

**Commonwealth of Massachusetts**

**Executive Office of Public Safety and Security  
State 911 Department**



**State 911 Department  
Training Grant and EMD/Regulatory Compliance Grant Guidelines  
Fiscal Year 2018**

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**All applications shall be mailed or hand delivered. No applications will be accepted via fax or email. All applications must be received by 5:00 P.M. on Friday, February 2, 2018.**

**WHAT'S NEW** for the Fiscal Year 2018 State 911 Department Training Grant  
and EMD/Regulatory Compliance Grant

- Application deadline of February 2, 2018 (pp. 1, 15).
- Training Grant funding allocation of \$4,622,973, with a minimum award of \$10,000 for primary PSAPs and minimum award of \$25,000 for regional PSAPs, regional secondary PSAPs, and RECCs (p. 6).
- Funding for the PSAP Leadership Scholarship Program expanded to include State 911 Department-approved leadership programs and to allow on-line coursework and rental car expenses (p. 10).
- Eligible travel time will be calculated by determining the round trip travel time from the PSAP to the training location, rounded up to the nearest quarter hour (p. 11).
- Funding for Administrator Backroom Training expanded to allow for a maximum of forty (40) hours of training per PSAP (p. 11).
- Contract with certified EMD resource needs to be submitted with the application only if funding is requested (p. 12).
- Funding expanded to allow for vendor fees associated with case review of calls requesting medical assistance solely for purposes of identifying compliance with the quality assurance program of the EMDPRS, in accordance with Commonwealth security procedures and policies (no remote access) (p. 13).
- The application shall not be double sided (p. 15).
- Year end budget modifications shall be submitted by March 31, 2018 (p. 17).

## Introduction

Governor Charles D. Baker, Secretary of the Executive Office of Public Safety and Security Daniel Bennett, and State 911 Department Executive Director Frank Pozniak are pleased to announce the Fiscal Year 2018 funding for the State 911 Department Training Grant and EMD/Regulatory Compliance Grant.

The State 911 Department is a department within the Executive Office of Public Safety and Security and is responsible for administering the State 911 Department Training Grant and EMD/Regulatory Compliance Grant. The State 911 Department is inviting eligible entities to submit applications for grant funds under the State 911 Department Training Grant and EMD/Regulatory Compliance Grant. All information needed to apply is contained in these guidelines and application package.

The following guidelines have been developed for the State 911 Department Training Grant and EMD/Regulatory Compliance Grant and are applicable for Fiscal Year 2018.

**The guidelines and funding levels will be reviewed annually by the State 911 Department and are subject to change, with Commission approval, with each funding cycle.**

***Note:*** The Fiscal Year 2018 Grant will begin on July 1, 2017 and run through June 30, 2018. The “Effective Date” of the individual awards shall be determined in accordance with Section 1 of the Commonwealth Terms and Conditions, which provides as follows: “The effective start date of performance under a Contract shall be the date a Contract has been executed by an authorized signatory of the Contractor, the Department, a later date specified in the Contract or the date of any approvals required by law or regulations, whichever is later.” **There shall be no reimbursement for costs incurred prior to the Effective Date of the Contract, and all goods and services MUST be received on or before June 30, 2018.**

## II. Definitions

The following words and phrases, as used in this document and the related application package, shall have the following meaning, unless the context clearly requires otherwise.

Automatic Number Identification or ANI: an enhanced 911 service capability that allows for the automatic display of a telephone number used to place or route a 911 call.

Automatic Location Identification or ALI: an enhanced 911 service capability that allows for the automatic display of information relating to the geographical location of the communication device used to place a 911 call.

Cardiopulmonary resuscitation or CPR certification: a certification demonstrating successful completion of an American Red Cross, American Heart Association, or other cardiopulmonary resuscitation training and certification program that is approved by the Department.

Certified emergency medical dispatch resource or certified EMD resource: a limited secondary PSAP, primary PSAP, regional PSAP, regional secondary PSAP, secondary PSAP, RECC,

wireless state police PSAP, or private safety department that is equipped to provide ANI and ALI displays and that is approved by the Department to provide emergency medical dispatch services for a PSAP or RECC through emergency medical dispatchers.

Commonwealth: the Commonwealth of Massachusetts.

Department: the State 911 Department.

Emergency Medical Dispatch or EMD: the management of requests for emergency medical assistance by utilizing a system of: (a) tiered response or priority dispatching of emergency medical resources based on the level of medical assistance needed by the victim; and (b) pre-arrival first aid or other medical instructions given by trained personnel responsible for receiving 911 calls and directly dispatching emergency response services.

Emergency Medical Dispatch Protocol Reference System or EMDPRS: a system approved by the Department that includes a protocol for emergency medical dispatcher response to calls, including structured caller questioning for patient condition, incident facts, and scene safety, pre-arrival instructions, post-dispatch instructions (such as first responder, basic life support and/or advanced life support), a continuous quality assurance program that measures compliance with the protocol through ongoing random case review of each emergency medical dispatcher.

Enhanced 911 Fund: the fund established under section 35JJ of Chapter 10 of the Massachusetts General Laws.

Enhanced 911 Telecommunicator: an individual who acts in the capacity of an enhanced 911 call taker.

Executive Director: the executive director of the State 911 Department.

Governmental Body: a state board, committee, special committee, subcommittee or commission, however created or constituted within the executive or legislative branch of the commonwealth or the governing board or body of any authority established by the general court to serve a public purpose in the commonwealth or any part thereof; a board, commission, committee or subcommittee of any district, city, region or town, however elected, appointed or otherwise constituted, and the governing board of a local housing, redevelopment or similar authority, provided that such entity currently operates a PSAP or RECC or seeks approval from the Department to operate a PSAP or RECC.

Grantee: an eligible applicant that has contracted with the State 911 Department to receive funds under the State 911 Department Training Grant and EMD/Regulatory Compliance Grant. Only governmental bodies and municipalities are eligible to be grantees.

Limited Secondary PSAP: a facility equipped, at a minimum, with automatic number identification and automatic location information display or printout capability. It receives 911 calls only if transferred from the primary PSAP. Data sent to a limited secondary PSAP cannot be re-routed to another location and may not necessarily be transmitted simultaneously with the voice call.

Post-dispatch Instructions: case-specific advice, warnings, and treatments given by a certified emergency medical dispatcher whenever possible and appropriate after dispatching field responders in accordance with a Department-approved EMDPRS.

Pre-arrival Instructions: scripted medical instructions given whenever possible and appropriate to provide necessary assistance and control of the situation, including without limitation, potential life-saving instructions and post-dispatch instructions, prior to arrival of emergency medical services personnel in accordance with a Department-approved EMDPRS.

Primary PSAP: a PSAP equipped with automatic number identification and automatic location identification displays, and is the first point of reception of a 911 call. It serves the municipality in which it is located.

Private Safety Department: an entity, except for a municipality or public safety department, that provides emergency police, fire, ambulance or medical services.

Public Safety Department: a functional division of a municipality or a state that provides firefighting, law enforcement, ambulance, medical or other emergency services.

Quality Assurance of EMD: a systematic program and services consisting of medical control, medical review, call review, call tracking, deficiency identification, and remediation of emergency medical dispatch personnel, policies and procedures.

