



California Health and Human Services Agency (CalHHS)
988–Crisis Workgroup 6: Funding and Sustainability Meeting 2
Meeting Summary
July 29, 2024, | Virtual Meeting

Meeting Materials and Recording are available on the [988–Crisis Policy Advisory Group website](#). Public Zoom chat from the meeting is included as an Appendix to this summary.

For additional information and resources, please see the following sites:

- [CalHHS Behavioral Health Crisis Care Continuum Plan \(CCC–P\)](#)
- [Presentation on the CCC–P](#) from February 16th, 2023 by Stephanie Welch, the Deputy Secretary of Behavioral Health at CalHHS. (Note: Stephanie’s presentation begins at 54:03 and ends at 1:30:30. The Q&A extends until 1:46:30.)
- [988–Crisis Policy Advisory Group Meeting Summary \(December 13th, 2023\)](#)

Workgroup Members in Attendance:

- **Amanda Levy***, DMHC
- **Andrea Tolaio***, Family Service Agency of the Central Coast
- **Anete Millers***, California Association of Health Plans
- **Budge Currier***, CalOES
- **Casey Heinzen***, Department of Health Care Services (DHCS)
- **Chad Costello***, California Association of Social Rehabilitation Agencies
- **Christine Stoner–Mertz***, California Alliance
- **Corinne Kamerman***, DHCS
- **Curt Guillot***, California Governor’s Office of Emergency Services (CalOES)
- **Jana Lord***, Sycamores
- **Kenna Chic***, Project Lighthouse

- **Kirsten Barlow***, California Hospital Association
- **Lauren Finke***, The Kennedy Forum
- **Michelle Galvan***, Optum Public Sector San Diego
- **Michelle Cabrera***, CBHDA
- **Reuben Wilson***, Los Angeles County Department of Mental Health
- **Ryan Banks***, Turning Point of Central California
- **Shari Sinwelski***, Didi Hirsch

Project Staff in Attendance:

- **Ali Vangrow**, CalHHS
- **Anh Thu Bui**, CalHHS
- **Hailey Shapiro**, CalHHS
- **Allie Franklin**, Health Management Associates
- **Betsy Uhrman**, Health Management Associates
- **Nicholas Williams**, Health Management Associates
- **Rob Muschler**, Health Management Associates

Workgroup Members Not in Attendance:

- **Amanda Miller-McKinney**, Children Now
- **Diana Vasquez-Luna**, California Department of Finance
- **Ivan Bhardwaj**, DHCS
- **Jacob Ruiz**, Riverside University Health System
- **John Boyd**, Kaiser Permanente (Northern California)
- **Ka Ramirez**, DHCS
- **Melissa Lawton**, Seneca Family of Agencies
- **Narges Dillon**, Crisis Support Services of Alameda County
- **Phebe Bell**, Nevada County Behavioral Health Department
- **Raven Lopez**, County Behavioral Health Directors Association of California
- **Stephanie Welch**, CalHHS
- **Tara Gamboa-Eastman**, Steinberg Institute

*Attended virtually

Review of Agenda and Session Objectives

Rob Muschler, Senior Consultant, Health Management Associates, began the workgroup meeting by explaining Zoom functionality, overviewing the Workgroup 6 Meeting 2 agenda, and introducing the co-chairs and member list. He then provided an overview of how to submit public comments and the meeting code of conduct.

Rob then provided a description of the AB988 project structure and desired outcomes, as well as the Workgroup's areas of focus. He also briefly reviewed input from the December Policy Advisory Group meeting and from other workgroups that were relevant to funding and sustainability.

Surcharge and Fund Condition Statement – CalOES Presentation

Budge Currier, Assistant Director of Public Safety Communications, CalOES presented an overview of the 988 Surcharge and Fund Condition Statement and allowed time for Q&A.

Discussion included questions about whether CalOES and DHCS will coordinate on data collection from Centers; whether there is a process for mobile crisis providers to seek surcharge funding (Budge indicated that they know this is an area that needs to be explored further); how CalOES will ensure that centers aren't using 988 dollars to support other business lines (Budge indicated that Centers will submit their budgets); how CalOES makes funding determinations and whether they're considering the ICMI model and the long duration of texts/chats (Budge indicated they will meet with Centers shortly to discuss further); whether funds can be used for supervisory staff (Budge indicated they could); and whether CalOES would share what it learns about Call Center costs (Budge indicated that they would share information if Call Centers gave permission). A representative from CBHDA also made the case that mobile service providers/Counties should be eligible to receive surcharge dollars to cover uncompensated services (e.g. services to uninsured and commercially insured individuals).

Discussion of Fund Utilization and Criteria

Rob Muschler then led the group in reviewing the feedback collected during Meeting 1 and asked for any revisions, edits, or additions.

