



***Cal* OES**
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

State 9-8-8 Technical Advisory Board

February 16, 2023



Item 1: Welcome and Call to Order

Members of the Board

- Chair – Budge Currier, Governor's Office of Emergency Services (Non-voting)
- Assist. Secretary Stephanie Welch, California Health and Human Services
- Dr. Matthew Goldman, County of San Francisco Behavioral Health
- Chief Deputy Director Brian Aiello, Emergency Medical Services Agency
- Director Liseanne Wick, Suicide Prevention Services, Wellspace Health
- Erika Aragon, DiDi Hirsch Mental Health Services
- Dr. Edwin Poon, County of Santa Clara Behavioral Health Services
- Kristin Miller, Riverside Health Services, Behavioral Health Services Administrator
- Rosa Ramos, California National Emergency Number Association (CALNENA)
- Jeff Hebert, California Public - Safety Radio Association (CPRA)
- Tracy Gonzales, Downy Fire Dispatch Supervisor
- Jennifer Kenton, Campbell Police Department Communications Supervisor
- Erinn Riley, Contra Costa County Sheriff Dispatch Supervisor
- Jennifer Dwyer, California Commission on Peace Officer Standards and Training



Item 2: Approval of Previous Minutes

December 2022 meeting minutes:

- Meeting held in person at 630 Sequoia Pacific Blvd, Sacramento, CA



Item 3: Legislative Update

Cal OES Legislative and External Affairs will provide information regarding legislation that may impact California's 9-8-8 system.



Item 4: Cal OES 9-8-8 Report

The Cal OES 9-8-8 System Director will provide updates regarding:

- Item 4-1: statewide 9-8-8 CHS and CRM status
- Item 4-2: 9-1-1 to 9-8-8 Interface
- Item 4-3: SETNA 9-8-8 Surcharge
- Item 4-4: AB 988 Milestones



Item 4-1: Statewide 9-8-8 CHS and CRM Status

- Awarded contract is available at:
<https://www.caloes.ca.gov/wp-content/uploads/PSC/Documents/Agreement-A221008463-9-8-8-CHS-ADA.pdf>
- NGA 911 was awarded the contract based on a competitive process on December 30, 2022
- Kickoff meeting was conducted on January 11, 2023



Item 4-1: Statewide 9-8-8 CHS and CRM Status (Continued)

- Initial site surveys completed at 8 locations
- An additional 4 locations will be completed this week
- Final location will be completed in March
- The initial survey included:
 - Introduction of selected vendor
 - Facility walkthrough
 - Initial discussions to identify workflow needs
- Additional detailed surveys and discussions will follow



Item 4-1: Statewide 9-8-8 CHS and CRM Status (Continued)

- Next Steps
 - 9-8-8 CHS Contractor kickoff - 1st Q 2023
 - 9-8-8 CHS Contractor discussions / surveys - 1st Q 2023
 - 9-8-8 CHS Project Deployment Plan - 1st Q 2023
 - 9-8-8 CHS Cal OES Lab Validation- 2nd Q 2023
 - Group 1 9-8-8 CHS Installs (6 centers) 2nd Q 2023
 - Group 2 9-8-8 CHS Installs (7 centers) 3rd and 4th Q 2023

