



*Cal* OES

GOVERNOR'S OFFICE  
OF EMERGENCY SERVICES

# Cal OES and 988 Overview





# AB 988 Overview

- AB 988 was signed into law on September 29, 2022  
[https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill\\_id=202120220AB988](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
- 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
- Requires Cal OES to appoint a 9-8-8 System Director
- 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



# AB 988 Overview (Cont.)

- 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



# 9-8-8 Technical Advisory Board Overview

- Representatives from CHHS, 9-8-8 centers, 9-1-1, and behavioral health crisis service 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
- Three Working Groups have been established:
  - Best Practices Working Group
  - 988 and 911 Interface Working Group
  - Accessibility and Equal Access Working Group
- Meeting Dates: 5/18/23, 8/17/23, and 11/16/23
- More Information: [www.caloes.ca.gov/911](http://www.caloes.ca.gov/911)



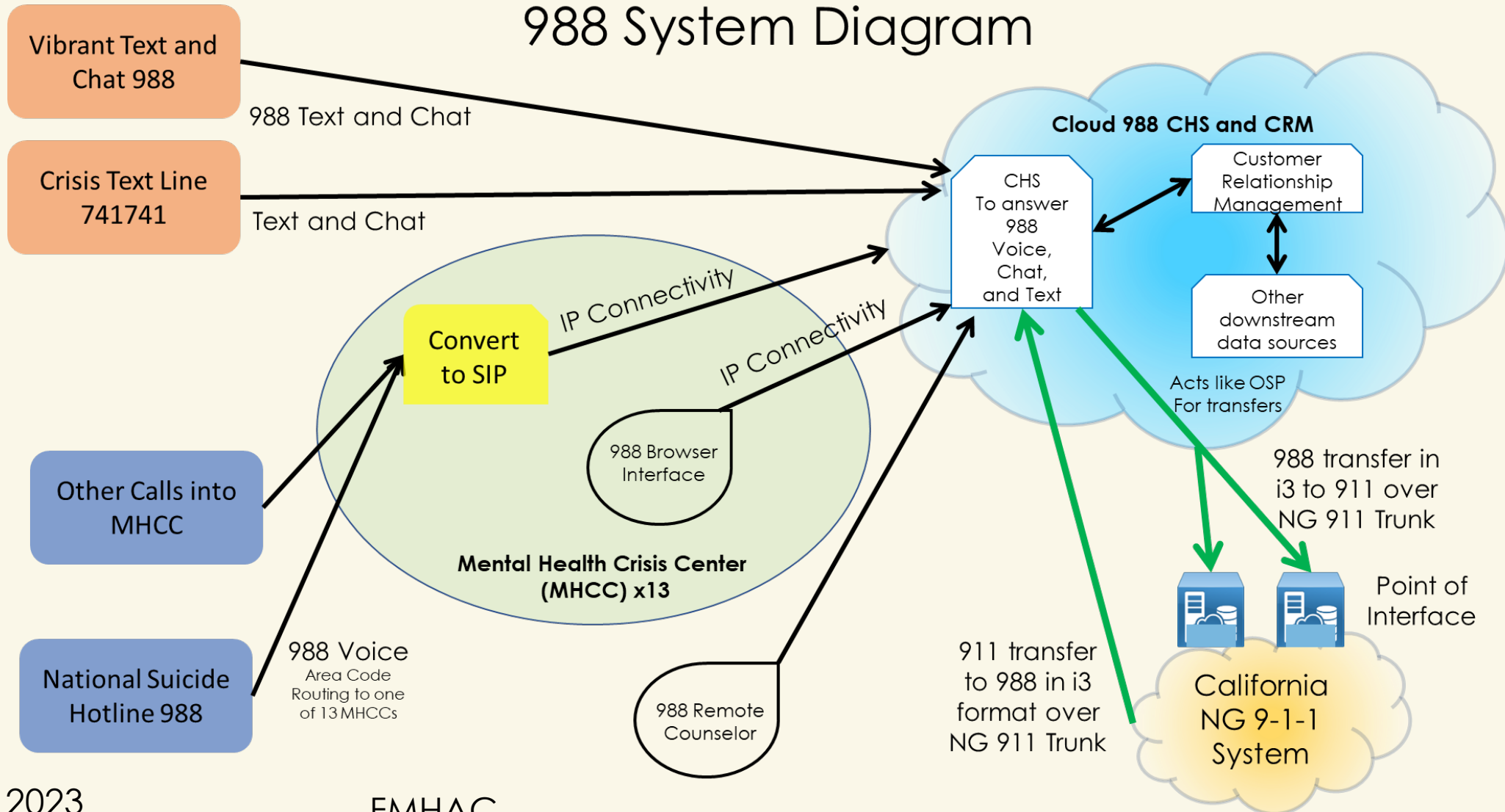
# Statewide 9-8-8 Call Handling System (CHS) and Customer Relationship Management (CRM) Status

- Awarded contract is available at: <https://www.caloes.ca.gov/wp-content/uploads/PSC/Documents/Agreement-A221008463-9-8-8-CHS-ADA.pdf>
- NGA 911 was awarded the contract based on a competitive process on December 30, 2022
- Kickoff meeting was conducted on January 11, 2023
- Initial site surveys completed at 12 locations
- The initial survey included:
  - Introduction of selected vendor
  - Facility walkthrough
  - Initial discussions to identify workflow needs
- Additional detailed surveys and discussions will follow



# Statewide 9-8-8 CHS and CRM Overview

## 988 System Diagram





# Statewide 9-8-8 CHS and CRM Status (Continued)

- Next Steps
  - 9-8-8 CHS Contractor kickoff -1<sup>st</sup> Q 2023
  - 9-8-8 CHS Contractor discussions / surveys - 1<sup>st</sup> Q 2023
  - 9-8-8 CHS Project Deployment Plan - 1<sup>st</sup> Q 2023
  - 9-8-8 CHS Cal OES Lab Validation- 2<sup>nd</sup> Q 2023
  - Group 1 9-8-8 CHS Installs (6 centers) 2<sup>nd</sup> Q 2023
  - Group 2 9-8-8 CHS Installs (7 centers) 3<sup>rd</sup> and 4<sup>th</sup> Q 2023



# SAMHSA, FCC, and Vibrant Collaboration

- Cal OES and SAMHSA meeting 2/8/2023 and ongoing
- FCC proposes rules to promote 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-proposes-rules-promote-reliable-access-988-lifeline-0>
- Vibrant:
  - NGA 911 has reached out to technology leadership at Intrado to begin design effort for 9-8-8 call delivery
  - Cal OES has ensured cyber security requirements are addressed