

Massachusetts State 911 Department June 2022 Newsletter

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Issue 6

Volume 10



Foxborough Fire Chief Michael Kelleher, Chief Robert Silvia, Taunton Fire Chief Tim Bradshaw, & State Fire Marshal Peter Ostroskey



Undersecretary of Forensic Science & Technology Kerry Collins, Chief Robert Silvia, & State 911 Executive Director Frank Pozniak

On Thursday, June 2, 2022 retired Cohasset Fire Chief Robert Silvia was recognized at the State 911 Commission meeting for his 9-years of dedicated service to the Commission. Chief Silvia served as the Commission's Vice-Chairperson for the last five years and was a member for four years prior. After an impressive 42-year career with the Cohasset Fire Department, Chief Silvia retired in April of 2022.

*On behalf of Executive Director Frank Pozniak and all of the Staff at the State 911 Department, we would like to say **THANK YOU** to Chief Silvia for his service and express our best wishes in his retirement.*

Congratulations!

Middle School Outreach Event!




On Monday, June 6, 2022 State 911 Public Education Coordinator Katie Sylvia had the pleasure of joining forces with the Great Barrington Police Department to give a presentation on 9-1-1 to the fifth grade students at the W.E.B. Du Bois Regional Middle School.

The students were educated on Text-to-911 and the Silent Call Procedure, as well as the importance of calling 9-1-1 in an emergency, the questions the telecommunicator may ask during a call for service, and not disconnecting on a misdial to 9-1-1. Katie answered questions and provided educational handouts for the students to bring home and share with their families.

Thank you Chief Storti, Great Barrington PD, and Assistant Principal Miles Wheat for inviting Katie to present at your school. We look forward to joining forces again next fall!

MASSACHUSETTS PSAPS WE NEED YOUR HELP

A close-up photograph of a person's hand holding a silver pen, positioned as if they are about to write or have just finished writing. The hand is on the right side of the frame, and the pen is pointing towards the text below.

The State 911 Department is looking for the opportunity to provide outreach materials and do live presentations on 9-1-1, the Silent Call Procedure, and Text-to 9-1-1 at Massachusetts Middle and High Schools beginning in Fall 2022. As always, we will continue to distribute our 9-1-1 Kids material to grades K-4 and would appreciate information for those schools as well.

If you have contact information for schools in your area that are interested in educating students on 9-1-1 please share it with us by emailing Katelyn.A.Sylvia@mass.gov. Thank you!

Department of Public Health (DPH) 988 Implementation in Massachusetts Virtual Training Opportunities

In the year 2020, Congress designated a new 3-digit code “988” to route emotionally distressed callers to the already existing National Suicide Prevention Lifeline. 988 will go live across the State of Massachusetts on July 16, 2022. DPH invites you to attend one of the open to the public informational virtual webinars listed below to learn about what this change means for emotionally distressed callers, the benefits of 988, and how the State of Massachusetts is preparing for the change.

• June 30, 2022	10:00AM-11:00AM
• July 6, 2022	11:00AM-12:00PM
• July 7, 2022	2:00PM-3:00PM

For more information or to register for an upcoming webinar, please visit DPH’s [training calendar](#) link.



welcome TO THE TEAM

Laurie Lemaire has joined the Programs team!

Please welcome Laurie Lemaire the newest addition to our Programs team. Laurie will be working with Cathy Rodriguez and Venus Wheeler scheduling classes and assisting our PSAPs with their training needs.

Laurie can be reached at 911training@mass.gov.

MEET OUR INTERNS

The State 911 Department is very pleased to introduce our three new interns who will be working with us for the upcoming summer months.

(Pictured L/R): Chris Flynn is a recent graduate of UMASS Lowell where he obtained a Bachelor's Degree in Criminal Justice. Sarah Cahill and Robert Lee are students currently enrolled at Fitchburg State University where they are working towards obtaining Bachelor's Degrees in Criminal Justice.

Chris, Sarah, and Robert are looking forward to getting to know the Department, our PSAP community, and participate in summer outreach events. Each bring a strong and diverse background to our Department. We are excited to welcome them and are looking forward to our time together.



IMPORTANT

State 911 Department Training Dress Code

Please be advised that the Department's Training Dress Code has been included as part of all applications for training and will be included with your class confirmations moving forward. **Please make sure that all student attending training receive this information.**



NG9-1-1 Refresher and Continuing Education



Sixteen hours of continuing education is required for all certified enhanced 9-1-1 telecommunicators each year.

When was the last time your PSAP personnel attended a class on NG9-1-1?

Does everyone have a good understanding of the enhancements that have been implemented in the last seven years?

Why is the Department's 8-hour NG9-1-1 Refresher course a good idea for your PSAP?

