

Congratulations



63rd Public Safety Communications Academy

Salvatore Turco—Bedford PD
Sawyer Diffley— Berkley PD
William Kinsman - Berkley PD
Jordyn Holohan - Billerica PD
Collin MacGowan - Cambridge ECC
Jessica McWhirk - Cambridge ECC
Danitza Saint—Marc - Cambridge ECC
Samantha Mikulskis - Central Mass
Jaslyn Abreu - Haverhill PD
Sammantha Delacruz - Haverhill PD
Brendan McLaughlin - Littleton PD

Hayley Ethier - Metacomet ECC
Riley Denelle - Metacomet ECC
Sydni Unterweger - Metacomet ECC
Mary Fields - Newton PD
Renee Trask - Newton PD
Emily Nixon - Northborough PD
William Adams - Quincy PD
Abigail Barry - Quincy PD
Michael McHugh - South Shore RECC
Daniel Ritchie— South Shore RECC
Jocelyn Lopez - South Worcester RECC



BEHAVIORAL HEALTH



A Reminder about Continuing Education

At minimum, two (2) hours of the required 16 hours of continuing education must be focused on behavioral health and are **mandatory each Fiscal year**.

As we begin to enter a new compliance reporting period for FY26, it is important that **all certified telecommunicators complete 16 hours of approved continuing education**, and that **at least TWO HOURS be dedicated to behavioral health**.

When choosing training to attend, the focus of this training should be to assist telecommunicators with **identifying and responding to callers experiencing behavioral health crises or assisting reporting parties who are calling about an individual who may be experiencing behavioral health crises**.

Behavioral Health Approved Courses

To review Behavioral Health Approved Courses, which are already part of the State 911 Department Approved Course List, please visit our webpage at <https://www.mass.gov/lists/view-state-911-department-approved-courses>.

If you would like to submit new Behavioral Health courses for review, please email the details of the training and the request to 911DeptGrants@mass.gov.

If you have questions regarding compliance, or continuing education training courses, please contact Monna Wallace, Director of Programs at monna.wallace@mass.gov.

Public Safety Communications Academy

The State 911 Department recently concluded our 63rd Public Safety Communications Academy (PCSA), graduating a class of 22 students. We are now enrolling for the 64th academy, which will begin Monday, May 4th, 2026 and will run through Friday, June 5, 2026. The PCSA not only offers the mandatory certification courses to become a certified telecommunicator, it dives deeper into training and what dispatchers may experience throughout their careers. Each academy offers hands on training with our staff, as well as opportunities to explore the operations of outside agencies and guest speakers. Applications for the 64th Public Safety Communications Academy can be found on our website, or by clicking [here!](#)



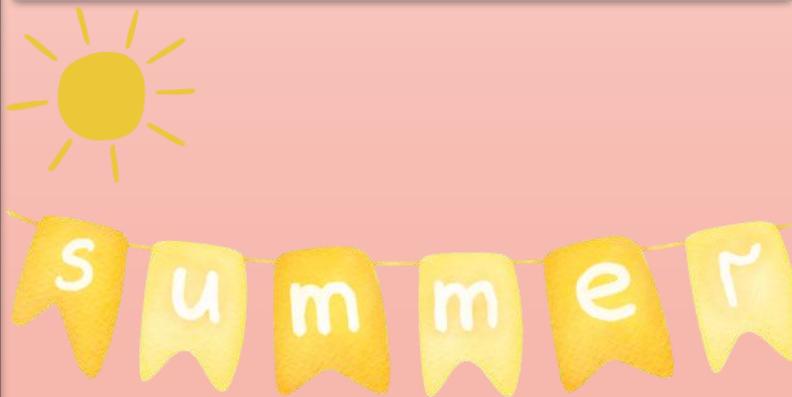
L-R: Anthony Newell, Kathleen Lee, Timothy Buckley, Zygmunt Szczwinski, Executive Director Frank Pozniak, Director of Programs, Monna Wallace, Erica Crawford, Mary Martineau, Kristen Vaidiya, Lauri Lemaire



Updates from our Programs Division

Schedule Your Summer Outreach!

