

STATE 9-8-8 TECHNICAL ADVISORY BOARD BY-LAWS

I. STATEMENT OF PUBLIC POLICY

Enacted into law in 2022, the Miles Hall Lifeline and Suicide Prevention Act (Assembly Bill (AB) 988) provided that:

(a) It is the intent of the Legislature to implement the National Suicide Hotline Designation Act of 2020, in compliance with the Federal Communication Commission's rules designating "988" as a three-digit number for the National Suicide Prevention Hotline, now known as the 988 Suicide and Crisis Lifeline, to assure all persons residing in and visiting the State of California have access to the "988" suicide prevention and other behavioral health crisis hotline and care 24 hours per day, seven days per week.

(b) It is the intent of the Legislature that the 988 system in California operate as an emergency suicidal, mental health, and substance use disorder crisis system that provides compassionate, appropriate, and easily accessible care to save lives and reduce law enforcement engagement, arrests, hospitalizations, and deaths.

(c) It is the intent of the Legislature that:

(1) By July 16, 2022, the federally established go-live date for the 988 number will be prepared to receive and respond to the anticipated call volume in the first year of operation of 988.

(2) By June 30, 2024, the California Health and Human Services Agency and the Office of Emergency Services will develop a plan for the statewide coordination of 988, 911, and behavioral health crisis services. The plan will be based on a five-year implementation plan that includes a landscape analysis of existing services and describes how to expand, improve, and link services with the goal of fully implementing the 988 system by January 1, 2030.

(Assem. Bill No. 988 (2021-2022 Reg. Sess.) § 1.)

II. AUTHORITY

In 2022, Government Code section 53123.2 subdivision (b), required the California Governor's Office of Emergency Services (Cal OES) to establish the State 988 Technical Advisory Board (Board).

III. BOARD MEMBERSHIP

A. Members

Pursuant to Government Code section 53123.2, subdivision (b)(3), the Board "shall consist of a representative from the California Health and Human Services Agency and expert representatives, including, but not limited to, those from 988 centers, 911, and behavioral health crisis services providers."

B. Vacancies

Upon a Board member's exit or other vacancy, the represented entity shall, within 30 days of the vacancy, nominate a representative for the Cal OES Director's consideration.

It is recommended that represented entities give great weight and consideration to the knowledge, training, and expertise of the appointee with respect to their experience in 988 centers, 911, and behavioral health crisis services.

C. Term of Appointment

Board members serve at the pleasure of the Director of Cal OES, or until a member wishes to step down from the Board.

D. Compensation

Pursuant to Government Code section 11009, the code section that governs State Agencies, Board members shall serve without compensation, but shall be allowed necessary expenses incurred in the performance of duty.

Travel reimbursements shall be for travel within California and are governed by the travel reimbursement policies of the California Department of Human Resources (CalHR).

IV. PURPOSE

Pursuant to Government Code section 53123.2, subdivision (b), the purpose of the Board is to provide advice to the Cal OES on both of the following:

- (1) Recommendations on the feasibility and plan for sustainable interoperability between 988, 911, and behavioral health crisis services, including the identification of any legal or regulatory barriers to the transfer of 911 calls.
- (2) The development of technical and operational standards for the 988 system that allow for coordination with California's 911 system.

Formal recommendations shall be made in writing to Cal OES after a consensus is reached amongst Board members. A consensus is the agreement of a majority of voting members present at a meeting.

V. MEETINGS

A. Open Meetings

Pursuant to Government Code section 53123.2, subdivision (b)(2), the Board shall meet quarterly until December 31, 2029. The Board may be then disbanded or reconvened at the discretion of Cal OES.

All meetings of the Board, including meetings held via teleconference, are governed by the Bagley-Keene Open Meeting Act codified at Government Code sections 11120 through 11132. The Bagley-Keene Open Meeting Act also governs Board member communications related to Board matters outside of a public meeting.

Any special meeting or emergency meeting must comply with all Bagley-Keene Open Meeting Act procedures. (Gov. Code, §§ 11125.4, 11125.5.)

B. Closed Meetings

Closed sessions shall be held only in accordance with the Bagley-Keene Open Meeting Act. (See Gov. Code, §§ 11125, 11126, 11126.1, 11126.3, 11127, 11128, 11132.)

C. Quorum

A quorum of the Board is necessary to hold a meeting. A quorum of the Board shall be a majority of its duly-appointed members. To establish quorum, a majority of duly-appointed members must be present at the same location.

D. Meeting Chair

The chair of the Board shall preside at meetings. The chair is the representative of Cal OES. The Chair is a non-voting member and does not count toward quorum. If the chair is absent or has a conflict of interest, the chair may yield the chair position to another Cal OES employee or Board member.

