



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

**State 9-8-8 Technical Advisory Board**  
**November 16, 2023**



# Item 1: Welcome and Call to Order

## Members of the Board

- Chair – Budge Currier, Governor's Office of Emergency Services (Non-voting)
- Deputy Secretary Stephanie Welch, California Health and Human Services
- Dr. Eric Rafla-Yuan, UC San Diego School of Medicine
- Chief Deputy Director Brian Aiello, Emergency Medical Services Agency
- Director Liseanne Wick, Suicide Prevention Services, Wellspace Health
- Erika Aragon, DiDi Hirsch Mental Health Services
- Vacant – County Mental Health Services Representative
- Kristin Miller, Riverside Health Services, Behavioral Health Services Administrator
- Ametrius Sidney, California National Emergency Number Association (CALNENA)
- Jeff Hebert, California Public - Safety Radio Association (CPRA)
- Tracy Gonzales, Ontario Fire Communications Manager
- 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
- Cerena Lewis, California Professional Firefighters



## Item 2: Approval of Previous Minutes

August 2023 meeting minutes:

- Meeting held on August 17, 2023 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: Working Group Reports

The CA 9-8-8 Technical Advisory Board Working Groups will provide a report on the activities completed since the last meeting:

- Best Practices Working Group Report: *Tracy Gonzales*
- 9-8-8 and 9-1-1 Interface Working Group Report: *Jeff Hebert*
- Accessibility & Equal Access Working Group Report: *Anh Thu Bui*



## Item 5: Cal OES 9-8-8 Report

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

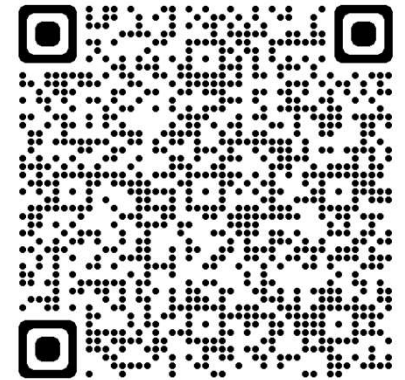
- Item 5-1: Statewide 9-8-8 CHS and CRM status
- Item 5-2: 9-1-1 to 9-8-8 Interface
- Item 5-3: SETNA 9-8-8 Surcharge
- Item 5-4: AB 988 Milestones

[www.caloes.ca.gov/988](http://www.caloes.ca.gov/988)



# Item 5-1: Statewide 9-8-8 CHS and CRM Status

- Awarded contract is available using QR Code:
- Group 1 & 2 9-8-8 Lifeline Crisis Centers Installs
  - Backroom & Workstation equipment installs –complete
    - \* Optum Health – TBD (cloud based install)
- Cal OES has established meeting cadence with all 12 centers
- Working to identify technical requirements for mobile response software





# Item 5-1: Statewide 9-8-8 CHS and CRM Status (Continued)

- Testing and Validation
  - 9-8-8 equipment has been installed in Cal OES lab
  - Initial Group 1 workflow testing and validation is being scheduled
  - Engineering and connectivity to Vibrant is being established
  - Working with SAMHSA and Vibrant on the MOU process
  - Determining minimally viable solution to support Group 1
- Next Steps (On Hold pending MOU process)
  - Group 1 9-8-8 CHS Installs and activation (6 centers) 1<sup>st</sup> Q 2024
  - Group 2 9-8-8 CHS Installs and Activation (6 centers) 2<sup>nd</sup> Q 2024





## Item 5-2: 9-1-1 to 9-8-8 Interface

GC 53123.2 (c) No later than July 1, 2024, the office shall verify interoperability between and across 911 and 988. This shall include verifying interoperability of telephone calls, texts, chats, and other similar capabilities consistent with the implementation of Next Generation 911.