As the winter months push on, we are now booking the Mobile PSAP for outreach this Summer! If you have National Night Out, or other community events that could include the Mobile PSAP, please fill out our Outreach Form found on our website! At these events, our team distributes life saving information on the Silent Call Procedure, as well as Text-to-911. We also have representatives from our Massachusetts Equipment Distribution Program offering information on the adaptive telephones available through that program to residents of the Commonwealth! Attendees also get a glimpse of what it looks like on the other end of a 9-1-1 call! The outreach request form can be found [HERE](#). Please send completed forms to Public Education Coordinator Erica Crawford at erica.crawford@mass.gov. Our summer calendar fills up quickly, you don't want to miss out!



Spotlight Your Dispatchers!

Do you have a dispatcher who has gone above and beyond? One that was able to save a life? We want to feature their story! Each month our newsletter highlights the work that telecommunicators do every day. We want to spotlight a job well done, and also recognize important events such as dispatcher retirements, or other major events. The newsletter also highlights our Lifesaver Award that is given to telecommunicators that successfully saved a life. If submitting for our lifesaver award, and Emergency Medical Dispatch (EMD) procedures are applicable, please include a recording with your submission.

All submissions can be sent to Public Education Coordinator Erica Crawford at Erica.Crawford@mass.gov





The FY 2027 Grant guidelines are expected to be released in March. All guidelines, once approved by the State 911 Commission, will be posted on our website (www.mass.gov/e911). For applicants interested in the Development Grant, please note the submission timeframe may be compressed.



The State 911 Department will host a virtual workshop on March 10, 2026 beginning at 10:00 am to discuss changes, requirements, guidelines and application forms related to the FY 2027 Development Grant. The first 30 minutes will be dedicated to discussion regarding changes and submission requirements. After that the Department will address the guidelines and applications for those that may be new to the process and/or have questions. Register today by emailing 911DeptGrants@mass.gov.



While the State 911 Department does not anticipate any delays with the scheduling of payments, it does want to advise that the Commonwealth is implementing a new accounting system. The current system was taken offline on February 12, 2026. It is expected that the new system will be operational on February 23, 2026. The State 911 Department does not expect PSAP reimbursements to be impacted. However, we wanted to share this information should you experience minor delays as the new system comes on-line and Stat 911 Department staff navigates the new software.



The virtual workshops addressing the grant application process will begin again, with the first being on Monday, April 27, 2026, starting at 11:00 am. Future application workshops will be held virtually on the third Monday of each month (or fourth if a holiday falls on the third). Reimbursement workshops are held virtually on the third Wednesday of each month. To register, please email 911DeptGrants@mass.gov.

BENEFITS OF REGIONAL DISPATCH



Improved Service Consistency

- Standardized Procedures and Response

Enhanced Resiliency & Coverage

- Optimized Incident Approach
- Built-In Redundancy

Cost Efficiency & Shared Resources

- Reduced Duplication
- Shared Technology

Workforce Recruitment & Retention

- Defined Career Growth
- Additional Training Opportunities

Stronger Interoperability & Coordination

- Unified Police, Fire & EMS Response
- Better Integration of Operations



Looking for more information? If your department is considering branching out into a regional dispatch center but are unsure of where to start, contact Peter Kinnas at Peter.S.Kinnas@mass.gov or (508)821-7213. Our team is ready to meet with you, discuss all possibilities, and provide guidance as you explore your options.



A Message from Field Service Advisor:
Chris Plant

The most rewarding part of my position as a Field Service Advisor is helping blind people use adaptive technology to be able to communicate to the outside world. I love helping people dealing with all different types of disabilities. However I have a special passion for my low vision clients. I believe it stems from my childhood and reading about Helen Keller and her teacher Ann Sullivan. Ann was able to teach Helen to communicate when most people deemed it to be impossible. In turns out Ann is a distant relative of mine so in some small way I get to serve her legacy. It is a wonderful feeling to leave an appointment knowing that someone could not use a phone when I arrived and now can access whomever they want. The addition of the iPhone to our program has made this exponentially more possible. From contacting family and friends to making emergency calls from any location to having a digital reader and magnifier with them at all times, the iPhone opens up whole new opportunities for our clients. One of the most difficult challenges for my clients who have lost their vision as they have aged is the lack of independence. Our phones allow our clients to gain some of that independence back and I'm blessed to be able to play a small role in making that possible.