Regional PSAP: a PSAP operated by or on behalf of 2 or more municipalities or governmental bodies, or combination thereof, approved by the department, for the operation of enhanced 911 call taking and call transfer activities. A regional PSAP may also be engaged in, by agreement, the dispatching or control of public safety resources serving some or all of the municipalities or governmental bodies that comprise the regional PSAP, including where services are provided by a private safety department. If the regional PSAP serves all such municipalities or governmental bodies for the operation of enhanced 911 call taking and call transfer activities and dispatch services including where some dispatch services are provided by a private safety department, it shall be considered a regional emergency communication center. The regional PSAP shall be equipped with automatic number identification and automatic location identification displays, as approved by the department, and is the first point of reception of a 911 call.

Regional Secondary PSAP: a facility operated by or on behalf of 3 or more municipalities or governmental bodies, or a combination thereof, approved by the department, that enter into an agreement for the establishment and provision of regional dispatch and coordination of either police, fire protection or emergency medical services, or any combination thereof. A regional secondary PSAP is equipped with automatic number identification and automatic location identification displays. It receives 911 calls only when transferred from a primary or regional PSAP or on an alternative routing basis when calls cannot be completed to the primary or regional PSAP.

Regional Emergency Communication Center or RECC: a facility operated by or on behalf of 2 or more municipalities or governmental bodies, or combination thereof, as approved by the Department, that enter into an agreement for the establishment and provision of regional dispatch and coordination of emergency services for all such municipalities or governmental bodies including, but not limited to, a regional PSAP that provides enhanced 911 service and police, fire protection, and emergency medical services dispatch, including services provided by a private

safety department. The regional PSAP portion of the center shall be equipped with automatic number identification and automatic location identification displays, as approved by the department, and is the first point of reception of a 911 call.

Ringling PSAP: a PSAP equipped for receipt of voice communications only, and may not operate 24 hours each day. It receives 911 calls that are transferred from the primary PSAP.

Secondary PSAP: a PSAP equipped with automatic number identification and automatic location identification displays. It receives 911 calls only when they are transferred from the primary PSAP or on an alternative routing basis when calls cannot be completed to the primary PSAP.

Wireless State Police PSAP: a state police facility assigned the responsibility of primarily or entirely receiving wireless 911 calls and, as appropriate, dispatching emergency response services or transferring or relaying emergency 911 calls to other public or private safety departments or other PSAPs

### **III. Eligibility**

#### **A. Training Grant**

All primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs are eligible to receive funding under the State 911 Department Training Grant.

Funding for the State 911 Department Training Grant originates from a portion of the surcharge revenues received pursuant to M.G.L. Chapter 6A, § 18H. For fiscal year 2018, \$4,622,973 of the total surcharge revenues of the previous fiscal year will be allocated to the State 911 Department Training Grant.

Funding in the amount of up to fifty thousand dollars (\$50,000) of the \$4,622,973 referenced above will be allocated to a PSAP executive development and leadership scholarship program to be known as the PSAP Leadership Scholarship Program. All primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs are eligible to apply for funding under the PSAP Leadership Scholarship Program. In addition, the State 911 Department will support the expenses of a scholarship recipient to attend the Navigator Conference should that person be selected to receive the David Connolly CCM Leadership Award or to support the attendance at an equivalent conference at which a leadership award is offered, as determined by the State 911 Department in its sole discretion.

Awards to grantees under the State 911 Department Training Grant will be disbursed according to a formula that weighs both population<sup>1</sup> served and 911 call volume<sup>2</sup>, with a minimum award of \$10,000 for primary PSAPs, and a minimum award of \$25,000 for regional PSAPs, regional secondary PSAPs, and RECCs. A complete listing of eligible award amounts by PSAP can be found in Appendix A- Award Amounts by PSAP.

#### **B. EMD/Regulatory Compliance Grant**

In addition to amounts allocated under the State 911 Department Training Grant, primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs are eligible to apply for grant

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<sup>1</sup> 2010 U.S. Census.

<sup>2</sup> 2015 Call Volume will be utilized for Fiscal Year 2018.

funding through the State 911 Department EMD/Regulatory Compliance Grant. Wireless state police PSAPs are eligible to apply for grant funding through the State 911 Department EMD/Regulatory Compliance Grant for allowable expenses relating to emergency medical dispatch services provided through a certified EMD resource (Category E), and for other emergency medical dispatch and quality assurance of emergency medical dispatch services (Category F) only.

Funding for the State 911 Department EMD/Regulatory Compliance Grant originates from a portion of the surcharge revenues received pursuant to M.G.L. Chapter 6A, § 18H.

Awards to grantees under the State 911 Department EMD/Regulatory Compliance Grant will be disbursed on an as needed basis. The State 911 Department reserves the right to adjust the amount allocated to the State 911 Department EMD/Regulatory Compliance Grant and/or to adjust the amount awarded to eligible grantees to ensure a proper allocation in accordance with the purpose of the State 911 Department EMD/Regulatory Compliance Grant.

#### **IV. Purpose**

##### **A. Training Grant**

The purpose of the State 911 Department Training Grant is to reimburse primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs for allowable expenses relating to the training and certification of enhanced 911 telecommunicators, including emergency medical dispatch programs and quality assurance of emergency medical dispatch programs.

Primary PSAPs, regional PSAPs, and RECCs who transfer 911 calls to a secondary PSAP or limited secondary PSAP may be reimbursed, under the State 911 Department Training Grant, for expenses relating to the training and certification of enhanced 911 telecommunicators located at such secondary PSAP or limited secondary PSAP, except that funding for expenses for EMD training and/or EMD certification of enhanced 911 telecommunicators located at such secondary PSAP will be authorized only for a secondary PSAP serving as the alternate PSAP for a primary PSAP or as a certified EMD resource for a primary PSAP, regional PSAP, or RECC or for a limited secondary PSAP that serves as the certified EMD resource for the applicant.

**Except as otherwise expressly noted herein for allowable expenses for administrator backroom training and for attendance at the State 911 Department Dispatch Academy, funding for the State 911 Department Training Grant shall first be used to meet minimum training and certification requirements for enhanced 911 telecommunicators and minimum requirements governing emergency medical dispatch established by the State 911 Department, and funding may be used for other purposes only after funding has been used to meet such requirements. PSAPs are reminded that the State 911 Department training and certification requirements for enhanced 911 telecommunicators include annual continuing education obligations.**

##### **B. EMD/Regulatory Compliance Grant**

M.G.L. c. 6A, § 18H provides that the State 911 Department shall establish standards requiring PSAPs to have certified emergency medical dispatch personnel or to provide emergency medical dispatch through a certified emergency medical dispatch resource. The State 911 Department has established standards requiring PSAPs to have certified emergency medical dispatch

personnel or to provide emergency medical dispatch through a certified emergency medical dispatch resource.

The primary purpose of the State 911 Department EMD/Regulatory Compliance Grant is to reimburse primary PSAPs, regional PSAPs, regional secondary PSAPs, RECCs, and wireless state police PSAPs for allowable expenses relating to emergency medical dispatch services provided through a certified emergency medical dispatch resource and for allowable expenses for other emergency medical dispatch and quality assurance of emergency medical dispatch services.

