

# Massachusetts State 911 Department

## April 2024 Newsletter



Issue 4

Volume 12

# CONGRATULATIONS!



## 56th Public Safety Communications Academy

### **Belmont Public Safety**

Emily Ricci

### **Metacomet RECC**

Alyssa Polce

Sara Rao

Damien Saccol

### **Northern Middlesex RECC**

Judith O'Connell

### **Beverly Police Department**

Brandon Boutilier

### **Rutland RECC**

Gabrielle Arsenault

### **Brookline Police Department**

Mark Buchanan

### **Metro North**

Abdulkader Hamadeh

Daiana Osorio

### **Southbridge Police Department**

Kayla Dighton

### **Cambridge Emerg. Comm**

Trevor Daniluk

### **Medway Police**

Jennifer Dwinnell

### **Waltham Communications**

Kristin O'Dowd

### **Framingham Police Dept.**

Isabella Montouri

### **Milford Police Department**

Jorge Mejia - Martinez

### **Wellesley Police Department**

Winston Walker

### **Newton Police Dept.**

Billy Salguero



### 9-1-1 Spotlight

#### Telecommunicator William Wood Belmont Public Safety

*On Wednesday, March 13, 2024, at approximately 8:00 pm Dispatcher William Wood received a 9-1-1 call for an unconscious male at the basketball court at Belmont High School. Using his skillful training and following EMD protocol, William took control of the call while remaining calm and professional and guided the caller through providing patient care until help arrived on scene. William's quick thinking aided in saving the individual's life. Congratulations for a job well done.*

***Congratulations  
& Thank YOU for your Service!***

### 9-1-1 Spotlight

#### South Worcester County Communications Center Dispatch TEAM

*On Saturday, January 13, 2024, at approximately 12:45 pm South Worcester County Communications Center Dispatcher Jessica Mahota received a 9-1-1 call from a distraught babysitter reporting that an autistic 3-year-old child she was watching had gone missing. Within 63-seconds of the 9-1-1 call coming into the center, Dispatcher Mahota had dispatched police officers to the call with a pertinent description of the child. Simultaneously, Dispatcher Victoria Longo received a call from the father of the child reporting that his child was in fact autistic, had a strong affinity for water, and that there was a river in the back yard of the house. In less than 2 minutes from the time of the original call being received, Dispatcher Longo had provided this very vital update to the responding officers. Because of the swift actions of the South Worcester County Communications Center's Dispatch Team, the young boy was found in the body of water, unharmed. Congratulations, your prompt actions on this call surely prevented a tragedy!*



***Congratulations to Dispatchers Mahota, Longo, and the entire  
TEAM, & Thank YOU for your Service!***



## Changes to the State 911 Department Approved List



Effective July 1, 2024, two of the required sixteen (16) hours of continuing education training, **MUST be on the topic of Behavioral Health**. We have created a new column for the already approved Behavioral Health courses to make them easier to find. The column is located towards the bottom of the approved list located on our website at [www.mass.gov/e911](http://www.mass.gov/e911) and it is titled “*Behavioral Health Approved Courses*”. The courses listed in this section are approved to fulfill the 2-hour behavioral health educational requirement. (Even if class hours are more than 2 hours.) The approved list is updated frequently.

**NOTE: We have moved several of the already approved Behavioral Health courses down to the new column. If you see a course that you feel should be reclassified to this section, please email [Monna.Wallace@mass.gov](mailto:Monna.Wallace@mass.gov) with the course information and request the section change.**

**To get a course approved that is not yet on the list, please email [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) with all of the course information requesting approval.**

## It's Compliance Time Again!

The FY2024 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*” —> “*FY2024 Annual Certification of Compliance Forms*.”

**The Form is due on or before July 31, 2024.** As soon as your PSAP has completed all of the compliance requirements, submit your Form to expedite processing.

### REMINDERS:

- Annual Certification of Compliance Forms are **NO LONGER** accepted electronically.
- Proof of CPR and Emergency Medical Dispatch (EMD) **must be included with the FY2024 submission for PSAPs that are providing EMD in-house and also for all certified EMD resources.**
- For PSAPs who provide EMD, **a detailed explanation and SAMPLE of documents used for EMD quality assurance must be included.**

For questions about the FY2024 Annual Certification of Compliance process, email [Monna.Wallace@mass.gov](mailto:Monna.Wallace@mass.gov).



## Community Outreach Events

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

For more information or to schedule an outreach event, please contact State 911 Department Public Education Coordinator, Erica Adams by email at [Erica.L.Adams@mass.gov](mailto:Erica.L.Adams@mass.gov).



# REMINDER

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



## Updates from our Fiscal Division



There are approximately sixty (60) days remaining in fiscal year 2024. **It's time to spring into action!**

- Review your grants to ensure all personnel for whom you wish to submit a reimbursement are included as part of your grant award.
- Ensure that all items and categories for which you wish to seek reimbursement are approved as part of your grant award.
- Ensure any vendor contracts/quotes that have been updated since receiving your award are on file with the State 911 Department.
- Ensure all authorized signatories are up to date.
- Any and all changes to the FY 2024 grants need to be made on or before June 30, 2024. **NO changes can be authorized once the contract has expired.** "Tidy-up" now to ensure a smooth close to the fiscal year!

