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, Remote
Ametrius Sidney, California Chapter of the National Emergency Number Association (CALNENA)
Diana Gutierrez, Mobile Crisis Care Services, Remote
Cerena Lewis, California Professional Firefighters
Erinn Riley, 9-1-1 Contra Costa County Sheriff, Dispatch Supervisor, Remote
Joe Sullivan, Local Emergency Medical Services Authority (EMSA)
Ivan Bhardwaj, California Department of Healthcare Services

MEMBERS ABSENT:
Tracy Gonzales, Ontario Fire, Dispatch Supervisor
Dr. Eric Rafla-Yuan, California State Association of Psychiatrists
Lan Nguyen, County Managed 9-8-8 Crisis Services
Jamila Fields, California Commission on Peace Officer Standards and Training (POST)

I WELCOME – CALL TO ORDER – ROLL CALL

The meeting was called to order at 10:01AM. A quorum was achieved.

II MOTION FOR APPROVAL OF PREVIOUS MEETING MINUTES

The board motioned to approve the previous meeting minutes. The November 20, 2025, and February 19, 2026, meeting minutes were approved.

No public comment made.

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 members were not present to provide a report.

B. Accessibility and Equal Access Working Group Report

The working group did not have any updates.

C. 9-8-8 Implementation Working Group Report

The working group provided updates regarding:

- Members discussed continued information sharing, coordination efforts, and operational challenges associated with Statewide implementation.
- The work group emphasized the importance of maintaining consistent communication among crisis centers while implementation activities continue.

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

The working group provided updates regarding:

- The working group has identified five (5) primary recommendations:
    - Develop a Statewide definition of interoperability between 9-1-1 and 9-8-8
    - Clarify legal and contractual requirements governing participation in the Statewide platform
    - Reevaluate and update Statewide technical requirements, including previously developed functional requirements

- Assess whether the current vendor continues to meet Statewide operational needs and evaluate alternative solutions if appropriate
- Improve transparency, communication, and stakeholder engagement throughout implementation

Board members discussed uncertainty surrounding contractual requirements requiring crisis centers to utilize the Statewide Customer Relationship Management (CRM) system. Cal OES explained that additional coordination with State and federal partners is necessary to clarify implementation expectations.

Board members agreed that resolving foundational policy questions should occur before evaluating future technical solutions.

Action item for OES staff to determine definition of interoperability from 9-1-1 perspective and determine if the system is required to use by 9-8-8 centers through meeting with SAMHSA and State partners for clear definition.

E. Discuss working groups that are needed
No additional working groups were identified at this time.

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

Board members reviewed comments received since the previous meeting and agreed the document should remain a living resource that continue evolving as implementation progresses.

Discussion emphasized incorporating operational experience from both the 9-1-1 and 9-8-8 communities while maintaining flexibility for future revisions.

Board members agreed the document should undergo additional review before final Board approval.

The Board discussed reactivating the Interface Working Group to continue work on the transfer recommendations document. The Board motioned and approved new co-chairs, Shaheen Saiyed and Dr. Hernando Garzon.

Members of the public commented and thanked the Board and expressed support for continued stakeholder engagement before final approval of the transfer recommendations document.

Commenters encouraged continued collaboration between 9-1-1 and 9-8-8 partners and supported ongoing opportunities for public participation.

VI DATA OWNERSHIP DISCUSSION

Cal OES reported the following:

- Statewide 9-8-8 Call Handling System receives anonymous help-seeker contacts from the national administrator
- System access is protected through authentication and security controls
- Individual 9-8-8 crisis centers maintain authenticated access to their own help-seeker data
- Cal OES and the Department of Health Care Services maintain authorized access to Statewide system data
- Data is not shared to outside agencies and ownership of Statewide system data resides with the State as established through the Data Information Security and Sharing Agreement within the system contract, rather than with the software vendor

VII CAL OES 9-8-8 UPDATES

Cal OES provided updates regarding:

- Progress on Statewide technology implementation
- Current vendor and project activities

- Coordination efforts with federal and State partners
- Ongoing work associated with implementation of AB 988
- Continued collaboration with participating crisis centers

VIII CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS) UPDATES

CHHS to provide an update on the following:

- Continued collaboration with California crisis centers and partner agencies
- Ongoing implementation efforts supporting AB 988
- Updates to Statewide 9-8-8 public information resources
- Development of the first annual AB 988 implementation report
- Planned public comment period for the draft implementation report in September
- Publication of the first annual implementation report anticipated by December 2026
- Availability of recorded specialized training resources for California crisis centers through June 2027.

IX AGENDA ITEMS FOR FUTURE MEETINGS

Requested items

- Discussion on location between 9-8-8 and 9-1-1
- Surcharge discussion

X PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

Members of the public encouraged continued transparency throughout implementation activities and emphasized maintaining opportunities for stakeholder participation during future Board discussions.

XI ADJOURN

The meeting was adjourned at 11:49PM.