In addition, for good cause shown, primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs may be eligible for supplemental grant funding through the State 911 Department EMD/Regulatory Compliance Grant for allowable expenses relating to the training and certification of enhanced 911 telecommunicators (and primary PSAPs for allowable expenses relating to the training and certification of enhanced 911 telecommunicators of its secondary PSAP which serves as its alternate), including emergency medical dispatch and quality assurance of emergency medical dispatch programs, not otherwise funded by the State 911 Department Training Grant, in order to meet the minimum training and certification requirements for enhanced 911 telecommunicators and minimum requirements governing emergency medical dispatch established by the State 911 Department.

In order to qualify for such supplemental grant funding under the State 911 Department EMD/Regulatory Compliance Grant, the applicant shall be required to demonstrate, with supporting documentation to the satisfaction of the State 911 Department, as follows:

- (1) good cause why supplemental funding should be awarded (e.g., the applicant seeks funding in order to meet the minimum training and certification requirements for a newly hired enhanced 911 telecommunicator and such expenses could not reasonably have been anticipated; the applicant seeks funding for an increase in a contractual obligation for allowable emergency medical dispatch protocols that could not reasonably have been anticipated, etc.);
- (2) the applicant has exhausted all funds awarded to the applicant under the State 911 Department Training Grant to meet the minimum training and certification requirements for enhanced 911 telecommunicators and minimum requirements governing emergency medical dispatch established by the State 911 Department, except as otherwise expressly permitted herein;
- (3) the applicant has not used funds awarded to the applicant under the State 911 Department Training Grant for purposes other than to meet the minimum training and certification requirements for enhanced 911 telecommunicators and minimum requirements governing emergency medical dispatch established by the State 911 Department, except as otherwise expressly permitted herein and except if the applicant demonstrates to the satisfaction of the State 911 Department that: a) the applicant used funds awarded to the applicant under the State 911 Department Training Grant for other purposes only after the applicant had first used State 911 Department Training Grant funding to meet such minimum requirements; and b) the applicant could not reasonably have anticipated the expenses for which the applicant seeks funding.

The State 911 Department reserves the right, in its sole discretion, to require, as a condition of awarding supplemental funding under the State 911 Department EMD/Regulatory Compliance Grant, that the applicant shall first exhaust all available grant funding under other State 911 Department grant programs. The State 911 Department reserves the right, in its sole discretion, to adjust the amount awarded as supplemental funding under the State 911 Department



EMD/Regulatory Compliance Grant by the amount of available and unexpended funds under other State 911 Department grant programs.

**Except as otherwise expressly noted herein for allowable expenses for administrator backroom training and for attendance at the State 911 Department Dispatch Academy no funding will be authorized under the State 911 Department EMD/Regulatory Compliance Grant unless the applicant has first demonstrated it will exhaust, during this grant funding cycle, all available funding awarded through the State 911 Department Training Grant to meet the minimum requirements established by the State 911 Department.**

**No funding will be authorized under the State 911 Department Training Grant or the State 911 Department EMD/Regulatory Compliance Grant for expenses relating to EMD training or EMD certification of enhanced 911 telecommunicators at a primary PSAP, regional PSAP, or RECC if the PSAP or RECC provides emergency medical dispatch through a certified EMD resource.**

If an applicant/grantee seeks to change the manner in which the applicant/grantee complies with the minimum requirements governing emergency medical dispatch established by the State 911 Department, the grantee shall submit a written transition plan to the State 911 Department for approval. A transition plan is required if an applicant/grantee: 1) seeks to change the EMDPRS that is utilized by the applicant/grantee; 2) currently provides EMD through certified emergency medical dispatchers and seeks to provide EMD through a certified EMD resource; 3) currently provides EMD through a certified EMD resource and seeks to provide EMD through certified emergency medical dispatchers; or 4) seeks to change the certified EMD resource utilized by the applicant/grantee.

The transition plan shall address, at a minimum, the following:

- The current method by which the applicant/grantee provides EMD;
- The proposed method by which the applicant/grantee seeks to provide EMD (including proposed effective date);
- How the applicant/grantee shall ensure that it shall comply with the minimum requirements governing emergency medical dispatch established by the State 911 Department;
- The reasons for the proposed change and the potential for positive public safety benefits; and
- The fiscal impact of the proposed change, including without limitation, steps taken by the applicant/grantee to reduce the need for additional funding (e.g., reuse of EMD products previously funded under this Grant, etc.)

## **V. Use of Funding**

### **1. Categories of Use of Funds**

Grantees may only use grant funds for the purposes indicated below. Use of all grant funding shall be (a) related to the training and certification of enhanced 911 telecommunicators, except as otherwise expressly noted herein for administrator backroom training; (b) related to emergency medical dispatch programs and quality assurance of emergency medical dispatch programs; and (c) approved by the State 911 Department. All wage reimbursements authorized under the Program shall be allocated by the grantee in adherence to applicable collective bargaining

agreements. However, the State 911 Department is not bound by or required to adhere to grantee collective bargaining agreements when determining allocations or reimbursements.

**A.1. Fees:** Funding may be authorized for the expenses of live or online training courses, and certifications/recertifications, 911 accreditation of PSAPs, and quality assurance of EMD, to include applicable vendor fees, registration fees, and instructor fees. Funding may be authorized for membership fees for the following national and industry-recognized professional organizations:

The Association of Public Safety Communications Officials (APCO)  
National Emergency Number Association (NENA)

and for membership fees (not to exceed one membership per PSAP or RECC) for the following professional organization:

Massachusetts Communications Supervisors Association (MCSA).

Expenses associated with attendance at conferences will **NOT** be covered, except that funding may be authorized for conference registration fees only (but not for any other expenses associated with attendance) for APCO, NENA, and Navigator conferences. Requests for approval of conference registration fees for conferences other than APCO, NENA, and Navigator conferences, along with a conference agenda (including a list of key speakers), shall be submitted to the State 911 Department at least twenty-one (21) days in advance of the conference. Grantees are advised that failure to obtain prior express WRITTEN authorization from the State 911 Department may result in denial of reimbursement of any and all expenses associated with conference fees for conferences other than APCO, NENA, and Navigator.

## **A.2. PSAP Leadership Scholarship Program**

Funding for the PSAP Leadership Scholarship Program and/or equivalent conference at which a leadership award is offered shall be awarded by the State 911 Department in its sole discretion based on selection criteria established by the MCSA to be approved by the State 911 Department. Funding may be awarded for expenses associated with attendance at a State 911 Department-approved leadership scholarship program, not to exceed one person per PSAP, for persons who are certified as an enhanced 911 telecommunicator and employed by a primary PSAP, regional PSAP, regional secondary PSAP, or RECC. Expenses may include salary costs (straight time or replacement time, but not both, for classroom time and/or on-line coursework), course fees, airfare, lodging, meals (in accordance with Massachusetts “Redbook”), and other expenses, including car rental expenses, associated with attendance at a State 911 Department-approved leadership scholarship program. MCSA shall submit nominations to the State 911 Department on or before August 1, 2017. Additional information regarding the PSAP Leadership Scholarship Program is available on the MCSA website at [www.ma911.org](http://www.ma911.org). In addition, the State 911 Department will support the expenses of a scholarship recipient to attend the Navigator Conference should that person be selected to receive the David Connolly CCM Leadership Award or to support attendance at an equivalent conference at which a leadership award is offered, as determined by the State 911 Department in its sole discretion.