- Defining the 9-1-1 to 9-8-8 Technical Interface
  - Circuits ordered to support testing in Cal OES for technical interface between the NG 9-1-1 system and the 9-8-8 system
  - Further discussion and action items for working group
  - Validating workflow to support transfers



## Item 5-3: SETNA 9-8-8 Surcharge

- The 9-8-8 surcharge is set at \$0.08 for calendar year 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 5-3: SETNA 9-8-8 Surcharge and the Fund Condition Statement

	2021-22*	2022-23*	2023-24*
<u>3414 988 State Suicide and Behavioral Health Crisis Services Fund <sup>S</sup></u>			
BEGINNING BALANCE	-	-	22,138
Adjusted Beginning Balance	-	-	\$22,138
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140505 Suicide and Behavioral Health Telephone Surcharge	-	22,138	44,276
Total Revenues, Transfers, and Other Adjustments	-	\$22,138	\$44,276
Total Resources	-	\$22,138	\$66,414
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0530 Secretary for California Health and Human Services Agency (State Operations)	-	-	5,500
0690 Office of Emergency Services (State Operations)	-	-	9,533
0690 Office of Emergency Services (Local Assistance)	-	-	20,280
4260 State Department of Health Care Services (State Operations)	-	-	773
4260 State Department of Health Care Services (Local Assistance)	-	-	19,000
7600 California Department of Tax and Fee Administration (State Operations)	-	300	661
Less funding provided by General Fund (State Operations)	-	-300	-
Total Expenditures and Expenditure Adjustments	-	-	\$55,747
FUND BALANCE	-	\$22,138	\$10,667
Reserve for economic uncertainties	-	22,138	10,667



# Item 5-3: SETNA 9-8-8 Surcharge Sample Calculation - Demonstration

Description	Ref.	Amount
Authorized Budget Expenditure	B1	\$44,276,000
Balance from Fund Condition Statement	B2	\$10,667,000
Revenue Needed for next Budget Year	B3	\$33,609,000
Estimated number of Access Lines**	B4	46,121,214
Surcharge per month	B5	\$0.07
Projected Annual Revenue	B6	\$38,741,820
Formulas: B3 = B1-B2, B6=B4*B5*12		

\*\*2021 Access line count used for demonstration purposes



## **Item 5-4: 9-8-8 Implementation Milestones 9-8-8 Technical Advisory Board Tasks**

GC 53123.2 (2) (A) Establish and convene the State 988 Technical Advisory Board for purposes of advising the office on the following:

- (i) Recommendations on the feasibility and plan for sustainable interoperability between 988, 911, and behavioral health crisis services, including the identification of any legal or regulatory barriers to the transfer of 911 calls.
- (ii) The development of technical and operational standards for the 988 system that allow for coordination with California's 911 system.
- (iii) The creation of standards and protocols for when 988 centers will transfer 988 calls into the "911" public safety answering points or points (PSAP), and vice versa.



## Item 6: Cal OES Discussion of 9-8-8 Technology Funding Policy

The 9-8-8 Technical Advisory Board will review and vote to approve 9-8-8 Technology Funding policy, Chapter 13 of Operations Manual.

[CA 9-8-8 Information | California Governor's Office of Emergency Services](#)

Document will be reviewed, discussed, and potentially voted on by the 9-8-8 Technical Advisory Board



## Item 7: CHHS Updates

CHHS will provide an update on 9-8-8 related activities



# 988-Crisis Care Continuum Implementation Planning

Anh Thu Bui, MD  
Project Director, 988-Crisis Care Continuum  
November 16, 2023



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# Agenda

- Overview of AB 988
  - CalHHS roles/responsibilities
  - Intersection with CalOES Technical Advisory Board (TAB)
- CalHHS 988 Project Highlights
- Next Steps and Discussion

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## AB 988 Legislation

The Miles Hall Lifeline and Suicide Prevention Act was signed into law in September 2022:

- Creates the 988 State Suicide and Behavioral Health Crisis Services Fund via fee surcharge on telecom per access line per month
- Requires CalOES to convene the State 988 Technical Advisory Board
- **Requires CalHHS to convene a state 988 advisory group (988/Crisis Policy Advisory Group) to advise on a set of recommendations to support a five-year implementation plan for a comprehensive 988 system, to be reported to the legislature by December 31, 2024**

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# AB 988: 988/Crisis Policy Advisory Group

Members of the 988/Crisis Policy Advisory Group must include:

- Department of Health Care Services
- The Office of Emergency Services
- State Department of Public Health
- Representatives of counties
- Representatives of employees working for county behavioral health agencies and agencies who subcontract with county BH agencies who provide these services
- 988 Centers
- Health plans
- Emergency medical services
- Law enforcement
- Consumers, families, and peers
- Other local and statewide public agencies.

