

**State of California**  
9-1-1 OPERATIONS MANUAL  
**CHAPTER 13 - CA 9-8-8 FUNDING**

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## INTRODUCTION

The administration and funding for equipment and network services related to the routing and answering of 988 calls, chats, and texts (referred to as “contacts”) is based upon the Miles Hall Lifeline and Suicide Prevention Act law passed by the California State Legislature and signed into law in September of 2022. Pertinent California Law relating to the reimbursement of 988 equipment and services can be found in the California Revenue and Taxation Code Sections 41001 – 41176, known as the Emergency Telephone Users Surcharge Act, and Government Code Section 53123, known as the Miles Hall Lifeline and Suicide Prevention Act. California statute requires the California Governor's Office of Emergency Services (Cal OES) to verify that technology allows for transfers between 988 Lifeline Crisis Centers (LCC) and 911 Public Safety Answering Points (PSAP) throughout the state. For more information visit:

[https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill\\_id=202120220AB988](https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB988)

California Statute requires that Cal OES, Public Safety Communications, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch), shall manage the State Emergency Telephone Number Account (SETNA) and the 988 State Suicide and Behavioral Health Crisis Services Fund to reimburse LCCs for technology, equipment, and services necessary for the delivery and answering of 988 contacts in the State of California. The term “services” refers to other technology that is required to support the 988 Lifeline Crisis Center as outlined on pages 11-17 of this funding policy.

The goal of the CA 9-1-1 Branch is to enable each LCC to provide the fastest, most reliable, and cost-effective access to emergency services for any 911 or 988 contact in California from any communications device. The CA 9-1-1 Branch funding policies contained in this chapter provide guidance and structure for LCCs in the usage of SETNA funds in achieving this goal. For further clarification of these funding policies and procedures, please contact the CA 9-1-1 Branch staff as indicated below.

### **How to Communicate with the CA 9-1-1 Branch**

A CA 9-1-1 Branch Directory with CA 911 and 988 Advisor assignments, email addresses, and telephone numbers may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

[CA 9-1-1 Emergency Communications Branch | California Governor's Office of Emergency Services](#)

CA 911 Branch contact information:

Phone: (916) 894-5007

E-mail: [CA911Branch@CALOES.ca.gov](mailto:CA911Branch@CALOES.ca.gov)

When corresponding with the CA 911 Branch, please direct correspondence to:

California Governor's Office of Emergency Services  
Public Safety Communications  
911 Emergency Communications Branch  
601 Sequoia Pacific Blvd, MS-911  
Sacramento, CA 95811-0231

## **FUNDING POLICIES**

### **Existing CA 988 Lifeline Crisis Center (LCC).**

The following agencies have been identified as existing 988 LCCs based on policies and procedures that were in place prior to the CA 9-1-1 Branch Funding Policy. These agencies will receive ongoing funding based on the 988 LCC funding criteria set forth in this policy and in subsequent policies set by the CA 9-1-1 Branch. The Department of Health Care Services (DHCS) is responsible to establish funding policies that go beyond the technology funding policy outlined in this chapter but may have implications based on technology updates that need to support 988 policy and operations at the LCC.

1. Buckelew Suicide Prevention Program
2. Central Valley Suicide Prevention Hotline – Kings View
3. Contra Costa Crisis Center
4. Crisis Support Services of Alameda County
5. Kern County Behavioral Health & Recovery Services Hotline
6. Optum Health (San Diego)
7. San Francisco Suicide Prevention Felton Institute
8. Santa Clara Suicide and Crisis Services
9. StarVista, San Mateo
10. Suicide Prevention Center, Didi Hirsch Mental Health Services
11. Suicide Prevention Service of the Central Coast
12. WellSpace Health

In addition to the twelve Lifeline Crisis Centers above, Crisis Text Line has been identified as a backup center for 988 text and chats when other California Lifeline Crisis Centers are not able to answer 988 text and chat, as well as an ingress path for the transfer of Crisis Text Line chats and texts to 911.

All existing Agencies must agree to follow the CA 9-1-1 Branch funding policy and must submit the annual budget information described below.

