



# **State 9-8-8 Technical Advisory Board**

**August 17, 2023**



# Item 1: Welcome and Call to Order

## Members of the Board

- Chair – Budge Currier, Governor's Office of Emergency Services (Non-voting)
- Deputy Secretary Stephanie Welch, California Health and Human Services
- Dr. Eric Rafla-Yuan, UC San Diego School of Medicine
- 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
- Ametrius Sidney, California National Emergency Number Association (CALNENA)
- Jeff Hebert, California Public - Safety Radio Association (CPRA)
- Tracy Gonzales, Downy 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
- Cerena Lewis, California Professional Firefighters



## Item 2: Approval of Previous Minutes

May 2023 meeting minutes:

- Meeting held on May 18, 2023 in person at 630 Sequoia Pacific Blvd, Sacramento, CA



## Item 3: Welcome New Member

- Eric Rafla-Yuan, UC San Diego School of Medicine



## 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:

- Best Practices Working Group Report: *Tracy Gonzales*
- 9-8-8 and 9-1-1 Interface Working Group Report: *Jeff Hebert*
- Accessibility and Equal Access Working Group Report: *Stephanie Welch*



## Item 6: Cal OES 9-8-8 Report

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

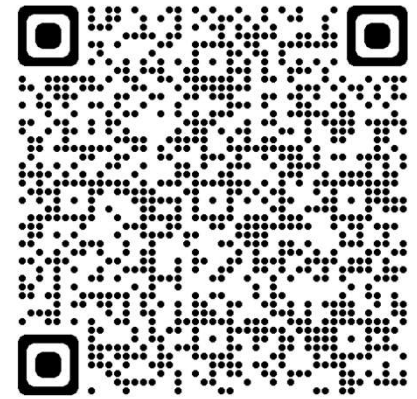
- Item 6-1: Statewide 9-8-8 CHS and CRM status
- Item 6-2: 9-1-1 to 9-8-8 Interface
- Item 6-3: SETNA 9-8-8 Surcharge
- Item 6-4: AB 988 Milestones

[www.caloes.ca.gov/988](http://www.caloes.ca.gov/988)



## Item 6-1: Statewide 9-8-8 CHS and CRM Status

- Awarded contract is available using QR Code:
- Group 1 988 Lifeline Crisis Centers
  - Suicide Prevention Service of the Central Coast (Installed 6/1)
  - Crisis Support Services of Alameda County (Installed 6/1)
  - Buckelew Suicide Prevention Program (Installed 6/6)
  - WellSpace Health (Installed 6/27)
  - StarVista (Installed 6/22)
  - Central Valley Suicide Prevention Hotline – Kings View (Installed 6/22)
- Cal OES has established meeting cadence with all 12 centers
- Working to identify technical requirements for mobile response software







## Item 6-1: Statewide 9-8-8 CHS and CRM Status (Continued)

- Testing and Validation
  - 9-8-8 equipment has been installed in Cal OES lab
  - Initial Group 1 workflow testing and validation is being scheduled
  - Engineering and connectivity to Vibrant is being established
  - Working with SAMHSA and Vibrant on the MOU process
  - Determining minimally viable solution to support Group 1
- Next Steps
  - Group 1 9-8-8 CHS Installs and activation (6 centers) 3<sup>rd</sup> Q – 4<sup>th</sup> Q 2023
  - Group 2 9-8-8 CHS Installs and Activation (6 centers) 3<sup>rd</sup> Q 23 – 2<sup>nd</sup> Q 2024



## Item 6-2: 9-1-1 to 9-8-8 Interface

- Defining the 9-1-1 to 9-8-8 Technical Interface
  - Circuits ordered to support testing in Cal OES for technical interface between the NG 9-1-1 system and the 9-8-8 system
  - Discussions with Crisis Text Line on ingress for transfers from Crisis Text Line to the NG 9-1-1 system
  - Further discussion and action items for working group



## Item 6-3: SETNA 9-8-8 Surcharge

- The 9-8-8 surcharge is set at \$0.08 for calendar year 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 CA State 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 6-3: SETNA 9-8-8 Surcharge and the Fund Condition Statement