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## State Technical Advisory Board advises CalOES on:

(i) Recommendations on the feasibility and plan for sustainable interoperability between 988, 911, and behavioral health crisis services, including the identification of any legal or regulatory barriers to the transfer of 911 calls.

(ii) The development of technical and operational standards for the 988 system that allow for coordination with California's 911 system.

(iii) The creation of standards and protocols for when 988 centers will transfer 988 calls into the "911" public safety answering point or points (PSAP), and vice versa.

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# AB 988: 988/Crisis Policy Advisory Group Tasks

CalHHS and the Policy Advisory Group must make recommendations on the following topics:

- (1) Federal Substance Abuse and Mental Health Services Administration requirements and national best practices guidelines for operational and clinical standards, including training requirements and policies for transferring callers to an appropriate specialized center, or subnetworks, within or external to, the National Suicide Prevention Lifeline network.
- (2) Maintenance of an active agreement with the administrator of the National Suicide Prevention Lifeline for participation within the network.
- (3) Compliance with state technology requirements or guidelines for the operation of 988.
- (4) A state governance structure to support the implementation and administration of behavioral health crisis services accessed through 988.
- (5) 988 infrastructure, staffing, and training standards that will support statewide access to crisis counselors through telephone call, text, and chat, 24 hours per day, seven days per week.
- (6) Access to crisis stabilization services and triage and response to warm handoffs from 911 and 988 call centers.

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# AB 988: 988/Crisis Policy Advisory Group Tasks ctd.

- (7) Resources and policy changes to address statewide and regional needs in order to meet population needs for behavioral health crisis services.
- (8) Statewide and regional public communications strategies informed by the National Suicide Prevention Lifeline and the Substance Abuse and Mental Health Services Administration to support public awareness and consistent messaging regarding 988 and behavioral health crisis services.
- (9) Recommendations to achieve coordination between 988 and the continuum of behavioral health crisis services. Recommendations shall address strategies for verifying that behavioral health crisis services are coordinated for a timely response to clearly articulated suicidal or behavioral health contacts made or routed to 988 services as an alternative to a response from law enforcement, except in high-risk situations that cannot be safely managed without law enforcement response and achieving statewide provision of connection to mobile crisis services, when appropriate, to respond to individuals in crisis in a timely manner.
- (10) Quantifiable goals for the provision of statewide and regional behavioral health crisis services, which consider factors such as reported rates of suicide attempts and deaths.
- (11) A process for establishing outcome measures, benchmarks, and improvement targets for 988 centers and the behavioral health crisis services system. This may include recommendations regarding how to measure, the feasibility of measuring 988 system performance, including capacity, wait time, and the ability to meet demand for services for 988 State Suicide and Behavioral Health Crisis Services Fund recipients. This may also include recommendations for how to determine and report the amount billed to and reimbursed by Medi-Cal or other public and private health care service plans or insurers related to 988 services.

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# AB 988: 988/Crisis Policy Advisory Group Tasks ctd.

(12) Findings from a comprehensive assessment of the behavioral health crisis services system that takes into account infrastructure projects that are planned and funded. These findings shall include an inventory of the infrastructure, capacity, and needs for all of the following:

- (A) Statewide and regional 988 centers
- (B) Mobile crisis team services, including mobile crisis access and dispatch call centers.
- (C) Other existing behavioral health crisis services and warm lines.
- (D) Crisis stabilization services.

(13) Procedures for determining the annual operating budget for the purposes of establishing the rate of the 988 surcharge and how revenue will be dispersed to fund the 988 system consistent with Section 53123.4 and Section 251a of Title 47 of the United States Code.

