



Cal OES

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

State 9-8-8 Technical Advisory Board

November 20, 2025





Item 1: Welcome and Call to Order

Members of the Board

- Chair – Steven Yarbrough, 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
- Shari Sinwelski, DiDi Hirsch Mental Health Services
- Lan Nguyen, Crisis and Suicide Prevention Lifeline Manager, Santa Clara County
- Diana Gutierrez, Riverside Health Services, Behavioral Health Services
- 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

August 2025 meeting minutes:

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



Item 3: Public Comment

Public Comment for Matters on the Agenda



Item 4: Legislative Update

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



Item 5: 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.*
- 9-8-8 Implementation Working Group Report: *Terri Galvan and Lan Nguyen.*



Item 6-1: 9-8-8 Surcharge Calculation Calendar Year 2026

Description	Amount
Appropriation*	\$ 62,824,000
Amount Remaining from Prior Year*	\$ 45,223,000
Difference - Revenue Needed for This Year	\$ 17,601,000
Estimated Number of Access Lines	47,533,701
Surcharge per Month	\$ 0.05
Projected Annual Revenue	\$ 28,520,221

* From the Fund Condition Statement on the Department of Finance's website.



Item 6-2: 2025/26 Final Fund Condition Statement

<u>3414 988 State Suicide and Behavioral Health Crisis Services Fund^s</u>	2023-24*	2024-25*	2025-26*
BEGINNING BALANCE	\$24,728	\$44,674	\$45,223
Prior Year Adjustments	39	-	-
Adjusted Beginning Balance	\$24,767	\$44,674	\$45,223
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140505 Suicide and Behavioral Health Telephone Surcharge	49,779	44,276	44,276
Total Revenues, Transfers, and Other Adjustments	\$49,779	\$44,276	\$44,276
Total Resources	\$74,546	\$88,950	\$89,499
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0530 Secretary for California Health and Human Services Agency (State Operations)	4,256	-	575
0690 Office of Emergency Services (State Operations)	1,862	9,632	9,637
0690 Office of Emergency Services (Local Assistance)	4,605	20,280	20,280
4260 State Department of Health Care Services (State Operations)	-	728	728
4260 State Department of Health Care Services (Local Assistance)	19,000	12,500	30,000
7600 California Department of Tax and Fee Administration (State Operations)	149	587	615
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	-	-	989
Total Expenditures and Expenditure Adjustments	\$29,872	\$43,727	\$62,824
FUND BALANCE	\$44,674	\$45,223	\$26,675
Reserve for economic uncertainties	44,674	45,223	26,675



Item 6-3: 9-8-8 Cal OES Expenditures

Fiscal Year	988 State Ops Expenditures	988 Local Assistance Expenditures	Total Expenditures	Appropriation	Diff
2022	\$ 1,468,158.09	\$ 3,344,000.00	\$ 4,812,158.09	\$ 7,515,000	\$ 2,702,841.91
2023	\$ 1,837,387.19	\$ 4,067,503.31	\$ 5,904,890.50	\$ 29,813,000	\$ 23,908,109.50
2024	\$ 2,574,384.71	\$ 7,507,371.21	\$ 10,081,755.92	\$ 29,928,000	\$ 19,846,244.08
2025*	\$ 375,328.02	\$ 2,737,500.00	\$ 3,112,828.02	\$ 29,917,000	\$ 26,804,171.98
Total	\$ 6,255,258.01	\$ 17,656,374.52	\$ 23,911,632.53		

* does not reflect full year

As part of normal budget process we will be reviewing expenditures levels and will propose an adjustment to the appropriation as necessary.