### **How to become a CA 988 LCC**

Agencies must align with operational and policy guidance established by DHCS and California statute to be a 988 LCC. Agencies must agree to follow the CA 9-1-1 Branch funding policy.

- 988 LCCs must meet national minimum requirements to be part of the national 988 network. More information is available at the website: <https://988lifeline.org/our-network/>
- Please contact DHCS at [988@dhcs.ca.gov](mailto:988@dhcs.ca.gov) for specific guidance regarding California's 988 LCC operational and policy requirements.

### **"NEW" 988 LCC FUNDING POLICY**

To be recognized as a newly funded LCC and to receive CA 9-1-1 Branch funding, a "new" LCC must meet the funding criteria detailed below. Any LCC approved to receive funding shall accept all 988 contact types, including, but not limited to, wireline, wireless, VoIP, and emerging technologies including telematics, Text-to-988, and chat. Upon approval by the CA 9-1-1 Branch, start-up funding will be provided as defined below and as outlined throughout this chapter.

### **Funding Criteria – Annual Requirements**

Each year each LCC must meet the following Funding Criteria.

1. Submit a letter on agency letterhead to the CA 9-1-1 Branch with the following:
  - a. (NEW LCCs ONLY) Detailed description of the current 988 contact processing procedures for the requesting agency's jurisdiction. This description must outline the LCC's current handling of all 988 contact traffic and how the requesting agency receives 988 requests for service in accordance with this policy;
  - b. Confirmation that the requesting agency will meet all mandatory LCC standards outlined in the new LCC Funding Policy, including a commitment to answering 988 contacts 24 hours a day, 7 days a week, 365 days a year for a minimum of 5 years. 95% of all 988 contacts (upon acceptance of the new 988 system) must be answered within 20 seconds with a contact abandonment rate of less than 5% and a rollover rate of less than 10%;

- c. Confirmation that the requesting agency serves a 24-hour resident population; provide description of the California counties served by the 988 LCC;
  - d. Detailed documentation, such as contact center reports, to support an anticipated contact volume of 300 or more 988, other LCC operation Lines, or 911 transfer contacts per month. Note, 300 contacts per month is an average of 10 contacts per day and will be used as a baseline for new LCCs. Existing LCCs, as of July 1, 2023, are not required to meet this threshold. This threshold may be adjusted based on statewide contact volumes;
  - e. 988 LCCs are required to report contact metrics to the CA 9-1-1 Branch;
  - f. Commitment that the LCC will adhere to all CA 9-1-1 Branch policies;
  - g. In order to receive funding an LCC must utilize the 988 Call Handling System (CHS) and Customer Relationship Management (CRM). Cal OES will not route contacts to any platform that is not funded by Cal OES; (Note: This does not impact the ability for the platform to route the contact back to the national platform in the event the contact cannot be assisted in California)
  - h. An LCC must have Cal OES authorization and must align with DHCS operational policy requirements to be a 988 LCC in California.
2. Receive approval for your submitted 9-8-8 LIFELINE CRISIS CENTER ANNUAL EXPENDITURE AND OUTCOME REPORT (OES-PSC-281 "TD 988"). Existing 988 LCCs must submit an initial TD 988 to begin the funding process, that aligns with DHCS operational and policy requirements;
  3. Complete a 9-8-8 LIFELINE CRISIS CENTER SERVICE PLAN / AGREEMENT (OES-PSC-282) form (provided to LCC by the CA 9-1-1 Branch) with signatures from participating LCCs that agree to send/receive 988 contacts to/from the requesting agency and signatures of the LCC staff and Finance Officer to acknowledge financial penalties that will be imposed to the LCC by the CA 9-1-1 Branch if the 5-year commitment is not met;
    - a. Subsequent to a detailed review of the documentation requested in Funding Criteria 1 and 2 above, the OES-PSC-282 form will be initiated by the CA 9-1-1 Branch Advisor who will insert projected

“start-up” costs under “988 / 9-1-1 Branch 5-Year Funding Plan Costs”.

### **988 LCC Connectivity**

The CA 9-1-1 Branch will fund the connectivity to the 988 LCC that is needed to reliably deliver 988 contacts based on contact volumes.