(14) Strategies to support the behavioral health crisis service system is adequately funded, including mechanisms for reimbursement of behavioral health crisis response pursuant to Sections 1374.72 and 1374.721 of the Health and Safety Code, including, but not limited to:

- (A) To the extent that any necessary federal approvals are obtained and federal financial participation is available and is not otherwise jeopardized, seeking to maximize all available federal funding sources for the purposes of behavioral health crisis services and administrative activities related to 988 implementation, including federal Medicaid reimbursement for services; federal Medicaid reimbursement for administrative expenses, including the development and maintenance of information technology; and federal grants
- (B) Coordinating with the Department of Insurance and Department of Managed Health Care to verify reimbursement to 988 centers for behavioral health crisis services by health care service plans and disability insurers, pursuant to Section 1374.72 of the Health and Safety Code and Section 10144.5 of the Insurance Code and consistent with the requirements of the federal Mental Health Parity and Addiction Equity Act of 2008 (29 U.S.C. Sec. 1185

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# CaIOES TAB - CalHHS Policy Advisory topic alignment

(i) Recommendations on the feasibility and plan for sustainable interoperability between 988, 911, and behavioral health crisis services, including the identification of any legal or regulatory barriers to the transfer of 911 calls.

(4) A state governance structure to support the implementation and administration of behavioral health crisis services accessed through 988.

(5) 988 infrastructure, staffing, and training standards that will support statewide access to crisis counselors through telephone call, text, and chat, 24 hours per day, seven days per week.

(6) Access to crisis stabilization services and triage and response to warm handoffs from 911 and 988 call centers.

(9) Recommendations to achieve coordination between 988 and the continuum of behavioral health crisis services...



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# CaIOES TAB - CalHHS Policy Advisory topic alignment

(ii) The development of technical and operational standards for the 988 system that allow for coordination with California's 911 system.

(3) Compliance with state technology requirements or guidelines for the operation of 988.

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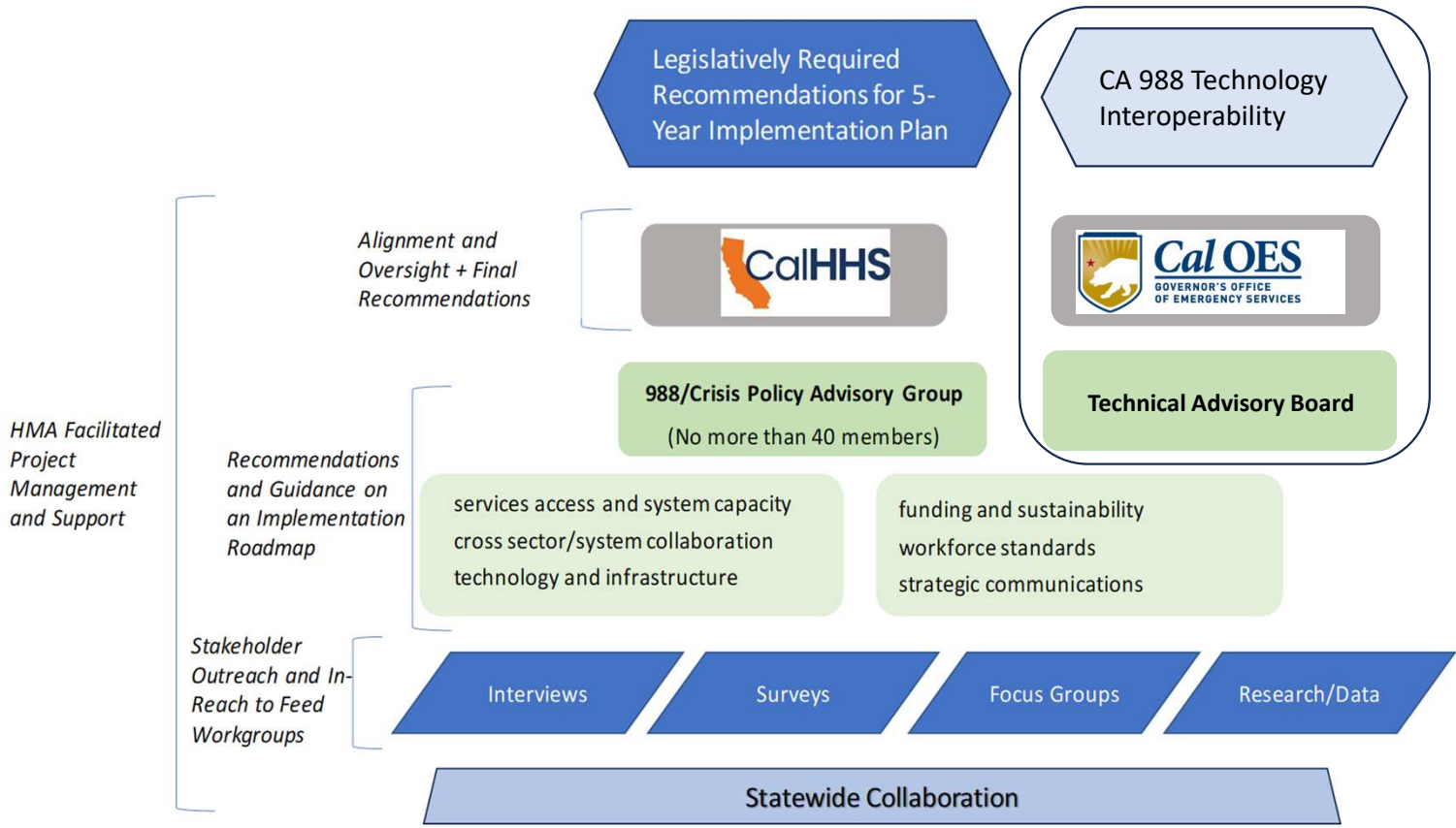
# CaIOES TAB - CalHHS Policy Advisory topic alignment

