










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

Sustainable Funding

**Meeting #1
March 5, 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

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 Sustainable Funding 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

Sustainable Funding Workgroup, Meeting #1 Objectives

1. Identify where the PAG's priority topics align with work completed in earlier phases and determine which areas fall within the Sustainable Funding Workgroup's role, scope, and expertise, so the group can target efforts where it can have the greatest impact.
2. Inform the 2026 Progress Report by offering insights on:
 - Ways performance data, including data on downstream cost savings, can be leveraged to support sustainable funding for the 988 system
 - Approaches for presenting outcomes in ways that resonate with decision-makers and funders
3. Identify barriers to and opportunities for maximizing reimbursement and strengthening parity across Medi-Cal, commercial plans, and other payor sources.
4. Define next steps for the workgroup, including potential topics for the second Sustainable Funding Workgroup meeting.
5. Hear public comments.

Sustainable Funding Workgroup, Meeting #1 Agenda

- **10:00 am** Welcome
- **10:10 am** Presentation: Addressing PAG Priorities
- **10:20 am** Discussion: Using Data to Strengthen the Case for Sustainable 988 Funding
- **11:05 am** Discussion: Strengthening Funding Pathways and Reimbursement for 988
- **11:45 am** Action Items and Next Steps
- **11:48 am** Public Comment Period
- **12:00 pm** Adjourn

Sustainable Funding Workgroup, Members

- Adrienne Shilton, California Alliance of Child and Family Services
- Alexandria Simpson, California Department of Health Care Services
- Amanda Levy, California Department of Managed Health Care
- Amanda McConnell, CalOptima
- Amanda Nugent Divine, Kings View
- 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
- Brenda Grealish, Commission for Behavioral Health
- Carli Stelzer, California Behavioral Health Association
- Carmen Katsarov, CalOptima
- Chrissy Andrus, Lake County Behavioral Health Services
- Christie Gonzales, WellSpace Health
- 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
- Jacob Ruiz, Riverside University Health System- Behavioral Health
- Jana Lord, Sycamores
- Kasey Suffredini, The Trevor Project
- Keris Jän Myrick, Inseparable (Mental Health Advocacy and Programs)
- Kristin Miller, Riverside University Health System- Behavioral Health
- Le Ondra Clark Harvey, California Behavioral Health Association
- Marika Collins, Didi Hirsch Mental Health Service
- Meenal Gounder, California Department of Health Care Services
- Narges Zohoury Dillon, Crisis Support Services of Alameda County
- Phebe Bell, California Mental Health Services Authority
- 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
- Tara Gamboa-Eastman, Steinberg Institute
- Trudy Raymundo, California Department of Public Health



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: Addressing PAG Priorities

- ✓ Revisit AB 988 Five-Year Implementation Plan
- ✓ Revisit key themes suggested for Sustainable Funding Workgroup
- ✓ Align focus areas with workgroup's role, scope, and capacity

E.2. Funding and Sustainability

Recommendation E.2. Continue to implement strategies to support sustainable crisis systems at the local level that are connected to broader behavioral health transformation efforts, including behavioral health parity.

	Potential Implementation Activities	State Lead(s)	Implementation Partners	Year 1	Years 2	Years 3-4	Years 5+
E.2.a	Convene state entities, organizations, and implementation partners (e.g., California health plans, County behavioral health, and state regulatory agencies) to seek pathways to ensure coverage and reimbursement of essential behavioral health crisis services from payors	CalHHS	DMHC, DHCS, CDI, Health Plans, County/Tribal BH, CBOs	*	*	*	*
E.2.b	Maximize commercial health plan reimbursement of crisis services through training and technical assistance for health plans, counties, and providers	DMHC	CDI, DHCS, County/Tribal BH, Health Plans	*	*	*	*
E.2.c	Maximize Medi-Cal reimbursement of crisis services through training and technical assistance for counties and providers	DHCS	DMHC, Medi-Cal MCPs, County/Tribal BH	*	*	*	*
E.2.d	Maximize reimbursement for crisis services across all public and private payor sources (i.e., federal, state, and local)	CalHHS	DHCS, DMHC, Cal OES	*	*	*	*
E.2.e	Develop and disseminate clear information about funding procedures for 988 Crisis Centers, the process for determining the 988 surcharge fee, and the types of support provided by the 988 State Suicide and Behavioral Health Crisis Services Fund	Cal OES, DHCS	Cal OES, DHCS	*	*		
E.2.f	Determine the process and related criteria for how funding from the surcharge fee can be used for mobile crisis teams accessed via telephone calls/texts/chats made to or routed through 988	CalHHS	Cal OES, DHCS	*	*	*	

