

# Massachusetts State 911 Department Monthly Newsletter



Issue 11

Volume 7

November 2019

## Congratulations!



### 50th Public Safety Communications Academy

#### Attleboro Police

Patrick Corrigan  
Benjamin McAndrews

#### Jobs Corps Region I

Bianca Dejesus  
Paul Greene

#### Medford Police

Christian Burgoyne  
Joseph Decristofaro  
Christopher Ribeiro  
Sarah Sabella  
Erin Simpson

#### Needham Police

Christopher Bender  
Melanie Rutledge

#### Brookline Police

Kelly Pierce

#### Lexington Police

Pamela Cvitkovich

#### Metro North RECC

Bryan Todisco

#### Wellesley Police

Michelle Pinkham  
Domenic Scopa

#### Danvers Police

Dustin R. Collupy

#### Fall River Police

Stacy Aguiar  
Jessica Rosario  
Jacob Strong

#### Winchester Police

Rachel Buck

#### IN THIS ISSUE

▶ 50TH PSKA GRADUATES.....	1
▶ PROGRAMS UPDATE.....	3
▶ SYSTEMS UPDATE .....	4
▶ FISCAL UPDATE.....	5
▶ MASS EDP UPDATE.....	6
▶ 9-1-1 SPOTLIGHT.....	7

**Our 911 Kids  
Campaign kicked off  
this month!**

*See page 3 for more details ~*

**LATEST**

**NEWS**

On Friday, November 8, 2019 the State 911 Department celebrated the graduation of the Departments 50<sup>th</sup> Public Safety Communications Academy. The ceremony took place at the State 911 Department Headquarters in Middleborough. In attendance and also the keynote speaker of the ceremony was Kerry Collins, Executive Office of Public Safety and Security Undersecretary for Forensic Science and Technology. Also in attendance were the following State 911 Commission members: Fire Marshal Peter Ostroskey, State Police Director of Communications Matt Barstow, Commissioner for the Deaf and Hard of Hearing Steve Florio and the Holbrook Regional PSAP Director Steve Hooke. PSAP management sponsoring graduates were in attendance to honor their new employees along with family and friends.



**State 911 Department Trainers (L/R):  
Tim, Linda, Kevin, Kristen, John &  
Christine**



**Class Speaker Jacob Strong from  
Fall River Police**



**Class Graduate from  
Job Corps Region I  
Paul Greene Pictured  
with his sister**



**Keynote Speaker Undersecretary  
Kerry Collins**



**Undersecretary  
Collins with State  
911 Executive  
Director Frank  
Pozniak**

***Congrats!***



## Updates from our Programs Division

# JOB SEARCH

### PSAP Job Opportunities

If you have a vacancy in your communications center or are looking for job openings in the 9-1-1 communications profession, we are here to help!

#### To post a job opening on our website:

1. Go to [www.mass.gov/e911](http://www.mass.gov/e911).
2. Click on **Information for Call Centers** (located under more actions & services).
3. Click on the **9-1-1 Communications Job Posting link** (located under All other tasks).

#### To view job postings on our website:

1. Go to [www.mass.gov/e911](http://www.mass.gov/e911).
2. Click on **Information for the Public** (located under Top actions & services).
3. Click on the **Available 9-1-1 Communications Job Postings link** (located under top tasks).



## 50th ACADEMY IN ACTION

Wednesday, November 6, 2019



**A special thank you to the  
Middleborough Fire Department.**



## Updates from our Programs Division (continued)

### 911 Kids Campaign Kick Off

Public Education and awareness initiatives play a large role in the ongoing success of the emergency communications system in Massachusetts. The State 911 Department is excited to announce our new 911 Kids Campaign that was kicked off earlier this month. The program is designed to educate children ages Kindergarten through 4th Grade on the proper uses of the 9-1-1 system. Materials for this campaign are available for all Massachusetts cities and towns to print off of our website and distribute. Campaign materials can be found at: [www.mass.gov/e911](http://www.mass.gov/e911) > **Information for the Public** > **Public Education—Kids Campaign Materials**.

