

This is a communication to the Public Safety Answering Points (PSAP) from the Executive Office of Public Safety and Security and the State 911 Department (Department) regarding the in-house training program, sharing of critical information, the Workforce Tracker, and FEMA assistance.

To address a potential shortage of telecommunicators, the Department has introduced a temporary program to bring in new telecommunicators as soon as possible. Under this program, the forty (40) hour basic telecommunicator certification requirement would be waived, the PSAP would be allowed to conduct a four (4) hour, in-house equipment training using an in-house trainer and a 911 position at the PSAP, and if necessary, the EMD certification requirement would be temporarily waived for the new staff certified under this program. However, the Center for Disease Control (CDC) recommended questions would still need to be asked by the new people with each 911 call they answer. Please continue to make every effort to certify the person(s) in EMD if there are resources available to do so, for example, on-line courses.

A new application for the in-house training is located on the Department's website at www.mass.gov/e911 under the "Information for Call Centers" tab. PSAPs wishing to participate in the training should follow the same process in place now, which is to fill out the application and indicate the dates that you intend to conduct the in-house training. When the Department's Programs Division receives the application it will send back a training packet along with an email offering further instruction. The training packet will consist of instructor materials and student materials. Please have your trainer go through each packet thoroughly before they begin instructing a class. Each class should contain no more than two (2) students as the training will need to take place at a 911 position within your PSAP. Using this material, you may conduct multiple classes.

The training packet includes:

Instructor materials:

- Lesson plan and reference training materials
- EMD Advisement notice
- Job aids for CallStation, ResponseAssist, Equature ViewPoint, and Text-to-911 (for both Ring-all PSAPs and ACD PSAPs)
- Training roster
- Instructions for administering practical and written exams
- Written exam and answer sheet
- Practical exam sheet

Student materials:

- EMD Advisement notice
- Job aids for CallStation, ResponseAssist, Equature ViewPoint, and Text-to-911 (for both Ring-all PSAPs and ACD PSAPs)

Upon completion of the training, immediately email the roster, written test and practical test back to 911training@mass.gov

Once received the test will be graded and using the regular process, a login ID will be requested from Comtech.

Please contact a member of the Programs Division at 911training@state.ma.us or Monna Wallace at monna.wallace@mass.gov if you have questions about the program.

In regard to the sharing of critical information, the Department strongly recommends that you share with your limited secondary PSAP or ringing secondary PSAP, if applicable, the addresses of persons that have tested positive for COVID-19 provided to you by your local board of health.

With respect to the Statewide Workforce Tracker, please find attached a job aid to assist you in inputting information in that Tracker. Below is the point of contact for you to use in making entries in the Tracker.

- 1) Single town PSAP- use local EMD.
- 2) Regional PSAP - pick a "host" town, use their EMD.
- 3) County Sheriff PSAPs- already have their own position, now have access to Workforce Tracking page.
- 4) MSP run PSAPs- MSP communications (Barstow/Handfield).
- 5) State 911 PSAP- State 911 Dept (Fournier).

Also, please find attached information on FEMA assistance that may be helpful to you. For any questions about how you have your PSAP information entered into the [Tracker](#) or on FEMA assistance, please contact Melissa Nazzaro at Melissa.Nazzaro@mass.gov. Melissa is working with the State 911 Department on FEMA assistance as well COOP plans for PSAPs.