

# Massachusetts State 911 Department January 2023 Newsletter



Issue 1

Volume 11

# 2023

# *Happy New Year!*

# NEWS

The 54th Public Safety Communications  
Academy will be held May 1, 2023—  
June 2, 2023 in Middleboro!



## 9-1-1 Spotlight: — Executive Director Anne Camaro — *Nashoba Valley Regional Emergency Communications Center*

The State 911 Department would like to send our sincerest congratulations to Nashoba Valley Regional Emergency Communications Center's Executive Director, Anne Camaro!

Last year, Anne decided to apply for one of APCO's Scholarships and was granted a scholarship to their Certified Public Safety Executive (CPE) Program. Earlier this month, after six months of online coursework and a two-week capstone, Anne completed the competitive program becoming part of a small number of other 9-1-1 professionals in Massachusetts that have done the same.

When asked for three main points she learned and plans to bring back to her Center Anne said, "You are how you lead, and the hardest person you'll ever lead is yourself; Don't confuse motion with progress, You can't lead a 21st Century Organization on a 20th Century Model; and in order to manage and implement change, You have to first establish trust within your organization."

Way to go Anne, and **THANK YOU** for your dedicated service to the world of 9-1-1.

### ***Congratulations! Job Well Done!***

## Updates from our Programs Division



*Kathleen Lee and Ziggy Szczawinski have joined our Training Team!*



Kathleen and Ziggy come to us each bringing a great deal of knowledge and experience.

Kathleen worked in the Wellesley PSAP and Ziggy in the Springfield PSAP, both for many years. In addition to their PSAP experience, they are bringing a great understanding of the current NG9-1-1 system.

Please join us in welcoming Kathleen and Ziggy to the State 911 Department!

## Behavioral Health Help Line (BHHL)

The BHHL went live on Tuesday, January 3, 2023, and is a valuable resource that can be used in times of a 9-1-1 caller requiring behavioral health assistance. The BHHL is now available 24/7/365 by calling or texting 833-773-2445 or online via chat at [masshelpline.com](https://masshelpline.com).

### 1. What are the differences between the Behavioral Health Help Line and the Suicide and Crisis Lifeline (9-8-8)?

#### BHHL

- Connect individuals and families to the full range of comprehensive treatment services for mental health and addiction offered in the Commonwealth, including outpatient, urgent and immediate crisis intervention.
- Provide real time, live clinical triage and service navigation in multiple languages 24/7.
- Collaborate with existing statewide services such as Mass211, BSAS Substance Use Helpline and 988, including protocols for connecting help seeker and raising awareness about the statewide toll-free behavioral health crisis line.

#### 988

- Non-clinical, compassionate, anonymous support for callers looking for suicidal crisis support or support for emotional distress.
  - Provide information on services including 211, Domestic Violence, and Substance Use Disorder providers, as appropriate.
  - Warm handoffs to Emergency Service Providers through the statewide hotline for crises deployment or to schedule an appointment.
  - 988 contacts 911/police only if a person's life is in danger.

### 2. What phone number(s) can one dial to reach the BHHL?

833-773-BHHL(2445).

### 3. Is there a separate/direct phone line for PSAPs to call to speak with a BHHL representative?

There is one line 833-773-BHHL (2445), that will always be answered by a BHHL representative.

### 4. Where do calls to the BHHL go? Is there more than one answering point?

All calls to the BHHL will be answered by experienced behavioral health representatives in and around Massachusetts. BHHL representatives will be answering from their remote locations or from the MA central Massachusetts Behavioral Health Partnership office.

### 5. Can the BHHL also handle suicide/crises calls, or will these be transferred to 9-8-8?

One of the main goals of the BHHL is to solution all calls in real time and complete follow up as needed. The BHHL will be able to manage suicide/crisis calls with an ability to direct outreach to Mobile Crisis Intervention and 911 as needed.

### 6. Under what circumstances might the BHHL contact 9-1-1 PSAPs requesting emergency services? What criteria must be met?

- Failure to obtain immediate care would place the caller's life, another's life, or property in jeopardy, or cause serious impairment of bodily functions.
- If caller is determined to be at imminent risk, BHHL will initiate the outreach to active rescue.
- Community dispatch safety assessment .

