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

MEMBERS PRESENT:
Steve Yarbrough, Chair, Deputy Director Public Safety Communications, Office of Emergency Services (Cal OES)
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
Diana Gutierrez, Riverside University Health System – Behavioral Health, Remote
Erinn Riley, 9-1-1 Contra Costa County Sheriff, Dispatch Supervisor, Remote
Dr. Hernando Garzon, Local Emergency Medical Services Authority (EMSA), Remote
Dr. Eric Rafla-Yuan, California State Association of Psychiatrists, Remote
Jamila Fields, California Commission on Peace Officer Standards and Training (POST)

MEMBERS ABSENT:
Tracy Gonzales, Ontario Fire, Dispatch Supervisor
Lan Nguyen, County Managed 9-8-8 Crisis Services
Cerena Lewis, California Professional Firefighters
Ivan Bhardwaj, California Department of Healthcare Services
Ametrius Sidney, California Chapter of the National Emergency Number Association (CALNENA)

I WELCOME – CALL TO ORDER – ROLL CALL

The meeting was called to order at 10:15AM. A quorum was achieved.

II MOTION FOR APPROVAL OF PREVIOUS MEETING MINUTES

The board motioned to approve the previous meeting minutes. The June

10, 2026, meeting minutes were not approved due to lack of majority vote. The minutes will be placed on the November agenda for approval.

No public comment.

III 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.

No public comment.

IV 9-8-8 SURCHARGE RATE SETTING

Mary Rucker, Cal OES Assistant Director of Administrative Services, reviewed the methodology used to establish the 9-8-8 surcharge rate. The calculation is based on the authorized appropriation in the final budget act, adjusted for the prior-year fund balance, projected monthly access lines, and a 10 percent reserve balance.

Cal OES expects to receive remaining carrier data shortly, complete the calculation, share the proposed rate with board members in advance, and submit the rate to the Department of Tax and Fee Administration by the applicable deadline for implementation.

The board discussed the timeline for completing the rate-setting process and Cal OES confirmed its intent to share the proposed rate with members approximately 30 days before submission.

No public comment.

V WORKING GROUP REPORTS

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

The working group reported that it held its first meeting and is developing a high-level transfer recommendations/protocol document that can be adapted by individual 9-1-1 and 9-8-8 centers. The document will include recommendations and considerations.

The working group requested additional time to complete the document before board action and proposed bringing back for consideration at the November meeting. Cal OES agreed to connect the working group with an appropriate technical subject matter expert to assist with interoperability questions.

The board also discussed document posting requirements and targeting completion in time for the November 12th meeting.

Action Item: Connect working group with Ryan Sunahara

B. Accessibility and Equal Access Working Group Report

The working group reported that members finalized the working group charter through email correspondence. The charter focuses on advising the Technical Advisory Board on technical, operational, and policy considerations necessary to ensure equitable, accessible, high-quality 9-8-8 crisis response services for all Californians. The group requested future action items or directives from the board and noted plans to participate in the Tribal Health Coalition conference and report back on relevant information.

C. 9-8-8 Implementation Working Group Report

The working group reported that it met once and agreed to pause further implementation work pending additional information from the Call Handling Solution Analysis Working Group to avoid working at cross purposes. The group requested clarification regarding the impact of a delayed or unsigned SAMHSA MOU on implementation

and discussed the value of having Cal OES technical staff patriciate in working group meetings when subject matter expertise is needed.

Cal OES indicated that staff support can be requested as needed and the MOU status and implementation impacted would be addressed in a coming agenda item.

D. Call Handling Solution (CHS) Analysis Working Group Report

The working group reported on its continued analysis of the call handling solution and interoperability. Working group chair reviewed a Cal OES memorandum addressing interoperability and statutory requirements and identified remaining questions regarding contractual requirements for use of the platform, differences between existing 10-digit transfers and transfers through the platform, technical support, and interoperability for voice, text, and chat.

The working group stated that additional clarification is needed before making a recommendation regarding deployment of the current platform.

The board also discussed the need for guidance on permissible collaboration and communication among working groups and board members between meetings. Cal OES will provide relevant information and guidance.

No public comment.

VI 9-1-1/9-8-8 TRANSFER RECOMMENDATIONS DOCUMENT

Based on the 9-8-8 and 9-1-1 Interface Working Group report, the board agreed not to vote on the 9-1-1/9-8-8 Transfer Recommendations document at this meeting. The working group will continue development and target completion for consideration at the November 12, 2026, meeting.

The board also requested that future drafts include a date and/or version number to clearly distinguish draft versions.

No public comment.

VII CAL OES 9-8-8 UPDATES

Cal OES provided an update on the Statewide call handling solution, engagement with 9-8-8 crisis centers, ongoing vendor feature enhancements, and discussions with SAMHSA regarding the MOU. Cal OES reported that one additional center expressed interest in adopting the solution and that planning and business analysis are underway; however, expansion beyond the current pilot remains dependent on resolution and will continue working with SAMHSA and legal counsel.

Cal OES also reported that voice functionality is within the current pilot scope, while deployment of text and chat capabilities remains subject to further approval. The technical capability has been tested in a non-production environment.

The board requested information regarding which crisis centers were contacted about adoption of the call handling solution and asked that feedback be provided to the CHS Analysis Working Group.

No public comment.

VIII CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS) UPDATES

CHHS provided an update on the 9-8-8 Crisis Policy Advisory Group. The next meeting is scheduled for September 9, 2026, from 10:00AM to 3:00PM at the DHCS Stillwater Building with hybrid participation available.

CHHS expects to review the draft annual progress report on AB 988 implementation and begin the public comment period later in September.

Meeting materials and participation information will be posted on the public agenda in advance.

No public comment.

IX AGENDA ITEMS FOR FUTURE MEETINGS

Requested item: Provide the board members with a written process for requesting and adding items to future meeting agendas, including the anticipated submission timeline before agenda posting and approval.

No additional items were requested.

X PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

No public comment.

XI ADJOURN

The meeting adjourned at 11:28AM.