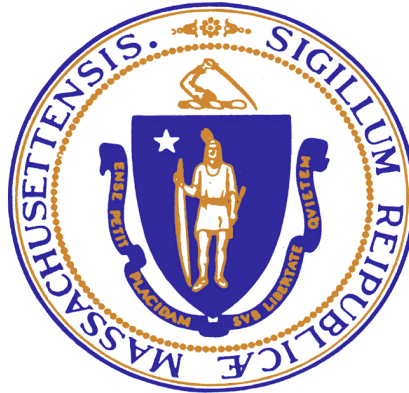


**Commonwealth of Massachusetts**  
**Executive Office of Public Safety and Security**  
**State 911 Department**



**State 911 Department**  
**Training Grant Guidelines**  
**Fiscal Year 2020**

**Charles D. Baker**  
**Governor**

**Thomas A. Turco, III**  
**Secretary, Executive Office of Public Safety and Security**

**Frank Pozniak**  
**Executive Director, State 911 Department**

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**[www.mass.gov/e911](http://www.mass.gov/e911)**

**All applications shall be mailed or hand delivered. No applications will be accepted via fax or email. All applications must be received by 5:00 P.M. on Friday, January 31, 2020.**

## State 911 Department Training Grant FY 2020

### **OVERVIEW** for the Fiscal Year 2020 State 911 Department Training Grant

The State 911 Department has revamped the Training Grant Program for FY 2020. The Training Grant is now a needs-based grant for training and certification of enhanced 911 telecommunicators in compliance with 560 CMR 5.0. and covers only costs associated with training and certification of enhanced 911 telecommunicators.

In addition, the Training Grant will continue to support the PSAP Leadership Scholarship Program, attendance at the State 911 Department Dispatch Academy and administrator backroom training as well as memberships to NENA, APCO and MCSA and conference registration fees to NENA, APCO and Navigator conferences. Further, the Training Grant now offers an additional incentive for Regional PSAPs and RECCs to support training needs.

Allocations are now determined by the PSAP/RECC based upon the training and certification needs of its enhanced 911 telecommunicators in compliance with 560 CMR 5.0. All eligible applicants will be required to complete the "Personnel Cost Worksheet" as part of its application.

Reimbursement of eligible expenses are now tied directly to the participant. For example, the vendor fee, personnel cost (straight or overtime), and/or travel time for the participant attending the course may be eligible for reimbursement. There is no longer a need to track replacement/backfill.

Please note:

Primary PSAPs and Regional Secondary PSAPs are eligible to apply for costs associated with a maximum of sixteen (16) hours of continuing education for its certified enhanced 911 telecommunicators for the fiscal year. Regional PSAPs, RECCs and Primary PSAPs with a 9-1-1 call volume of thirty-five thousand (35,000) or greater for calendar year 2018 (Boston, Brockton, Cambridge, Fall River, New Bedford, Springfield) are eligible to apply for costs associated with up to thirty-two (32) hours of continuing education for its certified enhanced 911 telecommunicators for the fiscal year.

Primary, Regional, Regional Secondary PSAP or RECC are eligible to apply for costs associated with a total of fifty six (56) hours for new enhanced 911 telecommunicators to complete a forty (40) hour Public Safety Telecommunicator course and sixteen (16) hours of 911 equipment training.

In addition, Primary, Regional, Regional Secondary PSAPs or RECCs who provide EMD with in-house certified enhanced 911 telecommunicators are eligible to apply for costs associated with up to thirty-two (32) hours of EMD training (hours based upon EMDPRS) and four (4) hours for CPR training.

## State 911 Department Training Grant FY 2020

Finally, costs associated with the purchase, installation, replacement, maintenance, and/or upgrade of software of a Primary, Regional, Regional Secondary PSAP or RECC's emergency medical dispatch protocol reference system (EMDPRS) are NOT eligible for funding under the Training Grant. These costs may be covered under the State 911 Department's Emergency Medical Dispatch Grant.

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## I. Introduction

Governor Charles D. Baker, Secretary of the Executive Office of Public Safety and Security Thomas A. Turco, III, and State 911 Department Executive Director Frank Pozniak are pleased to announce the Fiscal Year 2020 funding for the State 911 Department Training Grant.

The State 911 Department is a department within the Executive Office of Public Safety and Security and is responsible for administering the State 911 Department Training Grant. The State 911 Department is inviting eligible entities to submit applications for grant funds under the State 911 Department Training Grant. All information needed to apply is contained in these guidelines and application package.

The following guidelines have been developed for the State 911 Department Training Grant and are applicable for Fiscal Year 2020.