- It helps foster a culture of continuous learning.
- It helps promote excellence in employees by keeping important knowledge fresh and current to the technology changes.
- It updates and reminds learners about important but less seldom-used tools and information, so they are not caught off-guard in a time of need.
- It helps increase efficiency in use of the applications, where using features become second nature and trains our memory.
- It helps learners to identify skills gaps and training needs, which can lead to a reduction in possible mistakes.
- It helps your department achieve compliance.

If you or members of your department are interested in attending refresher class, please send an email to 911training@mass.gov and complete the Refresher Training application available on our website.

40-hour Basic Telecommunicator Training Options

The Programs Division would like to remind everyone that there are multiple options available to receive the 40-hour Basic Telecommunicator Training and meet the mandatory certification necessary to become a certified telecommunicator in Massachusetts. Options can include:



- **5-day APCO Public Safety Telecommunicator (PST) course taught by State 911 Department Instructors.** *Class dates and locations are posted on our website through December 2022.*
- **Department-approved basic telecommunicator courses listed on the State 911 Department Approved Course List** at www.mass.gov/lists/view-state-911-department-approved-courses
- **Create and obtain Department-approval for an in-house basic telecommunicator course.** If your agency would like to develop an in-house basic telecommunicator course to meet the 40-hour requirement, this can be achieved using the PSAP In-House Training process. A lesson plan must be created outlining the topics and course content to be covered in the 40-hour curriculum, then submitted to 911deptgrants@mass.gov. The lesson plan will be sent to Monna Wallace, Programs Director for approval. If you have any questions about developing a 40-hour in-house basic telecommunicator course, please contact Monna Wallace. The information for our PSAP In-house Training process can be found on our website at <https://www.mass.gov/service-details/view-e9-1-1-upcoming-classes>. You must scroll to the bottom of this page.



As we wrap up another fiscal year, a few reminders to assist as you prepare your final reimbursement submissions under the FY 2022 grant programs.

- Conferences – only the registration fee for eligible conferences is covered under the Training Grant. Personnel time and any other costs associated with attendance at the conference is not eligible.
- All goods and services must be received on or before June 30, 2022 to be eligible under the FY 2022 grant programs.
- Refrain from making adjustment to the reimbursement financial forms as published. Add rows/columns to the forms may make the information illegible and/or result in calculation errors.
- **Deadline** for submission of FY 2022 reimbursements for all grants expiring on June 30, 2022 is **July 31, 2022**.



Mark your calendars!

- The Department will host a **virtual application workshop** on the third Monday of every month at 11:00 am. The next reimbursement workshop will be held on Monday, July 18, 2022, at 11:00 a.m.
- The Department will host a **virtual reimbursement workshop** on the third Wednesday of every month at 11:00 am. The next reimbursement workshop will be held on Wednesday, July 20, 2022, at 11:00 a.m.

E-mail 911DeptGrants@mass.gov to register or visit “Events” on our website to join a session.



If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at Karen.Robitaille@mass.gov.

CONGRATS!

The State 911 Department wishes to extend its congratulations to the FY 2023 PSAP Leadership Scholarship recipients. This year's recipients are:

Michael Gethin, South Shore Regional Emergency Communications Center
Peter Kinnas, Nashoba Valley Regional Dispatch District
Khristy Lord, Western Massachusetts Emergency Communications District
James Officer, Gloucester Police Department
William Santiago, Springfield Emergency Communications Center
Donald Tryon, Massachusetts State Police, Northampton

Updates from our Systems Division

NENA 2022 Conference & Expo — Louisville, Kentucky

Earlier this month, State 911 Department Systems Analyst Charlie Ashworth and Comtech representatives Melissa Liebert and Chad Brothers presented *"The Devil is in the Details: An ECRF Experience"* in Louisville, Kentucky at the NENA 2022 Conference. The presentation discussed with the attendees the implementation of NG9-1-1 in Massachusetts, the intended purpose of emergency call routing function (ECRF), practical outcomes, highlights, and dispelled common myths associated with the implementation of ECRF. Nicely done Charlie, Melissa, and Chad — thank you for your expertise.



Updates from MassEDP

Outreach Event!

On Tuesday, June 14, 2022 MassEDP Field Service Advisor (FSA) Chris Murphy and State 911 Public Education Coordinator Katie Sylvia attended the Worcester Tercentennial at the senior center to celebrate Worcester's 300th birthday. The event was very well attended with over 100 attendees. Chris and Katie shared information on MassEDP's program requirements, the application process, the equipment offered, Text-to-911, and the Silent Call Procedure. Thank you to the Worcester senior center for inviting us to attend your event!

If you, or your agency are interested in a MassEDP representative joining you for either an in-person, or a virtual upcoming outreach event, please email Katelyn Sylvia at Katelyn.A.Sylvia@mass.gov.

