

Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

### A. GENERAL INFORMATION

1. Date

1/31/2024

2. Department

Governor's Office of Emergency Services (Cal OES)

3. Organizational Placement (Division/Branch/Office Name)

Logistics, Public Safety Communications (PSC), California 9-1-1 Emergency

4. CEA Position Title

9-8-8 Technical System Manager

5. Summary of proposed position description and how it relates to the program's mission or purpose.  
(2-3 sentences)

The 9-8-8 Technical System Manager will act as a high level staff specialist with full program responsibility for the newly established 9-8-8 National Suicide Prevention Hotline also known as the 9-8-8 Suicide and Crisis Lifeline. As the Statewide Executive leader and 9-8-8 Program specialist, the incumbent has both policy setting and overall program development and implementation responsibilities. pursuant to Government Code Section 53123.2, The 9-8-8 Technical System Manager will be responsible to assure all persons residing in and visiting the State of California have access to the 9-8-8 Suicide and Crisis Lifeline and are provided access to support and care 24 hours per day, seven days per week. The 9-8-8 Technical System Manager will oversee the funding received for oversight of the 9-8-8 Suicide and Crisis Lifeline centers and he support of some mental health services and mobile crisis teams through the 9-8-8 State Suicide and Behavioral Health Crisis Services Fund surcharge.

6. Reports to: (Class Title/Level)

CEA B, Chief California 9-1-1 Emergency Communications Branch Division

7. Relationship with Department Director (*Select one*)

- ☐ Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.
- ☒ Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(*Explain*):

This position is responsible to oversee the policy and regulatory framework for the technology infrastructure, coordination, and transfer of calls between 9-8-8, 9-1-1, and behavioral health crisis services therefore they must provide recommendations on the feasibility and plan for sustainable interoperability between 9-8-8, 9-1-1, and behavioral health crisis services, including the identification of any legal or regulatory barriers to the transfer of 9-1-1 calls.

8. Organizational Level (*Select one*)

- ☐ 1st ☐ 2nd ☐ 3rd ☒ 4th ☐ 5th (mega departments only - 17,001+ allocated positions)

## B. SUMMARY OF REQUEST

9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

Established in September 29, 2022, AB 988 established several new requirements for Cal OES to establish and maintain the technology solution for 988 and the 988 surcharge. Government Section (GC) Section 53123.2 (b) (1) requires Cal OES to: "Appoint a 988-system director to implement and oversee the policy and regulatory framework for the technology infrastructure, coordination, and transfer of calls between 988, 911, and behavioral health crisis services." This CEA position will serve this function for Cal OES.

The 9-8-8 Technical System Manager will establish the policies, processes, and procedures that will be used to deliver and manage the technology for the 9-8-8 system. The incumbent will continuously evaluate the program's capabilities, develop, and implement plans to improve efficiencies to reach 9-8-8 Lifeline Systems goals, and ensure consistency with the department's strategic direction in program and operational plans. Below are some examples of the duties and responsibilities of the position:

- Principal policy maker for the 988 Surcharge, 988 technology, 988 policy for transfers between 911 and 988, and policy to ensure equal access to 988.
- Represent Cal OES and the 988 Program with the Legislature, Control Agencies, State and Local Public Safety Agencies, 9-8-8 Technical Advisory, 9-8-8 Policy Board, Mental Health and Crisis Response organizations, and the program management functions that support these agencies.
- Support the 9-8-8 Technical Advisory Board and provide quarterly updates to the Board on behalf of Cal OES.
- Ensure designated 9-8-8 centers utilize technology that allows for transfers among 9-8-8 centers, as well as 9-1-1 Public Safety Answering Points (PSAPs).
- Establish 9-8-8 State Suicide and Behavioral Health Crisis Services Fund, consisting of revenue generated by the 9-8-8 surcharge, which revenue shall be used solely for the operations of the 9-8-8 centers and mobile crisis teams.
- Maintain the 988 State Suicide and Behavioral Health Crisis Services Fund, consisting of revenue generated by the 9-8-8 surcharge, which revenue shall be used solely for the operations of the 9-8-8 centers and mobile crisis teams.
- Provide call centers with necessary technology, financing, and guidance.
- Consult with the National Suicide Prevention Lifeline and the Substance Abuse and Mental Health Services Administration on any technology requirements for 9-8-8 centers.
- Manage the technology solution developed to ensure the ability to answer all 9-8-8 calls, chats, and texts.
- Support the transfer of calls and information between 9-1-1 and 9-8-8.
- In consultation with the Department of Health Care Services, the CEA bay assist in the development and adoption of regulations regarding how funds received shall be disseminated to support the operations of the 9-8-8 system and related behavioral health crisis services.