### **988 LCC Approved “Start-Up” Funding**

Initial CA 9-1-1 Branch “start-up” funding for an approved “new” 988 LCC will be based on an evaluation of the requesting agency’s documented projected 988 contact volume. Funding will be authorized at a level needed for the LCC to answer 988 contacts based on CA 9-1-1 Branch established contact answer rates. An approved “new” LCC will be funded with a standard Cloud/Data Center Based system based on the selected vendor’s contracted price quote. The services included are outlined in the contract for 988 Call Handling System (CHS) and 988 Customer Relationship Management (CRM) available on the Cal OES website.

### **988 LCC Meetings and Annual Training Allotment (ATA) Funding Policy**

The CA 9-1-1 Branch recognizes that 988 LCCs dedicate considerable resources to support effective response to 988 contacts in their community. It is the policy of the CA 9-1-1 Branch to reimburse for documented technology costs directly associated with this effort.

Reimbursement requests that require pre-approval shall be submitted to the CA 9-1-1 Branch. The CA 9-1-1 Branch may issue a notice and post on the CA 9-1-1 Branch website when pre-approval can be applied statewide.

### **988 Related Activities Eligible for Reimbursement**

The following are activities that may be approved for reimbursement. Activities that require pre-approval by the CA 9-1-1 Branch before the expense is incurred are noted. LCCs may request reimbursement for these expenses by following the REIMBURSEMENT CLAIM PROCESS – LCC 988 EXPENSES in this chapter.

1. Special meetings/projects/training (PRE-APPROVAL REQUIRED) - time spent to travel to/from location and documented attendance at a project meeting or training requested by the CA 9-1-1 Branch. Required documentation for reimbursement includes a dated meeting agenda and a copy of the meeting sign-in sheet with the signatures of attendee(s).

2. Annual Training Allotment (ATA) (PRE-APPROVAL REQUIRED) - Each LCC may be reimbursed up to \$10,000 per state fiscal year (July 1 through June 30) for specifically defined 988 related training that is held within the State of California within that fiscal year. The unspent ATA balance cannot be applied to the next fiscal year.

The CA 9-1-1 Branch will issue advance notification of pre-approved specifically defined 988 related training. If notification of a specific 988 related training is not published and posted on the CA 9-1-1 Branch website, then pre-approval by the CA 9-1-1 Branch will be required.

## **988 TRAVEL EXPENSES FUNDING POLICY**

### **988 Expenses Eligible for Reimbursement**

The following items associated with 988 expenses eligible for reimbursement may require pre-approval (with the exception of 988 training and events where the CA 9-1-1 Branch has pre-approved the use of the ATA). LCCs may request reimbursement for these expenses by following the Reimbursement Claim Process – LCC 988 Expenses in this chapter.

LCCs must follow the State of California, Human Resources (CalHR) travel policies. CalHR's travel policy may be viewed or downloaded from the CalHR website as follows: <http://www.calhr.ca.gov/employees/Pages/travel-reimbursements.aspx>

The CA 9-1-1 Branch has prepared a one-page reference document that includes the current CalHR State Travel Rates that may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

<https://www.caloes.ca.gov/office-of-the-director/operations/logistics-management/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-911-operations-manual/>

1. **WAGES** – LCC Staff may be reimbursed for documented wages not to exceed assigned work hours (straight time salary and benefits). Form TDe-290A is required;
2. **MILEAGE** – Mileage may be reimbursed for documented mileage incurred while traveling to and from pre-approved training and meetings. The rate of reimbursement will be based on the State of California, CalHR mileage reimbursement rates. Form TDe-290A and a mileage mapping document

(i.e., Google Maps) is required;