**PSAPs are reminded that each reimbursement stands on its own.** It is incumbent upon the PSAP to ensure that all required documentation is included with each reimbursement and that the reimbursement is signed by an authorized signatory. While the State 911 Department currently extends a courtesy and requests any missing documentation from PSAPs, it may be unable to continue this practice given the influx of reimbursements received at this time in the fiscal year. Please review all reimbursements to ensure they are complete prior to submitting them. Finally, Please **DO NOT** double side the reimbursements.

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

## Resiliency and the Reliability of the 9-1-1 System

The State 911 Department has done extensive testing to prove that the 9-1-1 system has no devices in the call path that could cause the loss of a 9-1-1 call. Additionally, we require two circuits into each PSAP, high available circuits between the data centers, and communication service providers are required to have more than one connection to the 9-1-1 system.

An important feature of the 9-1-1 system is “Alternate Routing”, in which a call is routed to another PSAP when a PSAP is unavailable or busy. Every Primary PSAP, Regional PSAP, and RECC MUST select a PSAP to act as their Alternate. The Primary PSAP, Regional PSAP, or RECC should communicate changes directly to the State 911 Department. If a Secondary PSAP or Regional Secondary PSAP is expected to receive alternate routed payload, then its telecommunicators must meet the training and operational standards of a Primary PSAP, Regional PSAP, or RECC as defined in Section 9 of the 560 CMR 2.00 Appendix A.

PSAPs should consider the following when selecting a PSAP to act as their Alternate:

- Your Alternate should be able to contact your responders via radio or telephone.
- Consider the driving distance between your PSAP and your Alternate.
- Consider the call volume you generate versus your Alternate. Do they have enough staff?
- You should work with your Alternate to establish procedures in the event that they receive a call for your PSAP.

Both PSAPs must execute a Memorandum of Understanding (MOU) documenting the support agreement with the two PSAPs. The MOU must be approved by the Executive Director of the State 911 Department before it can become effective. Please contact the Systems Analyst assigned to your PSAP for a sample document.



## Model Continuity of Operations Plan (COOP)

Section 8 of 560 CMR 2.00 Appendix A outlines the requirements for a COOP. Each PSAP shall develop in cooperation with the State 911 Department a COOP in compliance with the standards and guidelines established by the State 911 Department. The COOP shall be submitted by each PSAP to the State 911 Department prior to the end of the fiscal year. Please send your completed COOP to State 911 Department's Systems Director via EMAIL at [Shahri.Moin@mass.gov](mailto:Shahri.Moin@mass.gov). Any

changes in the COOP shall be reported by the PSAP in writing to the Department within ten business days.

For PSAPs looking for guidance to prepare a COOP, the State 911 Department has a COOP template on our website: [www.mass.gov/e911](http://www.mass.gov/e911) —> *Information for Call Centers* —> *View Continuity of Operations Plan (COOP)*.

If you have questions, please contact State 911 Department Systems Director Shahri Moin via EMAIL at [Shahri.Moin@mass.gov](mailto:Shahri.Moin@mass.gov).



## Updates from MassEDP

### Linden Towers Senior Living— Springfield, MA



On Thursday, March 28, 2024, MassEDP Field Service Advisor (FSA) Marguerite Szczawinski visited Linden Towers Senior Living located in Springfield. Marguerite spent the morning speaking with over 40 residents of the towers. She educated on MassEDP, the requirements to apply for a phone, how Text-to-911 works in Massachusetts, as well as some of the accessibility apps that are available on our MassEDP cell phone option. Thank you to Linden Tower's Residents Coordinator Ruben for having us! It was a wonderful event.

### Devonshire Estates—Lenox, MA

On Wednesday, April 17, 2024, MassEDP FSA Marguerite Szczawinski visited Devonshire Estates located in Lenox. Marguerite spent the morning with a number of the property's residents educating on MassEDP. She also discussed the Silent Call Procedure and Text-to-911. It was a morning well spent. Thank you to the Staff at Devonshire Estates for having us at your facility!



### Harvard Council on Aging Health Fair—Harvard, MA

On Monday, April 8, 2024, MassEDP FSA Chris Murphy and State 911 Department Intern Chris Flynn attended the annual Harvard Council on Aging (COA) Health Fair. The fair is put on every year by the Harvard COA where a number of vendors attend and educate seniors on different resources that are available to assist in making their lifestyle easier. Chris and Chris educated on MassEDP equipment, the application process, 9-1-1 in Massachusetts, Text-to-911, and the Silent Call Procedure. A number of MassEDP applications and educational 9-1-1 materials were distributed. Thank you to the staff at the Harvard COA for inviting us! Chris and Chris had a great day with you all.



## REMINDER

# NEWS

*The next State 911 Commission meeting will be held VIRTUALLY on May 16, 2024 at 1:00PM. For the link to join the meeting, visit [www.mass.gov/e911](http://www.mass.gov/e911).*