Item 7: Cal OES 9-8-8 Report

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

- Item 7-1: 9-8-8 Project, Fiscal and Operational Reviews
- Item 7-2: Statewide 9-8-8 CHS and CRM status
- Item 7-3: 9-1-1 to 9-8-8 Interface, AB 988 milestones, statewide contract updates
- Item 7-4: SAMHSA, FCC, and Vibrant Updates



Item 8: Health and Human Services Updates

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



**Update on
988-crisis care
continuum to
Cal OES
Technical Advisory
Board**

November 20, 2025

Agenda

- Update on CA 988 crisis centers
- CalHHS 988-Crisis highlights
 - Update on CalHHS – The Trevor Project pilot partnership
 - Mobile Crisis national survey
 - Communication about 988
- FYI – CDPH Proposed Phase II Guidance
- Next Steps
 - Policy Advisory Group reconvene 1/28 and 4/29/26

CA 988 Crisis Centers



11 California 988 Crisis Centers

- ✓ Over 1,100 crisis counselors (majority paid staff)
- ✓ Answered **over 380,000 contacts** during 1st year of 988 implementation (July 2022 – June 2023)
- ✓ July 2023 – June 2024: answered **over 420,000 contacts**
- ✓ July 2024 – June 2025: answered over **430,000 contacts**
- July – October 2025: Answered 164,851 calls (**88.5%** in-state answer rate), on track to answering 500,000 calls per year
- Increasing chat/text capacity: Answered 30,501 chats/texts since July 2025 (**42%** in-state answer rate, up from 27% a year ago)





CalHHS 988-Crisis Project highlights

Partnership with The Trevor Project

- The national 988 specialized service for LGBTQ+ young people was discontinued 7/17/2025
- Through a [new partnership with The Trevor Project](#), the California Health and Human Services Agency (CalHHS) is providing the state's 988 crisis counselors enhanced competency training from experts, ensuring better attunement to the needs of LGBTQ+ youth, on top of the specific training they already receive.
- The Trevor Project is developing training schedule and content tailored to the needs of CA 988 crisis counselors
- The training will be offered December 2025 – March 2026

National Mobile Crisis Survey

- A team of researchers at Columbia University and Wayne State University is launching the second National Survey of Mobile Crisis Programs in Fall 2025. Building upon the [first national survey](#), this study will deep dive into 5 states, including California.
- CalHHS and DHCS are partnering with the research team to advance this study and broaden understanding of the various types of mobile crisis programs operating in California.
- Timeline:
 - December 2025 – Survey launches in five (5) partner states (including California), with two (2) months for programs to complete
 - January 2026 – National survey launches for remaining states; data analysis will follow
 - June 2026 – Project is completed and written products are released

Communication about 988

- DHCS launched billboards and advertisements starting in September for Suicide Prevention Month to promote 988.
 - 273 poster billboards and 237 digital ads in major cities in California.
 - The campaign will run until January 31, 2026.



Proposition 1

In **March 2024**, California voters passed Proposition 1, a **two-bill package**, to modernize the state's behavioral health care system:

Behavioral Health Services Act (BHSA)

