



CalHHS 988–Crisis Policy Advisory Group Charter

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Charter Purpose

The purpose of this charter is to clarify the charge and responsibilities of, and expectations for the 988-Crisis Policy Advisory Group (Policy Advisory Group). Policy Advisory Group members provided feedback on this draft charter at the first formal meeting on December 13, 2023; it was revised and affirmed on [date TBD].

About the 988-Crisis Policy Advisory Group

[AB 988](#) directs the California Health and Human Services Agency (CalHHS) to develop a five-year implementation plan for a comprehensive 988 system. The five-year implementation plan will specify what can be accomplished with existing administrative authority and what will require additional regulations or legislation for implementation.

[AB 988](#) also direct CalHHS to convene a Policy Advisory Group. The Policy Advisory Group shall include, but is not limited to, the State Department of Health Care Services, the Office of Emergency Services, the State Department of Public Health, representatives of counties, representatives of employees working for county behavioral health agencies and agencies who subcontract with county behavioral health agencies who provide these services, health plans, emergency medical services, law enforcement, consumers, families, peers, 988 centers, and other local and statewide public agencies.

The Policy Advisory Group will advise CalHHS as it develops the five-year implementation plan. The Policy Advisory Group will meet seven times from December 2023 to November 2024 and will discuss and inform recommendations on the 14 topics outlined in [AB 988](#). CalHHS is ultimately responsible for creating and delivering the five-year implementation plan to the legislature, but the input of the Policy Advisory Group will inform the Agency's recommendations.

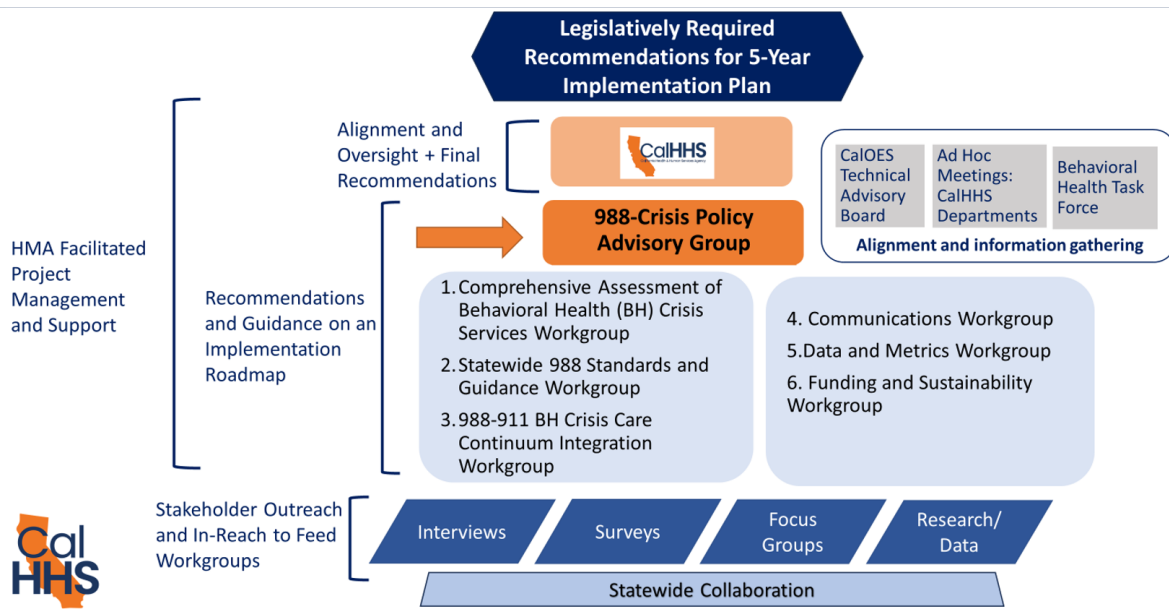
Given the breadth and complexity of the topics the Policy Advisory Group will cover, 988-Crisis Workgroups will be formed to provide professional expertise and community perspectives. Policy Advisory Group members will be invited to join a Workgroup(s) of their choice. Stakeholders who are not members of the Policy Advisory Group may also participate on Workgroups.

Stakeholder engagement will inform the Policy Advisory Group and Workgroup deliberations. The stakeholder engagement will include a range of strategies such as engaging existing CalHHS advisory groups, surveys, focus groups, and other

approaches to ensure that a diversity of stakeholders inform this process. Engagement efforts will account for diversity in race, ethnicity, gender and gender identity, sexual orientation, age (e.g., youth, transitional age youth, older adults), disability status, people from different geographies (urban/rural, northern/central/southern California), populations who have been historically underserved, and populations who have higher rates of suicide.

An overview of the Project Structure is provided in the graphic below, which shows how the Policy Advisory Group will be informed on different legislatively required areas by the Workgroups as well as input from the community.

Project Structure



Key Milestones

CalHHS—with input from the Policy Advisory Group—will provide a five-year implementation plan for a comprehensive 988 system to the legislature by December 31, 2024. To meet that deadline, the Policy Advisory Group will review and provide feedback on a draft five-year implementation plan in September 2024. The final Policy Advisory Group meeting will take place in November 2024 and will include a review of the revised plan.

