MEMBERS PRESENT:**

Lisa Mangat, Chair, Acting Deputy Director, California Governor's Office of  
Emergency Services (Cal OES)  
Paul Troxel, California Governor's Office of Emergency Services  
Dr. Anh Thu Bui, California Health and Human Services (CHHS)  
Terri Galvan, Rural Community 9-8-8 Crisis Services  
Shari Sinwelski, Large Community 9-8-8 Crisis Services Remote  
Lan Nguyen, County Managed 9-8-8 Crisis Services Remote  
Ametrius Sidney, California Chapter of the National Emergency Number Association  
(CALNENA) Remote  
Jamila Fields, California Commission on Peace Officer Standards and Training (POST)  
Joe Sullivan, Local Emergency Medical Services Authority (EMSA)  
Jennifer Kenton, 9-1-1 Police Department Public Safety Answering Point (PSAP)  
Supervisor  
Dr. Eric Rafla-Yuan, California State Association of Psychiatrists  
Cerena Lewis, California Professional Firefighters  
Erinn Riley, 9-1-1 Contra Costa County Sheriff, Dispatch Supervisor  
Diana Gutierrez, Mobile Crisis Care Services

**MEMBERS ABSENT:**

Tracy Gonzales, Ontario Fire, Dispatch Supervisor  
Jeffrey Hebert, Northern California Association of Public Communications Officials  
(APCO)

**I WELCOME – CALL TO ORDER – ROLL CALL**

The meeting called to order at 10:12AM. A quorum was achieved.

**II APPROVAL OF PREVIOUS MEETING MINUTES**

The Board motioned to approve the May 15, 2025, meeting minutes. Dr. Eric



**State 9-8-8 Technical Advisory Board  
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811  
August 21, 2025 – 10:00 AM - 12:30 PM PST



Rafla- Yuan requested an edit to the Equitable Access working group report out. He specific that the working group was asking for support to create educational materials, not that they stated this would be completed. The May 15, 2025, meeting minutes were approved with the promise to edit.

### **III PUBLIC COMMENTS FOR MATTERS ON THE AGENDA**

Public Comment made by Kassi Dibble, ACLU Northern California, regarding agenda item 8. She stated that the ACLU appreciates this is a new system, but they would like to raise 2 concerns. 1. Recommendations for call transfers should distinguish between small jurisdictions and larger jurisdictions. 2. New systems such as this one should embrace broader public input, especially from people with direct experience with mental health crises and responses. The draft 9-8-8/9-1-1 transfer criteria only makes sense when it is applied to jurisdiction that have no alternate crisis response teams. Strongly urge the Advisory Board to edit the prohibitions portion of the document to clarify that these prohibitions only apply when no alternative crisis response teams are available. For jurisdictions that do have crisis response teams can and should develop a more expansive transfer criteria. There has been a lack of transparency and opportunity for the public to submit feedback specific to the formation of the transfer document. Ask the Advisory Board to delay taking any action to adopt or finalize any transfer criteria until it is provided adequate public input.

### **IV CAL OES LEGISLATIVE AND GOVERNMENTAL AFFAIRS 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 State 9-8-8 Technical Advisory Board members.

### **V WORKING GROUP REPORTS**

#### **A. 9-8-8 and 9-1-1 Interface Working Group Report**

Jeff Hebert and Tracy Gonzales were not present to provide a report out.

#### **B. Accessibility and Equal Access Working Group Report**



**State 9-8-8 Technical Advisory Board  
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811  
August 21, 2025 – 10:00 AM - 12:30 PM PST



Dr. Anh Thu Bui updated that the working group met on July 31<sup>st</sup>. At the last meeting they talked about the number of groups that needed additional tools and needs for the deaf and hard of hearing community. A point was raised was for the Autism community and their concerns on data sharing and protection.

Dr. Rafla-Yuan updated that there are concerns of data privacy and quality of services. Folks are concerned with contacting a government service with private concerns and are looking for an update on the State's point of view on data ownership.

Dr. Bui added that the working group is asking the Board for any assignments for the work group to provide deliverables. Dr. Bui suggested the work group could facilitate the public input on the 9-1-1/9-8-8 transfer document from an equitable access standpoint.

**C. 9-8-8 Consortium Working Group Report**

Paul Troxel announced that Terri Galvan joined the meeting in person.

Ms. Galvan updated that the working group has met twice since the May Advisory Board meeting. The working group established its purpose which is to operationalize and track the implementation of the entire system for the 9-8-8 centers. Throughout the process there are different points of feedback, and the working group is creating action steps to see how the feedback was incorporated into the system, and it was communicated to the 9-8-8 centers that their input was received. The working group's goal is to streamline and clarify the conversation around the implementation in the 9-8-8 centers.

