

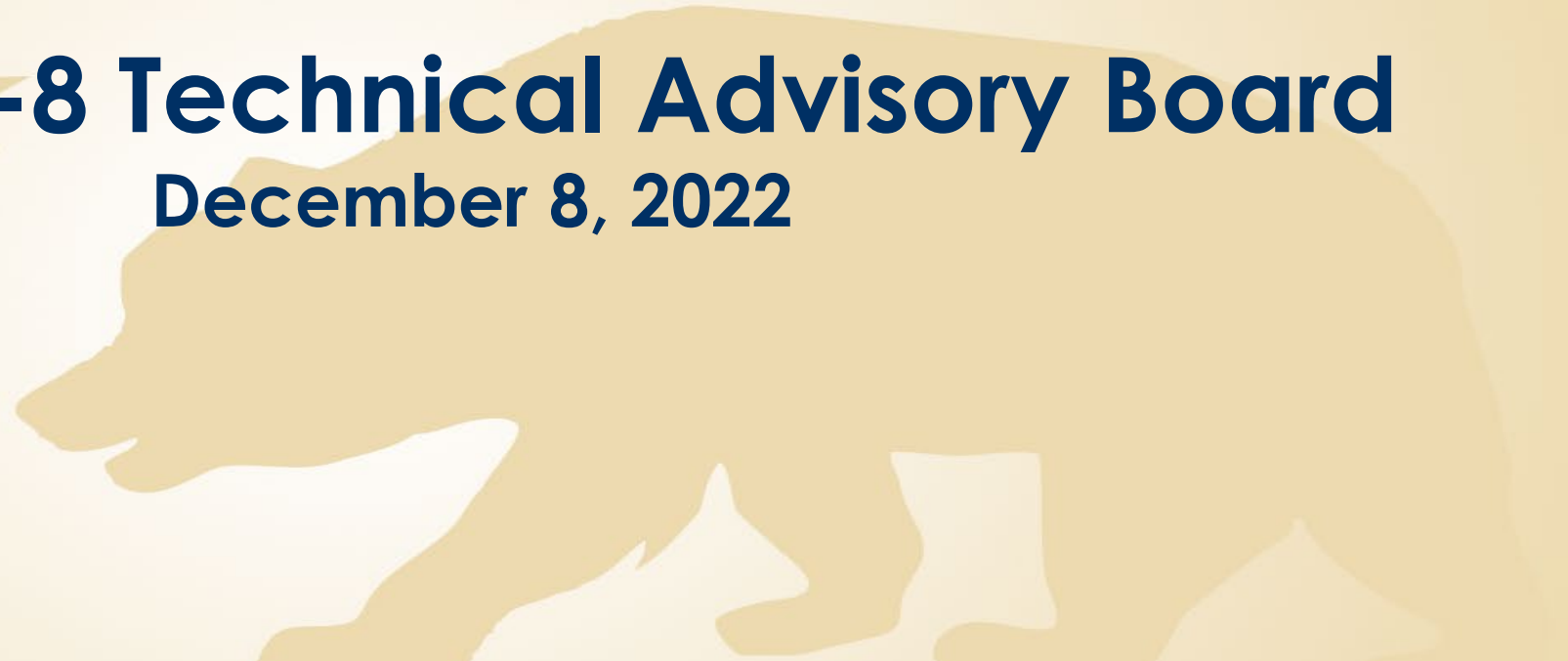


***Cal* OES**

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

State 9-8-8 Technical Advisory Board

December 8, 2022





Item 1: Welcome and Call to Order

Welcome to the first meeting of the 9-8-8 Technical Advisory Board.



Item 2: Bagley-Keene Open Meeting Rules Board Logistics

Cal OES will provide an overview of Bagley-Keene open meeting rules and will facilitate an open discussion on logistics for the 9-8-8 Technical Advisory Board.



Item 3: Swearing in of Board Members

Deputy Director Marvin Green will swear in 9-8-8
Technical Advisory Board members.



