

**STATE 911 COMMITTEE**  
**Dispatcher Training Subcommittee**  
May 20, 2014  
Crowne Plaza Hotel, Lansing, MI  
Meeting Minutes

**A. Call to Order / Roll Call**

The meeting was called to order and roll call was taken.

Voting Members Present:

Mr. Jeff Troyer (Chair)  
Mr. Dave Ackley  
Ms. Christine Collom  
Mr. Andrew Goldberger  
Mr. Vic Martin  
Ms. Terry Strother-Dixon  
Mr. Stephen Todd  
Ms. Cherie Bartram  
Ms. Kelly Page

Representing:

Calhoun Co. Consolidated Dispatch Authority  
Genesee County Central Dispatch  
Clinton County Central Dispatch  
Retired  
Lapeer County Central Dispatch  
Detroit Police Department  
Retired  
SERESA  
Troy Police/Fire Department

Non-Voting Members Present:

Ms. Theresa Hart  
Ms. Stacie Hansel

Representing:

Michigan State Police  
Michigan State Police

Voting Members Absent:

Ms. Karen Chadwick  
Sheriff Dale Gribler  
Mr. Tim McKee  
Chief Paul Trinko  
Mr. Brian McEachern

Representing:

Grand Rapids Police Department  
Van Buren County Sheriff's Office  
Chippewa County 911  
Adrian Fire Department  
Negaunee Regional Communications Center

**B. Approval of Meeting Minutes – February 25, 2014**

A **MOTION** was made by Mr. Ackley, with support by Mr. Martin, to accept the minutes of February 25, 2014, as presented. With no discussion, the **MOTION** carried.

**C. Old Business**

None.

**D. New Business**

1. Appeal to Denial of Request for Training Course Approval

A request for training course approval was received on February 1, 2014, from Crisis Response Connection, LLC, and forwarded to the review committee on February 20. After reviewing the course materials for the Critical Incident Stress Management (CISM) course, the review team voted to deny approval. This denial was not a unanimous decision. The full appeal documentation was included in the subcommittee packets. Mr. Troyer stated the requests for training course approval are reviewed on paper, so the exact course content is not known; the appeals process allows the training providers an opportunity to answer any questions the subcommittee may have.

Some members of the review team stated it was not clear in the syllabus that the course was directly related to dispatchers; only that it was a general course related to a CISM team. The requirement in the training standards to receive a Module II(d) endorsement is eight hours of stress management directly related to providing 911 service. The training funds are for providing 911 service and members felt there was no direct correlation.

Mr. Troyer explained the review committee's concerns to Ms. Roxanne Affholter, the representative for Crisis Response Connection. Ms. Affholter stated CISM grew out of the need for first responders, which includes dispatchers. The Group Crisis Intervention course is needed in order to be on a CISM team. The course prepares individuals to be on a team, but first gets them healthy by instructing them on stressors and the types of stressors which may be experienced. The CISM teams are peer driven, so if a dispatcher was the one in need of assistance, the CISM team is geared specifically toward that dispatcher.

Mr. Goldberger asked about the particular CISM course on appeal and whether that meets the requirements. Mr. Troyer stated a correlation needs to be made between providing 911 service and the course under review. Ms. Affholter asked if there have been any changes to the law since 2011 as there was state funding for this particular course that year. Mr. Troyer began searching for that approval.

Ms. Collum expressed concern that while seeing the value in the course, she is not sure it meets the requirement for a Module II endorsement. Ms. Affholter asked if she applied for the wrong endorsement, and members of the subcommittee stated they do not believe the course needs any endorsement and would meet the continuing education standards. Further general discussion followed.

After searching online, Mr. Troyer found a course with the same title, under the company name Contract Training and Consulting. The course approval expired in July 2011. The approval was for another company with another instructor, but the same training course.

A **MOTION** was made by Mr. Todd, with support by Mr. Martin, that the appeal be denied in its entirety from the original application, which includes 14 hours of Critical Incident Stress Management Group Crisis Intervention training, as well as the Module II(d) Stress Management endorsement. With no further discussion, a roll call vote was taken:

Name	Yes	No	Abstain
Mr. Jeff Troyer		X	
Mr. Dave Ackley		X	
Ms. Christine Collom		X	
Mr. Andrew Goldberger	X		
Mr. Vic Martin	X		
Ms. Terry Strother-Dixon	X		
Mr. Stephen Todd	X		
Ms. Cherie Bartram	X		
Ms. Kelly Page		X	
<b>TOTAL</b>	<b>5</b>	<b>4</b>	<b>0</b>

With a vote of 5 to 4, the **MOTION** carries and the application is denied.

2. Dispatcher Training Course Audit

Ms. Page audited the Homeland Security for 911 Professionals course by Training Edge. She reviewed the curriculum prior to the audit, which was followed exactly during the course. The course was very well put together, the material was current and relevant, and the instructor was confident, well-spoken, and able to get the students engaged right from the start. The instructor gave the students a pre-test to gauge where their knowledge was and the same test at the end of the course.

3. Training Course Complaint – How to Save a Life – Yours! by Public Safety Group

Mr. Troyer stated this item was put on the agenda for your information as only one complaint was received. Ms. Collum attended the course and stated the evaluation was accurate. She stated the instructor is very passionate, but is not necessarily backed up with expertise. Mr. Troyer stated it was the first time the instructor taught this course. Staff found value in the content. A letter will be sent to Public Safety Group to notify Mr. Tony Harrison a complaint was received on the instructor of this particular course. No other action is necessary at this time.

4. Instructors for Approved Training Courses

Previously, Mr. Troyer asked Ms. Hart to create a way to add approved instructors to the course listing. Questions are being asked if staff attending a training course arrive and the instructor is not an approved instructor, can training funds be used for the course? Currently,

there is not a way to know who the approved instructors are as they are not included on the listing. General discussion followed.

Mr. Troyer stated the subcommittee will need to reach a decision to be able to give direction to the PSAPs. The sign-in sheets need to be revised to include the printed and signed name of the instructor. The instructor must be approved for any PSAP to use training funds, which previously has not been enforced.

No action will be taken today; however, the training policy and the signature sheet must be reviewed to add a section regarding approved instructors teaching courses, making the section very clear. The instructor will then sign the document. The added section needs to be modified, evaluated, sent to the subcommittee, and approved at the next scheduled meeting.

5. Exigent Circumstance Form (addition to the agenda)

Four exigent circumstance forms were received from Milan Police Department.

A **MOTION** was made by Mr. Goldberger, with support by Mr. Martin, to place the four exigent circumstance forms from Milan Police Department on file. With no discussion, the **MOTION** carried.

**E. Public Comment**

Ms. Page reached out to Mr. Kolakowski from the Airport Authority after the dispatcher training funds application appeal meeting. A tentative time was discussed for them to meet and review the application process, but as of yet no meeting has taken place.

Mr. Troyer introduced Mr. Michael Armitage, the new Resource Analyst, in the State 911 Office.

**F. Next Meeting**

TBD

**G. Adjourn**

The meeting adjourned at 11:20 a.m.