3. **TRANSPORTATION** – Transportation may be reimbursed for documented (receipts required) transportation costs (air, railway, bus, rental car, taxi, tolls, and parking) incurred while traveling to attend pre-approved training and meetings. The rate of reimbursement will be based on actual expenses. Gratuity is not reimbursable;
4. **LODGING** – Lodging may be reimbursed for documented (itemized receipts required) lodging expenses incurred while traveling to attend pre-approved training, pre-approved conferences, or pre-approved meetings. The rate of reimbursement will be based on the State of California, CalHR lodging, or conference negotiated lodging reimbursement rates, respectively, where applicable;
5. **MEALS AND INCIDENTALS** - Meals and incidentals may be reimbursed for expenses incurred while performing reimbursable activities as defined in this chapter. The rate of reimbursement will be based on the State of California, CalHR meals and incidentals reimbursement rates. Gratuity is not reimbursable;
6. **REGISTRATION** - Reimbursement for the cost of registration to attend pre-approved specifically defined 988 training may be funded by the CA 9-1-1 Branch within the limits of the ATA (defined in this chapter).

### **FOREIGN LANGUAGE EMERGENCY INTERPRETATION SERVICES**

The CA 9-1-1 Branch will direct fund and/or reimburse LCCs for 988 foreign language emergency interpretation services at the current CA 9-1-1 contract rate that meet the requirement as outlined in Chapter VII, Foreign Language Emergency Interpretation.

### **988 SYSTEM FUNDING POLICY**

It is the policy of the CA 9-1-1 Branch to ensure high quality and best value for LCCs in the procurement and maintenance of 988 systems and services. To accomplish this, the CA 9-1-1 Branch staff will work with each LCC to ensure the State provided 988 system meets the operational needs of the LCC. The CA 9-1-1 Branch will work with the vendor chosen through a competitive bid process to maximize the ability of LCC personnel to efficiently and effectively answer and process 988 contacts utilizing the 988 CHS contract managed by the CA 9-1-1 Branch. Because of the need to support the entire crisis care continuum and to ensure the integration of standards-based solutions that are fully interoperable

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with 911, the 988 system designed and maintained by the CA 9-1-1 Branch will be the only authorized 988 system under this funding policy.

988 System Defined

Includes all equipment and systems used within the LCC, to answer and process all 988 contact types. This includes but is not limited to desktop or laptop computers, gateways, routers, integration devices, cabling, and/or ancillary systems, services, customer relationship management (CRM), mobile crisis response software, and products associated with the delivery and processing of a 988 contact.

988 Supplemental Technology Funding

988 Supplemental Technology Funding is funding above and beyond the 988 system funding, but is technology, training, or activities that are required to support the 988 LCC technological operational needs and must have prior approval from the CA 9-1-1 Branch.

Damage Caused by Negligence or Force Majeure

LCCs shall provide a facility with adequate heating, cooling, ventilation, light, electrical supply, and overload protection to protect the equipment so that it may operate as intended by the manufacturer (herein referred to as Facility Costs). LCC Facility Costs are the responsibility of the LCC and are not eligible for the use of 988 funds. Costs to repair damage to equipment caused by LCC negligence or the lack of adequate facilities to house and protect the equipment shall be the responsibility of the LCC. If an act of nature or other circumstance causes damage to the equipment and the LCC has made a reasonable effort to protect such equipment, the CA 9-1-1 Branch will review and may approve funding requests for 988 System replacement parts and equipment repairs. All requests for funding 988 System replacement parts and equipment repairs will be evaluated on a case-by-case basis.

Petitioning the CA 9-1-1 Branch to Place LCC into Higher Contact Volume Tiers

If the 988 System vendor, or a LCC Manager, believes that a LCC is eligible for consideration to be moved up to the next contact volume based monthly service fee tier, they can petition the CA 9-1-1 Branch for contact volume tier change. The vendor is required to provide proof, via contact metric reporting, that the LCC has reached the next tier of contact volume for at least three (3) months out of the prior twelve (12). Upon request and validation, the CA 9-1-1 Branch Advisor will perform a contact volume study on the LCC in question. If the contact volume study supports the vendors claim, the LCC monthly service fee will be adjusted. If any LCC suffers from sustained contact volume decline, the

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CA 9- 1-1 Branch reserves the right to adjust the LCCs monthly service to a lower tier, if justified by 988 system stats that align to reporting requirements identified by Cal OES, DHCS, and SAMHSA.

NOTE: 988 System vendors can only petition the CA 9-1-1 Branch for tier changes once per year, per LCC.