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**7. What information, if any, does the BHHL automatically receive upon receiving a call (phone number, phone provider, etc.)?**

*All information will have to be shared by the caller. BHHL representatives will be skilled in engagement to ensure that all pertinent demographic information is obtained expeditiously to properly support all calls.*

**8. What information will BHHL call takers attempt to obtain from caller’s who they determine need emergency services?**

*Full name; Age / DOB; Address; Any safety concerns / weapons in the home (where the caller is located); Any access issues with getting into the home (where the caller is located); If anyone is with them.*

**9. Does the BHHL have geolocation capabilities?**

*No. In life threatening circumstances, BHHL will contact the PSAPs for assistance.*

**10. Can the BHHL trace/ping phone numbers if needed?**

*No. In life threatening circumstances, BHHL will contact the PSAPs for assistance.*

**11. Will the BHHL ever transfer callers to PSAPs for emergency services? Yes.**

**Will they ever conference in callers?**

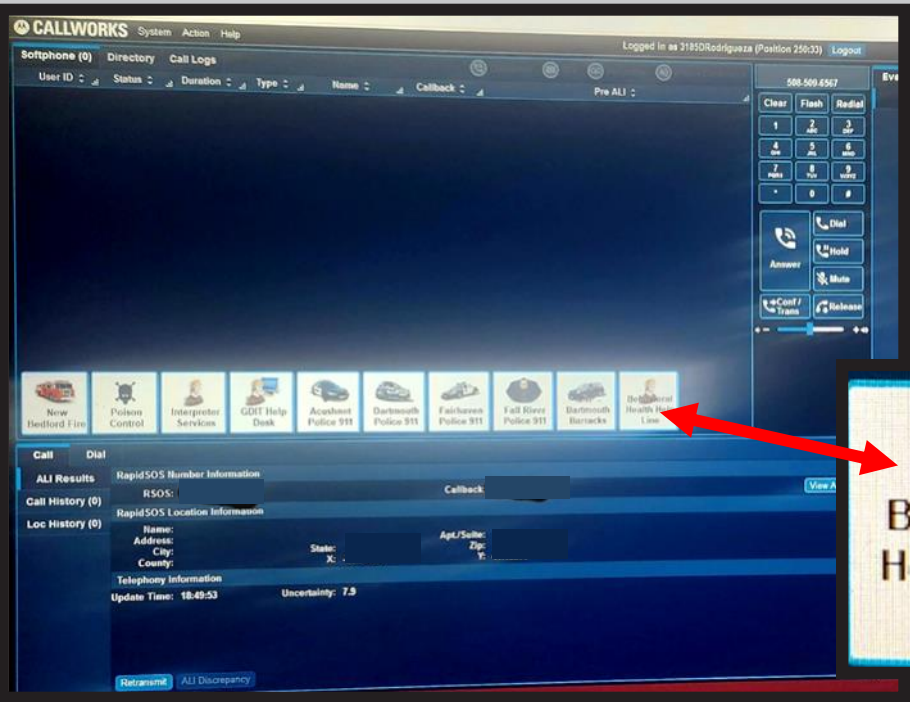
*Yes, all calls will be a warm transfer with the caller on the line.*

**Will they only relay information after the call is terminated?**

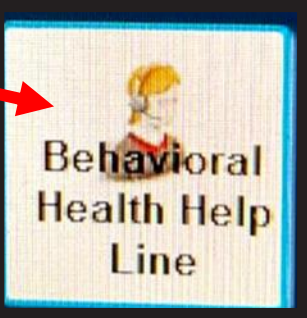
*No, as a part of the warm transfer, information needed will be shared before the call is terminated.*

**12. Is there an expectation for PSAPs to use the BHHL for non-exigent mental health crises (transfer calls placed directly to our centers to the BHHL instead of dispatching emergency services)?**

*There is no need to contact BHHL if the caller requires emergency services. Callers who do not present with an exigent mental health crisis can be transferred to the BHHL.*



9-1-1 can initiate assistance from BHHL as a conference call using the button titled “Behavioral Health Help Line” that has been added to the NG9-1-1 position. Please note, depending upon your PSAP and how many buttons you have on your positions, the BHHL button may wrap to the below rows.



Check your positions and make yourselves familiar with the location of the BHHL button.

# MASSACHUSETTS PSAPS WE NEED YOUR HELP

The State 911 Department is actively 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. We are calling on our PSAPs for assistance in getting us in touch with the schools in your area. If you wish to partner with our Department on either an in-person presentation at your school district, or through receiving materials via mail to be delivered to your School Resource Officers for distribution to the student population, please reach out to [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov). THANK YOU!

## LET US HELP!

### PSAP Job Opportunities

If you have a vacancy in your communications center and are looking for a way to share it with the public, we are here to help!

#### To post a job opening on our website:

1. Go to [www.mass.gov/e911](http://www.mass.gov/e911).
2. Click on **Information for Call Centers**.
3. Click on the **9-1-1 Communications Job Posting** link (located under all other tasks).
4. Download and complete the form.
5. Email the completed form to our Public Education Coordinator, Katelyn Sylvia at [Katelyn.a.sylvia@mass.gov](mailto:Katelyn.a.sylvia@mass.gov).

