

Massachusetts State 911 Department Monthly Newsletter

Issue 5

Volume 9

May 2021



*Springing
towards a
brighter
future*

▶ SPRING HAS SPRUNG.....	1
▶ PROGRAMS UPDATE.....	2
▶ FISCAL UPDATE.....	4
▶ MASS EDP UPDATE.....	6
▶ 9-1-1 SPOTLIGHT.....	7



*The State 911 Department is
looking forward to
resuming live classroom
training soon!*

Updates from our Programs Division

State 9-1-1 Department's Virtual Training Environment

The new telecommunicator training, offered through the State 911 Department's virtual training environment, has been going well for seven months now. We are excited for its success!

If your PSAP has not had a new hire participate yet, here is a sample of what the virtual and in-house training schedule will look like for them. Exact dates of the virtual classes vary. For a complete list of upcoming classes, please visit our website at www.mass.gov/e911.

Sample New Telecommunicator Training Schedule with State 911 Department

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	NOTES
APCO PST Course Day 1: Virtual Training on WebEx 8:30 AM - 4:30 PM Taught by: State 911 Training Specialist	APCO PST Course cont. Day 2: Virtual Training on WebEx 8:30 AM - 4:30 PM Taught by: State 911 Training Specialist	APCO PST Course cont. Day 3: Virtual Training on WebEx 8:30 AM - 4:30 PM Taught by: State 911 Training Specialist	APCO PST Course cont. Day 4: Virtual Training on WebEx 8:30 AM - 4:30 PM Taught by: State 911 Training Specialist	APCO PST Course cont. Day 5: Virtual Training on WebEx 8:30 AM - 4:30 PM Taught by: State 911 Training Specialist Day 5: Exam Day	EXAM DAY: Students and PSAP In-house Trainers must be on-site together. Written exam will be administered and proctored during testing period by PSAP In-house Trainer.
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	NOTES
	NG9-1-1 New Hire Equipment Training DAY ONE: Virtual Training on WebEx 8:30 AM - 4:30 PM Taught by: State 911 Training Specialist	NG9-1-1 New Hire Equipment Training DAY TWO: In-house at PSAP using NG9-1-1 equipment Taught by: PSAP In-house Trainers Day TWO: Exam Day			NO VIRTUAL Training Day TWO on WebEx. EXAM DAY: Students and PSAP In-house Trainers must be on-site together. Written exam AND practical exam will be administered and proctored by PSAP In-house Trainer.

PSAP In-House Trainer Workshop

ALL individuals who will fulfill the role as a designated PSAP In-house Trainer are asked to attend one of the workshop events prior to scheduling a student for classes. PSAP In-house Trainer workshops are scheduled every Friday in June!

(continued on page 3)

PSAP In-House Trainer

WORKSHOP

Every Friday in June!

Sign-up Today!



Updates from our Programs Division—continued

PSAP In-House Trainer Checklists

As part of the virtual training program, PSAP In-house Trainers can use these easy to follow checklists to ensure that all of the tasks for each of the classes are completed.

PSAP In-house Trainer To-Do for New Hire Equipment Training Day 2:

- ✓ Complete Day 2 Roster
- ✓ Hands-on training activities at PSAP
- ✓ Complete In-house Training checklist using NG9-1-1 workstation
- ✓ Administer and proctor written exam
- ✓ Administer practical exam
- ✓ Submit exam answer sheet and practical exam sheets to State 911 Department (electronically/fax) for grading
- ✓ Mail originals of all materials back to State 911 Department

PSAP In-house Trainer To-Do for APCO PST Course on Day 5:

- ✓ Completion of APCO Consent form with all students from PSAP
- ✓ Administer and proctor written exam
- ✓ Submit exam answer sheets to State 911 Department (electronically/fax) for grading
- ✓ Mail originals of all materials back to State 911 Department

NG9-1-1 Refresher Course

Are you in need of an update on the newer technology or continuing education hours?

Sign up to participate in a NG9-1-1 Equipment Refresher course.

The course is already listed on the Approved Training Course List for the State 911 Department.



If you have any questions, please email Programs Director Monna Wallace at Monna.Wallace@mass.gov.

Updates from our Fiscal Division



LAST CALL... PSAPs are reminded to review their FY 2021 grant awards. All personnel for whom a PSAP wishes to seek reimbursement for **MUST** be on the approved listing attached to the grant award. All additions **MUST** be submitted **ASAP** to ensure that the personnel can be added to your approved list making them eligible for reimbursement. Requests to add personnel should be submitted by an authorized signatory via e-mail to 911DeptGrants@mass.gov. Also, for non-personnel costs, review the awarded application to ensure items (including quantities) are approved and eligible for reimbursement. All changes to the awarded grant(s) must be processed prior to the contract end date of June 30, 2021.



MOVING RIGHT ALONG... The FY 2022 State 911 Department Support and Incentive, Training, and Emergency Medical Dispatch Guidelines and Applications are available at www.mass.gov/e911 under "Information for Call Centers". Grants cannot be approved until such time as the PSAP, Regional PSAP, Regional Secondary PSAP or RECC has filed and received approval of their annual certificate of compliance. All required forms are available at www.mass.gov/e911. Submit your compliance forms and application now to secure a July 1 start date.