Discussion 1 focused on previous input provided in response to the following question: *Based on the parameters outlined in the legislation and applicable codes, how could funds be best utilized to ensure an effective, equitable, and accessible crisis response system?*

Discussion focused on how surcharge funds could be used to support the crisis response system. Participants discussed paying for 988 center supervisory staff and overhead; costs associated with data collection; uncompensated mobile crisis services; material supports for mobile crisis service recipients (e.g., clothing, shoes, water, etc.), short-term capacity building for centers; and supports for call takers. Participants also noted that it is important to ensure that commercial insurers are paying their “fair share” so that the surcharge isn’t subsidizing costs that they should be covering.

Discussion 2 focused on previous input provided in response to the following question: *What criteria should be considered in order to receive 988 surcharge dollars?* Discussion focused on criteria for receiving funds. Participants had limited comments and/or additions but noted the need for quality assurance and the reporting of outcomes that align with the discussions being had in Workgroup 5, Data and Metrics.

Lastly, HMA provided a brief overview of the agenda for Meeting 3, which will focus on commercial insurance coverage.

Public Comment Period

Rob Muschler shared instructions for how to make public comment and said that comments can also be submitted at any time via email at AB988Info@chhs.ca.gov. There were no public comments.

Meeting Wrap-Up and Next Steps

Rob Muschler mentioned that the next workgroup meeting will be held on August 27th, following the next Policy Advisory Group meeting in August.

APPENDIX I: PUBLIC ZOOM CHAT

14:14:48 From Anh Thu Bui, CalHHS to Hosts and panelists:

<https://www.caloes.ca.gov/office-of-the-director/operations/logistics-management/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-8-8-information/>

14:15:30 From Anh Thu Bui, CalHHS to Hosts and panelists:

Draft form that Budge is referencing:

<https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.caloes.ca.gov%2Fwp-content%2Fuploads%2FPSC%2FDocuments%2FForm-OES-PSC-281-TD-988-DRAFT.docx&wdOrigin=BROWSELINK>

14:16:06 From Christine Stoner-Mertz - CA Alliance to Hosts and panelists:

Can you repeat the new Director's name?

14:16:39 From Anh Thu Bui, CalHHS to Hosts and panelists:

Jessica Sodhi, CalOES 988 System Director

14:16:48 From Raven Lopez - CBHDA to Hosts and panelists:

Is that once per year?

14:17:37 From Betsy Uhrman (HMA) to Everyone:

Draft form that Budge is referencing:

<https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.caloes.ca.gov%2Fwp-content%2Fuploads%2FPSC%2FDocuments%2FForm-OES-PSC-281-TD-988-DRAFT.docx&wdOrigin=BROWSELINK>

14:50:44 From Betsy Uhrman (HMA) to Everyone:

For those joining as members of the public, please use the raise hand function if you'd like to sign up to make a public comment at the end of the meeting. If you'd prefer to make a comment in writing, please send your comments to AB988Info@chhs.ca.gov. All comments will be included in the meeting summary posted on the 988-Policy Advisory Group website.

14:51:00 From Betsy Uhrman (HMA) to Everyone:

<https://www.chhs.ca.gov/home/committees/988-crisis-policy-advisory-group/>

14:57:19 From Jana Lord - Sycamores to Hosts and panelists:

We have discussed how some of these funds are planed to be allocated to centers. I understand that mobile crisis teams serving 988 calls/texts/chats is a secondary priority and when do you anticipate that system will be built out over the next five years?

14:57:51 From Andrea Tolaio - Family Service Agency Central Coast to Hosts and panelists:

At what point can we talk with CalOES about their workforce projections to ensure that projections take into account the additional time required to serve those who

reach out to us for help via texts/chats?

15:12:36 From Raven Lopez – CBHDA to Hosts and panelists:

The commercial plan reimbursement is different from the fee funding. We could try to get reimbursement from commercial plans, not be successful, and then want to access fee funding.

15:25:50 From Raven Lopez – CBHDA to Hosts and panelists:

Thanks Rob – the insurance companies will deny claims for their beneficiaries. In those cases we believe we'd be within our rights to recoup via the fee.

15:27:56 From Christine Stoner-Mertz – CA Alliance to Hosts and panelists:

not "brief and brilliant" – sorry

15:28:20 From Rob Muschler to Hosts and panelists:

That was great!

15:31:35 From Christine Stoner-Mertz – CA Alliance to Hosts and panelists:

Agree with Andrea – a matrix of those funding streams would be very helpful

15:38:38 From Budge Currier – CalOES to Hosts and panelists:

Also heard the importance of considering overhead and supervisory staffing levels as well as call/chat/text taker.

15:38:58 From Raven Lopez – CBHDA to Hosts and panelists:

Quality management/assurance

15:40:22 From Raven Lopez – CBHDA to Hosts and panelists:

Data collection/reporting

15:40:43 From Budge Currier – CalOES to Hosts and panelists:

it may take staff to put together the metrics.

15:44:27 From Andrea Tolaio – Family Service Agency Central Coast to Hosts and panelists:

Ensuring the mental health and well-being of the people answering calls/texts/chats.

15:48:26 From Nicholas Williams to Hosts and panelists:

Here is the link to the Policy Advisory Group website.

<https://www.chhs.ca.gov/home/committees/988-crisis-policy-advisory-group/>