Call Volume Tiers

0-100 Contacts per hour

101-300 Contacts per hour

301-750 Contacts per hour

Cloud/Data Center Based 988 System

A standard Cloud/Data Center Based 988 System includes all equipment used in the communications center, in direct support of the delivery of 988 traffic to LCC as defined in the 988 Branch Request for Proposal (RFP). The elements of a standard 988 system, as competitively bid and available on the current contract, are detailed below.

Standard Call Handling Workstation Position, including:

1. Desktop or laptop computer;
2. Desktop monitor, minimum 22" - maximum 50";
3. Mouse;
4. Standard Keyboard;
5. Programmable Auxiliary Keypad Dialer;
6. IP Phone Set (only if requested by the LCC);
7. Workstation Arbitrator;
8. Instant Recall Recorder;
9. Uninterruptible Power Supply (UPS) For Workstation Positions - fifteen (15) minutes.

Back Room Equipment, including:

1. Redundant UPSs capable of providing backup power to all Contractor supplied backroom equipment for two (2) hours;
2. Interface to accommodate the delivery of administrative contacts, with Caller ID where applicable;
3. Capability for third party contractor to collect real time Call Data Record

(CDR) via IP connection;

4. Cabling from local demarcation point at the LCC to LCC's backroom equipment if necessary;
5. Cabling from backroom equipment to all call handling workstations;
6. Dynamic interface to existing technology present at LCC;
7. Redundant Routers for connectivity to Prime Network Service Provider (PNSP);
8. Redundant Firewalls.

#### Service/Equipment Approval List for 988 Supplemental Technology Funding

A LCC may request pre-approval from the CA 9-1-1 Branch to use supplemental 988 funds (in accordance with requirements outlined in this chapter to purchase additional 988 services and/or equipment from the list below where the services and/or equipment will be used within the 988 communication center (including the 988 equipment room) and in direct support of the delivery of 988 traffic to the 988 call taker.

1. Additional items from "Cloud/Data Center Based 988 System" as defined in this chapter;
2. Monitors. One (1) per workstation and/or one (1) large wall display;
3. Project Management Professional (PMP) Certified Professional consulting services for 988 System replacement;
4. Furniture. 988 LCC call-taker workstations only. No mobile or detached storage.
5. Chairs. Maximum three (3) chairs per workstation;
6. Headsets;
7. Logging recorder for 988 contacts;
8. Temporary relocation of 988 System;
9. Mobile Crisis Response Technologies;
10. IP Phone Handset;
11. Reader Boards.

#### **988 SYSTEM PROVISIONING POLICY**

It is the policy of the CA 9-1-1 Branch to use measured 988 contact volume to calculate LCC 988 System provisioning and subsequent 988 System Funding allocations at a level needed for the LCC to answer 988 contacts at a P.01 grade of service (no more than one busy per 100 call attempts during a normal busy hour).

#### Measured Contact Volume

The CA 9-1-1 Branch accesses an LCC's contact volume statistics via contact reporting metrics. Contact-traffic associated with a major catastrophe, natural disaster, and/or other abnormal contact spikes will not be used as a basis for determining 988 System provisioning.

### **FUNDING PROCESSES FOR 988 SERVICES AND EQUIPMENT**

LCCs requesting CA 9-1-1 Branch funds may be required to use the Direct Funding Process or the Reimbursement Claim Process, depending on the nature of the purchase. 988 System will be purchased using the RFP, whereas supplemental funding purchases may use other contracts or the reimbursement claim process.

#### Direct Funding Process

With prior approval from the CA 9-1-1 Branch, the Direct Funding Process allows the LCC to order equipment and services and have all invoices billed and mailed directly to the CA 9-1-1 Branch. Direct funding requires a State of California procurement method, such as a State Contract Agreement like the 988 System contract, or California Multiple Award Schedule (CMAS) Agreement.

