

# Massachusetts State 911 Department

## March 2023 Newsletter



Issue 3

Volume 11

### 9-1-1 Spotlight:

Communications Officer (CO) Tara Lako

Southeastern Massachusetts Regional Emergency Communications Center



*On January 31, 2023, at 23:30hrs, CO Tara Lako answered a 9-1-1 call from a male reporting that his wife was not waking up and making gurgling noises. By quickly recognizing that the patient was unconscious and breathing ineffectively, CO Lako confirmed the address and initiated an expedited response based on the patient's critical condition; the call was dispatched in 30 seconds from the time it was received. She identified that the patient was exhibiting signs of sudden cardiac arrest and using EMD protocols, began administering pre-arrival instructions for adult CPR. Her early recognition and intervention saved this patient's life. Amazing job, CO Lako and THANK YOU for your dedicated service to 9-1-1!*

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

# NEWS

The Annual Form of Compliance has been posted on our website: [mass.gov/e911](https://mass.gov/e911)!  
More details can be found on page 3!

*April 9-15, 2023*

## *National Public Safety Telecommunicators Week*

### *National Public Safety Telecommunicators Awards Ceremony*

*April 12, 2023*

The Massachusetts State 911 Department has partnered with the Massachusetts Communications Supervisors Association (MCSA) to host a National Public Safety Telecommunicators Week (NPSTW) Award Ceremony on Wednesday, April 12, 2023 at the Statehouse in Boston. Five recipients have been selected to receive awards.

The award ceremony will begin at 3:00 immediately following the MCSA event “911 Goes to Boston.”

**“911 Goes to Boston” is an opportunity for dispatchers to schedule meetings with their State Legislators regarding moving certified 9-1-1 telecommunicators from group 1 retirement to group 2 and reclassifying telecommunicators from administrative to first responders.**



The State 911 Department and MCSA invite personnel from all PSAPs to join us on Wednesday, April 12, 2023. To RSVP for the event, please complete this form <https://forms.gle/FHHVtfX1v26SC6MF8>.





## 54th Public Safety Communications Academy (PSCA)

The State 911 Department is running the Department's 54th PSCA at our Middleborough location from Monday, May 1, 2023 — Friday, June 2, 2023.

The application to enroll in the academy can be found on our website [www.mass.gov/e911](http://www.mass.gov/e911) —> "Information for Call Centers" —> "View E-9-1-1 Upcoming Classes."

If you have questions, please email [911training@mass.gov](mailto:911training@mass.gov).

## Quincy High School Career Fair

On Tuesday, March 7, 2023, State 911 Department Public Education Coordinator Katie Sylvia and State 911 Department Intern Chris Flynn attended the Quincy High School Criminal Justice Career Fair. Katie and Chris joined forces with a number of other public safety agencies from the Quincy area to educate a group of high school seniors on the different career path options in the public safety industry. Katie and Chris talked with the students on the important job of a 9-1-1 dispatcher. The students had great questions regarding the profession. It was a great afternoon had by all. THANK YOU to Quincy High's Criminal Justice teacher Zach Pearlstein for inviting us to attend your event.



## It's Compliance Time Again!

The FY 2023 Annual Certification of Compliance Form is now available on our website at [www.mass.gov/e911](http://www.mass.gov/e911) under "Information for Call Centers" —> "FY2023 Annual Certification of Compliance Forms."

**The Form is due on or before July 31, 2023.** As soon as your PSAP has completed all of the compliance requirements, submit your Form to expedite processing.



### NEW THIS YEAR:

- PSAPs must attach a detailed explanation of the process being used to perform quality assurance, and also copies of all documentation that is utilized and maintained as proof of quality assurance.

### REMINDERS:

- Annual Certification of Compliance Forms are **NO LONGER** accepted electronically.
- Proof of CPR and Emergency Medical Dispatch (EMD) **must be included with the FY2023 submission for PSAPs that are providing EMD in-house and also for all certified EMD resources.**

For questions about the FY 2023 Annual Certification of Compliance process, email

[Monna.Wallace@mass.gov](mailto:Monna.Wallace@mass.gov).

## Massachusetts TERT

- The Massachusetts TERT Program has been LIVE since December 1, 2022.
- The TERT team is made up of fifty-six certified and credentialed public safety telecommunicators who respond, relieve and assist PSAPs in times of need.
- TERT is available for deployment in situations such as the following:
  - ⇒ Coverage for dispatchers to attend active duty responder funerals.
  - ⇒ Coverage for dispatchers to attend Critical Incident Stress Debriefing.
  - ⇒ Augmenting staffing due to widespread illness in the center.
  - ⇒ Staff relief after major events.

