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Massachusetts State 911 Department Newsletter

Southeastern Vocational Technical High School



*Instructors: Left end-Jeffrey Bohning (SET Teacher), Right end-Kevin Lewis (State 911 Department Trainer)
Students from left to right (back row): Jordan Chmielinski, Bryan Texiera, Deshon Teixeira, Kiara Jones, Rafael Reis
(front row): Ciara Gonzalez, Abigail Quimby, Tayla Monteiro, Adrianna Doughtry, Nicole Fitzgibbon*

Once again, the Massachusetts State 911 Department participated in the Public Safety/Criminal Justice Program that is offered to a select group of students that attend the Southeastern Vocational Technical (SET) High School located in Easton, MA. The program is geared towards students seeking a career in Criminal Justice/Law Enforcement. Upon completion of the program, students will be certified in CPR/First Aid, Osha 10, Incident Command System (FEMA), National Incident Management System (FEMA), Citizens Emergency Response Training (FEMA), OSHA 40, APCO Public Safety Telecommunicator 1 version 7, and 9-1-1 equipment training.



From all of us at the State 911 Department, we would like to congratulate all of you on your accomplishments and wish you the best of luck in your future endeavors!

Updates from our Systems Division



Please remember to contact the State 911 Department for any moves, adds or changes to your PSAP. We always work with each PSAP to accommodate these requests, but it's critical for the State 911 Department to know as far in advance as possible what relocations, renovations or other changes you have on the horizon. If you have any such projects, please let us know by contacting Jeff Jeffers at jeff.jeffers@state.ma.us, or by phone at 508-821-7213.

Next Generation 9-1-1 News Flash



General Dynamics Information Technology (GDIT) and the State 911 Department continue to work on the start of the Next Generation 9-1-1 deployment. Now is a good time to review your PSAP contact form and confirm if the current PSAP Supervisor or Municipal Coordinator is the appropriate person to be the contact for the Next Generation 9-1-1 project. If there is someone else you would like to be the point of contact for the project, please send an email to Jeff Jeffers at jeff.jeffers@state.ma.us. If you have any questions on the Next Generation 9-1-1 project, please contact Tricia Pries at tricia.pries.@state.ma.us, or by phone at 508-821-7206.

Updates from our Fiscal Division

FEBRUARY



The State 911 Department has been asked to clarify what is meant by “in the process of obtaining such certification, in accordance with the requirements of the State 911 Department” as noted in section B: Personnel Costs under the FY 2016 Training Grant and EMD/Regulatory Compliance Grant. Training costs associated with new telecommunicators are eligible under the FY 2016 Training Grant and EMD/Regulatory Compliance Grant for the following classes only:

- 2 day 911 equipment and basic telecommunicator training offered by the State 911 Department; and
- 40 hours of Department-approved basic telecommunicator training.

In addition, PSAPs providing EMD through in-house certified EMD telecommunicators are eligible for costs associated with the following classes:

- Emergency Medical Dispatch certification; and
- CPR certification.

All other costs associated with training of new telecommunicators shall not be eligible prior to the date of certification as assigned by the State 911 Department’s Programs division. Once a new telecommunicator is certified, a PSAP may be eligible for costs associated with other approved trainings as a certified telecommunicator, provided the PSAP has not requested EMD/Regulatory Compliance Grant funding in categories A – D. If EMD/Regulatory Compliance Grant funding was awarded for category A, B, C, and/or D, additional training costs shall NOT be eligible.

Should you have any questions regarding eligibility under the Department’s grant programs, please contact Cindy Reynolds, Grants Specialist at 508-821-7299, or Karen Robitaille, Finance Director, at 508-821-7221.



The State 911 Department has recently experienced a delay in receiving certified mail from the postal service. It is, therefore, suggested that PSAPs refrain from sending grant applications and/or reimbursements via certified mail.



FY2016 Training Grant and EMD/Regulatory Compliance Grant and Support and Incentive Grant Applications are due on or before Friday, April 1, 2016.

Updates from our Training Division

Massachusetts State 911 Department Recognition of Outstanding Service Award

The State 911 Department is hosting a ceremony to recognize select members of our PSAPs for their participation in a project that has had a positive impact on public safety in your community.

This award is designed to recognize those individuals who have played a major role in the success of a project relevant to 9-1-1 communications through professionalism, initiative, diligence and forward thinking. We ask for your help in identifying the outstanding individuals from your 9-1-1 centers. This provides you the opportunity to publicly acknowledge a member of your communications or management staff for his or her role in the success of major project such as regionalization, consolidation of emergency services, installation of a new CAD or Radio system, or any other major project that has had a positive impact on 9-1-1 communications for your community.

The State 911 Department along with a select group of 9-1-1 professionals, will carefully review all applications. Once chosen, the award recipient and the recipient department will be notified. In April 2016, the recipients will be honored at a special event hosted by the State 911 Department.

Nomination forms can be found at www.mass.gov/e911 under news and updates. **Deadline for submittal is March 18, 2016.** If you have questions, please contact Monna Wallace, Programs Director, at monna.wallace@state.ma.us or by telephone at 508-821-7220.

Massachusetts Equipment Distribution Program



The Massachusetts Equipment Distribution Program (Mass EDP) offers a variety of adaptive telephones for Massachusetts residents with a permanent disability. There is a simple application process that verifies the applicant's residence and disability. If the applicant's annual income is \$50,000 or less, there is no charge for the telephone.

For an application or more information about Mass EDP, visit the website at www.mass.gov/massedp or call our customer service center at 1-800-300-5658 voice/TTY.

This month we are featuring the "The Clarity D704" cordless telephone. This particular phone is designed to assist people that are hard of hearing or have low vision.

THE CLARITY D704 CORDLESS TELEPHONE



Features

- Amplifies incoming sound to 40dB
- 4 customizable tone setting
- Minimizes background noises
- Easy to see high contrast numbers
- Backlit Keypad
- Large font and high contrast caller ID screen
- Speakerphone in the handset
- 10 speed dial memory numbers
- 100 name/number phonebook with 10 memory buttons
- Loud ringer quality/ 6 levels of ringer volume
- Large keypad and caller ID display light up as a bright visual ringer