**The guidelines and funding levels will be reviewed annually by the State 911 Department and are subject to change, with Commission approval, with each funding cycle.**

**Note:** The Fiscal Year 2020 Grant will begin on July 1, 2019 and run through June 30, 2020. The “Effective Date” of the individual awards shall be determined in accordance with Section 1 of the Commonwealth Terms and Conditions, which provides as follows: “The effective start date of performance under a Contract shall be the date a Contract has been executed by an authorized signatory of the Contractor, the Department, a later date specified in the Contract or the date of any approvals required by law or regulations, whichever is later.” **There shall be no reimbursement for costs incurred prior to the Effective Date of the Contract, and all goods and services MUST be received on or before June 30, 2020.**

## II. Definitions

The following words and phrases, as used in this document and the related application package, shall have the following meaning, unless the context clearly requires otherwise.

Automatic Number Identification or ANI: an enhanced 911 service capability that allows for the automatic display of a telephone number used to place or route a 911 call.

Automatic Location Identification or ALI: an enhanced 911 service capability that allows for the automatic display of information relating to the geographical location of the communication device used to place a 911 call.

Cardiopulmonary resuscitation or CPR certification: a certification demonstrating successful completion of an American Red Cross, American Heart Association, or other cardiopulmonary resuscitation training and certification program that is approved by the Department.

Certified emergency medical dispatch resource or certified EMD resource: a limited secondary PSAP, primary PSAP, regional PSAP, regional secondary PSAP, secondary PSAP, RECC, wireless state police PSAP, or private safety department that is equipped to provide ANI and ALI displays and that is approved by the Department to provide emergency medical dispatch services for a PSAP or RECC through emergency medical dispatchers.

## State 911 Department Training Grant FY 2020

Commonwealth: the Commonwealth of Massachusetts.

Department: the State 911 Department.

Emergency Medical Dispatch or EMD: the management of requests for emergency medical assistance by utilizing a system of: (a) tiered response or priority dispatching of emergency medical resources based on the level of medical assistance needed by the victim; and (b) pre-arrival first aid or other medical instructions given by trained personnel responsible for receiving 911 calls and directly dispatching emergency response services.

Emergency Medical Dispatch Protocol Reference System or EMDPRS: a system approved by the Department that includes a protocol for emergency medical dispatcher response to calls, including structured caller questioning for patient condition, incident facts, and scene safety, pre-arrival instructions, post-dispatch instructions (such as first responder, basic life support and/or advanced life support), a continuous quality assurance program that measures compliance with the protocol through ongoing random case review of each emergency medical dispatcher.

Enhanced 911 Fund: the fund established under section 35JJ of Chapter 10 of the Massachusetts General Laws.

Enhanced 911 Telecommunicator: an individual who acts in the capacity of an enhanced 911 call taker.

Executive Director: the executive director of the State 911 Department.

Governmental Body: a state board, committee, special committee, subcommittee or commission, however created or constituted within the executive or legislative branch of the commonwealth or the governing board or body of any authority established by the general court to serve a public purpose in the commonwealth or any part thereof; a board, commission, committee or subcommittee of any district, city, region or town, however elected, appointed or otherwise constituted, and the governing board of a local housing, redevelopment or similar authority, provided that such entity currently operates a PSAP or RECC or seeks approval from the Department to operate a PSAP or RECC.

Grantee: an eligible applicant that has contracted with the State 911 Department to receive funds under the State 911 Department Training Grant. Only governmental bodies and municipalities are eligible to be grantees.

Limited Secondary PSAP: a facility equipped, at a minimum, with automatic number identification and automatic location information display or printout capability. It receives 911 calls only if transferred from the primary PSAP. Data sent to a limited secondary PSAP cannot be re-routed to another location and may not necessarily be transmitted simultaneously with the voice call.

Post-dispatch Instructions: case-specific advice, warnings, and treatments given by a certified emergency medical dispatcher whenever possible and appropriate after dispatching field responders in accordance with a Department-approved EMDPRS.

Pre-arrival Instructions: scripted medical instructions given whenever possible and appropriate to provide necessary assistance and control of the situation, including without limitation, potential life-saving instructions and post-dispatch instructions, prior to arrival of emergency medical services personnel in accordance with a Department-approved EMDPRS.

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Primary PSAP: a PSAP equipped with automatic number identification and automatic location identification displays, and is the first point of reception of a 911 call. It serves the municipality in which it is located.

Private Safety Department: an entity, except for a municipality or public safety department, that provides emergency police, fire, ambulance or medical services.

Public Safety Department: a functional division of a municipality or a state that provides firefighting, law enforcement, ambulance, medical or other emergency services.

Quality Assurance of EMD: a systematic program and services consisting of medical control, medical review, call review, call tracking, deficiency identification, and remediation of emergency medical dispatch personnel, policies and procedures.

Regional PSAP: a PSAP operated by or on behalf of 2 or more municipalities or governmental bodies, or combination thereof, approved by the department, for the operation of enhanced 911 call taking and call transfer activities. A regional PSAP may also be engaged in, by agreement, the dispatching or control of public safety resources serving some or all of the municipalities or governmental bodies that comprise the regional PSAP, including where services are provided by a private safety department. If the regional PSAP serves all such municipalities or governmental bodies for the operation of enhanced 911 call taking and call transfer activities and dispatch services including where some dispatch services are provided by a private safety department, it shall be considered a regional emergency communication center. The regional PSAP shall be equipped with automatic number identification and automatic location identification displays, as approved by the department, and is the first point of reception of a 911 call.