(iii) The creation of standards and protocols for when 988 centers will transfer 988 calls into the “911” public safety answering point or points (PSAP), and vice versa.

(1) SAMHSA requirements and national best practices guidelines for operational and clinical standards, including training requirements and policies for transferring callers to an appropriate specialized center, or subnetworks, within or external to, the National Suicide Prevention Lifeline network.

(9) Recommendations to achieve coordination between 988 and the continuum of behavioral health crisis services. Recommendations shall address strategies for verifying that behavioral health crisis services are coordinated for a timely response to clearly articulated suicidal or behavioral health contacts made or routed to 988 services as an alternative to a response from law enforcement, except in high-risk situations that cannot be safely managed without law enforcement response and achieving statewide provision of connection to mobile crisis services, when appropriate, to respond to individuals in crisis in a timely manner.

# APPROACH TO DEVELOP RECOMMENDATIONS FOR THE LEGISLATURE





# 988 Project Highlights

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# 988 Request for Proposal (RFP)

- CalHHS issued a request for proposal (RFP) to support 988 services including but not limited to:
  - Meaningful collaboration with a wide variety of technical and subject matter experts/stakeholders
  - Facilitation and convening of the 988/Crisis Policy Advisory Group
  - Research and analysis on all aspects of crisis systems to support the development or amendment of policies (e.g., legislative, state agency, practices, technology, etc)
- **Health Management Associates (HMA) was chosen through a competitive process to support the work**

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# AB 988 Update: 988/Crisis Policy Advisory Group Selection

- Selection was based on AB 988 criteria previously mentioned *and other factors* that will contribute to the development of recommendations and related policies. At minimum, members selected:
  1. Provide professional expertise and/or community perspectives important to the crisis system
  2. Bring a collaborative mindset to the planning, and an ability to listen to, consider other perspectives, and find consensus where possible
  3. Represent diversity in race, ethnicity, gender/sexuality, disability status, geographic representation (urban and rural), and representation from historically disenfranchised and underserved communities
  4. Representation from persons with lived experience (Note: potential members may hold multiple identities at once. For example, some members may bring professional expertise also may have personal experience with the crisis system)

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## AB 988 Update: 988/Crisis Policy Advisory Group Selection ctd.

- Finalizing the list of Policy Advisory Group Members.
- Policy Advisory Group Members will be listed on the CalHHS website:

<https://www.chhs.ca.gov/988california/>



## **Next Steps and Discussion**



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## Next Steps

- **988/Crisis Policy Advisory Group Meeting**
  - December 13<sup>th</sup>, 2023, in Sacramento, 10 am to 3 pm
  - Agenda and information on how to attend, including virtual link, will be posted by November 29<sup>th</sup>

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## Discussion

- Ideas on synergies and/or specific roles across the:
  - Technical Advisory Board and
  - Policy Advisory Group
- **What information would be helpful to share across the Technical Advisory Board and Policy Advisory Group?**

