

Massachusetts State 911 Department

April 2023 Newsletter



Issue 4

Volume 11

National Public Safety Telecommunicators Week



Team of the Year

Jordan Oster, Sandy Russell, Diane Tock, Elizabeth Maguire, Sarah Burton, Alison Graham, Michael Gethin, Tori Fano, Michael Brenton, & John Gordon (not all pictured)



*Erin Hastings
Director of the Year*



*Henry Baj
Telecommunicator of the Year*



*Nicole Gazaille-Graves
Supervisor of the Year*

Congratulations to all!

Job Well Done!

The Massachusetts State 911 Department partnered with the Massachusetts Communications Supervisors Association and hosted the National Public Safety Telecommunicators Week Award Ceremony on Wednesday, April 12, 2023 at the Statehouse in Boston. Special guest Federal Communications Commission Chairwoman Jessica Rosenworcel and State 911 Department Executive Director Frank Pozniak presented the awards. Four recipients were celebrated and awarded:

- **Team of the Year:** Jordan Oster, Sandy Russell, Diane Tock, Elizabeth Maguire, Sarah Burton, Alison Graham, Michael Gethin, Tori Fano, Michael Brenton, & John Gordon: *South Shore RECC*
- **Leader of the Year:** Erin Hastings: *WESTCOMM*
- **Supervisor of the Year:** Nicole Gazaille-Graves: *Duke's County Sheriff's Office*
- **Telecommunicator of the Year:** Henry Baj: *Hadley*

NEWS

The NEW 560 C.M.R 2.00 Appendix "A" Standards are now LIVE and have been posted to our website homepage www.mass.gov/e911!

Updates from our Programs Division

Out of State PSAP Directory—State of Florida

Please be advised that the "OUT OF STATE PSAP DIRECTORY" located within all MA 9-1-1 positions **DOES NOT** have a reliable number for the **STATE OF FLORIDA!**

If you type Florida into the filter and transfer, the call will go to the Berkshire County Sheriff's PSAP located in Massachusetts because they take calls for the town of FLORIDA, MASSACHUSETTS. Please be mindful, they have **NO AFFILIATION** with the State of Florida.



It's Compliance Time Again!

The FY 2023 Annual Certification of Compliance Form is now available on our website at 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 Emergency Medical Dispatch (EMD) quality assurance, and also **a SAMPLE of** documentation that is utilized and maintained as proof of EMD quality assurance.

REMINDERS:

- Annual Certification of Compliance Forms are **NO LONGER** accepted electronically.
- Proof of CPR and 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.



When preparing reimbursements for submission, PSAPs are reminded:

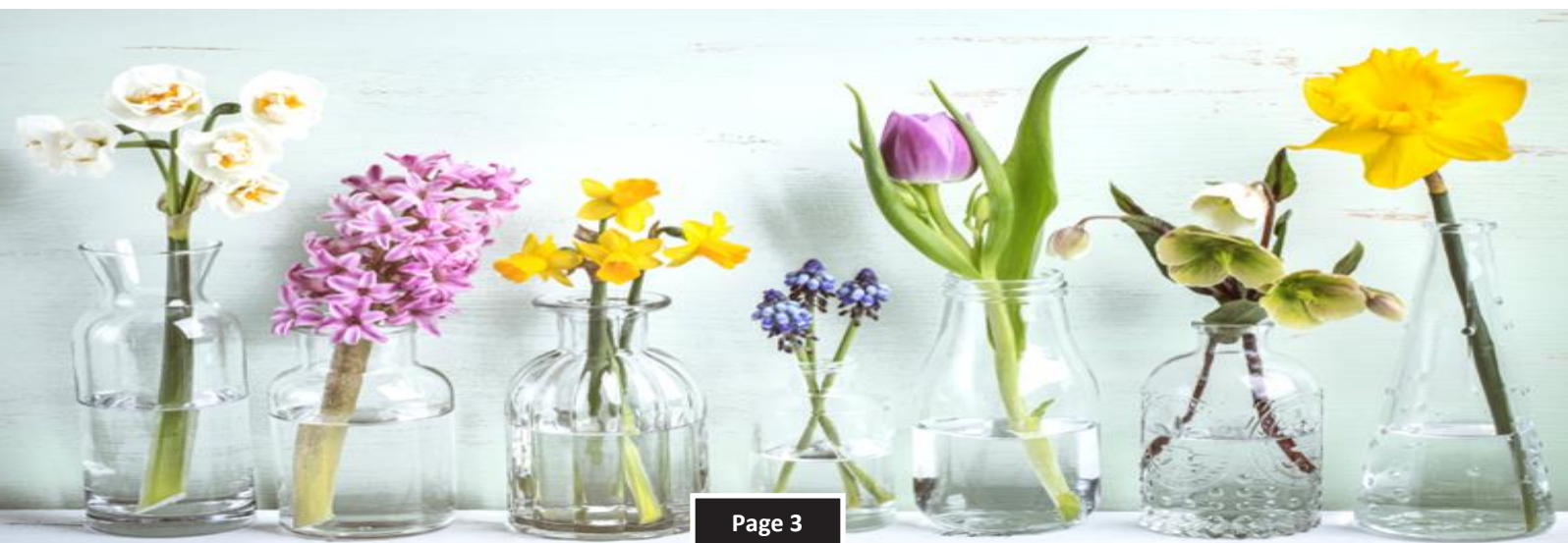
- Each reimbursement stands on its own; all supporting documentation must be submitted with each request;
- Reimbursements must be signed by an authorized signatory; original signatures are required; and
- Current fiscal year reimbursement forms are available at www.mass.gov/e911.