**B. Personnel Costs:** Funding may be authorized to defray the costs of salary of enhanced 911 telecommunicator personnel, including enhanced 911 telecommunicators who are

emergency communications dispatchers or supervisors. In order to be eligible for such funding, a grantee shall show that the personnel costs to be reimbursed: (1) cover only personnel who are trained and certified as an enhanced 911 telecommunicator in accordance with the requirements of the State 911 Department, or are in the process of obtaining such certification, in accordance with the requirements of the State 911 Department; and (2) except as otherwise approved by the State 911 Department are solely for hours in which funding shall be assigned to specific identified personnel, and the funding shall be applied to the personnel costs associated with such specific identified personnel.

These costs may include: straight time expenses for new hires to meet the minimum training and certification requirements for enhanced 911 telecommunicators and minimum requirements governing emergency medical dispatch established by the State 911 Department, straight time expenses or replacement expenses, but not both, for attendance at the State 911 Department Dispatch Academy, and straight time expenses for part-time and/or reserve employees for participation in Grant-related activities; overtime expenses for participation in Grant-related activities; replacement expenses (straight time for part-time and/or reserve employees, or overtime) for participation in Grant-related activities; and associated fringe benefits and/or indirect costs as applied by a municipality or the Commonwealth. Grantees will be reimbursed for classroom hours and reasonable travel time only, except that, with respect to approved in-house training courses conducted by PSAPs, funding may be authorized for course trainer preparation time. Reimbursement for such course trainer preparation time shall not exceed twenty (20) per cent of the number of course hours and shall be supported by detailed documentation, including but not limited to, a detailed description of the dates, times, and nature of the course trainer preparation activity. Travel time, where applicable, will be verified utilizing a recognized mileage guide such as mapquest.com. Eligible travel time will be calculated by determining the round trip travel time from the PSAP to the training location, rounded up to the nearest quarter hour. Funding for personnel costs for participation in on-line training courses may be authorized for up to one (1) additional hour per person per year, with supporting documentation from the participant's supervisor.

**Administrator Backroom Training:** Funding may be authorized for personnel costs for employees of the applicant for administrator backroom training on the use and operation of 911 equipment, including but not limited to, the operation and use of digital logging recorders and the Next Generation 911 system, not to exceed forty (40) hours per PSAP annually. The grantee shall submit supporting documentation from the PSAP supervisor attesting that the training and hours are for personnel whose job duties include the operation and use of the 911 equipment for which training is sought. No funding for such training will be available under the State 911 Department EMD/Regulatory Compliance Grant. To the extent that the applicant has additional training needs, the State 911 Department will make every effort to conduct on-site training.

Certified enhanced 911 telecommunicators or new personnel working toward obtaining such certification for whom reimbursement requests are submitted shall be identified on the Personnel Costs form contained in the Application Package. A PSAP may add a certified enhanced 911 telecommunicator or new personnel working toward such certification following the award of the grant by submitting a request to [911DeptGrants@state.ma.us](mailto:911DeptGrants@state.ma.us). Said request shall contain the information noted on the Personnel Costs form contained in the Application Package and shall provide documentation of the required certifications received from attendance at courses hosted by an entity other than the State 911 Department. The State 911 Department will review the request and advise, in writing, whether or not the request has been approved.

**C. Training Software and Other Products:** Funding may be authorized for the purchase, installation, replacement, maintenance, and /or upgrade of software and other products related to

the certification and training of enhanced 911 telecommunicators, including but not limited to, call handling guide cards (such as crimes in progress and emergency medical dispatch call handling guides), call handling software, emergency medical dispatch software, skill and ability testing software, and additional related training materials such as books and guides. No funding will be available for equipment, hardware, or internet service, unless otherwise approved by the State 911 Department in its sole discretion.. Funding for replacement of training software and other products previously funded under the State 911 Department Grant programs will be authorized only for good cause shown. No funding for EMD software will be available under the EMD/Regulatory Compliance Grant unless the grantee is a regional PSAP or RECC. No funding for the electronic version of the printed EMD protocols (i.e., electronic version of EMD manuals/cardsets if approved by the State 911 Department) will be available under the EMD/Regulatory Compliance Grant unless the electronic version of the printed EMD protocols is the only format of the EMD protocols available from the vendor or unless the grantee is a regional PSAP or RECC.

**If the applicant provides EMD through a certified EMD resource, no funding will be available for emergency medical dispatch software or emergency medical dispatch products at the PSAP or RECC.**

All technology or telecommunications related goods or services must be compliant with applicable laws, rules, regulations, and standards. Grantees shall specify that they have referenced [www.mass.gov/accessibility](http://www.mass.gov/accessibility), [www.access-board.gov](http://www.access-board.gov), the Massachusetts Architectural Access Board regulations at [www.mass.gov/aab](http://www.mass.gov/aab), and the Massachusetts Office on Disability standards and best practices at [www.mass.gov/mod/ADACoordinators.html](http://www.mass.gov/mod/ADACoordinators.html) to determine what laws, rules, and standards apply and what efforts they have made to ensure specific compliance therewith. Failure to adequately ascertain compliance will result in denial of funding for the requested goods or services.

**D. Lodging:** Funding for lodging expenses may be authorized for participation in training courses that are scheduled for two (2) or more consecutive days and the distance of which is equal to or greater than ninety (90) miles away from where travel originates. Lodging expenses may only be authorized for nights of stay that occur between consecutive training course days, except with the prior WRITTEN approval of the State 911 Department *prior to travel* where (1) travel originates from the Islands of Martha's Vineyard and/or Nantucket; or (2) in cases of extreme hardship; or (3) unless otherwise approved by the State 911 Department in its sole discretion. Travel distance for lodging will be calculated using the place of employment as the origination point and will be verified utilizing a recognized mileage guide such as mapquest.com.

Grantees are advised that failure to obtain prior express WRITTEN authorization from the State 911 Department may result in denial of reimbursement of any and all expenses associated with lodging.

### **EMD/Regulatory Compliance Grant**

**E. Certified EMD Resource:** Funding may be authorized for emergency medical dispatch services, including quality assurance of emergency medical dispatch, provided through a certified emergency medical dispatch resource. The applicant shall make a best value selection; execute a signed formal, binding agreement or contract with the certified EMD resource and, if funding is requested, submit the agreement to the State 911 Department with the application; and

demonstrate the potential for positive public safety benefits. The State 911 Department reserves the right to limit funding that is not demonstrated to correlate to the number of medical calls set forth in the Annual Certification of Compliance filed with the State 911 Department. See Appendix D- Annual Certification of Compliance for additional information.