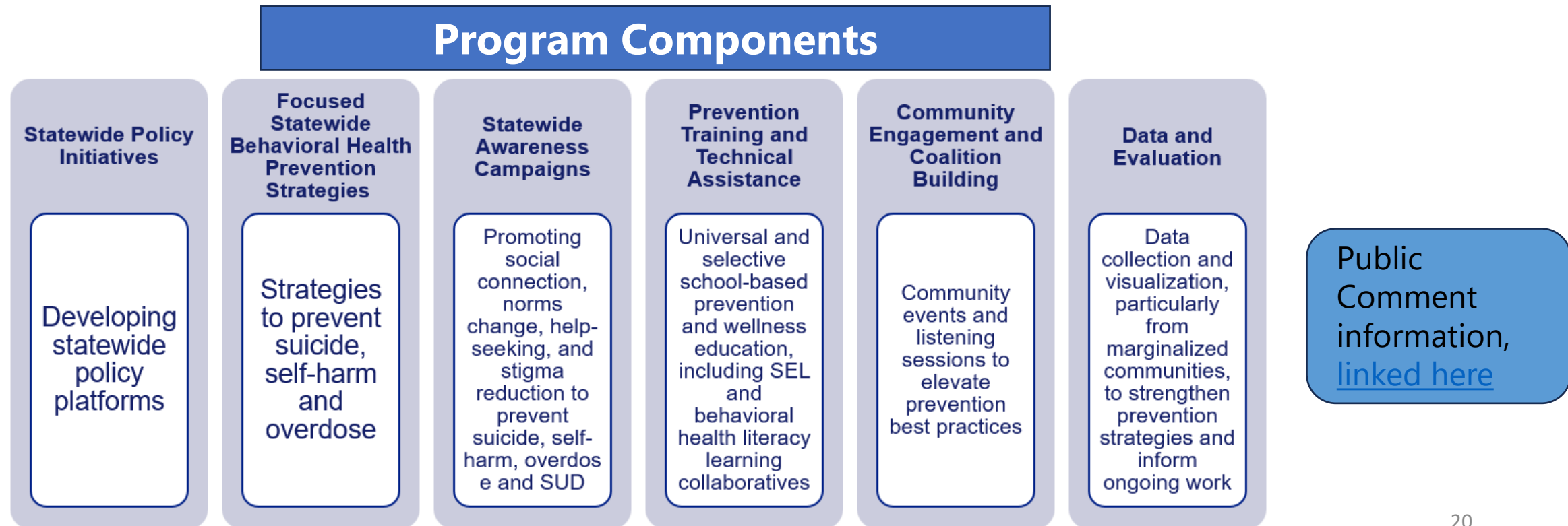
- **Reforms behavioral health care funding** to provide services to Californians with the **most significant behavioral health needs**
- Expands the behavioral health **workforce** to reflect and connect with California's diverse population
- Focuses on **outcomes, accountability, and equity**

Behavioral Health Bond

- Funds behavioral health treatment **beds, supportive housing, and community sites**
- Directs funding for housing to **veterans** with behavioral health needs

CDPH BHSA Population-Based Prevention Guide

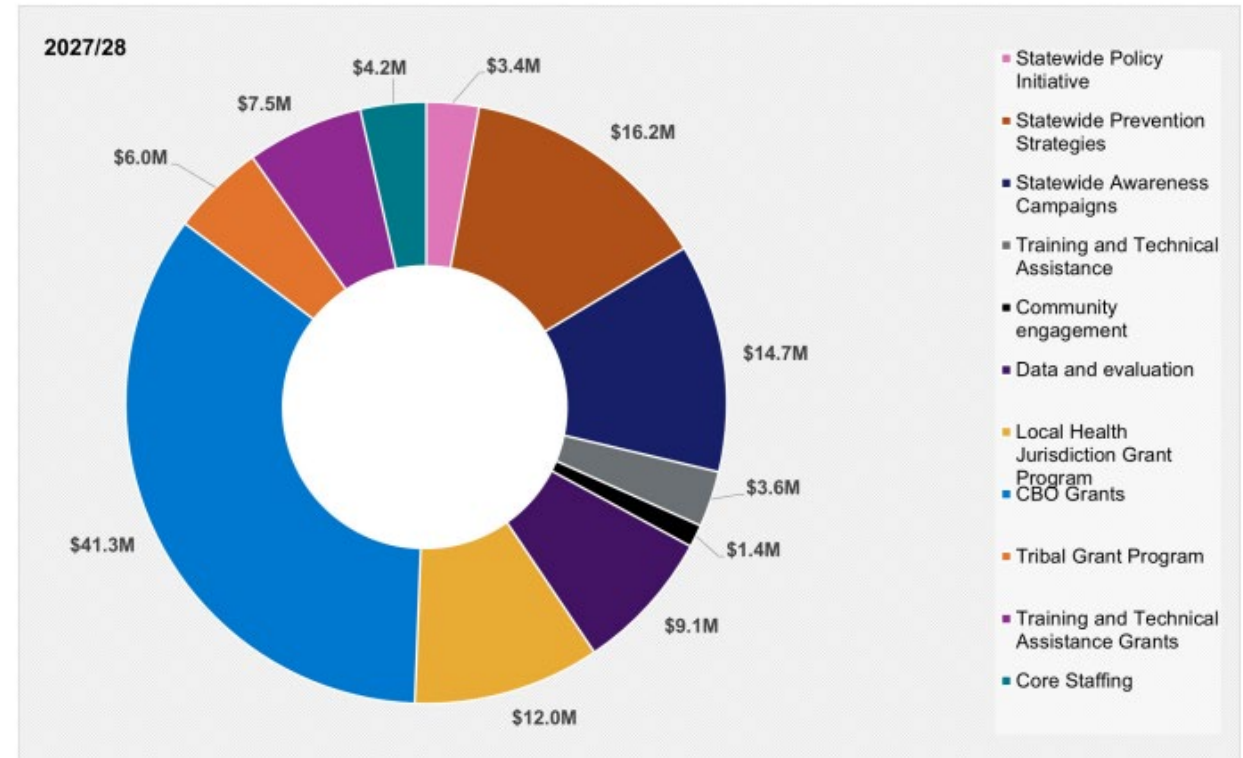
- Under the Behavioral Health Services Act (BHSA), 4% of funding is allocated to CDPH to administer statewide prevention services.
- Last week, CDPH released its [Population-Based Prevention Guide- Phase 2](#) for public comment. The public comment period closes on December 2nd.