#### Reimbursement Claim Process

The Reimbursement Claim Process provides the LCC a method to be compensated for non-988 System related expenses that are pre-approved for funding by the CA 9-1-1 Branch. Invoices will be sent to and paid by the LCC. The LCC may then submit a REIMBURSEMENT CLAIM form (TD-290) to the CA 9-1-1 Branch with any additional required documentation as defined below and within this chapter. The TD-290 form may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

[CA 9-1-1 Emergency Communications Branch | California Governor's Office of Emergency Services](#)

### **FUNDING PROCESS – OTHER 988 SERVICES**

#### Direct Funding Process – Other 988 Services

LCCs requesting CA 9-1-1 Branch funding for other services, including the 988 EDUCATION FUNDING POLICY, where invoices will be sent by the contractor

directly to the CA 9-1-1 Branch for payment by means of a state contract are required to follow the procedures below. The other 988 Service Funding is used to support 988 funding needs beyond the 988 System and in alignment with state statute and established policies.

**1. LCC Requests Funding**

The LCC writes a letter on LCC letterhead to the CA 9-1-1 Branch requesting the 988 service and/or equipment. The letter must include:

- a. Overview of requirements, and/or a list of items covered in the agreement, with associated costs;
- b. Desired installation date and/or terms of the agreement;
- c. Name of the LCC's finance administrator with authority to approve agency spending;
- d. LCC's choice of State procurement method (e.g., CMAS).  
When using a State CMAS contract, the LCC must include a Purchase Order (PO) for the total amount of the contract with the following information:
  - i. "Ship to" address where the service will be provided or the 988 System will be installed;
  - ii. "Bill to" address of the CA 9-1-1 Branch; and,
  - iii. verbiage on the front of the PO stating, *"The purchase, installation, and maintenance of items identified in this purchase order shall comply exclusively with the terms and conditions of (current CMAS agreement)."*

**2. CA 9-1-1 Branch Issues a Commitment to Fund**

If the LCC request meets the funding requirements outlined in this chapter, a COMMITMENT TO FUND form (TD-288) detailing the approved amount will be sent to the LCC within two (2) weeks of the date the letter was received by the CA 9-1-1 Branch. If the LCC funding request letter does not meet the funding requirements, the CA 9-1-1 Branch will contact the LCC for further information within two (2) weeks of receipt.

**3. The LCC Authorizes Vendor to Provide Equipment and/or Service.**

Upon receipt of an approved TD-288, the LCC may authorize the contractor to provide and install the equipment/services according to the conditions of the contract.

#### 4. **Contractor Invoices the CA 9-1-1 Branch**

Upon satisfactory installation of equipment or service, the contractor may invoice the CA 9-1-1 Branch. When invoicing the CA 9-1-1 Branch, the contractor must include a breakdown of applicable equipment, labor, taxes, and surcharges. The tracking number from the TD-288 form must be noted on the invoice. When creating an account name for an invoice, the contractor must use the account naming convention provided by the CA 911 Branch on the TD-288 form.

**NOTE:** Next Gen 988 network services are procured and funded by the CA 9-1-1 Branch directly using state tariffs. Moves, adds, and changes to these services require the LCC to contact their assigned CA 9-1-1 Branch Advisor. The CA 9-1-1 Branch will review the request and provide applicable documentation to the LCC/network service provider should the request be approved.

#### Reimbursement Claim Process – Other 988 Services

LCCs requesting specialty funding via reimbursement for any other CA 9-1-1 Branch approved 988 services, including the 988 EDUCATION FUNDING POLICY, may use the following Reimbursement Claim Process.

##### 1. **LCC Requests Funding**

The LCC writes a letter on LCC letterhead to the CA 9-1-1 Branch requesting the 988 service and/or equipment. The letter must include:

- a. Overview of requirements with associated costs;
- b. Procurement process LCC plans on using to obtain equipment and services (i.e., competitive bid, noncompetitive bid, or State contract);
- c. Desired installation date;
- d. Name of the LCC's finance administrator with authority to approve agency spending.

##### 2. **CA 9-1-1 Branch Issues a Commitment to Fund**

If the LCC funding request letter meets the requirements outlined in this chapter, a TD-288 form detailing the approved amount will be sent to the LCC within two (2) weeks of the date the letter was received by the CA 9-1-1 Branch. If the LCC letter does not meet the funding requirements, the CA 9-1-1 Branch will contact the LCC for further information within two (2) weeks of receipt.