Lan Nguyen stated that at the last meeting, working group members shared the importance for feedback between Cal OES and NGA to the 9-8-8 centers either through emails or a newsletter or similar format. When a crisis center sends feedback, they should receive an acknowledgment



## State 9-8-8 Technical Advisory Board Meeting Minutes

630 Sequoia Pacific Blvd, Sacramento, CA 95811

August 21, 2025 – 10:00 AM - 12:30 PM PST



that their submission was received, and that Cal OES and NGA acknowledge the importance of providing communication.

### VI CAL OES 9-8-8 UPDATES

Mr. Troxel stated that the Technical Advisory Board has 3 legislatively required deliverables; to advise Cal OES on the feasibility and planning for sustainable interoperability between 9-8-8, 9-1-1 and behavioral health crisis services, technical and operational standards for the 9-8-8 system that allow for coordination with California's 9-1-1 system, and standards and protocols for 9-8-8 center call transfers to 9-1-1 and vice-versa.

Mr. Troxel stated the Cal OES team will take ownership of the 9-8-8/9-1-1 transfer document and then work with the working groups and develop them to then take them and distribute to the board members so they are able to review previous to the board meetings.

Mr. Troxel stated Dr. Bui and Cal OES were able to visit Sacramento PD jointly and they shared documents on their procedures. Cal OES is looking for other agencies with documents to bring this information together and use to drive the overall development of the existing documents the board has been working on.

Ms. Galvan stated that her center is in Sacramento and part of the pilot with Sacramento PD. She stated one of the things that is worth noting is that many jurisdictions are asking to move much faster than the process is going. As pilots are building the pace is misaligned with the guidance being asked for. Mr. Troxel stated local agencies are advancing a little faster than the State is and asked if there would be a benefit in creating relationships with the local 9-1-1 dispatch center and the 9-8-8 centers so that if someone is moving faster than the other there is more notification. Ms. Galvan responded that everyone is moving at a different pace and understanding, and a lot of the interoperability is not there yet because the system is not in place. Once this happens it will be helpful to have the data to move forward.



**State 9-8-8 Technical Advisory Board  
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811  
August 21, 2025 – 10:00 AM - 12:30 PM PST



Chief Deputy Director Lisa Mangat stated that the success of the 9-8-8 system is based on coordination and Cal OES is focused on the technology side of it. She asked if centers are looking for guidance on both the technology side and the program side. Ms. Galvan clarified that centers are looking for both. Chief Deputy Director Mangat stated she will take this back to California Health and Human Services (CalHHS) for guidance as well.

Ms. Galvan stated her center was one of the centers waiting to upgrade their system because they knew Cal OES's system was coming but now they do not have an adequate system and are having to bridge the gap.

Shari Sinwelski added that the technology and policy needs to be coordinated on, and expatiations of stakeholder need to be managed. She stated there are a lot of pieces to the puzzle that need to come together. Some Public Safety Answering Points (PSAPs) are ready to send calls, but centers are not ready to receive calls while also there are some PSAPs not willing to transfer due to liability and other challenges. She stated that not all the pieces are in place to implement this effectively.

Dr. Bui stated she is thinking of what can be done at the State level to help with learning and what can be done locally as well. She stated that looking at potential solutions and what makes them successful could be helpful and then can the State collate these examples and create templates so that the communities do not have to start from scratch.

Jennifer Kenton stated that some of the frustration is that the community is demanding a 9-8-8 response instead of police, and the Board has been telling the PSAPs that this document is coming. She suggested should the Board look at generalized guidelines to get out. Some counties have already started this on their own because they do not want to wait and want to meet the community needs.

Mr. Nguyen stated the Board cannot keep waiting to make sure it's 100% on the proposed protocol. The Board has what the working group developed,



**State 9-8-8 Technical Advisory Board  
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811

August 21, 2025 – 10:00 AM - 12:30 PM PST



and it was suggested this be used as a guideline and that locally it would need to be tailored as needed but to keep waiting and revising the document will never make it perfect. It will continue to be a working document, and it is important that the Board approve it and let local agencies use it from there to meet their needs.

Dr. Rafla-Yuan echoed the need for this to be out because there are some places doing it well and others that are not. There are disagreements at the local level on transfers and the guidance would help in those situations.

Mr. Troxel stated he is hearing these comments and one of the benefits of having the California Commission on Peace Officer Standards and Training (POST) representative, Jamila Fields, on the Board is that she is responsible for dispatcher training and there has already been some training in the POST and dispatcher world. It will be helpful that whatever is developed POST can review and are then including these polices in their trainings.