Resources

- [AB 988 Five-Year Plan](#)
 - 988 Surcharge overview (pp 130-132)
 - 988 Funding overview (pp 133-134)
- [Cal OES 988 Rate Calculation Surcharge Methodology](#)
- Draft CalHHS 988 FAQs

Current 988 Fund Process - Timeline

- **January 2025:** 988 surcharge fee collects at \$0.08/line/month
- **January 10, 2025:** Governor's budget for SFY 2025-26 released
- **May 2025:** May Revise added one-time \$17.5M to DHCS for local assistance to 988 centers, in addition to ongoing \$12.5M annual appropriation
 - DHCS also utilizes other funding sources to reimburse 988 centers for staffing and operational expenses
- **July 2025:** Budget Act for state fiscal year 2025-26 enacted, **expenditures authorized**
- **Mid-July 2025:** **988 Fund balance** reported (unspent \$ returned) [Department Fund Condition Statements](#) (3414)
- **August 1, 2025:** Telecom carriers report **# access lines** to Cal OES (for 1/1 – 12/31/24)
- August-September: Cal OES calculates the 988 (and 911) surcharge fees using [formula](#) in statute
- **October 1, 2025:** Cal OES sends [letter to CDTFA](#) recommending the 911 and 988 surcharge rates for calendar year 2026

■ Current 988 Fund Process – Timeline (continued)

- **January 2026:** 988 surcharge fee collects at \$0.05/line/month
- January 9, 2026: Governor's budget released
- *May 2026: May Revise*
- *July 2026: Budget Act for state fiscal year 2026-27*
- *Mid-July 2026: 988 Fund balance reported (unspent \$ returned)
Department Fund Condition Statements (3414)*
- *August 1, 2026: Telecom carriers report # access lines to Cal OES (for 1/1 – 12/31/24)*
- *August-September: Cal OES calculates the 988 (and 911) surcharge fees*
- *October 1, 2026: Cal OES sends letter to CDTFA recommending the 911 and 988 surcharge rates for calendar year 2027*

Cal OES 988 Rate Calculation - Calendar Year 2026

Description	Amount
Appropriation*	\$ 62,824,000
Amount Remaining from Prior Year*	\$ 45,223,000
Difference - Revenue Needed for This Year	\$ 17,601,000
Estimated Number of Access Lines	47,533,701
Surcharge per Month	\$ 0.05
Projected Annual Revenue	\$ 28,520,221

* From the Fund Condition Statement on the Department of Finance's website.

988 State Suicide and BH Crisis Services Fund

2023-24 2024-25 2025-26

3414 988 State Suicide and Behavioral Health Crisis Services Fund^S

BEGINNING BALANCE	\$24,728	\$44,674	\$45,223
Prior Year Adjustments	39	-	-
Adjusted Beginning Balance	<u>\$24,767</u>	<u>\$44,674</u>	<u>\$45,223</u>
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140505 Suicide and Behavioral Health Telephone Surcharge	49,779	44,276	44,276
Total Revenues, Transfers, and Other Adjustments	<u>\$49,779</u>	<u>\$44,276</u>	<u>\$44,276</u>
Total Resources	<u>\$74,546</u>	<u>\$88,950</u>	<u>\$89,499</u>
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0530 Secretary for California Health and Human Services Agency (State Operations)	4,256	-	575
0690 Office of Emergency Services (State Operations)	1,862	9,632	9,637
0690 Office of Emergency Services (Local Assistance)	4,605	20,280	20,280
4260 State Department of Health Care Services (State Operations)	-	728	728
4260 State Department of Health Care Services (Local Assistance)	19,000	12,500	30,000
7600 California Department of Tax and Fee Administration (State Operations)	149	587	615
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	-	-	989
Total Expenditures and Expenditure Adjustments	<u>\$29,872</u>	<u>\$43,727</u>	<u>\$62,824</u>
FUND BALANCE	<u>\$44,674</u>	<u>\$45,223</u>	<u>\$26,675</u>
Reserve for economic uncertainties	44,674	45,223	26,675

