

State 911 Administration Office Newsletter

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Dear Telecommunicator,

As I sit here and work on the newsletter this gloomy rainy day, I cannot help but be grateful for this opportunity to write another edition. Away with the plain, brown yards and in with the nice, lush, green fields and grass everywhere. As the spring flowers begin to pop up, I am looking forward to the long, warm, sunny days ahead. I know for some this means many tourists and travelers, higher call volumes with the warm fresh air getting into everyone's blood streams, and coworkers on vacation. Sometimes I wonder if fresh air does have a superpower.

Please make sure you are taking your vacation time to help rejuvenate yourselves when you can. Yes, we need you in that seat to be there for the residents when they call, but we need you to have the break you all deserve as well. Many of us in our office know the struggle to take time away for ourselves, but it is important for all of us.

Again, our office is so thankful for the services you provide around the state. We are here to assist in any way we can to help make the days brighter for you.

Warm regards,

Your friends at the State 911 Office

Upcoming Events*

*See the website for meeting times and locations.

June 7, 2021

Emerging Technology
Subcommittee Meeting

June 9, 2021

State 911 Committee
Meeting

August 2, 2021

Emerging Technology
Subcommittee Meeting

August 18, 2021

911 Training Subcommittee
Meeting

Certification Subcommittee
Meeting

September 8, 2021

State 911 Committee
Meeting

Legislative Action

The Legislative Action Subcommittee workgroups that were formed to help draft the language for the 911 Act (which sunsets in December) have been put on hold for the time being. The Michigan Communications Directors Association (MCDA) representatives are working with their lobbyist and the Michigan Senate or House representative who has agreed to sponsor the bill. Once the bill is in draft form, the LAS workgroups will pick back up reviewing the draft language as it has been submitted, then a final draft bill will be sent to the State 911 Committee (SNC) for approval.

Many of the individuals who are involved in MCDA were also involved in the two workgroups, so they are aware of some of the discussions and information being shared.

Please continue to monitor the State 911 Office website at www.michigan.gov/snc for additional meeting dates, which will be added as this process moves forward.

With the announcement of recent retirements, there are two vacancies on the subcommittee. If you are interested in serving, please forward a letter of interest along with a copy of your resume to [Ms. Lyndsay Stephens](mailto:Ms.LyndsayStephens) by Friday, June 11.

911 Training

The 2021 training fund application review has been completed, along with the approval process at the SNC meeting. The information has been released to treasury and as soon as our office receives the distribution summary, it will be sent to the local agencies, input into MiSNAP, and posted on the SNC website.

As a reminder, as of March 17, 2020, all SNC-approved training should be added by the training provider. If you have SNC-approved training that is missing from your training summary, please email our office at sncdispatchertraining@michigan.gov to have the training added. All internal training should be entered by the agency's training coordinator on a regular basis. As a reminder, a maximum of eight hours of internal training can be utilized towards Module III (continuing education); however, you may enter all internal training if you wish.

The 911 directors should now be receiving an email at the beginning of each month to notify them of any delinquent and/or undesignated telecommunicators. If you believe there is an error with one of your staff, please contact our office at the email above so we are able to research the issue.

Certification

At their May meeting, the Certification Subcommittee will begin pulling counties for the second round of compliance reviews. There are updates being done on the forms and requests for documentation which are sent to the local agencies at the beginning of the

compliance review process. This should help eliminate some of the duplicate questions and requests for information that are already submitted to the State 911 Office on an annual basis.

With the recent subcommittee resignations of Mr. Phil Bates, Mr. Robert Stewart, and Mr. Scott Temple, there are currently three vacancies. The State 911 Office and subcommittee would like to thank each of the members for the time and effort they have put into the Certification Subcommittee over the years. All three have brought a great deal of knowledge and experience to 911, and we thank them for their continued service and dedication. Although they are no longer serving on this subcommittee, we know they will continue to help improve 911 in Michigan.

If you are interested in serving on this subcommittee, please forward a letter of interest along with a copy of your resume to [Ms. Lyndsay Stephens](#) by Friday, June 11.

