



**California Health and Human Services Agency (CalHHS)  
988-Crisis Workgroup Meeting  
Public Notice and Agenda**

**Workgroup 5: Data and Metrics Meeting #1**

May 17, 2024

1:00 pm – 3:00 pm Pacific

**Physical Meeting Information:**

Health Management Associates

1215 K Street, Suite 1050

Sacramento, CA 95814

**Virtual Meeting (Zoom) Information:**

[Zoom Meeting](#)

Meeting ID: 934 7214 7298

Passcode: 353448

**Dial-in:**

+16699006833

+17193594580

Or Telephone:

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**Workgroup 5: Data and Metrics** will provide input on the following required topics outlined in AB988

- (10) Quantifiable goals for the provision of statewide and regional behavioral health crisis services, which consider factors such as reported rates of suicide attempts and deaths.
- (11) A process for establishing outcome measures, benchmarks, and improvement targets for 988 centers and the behavioral health crisis services system. This may include recommendations regarding how to measure, the feasibility of measuring 988 system performance, including capacity, wait time, and the ability to meet demand for services for 988 State Suicide and Behavioral Health Crisis Services Fund recipients. This may also include recommendations for how to determine and report the amount billed to and reimbursed by Medi-Cal or other public and private health care service plans or insurers related to 988 services.

**Agenda:**

**1. Review of Agenda and Session Objectives (5 minutes)**

- Orient workgroup members to the topics that will be covered.

**2. Workgroup Self-Introductions (5 minutes)**

- Give workgroup members an opportunity to hear from others who will participate in the workgroup process.

**3. Level Setting on AB988 and Workgroups (10 minutes)**

- Provide an overview of the workgroup structure and process in the context of AB-988 implementation planning

**4. Level Setting on Framework for Measurement and Data Dashboard Development (20 minutes)**

- Provide an overview of the key issues and questions to be explored through the workgroup

**5. Discussion (60 minutes)**

- Surface initial questions and comments related to the context setting

## **6. Public Comment Period (20 minutes)**

- Provide an opportunity for the public to provide input

## **7. Closing and Next Steps (5 minutes)**

- Confirm action items and next steps

The order in which agenda items are considered may be subject to change. Public comment will be taken as part of the meeting. Prior to making your comments, please state your name for the record and identify any group or organization you represent. Depending on the number of individuals wishing to address the AB 988 Workgroup the facilitators may establish specific time limits on comments.

Any person who wishes to request this notice or other meeting materials in an alternative format, requires translation services, or needs any disability-related modification or accommodation, including auxiliary aids or services, which would enable that person to participate at the meeting must make that request at least five (5) business days prior to the meeting date via email at [AB988info@chhs.ca.gov](mailto:AB988info@chhs.ca.gov).

**Public Participation:** The telephone lines of members of the public who dial into the meeting will initially be muted to prevent background noise from inadvertently disrupting the meeting. Phone lines will be unmuted during public comment to allow members of the public to comment. Please see additional instructions below regarding Public Participation Procedures.

**CalHHS and the Policy Advisory Group are not responsible for unforeseen technical difficulties that may occur.**

**Public participation procedures:** All members of the public shall have the right to offer comment at this public meeting. The facilitator will indicate when the meeting is open for public comment. **Any member of the public wishing to comment during public comment must do the following:**

Members of the public should be prepared to complete their comments within two minutes or less time if a different time allotment is needed and

announced by the facilitator. The facilitator reserves the right to limit the time for comment.

If joining by computer, from the meeting controls click "Reactions", then click "Raise Hand." Selecting "Raise Hand" will notify the meeting host that you wish to comment. You will be placed in line to comment in the order in which requests are received by the host. When it is your turn to comment, the meeting host will unmute your line and announce your name and ask if you'd like your video on. The facilitator reserves the right to limit the time for comment. Members of the public should be prepared to complete their comments within two minutes or less time if a different time allotment is needed and announced by the facilitator.

Members of the public can also submit written comment via email at [AB988info@chhs.ca.gov](mailto:AB988info@chhs.ca.gov). Written comments will be incorporated in the meeting summary.

**Under AB 1261**, by amendment to the Bagley-Keene Open Meeting Act, members of the public who use translating technology will be given additional time to speak during a Public Comment period. Upon request to the facilitator, they will be given at least twice the amount of time normally allotted.