



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

State 9-8-8 Technical Advisory Board

May 15, 2025



Item 1: Welcome and Call to Order

Members of the Board

- Chair – Lisa Mangat, Governor's Office of Emergency Services (Non-voting)
- Dr. Anh Thu Bui, California Health and Human Services (CHHS)
- Dr. Eric Rafla-Yuan, California State Association of Psychiatrists (CSAP)
- Joe Sullivan, Chief Information Officer, Emergency Medical Services Agency (EMSA)
- Terri Galvan, Suicide Prevention Services, Wellspace Health
- Julian Aragon, DiDi Hirsch Mental Health Services
- Lan Nguyen, Crisis and Suicide Prevention Lifeline Manager, Santa Clara County
- 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
- Jamila Fields, California Commission on Peace Officer Standards and Training (POST)
- Cerena Lewis, California Professional Firefighters



Item 2: Approval of Previous Minutes

February 2025 meeting minutes:

- Meeting was 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: 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:

- 9-8-8 and 9-1-1 Interface Working Group Report: *Jeff Hebert and Tracy Gonzales.*
- Accessibility & Equal Access Working Group Report: *Dr. Anh Thu Bui and Dr. Eric Rafla-Yuan.*
- Discuss any working groups that are needed.



Item 5: Cal OES 9-8-8 Report

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

- Item 5-1: Update on the SAMHSA MOU
- Item 5-2: Statewide 9-8-8 CHS and CRM status
- Item 5-3: 9-8-8 Surcharge



Item 5-1: SAMHSA MOU Update

- MOU is required with SAMHSA to deliver 9-8-8 calls to the CA unified platform
- Cal OES signed the MOU in February
- SAMHSA returned the MOU to Cal OES with additional edits, Cal OES Legal reviewing



Item 5-2: Statewide 9-8-8 CHS and CRM Status

- Confirmed State platform technology is installed in each center
- NGA has been providing training in the CHS and CRM
- Buckelew is the first LCC to pilot the State platform
- Vibrant has agreed to deliver 9-8-8 calls to support the pilot



Item 5-3: 9-8-8 Surcharge

- The 9-8-8 surcharge was set at \$0.08 for 2023 and 2024 by state statute
- For 2025 and beyond, the fee must be calculated
 - 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 determines the revenue that must be generated from the 9-8-8 surcharge
 - Service providers send the number of access lines to Cal OES
 - 9-8-8 surcharge is based on the budget and number of access lines



Item 5-3: 9-8-8 Surcharge Calculation

Description	Ref.	Amount
Authorized Expenditure	B1	\$43,778,000
Balance from Fund Condition Statement	B2	\$5,000,000
Revenue Needed for FY 2024-25	B4	\$38,778,000
$B4 = ((B1 - B2) + B3); B7 = (B5 * (B6 * 12))$		
Estimated Number of Total Access Lines	B5	46,513,154
Surcharge (monthly)	B6	\$0.08
Projected Annual Revenue	B7	\$44,652,628

Note: This is a sample table to reflect how the 9-8-8 fee is calculated



Item 5-3: 9-8-8 Surcharge and Fund Condition Statement FY 2024-25

3414 988 State Suicide and Behavioral Health Crisis Services Fund^S

BEGINNING BALANCE	-	\$24,728	\$13,153
Adjusted Beginning Balance	-	\$24,728	\$13,153
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140505 Suicide and Behavioral Health Telephone Surcharge	\$24,506	44,276	44,276
Total Revenues, Transfers, and Other Adjustments	\$24,506	\$44,276	\$44,276
Total Resources	\$24,506	\$69,004	\$57,429
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0530 Secretary for California Health and Human Services Agency (State Operations)	-	5,500	-
0690 Office of Emergency Services (State Operations)	-	9,632	9,648
0690 Office of Emergency Services (Local Assistance)	-	20,280	20,280
4260 State Department of Health Care Services (State Operations)	-	773	728
4260 State Department of Health Care Services (Local Assistance)	-	19,000	12,500
7600 California Department of Tax and Fee Administration (State Operations)	78	666	622
Less funding provided by General Fund (State Operations)	-300	-	-
Total Expenditures and Expenditure Adjustments	-\$222	\$55,851	\$43,778
FUND BALANCE	\$24,728	\$13,153	\$13,651
Reserve for economic uncertainties	24,728	13,153	13,651



Item 6: Health and Human Services Updates

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



Item 7: SAMHSA, FCC, and Vibrant Updates

- Cal OES continues coordinating with SAMHSA and Vibrant tracking the MOU review
- Vibrant will support routing 988 calls to the States platform for the pilot testing and training period



Item 8: 9-8-8 Funding Policy Review

- Cal OES has received feedback from DHHS and DHCS to incorporate in the funding policy
- Cal OES continues to work with the 988 centers to ensure immediate technology needs are addressed



Item 9: Review of 9-1-1/9-8-8 Transfer Guidance Document

- The Interface Working Group continues to receive feedback for the 9-1-1/9-8-8 transfer guidance document
- The Working Group is updating the drafted document
- Will host Working Group meeting in July
- Intent to deliver draft for review at the August 988 TAB



Item 10: Agenda Items for Future Meetings

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

2025 Meeting Dates:

- August 21, 2025, 10:00 AM – 12:30 PM
- November 20, 2025, 10:00 AM – 12:30 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:**

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