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# Discussion

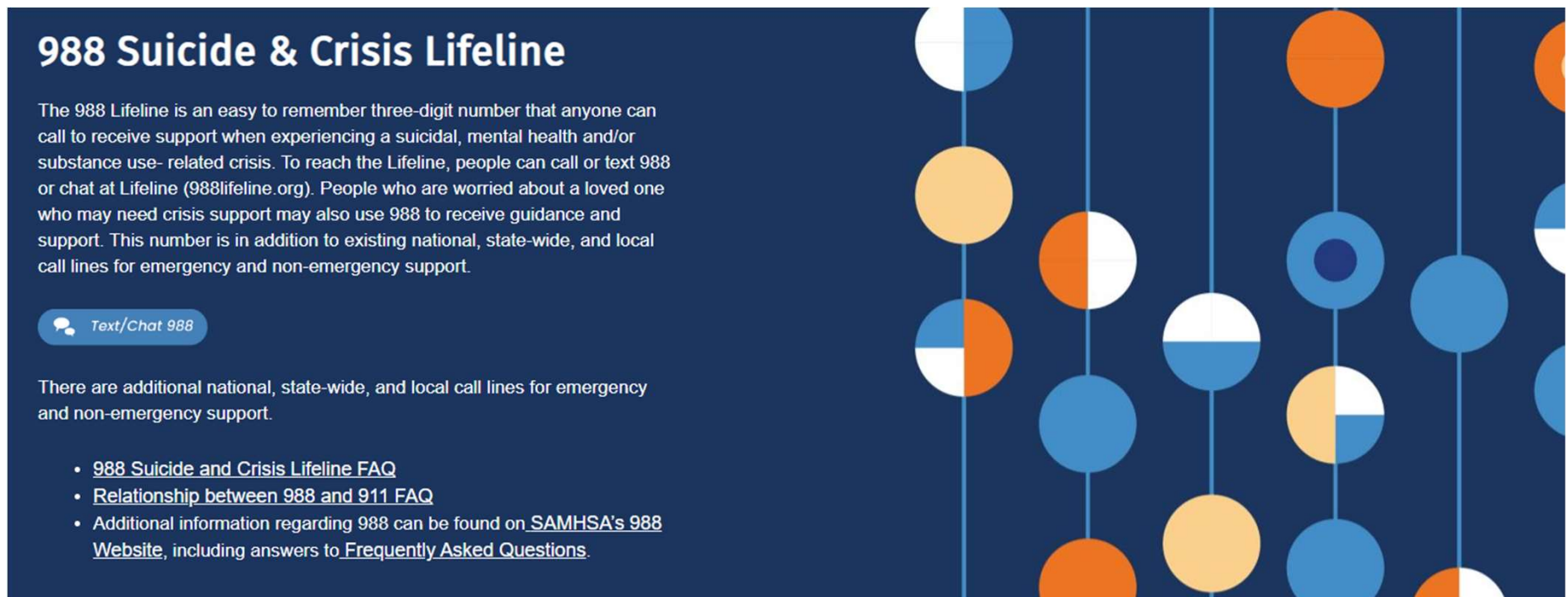
As part of the AB988 legislation, the report to the legislature shall include:

- Findings from a comprehensive assessment of the behavioral health crisis services system that takes into account infrastructure projects that are planned and funded. These findings shall include an inventory of the infrastructure, capacity, and needs for all of the following:
  - (A) Statewide and regional 988 centers.
  - (B) Mobile crisis team services, including mobile crisis access and dispatch call centers.
  - (C) Other existing behavioral health crisis services and warm lines.
  - (D) Crisis receiving and stabilization services.
- CalHHS has access to collected state data, however, we are also looking to stakeholders to assist in identifying data sources or organizations/individuals to interview.
- **Do you have ideas about accessing other data? (e.g. 911 behavioral health calls, warmlines-988 transfers, community-based crisis response)**
- **Do you have other ideas?**
- **Please email [CHHS AB988Info <AB988Info@chhs.ca.gov>](mailto:CHHS AB988Info <AB988Info@chhs.ca.gov>)**

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# For more information:

Visit CalHHS's [988 Suicide and Crisis Lifeline Webpage](#)

The image shows a screenshot of the 988 Suicide & Crisis Lifeline webpage. The background is dark blue with a pattern of vertical lines and circles in white, orange, and light blue. The text is white and blue. The title '988 Suicide & Crisis Lifeline' is in white. The main text describes the 988 Lifeline as a three-digit number for crisis support. A blue button with a white speech bubble icon and the text 'Text/Chat 988' is visible. Below that, there is more text about additional call lines and a list of links to FAQs and SAMHSA's website.

