



## Update on CalOES 988 Implementation

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**New Federal Law**—On October 17, 2020, the National Suicide Hotline Designation Act of 2020 was signed into law, establishing 9-8-8 as the new three-digit alternative to 9-1-1 for behavioral or mental health crisis response. The FCC issued Report and Order 18-336 and mandated telecommunication carriers to implement 9-8-8 by July 16, 2022. The law mandated that states must create a framework to receive and respond to 9-8-8 calls before July 2022. The 2022-23 Budget Act provided Cal OES \$7.5 million General Fund (\$6 million ongoing) to begin the initial efforts to address technology limitations and update the interface between 988 and 911.

**Initial Implementation of Federal Law**— In July 2022, the National Suicide Prevention and Lifeline was established using the three digits 9-8-8 and established the 9-8-8 Crisis Lifeline in compliance with existing federal law and standards governing the National Suicide Prevention Lifeline Network. Since that time Cal OES, has validated basic transfers between 9-8-8 and 9-1-1, and the ability for current 9-8-8 equipment to support the basic functionality required to answer 9-8-8 calls, texts, and chats. AB 988 provided additional funding that will significantly improve the interoperability through modern equipment that will ensure those contacting either 9-8-8 or 9-1-1 will have equal access to all services.

**New State Law**—On September 29, 2022, AB 988 (Bauer-Kahan) was signed into law and the Miles Hall Lifeline and Suicide Prevention Act was established in Government Code (GC) Sections 53123.1 - 53123.5. The bill established the 9-8-8 system in California and tasks Cal OES with several additional 988 technology and surcharge responsibilities that go beyond the federal 988 requirements. The bill also provides a funding mechanism for oversight of the 9-8-8 Suicide and Crisis Lifeline, as well funds mental health services. The Governor's 2023-24 Budget assumes all implementation will shift to the 988 State Suicide and Behavioral Health Crisis Services Fund

**Implementation of Requirements**—While the funding included in the 2022-23 Budget enabled Cal OES to begin some of the work needed to implement 988, AB 988 added additional requirements that go above and beyond the initial federal requirements. The 2023-24 Implementation budget change proposal (BCP) requests resources to provide Cal OES the resources needed to administer the 988 surcharge, manage the 988 Technical Advisory Board, identify a dedicated 988 System Director, and implement the 988 technology solutions that go beyond the 988 to 911 interface.

In addition, there is a separate BCP submitted by CHHS and DHCS to address the resource needs related to the requirements of AB 988 that are beyond the Cal OES technical and surcharge activities.



**Implementation of Timeline**—CalOES has completed the following related to our technology and fiscal responsibilities associated with AB 988:

- Completed a competitive bid process to select a statewide integrated 988 platform
  - The contract was awarded on December 30, 2022. System requirements include:
    - 988 Call Handling System to answer 988 calls, chats, and texts;
    - 988 Customer Relationship Management to assist counselors in providing services
    - availability in all 12 California Lifeline Crisis Centers
  - Completed initial site surveys at all locations
  - Established the 988 Technical Advisory Board that consists of representatives from CHHS, and experts from 988, 911, and behavioral health
  - Established working groups to begin to address the 988 to 911 interface, ensure equal access to 988, and research 988 implementation best practices
- Beginning January 2023, the telecommunication providers began remitting a fixed surcharge rate of 8 cents per month per access line for calendar year 2023 and 2024.

**Next Steps:**

- Detailed site surveys will be completed by Spring 2023
- Detailed workflow analysis will be completed by Summer 2023
- Initial deployments at 5 of 12 centers will be completed by Late Summer 2023
- Remaining deployments will be completed by Summer 2024
- For the year January 1, 2025, and each calendar year thereafter, the 988 surcharge shall be determined no later than October 1 each year by dividing approved budget, less the available balance in the 988 State Suicide and Behavioral Health Crisis Services Special Fund, by the estimated number of access lines to which the surcharge will apply in the next succeeding calendar year, not to be greater than thirty cents (\$0.30) per access line, per month