Mr. Troxel updated that the Buckelew is ingesting the local lines into the 9-8-8 system and are working with the Substance Abuse and Mental Health Services Administration (SAMHSA) on additional testing. SAMHSA asked for more testing on interoperability and that work continues. Vibrant has agreed to pilot calls in Buckelew and engineering is working with them now to test this.

Mr. Troxel continued that updates to a Memorandum of Understanding (MOU) required more testing and engineering is working through that now.

Cerena Lewis asked with 9-8-8 being live is it live with fire or medical or just 9-1-1. Mr. Troxel stated that 9-8-8 is live in 9-8-8 centers and the State's platform will provide a uniform platform for all centers Statewide and will ensure interoperability between 9-1-1 and 9-8-8. Legislatively it is a requirement that they can be transferred back and forth regardless of differing technologies at the PSAP.

Ms. Galvan asked about text and chat. Mr. Troxel stated that text and chat





**State 9-8-8 Technical Advisory Board  
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811

August 21, 2025 – 10:00 AM - 12:30 PM PST



will be currently using Vibrant's platform, some 9-8-8 centers are not using that right now and the State is working with the centers to deploy that. Ms. Galvan stated at a sit-along she saw that if police and fire needed to transfer a text stream to one another they were able to and asked if that will be built in for 9-8-8. Mr. Troxel stated that work was just added to the Vibrant MOU in the last iteration and the engineering team will work with Vibrant to ensure full interoperability between 9-8-8 and 9-1-1 for text as well. He continued that chat has limitations because it is IP based, and text operates differently and can be transferred. 9-1-1 is not using chat at this moment.

Mr. Troxel updated on the surcharge and stated in June the budgeting process begins with carriers being required to deliver access line data. Carriers do analysis of their lines and tell Cal OES the number of access lines which is part of the formula used to be able to establish the fee. The other part is the budgeting process for the State of California. The State budget is formalized and approved at the end of the fiscal year. The fund condition statement is received and then is it known how much budget authority is given. All access line data is in, and the team is building the calculation and getting that set for review. The team will then send calculations to executive and then will send to the California Department of Tax and Fee Administration (CDTFA).

Mr. Troxel reviewed the fund condition statement. Chief Deputy Director Mangat stated that the rate that is recommended in October is a function of what the current revenue projection is. The rates catch up with the budget authority. The rate itself will take effect in January and at that same time the Governor is looking at their budgeting process. She continued that when a budget proposal for adjustment is made, one of the conversations that comes up is the need to know what the projected impact to the fee is.

Ms. Sinwelski asked if there is transparency on what underlies the budget shown in the fund condition statement. Chief Deputy Director Mangat stated there would be a Budget Change Proposal (BCP) or if it was something that came from the legislature it would show how the budget authority is being determined. If someone wanted an increase, there would be a BCP available



**State 9-8-8 Technical Advisory Board  
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811

August 21, 2025 – 10:00 AM - 12:30 PM PST



as public information. The Department of Finance (DOF) does the reconciliation of the fund condition statement, Cal OES does not own this, and it is governed by DOF.

Ms. Sinwelski asked if unspent funds ever move from one State agency to another. Chief Deputy Director Mangat stated that would require the action of the legislature. She continued that right now each agency is looking at their needs for their programs and then agencies are required to develop their analysis and have a conversation with DOF through the Fall to achieve what is needed for their programs. January is when the Governor presents his budget plan for the Spring.

Mr. Troxel updated that the team met with SAMHSA and the initiatives from California and the Federal side are still very much aligned. SAMHSA is still in support of the MOUs and have approved the last round of edits and added another round of text testing which is being worked through with the engineering team. Vibrant has agreed to route the pilot project. The Federal Communications Commission (FCC) ruling on July 24<sup>th</sup> adopted rules to geo route text to 9-8-8.

Ms. Sinwelski asked for a timeline on rollout past Buckelew. Mr. Troxel stated there is currently a pause due to the additional testing wanted from Vibrant. Once this testing is done there will be further clarification on a timeline. Ms. Sinwelski asked if there will be a mobile crisis module added. Mr. Troxel stated that more formal direction is needed on who is providing and dispatching the mobile crisis response teams and once that is determined the RFP will move forward for that.

Lan Nguyen stated that locally when changes like the FCC ruling happen, we have to develop local educational campaigns to inform the community and asked is there a concrete timeline on the implementation. Mr. Troxel stated that the timeline is 18 months to implement the ruling but that does not mean they'll take the full 18 months, different carriers may implement at different points in time within the 18 months.