Regional Secondary PSAP: a facility operated by or on behalf of 3 or more municipalities or governmental bodies, or a combination thereof, approved by the department, that enter into an agreement for the establishment and provision of regional dispatch and coordination of either police, fire protection or emergency medical services, or any combination thereof. A regional secondary PSAP is equipped with automatic number identification and automatic location identification displays. It receives 911 calls only when transferred from a primary or regional PSAP or on an alternative routing basis when calls cannot be completed to the primary or regional PSAP.

Regional Emergency Communication Center or RECC: a facility operated by or on behalf of 2 or more municipalities or governmental bodies, or combination thereof, as approved by the Department, that enter into an agreement for the establishment and provision of regional dispatch and coordination of emergency services for all such municipalities or governmental bodies including, but not limited to, a regional PSAP that provides enhanced 911 service and police, fire protection, and emergency medical services dispatch, including services provided by a private safety department. The regional PSAP portion of the center shall be equipped with automatic number identification and automatic location identification displays, as approved by the department, and is the first point of reception of a 911 call.

Secondary PSAP: a PSAP equipped with automatic number identification and automatic location identification displays. It receives 911 calls only when they are transferred from the primary PSAP or on an alternative routing basis when calls cannot be completed to the primary PSAP.

Wireless State Police PSAP: a state police facility assigned the responsibility of primarily or entirely receiving wireless 911 calls and, as appropriate, dispatching emergency response services or transferring or relaying emergency 911 calls to other public or private safety departments or other PSAPs.

### **III. Eligibility**

All primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs are eligible to receive funding under the State 911 Department Training Grant.

Funding for the State 911 Department Training Grant originates from a portion of the surcharge revenues received pursuant to M.G.L. Chapter 6A, § 18H. For fiscal year 2020, \$4,616,305 of the total surcharge revenues of the previous fiscal year will be allocated to the State 911 Department Training Grant.

Funding in the amount of up to fifty thousand dollars (\$50,000) of the \$4,616,305 referenced above will be allocated to a PSAP executive development and leadership scholarship program to be known as the PSAP Leadership Scholarship Program. All primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs are eligible to apply for funding under the PSAP Leadership Scholarship Program. In addition, the State 911 Department will support the expenses of a scholarship recipient to attend the Navigator Conference should that person be selected to receive the David Connolly CCM Leadership Award or to support the attendance at an equivalent conference at which a leadership award is offered, as determined by the State 911 Department in its sole discretion.

Awards to grantees under the State 911 Department Training Grant will be disbursed according to applications received from PSAPs which document the level of funding needed by a PSAP to comply with the minimum certification requirements of 560 CMR 5.0, for participation in the State 911 Dispatch Academy and administrator backroom training.

In addition, Regional PSAPS, RECCs and Primary PSAPs with a 9-1-1 call volume of thirty-five thousand (35,000) or greater for calendar year 2018 (Boston, Brockton, Cambridge, Fall River, New Bedford, Springfield) may be eligible to apply for an additional sixteen (16) hours of training for its certified telecommunicators above the minimum sixteen (16) hours required under 560 CMR 5.0.

### **IV. Purpose**

The purpose of the State 911 Department Training Grant is to reimburse primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs for allowable expenses relating to the training and certification of enhanced 911 telecommunicators, including emergency medical dispatch programs as defined by 560 CMR 5.0

Primary PSAPs, regional PSAPs, and RECCs who transfer 911 calls to a secondary PSAP or limited secondary PSAP serving as the certified EMD resource may be reimbursed, for expenses relating to the training and certification of enhanced 911 telecommunicators located at such secondary PSAP or limited secondary PSAP, except that funding for expenses for EMD training and/or EMD certification of enhanced 911 telecommunicators located at such secondary PSAP will be authorized only for a secondary PSAP serving as the alternate PSAP for a primary PSAP or as a certified EMD resource for a primary PSAP, regional PSAP, or RECC or for a limited secondary PSAP that serves as the certified EMD resource for the applicant.

The State 911 Department reserves the right, in its sole discretion, to adjust the amount awarded under the State 911 Department Training Grant by the amount of available and unexpended funds under other State 911 Department grant programs.



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**No funding will be authorized under the State 911 Department Training Grant for expenses relating to EMD training or EMD certification of enhanced 911 telecommunicators at a primary PSAP, regional PSAP, or RECC if the PSAP or RECC provides emergency medical dispatch through a certified EMD resource.**

If an applicant/grantee seeks to change the manner in which the applicant/grantee complies with the minimum requirements governing emergency medical dispatch established by the State 911 Department, the grantee shall submit a written transition plan to the State 911 Department for approval. A transition plan is required if an applicant/grantee: 1) seeks to change the EMDPRS that is utilized by the applicant/grantee; 2) currently provides EMD through certified emergency medical dispatchers and seeks to provide EMD through a certified EMD resource; 3) currently provides EMD through a certified EMD resource and seeks to provide EMD through certified emergency medical dispatchers; or 4) seeks to change the certified EMD resource utilized by the applicant/grantee.