The project team will maintain, update, and make available to the Policy Advisory Group a detailed list of key milestones.

Charge of the Policy Advisory Group

The charge of the Policy Advisory Group is to advise CalHHS in developing recommendations for the five-year implementation plan as described in [AB 988](#).

Membership and Selection Criteria

Selection of Policy Advisory Group Members is based on criteria outlined in [AB 988](#). Additionally, the group must include the following:

- Professional expertise
- Knowledge of/experience with a particular community or population
- A collaborative mindset and ability to listen to and consider other perspectives, and find consensus where possible
- Diversity in race, ethnicity, gender identity, sexual orientation, age, disability status, geographic representation (urban/rural, northern/central/southern California), and representation from communities that have been historically underserved, including special consideration for tribal community members
- Lived experience (Note: potential members can hold multiple identities at once. For example, people who bring professional expertise also may have personal experience with the crisis system)

Process for Replacing or Substituting Members

The success of the Policy Advisory Group depends on building and sustaining collaborative relationships and ensuring that each participating Policy Advisory Group member has a baseline understanding of and context for the issues under discussion. Consequently, while transitions and absences from meetings are inevitable, replacing or substituting Policy Advisory Group members must be managed carefully, according to the following process:

- CalHHS recognizes that Policy Advisory Group members have busy schedules. Policy Advisory Group members may designate a delegate from their organization. If a Policy Advisory Group member needs a delegate, they should choose one before the first meeting in December 2023. They should also notify the Facilitator and provide the name and contact information of the delegate as soon as possible, and prior to participating in a Policy Advisory Group meeting. To ensure continuity of relationships and content knowledge, delegates are encouraged to come to every Policy Advisory Group meeting. If a delegate is sitting in for a Policy Advisory Group member, the delegate will

be invited to sit at the table and speak on behalf of the Policy Advisory Group member.

- If a Policy Advisory Group member needs to miss a meeting, they should alert the Facilitator/Project Team as soon as possible. To the extent possible, they should review the meeting materials. If the Policy Advisory Group member does not have a delegate to attend in their place, the Facilitator will schedule a meeting with the member prior to or just after the Policy Advisory Group meeting to gather their input and/or debrief. Their input will be incorporated into the meeting summary in a separate section clearly designated for input from members who were not present.
- CalHHS may ask a Policy Advisory Group member to step down if they are unable to actively participate, such as missing multiple meetings without sending a delegate or missing significant portions of multiple meetings.
- If a Policy Advisory Group member needs to step down from their role, they should notify the Facilitator as soon as possible. The process for replacing the member will vary depending on their position but will follow the initial selection process outlined earlier in this charter. For all replacements, racial, gender, geographic, and disenfranchised community representation will continue to be prioritized in the selection process.

Roles and Responsibilities

Policy Advisory Group members will:

- Participate in up to seven Policy Advisory Group meetings between December 2023 and November 2024
- Review background materials in advance of meetings
- Engage in positive, productive communication with other Policy Advisory Group members, the Facilitator, and project staff
- Share perspectives, based on personal or professional encounters with various facets of the behavioral health and crisis system
- Reach out to their own networks and constituents to gather their perspectives and make recommendations regarding subject matter experts and key representatives to engage in this work.
- Listen to and consider other perspectives in deliberations and decision-making—including members of the public—and be respectful of and inquisitive about divergent perspectives

- Value lived experience as a valid information source and critical to developing recommendations
- Center their deliberations on the best outcomes for Californians experiencing a mental health or substance use disorder crisis. This may mean compromising on one's individual or agency priorities
- Review and provide written comments on meeting summaries and the draft five-year implementation plan
- Help maintain a cycle of continuous improvement by providing feedback on Policy Advisory Group meetings, meeting materials, and other aspects of the process to the Facilitator

CalHHS Project Director (Dr. Anh Thu Bui) will:

- Work with the Facilitator and Project Team to prepare meeting agendas
- Enhance transparency and accountability by communicating CalHHS actions and decisions related to the five-year implementation plan with Policy Advisory Group members
- In partnership with the Facilitator and Project Team, periodically review the Policy Advisory Group's progress and recommend adjustments to course as needed

The Facilitator (Jamie Strausz-Clark, 3Si) will:

- Work with CalHHS Project Director and the Project Team to develop meeting agendas
- Work with the CalHHS Project Director and the Project Team to develop information, written materials, and presentations that support the Policy Advisory Group's deliberations
- Keep meetings focused on the agenda
- Ensure that each Policy Advisory Group member has a meaningful opportunity to participate in discussions, regardless of whether they are attending in-person or online
- Work with individual Policy Advisory Group members and the CalHHS Project Director to address barriers to meaningful participation—such as language and interpretation needs, broadband and device access, or other barriers
- Use a range of culturally-attuned and trauma-informed facilitation techniques—in and outside the meeting—to honor and respond to Policy Advisory Group members' individual communications needs