## 988 Suicide & Crisis Lifeline

The 988 Lifeline is an easy to remember three-digit number that anyone can call to receive support when experiencing a suicidal, mental health and/or substance use- related crisis. To reach the Lifeline, people can call or text 988 or chat at Lifeline (988lifeline.org). People who are worried about a loved one who may need crisis support may also use 988 to receive guidance and support. This number is in addition to existing national, state-wide, and local call lines for emergency and non-emergency support.

[Text/Chat 988](#)

There are additional national, state-wide, and local call lines for emergency and non-emergency support.

- [988 Suicide and Crisis Lifeline FAQ](#)
- [Relationship between 988 and 911 FAQ](#)
- Additional information regarding 988 can be found on [SAMHSA's 988 Website](#), including answers to [Frequently Asked Questions](#).



## Item 8: FCC, and Vibrant Updates

- FCC Chairwoman has published letter encouraging wireless carriers and industry associations to take necessary steps to identify and develop a 9-8-8 georouting solution:

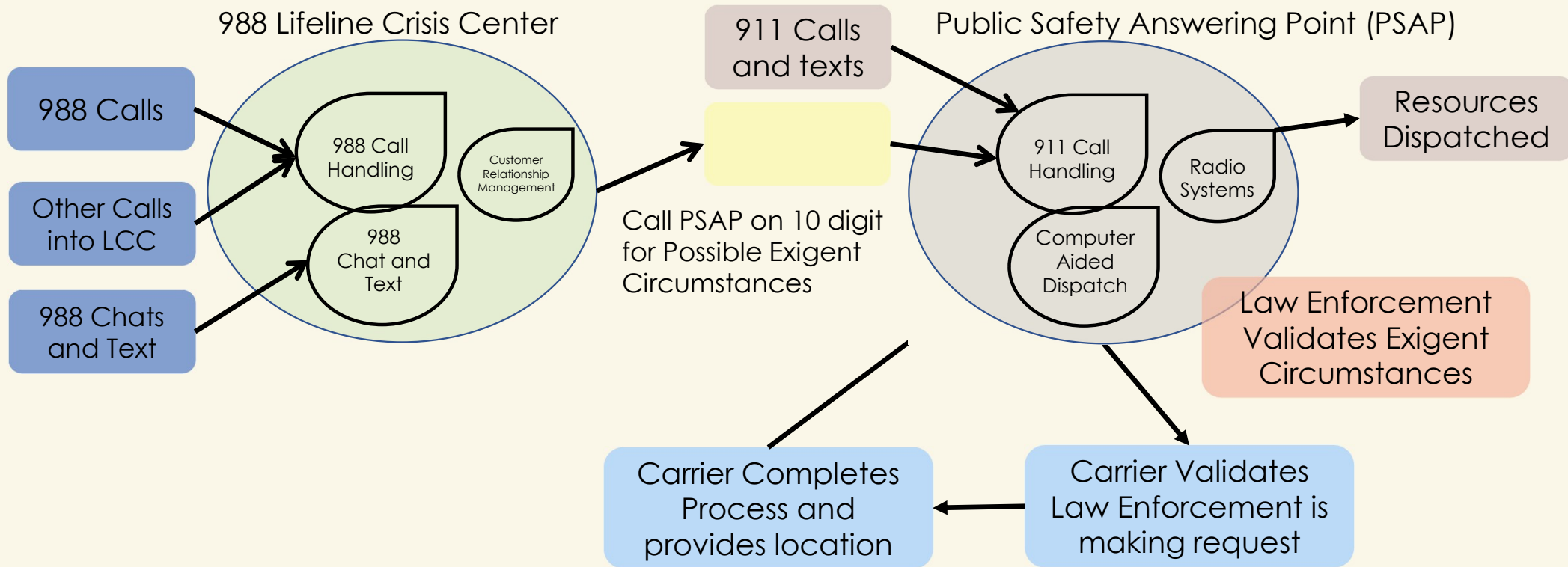
<https://docs.fcc.gov/public/attachments/DOC-397339A1.pdf>

- Vibrant:
  - Working with Vibrant and SAMHSA to finalize MOU on ingress of 9-8-8 calls, chat, and text.