**F. Other Emergency Medical Dispatch and Quality Assurance of Emergency Medical Dispatch Services:** Funding may be authorized for emergency medical dispatch services, including quality assurance of emergency medical dispatch, for the following allowable expenses to meet the minimum requirements governing EMD established by the State 911 Department:

- Personnel costs not eligible for funding under other State 911 Department grant programs for case review of calls requesting medical assistance to identify compliance with the emergency medical dispatch protocol reference system, in accordance with the guidelines of the EMDPRS;
- Personnel costs not eligible for funding under other State 911 Department grant programs for quality assurance evaluation review session in accordance with the guidelines of the EMDPRS;
- Personnel costs not eligible for funding under other State 911 Department grant programs for preparation of reports documenting the quality assurance case review process utilized to identify compliance with the EMDPRS;
- Fee for EMD medical director review and approval of emergency medical dispatch quality assurance program;
- Personnel costs (overtime only) of police and fire department personnel conducting CPR training of PSAP personnel for PSAPs that provide EMD in-house through certified EMD dispatchers;
- Vendor fees associated with training of non-certified personnel solely for the purposes of compliance with the quality assurance program of the EMDPRS; and
- Vendor fees associated with case review of calls requesting medical assistance solely for purposes of identifying compliance with the quality assurance program of the EMDPRS, in accordance with the EMDPRS. Such services shall be subject to and shall comply with the Commonwealth's security procedures and policies. Remote access is not allowed.

**The State 911 Department reserves the right to request documentation that the requested funding represents the best value.**

**All goods and services shall be received on or before June 30, 2018 to be eligible for reimbursement under the Fiscal Year 2018 State 911 Department Training Grant and EMD/Regulatory Compliance Grant.**

## **2. Training Courses**

Funding will be available for training courses, including approved on-line training, as follows:

(a) courses, certifications, and training hosted by or offered by the State 911 Department; and (b) courses, certifications, and training directly related to 911 communications hosted by other entities.

### **A. Training Courses Hosted or Offered By the State 911 Department**

The State 911 Department will host or offer the State 911 Department Public Safety Communications Academy, modules, equipment training, emergency medical dispatch training, and other training throughout the grant period (July 1 – June 30). All courses, certifications, and training hosted or offered by the State 911 Department are free of charge. No vendor fees will be charged to participants. Funding may be authorized for reimbursement of personnel costs and lodging expenses, if applicable, to attend academies, modules, equipment courses, certifications, and other training hosted or offered by the State 911 Department. Please visit [www.mass.gov/e911](http://www.mass.gov/e911) to view a schedule of training classes and programs directly hosted or offered by the State 911 Department.

#### **B. Training Courses Hosted by Entities other than the State 911 Department**

Reimbursement may be authorized for personnel costs, vendor fees, and lodging expenses, if applicable, to attend training courses including in-house training courses conducted by PSAPs and individualized “on the job” training, with appropriate documentation from the PSAP supervisor attesting to the training and hours, that are directly related to 911 communications. On the job training may include quality assurance of emergency medical dispatch in order to meet the minimum requirements governing emergency medical dispatch established by the State 911 Department.

The State 911 Department has compiled a listing of courses previously requested by PSAPs and authorized by the Department. All courses found on this list are considered to be approved and no further advance written authorization from the State 911 Department is required. This list is not intended to limit training opportunities but is merely provided as a resource to Grantees.

The link to the current list of approved training courses may be found at Appendix B – Current List of Approved Training Courses. Please note that this list is subject to change. Classes may be added or removed by the State 911 Department. As this list of training courses is compiled from requests received from Grantees for training courses, Grantees are encouraged to periodically visit [www.mass.gov/e911](http://www.mass.gov/e911) for an updated list. Please note this list is not intended to support or promote course providers, it is merely a compilation of courses requested by Grantees and reviewed and approved by the State 911 Department. Only Grantees and not vendors are permitted to submit courses for consideration of approval. The State 911 Department-approved continuing education training opportunities may be found at Appendix C- Continuing Education.

Grantees are encouraged to seek additional training opportunities and submit the sponsor of the course, vendor name, course curriculum, agenda, or syllabus, course location, and course cost to the State 911 Department for approval. Requests for funds for in-house training shall also include the name of the instructor, the credentials of the instructor, and the target audience. Requests for funds for in-house training must be requested each grant cycle, and authorization for such funding for a prior grant cycle does not constitute approval for a subsequent grant cycle. Requests for funds for in-house training shall be submitted utilizing the Communications Training Lesson Plan form available on the State 911 Department’s website at [www.mass.gov/e911](http://www.mass.gov/e911). Such requests shall be submitted by Grantee’s authorized signatory at least twenty-one (21) days prior to the commencement of the course via email to [911DeptGrants@state.ma.us](mailto:911DeptGrants@state.ma.us). Although the State 911 Department will endeavor to provide authorization or denial of authorization to the PSAP within ten (10) business days of the request, failure of the State 911 Department to respond within such ten (10) business days does not confer authorization. No authorization for reimbursement will be made without the prior express written approval of the State 911 Department.

Grantees are advised that failure to obtain prior express WRITTEN authorization from the State 911 Department for costs associated with any training course that is not listed on the Approved Training Course List may result in denial of reimbursement of any and all costs associated with the training.

## **VI. Application Process**

All applicants shall submit to the State 911 Department one (1) original of the completed application, a fully executed Commonwealth of Massachusetts Contract Authorized Signatory Listing, including notary page(s) and completion of the highlighted areas of the Commonwealth's Standard Contract Form signed by an authorized signatory for the grant.

**PLEASE DO NOT SUBMIT BLANK PAGES FOR WHICH NO FUNDING IS REQUESTED.**

**THE APPLICATION SHALL NOT BE DOUBLE SIDED.**

**All applications shall be signed and submitted by an authorized signatory of the applicant.**

All applications must be mailed or hand-delivered to the address below. No applications will be accepted via fax or email.

**State 911 Department  
151 Campanelli Drive, Suite A  
Middleborough, MA 02346**

**ALL GRANT APPLICATIONS SHALL BE RECEIVED BY THE STATE 911 DEPARTMENT NO LATER THAN 5:00 P.M. ON FRIDAY, FEBRUARY 2, 2018.**

The State 911 Department reserves the right, in its sole discretion, to extend the application deadline.

## **VII. Grant Review and Selection Process**

The State 911 Department staff will review all applications and make selection recommendations to the Executive Director or his designee. The State 911 Department staff will use its best efforts to review grant applications and to take the following action within fifteen (15) business days of receipt of the grant application: 1) request additional information from the applicant in the event that the grant application is not complete; 2) recommend approval of the grant; or 3) recommend denial of the grant, in part or in its entirety. If the State 911 Department staff determines, based upon its review of the grant application, that the grant application is not complete, the State 911 Department will notify the applicant by telephone and/or e-mail of the need to provide additional information and will notify the applicant that such additional information shall be provided to the State 911 Department staff. If the applicant fails to provide the requested information necessary to complete the application, the State 911 Department may consider the application closed and return the application to the applicant. If the application is closed and returned to the applicant, the applicant may resubmit the application, in which case the application will be considered a new application, and the review period will begin again.



Any denial of a grant application, in whole or in part, may be appealed to the Executive Director, or his designee, with supporting documentation. The Executive Director will use his best efforts to respond to the appeal within five (5) business days. All decisions of the Executive Director are final.

The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above timelines.