**B. SUMMARY OF REQUEST (continued)**

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

- ☒ Program is directly related to department's primary mission and is critical to achieving the department's goals.
- ☐ Program is indirectly related to department's primary mission.
- ☐ Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: The state is responsible for mitigating the effects of disasters and for protecting Californians' lives and property.

Cal OES serves as the state's leadership hub during all major emergencies and disasters. This includes responding, directing, and coordinating state and federal resources and mutual aid assets across all regions to support the diverse communities across the state.

Cal OES also supports local jurisdictions and communities through planning and preparedness activities, training, and facilitating the immediate response to an emergency through the longer-term recovery phase. During this process, Cal OES serves as the state's overall coordinator and agent to secure federal government resources through the Federal Emergency Management Agency.

The purpose of the National Suicide Prevention Lifeline or 9-8-8 Suicide and Crisis Lifeline is to provide the public with a local crisis hotline center that provide confidential support to people in suicidal crisis or other behavioral health crisis 24 hours per day, seven days per week via toll-free telephone hotline number that receives calls made through the 9-8-8 system. The 9-8-8 centers will also address crisis intervention, crisis stabilization, and crisis residential treatment needs of those with a mental health or substance use disorder crisis that are wellness, resiliency, and recovery oriented, these include, but are not limited to, crisis intervention, including counseling provided by 9-8-8 centers, mobile crisis teams, and crisis receiving and stabilization services.

The Department's mission to the State could not be fully met without the work performed by this program. The proposed CEA position will serve as a critical role in the planning, development, implementation, policy setting, and continued oversight of the 9-8-8 system.

## **B. SUMMARY OF REQUEST (continued)**

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

In September 29, 2022, The Miles Hall Lifeline and Suicide Prevention Act (Ch. 747, Stats 2022 (AB 988)), established the 9-8-8 Crisis Hotline Center, using the digits "9-8-8" in compliance with existing federal law and standards governing the National Suicide Prevention Lifeline Network. This new statute also provided a funding mechanism through the 988 State Suicide and Behavioral Health Crisis Services Fund surcharge for oversight of the 9-8-8 Suicide and Crisis Lifeline centers and support of some mental health services and mobile crisis teams.

AB 988 established several new requirements for Cal OES to establish and maintain the technology solution for 988 and the 988 surcharge. Government Section (GC) Section 53123.2 (b)(1) requires Cal OES to: "Appoint a 988-system director to implement and oversee the policy and regulatory framework for the technology infrastructure, coordination, and transfer of calls between 988, 911, and behavioral health crisis services."

This new and critical program requires executive level Cal OES oversight in collaboration with the State's existing 9-1-1 Emergency Communications program. Implementing 9-8-8 is essential to ensure mental health and suicide prevention calls are quickly and accurately delivered to the Crisis Hotline Centers. The technology solution developed will ensure the ability to answer all 9-8-8 calls, support the transfer of calls and information between 9-1-1 and 9-8-8, and help ensure all Californians have equal access to mental health support.

### C. ROLE IN POLICY INFLUENCE

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

The policies and decisions made by this 9-8-8 Technical System Manager position will impact California Health and Human Services Department of Health Care Services and has been identified as one of the Governor's key initiatives. On the national level, Congress and the President have also identified 9-8-8 as a key initiative.