# Item 8: SAMHSA Updates – Exigent Circumstances Workshop

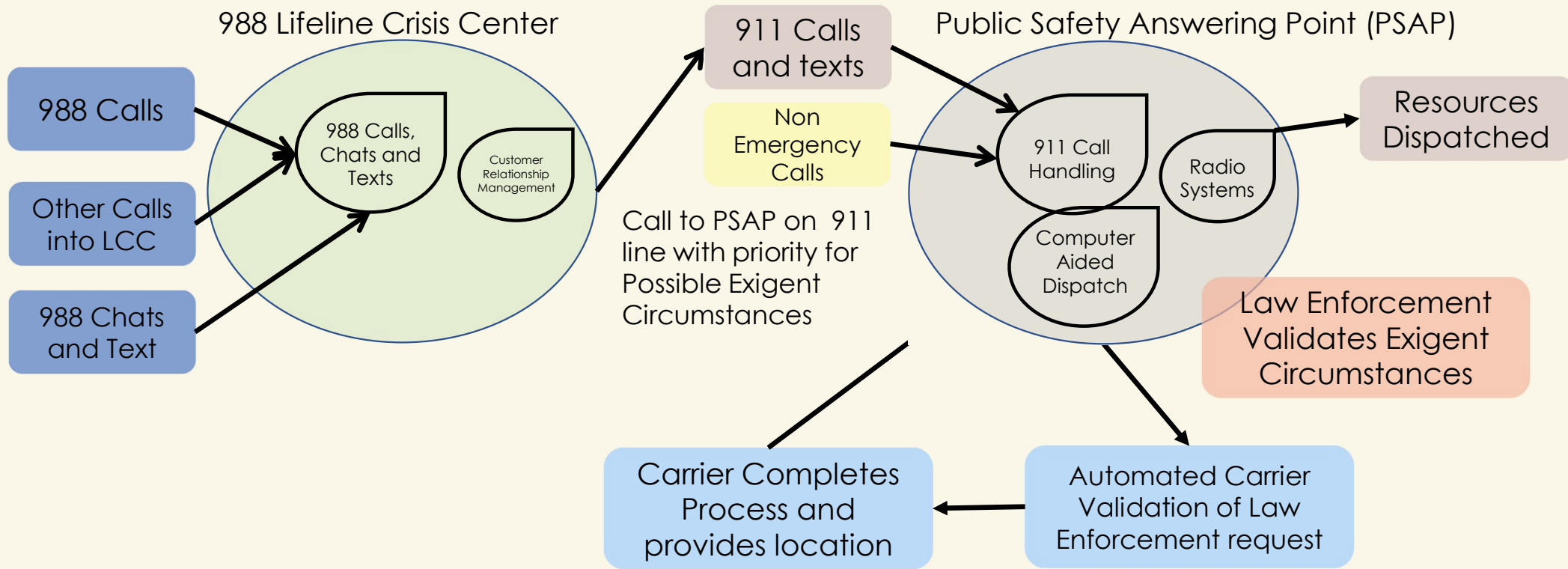
## Today's Workflow to support request for Exigent Circumstances Process





# Item 8: SAMHSA Updates – Exigent Circumstances Workshop

## Tomorrow's Workflow to support request for Exigent Circumstances Process





## Item 9: Letter to FCC on 9-8-8 Geospatial Routing

The 9-8-8 Technical Advisory Board will discuss and potentially vote to approve sending letter to support 9-8-8 geospatial call routing.





## Item 10: Agenda Items for Future Meetings

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

- 2024 Meeting Dates:
  - February 22, 2024, 10 AM – 12 PM
  - May 16, 2024, 10 AM – 12 PM
  - August 22, 2024, 10 AM – 12 PM
  - November 21, 2024, 10 AM – 12 PM



# Item 11: Public Comment

## Public Comment



## Item 12: Adjourn

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

- **General Information:**

Samantha Huelsenkamp, State 9-8-8 Technical Advisory Board Liaison at (916) 894-5007, or via email at

[Samantha.Huelsenkamp@CalOES.ca.gov](mailto:Samantha.Huelsenkamp@CalOES.ca.gov)

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