

Wisconsin Department of Military Affairs

OEC Grant Announcement

**PSAP Grant Program
Fiscal Year 2025**

Application Submission Deadline:

11:59 PM CT August 1, 2024

Contents

1. Funding Information	3
1.1. Allowable Expenses:	3
1.2. Unallowable Expenses:	4
1.3. Anticipated Funding Amount	5
1.4. Match/Cost Sharing Requirement.....	5
1.5. Consolidation Projects	5
2. Applicant Eligibility.....	6
2.1. Designated PSAP	6
2.2. Basic Training Standards	7
2.3. New Hire Training Policy	7
2.4. Emergency Medical Dispatch Training	8
2.5. Service Standards.....	9
2.6. Eligibility Determination	9
2.7. Periodic Compliance Auditing.....	9
3. Anticipated Application Requirements	10
3.1. Grant Timeline	10
3.2. Grant Application Form.....	10
3.3. Additional Application Documents	10
4. Evaluation and Award.....	11
4.1. Evaluation Process	11
4.2. Award Process	12
4.3. Reporting Requirements	12
4.4. Reimbursement	12
4.5. Reconsideration Process	12
4.6. Recordkeeping Requirements	12



Grant Announcement:

FY2025 PSAP Grant Program

All questions for the PSAP Grant Program should be directed to: grant.grywalsky@widma.gov. If you experience difficulties with the email address above, please call [608] 888-5501.

Application Submission: Applications must be emailed as attachments to interop@widma.gov by the **application deadline of 11:59PM August 1, 2024**. All application documents must be submitted in PDF format as separate attachments. Emailed applications should be labeled with the subject "FY25 PSAP Grant Application".

Description: The Wisconsin Department of Military Affairs/Office of Emergency Communications (DMA/OEC) is pleased to announce the Fiscal Year (FY) 2025 PSAP Grant Program funding opportunity. The PSAP Grant Program is intended to provide additional funding for the equipment upgrades and advanced training necessary for Next Generation 9-1-1 (NG9-1-1) implementation.

Applicant Eligibility: Designated public safety answering points (PSAPs) that also meet the eligibility criteria outlined in [Wis. Admin. Code DMA § 2.05 Eligibility](#) may apply for grants under this program. The Designated PSAP process is outlined in [Wis. Admin. Code DMA § 2.03](#) or Section 2.1 of this Grant Announcement.

For more information about the PSAP Grant Program eligibility requirements, including the basic training and service standards required for each applicant, please see Section 2 of this Grant Announcement for more information.

OEC Grant Guide: For more information about the PSAP Grant Program, including budget and application tips, grant conditions, and supplanting, please see the OEC Grant Guide: [OEC Grant Guidance](#)

Opportunity Category: Competitive

1. Funding Information

1.1. Allowable Expenses:

- Advanced telecommunicator training, including emergency medical dispatch (EMD) protocol certification training from an EMD protocol training organization as approved by the 9-1-1 Subcommittee. See Section 2.4. Emergency Medical Dispatch Training of this Grant Announcement for a listing of standards that EMD training organizations must satisfy to be considered approved.



- PSAP equipment hardware and software expenses for enabling NG9-1-1 services, including hosted equipment and software services.
- Activities to consolidate some or all functions of 2 or more PSAPs. See Section 1.5. Consolidation Projects of this Grant Announcement for more information.
- Enhanced continuity of operations planning and equipment.
- Costs for minor electrical work required within the PSAP server room for NG9-1-1 system implementation.
- Any other expenses for enabling NG9-1-1 services that are not explicitly restricted under Unallowable Costs.

