

Massachusetts State 911 Department Monthly Newsletter



Issue 3 | Volume 7 | March 2019

Congratulations!



48th

Public Safety Communications Academy

Brookline Police

Kelsey Ashe
Devon Shatkin

Dukes County Sheriff

Connor Chisholm

Needham Police

Nicholas Roberts

Northborough Police

Amie Bullard

Wareham Police

Taylor Nelson

Danvers Police

Tyler Skane

Fall River Police

Michele Chase
Nicholas Rioux
Shawn Livernois

Randolph Police

Matthew Fitzgerald
Emily Smith

Westwood Police

Thomas Hutton
Mark Jones-Maynard

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**Time to Celebrate!
National
Telecommunicator Week
April 14-20, 2019**

LATEST

NEWS

Updates from our Programs Division

Telecommunicator Certification Program

The State 911 Department recently partnered with Workforce Development and Training and the Center for Corporate and Professional Education at Cape Cod Community College for a pilot “Telecommunicator Certification Program”.

The purpose of the pilot is to certify prospective 911 telecommunicators. On March 11, 2019, 17 CORI screened individuals successfully completed the APCO PST1 course and have since gone on to complete the two days of equipment training at our Middleborough training facility.

Each participant in the program is eager to begin a career in 911 communications and we are hopeful that members of the class will find employment opportunities in some of our Cape Cod and south shore PSAPs. The State 911 Department plans to continue this initiative across the Commonwealth.



Newly hired dispatchers, Tami Warner and Casey Lacasse, pictured with Sgt. Larry Bateman of the Sturbridge Police.

Both dispatchers successfully completed their 911 certifications through the State 911 Department’s partnership with Anna Maria College in Paxton.

Congratulations to you both!

April 14-20, 2019

National Public Safety Telecommunicator Weeks

www.npstw.org

Sponsored by APCO International

How will you be celebrating your telecommunicators this year?
Share what you are doing in your PSAPs throughout the week.

Massachusetts State 911

[@MAstate911](https://twitter.com/MAstate911) [#GreatJobMA911](https://twitter.com/GreatJobMA911)



Updates from our Programs Division (continued)

COMPLIANCE



Training



EMD/CPR



Employment



Quality Assurance

It's Compliance Time Again!

The FY 2019 Annual Certification of Compliance form is now available on our website at www.mass.gov/e911.

The form must be submitted on or before **July 31, 2019**.

If your PSAP has completed all of the compliance requirements, please submit your form now to expedite processing.

For questions about the 2019 Annual Certification of Compliance process, email Programs Director, **Monna Wallace** at monna.wallace@mass.gov.

Continuing Education for FY 2019

There is less than three months left to get your continuing education hours completed for this fiscal year!

Each telecommunicator must complete 16 hours of continuing education by **June 30, 2019** and if applicable, CPR and EMD certifications must be up to date.

For a complete list of all approved training courses, please see our website at www.mass.gov/e911.

REMINDER



Updates from our Systems Division

911 Data Output

When considering changing or acquiring services that rely on output from the 911 system, such as CAD or Smart911, please let us know so that we can work with you and GDIT to ensure a smooth implementation.

You can let us know by contacting the Systems Analyst assigned to your PSAP or by sending an email to eps-911-changerequest@listserv.state.ma.us.



Updates from our Fiscal Division



As we move into the final quarter of FY 2019, we wanted to issue a few reminders to assist PSAPs with managing and closing out their grants for the year.



Final budget modifications should be filed now.



Development grant awardees requiring a contract extension beyond June 30, 2019, should submit a request for such extension now.



Development grant awardees are reminded quarterly reports are due on or before the 15th of the month following the close of the quarter. The next quarterly report is due by April 15, 2019.



All reimbursements request should be submitted within thirty (30) days of cost incurred.



Continuing education hours are not required for new hires in the fiscal year in which they were certified.



Attendance at meetings is not an eligible expense under the State 911 Department's Training Grant Program.



State 911 Department fiscal staff is always available to assist with questions regarding applications and/or reimbursements.

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

Updates from Mass EDP



On Wednesday March 13, 2019, the Massachusetts Equipment Distribution Program (Mass EDP) and Field Service Advisors (FSAs) Chris Plant and Chris Murphy attended the “Focus” on Vision Impairment and Blindness Conference in Norwood.

Chris Murphy and Chris Plant were able to speak to possible applicants about the adaptive telephone equipment Mass EDP offers. In addition, each FSA had time to assist individuals one on one with the application process, and answer

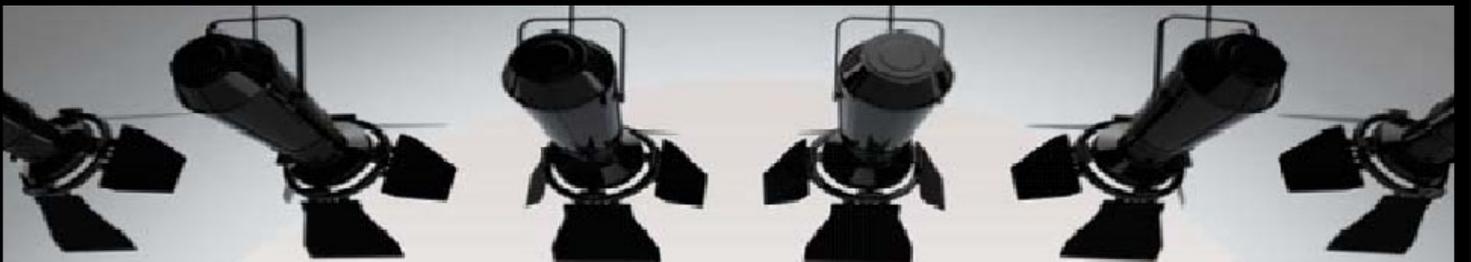
specific questions about how to become approved to receive this equipment.

The conference was held at the Four Points, and sponsored by the Massachusetts Commission for the Blind, Perkins School for the Blind, Department of Developmental Services—Southeast Region Training Council, and Shriver Clinical Services.

Mass EDP participates in events like this one across the Commonwealth to promote this great program. To request a member of Mass EDP to participate in an outreach event in your community, or for more information on the Massachusetts Equipment Distribution Program application process or equipment available, please contact EDP Manager, **Grant Harrison** at grant.harrison@mass.gov.



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



9-1-1 Spotlight

Massachusetts Communication Supervisors Association (MCSA)

Several members of MCSA were on hand in Washington DC this month to support the introduction of the bipartisan **911 SAVES Act** by U.S. Representative Norma Torres from California.

This act is positioned to reclassify Public Safety Telecommunicators as Protective Service Occupations, reinforcing the important role they play in the process of emergency response.