Adherence to the conditions detailed within the grant application package and other factors will be considered. These factors include:

- A reasonable and properly completed application; and
- Applicant's adherence to Grant Guidelines and Reporting Requirements.

### **VIII. Grant Funding Process**

Upon completion of the grant review and selection process, the State 911 Department will enter into contracts with approved applicants. After contract execution, the grantee can incur costs and seek reimbursement from the State 911 Department, provided that all award conditions have been satisfied.

- All funding is subject to the availability of funds.
- Grantees shall maintain and retain accounting and other records of Grant-related information as required by applicable state and local laws and regulations. Such records shall be subject to examination, audit and inspection by the State 911 Department and/or any other federal, state, or local agency that has appropriate jurisdictional authority.
- The State 911 Department reserves the right to withhold future grant funding and/or disqualify grantee from participating in future grant awards if any grant funds received by the grantee are not properly accounted for or if the grantee fails to meet reporting requirements, including without limitation, reporting and/or certification requirements set forth in regulations and/or standards established by the State 911 Department.
- The State 911 Department may reimburse grantees for allowable expenses associated with fees incurred for training commenced but not completed during Fiscal Year 2018 (e.g., fees associated with long-term courses or 911 PSAP accreditation commenced but not completed during Fiscal Year 2018) or for expenses associated with attendance at a State 911 Department-approved leadership scholarship program. Upon completion of such training, the grantee shall be required to provide the State 911 Department with proof of successful completion of such training, and the State 911 Department reserves the right to withhold future grant funding for the amount reimbursed if the grantee fails to provide proof of successful completion of such training.
- Funding of reimbursement requests received more than three (3) months after the close of the fiscal year under which the costs were incurred cannot be guaranteed.

### **Budget Modifications**

**After contract execution, the grantee is permitted to move amounts between approved categories for approved items without requesting prior approval from the State 911 Department.**



**Budget modifications and/or reallocating funding to a category and/or item not previously approved shall be subject to the prior written approval of the State 911 Department, and such approval shall be sought and obtained PRIOR to implementation of such reallocation or new budget items/expenses.**

Budget modification forms can be found at [www.mass.gov/e911](http://www.mass.gov/e911). This form shall be completed, signed by an authorized signatory and forwarded along with a brief narrative explaining the requested changes. Budget modifications along with requested narrative and quotes (if applicable) shall be mailed to:

**State 911 Department  
151 Campanelli Drive, Suite A  
Middleborough, MA 02346**

Although the State 911 Department will endeavor to provide authorization or denial of authorization to the PSAP or RECC within ten (10) business days of the request, failure of the State 911 Department to respond within such ten (10) business days does not confer authorization. No authorization for reimbursement will be made without the prior express written approval of the State 911 Department.

**Grantees are strongly encouraged to submit final, year-end budget modification requests on or before March 31, 2018.**

The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above timelines.

All State 911 Department Training Grant and State 911 Department EMD/Regulatory Compliance Grant reporting forms will be made available at [www.mass.gov/e911](http://www.mass.gov/e911).

## **Reimbursement Process**

### **A. Reimbursement for Expenses Incurred**

After contract execution, the grantee can incur costs and seek reimbursement from the Department. Approval of reimbursement at the time of contract execution is conditioned on the reasonableness of the request and adequacy of documentation at the time funds are to be disbursed.

**Reimbursement requests should be submitted to the Department within thirty (30) days of the date on which the cost is incurred.** Failure to submit requests within the noted timeframe may result in a delay of the funding process as detailed above. Reimbursement requests must include expenditure and activity reports as well as supporting documentation, including but not limited to, copies of receipts, proof of payment, proof of course completion, and/or payroll records. **All reimbursement requests shall be submitted within three (3) months of the contract end date.** PSAPs are advised that the Department is unable to guarantee funding for reimbursement requests received more than three (3) months after the close of the fiscal year under which costs were incurred.

For personnel costs, proof of payment shall include the individual name, pay period, pay date, rate of pay, number of hours paid and the total amount paid. As an example, the supporting documentation may be a copy of the payroll register/report from the city or town or copies of pay advices for the employee. Please note that the payroll register/report does not need to segregate the “grant” costs, it simply needs to show payment to the individual for at least the amount of the requested reimbursement. In addition, proof of course completion (class roster or course certificate) and/or conference attendance (certificate or registration badge) is required for reimbursement of personnel expenses.

For vendor payments, proof of payment shall include the check/electronic funds transfer (“eft”) number, the date of payment, the vendor name, and the amount of payment. As an example, the supporting documentation may be a copy of the check, cancelled check, check warrant report or a general ledger report. If the amount of the check is greater than the amount being requested, a breakdown of the payment should be provided to properly support the costs being requested. In addition, proof of course completion (class roster or course certificate) and/or conference attendance (certificate or registration badge) is required for reimbursement of vendor fees.

Reimbursement forms shall be signed by grantee’s authorized signatory and submitted to the State 911 Department by mail. Electronic signatures or fax copies of these forms will not be accepted. Original signatures are required. Please be sure to notify your Municipal Treasurer’s/Finance Office as all payments will be issued to that office.

All State 911 Department Program reimbursement forms will be made available at [www.mass.gov/e911](http://www.mass.gov/e911).

## **B. Release of Funding to Grantees for Anticipated Expenditures**

The Department recognizes that grantees may have budget limitations that do not permit them to make significant purchases without adequate funds already in place. Therefore, the Department may disburse grant funds for anticipated expenditures as detailed below.

Training Software and Other Products and Certified EMD Resource: Upon request of the grantee, anticipated expenditures may qualify for a disbursement of grant funds when the good/service is: (1) an approved budget item; (2) complies with all applicable purchasing policy, procedures, and regulations; (3) goods/services have been received/rendered (unless the contract with a certified EMD resource requires otherwise); and (4) a valid invoice from the vendor documenting receipt of the goods/services is produced. Documentation, including but not limited to, bid documents (where applicable), product information, shipping documents and additional pertinent and available information will be required prior to release of funds. Additional documentation, including but not limited to, proof of payment and other pertinent and available documentation shall be submitted to the State 911 Department within fifteen (15) days of issuance of payment by the grantee to the vendor. The State 911 Department reserves the right to withhold future disbursements and/or reimbursements to a grantee who fails to comply with reporting requirements.

State Agencies: In compliance with Massachusetts finance law and regulations, funds may be disbursed upon execution of an intergovernmental service agreement (“ISA”) for state agencies hosting a PSAP. In addition to the application process referenced above, state agencies shall submit, as part of the application, a semi-annual breakdown of expenses. The State 911 Department will execute semi-annual ISAs with state agencies to ensure compliance with the

Comptroller's directives. State agencies shall be required to submit the same level of documentation as detailed in Section VIII "Grant Funding Process" subsection A "Reimbursement for Expenses Incurred." State agencies shall submit all required documentation within thirty (30) days of the end of each semi-annual period. Failure to submit documentation in compliance with these grant guidelines may result in suspension or cancellation of the ISA and/or delays in future funding. Expenses identified by the State 911 Department as ineligible under this grant shall be removed from the child account within ten (10) business days of receipt of notification of ineligible expenses.