The State 911 Department is also happy to share all PSAP job openings to our Facebook page. To advertise your job opening on Facebook, please email Katelyn Sylvia at [Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).

## REMINDER

Please be reminded, we are actively searching for 9-1-1 telecommunicators that have done an exceptional job on a call for service to be our 9-1-1 spotlight.

If you have a telecommunicator you wish to nominate, please email the details of the call for service and a picture of the telecommunicator being spotlighted to Katie Sylvia at

[Katelyn.A.Sylvia@mass.gov](mailto:Katelyn.A.Sylvia@mass.gov).



Interested in applying for the FY 2024 Development Grant? Waddle on over to [www.mass.gov/e911](http://www.mass.gov/e911) where you will find the workshop presentation with helpful information, the guidelines and application. **Deadline** for submission is **5:00 PM** on **Thursday, March 2, 2023**. Applications received after the deadline cannot be accepted as this is a competitive grant.



Skate on into fiscal year 2024; submit your FY 2023 reimbursements now! Don't wait until the end of the fiscal year. Submitting reimbursements within 30 days of incurring costs is not only required under the guidelines but will assist your PSAP in closing out its fiscal year. Timely submission ensures timely reimbursement!



Need Assistance? The State 911 Department hosts reimbursement workshops the 3<sup>rd</sup> Wednesday of each month beginning at 11:00 am. The workshop runs for approximately 1.5 hours and provides an opportunity to review the required forms and get your questions answered. In addition, application workshops will return beginning in March 2023 and will occur on the 3<sup>rd</sup> Monday of each month beginning at 11:00 am. The application workshops will focus on the FY 2024 grant programs. The FY 2024 guidelines are scheduled for release early February. All events can be found on our website [www.mass.gov/e911](http://www.mass.gov/e911). Register by e-mailing [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov).

**If you have any questions, or require assistance—please contact Finance Director, Karen Robitaille at [Karen.Robitaille@mass.gov](mailto:Karen.Robitaille@mass.gov).**





Starting this month, January 2023, the State 911 Department will begin the process of replacing the current Equature DLR at PSAP that is end-of-life. At the time of installation of the replacement DLR, ownership of the current DLR will be transferred to your PSAP for retrieving recordings made prior to the installation of the replacement DLR. The replacement of your DLR should take approximately four (4) hours.

Please note that the new DLR will record what the current DLR records today. The Department will allow the recorder to continue to record the existing lines for up to three (3) years. After that time, the recorder will not record any business lines, radios, phones or other non 911 traffic.

The new DLR requires that each user have a unique login to access recordings so any existing generic accounts will no longer work after the new DLR is installed.

A representative from Comtech will reach out to your PSAP ahead of your DLR install to request user information for access to recordings which should include full name, email address and role. For reference available roles are outlined in the table below:

Role	Access Level
Agent	Able to play recent calls (Live Recall) (Dispatcher)
PSAP Admin	Same access as supervisor but can also save calls (Administrator)

If you have any questions, please reach out to your State 911 Department Systems Analyst. These DLR accounts will be set up for any students attending Telecommunicator or Administrator training. Account information will be emailed directly to each user by the Comtech Help Desk.

Find us on Facebook!  
**Massachusetts State 911**  
**@MAState911**  
Visit our website!  
[www.mass.gov/e911](http://www.mass.gov/e911)



## Acquiring A New and Compliant Multi-Line Telephone System

Entities that deploy Multi-Line Telephone Systems (MLTS) are responsible for the compliance of their MLTS. Accordingly, organizations that are planning to acquire a new MLTS are ultimately responsible for its compliance with the MLTS Regulations of the Commonwealth of Massachusetts and the FCC. If an entity acquires a non-compliant MLTS from a vendor that claimed that they would provide a compliant system that ultimately turns out not to be compliant, the entity acquiring the non-compliant MLTS still bears the primary responsibility for its compliance. If you are planning to acquire a new MLTS, we suggest you do the following:

1. Obtain a copy of the Commonwealth's MLTS Regulations (560 CMR 4.00) and review them to become thoroughly aware of the requirements. Engage the services of a subject matter expert to assist you if necessary.
2. Attend a State 911 Department monthly online educational MLTS Workshop wherein the MLTS Regulations of the Commonwealth and the FCC are discussed. We recommend that individuals involved in the process of planning and/or acquiring a new MLTS or substantially upgrading an existing one participate in one or more of these workshops.
3. Ask vendors the following:
  - a. Are you familiar with the MLTS Regulations of the Commonwealth of MA and the FCC?
  - b. If so, explain the basic requirements and how you will meet them. Refer to specific requirements (for example: Dispatchable Location Information, Direct Dialing, Notification, Call Back to the Call Back Number, and pre-Validation of civic addresses against the Commonwealth's Location Database (LDB).
  - c. Do you, as part of the contract, install, configure and test the devices with State 911 in order to ensure that we will be compliant?
  - d. What prior experience do you have with compliance requirements? Ask for references.
  - e. Have you ever been deemed to be non-compliant by the State 911 Department?
  - f. Explain your test call process to ensure compliance.
4. Review the State 911 Department's list of non-compliant entities. Our website contains a list of entities that are in the compliance program due to their non-compliance with the MLTS Regulations of the Commonwealth and/or the FCC. The list of non-compliant entities includes vendors of MLTS related products and services that may be under consideration by your organization. We update the list regularly. We recommend that you consult the list to check to see if a vendor you might be considering is on that list due to the non-compliance of their products and/or services. If you find a prospective vendor on the list, we recommend that you reach out to them to explore the reason(s) why.
5. Require compliance with your contract, we recommend that organizations make compliance with MLTS Regulations a clear, written, requirement of any contracts or agreements with vendors of MLTS related products and/or services. Compliance is required the day a new or substantially upgraded MLTS goes online or "is cutover". All necessary hardware and software installation and configuration must be completed pre-cutover, not post-cutover, because the MLTS is required to be compliant when the first call is initiated on it. Accordingly, all compliance testing should be conducted pre-cutover. Test early and often by making actual test calls to 911 prior to the cutover (refer to the MLTS Job Aid document).

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6. The State 911 Department's website is a valuable resource. It not only contains regulatory information, but also practical information such as FAQ's. It should be consulted as part of the due diligence process.
7. Throughout the process, be mindful that the ultimate responsibility for compliance is with the owner/operator of the MLTS.

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### LINKS

#### **To the Regulations:**

[www.mass.gov/doc/regulations-governing-enhanced-911-service-for-multi-line-telephone-systems-mlts-1/download](http://www.mass.gov/doc/regulations-governing-enhanced-911-service-for-multi-line-telephone-systems-mlts-1/download)

#### **To Workshop Dates and Registration Form** (note: scroll to bottom of page):

[www.mass.gov/service-details/view-e9-1-1-upcoming-classes](http://www.mass.gov/service-details/view-e9-1-1-upcoming-classes)

#### **To MLTS Test Call Job Aid:**

[www.mass.gov/doc/mlts-job-aid](http://www.mass.gov/doc/mlts-job-aid)

#### **To MLTS website pages:**

[www.mass.gov/service-details/multi-line-telephone-system-mlts-regulations-information-and-resources](http://www.mass.gov/service-details/multi-line-telephone-system-mlts-regulations-information-and-resources)

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*Please email questions and comments to [MLTS911@mass.gov](mailto:MLTS911@mass.gov).*

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## Congratulations!



**—Cathy Rodriguez —  
Programs Coordinator  
State 911 Department**

On behalf of the Massachusetts State 911 Department, it is with bittersweet pleasure to share with all of our PSAPs that after 17 years of dedicated service, Programs Coordinator Cathy Rodriguez has retired. Cathy played an intricate role with building the administrative side of our Programs and was often the “go to person” for so many of our call centers when something was needed. Her dedication and loyalty to the State 911 Department and all of our PSAPs, was always over and above.

***Our sincere Congratulations to Cathy!***



— Al Terminiello —  
**Customer Service Representative  
MassEDP**

On behalf of the Massachusetts State 911 Department and MassEDP, we would like to congratulate Al Terminiello, MassEDP Customer Service Representative, who retired earlier this month after dedicating 11 years to our Program. Thank you, Al for your hard work and dedication to EDP. We wish you a happy, healthy, fun, and long retirement!

***Congratulations!***



**Updates from MassEDP**



The Massachusetts Equipment Distribution Program (MassEDP) provides adaptive telephone equipment to people who have difficulty using a landline or wireless telephone due to issues such as hearing loss or vision loss. The telephones that are part of the Program can assist with providing a more clear, independent phone communication and the ability to contact 9-1-1 in the event of an emergency. The specialized telephone equipment is offered to people with a permanent disability for little or no cost, depending on income level.

If you are interested in learning more about the Program's application process, equipment that is available, or are interested in receiving public education MassEDP materials via mail, please email Program Manager Grant Harrison at [Grant.Harrison@mass.gov](mailto:Grant.Harrison@mass.gov).

In addition, **MassEDP would like to remind you that Program participation at in-person outreach events have resumed.** 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](mailto:Katelyn.A.Sylvia@mass.gov).