Item 3: Member Roll Call

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, Downey 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 4: 9-8-8 Technical Advisory Board Overview

- AB 988 was signed into law on September 29, 2022
https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=202120220AB988
- Established 9-8-8, using the digits “9-8-8” in compliance with existing federal law and standards
- Established the 9-8-8 Technical Advisory Board to advise Cal OES on the following:
 - Feasibility and planning for sustainable interoperability between 9-8-8, 9-1-1, and behavioral health crisis services
 - Technical and operational standards for the 9-8-8 system that allow for coordination with California’s 9-1-1 system
 - Standards and protocols for 9-8-8 center call transfers to 9-1-1, and vice-versa
- Requires 9-8-8 Technical Advisory Board to meet quarterly
- Requires representatives from CHHS, 9-8-8 centers, 9-1-1, and behavioral health crisis service



Item 4: AB 988 Overview

- Requires Cal OES and California Health and Human Services (CHHS) to develop a plan for statewide 9-8-8, 9-1-1, and behavioral health crisis services integration by December 31, 2023
- Defines key terms in the 9-8-8 crisis care continuum
- Requires validation of transfer between 9-1-1 and 9-8-8 - Completed
- Requires Cal OES to appoint a 9-8-8 System Director
 - Budge Currier will serve as 9-8-8 System Director until permanent position is filled in September 2023
- Requires Cal OES to verify interoperability between 9-1-1 and 9-8-8 by July 1, 2024
- Requires consultation with National Suicide Prevention Lifeline



Item 4: AB 988 Overview

- Requires CHHS to develop recommendations for a five-year implementation plan for a comprehensive 9-8-8 system by December 31, 2023
- Requires CHHS to establish 9-8-8 Advisory Group that will advise CHHS on the five-year implementation plan, which will meet quarterly until January 1, 2024
- Lists 14 areas that CHHS and advisory group shall address
- Requires CHHS to deliver an annual report to the Legislature beginning in December 2024
- Amends Section 1374.724 of the Health and Safety Code
- Amends the Revenue and Taxation Code to include the 9-8-8 surcharge
 - Establishes dedicated 9-8-8 surcharge of \$0.08 for 2023 and 2024
 - Subsequent surcharge based on approved budget not to exceed \$0.30



Item 5: Legislative Update

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



Item 6: Cal OES 9-8-8 Report

The Cal OES 9-8-8 System Director will provide updates regarding 9-8-8 Projects, Fiscal and Operational Review Status, Call Handling System (CHS) and Customer Resource Management (CRM) Installation, 9-1-1 to 9-8-8 Interface, State Emergency Number Association (SETNA) 9-8-8 Surcharge, and Statewide Contract Update.

- 9-8-8 Projects
- Fiscal and Operational Review
- Statewide 9-8-8 CHS and CRM status
- 9-1-1 to 9-8-8 Interface
- SETNA 9-8-8 Surcharge
- Statewide Contract Update



Item 6-1: 9-8-8 Projects

At this time there are no significant projects to report.



Item 6-2: 9-8-8 Fiscal and Operational Review

- The Fiscal and Operational Review will:
 - Ensure the CHS and CRM technology meets operational needs
 - Ensure the 9-1-1 to 9-8-8 and 9-8-8 to 9-1-1 interfaces meet operational needs
 - Validate data gathered during previous outreach
 - Gather additional feedback from each 9-8-8 Lifeline Crisis Center
 - Provide information on 9-8-8 funding
 - Provide information on 9-8-8 technology
 - Provide a regular process of interaction between Cal OES and each 9-8-8 Lifeline Crisis Center

