



Behavioral Health Crisis Response Stakeholder Coalition (BHCRC)

Agenda | Meeting 4

Wednesday, July 21, 2021

1 pm CT

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:

1:00 pm Opening Remarks

Tiffany Wolfgang

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