



State 911 Administration Office Newsletter

7150 Harris Drive, Dimondale, Michigan 48821
www.michigan.gov/snc T: 517-599-4590

Dear Telecommunicator,

Fall is such a beautiful time of the year, especially in the mitten state. Kids go back to school, so some of us parents get a little reprieve, and everyone gets back on a schedule. Football, volleyball, and golf are in session for many of our families of athletes. Football games mean tailgates, cook outs, and family gatherings which may include corn hole or some other form of friendly competition. For others, it means extra working hours if you are covering an area in which there are stadiums and sporting events. Our friends in the north are still busy with tourists with the beautiful changing of colors. Sorry, but we must go where the colors draw us and the lakeshore is such a beautiful site.

Then bam, winter hits with the cold fresh air and the pesky white stuff on the ground. This just brings a whole new ball game, holiday parties, snowmobiling, and sledding. We get outdoors in the fresh air or stay cooped up and start passing the germs again.

Through all of this, we at the State 911 Office are here. We want to be here to help you in any way we can. Please do not hesitate to reach out to us. We would love time with you and your staff.

Warm regards,

Upcoming Events*

*See the website for meeting times and locations.

January 9, 2023

Emerging Technology Subcommittee

February 8, 2023

911 Training Subcommittee (application review)

February 22, 2023

911 Training Subcommittee (application appeals)

Certification Subcommittee

March 15, 2023

State 911 Committee

Check out the new [Employment Opportunities Tab](#) on the State 911 Website. If your agency link is missing please contact Ms. Keith.

Legislative Action

There continues to be no new movement within the Legislature, so the subcommittee has not met. During this down time, the subcommittee always encourages local leaders to reach out to their representatives, inviting them in for tours and discussions of topics affecting you locally. Building these relationships, having them come in and see the center, and learning about the requirements that need to be met may help when we are requesting additional funding for 911. Education is key when it comes to the Legislature.

Please visit the State 911 Committee (SNC) [website](#) for upcoming meeting dates that will be added as additional legislative items are introduced for consideration and/or discussion. If a meeting is canceled, it will be posted on the website.

911 Training

For our directors and/or training coordinators, it is our hope you have started your 2023 911 Training Fund Application within MiSNAP. For the DTS 101W (employee worksheet), you may begin adding individuals who have left your agency during the year, including their separation date.

The DTS 510 can be started and kept up to date throughout the year. Starting early will help with the process of verifying all training records and expenditures are entered at the end of the year. This in turn assists with some of the application process burden. As a reminder, to qualify for 2023 training funds you will need to spend down all 2020 and prior distribution year funds. If you have any funds from 2018 and prior, those will need to be returned by **December 31, 2022**; you must send an email to SNCdispatchertraining@michigan.gov to request an invoice.

As a reminder for any agency that has a grandfathered employee, their continuing education requirement was due **December 13, 2022**. If you have any questions or concerns regarding the training standards, please email SNCdispatchertraining@michigan.gov for assistance.

Please check the SNC [website](#) for future meeting dates and locations as we are on the move and will be visiting different locations across the state. If a meeting is canceled, it will be posted on the website.

MCDA New Director's School

The school was held November 30 & December 1 in Port Huron. There were 75+ attendees from around the state and a full agenda of great speakers. Some of the valuable topics included a review of the State 911 Plan, emergency preparedness, employee wellness, performance reviews, and a legislative update.



Certification

Members of the Certification Subcommittee created an annual report workgroup to work on improving the online annual reporting process for 2023. We took feedback received from the users to see how we can improve the form, collect the most data to produce in other reports, and have the least amount of burden on the local agencies supplying the data.

As part of this improvement to the report, we want to inform you there will be an additional question on the annual report form next year in connection with the FCC 911 diversion issues previously discussed.

Were funds collected for 911 or E911 purposes in your state or jurisdictions obligated or expended for the purchase, maintenance, replacement, or upgrade of public safety radios, networks, equipment, or related infrastructure? If yes, are all the public safety radios, networks, equipment, or related infrastructure on which funds were obligated or expended used to deliver 911 originated information to emergency responders? If yes, please itemize the amounts that were obligated or expended and include descriptions of the public safety radios, networks, equipment, or related infrastructure.

Please check the SNC [website](#) for future meeting dates and locations as we are also on the move and will be visiting different locations across the state. If a meeting is canceled, it will be posted on the website.

Emerging Technology

The 2022 Emerging Technology Forum was a great success! Thank you Emerging Technology Subcommittee, Ms. Cindy Homant, and Ms. Stacie Hansel for all the hard work organizing the venue, speakers, and sessions. It was a great educational opportunity. If you have not checked already, you will find the presentations made available by the speakers on the SNC website.