**In order to activate TERT call MEMA at 508-820-2000.**

If you have questions if something would qualify as an activation email [ma.tert@mass.gov](mailto:ma.tert@mass.gov).

For more information on TERT, visit [www.mass.gov/TERT](http://www.mass.gov/TERT).

## **Smith Vocational and Agricultural High School Job Fair, Northampton**


On Thursday, March 23, 2023, State 911 Department Public Education Coordinator Katie Sylvia and State 911 Department Intern Chris Flynn partnered with the MA State Police (MSP) Communications Division and attended the Smith Vocational and Agricultural High School career fair. The crew spent the morning speaking with high school juniors and seniors about the career path of a 9-1-1 dispatcher. A number of the Smith Voc seniors have successfully completed the NG9-1-1 new hire course and the APCO PST course through our school program. In addition, many other students were interested in learning more about the profession. Thank you to Kenneth Handfield (not pictured) and Cameron Dunbar from MSP's Communications Division for inviting us to join you on this event! Fun was had by all.




Pictured (L/R): Stephen Berube, Cameron Dunbar, Alexander Bona, Katie Sylvia, and Chris Flynn




# March




**M**PI reimbursement Instructions: The State 911 Department has posted instructions on its website for PSAPs that request reimbursement for training costs under the Training Grant. Proof of course completion varies depending upon how a PSAP purchased the training courses. These instructions, found under the “State 911 Department approved courses” tab, provide guidance on eligibility under the training grant.



**A**re you ready for the close of FY 2023? June is fast approaching. The State 911 Department’s reconciliation and payment of reimbursement requests are being processed within the 30 business days outline in the grant guidelines. The number of reimbursements currently being received has allowed the State 911 Department time in this process to conduct follow-up with PSAPs to address deficiencies in the submissions. The State 911 Department, however, anticipates that the number of reimbursements will increase significantly over the coming months. PSAPs are encouraged to review reimbursement submissions to ensure they are properly completed, signed and contain all required supporting documentation. As the number of reimbursements increase, the Department may be unable to extend this same courtesy to PSAPs and PSAPs may see reductions/returns. In addition, PSAPs are reminded to review the personnel listing approved with its application. If an employee for whom you wish to submit reimbursement for is not on this listing, the authorized signatory simply needs to submit a request to [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) providing last name, first name, hourly pay rate and overtime pay rate of the employee.



**R**eporting **C**ompliance: Development Grant awardees are reminded the next quarterly report is due on or before April 15, 2023. In addition, all requests for extensions under the Development Grant should be received on or before March 31, 2023. PSAPs are reminded that all budget modifications under the 911 Grant Programs should be received on or before March 31, 2023. Finally, PSAPs requesting disbursements are reminded that once funding is received from the State 911 Department, payments to the vendor should be made timely and proof of said payment shall then be provided to the State 911 Department.



**H**elp is always available. The State 911 Department continues to host monthly virtual workshops where the application process and reimbursement processes are reviewed. Please visit our website and look for “Events” to find out when the next workshop is scheduled.

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

## Updates from our Systems Division

### Non-Service Initialized (NSI) Phones

We are seeing an increase in nuisance calls from NSI phones. Some are to the point of disrupting PSAP operations. Should you wish to block these calls, you must contact the carrier listed in the CDR. The carrier may require you to certify in writing that the NSI phone is affecting PSAP operations.

If you are not aware of what an NSI phone is, join us for a brief virtual workshop on April 13, 2023 at 10:00AM.

Please email [Charles.Ashworth@mass.gov](mailto:Charles.Ashworth@mass.gov) to sign up!



### Congratulations to Palmer Public School District

The Palmer Public Schools are the first public school system in the Commonwealth to “graduate” from the State 911 Department’s MLTS Compliance Program. Congratulations are certainly in order as this marks a significant advancement in the areas of school safety and public safety for Palmer schools’ students, teachers, staff, and everyone who visits Palmer school campuses. In addition, the process followed by the Palmer Public School District and their partners, in cooperation with the State 911 Department, can serve as a roadmap for other public and private schools to follow as they also strive for compliance.