The transition plan shall address, at a minimum, the following:

- The current method by which the applicant/grantee provides EMD;
- The proposed method by which the applicant/grantee seeks to provide EMD (including proposed effective date);
- How the applicant/grantee shall ensure that it shall comply with the minimum requirements governing emergency medical dispatch established by the State 911 Department;
- The reasons for the proposed change and the potential for positive public safety benefits; and
- The fiscal impact of the proposed change, including without limitation, steps taken by the applicant/grantee to reduce the need for additional funding (e.g., reuse of EMD products previously funded under this Grant, etc.)

## **V. Use of Funding**

### **1. Categories of Use of Funds**

Grantees may only use grant funds for the purposes indicated below. Use of all grant funding shall be (a) related to the training and certification of enhanced 911 telecommunicators, except as otherwise expressly noted herein for administrator backroom training; and (b) approved by the State 911 Department. All wage reimbursements authorized under the Program shall be allocated by the grantee in adherence to applicable collective bargaining agreements. However, the State 911 Department is not bound by or required to adhere to grantee collective bargaining agreements when determining allocations or reimbursements.

**A.1. Fees:** Funding may be authorized for the expenses of live or online training courses, and certifications/recertifications to include applicable vendor fees, course registration fees, and instructor fees. Funding may be authorized for membership fees for the following national and industry-recognized professional organizations:

The Association of Public Safety Communications Officials (APCO)  
National Emergency Number Association (NENA)

and for membership fees (not to exceed one membership per PSAP or RECC) for the following professional organization:

Massachusetts Communications Supervisors Association (MCSA).

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Expenses associated with attendance at conferences will **NOT** be covered, except that funding may be authorized for conference registration fees only (but not for any other expenses associated with attendance) for APCO, NENA, and Navigator conferences.

### **A.2. PSAP Leadership Scholarship Program**

Funding for the PSAP Leadership Scholarship Program and/or equivalent conference at which a leadership award is offered shall be awarded by the State 911 Department in its sole discretion based on selection criteria established by the MCSA to be approved by the State 911 Department. Funding may be awarded for expenses associated with attendance at a State 911 Department-approved leadership scholarship program, not to exceed one person per PSAP, for persons who are certified as an enhanced 911 telecommunicator and employed by a primary PSAP, regional PSAP, regional secondary PSAP, or RECC. Expenses may include salary costs for the participant (straight time or overtime for classroom time and/or on-line coursework), course fees, airfare, lodging, meals (in accordance with Massachusetts "Redbook"), and other expenses, including car rental expenses, associated with attendance at a State 911 Department-approved leadership scholarship program. MCSA shall submit nominations to the State 911 Department on or before July 1, 2019. Additional information regarding the PSAP Leadership Scholarship Program is available on the MCSA website at [www.ma911.org](http://www.ma911.org). In addition, the State 911 Department will support the expenses of a scholarship recipient to attend the Navigator Conference should that person be selected to receive the David Connolly CCM Leadership Award or to support attendance at an equivalent conference at which a leadership award is offered, as determined by the State 911 Department in its sole discretion.

**B. Personnel Costs:** Funding may be authorized to defray the costs of salary of enhanced 911 telecommunicator personnel, including enhanced 911 telecommunicators who are emergency communications dispatchers or supervisors. In order to be eligible for such funding, a grantee shall show that the personnel costs to be reimbursed: (1) cover only personnel who are trained and certified as an enhanced 911 telecommunicator in accordance with the requirements of the State 911 Department, or are in the process of obtaining such certification, in accordance with the requirements of the State 911 Department; and (2) except as otherwise approved by the State 911 Department are solely for hours in which funding shall be assigned to specific identified personnel, and the funding shall be applied to the personnel costs associated with such specific identified personnel.

These costs may include:

- straight time or overtime expenses for participants to meet the minimum training and certification requirements for enhanced 911 telecommunicators and minimum training requirements governing emergency medical dispatch established by the State 911 Department;
- straight time or overtime expenses for participants for attendance at the State 911 Department Dispatch Academy; and
- associated fringe benefits and/or indirect costs as applied by a municipality or the Commonwealth

Grantees will be reimbursed for classroom hours and reasonable travel time only, except that, with respect to approved in-house training courses conducted by PSAPs, funding may be authorized for course trainer preparation time. Reimbursement for such course trainer preparation time shall not exceed twenty (20) per cent of the number of course hours and shall be supported by detailed documentation, including but not limited to, a detailed description of the dates, times, and nature of the course trainer preparation activity. Travel time, where applicable, will be verified utilizing a recognized mileage guide such as mapquest.com. Eligible travel time will be calculated by determining the round trip travel time from the PSAP to the training location, rounded up to the nearest quarter hour. Funding

## State 911 Department Training Grant FY 2020

for personnel costs for participation in on-line training courses may be authorized for up to one (1) additional hour per person per year, with supporting documentation from the participant's supervisor.