PSAP Approved Allowable Examples

Hardware and Software:

- Computer-Aided Dispatch
- Call Handling Equipment upgrade and refresh
- Logging Recorder
- Radio/Dispatch Console
- Workstation and related furniture
- Disaster recovery/remote workstations

Advanced Training:

- EMD Training
- SMS Text-to-911 Training
- CEUs needed for EMD certification
- CTO Training
- Cybersecurity Training
- Multimedia-to-911 Training

Other Services:

- Text Control Center (TCC) for implementing Text-to-911
- Vendor support for Operational Readiness Testing and ESInet Go-Live

Equipment purchased through this grant program must follow local procurement rules. In addition, the equipment must comply with current NG9-1-1 standards such as the NENA i3 standard and follow best practices listed in Appendix B of the newest version of the Department of Homeland Security's SAFECOM guidance:

https://www.sdao.com/files/5adc037fa/fy23_safecom_guidance.pdf

1.2. Unallowable Expenses:

- General PSAP overhead and staffing, including staff time to attend advanced training.
- Costs for providing emergency services or emergency services equipment.
- Costs for facility construction.
- Costs incurred outside of the grant performance period.

For more information on unallowable expenses, please see: [PSAP Examples of Allowable and Unallowable Expenses](#)



1.3. Anticipated Funding Amount

A maximum of \$18 million in FY2025 has been made available for grants under the PSAP Grant Program. Your proposed project budget total must reflect a maximum of 90% state share and a minimum of 10% local match. **There is no maximum request amount unless requested funds exceed the \$18 million funding level amount, in which case applicants may be awarded a maximum of \$750,000** (total including state share and local match).

Grant funds will be received in the form of reimbursement following project closeout. You should use your required vendor quote(s) to determine your estimated project budget and consider the maximum amount that you are able to match from local sources and the ability to pay for the full project upfront.

DMA reserves the right to limit the amount that will be funded for individual grants based on project priorities and available state funds.

Source of Funds: This state grant was authorized by Wis. Stats. § 256.35 (3s) (bm), with anticipated funds allocated to DMA from the Wisconsin Police and Fire Protection/911 Fund.

1.4. Match/Cost Sharing Requirement

Under the FY2025 PSAP Grant Program, there is a **10%** cost share/match requirement. Cash match only. Cash (hard) match includes non-state or federal cash spent for project related costs, according to the program guidance. Allowable cash match must only include those costs that are eligible expenses under the grant program.

As noted above, you must provide proof of the source of your match amount in your application. Examples of allowable funding sources that can be used for your match amount include:

- Local government budget (e.g., tax levy, bond)
- Donated funds

Unallowable funding sources that CANNOT be used for your match amount include:

- Other federal grants such as the Homeland Security Grant Program
- Local funds already allocated as match on another grant
- Any state or federal funds

For more information on cash match, how to calculate your local share, and supplanting, please see the OEC Grant Guide, Section 2: [OEC Grant Guidance](#)

1.5. Consolidation Projects

Consolidation is the process of combining some or all functions of two or more PSAPs to provide improved service, increased efficiency, and cost savings. For consolidation projects, grant funds must be used in the direct support of the Designated PSAP's consolidation of some or all functions of another PSAP. Grant funds may also be used by the Designated PSAP to



perform consolidation studies or assessments to determine the feasibility of consolidating some or all functions of another PSAP.

As an example, costs related to co-location of a PSAP with the Designated PSAP without the consolidation of any PSAP functions are not eligible costs. If awarded a grant, the Designated PSAP is responsible for the purchase, ownership, maintenance, and replacement of any equipment purchased with grant funds.

When applying for consolidation type projects, the Designated PSAP for the county must be the agency to submit the grant application. To ensure support for the consolidation project, the grant application must include letters of support from all agencies involved in the consolidation project.

DMA may reduce or waive the required local match and maximum award amount if an application is for activities to consolidate some or all functions of two or more PSAPs.

2. Applicant Eligibility

2.1. Designated PSAP

Wisconsin statute restricts grants awarded under the PSAP Grant Program to one PSAP per county. Wis. Admin. Code DMA § 2.03 Designated Public Safety Answering Point requires a single PSAP to be designated in each county for the purposes of applying for grants under the PSAP Grant Program.