The State 911 Department staff will review all reimbursement requests and make selection recommendations to the Executive Director or his designee. The State 911 Department staff will use its best efforts to review reimbursement requests and take action within thirty (30) business days of receipt of the reimbursement request.

The State 911 Department will provide a letter of explanation with all reimbursement requests that are returned to a grantee. The State 911 Department will also notify, via e-mail, the authorized signatory(ies) for a grantee of all payments processed. In the event that a payment is processed for an amount less than that requested, the reason(s) for such reduction will be noted on the reimbursement forms that will be provided with the payment notification.

Any denial of a reimbursement request, in whole or in part, may be appealed to the Executive Director, or his designee, with supporting documentation. The Executive Director will use his best efforts to respond to the appeal within five (5) business days. All decisions of the Executive Director for reimbursement requests under the State 911 Department Training Grant and State 911 Department EMD/Regulatory Compliance Grant are final.

**The State 911 Department reserves the right, in its sole discretion, to modify or extend any of the above timeframes.**

## **IX. Assistance**

**The Fiscal Year 2018 State Training Grant and EMD/Regulatory Compliance Grant Application Package is available on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911).**

A sample application form is posted on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911).

A sample budget worksheet form is posted on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911).

For assistance please contact the State 911 Grants Management Specialist at 508-821-7299 or [911DeptGrants@state.ma.us](mailto:911DeptGrants@state.ma.us).

For additional assistance, please refer to the following State 911 Department contact list:

<b>Name</b>	<b>Resource</b>	<b>Contact Number</b>	<b>E-Mail</b>
Cindy Reynolds	Questions regarding application process, budget modifications	508-821-7299	<a href="mailto:911DeptGrants@state.ma.us">911DeptGrants@state.ma.us</a>
Michelle Hallahan	Questions regarding eligibility and process for reimbursements	508-821-7216	<a href="mailto:Michelle.Hallahan@state.ma.us">Michelle.Hallahan@state.ma.us</a>
	Adding Enhanced 9-1-1 telecommunicators to a grant after contract award		<a href="mailto:911DeptGrants@state.ma.us">911DeptGrants@state.ma.us</a>
	Requesting approval of a training course/in-house training		<a href="mailto:911DeptGrants@state.ma.us">911DeptGrants@state.ma.us</a>
Monna Wallace	Questions regarding training, certification, and compliance with 560 CMR 5.00	508-821-7220	<a href="mailto:Monna.Wallace@state.ma.us">Monna.Wallace@state.ma.us</a>
Cathy Rodriguez	Questions regarding training scheduling and training opportunities	508-821-7217	<a href="mailto:Cathy.Rodriguez@state.ma.us">Cathy.Rodriguez@state.ma.us</a>
Venus Wheeler	Questions regarding training scheduling and training opportunities	508-821-7201	<a href="mailto:Venus.Wheeler@state.ma.us">Venus.Wheeler@state.ma.us</a>

All applications shall be submitted to:

**State 911 Department  
151 Campanelli Drive, Suite A  
Middleborough, MA 02346**

**Appendix A – Award Amounts by PSAP**

<b>ENTITY</b>	<b>"R" if Regional PSAP/ RECC</b>	<b>ALLOCATION</b>
ABINGTON		\$10,000
ACTON		\$10,000
ACUSHNET		\$10,000
AGAWAM		\$13,535
AMHERST		\$14,877
ANDOVER		\$14,748
ARLINGTON		\$16,707
ASHBURNHAM		\$10,000
ASHBY		\$10,000
ASHLAND		\$10,000
ATHOL		\$10,000
ATTLEBORO		\$18,099
AUBURN		\$10,000
AVON		\$10,000
AYER		\$10,000
BARNSTABLE (Town of)		\$30,666
BARNSTABLE COUNTY	R	\$52,297
BEDFORD		\$10,000
BELCHERTOWN		\$10,000
BELLINGHAM		\$10,000
BELMONT		\$10,000
BERKLEY		\$10,000
BERKSHIRE COUNTY	R	\$25,000
BEVERLY		\$17,275
BILLERICA		\$16,588
BLACKSTONE		\$10,000
BOSTON		\$684,121
BOURNE		\$19,088
BOXBOROUGH		\$10,000
BOXFORD		\$10,000
BOYLSTON		\$10,000
BRAINTREE		\$17,976
BRIDGEWATER		\$11,079
BROCKTON		\$59,118
BROOKLINE		\$24,301
BURLINGTON		\$11,867
CAMBRIDGE		\$54,517
CANTON		\$10,000
CARLISLE		\$10,000
CARVER		\$10,000
CHARLTON		\$10,000
CHELMSFORD		\$14,665
CHELSEA		\$23,396
CHICOPEE		\$30,093
CLINTON		\$10,000
CONCORD		\$10,000

ENTITY	"R" if Regional PSAP/ RECC	ALLOCATION
DALTON	R	\$25,000
DANVERS		\$13,739
DARTMOUTH		\$16,381
DEDHAM		\$12,645
DENNIS		\$10,000
DIGHTON		\$10,000
DOUGLAS		\$10,000
DOVER		\$10,000
DRACUT		\$12,014
DUKES COUNTY	R	\$25,000
DUXBURY RECC	R	\$25,000
EAST BRIDGEWATER		\$10,000
EAST LONGMEADOW		\$10,000
EASTHAM		\$10,000
EASTHAMPTON		\$10,000
EASTON		\$10,000
ESSEX COUNTY RECC	R	\$25,000
EVERETT		\$22,564
FAIRHAVEN		\$10,000
FALL RIVER		\$49,724
FITCHBURG		\$23,347
FOXBOROUGH		\$10,000
FRAMINGHAM		\$28,659
FRANKLIN		\$12,529
FREETOWN		\$10,000
GARDNER		\$10,494
GEORGETOWN		\$10,000
GLOUCESTER		\$12,433
GRAFTON		\$10,000
GRANBY		\$10,000
GREAT BARRINGTON		\$10,000
GREENFIELD		\$10,357
GROTON	R	\$25,000
GROVELAND		\$10,000
HADLEY		\$10,000
HAMILTON		\$10,000
HAMPDEN		\$10,000
HANOVER		\$10,000
HANSON		\$10,000
HAVERHILL		\$30,425
HOLLISTON		\$10,000
HOLYOKE		\$25,446
HOPKINTON		\$10,000
HUDSON		\$10,000
IPSWICH		\$10,000
KINGSTON		\$10,000
LAKEVILLE		\$10,000
LAWRENCE		\$45,508
LEE	R	\$25,000