As demonstrated by over 30 recent compliant test calls, the MLTS serving Palmer Schools now automatically transmits not only a validated street address, but also the building name (Palmer High School), floor, and classroom number. In addition, every device capable of calling 911 may be directly called back by the PSAP if a 911 call is initiated on that device. Also, whenever a 911 call is placed on their new system, it sends notification to a central location that a 9-1-1 call has been made. Palmer School District’s Interim Superintendent, Colleen Culligan, mentioned that she wanted to acknowledge the critical contribution of their MLTS provider, Valley Communications, who demonstrated a thorough knowledge of the requirements of the regulations combined with the technical expertise to provide a fully compliant system. In addition, the Palmer School District’s IT Department, and the Palmer PSAP carefully followed the test call process designed by the State 911 Department which, if followed, yields the necessary data to determine compliance. Congratulations to all involved!

## REMINDER!



***State 911 Commission Meeting***

***Thursday, April 6, 2023***

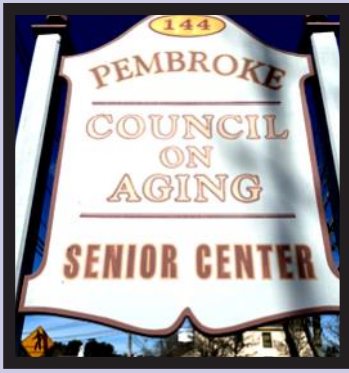
***1:00PM***

***at***

***The State 911 Department***

***151 Campanelli Dr.***

***Middleborough, MA 02346***



## Pembroke Council on Aging (COA) Senior Center

On Thursday, March 9, 2023, Field Service Advisor (FSA) Chris Plant attended an outreach event at the COA located in Pembroke. Chris educated members of the Center on MassEDP, Text-to-911, and the Silent Call Procedure. Thank you to the staff in Pembroke for inviting us to your center!

## Needham COA

On Thursday, March 9, 2023, FSA Chris Plant attended an outreach event at the Needham COA where he spoke to a group of low vision seniors. Chris shared Program information, educated on features of 9-1-1 in Massachusetts, and answered the attendees questions. It was a great morning had by all.



## Home Inc. Complex —55+ Housing Community, Milton

On Wednesday, March 8, 2023, FSA Chris Plant attended “Coffee Hour” with residents of the Home Inc. Complex located in Milton. Home Inc. is a 55+ housing community. Chris spent his morning discussing MassEDP with residents living in the community. Chris also shared lifesaving information on Text-to-911 and the Silent Call Procedure. Thank you to Anne for inviting us to speak with your residents!



## Shrewsbury Senior Center

On Monday, March 20, 2023, FSA Chris Murphy had a table at the Shrewsbury Senior Center. Chris displayed available Program equipment on a table for the staff and patrons of the senior center to look at and ask questions about. Chris also spoke with a number of different members about how MassEDP has the potential to make communicating on the telephone with their family and friends easier for them. Thank you Shrewsbury Senior Center!



## Warren Senior Center

On Tuesday, March 21, 2023, FSA Chris Murphy joined the members of the Warren Senior Center for the luncheon program. During the program, he educated fifteen seniors about 9-1-1 in Massachusetts and MassEDP. A number of the attendees showed great interest in the Program and took home applications. Chris enjoyed his time. Thank you to the Staff at the Warren Senior Center!





## Marion COA Luncheon

On Monday, March 6, 2023, FSA Melanie DaRosa and State 911 Department Public Education Coordinator Katie Sylvia attended a luncheon at the Marion COA. Mel and Katie discussed MassEDP, Text-to-911, the Disability Indicator Program, and the Silent Call Procedure with the members of the COA. Thank you to the Staff in Marion for inviting us to spend the afternoon at your center!



## Appleton/Berkshire Apartments Presentation

On Thursday, March 2, 2023, FSA Marguerite Szczawinski attended an outreach event at the Appleton/Berkshire Apartments located in Pittsfield, MA. Marguerite spent the afternoon speaking with residents about our Program, important features of 9-1-1, and handed out Program applications and brochures. The residents were happy to hear about the many different options the Program has for our clients. Thank you to the Resident Service Coordinator Lyla Clapper for inviting Marguerite to your facility. We look forward to our next visit!

This is a screenshot of the "MassEDP Application Part 1 - Applicant's Personal Information" form. The form includes fields for the applicant's name, address, city, state, zip code, and telephone number. It also has sections for the applicant's signature and date, and a section for the MassEDP representative's signature and date. The form is titled "MassEDP Application" and includes the MassEDP logo.

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).