**Administrator Backroom Training:** Funding may be authorized for personnel costs for employees of the applicant for administrator backroom training on the use and operation of 911 equipment, including but not limited to, the operation and use of digital logging recorders and the Next Generation 911 system, not to exceed forty (40) hours per PSAP annually. The grantee shall submit supporting documentation from the PSAP supervisor attesting that the training and hours are for personnel whose job duties include the operation and use of the 911 equipment for which training is sought. To the extent that the applicant has additional training needs, the State 911 Department will make every effort to conduct on-site training.

Certified enhanced 911 telecommunicators or new personnel working toward obtaining such certification for whom reimbursement requests are submitted shall be identified on the Personnel Costs Worksheet submitted with the Application Package. A PSAP may add a certified enhanced 911 telecommunicator or new personnel working toward such certification following the award of the grant by submitting a request from the Grantee's authorized signatory to [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov). Said request shall be submitted by an authorized signatory and contain the information noted on the Personnel Costs Worksheet contained submitted with the Application Package and shall provide documentation of the required certifications received from attendance at courses hosted by an entity other than the State 911 Department. The State 911 Department will review the request and advise, in writing, whether or not the request has been approved.

**C. Training Materials and Other Products:** Funding may be authorized for the purchase, installation, replacement, maintenance, and /or upgrade of software and other products related to the certification and training of enhanced 911 telecommunicators, including but not limited to, call handling guide cards, call handling software, skill and ability testing software, and additional related training materials such as books and guides. No funding will be available for equipment, hardware, or internet service, unless otherwise approved by the State 911 Department in its sole discretion. Funding for replacement of training software and other products previously funded under the State 911 Department Grant programs will be authorized only for good cause shown. Funding for EMD protocol reference systems are NOT eligible for funding under the Training Grant.

All technology or telecommunications related goods or services must be compliant with applicable laws, rules, regulations, and standards. Grantees shall specify that they have referenced <https://www.mass.gov/it-accessibility>, <https://www.access-board.gov/>, the Massachusetts Architectural Access Board regulations at <https://www.mass.gov/orgs/architectural-access-board>, and the Massachusetts Office on Disability standards and best practices at <https://www.mass.gov/disability-rights-resources> to determine what laws, rules, and standards apply and what efforts they have made to ensure specific compliance therewith. Failure to adequately ascertain compliance will result in denial of funding for the requested goods or services.

**D. Lodging:** Funding for lodging expenses may be authorized for participation in training courses that are scheduled for two (2) or more consecutive days and the distance of which is equal to or greater than ninety (90) miles away from where travel originates. Lodging expenses may only be authorized for nights of stay that occur between consecutive training course days, except with the prior WRITTEN approval of the State 911 Department *prior to travel* where (1) travel originates from the Islands of Martha's Vineyard and/or Nantucket; or (2) in cases of extreme hardship; or (3) unless otherwise approved by the State 911 Department in its sole discretion. Travel distance for lodging will be calculated using the place of employment as the origination point and will be verified utilizing a recognized mileage guide such as mapquest.com.

## State 911 Department Training Grant FY 2020

Grantees are advised that failure to obtain prior express WRITTEN authorization from the State 911 Department may result in denial of reimbursement of any and all expenses associated with lodging.

**All goods and services shall be received on or before June 30, 2020 to be eligible for reimbursement under the Fiscal Year 2020 State 911 Department Training Grant.**

### **2. Training Courses**

Funding will be available for training courses, including approved on-line training, as follows: (a) courses, certifications, and training hosted by or offered by the State 911 Department; and (b) courses, certifications, and training directly related to 911 communications hosted by other entities.

#### **A. Training Courses Hosted or Offered by the State 911 Department**

The State 911 Department will host or offer the State 911 Department Public Safety Communications Academy, modules, equipment training, emergency medical dispatch training, and other training throughout the grant period (July 1 – June 30). All courses, certifications, and training hosted or offered by the State 911 Department are free of charge. No vendor fees will be charged to participants. Funding may be authorized for reimbursement of personnel costs and lodging expenses, if applicable, to attend academies, modules, equipment courses, certifications, and other training hosted or offered by the State 911 Department. Please visit [www.mass.gov/e911](http://www.mass.gov/e911) to view a schedule of training classes and programs directly hosted or offered by the State 911 Department.

#### **B. Training Courses Hosted by Entities other than the State 911 Department**

Reimbursement may be authorized for personnel costs, vendor fees, and lodging expenses, if applicable, to attend approved training courses including in-house training courses conducted by PSAPs, with appropriate documentation from the PSAP supervisor attesting to the training and hours, that are directly related to 911 communications. In-house training may include quality assurance of emergency medical dispatch in order to meet the minimum requirements governing emergency medical dispatch established by the State 911 Department.