ENTITY	"R" if Regional PSAP/ RECC	ALLOCATION
LEOMINSTER		\$20,468
LEXINGTON		\$12,835
LINCOLN		\$10,000
LITTLETON		\$10,000
LONGMEADOW		\$10,000
LOWELL		\$55,709
LUDLOW		\$10,000
LYNN	R	\$55,854
LYNN REGIONAL SECONDARY		\$38,541
LYNNFIELD		\$10,000
MALDEN		\$28,595
MANCHESTER		\$10,000
MANSFIELD		\$10,000
MARBLEHEAD		\$10,000
MARION		\$10,000
MARLBOROUGH		\$18,603
MARSHFIELD		\$11,042
MATTAPOISETT		\$10,000
MAYNARD		\$10,000
MEDFIELD		\$10,000
MEDFORD		\$25,291
MEDWAY		\$10,000
MELROSE		\$10,758
MENDON	R	\$25,000
MERRIMAC		\$10,000
METHUEN		\$22,159
METRO NORTH	R	\$35,085
MIDDLEBORO		\$11,182
MILFORD		\$13,119
MILLBURY		\$10,000
MILLIS		\$10,000
MILTON		\$11,544
MONSON		\$10,000
MONTAGUE		\$10,000
NAHANT		\$10,000
NANTUCKET		\$10,000
NASHOBA VALLEY RDD	R	\$25,000
NATICK		\$14,752
NEEDHAM		\$12,196
NEW BEDFORD		\$68,210
NEW BRAINTREE MSP	R	\$25,000
NEWBURY		\$10,000
NEWBURYPORT		\$10,000
NEWTON		\$37,472
NORFOLK		\$10,000
NORFOLK COUNTY CONTROL	R	\$25,000
NORTH ADAMS	R	\$25,000
NORTH ANDOVER		\$12,311
NORTH ATTLEBOROUGH		\$11,386

ENTITY	"R" if Regional PSAP/ RECC	ALLOCATION
NORTH READING		\$10,000
NORTHAMPTON		\$15,157
NORTHBOROUGH		\$10,000
NORTHBRIDGE		\$10,000
NORTON		\$10,000
NORWOOD		\$13,309
OXFORD		\$10,000
PALMER		\$10,000
PAXTON		\$10,000
PEABODY		\$24,838
PEMBROKE		\$10,000
PEPPERELL		\$10,000
PITTSFIELD		\$27,738
PLAINVILLE		\$10,000
PLYMOUTH		\$26,448
PROVINCETOWN		\$10,000
QUINCY		\$44,894
RANDOLPH		\$15,725
RAYNHAM		\$10,000
READING		\$10,000
REHOBOTH		\$10,000
ROCHESTER		\$10,000
ROCKLAND		\$10,000
ROCKPORT		\$10,000
ROWLEY		\$10,000
RUTLAND	R	\$25,000
SALEM		\$21,733
SALISBURY		\$10,000
SANDWICH		\$10,000
SAUGUS		\$12,792
SCITUATE		\$10,000
SEEKONK		\$10,000
SHARON		\$10,000
SHELBURNE FALLS MSP	R	\$25,000
SHERBORN		\$10,000
SHIRLEY		\$10,000
SHREWSBURY		\$15,269
SOMERSET		\$10,000
SOMERVILLE		\$31,701
SOUTH HADLEY		\$10,000
SOUTH SHORE RECC	R	\$25,000
SOUTH WORCESTER COUNTY CC	R	\$25,000
SOUTHAMPTON		\$10,000
SOUTHBOROUGH		\$10,000
SOUTHBRIDGE		\$10,000
SOUTHWICK		\$10,000
SPENCER		\$10,000
SPRINGFIELD		\$120,784



ENTITY	"R" if Regional PSAP/ RECC	ALLOCATION
STERLING		\$10,000
STONEHAM		\$10,000
STOUGHTON		\$11,601
STOW		\$10,000
STURBRIDGE		\$10,000
SUDBURY		\$10,000
SUTTON		\$10,000
SWANSEA		\$10,000
TAUNTON		\$30,466
TEMPLETON	R	\$25,000
TEWKSBURY		\$13,192
TRURO		\$10,000
TYNGSBOROUGH		\$10,000
UPTON	R	\$25,000
UXBRIDGE		\$10,000
WACHUSETTS RECC	R	\$25,000
WAKEFIELD		\$11,031
WALPOLE		\$10,000
WALTHAM		\$29,815
WARE		\$10,000
WAREHAM		\$12,307
WARREN		\$10,000
WATERTOWN		\$12,510
WAYLAND		\$10,000
WELLESLEY		\$11,143
WEST BRIDGEWATER		\$10,000
WEST NEWBURY		\$10,000
WEST SPRINGFIELD		\$17,389
WESTBOROUGH		\$10,000
WESTFIELD		\$20,388
WESTFORD		\$10,000
WESTMINSTER		\$10,000
WESTON		\$10,000
WESTPORT		\$10,000
WESTWOOD		\$10,000
WEYMOUTH		\$20,531
WILBRAHAM		\$10,000
WILLIAMSTOWN		\$10,000
WILMINGTON		\$10,275
WINCHENDON	R	\$25,000
WINCHESTER		\$10,000
WOBURN		\$18,702
WORCESTER RECC	R	\$125,937
WRENTHAM		\$10,000
YARMOUTH		\$15,179

## **Appendix B – Current List of Approved Training Courses –**

The current list of approved training courses is available on the State 911 Department's website at: <http://www.mass.gov/eopss/docs/setb/approved-training-courses.pdf>.

## Appendix C- Continuing Education

Pursuant to the provisions of 560 CMR 5.00, commencing July 1, 2012, in order to maintain certification as an enhanced 911 telecommunicator, a certified enhanced 911 telecommunicator shall successfully complete a minimum of sixteen hours of State 911 Department-approved continuing education annually, or the equivalent thereof as approved by the Department.

**Funding under the State 911 Department Training Grant and EMD/Regulatory Compliance Grant is limited to sixteen (16) hours of State 911 Department-approved continuing education annually.**

The following are State 911 Department-approved continuing education training opportunities:

- Courses set forth in the approved course listing posted on the State 911 Department's website at [www.mass.gov/e911](http://www.mass.gov/e911);
- Additional courses approved by the State 911 Department. Request for approval may be submitted to the State 911 Department for approval, together with the sponsor of the course; vendor name; course curriculum, agenda, or syllabus; course location, and course cost by e-mailing the request to: [911DeptGrants@state.ma.us](mailto:911DeptGrants@state.ma.us);
- CPR and EMD certification by a vendor approved by the State 911 Department to provide EMD training, certification, and recertification courses in order to meet the State 911 Department requirements; and
- State 911 Department Public Safety Academy training.

Please note that this list is subject to change.

**Appendix D –Annual Certification of Compliance**

Copies of the State 911 Department’s Regulations Establishing Certification Requirements for Enhanced 911 Telecommunicators, Governing Emergency Medical Dispatch, and Establishing 911 Call Handling Procedures (“the regulations”) are available on the State 911 Department’s website at [www.mass.gov/e911](http://www.mass.gov/e911). Also available on the website are a summary of the regulations, answers to frequently asked questions and forms.

**IMPORTANT REMINDER:** Pursuant to the regulations, each primary PSAP, regional secondary PSAP (except if operated by a private safety department), secondary PSAP (except if operated by a private safety department), RECC, and wireless state police PSAP is required to submit a PSAP/RECC Annual Certification of Compliance Form to the State 911 Department. The form is posted on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911). The form must be mailed to the address on the form and is due on or before the due date set forth in the form.

Please note that funding under the State 911 Department Training Grant and EMD/Regulatory Compliance Grant shall not be awarded until the Grantee has received the State 911 Department’s written approval of the Grantee’s PSAP/RECC Annual Certification of Compliance Form.