

State 911 Administration Office Newsletter

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Dear Telecommunicator,

We have seen many local agencies, fire departments, EMS, and 911 centers supporting the ribbons and talking about mental health. With September being National Suicide Prevention Month, the State 911 Office wants to acknowledge the awareness and the help your agencies are taking to reduce the stigma around the topic and encourage your staff and friends to utilize the many resources available.

There are so many resources out there that are available on a national and local level, it is difficult to list just a few in our newsletter. If you are looking for something specific, please reach out and we will gather resources for your specific needs.

Warm regards,

Your friends at the State 911 Office

Legislative Action

The Legislative Action Subcommittee is looking into the discussion of Public Act 32 of 1986 as amended. The subcommittee is reviewing the funding mechanism and where we stand currently with the projections for the IP-based 911 network. With all that is going on in the state with the pandemic, we are exploring the option of keeping the legislation the same as the current legislation and extending the sunset date versus going to the legislature and trying to

Upcoming Events*

*See the website for meeting times and locations.

October 5, 2020

Emerging Technology Subcommittee Meeting

November 2, 2020

Emerging Technology Subcommittee Meeting

November 5, 2020

Certification Subcommittee Meeting

November 18, 2020

911 Training Subcommittee Meeting

November 30, 2020

Legislative Action Subcommittee Meeting

December 7, 2020

Emerging Technology Subcommittee Meeting

December 9, 2020

State 911 Committee Meeting

change the legislation as written. There are concerns this may not take precedence over other issues the legislature is currently addressing.

The biggest concern is making sure the current funding mechanisms will sustain 911 in Michigan until a time in which the subcommittee can put more effort into educating legislators with figures showing how important the funding mechanism is to sustain 911.

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

911 Training

The first phase of the automation project, the Michigan State 911 Administration Portal (MiSNAP), went live April 2, 2020. The portal has been up and running since that time. We are identifying some bugs in the system and working to fix these issues daily with the developers. If you missed the webinar for the training on MiSNAP, please log into the program, click on the resources tab under your dashboard, and review the video associated with your specific permissions.

It is very important each Director and Training Coordinator review the information in the system to ensure all training is entered for each employee at your agency. For any grandfathered employees, the 24 hours of continuing education due date is approaching (December 13, 2020).

The 2021 training fund application will be done through the MiSNAP Portal this year, so it is important to make sure all the training you would have included on your SNC 510 has been updated in the program. If there is training missing, please review your entire agency and send an excel spreadsheet with the following information to be added:

- Employee Name
- Course Name
- Course Number
- Date of completion

If a training course was attended in 2020, prior to March 17, 2020, and is not listed on your 2021 application under the SNC 510, please contact our office to make sure it can be documented properly. If you have gone into the program and started documenting your expenses on the SNC 510, please make sure you are selecting a funding year. Your totals will **not** update if you are not selecting a funding year.

If you have any questions or issues accessing MiSNAP, please email Theresa or Lyndsay at sncdispatchertraining@michigan.gov.

Certification

Please remember the compliance reviews are important. While we are under a state of emergency, all site visits will be completed virtually. Lyndsay and her team will arrange a Microsoft Teams meeting for the virtual visit. This will be a video conference meeting that will be conducted just like the meeting would be conducted if were done in person.

The review team members are eager to get back into the centers to complete the site visits in person but want to ensure everyone's safety. Each team member learns something and can take something back from their site visit, plus it is the best way to see the great work all the 911 front line workers are doing in their element.

Emerging Technology

The Emerging Technology Subcommittee is working with Michigan's Public Safety Communications System (MPSCS) staff to include some great educational opportunities for 911 staff at the Michigan Interoperability Conference. MPSCS has reached out to the ETS in order to gather topic ideas that would be beneficial for 911 staff.

As the next Emerging Technology Forum is planned, the subcommittee will be reaching out once again asking for topics of interest. If you have anything specific you would like to see presented that is related to new and upcoming technology, please reach out to Cindy or Stacie to pass the information along.

If you have any questions, please contact Cindy Homant at homantc@michigan.gov or 517-284-3032 or Stacie Hansel at HanselS@michigan.gov or 517-284-3033.

911 Administrator

It has been a challenging and exciting summer for the SNO. We are working on an educational piece to share for our 911 industry partners to learn more about the State 911 Committee, State 911 Office, and the subcommittees. This is a good opportunity to share with others the hard work and dedication that goes into keeping 911 active and moving forward in Michigan on the administrative end that most people never get to hear about. If it is something that your center would be interested in knowing more about, please contact us! Many thanks to the wonderful SNO staff who put so much time and effort into creating this presentation. As always, we are here for you, and we are so proud to represent you and be part of your 911 team!

Recognition Corner: Macomb County Sheriff's Office

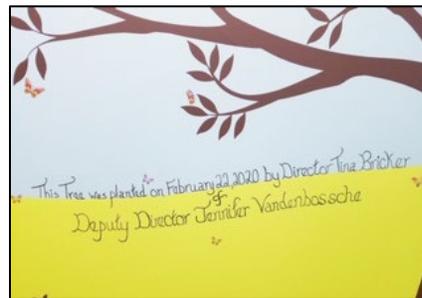
The Macomb County Sheriff's Office was honored with a Tyler Excellence Award this year. Their agency was the first New World customer in the country to go live with the Tyler/Rapid SOS integration. Liz Bagos was very instrumental in making this happen. Please see the

below link for an article that was posted and thank you Liz, for all your hard work in making Macomb County stand out.

Please see the following article that was posted about Macomb County Sheriff's Office:
<https://www.police1.com/police-products/police-technology/software/cad/articles/how-one-michigan-dispatch-center-integrated-its-911-technology-for-better-location-accuracy-from-mobile-callers-kGgdLjhRopffOQyL/?fbclid=IwAR0BZ92w6OjivPUejnrk26g8EYJSt3XEpY1ui-ORDK1EQEU3khDpZH1eJDc>

St. Clair County

How does your agency show appreciation for the accomplishments of your 911 staff? St. Clair County Director Tina Bricker and Deputy Director Jennifer Vandenbossche had a vision and put it into place. This tree of life spans the wall as you enter the center. Each time a staff member is recognized, they receive a leaf to put on the tree. The leaf will have the staff member's name and date of the incident for the award. Awards can be made for giving instructions on CPR that leads to saving a life, helping through the process of delivering a baby (will have a stork award in the future), and the entire crew working together thinking outside the box to get the necessary help.



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