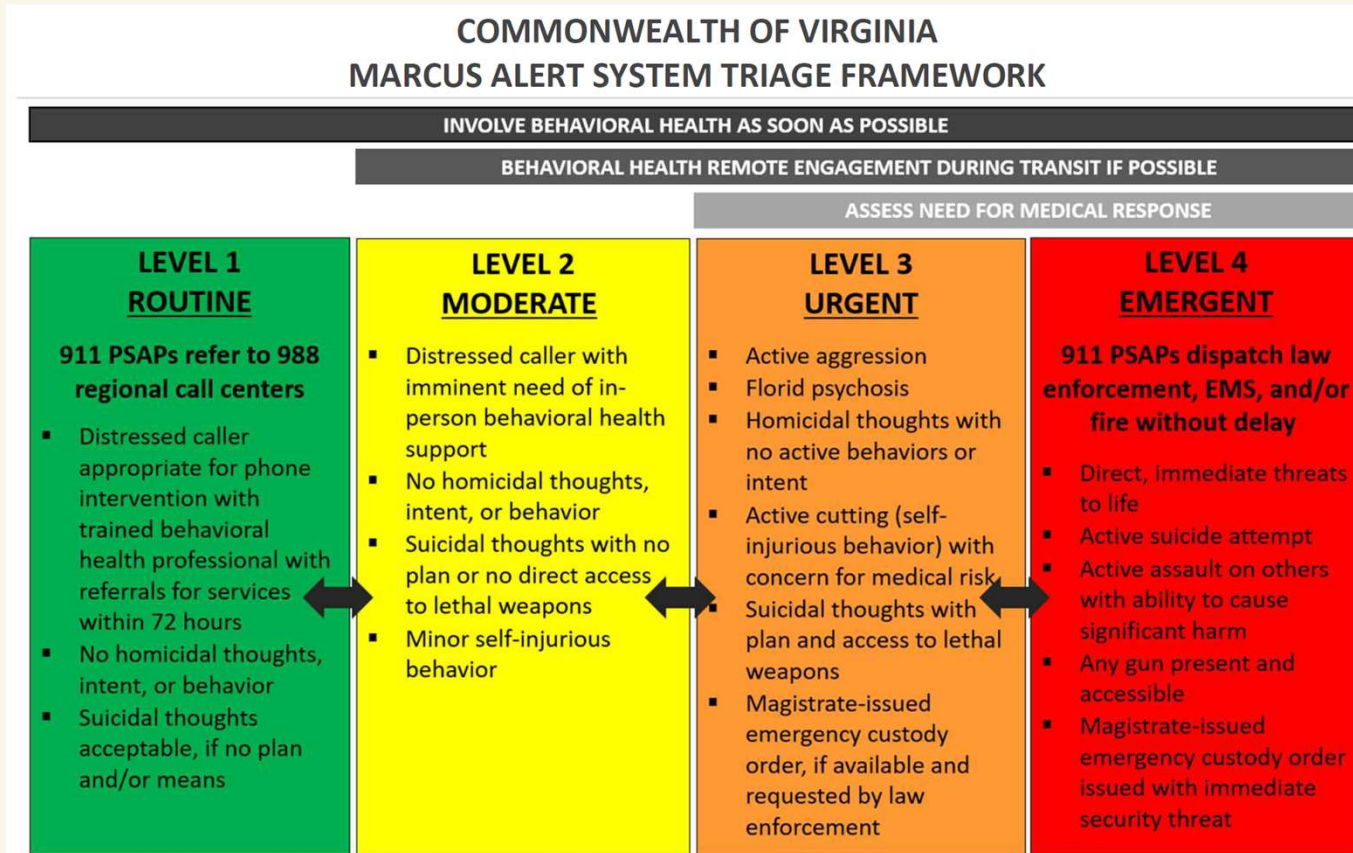


Item 4-2: 9-1-1 to 9-8-8 Interface

- Begin discussion on defining the 9-1-1 to 9-8-8 Interface
 - Technology planning has begun and will be available in Summer of 2023
 - Examples from *Maine, Minnesota, Virginia, Austin, LAPD/DiDi Hirsch, and others*
 - Further discussion and action items for working group