988 State Suicide and BH Crisis Services Fund

	2024-25	2025-26	2026-27
<u>3414 988 State Suicide and Behavioral Health Crisis Services Fund</u>^S			
BEGINNING BALANCE	\$44,674	\$71,633	\$53,051
Adjusted Beginning Balance	<u>\$44,674</u>	<u>\$71,633</u>	<u>\$53,051</u>
REVENUES, TRANSFERS, AND OTHER ADJUSTMENTS			
Revenues:			
4140505 Suicide and Behavioral Health Telephone Surcharge	49,840	44,276	57,040
Total Revenues, Transfers, and Other Adjustments	<u>\$49,840</u>	<u>\$44,276</u>	<u>\$57,040</u>
Total Resources	<u>\$94,514</u>	<u>\$115,909</u>	<u>\$110,091</u>
EXPENDITURE AND EXPENDITURE ADJUSTMENTS			
0530 Secretary for California Health and Human Services Agency (State Operations)	-	575	-
0690 Office of Emergency Services (State Operations)	2,582	9,679	9,682
0690 Office of Emergency Services (Local Assistance)	7,566	20,280	20,280
4260 State Department of Health Care Services (State Operations)	-	728	7,173
4260 State Department of Health Care Services (Local Assistance)	12,500	30,000	60,169
7600 California Department of Tax and Fee Administration (State Operations)	233	607	613
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	-	989	1,102
Total Expenditures and Expenditure Adjustments	<u>\$22,881</u>	<u>\$62,858</u>	<u>\$99,019</u>
FUND BALANCE	<u>\$71,633</u>	<u>\$53,051</u>	<u>\$11,072</u>
Reserve for economic uncertainties	71,633	53,051	11,072



Review of Key Themes Suggested by PAG Members

From the 1/28 PAG Meeting: What are the issues you think the Sustainable Funding Workgroup should consider?

1. Ensuring stable, long-term funding for the 988 system
2. Issues and concerns related to the 988 fund
 - a) Determining whether—and how—to adjust the 988 surcharge to meet current and future demand
 - b) Clarifying how 988 revenues and allocations are governed, including decisions related to the surcharge
 - c) Improving transparency in how 988 funds are set, managed, and distributed to 988 centers
3. Issues and concerns related to other sources of funding for the 988 system
 - a) Exploring diversified revenue and payment strategies (e.g., all-payer models, commercial plan parity, assessments or taxes)
 - b) Braiding and targeting funds— including dedicated funding for Tribal-led programs and mobile crisis services—leveraging downstream cost savings, and using forecasting to plan for 988's continued growth

Potential Focus Areas for Sustainable Funding Workgroup

Potential activities that align with the suggested key themes, address the AB 988 Five-Year Implementation Plan recommendations, and are within the scope of the Sustainable Funding Workgroup:

- Recommend ways to measure and report downstream savings (e.g., reduced ER visits, fewer law enforcement responses) to support future funding for 988.
- Identify barriers to maximizing funding for 988 and propose ideas for how to address those barriers.
- Inform recommendations for a more effective, transparent, and stakeholder-informed governance process for the 988 fund.



Discussion: Funding and Metrics

- ✓ **Inform how the Progress Report frames the value of 988.**
- ✓ **Surface insights that will help system partners communicate about funding needs for the 988 system to state budget decision-makers, legislators, and other potential funders.**



Discussion Questions

1. What types of **performance data** best demonstrate the value of 988 to decision-makers, funders, and other stakeholders?
2. What are specific ways we could quantify and communicate **downstream cost savings**?
3. How might we present **988 outcomes** in ways that resonate with state budget decision-makers, legislators, and other potential funders? Do you have examples of tools your organization has used to communicate about 988 outcomes?
4. Of the data we discussed today, **what data do you already collect** that could be used more effectively? What are the barriers to using this data more effectively?



Discussion: Strengthening Funding Pathways and Reimbursement for 988 Crisis Services

- ✓ **Identify barriers to and opportunities for maximizing reimbursement and strengthening parity across Medi-Cal, commercial plans, and other payor sources.**



Discussion Questions

1. What are the current **barriers to getting reimbursed** for providing crisis services?
2. What **tools or resources** might help address these barriers? If your organization uses any of these tools, would you be willing to share them with us?
3. What information could **help payors understand the value and appropriate reimbursement levels** for crisis services?



Action Items and Next Steps

Action Items

- By **March 19, 2026**, share:
 - Examples of communications tools for presenting 988 outcomes to decision-makers and funders
 - Tools and resources that help address barriers to reimbursement
- 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 988-Crisis PAG Workgroup meetings:**
 - 988 Integration #2
 - Thursday, March 19, 2026 from 10:00am-12:00pm
 - Sustainable Funding #2
 - Tuesday, April 7, 2026 from 10:00am-12:00pm
- **Potential Sustainable Funding Workgroup Meeting #2 Topics:**
 - Inform potential recommendations for a more effective, transparent, and stakeholder-informed governance process for the 988 fund.
 - Review/refine communications tools/resources submitted by members for possible toolkit.



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