The State 911 Department has, as a courtesy, been reaching out to PSAPs to correct deficient reimbursement submissions. PSAPs are afforded three business days to provide the needed documentation. As we head into the close of the fiscal year and experience an influx in reimbursement submissions, the Department may not be able to continue this practice. To the extent that this practice hampers the Department's ability to process payments within the thirty business days afforded the Department in the grant guidelines, this practice may be suspended during this period.



As we head into the close of another fiscal year, PSAPs are reminded to:

- Check in with vendors to ensure delivery of goods and services by June 30, 2023;
- Review all grant employee listings to ensure all employees for whom reimbursement is expected are included on the approved listing for both the Training and Support and Incentive Grants; and
- Submit a request to 911DeptGrants@mass.gov to add a certified telecommunicator, request a training class, and/or to update authorized signatory, if needed.



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.
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 Programs Coordinator Katelyn Sylvia at Katelyn.a.sylvia@mass.gov.

In addition, if you are having difficulty staffing your center, please reach out to State 911 Department Program's Director Monna Wallace at Monna.Wallace@mass.gov.

Find us on Facebook!
Massachusetts State 911
@MAState911
Visit our website!
www.mass.gov/e911



Drury High School—North Adams, MA

On Tuesday, April 4, 2023, State 911 Department Training Technician Zygmunt (Ziggy) Szczawinski and State 911 Department Intern Chris Flynn partnered with the North Adams Police Department and addressed two large groups of 7th—12th grade students at Drury High School. Ziggy and Chris discussed the importance of dialing 9-1-1 in an emergency, what to do if you accidentally dial 9-1-1, educated on Text-to-911 and the Silent Call Procedure, and shared insight on the daily job duties of a 9-1-1 dispatcher. Thank you to North Adams Dispatcher MaryAnn King for inviting us to visit.



Christopher Heights of Belchertown—Assisted Living Community

On Wednesday, April 5, 2023, Field Service Advisor (FSA) Marguerite Szczawinski attended an outreach event at the Christopher Heights of Belchertown. Marguerite spent the afternoon educating the members of the assisted living community about the Program, Text-to-911, and the Silent Call Procedure. The group was excited to learn all we had to offer. It was a fun afternoon had by all. Thank you to the Staff at Christopher Heights for inviting us to your facility.



Falcon Knoll — Wilbraham, MA

On Friday, April 7, 2023, FSA Marguerite Szczawinski visited Falcon Knoll located in Wilbraham. Marguerite spent the afternoon discussing MassEDP with the attendees. She also educated them on the Silent Call Procedure and Text-to-911. Those in attendance were pleased to learn about the different avenues to connecting with 9-1-1 in an emergency situation. Thank you to Elisette at Falcon Knoll for having Marguerite!



Michael's House — Northampton, MA

On Wednesday, April 12, 2023, FSA Marguerite Szczawinski visited the Michael's House Apartments located in Northampton. Marguerite presented to a group of 8 residents. She answered the attendees' questions about MassEDP and Text-to-911. At the conclusion of the presentation, Marguerite left MassEDP Program brochures and applications with the Activities Coordinator Georgette for the residents that will benefit from our Program but were unable to attend. Thank you to the staff at Michael's House for having us!



Oxford Senior Center

On Tuesday, April 11, 2023, FSA Chris Murphy visited the Oxford Senior Center to share with the members information on our MassEDP Program and 9-1-1 in Massachusetts. During a very well attended event, Chris educated on Program equipment, applications and brochures, as well as handed out Silent Call Procedure cards. Thank you to the Oxford Senior Center for having us!