

# Massachusetts State 911 Department Monthly Newsletter



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## October is National Breast Cancer Awareness Month!



In following the efforts of the Pink Patch Project the State 911 Department has gone “pink” for the month of October. Approximately 1 in every 8 woman, and 1 in every 833 men will be diagnosed with the disease of breast cancer in their lifetime. Throughout the month of October, many Massachusetts Public Safety Agencies have joined the goal of the Pink Patch Project to increase and bring awareness to the life-saving benefits of early detection and early intervention in fighting the battle against breast cancer. The impacts of this disease affect not only the individual, but families, friends, and communities as well. It is the hope that by increasing awareness the number of early detection cases and the number of lives saved by beating this horrific disease will increase as well.

To find out more about the Pink Patch Project and to see which Massachusetts agencies participated, please visit [www.pinkpatchproject.com](http://www.pinkpatchproject.com)

### IN THIS ISSUE

▶ BREAST CANCER AWARENESS MONTH....	1
▶ PROGRAMS UPDATE.....	2
▶ FISCAL UPDATE.....	3
▶ MASS EDP UPDATE.....	4
▶ 9-1-1 SPOTLIGHT.....	5

**The dates for additional  
Telecommunicator  
Certification Program  
workshops have been selected!  
See page 2 for more details ~**

**LATEST**

**NEWS**

## Updates from our Programs Division

### Telecommunicator Certification Program

This month, the State 911 Department began to include civilians interested in becoming 9-1-1 dispatchers in our training programs. Participants will receive certifications in the 2-day, Next Generation 9-1-1 Equipment training and the 40-hour, APCO PST1 class. The Telecommunicator Certification Program (TCP) is available for people that are interested in working in a 9-1-1 center, but lack the necessary certifications to apply for the position when vacancies become available.

The Department is hopeful that the program will assist 9-1-1 PSAPs that are having difficulty staffing their centers by providing them with 9-1-1 certified applicants applying for employment.

The Department encourages PSAPs to continue sending us your job postings so that we can advertise them on our website at [www.mass.gov/e911](http://www.mass.gov/e911) and share them with participants of the TCP.

The Department will again host 2 informational workshops in November for civilians interested in learning more about the TCP.

Dates and time are listed below:

**November 19, 2019 at 11:00am in Middleborough, MA  
AND November 20, 2019 at 11:00am in Maynard, MA**

To register for a workshop, email [911training@mass.gov](mailto:911training@mass.gov) requesting registration information. Please include your name, telephone number, email address and the town that you live in. An email confirmation will be sent back to you confirming your registration. **Registration is required.**

Applications are now being accepted for the  
**51st & 52nd Public Safety Communications Academies (PSCAs)** being held:



51st PSCA February 10 — March 13, 2020 @ Middleborough  
52nd PSCA May 11— June 12, 2020 @ Middleborough

Applications can be found on our website:

<https://www.mass.gov/service-details/view-e9-1-1-upcoming-classes>

**Report Suspicious Activity.**

If you

**SEE**

something,



then

**SAY**

something.

# OCTOBER



The Office of the State Comptroller has advised that it will be releasing an update to the Commonwealth's standard contract form. Contracts submitted under the State 911 Department grant programs not executed prior to this release may require a PSAP/RECC to execute this latest version. The State 911 Department will forward the new form for execution, if required. In addition, the applications will be updated to include this updated form.



The application period for the FY 2020 State 911 Department grant programs closes on **Friday, January 31, 2020**. **There are only three (3) months remaining. Apply today!**



We are now a third of the way through the fiscal year. This is a good time to review your grants to ensure all personnel for whom you may request costs are listed, spending is on track, delivery of goods and services are on schedule, and budget modifications, if needed, are filed as well as reimbursement requests.



PSAPs/RECCs are reminded to submit requests for approval for all anticipated trainings that are not currently on the approved course list. This request must be submitted by an authorized signatory under the grant program and should be sent to [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov).



Do you have questions relative to the grant and/or reimbursement process? Contact Cindy Reynolds at 508-821-7299 or [911DeptGrants@mass.gov](mailto:911DeptGrants@mass.gov) to schedule a one-on-one training session.

If you have questions or require assistance, please contact  
**Karen Robitaille at 508-821-7221 or email at [karen.robitalle@mass.gov](mailto:karen.robitalle@mass.gov)**



## Updates from Mass EDP



On Friday, September 27, 2019, Massachusetts Equipment Distribution Program (MassEDP) Manager Grant Harrison and State 911 Department's Public Education Coordinator Katelyn Sylvia along with many other vendors had the honor to attend the 5th Annual Disability Summit. The event was put on by the Massachusetts Office on Disability and held at the Boston Convention and Exhibition Center. The day was spent educating citizens of the Commonwealth, as well as professionals from the vendor community, on our Text-to-911 feature, our Silent Call Protocol, and the adaptive equipment we offer through MassEDP. We had a fun day with our table neighbors Kristin Johnson and Zoe RajBhandary from the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) who are pictured above on the left. The connections we made with the people in attendance were special and are unforgettable. Thank you to the Office on Disability for inviting us to attend!

To request a member of Mass EDP to participate in an outreach event in your community, or for more information on the MassEDP application process and equipment available, please contact **Grant Harrison** by email at [grant.harrison@mass.gov](mailto:grant.harrison@mass.gov).

To speak with a customer service representative, call **1-800-300-5658 Voice/TTY**.

For outreach events, please contact **Katelyn Sylvia** by email at [katelyn.a.sylvia@mass.gov](mailto:katelyn.a.sylvia@mass.gov).





## 9-1-1 Spotlight:

### Breast Cancer Warriors!

This month, in honor of Breast Cancer Awareness Month, the State 911 Department would like to spotlight those currently fighting, those that are survivors, and those that have lost their life to the disease of Breast Cancer. The Department sends comforting thoughts, well wishes, and powerful strength.

***“You gain strength, courage, and confidence by every experience in which you really stop to look fear in the face.”***

*~ Eleanor Roosevelt*

## Outreach Events

Do you have an upcoming outreach event in your community? The State 911 Department and Mass EDP would welcome the opportunity to participate if certain criteria are met!



### State 911 Department Outreach Program

For a showing of the Mobile PSAP, please contact **Shahri Moin** by email at [shari.moin@mass.gov](mailto:shari.moin@mass.gov)

For outreach events, please contact **Katelyn Sylvia** by email at [katelyn.a.sylvia@mass.gov](mailto:katelyn.a.sylvia@mass.gov)