

Massachusetts State 911 Department November 2023 Newsletter



Issue 11

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9-1-1 Spotlight: Dispatcher Leah Fierimonte & Dispatcher Shannon Bourret State 911 Department's PSAP Operations Division 1



Pictured (L/R): Kristina Morin—Deputy Director, PSAP Operations, Division 1, Dispatcher Leah Fierimonte—PSAP Operations, Division 1, Dispatcher Shannon Bourret — PSAP Operations, Division 1, and Peter Kinnas—Operations Manager, PSAP Operations, Division 1.

On Sunday, October 8, 2023, Dispatcher Leah Fierimonte of the State 911 Department's PSAP Operations Division 1 took a wireless 9-1-1 call from a 15-year-old female who had run away from a group home in Worcester. The caller was walking on Route 290 in Worcester, shaken and scared - wanting to return home. Working together as a team Dispatcher Shannon Bourret and Dispatcher Fierimonte notified the appropriate State Police barracks. Dispatcher Fierimonte stayed on the line with the caller for 13 minutes. During that time, Dispatcher Fierimonte's calming and caring demeanor comforted the teenager until the trooper arrived on the scene. Thank you, Dispatcher Fierimonte and Dispatcher Bourret for your outstanding service and dedication to 9-1-1.

Job Well Done!

NEWS

The next State 911 Commission Meeting will be held on Thursday, December 14, 2023 at 1:00PM at our Middleboro office!

Update from our Programs Division

A NEW Massachusetts PSAP COOP Planning Template is Now Available!

The Office of the Statewide Interoperability Coordinator (SWIC) is pleased to announce the release of the Massachusetts PSAP COOP planning template and facilitator guide as an available tool for agencies to assist with their continuity of operations planning efforts. To view and download the COOP planning template and guide, visit www.mass.gov/lists/continuity-of-operations-plan-coop. For questions regarding the document, or for further guidance, contact the SWIC at MA.SWIC@Mass.gov.



APCO Communications Training Officer (CTO) Training Opportunities!

The State 911 Department is excited to announce we are back to offering APCO CTO classes. There has been an APCO CTO class added to our 2024 calendar for January, February, and March. For an application and to view the dates the class is being offered, visit our website. www.mass.gov/e911 —> *Information for Call Centers* —> *View E9-1-1 Upcoming Classes.*

PSAP Administrator NG91-1 Training “ADMIN TRAINING”

The PSAP Administrator course provides comprehensive training to Massachusetts PSAP Administrators on the role and responsibilities for PSAP Administrators, the use of the NG9-1-1 system equipment and related reported tools, digital recording software, and best practices.

ADMIN TRAINING classes continue to be available upon request. **However, effective immediately, will now be held on site at your PSAP with no more than two students in attendance.** To schedule an ADMIN TRAINING class, or if you have questions please email 911training@mass.gov.



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:

• **Tuesday, December 12, 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.*





Subscription-Based Learning Programs: The State 911 Department has seen an increase in requests for subscription-based learning programs under its Training Grant. Proof of course completion (course certificate(s)) is required for reimbursement of vendor fees and/or personnel costs. Proof of completion varies by program. PSAPs should familiarize itself with these programs and grant requirements to review eligibility under the Training Grant to avoid funding deficiencies.

Pursuant to grant guidelines, proof of course completion for subscription-based learning programs will be the number of total hours promoted by the vendor for its subscription-based learning program annually. In the event the subscription-based learning program does not clearly define the number of hours annually, then sixteen (16) hours will be required for course completion.

The vendor fee, when charged per employee, may be eligible only when the employee completes the course as defined by the vendor or completes sixteen (16) hours of training under that course should the number of hours annually not be clearly defined by the vendor. The vendor fee, when charged per PSAP, will require “conversion” to a cost per employee and may be eligible only when the employee completes the course as defined by the vendor or completes sixteen (16) hours of training under that course should the number of hours annually not be clearly defined by the vendor. For vendor fees charged per PSAP, the State 911 Department will utilize the listing of telecommunicators, including new hires, noted in the approved Training Grant award to determine the cost per employee. For example, if the Training Grant award noted twenty-five telecommunicators, including new hires, and the vendor fee is \$2,500, then the eligible cost for the vendor fee, per employee, would be \$100 once the course has been completed.



The FY 2024 Grant application deadline is
THURSDAY, DECEMBER 28, 2023.

Don't miss out on these funding opportunities. **APPLY TODAY!!**

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

MassEDP is now offering the iPhone 13 Cellular Phone!

The cell phone comes pre-programmed with applications based on the applicant's disability.

Features

- Wireless device—black in color
 - Otter Box protective case
 - 128 GB Memory
- 6.1' diagonal all-screen LCD multi-touch display
 - Face ID unlocking
 - Siri-voice commands
- Charging block as well as wireless capabilities



Please note, MassEDP **DOES NOT** provide the cellular service plan.



Auburn Senior Center

On Tuesday, November 14, 2023, MassEDP Field Service Advisor (FSA) Chris Murphy presented to a group of Auburn's senior residents as well as a number of social workers that are connected with the senior citizens Auburn community. Chris Educated on MassEDP equipment, the Silent Call Procedure, and Text-to-911. It was a morning well spent. Thank you to the Auburn Senior Center staff for having us!

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.

