

Massachusetts State 911 Department October 2023 Newsletter



Issue 10

Volume 11

CONGRATULATIONS!



55th Public Safety Communications Academy

Bedford Police

Julia Isnor

Haverhill Police

Frank Sanchez

Metacomet RECC

Amber Gardiner
Christopher Mooney
Sam Chandler

Berkshire County Sheriff RECC

Lewis Hunley
Samantha Spirydowski

Lexington Police

Mackenzie Schmink

Northern Middlesex RECC

Kathicha Resto-Cotto

Brookline Police

Eduardo Red Malta
Gabriel Lee

Southeastern MA RECC

Vickilyn Crawford
Bridget Walsh

Cambridge Communications

Matthew Berry

Sturbridge Police

Benjamin Grasso



9-1-1 Spotlight: Everett Communications Dispatcher Charemon Hughes

The State 911 Department is saddened by the news that long-time Everett Communications Dispatcher Charemon Hughes recently passed away. Charemon was a veteran dispatcher with over 20-years of service to the City of Everett. She is remembered by her colleagues as a friendly, generous, and kind person. Over the course of her 20+ year career, Charemon has been a lifesaver via the phone for many. And for that, we spotlight her legacy and impressive career with 9-1-1. We send our most sincere sympathy to her family and friends during this very difficult time.



~ Rest in Peace Ma'am ~

We've got the watch from here.

Update from our Programs Division



The MA Roadmap for Behavioral Health Reform: System Updates

A **2-hour virtual workshop** being presented by representatives from the State 911 Department, Department of Mental Health and Massachusetts Behavioral Health Partnership has been added to the calendar. The training will provide an overview of services that are part of the Roadmap for Behavioral Health

Reform, to include the Commonwealth's new Behavioral Health Help Line (BHHL), as well as Community Behavioral Health Centers. The workshop will discuss system changes, functionality, and reach of the new services. The workshop will also discuss opportunities for collaboration with 9-1-1 personnel encountering mental health and substance abuse needs.

The date for the upcoming workshop is:

● **Thursday, November 16, 2023 at 10:00AM**

The application to register to attend a workshop, can be found on our website www.mass.gov/e911 —> *Information for Call Centers* —> *View E9-1-1 Upcoming Classes*. Completed applications must be emailed to 911training@mass.gov.

**Certified Telecommunicators will receive credit for 2-hours of continuing education.*





NG9-1-1 Refresher Site Visit

The State 911 Department trainers have been visiting PSAPs across the Commonwealth. During the site visit, trainers test the Text-to-911 feature, provide dispatchers with the most up to date job aids, and answer questions regarding the NG9-1-1 system. The trainers do not in any way interrupt PSAP operation. Rosters are being provided and the dispatchers in attendance at time of the visit are eligible for hours of continuing education. To schedule a trainer to visit your PSAP, please email 911training@mass.gov.

REMINDER

As a friendly reminder, all training inquiries including but not limited to: class applications, log-in requests, and general questions, should be emailed to 911training@mass.gov.



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.


NG9-1-1 refresher class dates can be found on our website www.mass.gov/e911. Additional class dates can be added on demand to fit your schedule by emailing 911training@mass.gov.




There are only **two (2) months** remaining to apply under the State 911 Department's FY 2024 Support and Incentive, Training and Emergency Medical Dispatch Grants. Guidelines and applications are available on our website (www.mass.gov/e911). Attend one of our virtual application workshops or contact Cindy Reynolds at 508-821-7299 or 911DeptGrants@mass.gov for assistance.



APPLICATION DEADLINE IS DECEMBER 28, 2023



PSAPs are reminded that all supporting documentation (such as payroll, proof of course completion, invoices) is required for each reimbursement. In addition, reimbursements should be signed by an authorized signatory. If the authorized signatory is no longer available to sign FY 2024 reimbursement requests, requests should then be signed by the Town Official (i.e. Mayor, Town Administrator, Chairperson of the Board). To update authorized signatories for the FY 2024 grant programs please contact 911DeptGrants@mass.gov.



Utilizing the proper fiscal year forms for reimbursements may assist to eliminate the need for follow-up and/or reductions in payments on reimbursements. Visit our website www.mass.gov/e911 to ensure the proper forms are being utilized. **Please do not double side reimbursement or application requests.**

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

Updates from our Systems Division



Generator Test

We are coming up on power outage season. Please be sure to test your generator's functionality under **full load** to ensure it supplies power to the 9-1-1 equipment as well as the PSAP. This requires cutting street power and thus using the generator exclusively. This test not only verifies the proper sizing of the generator, it also validates the proper operation of the transfer switch. Following these recommendations helps to ensure your PSAP's operation is not affected when utility power is lost. Please note, the 9-1-1 equipment is protected by a UPS which supplies power for a minimum of 30 minutes. Should the generator fail to supply power to the 9-1-1 equipment, COMTECH will route your calls to your alternate PSAP. Please notify the Help Desk before doing this test, so that they are ready to assist should the need arise.

Updates from MassEDP

Fitchburg Senior Center

On Thursday, October 19, 2023, MassEDP Field Service Advisor (FSA) Chris Murphy attended an outreach event at the Fitchburg Senior Center. Due to the small number of attendees, Chris was able to meet with each of them individually and discuss their specific needs and how MassEDP could enhance their communication via telephone. In addition, he educated the seniors in attendance on the Silent Call Procedure and Text-to-911. It was a morning well spent. Thank you to the Staff at the Fitchburg center for having us!



Prospect Heights—Holyoke, MA

On Tuesday, October 10, 2023, MassEDP FSA Marguerite Szczawinski attended an outreach event at Prospect Heights located in Holyoke. She educated event attendees on MassEDP's available equipment, Program requirements, and the application process. She also shared information on being able to Text-to-911 in Massachusetts. Many of the attendees were excited to share information regarding Text-to-911 with their family and friends. Thank you to the Staff at Prospect Heights. A great afternoon was had by all!



South Hadley Council on Aging

On Friday, October 13, 2023 MassEDP FSA Marguerite Szczawinski attended an outreach event at the South Hadley Council on Aging. Marguerite connected with over 25 members of the center, including a 103-year old woman who was delighted to learn about MassEDP and fill out her application. Thank you to the Center's Director Sandy Farnsworth for having us. It was a wonderful morning!

Christopher Heights Assisted Living —Northampton, MA

On Monday, October 16, 2023, MassEDP FSA Marguerite Szczawinski attended an outreach event at Christopher Heights located in Northampton. Marguerite spent the afternoon visiting with a number of residents from the community. She educated on MassEDP, Text-to-911, and the Silent Call Procedure. A number of the attendees had never heard of MassEDP and were excited to take home applications and enroll in the Program. Thank you to Margaret and the staff of the assisted living community for having us!



Bluebird Estates— East Longmeadow, MA

On Wednesday, October 18, 2023, MassEDP FSA Marguerite Szczawinski visited the Bluebird Estates located in East Longmeadow where she set up an information table on MassEDP. Marguerite spent the morning connecting with a small group of the estates' residents. Thank you to Rachel for coordinating our visit!

Community Outreach Events

Do you have an upcoming outreach event in your community? The State 911 Department and Mass EDP would love to join forces with you!

For more information or to schedule an outreach event, please contact State 911 Department Program's Coordinator, **Katelyn Sylvia** by email at Katelyn.A.Sylvia@mass.gov.