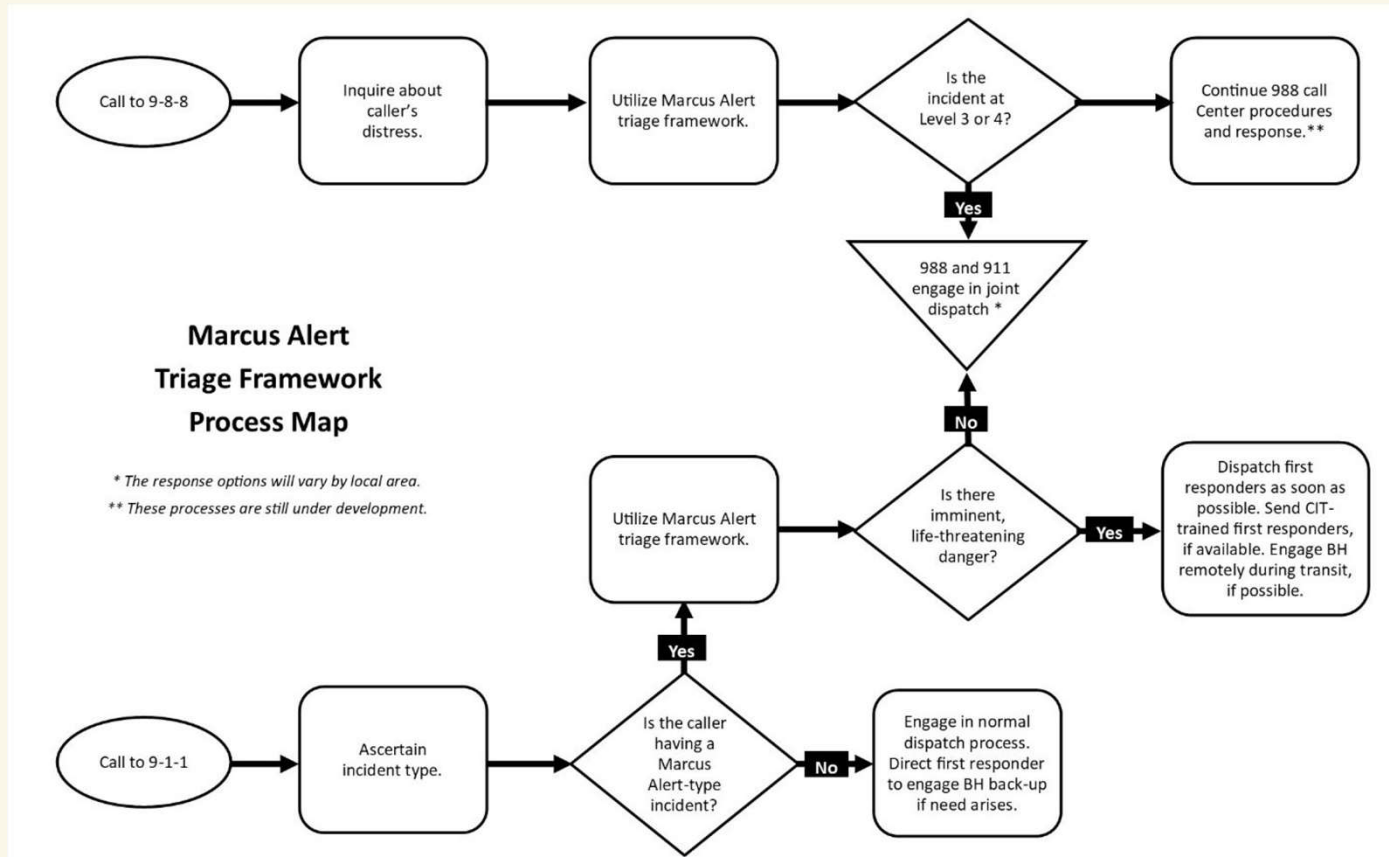


Item 4-2: 9-1-1 to 9-8-8 Interface (Continued)





Item 4-2: 9-1-1 to 9-8-8 Interface (Continued)





Item 4-3: SETNA 9-8-8 Surcharge

- The 9-8-8 surcharge is set at \$0.08 for 2023 and 2024
- Fee calculation for 2025 and beyond
 - Budget requests are sent to Department of Finance for eligible expenditures for the 9-8-8 surcharge
 - The CA State Legislature approves the budget, which sets the revenue that must be generated from the 9-8-8 surcharge
 - Access line service providers send number of access lines to Cal OES
 - 9-8-8 surcharge is based on the budget and number of access lines
 - Letter is sent to CDTFA by October of each year



Item 4-3: SETNA 9-8-8 Surcharge Calculation

Description	Ref.	Amount
Authorized Budget Expenditure	B1	\$44,000,000
Balance from Fund Condition Statement	B2	\$0
Revenue Needed for next Budget Year	B3	\$44,000,000
Estimated number of Access Lines	B4	46,121,214
Surcharge per month	B5	\$0.08
Projected Annual Revenue	B6	\$44,276,365
Formulas: B3 = B1-B2, B6=B4*B5*12		



Item 4-4: AB 988 Milestones

- 9-8-8 System Director for Cal OES has been appointed, permanent position is included in FY 2023-24 Budget Request
- Basic 9-8-8 to 9-1-1 transfers have been validated. Additional work is ongoing to implement full solution by July 2024
- 9-8-8 Technical Advisory Board has been established
- Budget Change Proposals for CHHS, DHCS, and Cal OES have been submitted to DOF for the SETNA 9-8-8 surcharge



Item 5: CHHS Updates

Transition to CHHS slides



Item 6: SAMHSA, FCC, and Vibrant Updates

- Cal OES and SAMHSA Meeting 2/8/2023
- FCC proposes rules to promote reliable access to 9-8-8 Lifeline to ensure the reliability and resiliency of the 9-8-8 Suicide & Crisis Lifeline:
- <https://www.fcc.gov/document/fcc-proposes-rules-promote-reliable-access-988-lifeline-0>
- Vibrant:
 - NGA 911 has reached out to technology leadership at Intrado to begin design effort for 9-8-8 call delivery
 - Cal OES has ensured cyber security requirements are addressed



Item 7: Equal Access to 9-8-8 and 9-1-1

Discussion to ensure 9-8-8 technology and the policies developed to support 9-8-8 and 9-1-1 transfers include equal access strategies

New! **988** SUICIDE & CRISIS LIFELINE



Call or Text 988 for Free, Confidential, 24/7 Mental Health Support

On July 16, 2022, the U.S. is transitioning to using the 988-dialing code to operate through the existing National Suicide Prevention Lifeline (1-800-273-8255).

Facts About 988

-  **Accessible.** It serves as a universal entry point so that no matter where you live, you can reach a trained crisis counselor who can help people in suicidal crisis or mental health-related distress 24 hours a day, 7 days a week, across the U.S.
-  **Comprehensive.** 988 is a direct connection to compassionate care and support for anyone experiencing mental health-related distress – whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress.
-  **For Everyone.** People can also dial 988 if they are worried about a loved one or someone who may need crisis support.

To learn more about 988, visit: bit.ly/988forHope





Item 8: Establish Working Groups

The 9-8-8 Technical Advisory Board members will make recommendations and vote on working groups that should be established to support the Board



Item 8: Agenda Items for Future Meetings

Board requests for matters to be placed on a future agenda.

2023 Meeting Dates:

- MAY 18, 2023, 10 AM – 12 PM
- AUGUST 17, 2023, 10 AM – 12 PM
- NOVEMBER 16, 2023, 10 AM – 12 PM



Item 9: Public Comment

Public Comment



Item 10: Adjourn

Thank you for attending this meeting of the California State 9-8-8 Technical Advisory Board.

- **General Information:**

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- **Media Information:**

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