



State 9-8-8 Technical Advisory Board Meeting Minutes

630 Sequoia Pacific Blvd, Sacramento, CA 95811

February 16, 2023 – 10:00 AM - 12:00 PM PST



OFFICE OF EMERGENCY SERVICES, STATE OF CALIFORNIA 9-8-8 TECHNICAL ADVISORY BOARD MEETING MINUTES:

MEMBERS PRESENT:

Stephanie Welch- Assistant Secretary of California Health and Human Services
Dr. Mathew Goldman- County of San Francisco Behavioral Health
Brian Aiello- Chief Deputy Director of Emergency Medical Services Agency
Erika Aragon- Didi Hirsch Mental Health Services
Dr. Edwin Poon- County of Santa Clara Behavioral Health Services
Kristin Miller- Behavioral Health Services Administrator at Riverside Health Services
Jeff Hebert- California Public-Safety Radio Association
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 & Training

MEMBERS ABESNT:

Rosa Ramos- California National Emergency Number Association
Dr. Liseanne Wick- Director of Suicide Prevention Services, Wellspace Health

I. CALL TO ORDER

The meeting was called to order at 10:01 a.m. A quorum was achieved.

II. APPROVAL OF THE PREVIOUS MEETING MINUTES

The November 2022 meeting minutes were placed on the agenda for approval. Erinn Riley motioned to approve the minutes; Tracy Gonzales seconded the motion.

III. LEGISLATIVE UPDATE

Mr. Reggie Salvador, Chief, Cal OES Legislative and External Affairs will provide information regarding legislation updates. A copy of all legislative updates discussed will be distributed to the 9-1-1 Advisory Board members. A list of all legislation discussed is attached to the meeting minutes

IV. CA 9-8-8 BRANCH UPDATES

Mr. Currier discussed 9-8-8 Call Handling System (CHS) contract has been awarded to NGA 911. Kickoff meeting was conducted on January 11, 2023. Eight (8) locations site survey completed, four (4) more to be completed this week, final site in March.



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The Advisory Board discussed what can be shared vs what should be shared. Mr. Currier stated the Board should come up with a standard on what is shared from 9-8-8 to 9-1-1.

Mr. Currier discussed the deployment plan for 2023 for CHS installations.

Mr. Currier discussed 9-1-1 to 9-8-8 Interface. Technology planning has begun and will be available Summer 2023. Further discussion and action items for working group. Mr. Currier gave an example of how Virginia handles policy from routine to emergent level as well as a workflow diagram.

Mr. Currier discussed the State Emergency Telephone Number Account (SETNA) surcharge for 9-8-8 is \$0.08 cents for 2023-2024.

Mr. Currier discussed 9-8-8 milestones: director has been appointed, interfaces between 9-1-1 and 9-8-8 have been validated, board has been established, budget change proposals have been submitted.

V. CALIFORNIA HEALTH AND HUMAN SERVICES (CHHS)

Stephanie Welch Assistant Secretary of California Health and Human Services Stephanie Welch provided information regarding Crisis Care Continuum. A copy of all the presentation will be distributed to the 9-8-8 Technical Advisory Board members and posted on Office of Emergency Services (OES) website.

VI. SAMHSA, FCC, AND VIBRANT UPDATE

Mr. Currier discussed Substance Abuse and Mental Health Services Administration (SAMHSA) and OES meeting February 8, 2023

Mr. Currier discussed Federal Communications Commission (FCC) rules to promote reliable access to 9-8-8 Lifeline to ensure reliability and resiliency.

Mr. Currier discussed Vibrant. NGA 911 has reached out to technology leadership at Intrado to begin design efforts for 9-8-8 call delivery.

VII. EQUAL ACCESS TO 9-8-8 AND 9-1-1



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Mr. Currier discussed equal access to 9-8-8 and 9-1-1. Ensure technology and the policies developed to support 9-8-8 transfers. The Board discussed what limitations they anticipate: perception, technology, and policy. Disparities to access, large distrust to 9-1-1 communities, and stigma around 9-8-8, ADA accessibility.

VIII. ESTABLISHING WORKING GROUPS

9-8-8 and 9-1-1 Interface Working Group

Chair: Jeff Hebert

Accessibility and Equal Access Working Group

Chair: Stephanie Welch

Co-Chair: Dr. Mathew Goldman

Best Practices Working Group

Chair: Tracy Gonzales

The Board voted on establishing the three (3) working groups and charged them with establishing their members, tasks and goals and producing a report for the next meeting.

Erika Aragon motion to approve all working groups, Erinn Riley seconded the motion.

Motion to approve all working groups was unanimous, motion carries.

IX. AGENDA ITEMS FOR FUTURE MEETING

Working Group Report Out

X. PUBLIC COMMENT FOR MATTERS NOT ON AGENDA

No public comments.

XI. ADJOURN]

Dr. Goldman motioned to adjourn, and Erinn Riley seconded, the meeting was adjourned at 12:29 PM.