



**988-Crisis Policy Advisory Group
(PAG) Workgroup**

Integration of 988 into the Crisis Care Continuum

**Meeting #2
March 19, 2026**

Housekeeping



This event is being recorded: Audio is now broadcasting.

01



Audio is provided through your computer speakers or headphones: Your line is automatically muted.

02



If you have issues with your speakers and would like to connect by phone: Click Join Audio under audio settings...

03



Choose phone call tab: Dial the desired phone number, and enter Meeting & Participant ID.

04



Live captioning is available: Click the CC Live Transcription button to show and hide captions during today's event.

05



Chat: The chat will be closed for the purpose of today's meeting.

06



Need help? Please type in the Q&A box.

07



Housekeeping Cont.

Workgroup Members

- Please make sure your display name is your full name.
- Cameras should be on and mics muted unless speaking.
- Use the “raise hand” function to signal when you would like to speak.
- Use the “Q&A” function to share a written comment or question.

General Public

- Cameras should be off and mics muted for the duration of the meeting, unless you are called to make a public comment at the end.
- Use the “Q&A” function to indicate your interest in making public comment.
- You may also submit a written public comment via the “Q&A” function.

Public Comment Overview

- All public comments—whether written or spoken—will be shared with the 988 Integration Workgroup in the meeting summary.
- If you are NOT a Workgroup member and would like to make a public comment today, please **use the Q&A function** to let us know. We will note your name and call on people who have signed up during the public comment period. Comments will be taken in the order sign-ups are received.
- Each person will have 2 minutes to speak, unless the facilitator adjusts the time to allow more people to comment. We will notify you in advance if the time to speak is adjusted.
- If you have a condition that may require an accommodation (such as additional speaking time), please notify us when you sign up and we will do our best to support your needs.
- If you would like to make a comment but prefer not to do it in front of a camera or microphone, you may email your written comment to the project email address: AB988Info@chhs.ca.gov. Alternatively, you may post your comment to the Q&A and it will be recorded in the meeting minutes.



Welcome

- ✓ Meeting objectives and agenda
- ✓ Workgroup members
- ✓ Public comment process

988 Integration Workgroup, Meeting #2 Objectives

- Build upon what was learned in the 988 Integration Workgroup Meeting #1 about barriers and challenges to collaboration and coordination by co-creating a structure for a toolkit to recommend to the 988 Policy Advisory Group for further development.
- Clarify next steps, including what this workgroup will recommend to the 988 Policy Advisory Group in April.
- Hear public comments.

988 Integration Workgroup, Meeting #2 Agenda

- **10:00 am** Welcome
- **10:10 am** Presentation: Recap of 988 Integration Workgroup Meeting #1
- **10:20 am** Exercise: Draft 988 Integration Toolkit Outline
- **11:45 am** Action Items and Next Steps
- **11:48 am** Public Comment Period
- **12:00 pm** Adjourn

988 Integration Workgroup, Members

- Amanda McConnell, CalOptima Health
- Amber Westphal, Lake County Behavioral Health Services
- April Giambra, Lake County Behavioral Health Services
- Ashley Mills, California Department of Public Health
- Austin Trujillo, California Department of Managed Health Care
- Ayana Rose, Sycamores
- Brenda Grealish, Commission for Behavioral Health
- Britney Dobson Ellis, Stanislaus County Behavioral Health & Recovery Services
- Carli Stelzer, California Behavioral Health Association
- Carmen Katsarov, CalOptima Health
- Chad Costello, California Association of Social Rehabilitation Agencies
- Chrissy Andrus, Lake County Behavioral Health Services
- Christine Bagley, California Department of Developmental Services
- Claudia Chavez, Pala Band of Mission Indians
- Doug Subers, California Professional Firefighters
- Erika Cristo, California Department of Health Care Services
- Ivan Bhardwaj, California Department of Health Care Services
- Jackie Tompkins, California Department of Aging
- Jared Altenhofel, Kern County Sheriff's Office
- Jessica Wilson (Cruz), NAMI California
- Jonathan Porteus, WellSpace Health
- Kristin Miller, Riverside University Health System- Behavioral Health
- Le Ondra Clark Harvey, California Behavioral Health Association
- Matt Taylor, Didi Hirsch Mental Health Services
- Meenal Gounder, California Department of Health Care Services
- Michelle Cabrera, County Behavioral Health Directors Association
- Nancy Eldred, NAMI California
- Narges Zohoury Dillon, Crisis Support Services of Alameda County
- Neha Shergill, California Department of Public Health
- Phebe Bell, California Mental Health Services Authority
- Rhyan Miller, Riverside University Health System- Behavioral Health
- Ruben Imperial, Stanislaus County Behavioral Health
- Ruth Drake, Pala Band of Mission Indians
- Saurav Jung Thapa, The Trevor Project
- Sean Johnson, CalVet
- Shari Sinwelski, Didi Hirsch Mental Health Services
- Sohil Sud, California Health and Human Services Agency
- Stephen Sparling, California Coalition for Youth
- Tara Gamboa-Eastman, Steinberg Institute