The State 911 Department has compiled a listing of courses previously requested by PSAPs and authorized by the Department. All courses found on this list are considered to be approved and no further advance written authorization from the State 911 Department is required. This list is not intended to limit training opportunities but is merely provided as a resource to Grantees. The link to the current list of approved training courses may be found at Appendix A – Current List of Approved Training Courses. Please note that this list is subject to change. Classes may be added or removed by the State 911 Department. As this list of training courses is compiled from requests received from Grantees for training courses, Grantees are encouraged to periodically visit [www.mass.gov/e911](http://www.mass.gov/e911) for an updated list. Please note this list is not intended to support or promote course providers, it is merely a compilation of courses requested by Grantees and reviewed and approved by the State 911 Department. Only Grantees and not vendors are permitted to submit courses for consideration of approval. The State 911 Department- approved continuing education training opportunities may be found at Appendix B- Continuing Education.

Grantees are encouraged to seek additional training opportunities and submit the sponsor of the course, vendor name, course curriculum, agenda, or syllabus, course location, and course cost to the State 911 Department for approval. Requests for funds for in-house training shall also include the name of the instructor, the credentials of the instructor, and the target audience. Requests for funds for in-house

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training must be requested each grant cycle, and authorization for such funding for a prior grant cycle does not constitute approval for a subsequent grant cycle. Requests for funds for in-house training shall be submitted utilizing the Communications In-House Training Outline form available on the State 911 Department's website at [www.mass.gov/e911](http://www.mass.gov/e911). Such requests shall be submitted by Grantee's authorized signatory at least twenty-one (21) days prior to the commencement of the course via email to [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov). Although the State 911 Department will endeavor to provide authorization or denial of authorization to the PSAP within ten (10) business days of the request, failure of the State 911 Department to respond within such ten (10) business days does not confer authorization. No authorization for reimbursement will be made without the prior express written approval of the State 911 Department.

Grantees are advised that failure to obtain prior express WRITTEN authorization from the State 911 Department for costs associated with any training course that is not listed on the Approved Training Course List may result in denial of reimbursement of any and all costs associated with the training.

## VI. Application Process

All applicants shall submit to the State 911 Department one (1) original of the completed application, a fully executed Commonwealth of Massachusetts Contract Authorized Signatory Listing Form, including notary page(s) and completion of the highlighted areas of the Commonwealth's Standard Contract Form signed by an authorized signatory for the grant.

**THE APPLICATION SHALL NOT BE DOUBLE SIDED.**

**All applications shall be signed and submitted by an authorized signatory of the applicant.**

All applications must be mailed or hand-delivered to the address below. No applications will be accepted via fax or email.

**State 911 Department  
151 Campanelli Drive, Suite A  
Middleborough, MA 02346**

**ALL GRANT APPLICATIONS SHALL BE RECEIVED BY THE STATE 911 DEPARTMENT  
NO LATER THAN 5:00 P.M. ON FRIDAY, JANUARY 31, 2020.**

The State 911 Department reserves the right, in its sole discretion, to extend the application deadline.

## VII. Grant Review and Selection Process

The State 911 Department staff will review all applications and make selection recommendations to the Executive Director or his designee. The State 911 Department staff will use its best efforts to review grant applications and to take the following action within fifteen (15) business days of receipt of the grant application: 1) request additional information from the applicant in the event that the grant application is not complete; 2) recommend approval of the grant; or 3) recommend denial of the grant, in part or in its entirety. If the State 911 Department staff determines, based upon its review of the grant application, that the grant application is not complete, the State 911 Department will notify the applicant by telephone and/or e-mail of the need to provide additional information and will notify the applicant that such additional information shall be provided to the State 911 Department staff. If the applicant fails to provide the requested information necessary to complete the application, the State 911 Department may consider the application closed and return the application to the applicant. If the

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application is closed and returned to the applicant, the applicant may resubmit the application, in which case the application will be considered a new application, and the review period will begin again.

Any denial of a grant application, in whole or in part, may be appealed to the Executive Director, or his designee, with supporting documentation. The Executive Director will use his best efforts to respond to the appeal within five (5) business days. All decisions of the Executive Director are final.

The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above allocations or timelines. A Primary PSAP, Regional PSAP, Regional Secondary PSAP or RECC may petition the Executive Director for funding to support training above and beyond that minimally required under 560 CMR 5.0 or otherwise supported under these guidelines. Said petition shall include supporting documentation detailing the immediate need and funding level being requested. The Executive Director, if approved, reserves the right to limit such funding to only those additional costs that may be incurred by the Primary PSAP, Regional PSAP, Regional Secondary PSAP or RECC. For example, straight time cost for the participant may not be an eligible expense as this is not an additional cost to the PSAPs overall operational budget.

Adherence to the conditions detailed within the grant application package and other factors will be considered. These factors include:

- A reasonable and properly completed application;
- Applicant's adherence to filing requirements of the PSAP/RECC Annual Certification of Compliance; and
- Applicant's adherence to Grant Guidelines and Reporting Requirements.