The Designated PSAP is identified in one of two ways:

1. By resolution of the county board.
2. For counties with first class cities, a majority vote of an intergovernmental cooperation council.

Documentation for the Designated PSAP will be due with the grant application. All applicants must submit the Designated PSAP documentation, even if there is only one PSAP located in the county, or an applicant submitted documentation under a previous funding opportunity. A template with suggested language has been provided below.

A few important things to note about the Designated PSAP process:

- The Designated PSAP is also required to meet the basic training and service standards detailed in Sections 2.2 and 2.5 of this Grant Announcement.
- Once a PSAP has been identified as a Designated PSAP for a county, no other PSAP in that county may receive a grant under the PSAP Grant Program.
- The same Designated PSAP documentation may be used each time a PSAP applies.

Use of this template is optional. This document shall not be construed as legal advice and the appropriate legal counsel should be consulted before being adopted by the county board or intergovernmental cooperation council.

- Link to Designated PSAP Template attachment: https://oec.wi.gov/wp-content/library/2022/TEMPLATE_Designated_PSAP_Resolution_No.docx



2.2. Basic Training Standards

Wis. Admin. Code DMA § 2.04 Minimum Training and Service Standards requires each Designated PSAP to maintain basic training requirements to remain eligible for grants under the PSAP Grant Program. The basic training program that meets the requirements outlined below may be administered by a commercially available program such as the Association of Public-Safety Communications Officials (APCO) Public Safety Telecommunicator training, or through an in-house program.

The basic training program must be at least 40 hours total of training to a telecommunicator in all of the following areas:

- General knowledge and awareness of geography, population and demographics served, including emergency services agencies and their jurisdictions.
- The Incident Command System (ICS), National Incident Management System (NIMS), interoperable communications plans, and emergency operations plans.
- Established procedures for:
 - Accurately processing and relaying caller information.
 - Obtaining complete caller information.
 - Properly classifying and prioritizing requests for emergency services.
 - Processing available caller information to identify conditions that may affect safety.
 - Operating and responding to emergency alerts.
 - Processing and documenting records and operating records systems.
- Appropriate use of emergency services terminology and the ability to communicate clearly in written and oral form, especially when relaying emergency information or communicating with the public.
- Agency continuity of operations plans – **all telecommunicators must be trained annually in any continuity plans.**

2.3. New Hire Training Policy

Each Designated PSAP must establish and implement a policy that prohibits a telecommunicator from handling 9-1-1 calls without direct supervision until the telecommunicator has completed the basic training program.

For any telecommunicators hired prior to submitting a grant application, the policy must specify that the newly hired telecommunicator(s) will begin the basic training program before the date of the grant application deadline and be scheduled to complete the program within 12 months of beginning the basic training.



Lastly, the policy must specify that any telecommunicator(s) hired after the date of the grant application deadline must complete the basic training program within 12 months of their hiring date.

2.4. Emergency Medical Dispatch Training

In order to remain eligible to apply for grants, Designated PSAPs must implement Emergency Medical Dispatch (EMD) protocols **within three years** following the first grant award if EMD has not already been implemented in the PSAP's operations.

EMD may be implemented by a PSAP in one of two ways:

1. Establishing EMD protocols that provide pre-arrival instruction through a recognized training provider that includes certified emergency medical telecommunicators and meets the standards set by the 9-1-1 Subcommittee. See below.
2. Establishing an agreement with another PSAP or 3rd party provider that can be conferenced in or transferred to in order to provide the caller with assistance.

If a PSAP chooses to transfer the caller to another PSAP or 3rd party provider, the PSAP that is transferring the call must use an evidence-based protocol and provide training/continuing education for telecommunicators on determining if a person needs emergency medical assistance before a call is transferred.

In addition, the PSAP that is transferring the call must ensure that the other PSAP or 3rd party provider under the established agreement meets the requirements in Option 1 above.

PSAPs may use grant funds to implement EMD protocol training or establish transferring agreements if the project is detailed in their grant application, approved in their grant budget, and the EMD organization providing the training meets the minimum standard below.