WORKSHOPS... The State 911 Department will host virtual workshops addressing the application process and reimbursement process. Register for the dates and times noted below by e-mail 911DeptGrants@mass.gov. These sessions are also posted on our website (www.mass.gov/e911) as events.

<u>Topic</u>	<u>Date & Time</u>
Reimbursements	Monday, June 7, 2021: 11:00AM-1:00PM
Applications	Thursday, June 17, 2021: 10:30AM-12:30PM
Reimbursements	Monday, June 21, 2021: 11:00AM-1:00PM
Applications	Tuesday, June 29, 2021: 1:30PM-3:30PM

(continued on page 5)

Updates from our Fiscal Division—continued

(continued from page 4)



COMING SOON... The FY 2022 Leadership Scholarship Guidelines and Application packet will be released soon. The Guidelines and Application packet will be posted on the Massachusetts Communications Supervisor Association at <https://ma911.org>.



It is **imperative** that PSAPs submit all required documentation with each reimbursement. In order to reconcile and process payments within the thirty (30) business days noted within the guidelines, Department staff is no longer in a position to provide a courtesy request for the missing documentation. Each reimbursement request will be processed with the documentation provided. **Failure to provide all needed documentation may result in a reduction on the request or the request may be returned in its entirety.**

If you have questions or require assistance, please contact
Karen Robitaille at 508-821-7221 or email at karen.robitaille@mass.gov.

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!

For a showing of the Mobile PSAP, please contact **Shahri Moin by email at shari.moin@mass.gov**

For outreach events, please contact **Katelyn Sylvia by email at katelyn.a.sylvia@mass.gov.**



Massachusetts Equipment Distribution Program (MassEDP) now offering the iPhone XR as Program's first wireless device choice for clients!

MassEDP is pleased to announce that we now offer the iPhone XR as the Program's first ever wireless device choice for our clients. The cell phone is pre-programmed with applications based on the applicant's disability.



Features:

- Wireless device, black in color
 - 64GB memory
- 6.1" diagonal all-screen LCD multi-touch display
 - Liquid retina HD display
 - Face ID
 - Long lasting battery
- Wireless Charging Capability

Please note, MassEDP DOES NOT provide the cellular data plan.

If you have questions or for a MassEDP application, please call MassEDP Manager Grant Harrison at 508-821-7234 or email him at grant.harrison@mass.gov.

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





9-1-1 Spotlight: **New Statewide Interoperability Coordinator (SWIC), Rich Fiske**

Please join the State 911 Department in congratulating Rich Fiske, who is the new EOPSS Statewide Interoperability Coordinator (SWIC). Rich was most recently the Executive Director of our 911 Center in Framingham. He has decades of experience in the public safety field as well as over 25 years of service as a first responder serving in various capacities as a police officer in Shrewsbury, Framingham, & Uxbridge. In addition, Rich has a technical background and special training that will aid him in excelling as the new SWIC. We thank Rich for his dedicated service & years of hard work in public safety. We wish him continued success and the best of luck in his new position! ***Congratulations!***



9-1-1 Spotlight: **Ashland Police Department, Dispatcher Michael Cunningham**

On May 3, 2021 at approximately 2:47 PM Ashland Police Department Communications Dispatcher Michael Cunningham received a 9-1-1 call reporting a capsized boat at the Ashland Park where the adult operator was injured. Using the NG9-1-1 system and GPS coordinates Dispatcher Cunningham was able to pinpoint the exact location of the injured victim and guided first responders to him. The victim was located by first responders on dry land and it was then discovered due to his injuries that he was unable to walk. It was also discovered the wooded area where the victim was located was too dense to transport the victim to the ambulance using the department ATV, so Ashland PD Detective James Girotti carried the victim on his back through the woods to the waiting ambulance. The victim was transported to a local hospital and treated for his injuries. Great job by Dispatcher Cunningham, Detective Girotti, Ashland Police Department and Fire Department paramedics, and all other responding first responders. ***Job well done!***



9-1-1 Spotlights: Metacomet Emergency Communications Center (MECC)

On April 27, 2021 at approximately 7:21 PM, MECC received a 9-1-1 call from an individual in distress and possibly in a body of water. The location of the call was Plainville, MA in a large gravel quarry in excess of 150 acres. Using RapidSOS the staff at MECC was able to pinpoint an exact location, and using automatic vehicle location (AVL) technology MECC staff located the responding apparatus and guided the first responders to the victim. The subject was located and transported to a local hospital to receive medical care. The great teamwork and communication by the staff at MECC and responding agencies, and the usage of RapidSOS and AVL technology, resulted in a positive outcome.



(L/R): Christine Mooney, Marjorie Descoteaux, Lisa Gallagher, Christine Conrad, Renee Foley, Gary Grenier, and Communications Supervisor Nicholas Smith

Job well done!