Meeting Outcomes:
- Discussion and refinement of things we know, need to know, or opportunities to explore central to call center hub integration with 911 services

For More Information:
- DSS Funding Opportunities | 988 Planning Grant (scroll to the bottom of the page):
  https://dss.sd.gov/behavioralhealth/grantinfo.aspx

Agenda:

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<th>Time</th>
<th>Topic</th>
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| 1:00 pm| Opening Remarks  
Level setting for today’s focused discussion on 911-988 interconnection considerations. |
| 1:05 pm| Overview | Current Understanding of the 988 Platform for Call / Chat / Text  
(Janet/Taylor)  
- Unified Platform – features, timing, and option for pilot  
- Blended call center approach vs. separate systems/staffing |
| 1:10 pm| Key Discussion Points  
- Level of 988 launch awareness among all PSAPs  
  a) What strategies should we consider to increase/build awareness to support adoption?  
  b) What key messages should be conveyed?  
  c) What timing is best for this messaging to occur?  
  d) What barriers do we anticipate needing to overcome?  
- Steps needed to develop a MOU or similar between 988 and PSAPs (reciprocal transfer capabilities)  
  a) Overview of steps being considered / taken for the interconnection between 988 and Metro Communications (Janet/Taylor/Aimee)  
  b) Discuss approaches to formalize this process with all PSAPs – what recommendations would the group have for engagement with local PSAPs?  
  c) Discuss ideal timing for large PSAP engagement (Sioux Falls and Rapid City)  
  d) Discuss feasibility / timing / readiness for mid-sized PSAP engagement  
  e) Discuss feasibility / timing / readiness for small PSAP engagement |