9-1-1 Subcommittee EMD Training Organization Minimum Standard:

1. Provider-specific training
2. Pre-Arrival Instruction (PAI) for:
 - a. Bleeding control
 - b. Airway control
 - c. Airway obstruction
 - d. Baby delivery
 - e. CPR
 - f. Patient maintain and monitor
3. Recertification
4. Quality Assurance
5. Continuing education requirement
6. Emergency rule procedure (requires no PAI during high volume times where it is not practical)



2.5. Service Standards

Wis. Admin. Code DMA § 2.04 Minimum Training and Service Standards requires each Designated PSAP to meet the following minimum service standards to remain eligible for grants under the PSAP Grant Program:

- The PSAP receives both wireline and wireless 9-1-1 calls directly.
- The PSAP operates 24 hours per day, seven days per week.
- A minimum of two telecommunicators are on duty and available to receive and process calls while the PSAP is in operation.
- 90% of all 9-1-1 calls are answered within 10 seconds, and 95% within 20 seconds.

In addition to the service standards outlined above, the Designated PSAP must have an established continuity of operations plan (COOP) that addresses all of the following topics:

- The PSAP's operational processes that identify key communications and IT components.
- Any processes required to recover PSAP operations.
- Roles and responsibilities of a communications response team that may be deployed to restore PSAP operations.
- Employee training exercises necessary to implement and maintain COOP.
- Interoperable communications planning and operations.
- A list of essential contacts, include PSAP and emergency services staff within the agency.
- A list of priority services available during disruptions to the designated PSAP operations.
- Identification of any alternate operations site. (NOTE: This may also include any alternative routing agreements and procedures with outside jurisdictions capable of handling 9-1-1 calls from the PSAP in the event of system failure or facility abandonment)

2.6. Eligibility Determination

In each grant application, the PSAP designated to apply for grants in each county will submit a Standards Compliance Certification which will be used to certify that the PSAP has met the eligibility requirements outlined below and established by Chapter DMA 2 of the Wisconsin Administrative Code. The Standards Compliance Certification is contained within the Grant Application Form provided below.

In addition, the applicant will be required to submit additional backup documentation as outlined in Section 3.3. Additional Application Documents, that demonstrate the eligibility requirements have been met. DMA may request additional documentation as needed to verify compliance with the requirements.

2.7. Periodic Compliance Auditing

In each grant period, DMA will provide the 9-1-1 Subcommittee with a list of grantees and their Standards Compliance Certification, including any additional backup documentation. The 9-1-1



Subcommittee will review the list and advise DMA on any required compliance audits to verify the eligibility requirements have been met by a grantee.

Following the compliance audit by DMA staff, the 9-1-1 Subcommittee will review the findings and make recommendations to DMA on appropriate actions if any grantees are found to be not in compliance with the eligibility requirements.

3. Anticipated Application Requirements

3.1. Grant Timeline

These timelines may change at any point during the grant process. Changes will be communicated to all applicable parties. Individual periods of performance may differ, but no project period shall exceed 18 months.

<i>Application Period:</i>	May 1, 2024 – August 1, 2024
<i>Award Notice:</i>	No later than October 2024
<i>Project Start Date:</i>	December 1, 2024
<i>Progress Report:</i>	Due Quarterly
<i>Project End Date:</i>	June 1, 2026

Application Submission: Applications must be emailed as attachments to interop@widma.gov by the **application deadline of 11:59PM August 1, 2024**. Emailed applications should be labeled with the subject “FY25 PSAP Grant Application”. **All application documents must be submitted as separate documents and in PDF format.**

3.2. Grant Application Form

Link to attachment: [FY25 NG911 PSAP Grant Application](#)

The Grant Application Form has six required components:

1. General applicant information, including primary and secondary contact information.
2. A project narrative describing the allowable grant activities and timelines.
3. Project budget detailing the allowable expenses for the grant activities to be performed.
4. A sustainability plan for maintaining grant-funded project(s) after the grant period has ended.
5. Standards Compliance Certification.
6. Additional applicant data.