## **VIII. Grant Funding Process**

Upon completion of the grant review and selection process, the State 911 Department will enter into contracts with approved applicants. After contract execution, the grantee can incur costs and seek reimbursement from the State 911 Department, provided that all award conditions have been satisfied.

- All funding is subject to the availability of funds.
- Grantees shall maintain and retain accounting and other records of Grant-related information as required by applicable state and local laws and regulations. Such records shall be subject to examination, audit and inspection by the State 911 Department and/or any other federal, state, or local agency that has appropriate jurisdictional authority.
- The State 911 Department reserves the right to withhold future grant funding and/or disqualify grantee from participating in future grant awards if any grant funds received by the grantee are not properly accounted for or if the grantee fails to meet reporting requirements, including without limitation, reporting and/or certification requirements set forth in regulations and/or standards established by the State 911 Department.
- The State 911 Department may reimburse grantees for allowable expenses associated with fees incurred for training commenced but not completed during Fiscal Year 2020 (e.g., fees associated with long-term courses commenced but not completed during Fiscal Year 2020) or for expenses associated with attendance at a State 911 Department-approved leadership scholarship program. Funding of reimbursement requests received more than two (2) months after the close of the fiscal year under which the costs were incurred cannot be guaranteed.



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- After contract execution, the grantee is permitted to move funding between authorized categories noted in these guidelines for eligible items without requesting prior approval from the State 911 Department.

The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above timelines.

All State 911 Department Training Grant forms will be made available at [www.mass.gov/e911](http://www.mass.gov/e911).

### Reimbursement Process

#### A. Reimbursement for Expenses Incurred

After contract execution, the grantee can incur costs and seek reimbursement from the Department. Approval of reimbursement at the time of contract execution is conditioned on the reasonableness of the request and adequacy of documentation at the time funds are to be released.

**Reimbursement requests should be submitted to the Department within thirty (30) days of the date on which the cost is incurred.** Failure to submit requests within the noted timeframe may result in a delay of the funding process as detailed above. Reimbursement requests must include expenditure and activity reports as well as supporting documentation, including but not limited to, copies of receipts, proof of payment, proof of course completion, and/or payroll records. **All reimbursement requests shall be submitted within two (2) months of the contract end date.** PSAPs are advised that the Department is unable to guarantee funding for reimbursement requests received more than two (2) months after the close of the fiscal year under which costs were incurred.

For personnel costs, proof of payment shall include the individual name, pay period, pay date, rate of pay, number of hours paid and the total amount paid. As an example, the supporting documentation may be a copy of the payroll register/report from the city or town or copies of pay advices for the employee. Please note that the payroll register/report does not need to segregate the “grant” costs, it simply needs to show payment to the individual for at least the amount of the requested reimbursement. In addition, proof of course completion (class roster or course certificate) is required for reimbursement of personnel expenses.

For vendor payments, proof of payment shall include the check/electronic funds transfer (“eft”) number, the date of payment, the vendor name, and the amount of payment. As an example, the supporting documentation may be a copy of the check, cancelled check, or check warrant report. If the amount of the check is greater than the amount being requested, a breakdown of the payment should be provided to properly support the costs being requested. In addition, proof of course completion (class roster or course certificate) and/or conference attendance (certificate or registration badge) is required for reimbursement of vendor fees.

Reimbursement forms shall be signed by grantee’s authorized signatory and submitted to the State 911 Department by mail. Electronic signatures or fax copies of these forms will not be accepted. Original signatures are required. Please be sure to notify your Municipal Treasurer’s/Finance Office as all payments will be issued to that office.

All State 911 Department Grant Program reimbursement forms will be made available at [www.mass.gov/e911](http://www.mass.gov/e911).

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### **B. Release of Funding to Grantees for Anticipated Expenditures**

The Department may disburse grant funds for anticipated expenditures as detailed below.

State Agencies: In compliance with Massachusetts finance law and regulations, funds may be disbursed, up to twenty-five percent (25%), upon execution of an intergovernmental service agreement (“ISA”) for state agencies hosting a PSAP. State agencies shall be required to submit the same level of documentation as detailed in Section VIII “Grant Funding Process” subsection A “Reimbursement for Expenses Incurred.” Failure to submit documentation in compliance with these grant guidelines may result in suspension or cancellation of the ISA and/or delays in future funding. Expenses identified by the State 911 Department as ineligible under this grant shall be removed from the child account within ten (10) business days of receipt of notification of ineligible expenses.

The State 911 Department staff will review all reimbursement requests and make selection recommendations to the Executive Director or his designee. The State 911 Department staff will use its best efforts to review reimbursement requests and take action within thirty (30) business days of receipt of the reimbursement request.