E. Administrative Support

Pursuant to Government Code section 53123.2, subdivision (a), Cal OES is the entity responsible for establishing the Board. By extension, Cal OES provides administrative support for the Board. Administrative support means:

- Circulating drafts of meeting agendas to Board members;
- Posting finalized meeting agendas and related documents to the California 911 Branch's website;
- Collecting and distributing meeting materials;
- Hosting public meetings at a Cal OES facility;
- Providing a Board Liaison to communicate with Board members;
- Providing a Board Liaison or other staff member to guide board through agenda items during the meetings;
- Receiving and processing public comments;
- Recording meeting minutes;
- Organizing and maintaining meeting minutes, video recordings of meetings, and documents considered at meetings;
- Ensuring public documents are available and accessible;

- Supporting accommodations as required by the Americans with Disabilities Act; and
- Assisting in the reimbursement of travel expenses.

VI. CODE OF CONDUCT

A. Purpose

The purpose of this Code of Conduct is to establish clear expectations for professional behavior, ethical conduct, and integrity for all members of the Board. As a statewide advisory body providing advice to Cal OES, members must uphold standards that promote public trust, transparency, and effective collaboration.

B. Applicability

This policy applies to all Board members and participants engaged in official Board, subcommittee, or working group activities or representations on behalf of the Board.

C. Guiding Principles

Board members must conduct themselves according to the following principles:

- Integrity, honesty, and ethical behavior.
- Respect for colleagues, stakeholders, and the public.
- Fairness, impartiality, and objectivity.
- Accountability and transparency in decision-making.
- Commitment to public service and public safety.
- Compliance with all applicable laws, regulations, and state-issued policies.

D. Conflict of Interest

Members must disclose in writing any actual, potential, or perceived conflict of interest at the earliest opportunity to the Board Liaison and the Deputy Director of Public Safety Communications (PSC).

A member with a conflict must recuse and remove themselves from discussion or decision-making on topics where a conflict of interest exists.

Members may not use their Board position to secure personal, professional, or financial benefit.

Members must comply with state conflict-of-interest requirements, including Fair Political Practices Commission (FPPC) Form 700 filings.

Conflicts of interests include, but are not limited to:

- Having a financial interest in matters being considered by the Board.
- Serving as an employee, consultant, or member of a Board or committee of an entity currently under contract for 988-related services with Cal OES.
- Having a conflict arising out of a personal relationship with an employee of an entity currently under contract for 988-related services with Cal OES.
- Accepting compensation, gifts over annual limits, or other benefits from any employee or representative currently under contract for 988-related services with Cal OES.
- Failing to disclose gifts according to annual gift reporting requirements.
- Advising or accepting advice from an entity currently under contract with Cal OES for 988 related services on matters being considered by the Board.
- Participating in any contract made by a member in their official capacity, where the Board member has a financial interest.

E. Professional Conduct Requirements

Board members must:

- Treat all individuals with courtesy, dignity, and respect.
- Maintain a professional demeanor during all Board interactions.
- Engage in constructive dialogue and support a collaborative environment.
- Welcome diverse perspectives and conduct themselves with impartiality.
- Avoid meeting with a majority of Board members outside of a public meeting, including a majority of an inadvertently created subcommittee.
- File a Form 700 with the FPPC, when required.

- Upon discovery, immediately disclose a conflict of interest to the Board Liaison and the Deputy Director of PSC by providing a written conflict of interest declaration.
- Recuse themselves from any decision where a conflict of interest exists.

F. Confidentiality and Information Handling

Members must protect confidential, sensitive, or security-related information obtained through Board service. Information designated as confidential may not be disclosed without express authorization from Cal OES.

Members must adhere to applicable state records laws, including the California Public Records Act.

G. Meeting Standards and Responsibilities

Members are expected to:

- Comply with the Bagley-Keen Open Meeting Act at all times while acting in an official capacity.
- Attend meetings regularly, including via teleconference, and notify the Board Liaison of anticipated absences or changes in scheduled attendance.
- Prepare for meetings by reviewing relevant materials in advance.
- Participate respectfully and avoid interrupting, dominating, or derailing discussions.
- Follow the procedures established by the Board chair, including parliamentary or meeting facilitation guidelines.
- Request agenda items or propose topics during an open meeting or through the Board Liaison.

H. Communication and Public Interaction

Members must communicate professionally when engaging with stakeholders, state employees, or members of the public.

Members cannot act on behalf of the Board outside of the Board meeting without the express written permission of the Director of Cal OES.

Board members are not authorized to speak on behalf of Cal OES.

I. Use of State Resources

State resources, including, but not limited to, facilities, property, documents, and travel funds must only be used for legitimate Board business.

VII. AMENDING THE BY-LAWS

These By-Laws may be amended at any regular meeting of the Board, provided that the amendment has been submitted in writing to the Board and members of the public with the meeting notice.