



**California Health and Human Services Agency (CalHHS)**

**988-Crisis Workgroup 2 Meeting**

**Public Notice and Agenda**

Workgroup 2: Statewide 988 Standards and Guidance Meeting #2

February 27, 2024

1:00 pm – 3:00 pm PST

**Zoom Webinar Information:**

[Join Zoom Webinar](#)

Webinar ID: 944 6660 6357

Passcode: 636023

**Dial-in:**

+1 253 215 8782, 944 6660 6357#

or +1 346 248 7799, 944 666 06357#

SIP: [94466606357@zoomcrc.com](mailto:94466606357@zoomcrc.com)

Passcode: 636023

**Physical Meeting Information for Public Access to Virtual Meeting:**

[Clifford L Allenby Building, 1215 O Street, Sacramento CA 95814](#)

Allenby Conference Room 110A/B

**Workgroup 2: Statewide 988 Standards and Guidance** will provide input on the following required topics outlined in AB988:

- (1) Federal Substance Abuse and Mental Health Services Administration requirements and national best practices guidelines for operational and clinical standards, including training requirements and policies for transferring callers to an appropriate specialized center, or subnetworks, within or external to, the National Suicide Prevention Lifeline network.
- (2) Maintenance of an active agreement with the administrator of the National Suicide Prevention Lifeline for participation within the network.
- (3) 988 infrastructure, staffing, and training standards that will support statewide access to crisis counselors through telephone call, text, and chat, 24 hours per day, seven days per week
- (5) Compliance with state technology requirements or guidelines for the operation of 988

## **Agenda:**

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

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

### **2. Review of Workgroup Meeting 1 (5 minutes)**

- Provide an overview of key take-aways from workgroup meeting 1; provide information related to questions raised during workgroup meeting 1

### **3. Overview of Call Center Operations and Training Requirements (15 minutes)**

- Support shared understanding among workgroup members about current call center operations and training requirements

### **4. Discussion (25 minutes)**

- Provide an opportunity for workgroup members to reflect on what they heard

### **5. Review and Discussion of Call Center Expectations Under 988 (45 minutes)**

- Review of minimum requirements applicable to all Call Centers; solicit input on California-specific needs and considerations

### **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 to the project team 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 to the project team via email at [AB988Info@chhs.ca.gov](mailto:AB988Info@chhs.ca.gov) if there isn't sufficient time to provide comments during public comment. 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.