	2021-22*	2022-23*	2023-24*
<u>3414 988 State Suicide and Behavioral Health Crisis Services Fund <sup>S</sup></u>			
BEGINNING BALANCE	-	-	22,138
Adjusted Beginning Balance	-	-	\$22,138
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140505 Suicide and Behavioral Health Telephone Surcharge	-	22,138	44,276
Total Revenues, Transfers, and Other Adjustments	-	\$22,138	\$44,276
Total Resources	-	\$22,138	\$66,414
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0530 Secretary for California Health and Human Services Agency (State Operations)	-	-	5,500
0690 Office of Emergency Services (State Operations)	-	-	9,533
0690 Office of Emergency Services (Local Assistance)	-	-	20,280
4260 State Department of Health Care Services (State Operations)	-	-	773
4260 State Department of Health Care Services (Local Assistance)	-	-	19,000
7600 California Department of Tax and Fee Administration (State Operations)	-	300	661
Less funding provided by General Fund (State Operations)	-	-300	-
Total Expenditures and Expenditure Adjustments	-	-	\$55,747
FUND BALANCE	-	\$22,138	\$10,667
Reserve for economic uncertainties	-	22,138	10,667



## Item 6-3: SETNA 9-8-8 Surcharge Sample Calculation - Demonstration

Description	Ref.	Amount
Authorized Budget Expenditure	B1	\$44,276,000
Balance from Fund Condition Statement	B2	\$10,667,000
Revenue Needed for next Budget Year	B3	\$33,609,000
Estimated number of Access Lines**	B4	46,121,214
Surcharge per month	B5	\$0.07
Projected Annual Revenue	B6	\$38,741,820
Formulas: B3 = B1-B2, B6=B4*B5*12		

\*\*2021 Access line count used for demonstration purposes



## Item 6-4: 988 Implementation Milestones

- Budget request in support of AB 988 implementation have been approved
- Trailer Bill to update 988 statutes has been passed
- On July 1, 2023, budget activities in support of AB 988 were authorized
- An additional bill, AB 988 for FY 2023-24, is currently working its way through the legislative process



## Item 7: Cal OSE Discussion of 9-8-8 Technology Funding Policy

The 988 Technical Advisory Board will review and vote to approve 9-8-8 Technology Funding policy, Chapter 13 of Operations Manual.

[CA 9-8-8 Information | California Governor's Office of Emergency Services](#)

Document will be reviewed, discussed, and potentially voted on by the 988 Technical Advisory Board



## Item 8: CHHS Updates

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



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# Crisis Care Continuum Plan Published

[https://www.chhs.ca.gov/  
988california/](https://www.chhs.ca.gov/988california/)

## California Behavioral Health Crisis Care Continuum Plan



The Crisis Care Continuum Plan (CCC-P) articulates a vision for the future state of behavioral health crisis services in California. The plan is inclusive of crises relating to suicide, mental health, or substance use challenges.

The CCC-P incorporates inputs from a wide range of leaders across California, summarizes the current state of behavioral health crisis care, describes a statewide vision for the future, and outlines implementation considerations for the current system to better serve Californians.

This CCC-P is intended to start a discussion and elicit feedback on desired outcomes, potential approaches, implementation considerations, and strategies to engage communities across the state. As required by AB 988, California Health and Human Services Agency (CalHHS) will work with leaders at all levels to develop a refined, detailed implementation plan to improve coordination, access, quality, and equity in statewide behavioral health crisis prevention and response.

[Download the CCC-P](#)



## Item 9: SAMHSA, FCC, and Vibrant Updates

- FCC has published rules for reliable access to 9-8-8 Lifeline to ensure the reliability and resiliency of the 9-8-8 Suicide & Crisis Lifeline:
- <https://www.fcc.gov/document/fcc-adopts-rules-promote-reliable-access-988-lifeline-0>
- Vibrant:
  - NGA 911 has completed testing for ingress of 9-8-8 text, chat, and calls.
  - Working with Vibrant and SAMHSA to finalize agreement on ingress of 9-8-8 calls, chat, and text.



## Item 10: Agenda Items for Future Meetings

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

- 2023 Meeting Dates:
  - NOVEMBER 16, 2023, 10 AM – 12 PM
  
- 2024 Meeting Dates:
  - February 22, 2024, 10 AM – 12 PM
  - May 16, 2024, 10 AM – 12 PM
  - August 22, 2024, 10 AM – 12 PM
  - November 21, 2024, 10 AM – 12 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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