-The CEA position will develop the policy for the technical and operational standards of the 988 system that includes details like answer times, alternate answer, backup capability, and integration with other systems that need to interface with the 988 system. These technology policies will impact the operational ability of all twelve 988 Lifeline Crisis Centers to help over 400,000 people each year. Technical policies like call answer time will directly impact the ability for a 988 Lifeline Crisis Center to demonstrate that they are providing fast, accurate support for those seeking help through 988.

-The CEA position will develop the policy for when and how a 911 call is transferred from a Public Safety Answering Point (PSAP) to the 988 system. California receives over 26 million 911 calls each year and a portion of these require the expertise of the 988 Lifeline Crisis Centers. Today these calls are typically not transferred due to a lack of clear policy. Without the policies developed by the 988 CEA, 911 centers will not be able to transfer calls to 988 counselors and those in need of mental health and suicide help will not have access to the 988 Lifeline Crisis Centers.

-The CEA position will develop the policy for when and how a 988 call is transferred from a 988 Lifeline Crisis Center (LCC) to the 911 system. The procedures, rules, policies, statutes, and regulations are vastly different between a PSAP and an LCC. Without the policies developed by the 988 CEA, 988 Lifeline Centers will not be able to transfer 988 calls that need emergency response to a PSAP, which could result in a loss of life.

-The CEA position will develop the policy for funding eligibility and allowable uses of the 988 surcharge and over 40 million in 988 budget authority. Without adequate funding policies in place, the 988 Lifeline Crisis Centers will not have access to available funding that is generated by the 988 surcharge.

-The CEA position will develop the policy to ensure the California 988 system aligns with National 988 system requirements. The 988 CEA will develop the policies in California so that they align with and conform to national requirements. If state policies are not in alignment with federal requirements, federal grant funding may not be available and the California System may not comply with federal statutes, rules, and regulatory requirements.

A primary goal of the 988 program is to divert 9-1-1 calls to a 9-8-8 center when the caller is experiencing a mental health crisis and law enforcement is not needed. This position will develop policies, practices, and procedures to ensure the technology can support those decisions. Additionally, this position will recommend legislative concepts to Cal OES Executive and Legislative 'Affairs to support the future of 9-8-8 and 9-1-1 interoperability. The decisions for 9-8-8 system communications, technical and operational standards made by this CEA position will place lives at risk and have the potential to lead to loss of life and to jeopardize the health and safety of citizens.

The CEA will be required to collaborate with the Deputy Secretary of DHHS, executive leadership within DHCS, Lifeline Crisis Centers, public safety executive leadership, and other stakeholders to support 9-8-8 technology and operations, and maintain 9-8-8 and 9-1-1 interoperability. The 9-8-8 System Director will also represent Cal OES on the 9-8-8 Advisory Group managed by DHHS and provide program updates and reports to the 9-8-8 Technical Advisory Committee.

**C. ROLE IN POLICY INFLUENCE (continued)**

**13. What is the CEA position's scope and nature of decision-making authority?**

The decisions made by this position are complex, sensitive and have a significant impact on the people of California. Decisions will impact the entire state of California and their ability to access mental health crisis services. In 2022, nearly 400,000 calls, chats, and texts were supported by the existing system. In the next year, system usage is expected to increase by 10-20% due to the implementation of an easy to remember three-digit number.

Provides leadership and collaboration with state, county, nonprofit organizations, and local government public safety agencies for the development of 9-8-8 strategic and operational plans while considering emerging technologies, mandates, funding mechanisms, diverse demographics, topography, and jurisdictions.

**14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?**

The CEA will be developing, improving and implementing new and existing policy. The CEA will be responsible with reviewing proposed legislation and leading the execution of new policies, procedures and implementations plans for newly enacted legislation. Specifically, the CEA position will be the principle policy maker for the 988 surcharge, 988 technology, 988 policy for transfers between 911 and 988, and policy to ensure equal access to 988. The impact of the policies will ensure that those in a mental health crisis will have access to the support needed.