CDPH BHSA Population-Based Prevention Guide

- The 988-Crisis Five Year Implementation Plan was used to inform the creation of the Guide.
- **Statewide Awareness Campaigns program component:** Creation of a new public awareness campaign for 988 beginning in FY 2027-28.
- **Training and Technical Assistance (TTA) program component:** CDPH plans to work with experts and Tribes to provide TTA on the needs of the 988 Suicide and Crisis Lifeline Campaign grant program.
- **TTA Grants:** CDPH plans to invest in a 988 Suicide and Crisis Lifeline Outreach Campaign **Grant Program** to award contracts to Community-Based Organizations (CBOs) and Tribes.

Figure II - CDPH investment in BHSA activities in Fiscal Year 2027/28 – 2028/29





Next Steps

Next Steps

Winter-Spring 2026	<p>988-Crisis Policy Advisory Group - California Health and Human Services Meeting 1/28/26 and 4/29/26 at CalHHS, Allenby building, Sacramento</p> <p>Contact AB988Info@chhs.ca.gov for questions about AB 988 implementation plan</p> <p>Website(s) on 988 988 - California Health and Human Services</p>
June 30, 2026	First annual report on 988 implementation due



Appendix



In January 2025, CalHHS submitted the Five-Year Implementation Plan and accompanying materials to the State Legislature

- [Building California's Comprehensive 988-Crisis System: A Strategic Blueprint \(AB 988 Five-Year Implementation Plan\)](#), which includes an executive summary, recommendations and information on the state governance structure for 988, and related appendices.
- [AB 988 Chart Book: An Inventory of Needs, Services and Gaps of the Behavioral Health Crisis System](#), which includes information drawn from primary and secondary sources, including recent evaluations, studies, and analyses by state agencies and independent evaluators, public health data, and qualitative research.
- [AB 988 Community Engagement Report](#), which includes findings and themes from community focus groups with individuals co-occurring disorders, family members who lost someone to suicide, Tribal members, formerly unhoused individuals, LGBTQIA+ individuals, older adults, young adults, and mothers with children



Item 9: Agenda Items for Future Meetings

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

2026 Meeting Dates:

- February 19, 2026, 10:00 AM – 12:30 PM
- May 21, 2026, 10:00 AM – 12:30 PM
- August 20, 2026, 10:00 AM – 12:30 PM
- November 19, 2026, 10:00 AM – 12:30 PM



Item 10: Public Comment

Public Comment for Matters Not on the Agenda



Item 11: Adjourn

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

- **General Information:**

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