PAG Mutual Agreements

- Be present and curious.
- Respect each other's expertise and time and participate fully.
- Encourage different opinions and be respectful of disagreements.
- Be accountable to your fellow workgroup members and practice patience and persistence—we can't solve everything in a single conversation or meeting, but we need to remain solution-focused.
- Assume positive intent: trust that people are doing the best they can.

Note: Meetings of the workgroup are open to the public and are subject to Bagley-Keene Open Meeting Act requirements.



Presentation: Recap of 988 Integration Workgroup Meeting #1

- ✓ **Synthesize challenges to and opportunities for collaboration**

Review of Challenges to & Opportunities for Collaboration

From the 988 Integration Workgroup Meeting #1: What are some examples of challenges to and opportunities for effective collaboration across the crisis care system?

Challenges

- Gaps/inconsistencies in infrastructure, technology, standards
- Capacity and workload constraints
- Funding/resource gaps
- Inconsistent communications or awareness
- Cultural and trust barriers

Opportunities

- Interest in guidance, templates, and tools to support local collaboration
- Apply lessons learned from effective collaborations



Exercise: Draft 988 Integration Toolkit Outline

- ✓ **Use learnings from 988 Integration Workgroup Meeting #1 to co-create a toolkit outline**



Action Items and Next Steps

Action Items

- By **Friday, April 10, 2026**, please send tools (written protocols or policies, MOUs, templates, references, etc.) that have been useful for collaboration to the project email address: AB988Info@chhs.ca.gov.
- All information from today's meeting will be posted on the CalHHS website on the 988-Crisis PAG webpage: [988-Crisis Policy Advisory Group - California Health & Human Services](#).

Next Steps

Upcoming Meetings:

- Sustainable Funding Workgroup Meeting #2
 - Tuesday, April 7, 2026 from 10:00am-12:00pm
- 988-Crisis PAG Meeting
 - Wednesday, April 29, 2026 from 10:00am-3:00pm



Public Comment Period

Public Comment Guidelines

- All comments—written or spoken—will be captured in the meeting summary.
- If you prefer, you may email your written comment to the project email address: AB988Info@chhs.ca.gov. You may also post your comment to the Q&A and it will be recorded in the meeting minutes.
- Each speaker is allocated 2 minutes to speak. A speaker may not share or relinquish any remaining time they have not used to another speaker.
- Speakers may share one time during the public comment period.
- We will take as many comments as possible during the 10-minute public comment period. If time runs out, you can share your comment through the Q&A or by emailing it to AB988Info@chhs.ca.gov.
- If time remains after all individuals who signed up to speak have been called, the facilitator may invite other members of the public to raise their hand to speak. The facilitator will call individuals in the order they raise their hand.
- Speakers shall be civil and courteous in their language and presentation. Insults, profanity, use of vulgar language, or gestures or other inappropriate behavior are not allowed.
- Speakers should not ask questions of workgroup members or expect workgroup members to respond to their comments directly.

Public Comment Sign-Ups

1.

2.



Adjourn