



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811
November 20, 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, Chief Deputy Director, Office of Emergency Services (Cal OES)
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
Lan Nguyen, County Managed 9-8-8 Crisis Services
Ametrius Sidney, California Chapter of the National Emergency Number Association (CALNENA)
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 Remote
Diana Gutierrez, Mobile Crisis Care Services Remote
Jeffrey Hebert, Northern California Association of Public Communications Officials (APCO)

MEMBERS ABSENT:

Tracy Gonzales, Ontario Fire, Dispatch Supervisor
Ceren Lewis, California Professional Firefighters
Erinn Riley, 9-1-1 Contra Costa County Sheriff, Dispatch Supervisor

I WELCOME – CALL TO ORDER – ROLL CALL

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

II APPROVAL OF PREVIOUS MEETING MINUTES

The board motioned to approve the meeting minutes. The August 21, 2025,



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811
November 20, 2025 – 10:00 AM - 12:30 PM PST



meeting minutes were approved.

III PUBLIC COMMENT FOR MATTERS ON THE AGENDA

Various members of the public made comments on agenda item six (6) and emphasized the importance of the work 9-8-8 crisis centers do, the need for funding of these services and a dissatisfaction with the decrease of the 9-8-8 surcharge rate.

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 discussed the technical and operational work underway to improve interoperability between 9-1-1 and 9-8-8, noting:

- The need for standardized statewide warm transfer protocols
- Development of shared definitions and data elements to track inter-system transfers
- Differences between law enforcement, EMS, and behavioral health system workflows
- The need for a clear escalation pathway for shared calls

Joe Sullivan and Terri Galvan requested to be added to the working group. Legal counsel reviewed this request and advised against it as to ensure compliance with the Bagley-Keene Open Meeting Act. The recommendation is to only allow 2 board members per working group.

The board agreed and voted to add a vote on the working group's recommendations document to the February agenda.

B. Accessibility and Equal Access Working Group Report

Dr. Bui highlighted:



State 9-8-8 Technical Advisory Board Meeting Minutes

630 Sequoia Pacific Blvd, Sacramento, CA 95811

November 20, 2025 – 10:00 AM - 12:30 PM PST



- Current gaps in access for limited-English-proficiency callers
- Support needed for Deaf/Hard-of-Hearing clients
- Equity concerns tied to crisis center staffing and routing
- Need for statewide standards to ensure consistent caller experience across counties

The working group will deliver a set of recommendations at a future meeting.

C. 9-8-8 Implementation Working Group Report

Terri Galvan discussed the following key points:

- The consortium is focused on collaboration between crisis centers of different sizes
- Identification of shared challenges including staffing, training, and state technical requirements
- Requests from the working group and 9-8-8 community for clarity on the reimbursement process and a concrete timeline for centers to receive their funds.

Public comment was made during this agenda item regarding a 9-8-8 center not receiving their approved reimbursement and separate public comment was made regarding the feedback on the NGA platform that centers have given.

VI 9-8-8 SURCHARGE RATE SETTING

Lisa Mangat, Chief Deputy Director, discussed the process of appropriations and the various agencies involved with the budget process. The Chief Deputy Director emphasized that Cal OES does not have authority on the funding levels of centers.

Eric Swanson, Deputy Director of Finance and Logistics Administration, discussed the following key points of the process of establishing the 9-8-8 surcharge rate.

- Cal OES uses a process set in statute to determine the surcharge rates



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811
November 20, 2025 – 10:00 AM - 12:30 PM PST



- The surcharge is adjusted based on the revenue necessary to cover the expenditures
- Highlighted the Fund Condition Statement, a public document, to show the breakdown of each agency's budget appropriation.
- Discussed the specific expenditures for Cal OES.

The board discussed the current contract and the platform's current capability versus what the current needs of the centers are and how this will play into the budget process.

VII CAL OES 9-8-8 UPDATES

Cal OES provided updates on the following 9-8-8 projects:

1. Fiscal & Operational Review Status
 - Reviews of crisis centers underway
 - Identified need for consistent reporting across providers
2. CHS and CRM Installation
 - Deployment schedule updated
 - Several centers require additional onboarding support
 - Board discussed need for improved coordination with vendors and Cal OES
3. 9-1-1 and 9-8-8 Interface
 - Ongoing alignment of workflows
4. AB 988 Milestones
 - Important upcoming operational deadlines noted
5. SAMHSA/FCC/Vibrant Updates
 - Federal regulatory changes expected for 2026
 - New SAMHSA data requirements will require statewide policy updates

An action item for Cal OES to look into the option of hiring a business analyst for the support of CRM implementation.

The board motioned to create a new working group for analysis of CHS and provide recommendations. An additional working group was created and will



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

630 Sequoia Pacific Blvd, Sacramento, CA 95811
November 20, 2025 – 10:00 AM - 12:30 PM PST



meet before the February 2026 meeting.

VIII CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS) UPDATES

Dr. Bui provided updates on:

- Ongoing coordination with DHCS and Cal OES
- Statewide behavioral health modernization initiatives
- Efforts to align 9-8-8 operations with county crisis systems
- Ensuring state systems meet federal SAMHSA expectations
- Support for accessibility and equity initiatives within the 9-8-8 system

IX AGENDA ITEMS FOR FUTURE MEETINGS

Future items for the agenda:

- Additional agenda item for the board to vote on the approval of the 9-8-8/9-1-1 Transfer Recommendations Document
- Additional agenda item for an overview of the CHS and CRM technical roadmap

X PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA

Members of the public raised questions regarding:

- Differences between 9-1-1 and 9-8-8 operations
- Transparency of statewide performance data
- Crisis center staffing challenges

Cal OES addressed questions and noted that additional materials will be shared publicly.

XI ADJOURN

The meeting was adjourned at 1:07PM.