The State 911 Department will provide a letter of explanation with all reimbursement requests that are returned to a grantee. The State 911 Department will also notify, via e-mail, the authorized signatory(ies) for a grantee of all payments processed. In the event that a payment is processed for an amount less than that requested, the reason(s) for such reduction will be noted on the reimbursement forms that will be provided with the payment notification.

Any denial of a reimbursement request, in whole or in part, may be appealed to the Executive Director, or his designee, with supporting documentation. The Executive Director will use his best efforts to respond to the appeal within five (5) business days. All decisions of the Executive Director for reimbursement requests under the State 911 Department Training are final.

**The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above timeframes.**

## **IX. Assistance**

**The Fiscal Year 2020 State 911 Department Training Grant Application Package is available on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911).**

A sample application form is posted on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911).

For assistance, please contact the State 911 Grants Management Specialist, Cindy Reynolds, at 508-821-7299 or [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov).



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For additional assistance, please refer to the following State 911 Department contact list:

| <b>Name</b>       | <b>Resource</b>   | <b>Contact Number</b> | <b>E-Mail</b>  |
|-------------------|---|-----------------------|--|
| Cindy Reynolds    | Questions regarding application process                                       | 508-821-7299          | <a href="mailto:911DeptGrants@mass.gov">911DeptGrants@mass.gov</a>         |
| Michelle Hallahan | Questions regarding eligibility and process for reimbursements                | 508-821-7216          | <a href="mailto:Michelle.Hallahan@mass.gov">Michelle.Hallahan@mass.gov</a> |
| Monna Wallace     | Questions regarding training, certification, and compliance with 560 CMR 5.00 | 508-821-7220          | <a href="mailto:Monna.Wallace@mass.gov">Monna.Wallace@mass.gov</a>         |
| Cathy Rodriguez   | Questions regarding training scheduling and training opportunities            | 508-821-7217          | <a href="mailto:Cathy.Rodriguez@mass.gov">Cathy.Rodriguez@mass.gov</a>     |
| Venus Wheeler     | Questions regarding training scheduling and training opportunities            | 508-821-7201          | <a href="mailto:Venus.Wheeler@mass.gov">Venus.Wheeler@mass.gov</a>         |

All applications shall be submitted to:

**State 911 Department  
151 Campanelli Drive, Suite A  
Middleborough, MA 02346**

**Appendix A – Current List of Approved Training Courses**

The current list of approved training courses is available on the State 911 Department's website at:  
<https://www.mass.gov/doc/approved-training-course-list>.

## **Appendix B - Continuing Education**

Pursuant to the provisions of 560 CMR 5.00, commencing July 1, 2012, in order to maintain certification as an enhanced 911 telecommunicator, a certified enhanced 911 telecommunicator shall successfully complete a minimum of sixteen (16) hours of State 911 Department-approved continuing education annually, or the equivalent thereof as approved by the Department.

**Funding under the State 911 Department Training Grant is limited to sixteen (16) hours or thirty-two (32) hours for Regional PSAPs, RECCs, and Primary PSAPs with a 9-1-1 call volume of thirty-five thousand (35,000) or greater for calendar year 2018 (Boston, Brockton, Cambridge, Fall River, New Bedford, Springfield) of State 911 Department-approved continuing education annually, for participation in the State 911 Dispatch Academy and administrator backroom training.**

The following are State 911 Department-approved continuing education training opportunities:

- Courses set forth in the approved course listing posted on the State 911 Department's website at [www.mass.gov/e911](http://www.mass.gov/e911) ;
- Additional courses approved by the State 911 Department. Request for approval may be submitted to the State 911 Department for approval, together with the sponsor of the course; vendor name; course curriculum, agenda, or syllabus; course location, and course cost by e-mailing the request to: [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov); PSAPs are encouraged to utilize the State 911 Department's Communications In-House Training Outline form;
- CPR and EMD certification by a vendor approved by the State 911 Department to provide EMD training, certification, and recertification courses in order to meet the State 911 Department requirements; and
- State 911 Department Public Safety Academy training.

Please note that this list is subject to change.

## **Appendix C – Annual Certification of Compliance**

Copies of the State 911 Department's Regulations Establishing Certification Requirements for Enhanced 911 Telecommunicators, Governing Emergency Medical Dispatch, and Establishing 911 Call Handling Procedures ("the regulations") are available on the State 911 Department's website at [www.mass.gov/e911](http://www.mass.gov/e911). Also available on the website are a summary of the regulations, answers to frequently asked questions and forms.

**IMPORTANT REMINDER:** Pursuant to the regulations, each primary PSAP, regional secondary PSAP (except if operated by a private safety department), secondary PSAP (except if operated by a private safety department), RECC, and wireless state police PSAP is required to submit a PSAP/RECC Annual Certification of Compliance Form to the State 911 Department. The form is posted on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911). The form must be mailed to the address on the form and is due on or before the due date set forth in the form.

Please note that funding under the State 911 Department Training Grant shall not be awarded until the Grantee has received the State 911 Department's written approval of the Grantee's PSAP/RECC Annual Certification of Compliance Form.