**3. The LCC Purchases Services/Equipment**

The LCC uses their procurement process and authorizes the contractor to provide and install the equipment according to the conditions of their contract.

**4. Contractor Invoices the LCC**

Upon satisfactory installation of equipment or service, the contractor will invoice the LCC.

**5. LCC Submits Claim to the CA 9-1-1 Branch for Reimbursement**

Upon payment of the invoice, the LCC may submit a REIMBURSEMENT CLAIM form (TD-290) to the CA 9-1-1 Branch, including the previously approved TD-288 with appropriate CA 9-1-1 Branch tracking number, a document confirming the LCC's acceptance of the services (when applicable), and copies of paid invoices with proof of payment (e.g., cancelled check). The TD- 290 form may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

<https://www.caloes.ca.gov/office-of-the-director/operations/logistics-management/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-1-1-forms/>

**6. Review, Approval, and Reimbursement**

Upon receipt of a complete and accurate TD-290 with appropriate documentation, the CA 9-1-1 Branch will review and approve the request within two (2) weeks. The claim will be forwarded to the Cal OES, Accounting Branch for payment processing. This final payment process may take up to ninety (90) days.

**FUNDING PROCESS – LCC 988 EXPENSES**

LCCs requesting funding for expenses defined in the 988 LCC MEETINGS, AND ATA FUNDING POLICY and the 988 TRAVEL EXPENSES FUNDING POLICY provided in this chapter must use the following Reimbursement Claim Process. Where pre-approval by the CA 9-1-1 Branch is required, you must begin with step “1” below. Otherwise, you may begin with step “3” below.

**Reimbursement Claim Process – LCC 988 Expenses**

**1. LCC Requests Funding Approval**

The LCC submits a letter with appropriate attachments, if required, on LCC letterhead to the CA 9-1-1 Branch requesting pre-approval for reimbursement of 988 services and/or expenses.

**2. CA 9-1-1 Branch Issues a Commitment to Fund**

Upon receipt of a complete funding request letter that meets the funding requirements outlined in this chapter, a COMMITMENT TO FUND (TD-288) form detailing the approved amount will be sent by the CA 9-1-1 Branch to the LCC within two (2) weeks from the date the CA 9-1-1 Branch received the funding request letter. If the LCC funding request letter does not meet the funding requirements, the assigned CA 9-1-1 Branch Advisor will contact the LCC for further information within one (1) week from the date the CA 9-1-1 Branch received the funding request letter.

**3. LCC Submits Claim to the CA 9-1-1 Branch for Reimbursement**

The LCC may submit a REIMBURSEMENT CLAIM form (TD-290) to the CA 9-1-1 Branch with the following requirements:

- a. Timely submission of claims – All reimbursement claims must be submitted on an annual, semi-annual, or quarterly basis each fiscal year (July 1 through June 30) and must be submitted no later than ninety (90) calendar days after the close of the fiscal year in which funds have been expended;
- b. Where pre-approval is required, the previously approved TD-288 with appropriate CA 9-1-1 Branch tracking number and related documentation (receipts and registration information) must be included;
- c. LCCs claiming reimbursement for wages must complete a REIMBURSEMENT CLAIM SUPPORT DOCUMENT (TD-290A) form, line items A, B, C, D, E, F, G, corresponding to items A, B, C, D, E, F, G, as outlined in the LCC 988 EXPENSES FUNDING POLICY with the number of hours on the appropriate date for each activity (all hours for reimbursable wireless related activities must be claimed using line-item C). The TD-290A form may be viewed or downloaded from the CA 9-1-1 Branch website as follows:

<https://www.caloes.ca.gov/office-of-the-director/operations/logistics-management/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-1-1-forms/>

**4. CA 9-1-1 Branch Reviews, Approves, and Reimburses LCC**

A complete and accurate TD-290 with appropriate documentation will be reviewed and approved for payment by the CA 9-1-1 Branch within two (2)

weeks. The claim will be forwarded to the Cal OES, Accounting Branch for payment processing. This final payment process may take up to ninety (90) days.

DRAFT