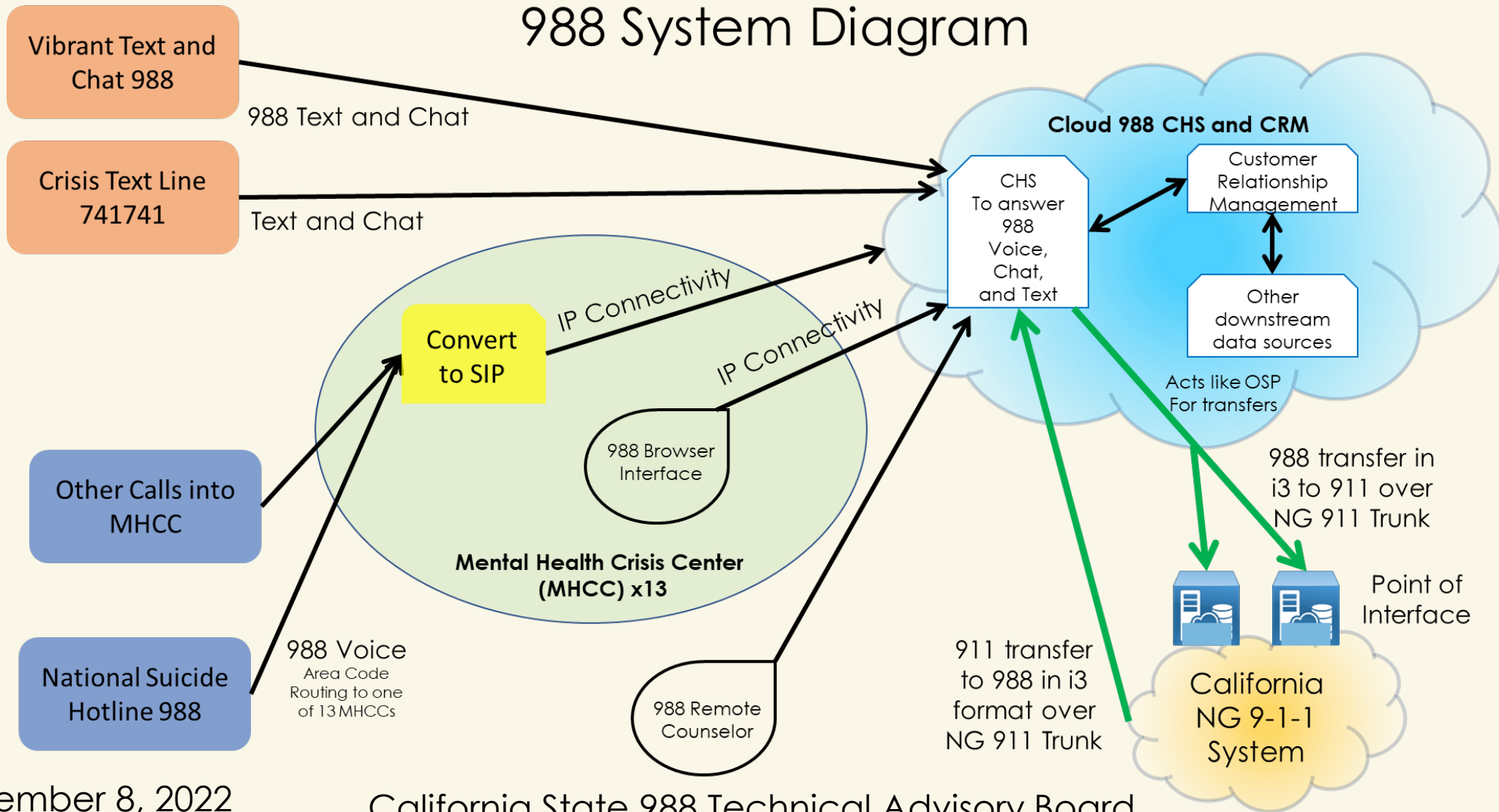


Item 6-3: Statewide 9-8-8 CHS and CRM Status

- Request for Proposals for 9-8-8 CHS and CRM is available on Cal eProcure: <https://caleprocure.ca.gov/event/75021/0000024634>
- Cal OES and California Department of Technology will announce vendor by December 31, 2022
- Kickoff Meeting with selected vendor will be in January 2023
- Goal will be to have full deployment at all 9-8-8 Lifeline Crisis Centers by July 2024



Item 6-3: Statewide 9-8-8 CHS and CRM Status





Item 6-4: 9-1-1 to 9-8-8 Interface

- Today transfers from 9-8-8 to 9-1-1 and from 9-1-1 to 9-8-8 follow existing local policies based on existing technology
- The statewide 9-8-8 CHS and CRM deployment will provide a solution that is interoperable and does not limit the operational needs
- Policies and Procedures for transfers between 9-8-8 and 9-1-1 will be updated based on the requirements in AB 988



Item 6-5: 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 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 6-5: 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 6-6: Statewide Contract Update

At this time there are no additional contracts related to 9-8-8.



Item 7: Agenda Items for Future Meetings

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

2023 Meeting Dates:

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



Item 8: Public Comment

Public Comment



Item 9: Adjourn

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

- **General Information:**

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