- Invite and encourage Policy Advisory Group member feedback on meetings, meeting materials, and the process
- Periodically review the Policy Advisory Group's progress and recommend adjustments to course correct as needed

The Project Team will:

- Distribute meeting agendas and background materials at least 10 days prior to the scheduled meeting
- Develop background materials, presentations, and provide relevant data to inform deliberations of the Policy Advisory Group
- Be present and available at Policy Advisory Group meetings to answer questions and inform the discussion
- Draft, revise, and finalize the five-year implementation plan, based on CalHHS's direction
- Coordinate meeting logistics, including addressing barriers to participation for Policy Advisory Group members such as ADA accessibility; broadband and device access; transportation access; and language, translation, and interpretation needs
- Summarize the outcomes of the Policy Advisory Group meetings in meeting summaries

Meeting Guidelines

- Meetings will begin and end on time
- At the meetings, Policy Advisory Group members will:
 - Show up on time
 - Come prepared to contribute to achieving the meeting objectives
 - Share the available speaking time, keep comments brief and to the point, avoid repeating what others have already said, and when a topic has been closed out, avoid bringing it up again
 - Focus on successfully completing the agreed upon agenda and meeting objectives
 - Raise critical issues and challenges, and work together with other Policy Advisory Group members to identify potential solutions
 - Stay present. Listen attentively, avoid side discussions when others are speaking, and wait until breaks to attend to non-Policy Advisory Group business

- Confront the problem, not the person. Policy Advisory Group members will respectfully challenge ideas, not the individual
- Recognizing that the ultimate purpose of this Policy Advisory Group is to improve outcomes for Californians experiencing behavioral health crisis, and acknowledging that there are existing barriers to service access including stigma, criminalization of mental health and substance use conditions, Policy Advisory Group members will come to meetings with a focused on this shared purpose and understanding Put cell phones on silent
- If participating remotely, leave camera on (unless there are technical reasons requiring the member to leave their camera off) and microphone muted, unless called upon to speak. Use the “Raise Your Hand” function to indicate when ready to make a comment or ask a question
- Individuals who are not members of the Policy Advisory Group may attend meetings as observers, but may not participate in group discussion and deliberations, unless called upon by the Facilitator or during the public comment period as a public attendee. The exception to this is a designated delegate, as described earlier in this charter.

In-Person and Remote Meetings

Research indicates that in-person engagement is better than remote participation for relationship building, collaboration, trust, and transparency. However, there are multiple reasons why it may not be possible for all members to travel to all in-person meetings. To balance these benefits and challenges, meetings will be held in person, but there will be a hybrid option for members who are unable to attend in person.

Public Meetings and Comments

Policy Advisory Group meetings are subject to the [Bagley Keene Open Meeting Act](#). Members of the public will be invited to observe all Policy Advisory Group meetings, whether remote or in-person.

Each Policy Advisory Group meeting will include a 20-minute public comment period at the end of the meeting.

All Policy Advisory Group meetings—whether in-person or remote—will be recorded and posted to the CalHHS website. This includes Policy Advisory Group breakout sessions.

Decision-making

The Legislature is ultimately responsible for making decisions about using the recommendations within the five-year implementation plan.

To ensure these decisions are informed by community and professional input, the Legislature charges the CalHHS with drafting the five-year implementation plan based on input from the Policy Advisory Group and Workgroups. CalHHS grounds its approach to drafting the five-year implementation plan in its [Guiding Principles and Strategic Priorities](#) and its mission, which is to work together with counties, cities, and communities, and public, private, faith, and educational partners to make California a healthy, vibrant, inclusive place to live, play, work, and learn.

The Policy Advisory Group has been deliberately formed to include individuals with broad and diverse professional and lived experiences. Each member has valuable input and insights to share. The Policy Advisory Group will strive for equity and inclusion by seeking compromise whenever possible. When compromise is not possible, meeting summaries will clearly and accurately document diverging perspectives.

Meeting Summaries

The Project Team will prepare a written summary of the discussion and comments following each meeting and shared as a resource on the CalHHS website. Meeting summaries will:

- Describe areas of agreement and disagreement and clarify where and why there is a disagreement to the degree possible
- Strive to summarize all points of view clearly and fairly. Meeting summaries will not be a transcript of the proceedings

Communication

Internally

In the interest of streamlining communications, the Project Team will communicate directly with Policy Advisory Group members. Email communications to other Policy Advisory Group members are subject to the Bagley Keene Open Meetings Act. If a Policy Advisory Group member would like to share information with the rest of the Policy Advisory Group, they should send the Project Team an email and request distribution to the larger group. The Project Team will review the request and consult

CalHHS legal counsel as needed to determine whether and how the information should be communicated to the Policy Advisory Group and the public.

Externally

Participants of the Policy Advisory Group should not represent themselves as speaking for the Policy Advisory Group unless directed to do so. This working rule in no way restricts individual participants, in their capacity as citizens, from interacting with elected officials, the media, or community organizations.