



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811  
February 19, 2026 – 10:00 AM - 12:30 PM PST



**OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA, 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), Remote

Terri Galvan, Rural Community 9-8-8 Crisis Services

Shari Sinwelski, Large Community 9-8-8 Crisis Services

Lan Nguyen, County Managed 9-8-8 Crisis Services, Remote

Ametrius Sidney, California Chapter of the National Emergency Number Association (CALNENA)

Jamila Fields, California Commission on Peace Officer Standards and Training (POST)

Dr. Eric Rafla-Yuan, California State Association of Psychiatrists

Diana Gutierrez, Mobile Crisis Care Services, Remote

Cerena Lewis, California Professional Firefighters

**MEMBERS ABSENT:**

Tracy Gonzales, Ontario Fire, Dispatch Supervisor

Erinn Riley, 9-1-1 Contra Costa County Sheriff, Dispatch Supervisor

Jeffrey Hebert, Northern California Association of Public Communications Officials (APCO)

Joe Sullivan, Local Emergency Medical Services Authority (EMSA)

Jennifer Kenton, 9-1-1 Police Department Public Safety Answering Point (PSAP) Supervisor

**Item    Agenda Topic**

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

The meeting was called to order at 10:00AM. A quorum was established.

**II    APPROVAL OF PREVIOUS MEETING MINUTES**



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The board requested edits to the November 20, 2025, meeting minutes. Board will vote at the next meeting for approval of November 20, 2025, meeting minutes.

### **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.

### **IV WORKING GROUP REPORTS**

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

The Working Group provided updates regarding:

- Continued coordination between 9-8-8 crisis centers and 9-1-1 PSAPs
- Operational considerations for call transfers
- Governance and participation expectations

An action item was presented to clarify and distribute guidance regarding how working groups may meet (with or without a chair present). Working Group Chairs are responsible for disseminating information to their members.

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

The Working Group provided updates regarding:

- Accessibility requirements and language access considerations
- Equity in service delivery
- Data tracking and ownership

Agenda item to be added for the next meeting for Cal OES to report out on the data ownership information.

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

The Working Group provided updates on:

- Collaboration between crisis centers



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- Funding and reimbursement mechanisms

Action Item raised to explore the feasibility of modifying the reimbursement process to allow reimbursement of AHP services through DHCS.

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

This working group was unable to meet due to no chair being voted on at the previous meeting.

The Board's discussion included:

- Evaluation of call handling platform capabilities
- Data collection and reporting features
- System integration considerations

Board members discussed the need for additional working groups and clarified membership and task assignments for the Working Group established at the November 20, 2025, meeting.

**V 9-1-1/9-8-8 TRANSFER RECOMMENDATIONS DOCUMENT**

The Board discussed the 9-1-1 / 9-8-8 Transfer Recommendations document, including:

- Best practices for warm handoffs
- Criteria for transfers between systems
- Liability and operational considerations
- Data sharing and documentation standards

The Board will vote on the document at the next meeting.

**VI CUSTOMER RESOURCE MANAGEMENT (CRM) WALKTHROUGH**

NGA 9-1-1, LLC provided a walkthrough of the CRM interface, including:

- System dashboard and user interface
- Case documentation workflow
- Data fields and reporting capabilities



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- Integration with call handling systems

Board members asked questions regarding reporting flexibility, privacy safeguards, and interoperability with statewide systems.

**VII CAL OES 9-8-8 UPDATES**

This item was moved to the next meeting due to time constraints.

**VIII CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS) UPDATES**

This item was moved to the next meeting due to time constraints.

**IX AGENDA ITEMS FOR FUTURE MEETINGS**

The Board identified potential future agenda items in the previous items of this agenda.

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

No public comment.

**XI ADJOURN**

The meeting was adjourned at 12:36PM.