Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

State 9-8-8 Technical Advisory Board

November 12, 2026

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)
- VACANT, California Public Safety Radio Association (CPRA)
- Tracy Gonzales, Ontario Fire Communications Manager
- VACANT, 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
- Ivan Bhardwaj, California Department of Health Care Services

Item 2: Approval of Previous Minutes

June 2026 meeting minutes (held over from August meeting):

- Meeting held in person at Cal OES Headquarters, 10390 Peter McCuen Blvd., California Room 109, Mather, CA 95655

August 2026 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: 9-8-8 Surcharge Rate Setting

Cal OES Finance and Logistics Administration will provide information regarding the Surcharge setting methodology for California's 9-8-8 system.

988 Surcharge Methodology

California Governor's Office of Emergency Services (Cal OES) uses the following process, set in statute, to determine the surcharge rates for the 988 system:

1. The authorized appropriation is from the final Budget Act and the remaining fund balance information from the prior year is from the Fund Condition Statement posted on Department of Finance's website.
2. The revenue needed for the year is determined by subtracting fund balance from authorized expenditures.
3. The projected annual revenue is determined by multiplying the number of phone access lines provided by phone providers by the proposed surcharge, adjusting the surcharge until the amount of revenue generated is sufficient to cover the amount of revenue needed.
4. Determine sufficient fund balance, which is generally 10 percent of annual expenditures.
5. Adjust surcharge to maintain a sufficient fund balance.
6. The rate letter must be sent to the California Department of Tax and Fee Administration by October 1 every year.

9-8-8 Surcharge Calculation

9-8-8 Rate Calculation - Calendar Year 2027	
Description	**Amount**
Appropriation*	$ 104,574,000
Amount Remaining from Prior Year*	$ 53,051,000
Difference - Revenue Needed for This Year	$ 51,523,000
Estimated Number of Access Lines	47,597,709
Surcharge per Month	$ 0.11
Projected Annual Revenue	$ 62,828,976

* From the Fund Condition Statement on the Department of Finance's website and any additional appropriation authorized through end of session Budget Act updates.

Item 5: Changes to the Miles Hall Lifeline Act

The 9-8-8 Technical Advisory Board will discuss recent changes to the Miles Hall Lifeline Act effective September 18, 2026, (Gov. Code §§ 53123.1.5, 53123.2, and 53123.3, Rev. & Tax §§ 41030 and 43031) including the impact of recent changes, the role of the Board, the working groups, and Cal OES.

Item 6: 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: *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.*
- *Call Handling Solution Analysis Working Group: Shari Sinwelski and Ametrius Sidney*

Item 7: 9-1-1/9-8-8 Transfer Recommendations Document

The 9-8-8 Technical Advisory Board will consider the 9-1-1/9-8-8 Transfer Recommendations document.

Item 8: 9-8-8 Technical Advisory Board Bylaws and Code of Conduct

The 9-8-8 Technical Advisory Board to consider adoption of Bylaws and a Code of Conduct.

Item 9: Cal OES 9-8-8 Updates

Cal OES will provide updates regarding 9-8-8 projects, statewide contracts, and discussions with Substance Abuse and Mental Health Services Administration (SAMHSA).

Item 10: Health and Human Services Updates

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

Item 11: Department of Health Care Services Updates

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

Department of Health Care Services

988 Suicide and Crisis Lifeline Updates

Ivan Bhardwaj, Division Chief
Medi-Cal Behavioral Health Policy Division

DHCS
CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

November 12, 2026

988 Crisis Center Funding and Stakeholder Engagement

Feedback Opportunity	Date
Session 1 » Discussion of FY 2026-27 Funding Methodology and FY 2027-28 Cost Projections	June 4, 2026
Session 2 » Discussion of FY 2027-28 Cost Projections	July 2, 2026
Session 3 » Discussion of FY 2026-27 Funding Methodology	July 21, 2026
Session 4 » Discussion of FY 2026-27 Funding Methodology and FY 2027-28 Cost Projections	August 18, 2026

988 Crisis Center Funding and Stakeholder Engagement Continued

Feedback Opportunity	Date
Distributed FY 2026-27 funding methodology feedback survey to 988 Crisis Centers.	April 2026
Distributed second FY 2026-27 funding methodology feedback survey to 988 Crisis Centers.	July 2026
Distributed FY 2027-28 cost projection feedback survey to 988 Crisis Centers.	July 2026

Total Funds available for FY 2026-2027:
$59,311,767.16

Looking Forward

- $20 million funding appropriation
  - DHCS was allocated an additional $20 million in local assistance funding through Assembly Bill (AB) 113, chaptered on September 18th.
  - DHCS is currently developing a funding methodology on how to allocate these funds to 988 Crisis Centers for FY 2026-27.
  - DHCS will be scheduling feedback sessions with 988 Crisis Centers and the 988 Consortium to gather input on the proposed funding methodology in early December.
  - Once the funding methodology is finalized, the allocated funding will be added to 988 Crisis Center subcontracts.

Looking Forward (Continued)

- 988 Designation Process Update
  - AB 173 requires DHCS to establish a 988 designation process to designate existing 988 Crisis Centers and/or add new centers to the California 988 Network.
  - DHCS must develop this process no sooner than October 1, 2027, and AB 173 outlines the various criteria that must be included.
  - DHCS has already started this process and has scheduled initial stakeholder engagement meetings in mid-November.
    - These meetings include state agencies involved in 988 implementation, and various other stakeholders, including the 988 Crisis Centers and the 988 Consortium.

Thank you!

Questions?

Please email: 988@dhcs.ca.gov

DHCS

Item 12: Agenda Items for Future Meetings

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

Item 13: Public Comment

Public Comment for Matters Not on the Agenda

Item 14: Adjourn

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

- **General Information:**

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