Emerging Technology

The Emerging Technology Subcommittee and Ms. Cindy Homant have continued to work diligently on the Emerging Technology Forum to be held September 28-29, 2021. The State 911 Office intends to open registration in June. As we continue to monitor restrictions and guidelines, we will keep everyone apprised to the possibility of having this conference in person. Stay tuned for more information on this in the upcoming months. An email will be sent to PSAP directors and county coordinators once registration has opened within Mi-TRAIN.

Ms. Homant and Ms. Hansel have been able to confirm all speakers and presentation topics. The final touches will be put on the agenda and go before the Emerging Technology Subcommittee at the next meeting.

By attending this amazing event, you will learn so much about upcoming technology plus have great networking opportunities. You can learn the behind-the-scenes technology driving the equipment you operate, as well where we are going in the 911 industry. For those new to 911, there is a Tech-Talk dinner hosted the evening prior to the forum to educate attendees on acronyms, technical terms, and other introductory information so all attendees are able to understand the material presented. You can sign up for the dinner at the time of registration, but seating is limited!

If you have any questions, please contact [Ms. Cindy Homant](#) or [Ms. Stacie Hansel](#).

911 Administrator

Happy Spring to all of you! As we work through this crazy season and take in the changes in the weather and in our lives as we continue to progress working our way through this pandemic, I would like to reiterate Ms. Stephens sentiments in remembering to take time for

yourselves, your family, your friends, and your mental and physical health. Get outside, take some time, and find a good balance!

I would also like to recognize our subcommittee members who have moved on to their next chapters in life. They have worked incredibly hard to help move the 911 industry in Michigan to the forefront, and we would not be here without their knowledge, input, and guidance. They will all be missed dearly, and we hope they have a wonderful retirement!

Remembrance

Randy Idalski- Presque Isle County Sheriff's Office



Mr. Randy Idalski, a 17-year veteran with the Presque Isle County Sheriff's Office, passed away from an apparent heart attack April 18, 2021. He was known by many in the Village of Posen for his involvement in numerous projects and events. He served on the Posen Chamber of Commerce Board as a trustee, as the Board President for 18 years, and was one of the longest serving board members.

Randy was very involved in school activities, including coaching. He had a significant impact on the community and was the right-hand man for Ms. Renee Szymanski, Dispatch Director for the Presque Isle County Sheriff's Office. He will be missed by everyone who knew him.



Technology Corner

ONSTAR
GUARDIAN



Mobile Crash Response

The OnStar Guardian app brings Mobile Crash Response to any vehicle. The app is designed to use a smartphone's sensors to detect a crash and alert an Emergency Certified Advisor. The advisor will contact the appropriate ECC and provide them with the location.



Emergency Services

The user may also push the red Emergency button to be connected to a specially-trained advisor who will provide verbal medical assistance to anyone in need, and contact the appropriate ECC to provide the location of the incident.

To learn more and access training, visit www.onstar.com/publicsafety.

Statewide Community Engagement Opportunity



The State 911 Office would like to thank those agencies that reached out and helped with the collection process. This is just a few of the donations the State 911 Office ladies were

able to collect and turn in as a contribution to this amazing project opportunity.



Michigan Veterans Affairs Agency

Did you know there is a preferred method when screening for military connectedness?

“Have you or a member of your household served in the military?”* This is the most effective way to accurately capture military service in the population you assist.

Using “have you served?” instead of “are you a veteran?” allows for those who may not consider themselves a veteran or are uncomfortable identifying as such to answer yes.

For those who identified as being military connected, did you know the Michigan Veterans Affairs Agency (MVAA) can connect them to their benefits and other assistance programs? All services are free and confidential.

It all starts by calling 1-800-MICH-VET (1-800-642-4838). Lean on the MVAA to link those who are military connected to their benefits, including:

- Health care and mental health resources
- Disability compensation
- Education assistance
- Employment, including connection to our Veteran-Friendly Employers
- Food programs
- Legal aid
- Emergency financial assistance
- Retrieval of DD-214s

*Refer to your center's call processing policies and procedures.