3.3. Additional Application Documents

Additional Documentation for all Grant Projects:

- **Designated PSAP documentation** (e.g., county board resolution, meeting minutes with motion from Intergovernmental Cooperation Council)



- **Basic training plan**, including topics covered during the training
- **Continuity of operations plans**, including any alternate routing agreements
- **Joint Letter from PSAP and Land Information Office** that demonstrates support for coordination in NG9-1-1 implementation
- **Vendor quote(s) and other procurement documentation** to verify proposed project costs

Application Documents Required for Consolidation Projects:

- **Consolidation Plan**, detailing the technical and operational plans for consolidating two or more PSAPs and final operational organization following consolidation (not required for consolidation studies or assessments)
- **Letters of Support** from all agencies involved (required for all consolidation projects)

4. Evaluation and Award

4.1. Evaluation Process

Grant applications under this program are reviewed for completeness, applicant eligibility, and whether the proposed expenses are allowable and reasonable.

If requests for funding exceed the amount available in the fiscal year, grant applications will be scored competitively in the following areas:

- Are the proposed projects one of the **following funding priorities**?
 - NG9-1-1 capable Customer Premise Equipment (CPE), including call handling equipment and recording
 - PSAP site remediation for implementing an emergency services IP network (ESInet)
 - Advanced training and other related activities
 - Cybersecurity
 - CAD Interface Integration
 - CPE to CAD
 - CAD to CAD
 - CAD to 3rd Party
- Is the proposed project related to the consolidation of some or all functions of two or more PSAPs?
- Is the grant implementation timeline detailed and achievable within 18 months?
- Grant budget information, including whether the source of local match is identified and allowable.
- Joint PSAP/Land Information Office letter indicating full support and coordination between the entities.



4.2. Award Process

Applicants will be notified once an award decision has been made. The award documents will specify the awarded grant amount, including the local match amount required, the grant period of performance, and any special conditions that have been placed on the grant award.

Awardees must return award documents to interop@widma.gov prior to starting the grant project. All FY25 grant projects may begin no sooner than December 1st.

4.3. Reporting Requirements

If awarded a grant, your agency will be responsible for completing a progress report on a quarterly basis which will be due by the deadlines listed in the award package. A progress report form will be provided.

4.4. Reimbursement

One-time reimbursement will occur when you submit your closeout materials. Reimbursements will be paid in a paper check unless electronic means are requested specifically by the agency prior to the payment. Additional forms to enable ACH electronic payment will need to be completed. Exceptions may be made in the event of extreme financial hardship.

4.5. Reconsideration Process

Wis. Admin. Code DMA § 2.08 Reconsideration outlines the process for applicants to challenge any denial of funding under the PSAP Grant Program. Applicants may submit a request to DMA to reconsider awarding grant funds to the applicant. The request must be in writing and detail reason for overturning the original denial of grant funds.

The written request must be received by DMA within 30 days following the receipt of DMA's original grant award decision. DMA will provide notice of a final determination within 14 days.

4.6. Recordkeeping Requirements

Grant financial and administrative records shall be maintained by grantees for a period of no less than four (4) years following the date of the closure/audit of the grant award. Equipment records shall be maintained for a period of four (4) years following the final disposition, replacement, or transfer of the equipment. Grantees shall record all match earned by its agency, including all supporting documentation.

Grantees shall keep records of different state fiscal periods separately, identified, and maintained so that backup documentation may be readily located. Grantees are also obligated to protect records adequately against fire or other damage. When records are stored away from the grantee's principal office, a written index of the location of records stored should be on hand and available.



CONTACT INFORMATION

For general questions related to the PSAP Grant Program, please send an email to grant.grywalsky@widma.gov. If you experience difficulties with the email address above, please call [608] 888-5501.