In conjunction with materials being assessable to print and distribute, State 911 Department's Public Education Coordinator Katelyn Sylvia is available to present the program through outreach events. Katelyn is looking to partner with Police Departments, Fire Departments, school systems, after school activity groups, boy scout groups, girl scout groups & so on to educate children of the Commonwealth on 9-1-1.

To request Katelyn to participate in an outreach event in your community or for more information on the Kids Campaign Program, please contact **Katelyn Sylvia** by email at [Katelyn.a.sylvia@mass.gov](mailto:Katelyn.a.sylvia@mass.gov).



## Updates from our Systems Division

### Space heater Warning



Remember....It is that time of year when space heaters show up under desks/consoles. Please make sure they are not plugged into any electrical outlet designated for 9-1-1 equipment. Use of those outlets for anything other than 9-1-1 equipment can cause an outage and as such is prohibited!



## Updates from our Fiscal Division

# NOVEMBER



The application period for the FY 2020 State 911 Department grant programs closes on **Friday, January 31, 2020**. There are only two (2) months remaining. **Apply today!**



Just a few **REMINDERS**.....



The State Comptroller's Office released an updated Standard Contract Form on October 25, 2019 to be used on **all new contracts signed/executed on or after October 25, 2019**. When submitting your grant application(s), please be sure the contract has "(Updated 10/25/2019)" at the bottom.



The FY20 Training Grant now **allows** for reimbursement of **straight time** or overtime costs for participants to attend applicable trainings.



Reimbursements requests should be submitted within thirty (30) days of costs being incurred.



FY20 reimbursement forms should be utilized. Please ensure the proper forms are being utilized. All forms are available on our website ([www.mass.gov/e911](http://www.mass.gov/e911)).



The State 911 Department received requests to host "grant camps" at locations throughout the Commonwealth. If you are interested in hosting a grant camp, please contact Karen Robitaille at 508-821-7221 or [Karen.Robitaille@mass.gov](mailto:Karen.Robitaille@mass.gov). We are also available for one-on-one grant sessions to discuss the application and/or reimbursement process at your PSAP or our office in Middleborough.



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

Recently, members of the State 911 Department attended the Massachusetts Council on Aging (COA) 2019 Fall Conference held at the DoubleTree Boston North Shore Hotel in Danvers, MA.

Massachusetts Equipment Distribution Program's (MassEDP) Manager, Grant Harrison and State 911 Department's Public Education Coordinator, Katelyn Sylvia, had the opportunity to speak in depth about MassEDP with multiple Directors and Supervisors of COA organizations from all over the Commonwealth.

This event provided a wonderful opportunity to connect with different agencies located all throughout the Commonwealth, discuss the outreach opportunities that are available to COA centers, and educate those who were unfamiliar with our program.

The vendor floor was full of a variety of organizations that are available in Massachusetts with the mission to assist in making the elderly's living accommodations as comfortable and easy as possible. The day was well spent and the connections that were made will be beneficial to the MassEDP outreach program in the future. Thank you to COA for having us!



To request a member of Mass EDP to participate in an outreach event in your community, or for more information on the Mass EDP 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:

### Merrimack Valley Dispatchers

On September 13, 2018 excessive pressure in natural gas lines caused a series of explosions and fires to occur in as many as 40 homes in the area of Merrimack Valley. The towns of Lawrence, Andover, and North Andover were all affected. Pictured to the right (L/R) are Communications Officer Marc Gagnon, Lead Communications Officer John Wood, Communications Officer Matthew Breeden, and Communications Officer Jason Pugliese. These four gentleman were working in the North Andover PSAP at the time of the gas explosions. On Tuesday, November 12, 2019 they were presented with the Team of the Year Award at the 2019 APCO Conference.



## 9-1-1 Spotlight:

### Holbrook Public Safety Director, Steve Hooke



Congratulations to Holbrook Public Safety Director, Steve Hooke who on Tuesday, November 12, 2019 was voted APCO Atlantic Chapter's choice for the Director of the year! Steve is the Director of Holbrook Regional Emergency Communications Center located in Holbrook, Massachusetts.

***Congratulations to all!***  
***Job Well Done!***