**State 9-8-8 Technical Advisory Board  
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811  
August 21, 2025 – 10:00 AM - 12:30 PM PST



## **VII CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS) UPDATES**

Dr. Bui updated that the ongoing work over the last 3 years really focused on having high quality crisis services for all of California. There is a need to ramp up text and chat capabilities.

Dr. Bui updated that in June SAMHSA announced the discontinuation of the press 3 option for the national 9-8-8 subnetwork for LGBTQIA+ youth which served 1.5 million contacts. About 10% of California contacts chose the press 3 option and since the closure of the centers for these services other centers have had to absorb these calls. CalHHS announced a partnership with the Trevor project to work to provide the services.

Dr. Bui stated that September is national suicide prevention month. There is a toolkit from SAMHSA available. We don't yet have a Statewide campaign, but CalHHS is collaborating with the Advocates for Human Potential (AHP) to launch billboards and promote 9-8-8. CDTFA and California Department of Public Health (CDPH) are working on a communications campaign.

Dr. Bui stated the implementation plan has 4 main goals and many cross cutting goals. The focus today is on the equity goals. We are looking to explore the development of a dedicated Native American line or dial pad option. There are other parts of the plan that are being worked on to make sure public messaging is tailored to be accessible.

Jennifer Kenton asked do you currently use language interpretation services and is the ask for how to communicate that its available? Dr. Bui stated that there have been reports from the community that 988 services are not easy to access for folks who speak languages other than English or Spanish. Ms. Kenton suggested to look into the deficiencies in the language services being used and look into the current technologies available and being used by 9-1-1 centers.



**State 9-8-8 Technical Advisory Board  
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811

August 21, 2025 – 10:00 AM - 12:30 PM PST



Cerena Lewis added that vetting the agency or whomever service you choose to go with will be of importance. That from a 9-1-1 perspective not all translation services are easy to navigate. Dr. Rafla-Yuan stated the equitable access working group deaf and hard of hearing members have said they can be dropped through the transfers for translation, and this is also a point to possibly look into the technology side of that.

Diana Gutierrez stated that a thought that comes to mind is that the quality of translation is important, but culture is a factor in communications. That speaks more to the workforce when thinking about what can be done that might be better talked about in a different space, but it could be an option to look at underserved communities and training them up to be responders.

Dr. Rafla-Yuan asked if there is technology available for there to be a deaf or hard of hearing responder and can the technology in the centers support that. Erinn Riley stated the technology could be useful for this situation in that certain languages are difficult to find a translator for in the 9-1-1 centers and could be heightened in a mental health crisis situation. If nothing can be conveyed to them and the caller is having to wait that can be another issue.

Mr. Troxel stated from a 9-1-1 perspective there are some lessons that can be brought into the 9-8-8 world and how it can support the 9-8-8 crisis team. In 9-1-1 there is a Statewide contract, and it would be smart to consider a Statewide translation service for 9-1-1 and 9-8-8. There are technical hurdles, but it is possible and then this can establish better practices for the translator services.

Dr. Bui asked can this be an assignment of the equitable access working group to look at these two activities? Ms. Kenton agreed that this would be good to look into and look at options for in person translation services for mobile crisis response teams and ensure that video American Sign Language (ASL) for both the call taker and the in person responder.

Action item for Mr. Troxel to speak with the translation contract and ensure



**State 9-8-8 Technical Advisory Board  
Meeting Minutes**

630 Sequoia Pacific Blvd, Sacramento, CA 95811  
August 21, 2025 – 10:00 AM - 12:30 PM PST



video ASL is on the State contract currently.

Dr. Bui concluded that the first annual report on 9-8-8 implementation is due by June 30, 2026.

**VIII GUIDANCE FOR 9-1-1/9-8-8 TRANSFER DOCUMENT REVIEW**

Mr. Troxel updated that this will be fed into our branch update, and the goal will be to have a drafted document ahead of the November meeting to discuss. The benefit of the working group is that we can give them feedback and work with the State team to get this turned around and given to the board for feedback.

Mr. Nguyen stated based on the public comment at the beginning, there was not enough involvement of the community. The current document has received feedback but is there a more efficient way to allow others to attend the working group to give feedback. Can the working group be publicly noticed. Mr. Troxel stated he will take this back to leadership and legal on how to address the needs of the public aspect.

**IX AGENDA ITEMS FOR FUTURE MEETINGS**

No action for future meeting.

**X PUBLIC COMMENT FOR MATTERS NOT ON AGENDA**

No public comment.

**XI ADJOURN**

The Board motioned to adjourn. The meeting adjourned at 12:00PM.