Please check the SNC [website](#) for future meeting dates and locations. The meetings are being held bi-monthly at PSAPs around the state for 2023. If a meeting is canceled, it will be posted on the website. Meetings are open to the public and we encourage you to attend if possible.

Emerging Technology Forum

Save the Date! The 2023 ETF will be held September 18-21 at the Delta Marriott/VanDyk Mortgage Convention Center in Muskegon. The Call for Papers will be sent out in January. We are always looking for topics that are important to the PSAP community, so please forward any suggestions to Cindy Homant at HomantC@michigan.gov along with any speakers and vendors you would like to see.

Thin Gold Line Foundation

The Thin Gold Line Foundation is a 501c3 non-profit organization. They started in 2019 in Maryland with Kathy Lott, in honor of her husband, Jason. The Thin Gold Line Foundation aims to raise awareness of mental health in the emergency telecommunications field. They provide “baskets” to emergency communications centers, books on mental health and coping skills, and dispatcher swag as a thank you. Initially, they supplied many counties in southern Maryland and since moving to Michigan in 2020, they have been able to supply these baskets to Iosco, Alcona, and Arenac Counties central dispatch centers, as well as Rochester, NY and Uvalde, TX.

Kathy started this organization in honor of Jason who was a police dispatcher for over 18 years in a very busy county just outside of Washington, DC. Over these years, he took every call imaginable – from good, to the worst, including the death of a police officer in the line of duty, on his channel. Jason began to get sick in 2015. After years of misdiagnosis, he was finally accurately diagnosed – with PTSD, anxiety, and depression. Treatments ensued... and they struggled with the wrong courses of treatment before finally getting the right help from the right people. During these years of illness, misdiagnosis, and improper treatment, he was unable to work and was eventually fired, almost losing their home. After Jason received the proper care and was getting back on track, Kathy vowed to try and raise awareness to the public, emergency dispatchers, and employers so this would not happen to another family.

The Thin Gold Line Foundation's goal is to bring awareness to the struggles and reality of mental health issues 911 call takers and emergency dispatchers may encounter during their careers. And to provide resources and coping skills to those who need it most – our first, first responders...one communication center and one community at a time. They will often reach out to centers on their own, so if you hear from them, please welcome them to show their support for your centers!

988 Information

As all of you should be aware, 988 is the new 3-digit number for the suicide hotline. This went live across the nation in July 2022; however, there was a request to do a soft launch with no advertising. Beginning January 2023, we will be able to promote the use of the 3-digit number. The [Substance Abuse and Mental Health Services Administration](#) (SAMHSA) has put together a 911 Partner Toolkit on their website that includes some social media shareables. As the 988/911 workgroup continue our collaboration, and more material is available, it will be distributed to the local agencies.

We are working on a 10-digit number for the call centers and back up call centers in the state of Michigan in case there is a problem with the 988 hotline. Once this information is available, we will add it to the resources section within MiSNAP so each PSAP has access to

the information. Additional information and resources can be found on the [Michigan Crisis and Access Line](#) (MiCAL) website.

911 Administrator

I don't know how all of you feel, but this year has blown by. Through all of the highs and lows, challenges and achievements, heartaches, and joyful celebrations, I hope you can all reflect back on something you can show your gratitude for. As I've recently been reminded, gratitude is not simply about being thankful for something. It's about being thankful for something and making some sort of positive change or having a positive effect on someone or something.

For me, I am always thankful for the work you all do and the amazing teams I have in the SNO, the SNC, and the MSP. I am grateful for my family and their love and support. I express this by continuing to find ways to bring awareness on how important you are and what you do, researching and providing ways to make a difference from our level here at the state. I also express this by supporting my amazing teams the best way I can. I'm making a point to spend more time with my family in 2023 and not just being there, but really making an effort for some true quality time.

Please take time to think about what you are grateful for and what positive ways you are going to show your gratitude. Maybe it's a family member, a pet, or a co-worker, or maybe you're grateful for an activity or hobby that improves your quality of life. Whatever it is, start off your day by showing your gratitude for your person or thing, and you will feel the positive impact it has on your life. Who doesn't need some good feels in our business?? 😊

Enjoy the holidays and have a very happy New Year!!

Staff Contact Information

Ms. Joni Harvey
State 911 Administrator
HarveyJ6@michigan.gov

Ms. Theresa Hart
Training Analyst
Hartt@michigan.gov

Ms. Cindy Homant
Resource Analyst
Homantc@michigan.gov

Ms. Lyndsay Keith
Certification Analyst
KeithL2@michigan.gov

Ms. Stacie Hansel
Administrative Assistant
Hansels@michigan.gov