



State 911 Administration Office Newsletter

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Dear Telecommunicator,

We have made it through another summer, time to start thinking about welcoming fall. I didn't say I was ready for the warm summer months to go away, just trying to be positive knowing what is coming. Although there are some in our office who love fall, the changing of colors, cooler temperatures, bonfires, football, and all the children being back in school, there are others who wish summer would stay forever for those lake days on the boat, floating down the river, and kayaking through the caves.

The struggle in my house is always getting a few more camping trips in around football schedules, family events, the fall conferences, and work. Moving from quick meals on the grill to planning the day with crockpot meals ready when you get home from work.

Our office is looking forward to seeing some of you at the Cybersecurity Assessment in Saginaw, along with a couple of the other user group and awards meetings that fill up our fall festivities.

Does your agency or municipality plan any fall activities? How involved are you at the 911 center in the planning and participating in community events? We would like to see what you are up to in your communities.

Warm regards,

State 911 Office Staff

Upcoming Events*

*See the website for meeting times and locations.

October 15, 2024

Legislative Action
Subcommittee Meeting
(Bay City)

October 29-30, 2024

PSAP Cyber Threat Assessment
(Saginaw)

November 6, 2024

Emerging Technology
Subcommittee Meeting

November 20, 2024

911 Training Subcommittee
Meeting

Certification Subcommittee
Meeting

December 11, 2024

State 911 Committee
Meeting

All meetings are open to the public and we encourage you to attend if possible.

Check out the [Employment Opportunities Tab](#) on the [SNC website](#)!

Legislative Action

There has been little to no movement on issues pertaining to 911 in legislature.

Please visit the SNC [website](#) for future subcommittee meeting dates which 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

The State 911 Office is currently working on some enhancements that will significantly change the look of the 2025 training fund application. While the application will still be completed in MiSNAP, some of the items to look forward to are the reduction to just one signature to submit the application, and the DTS-101 signature page and DTS-101W will be combined on one sheet to help ensure you have entered all your telecommunicators and their hours. It is extremely important as the PSAP Director or PSAP Training Coordinator you are checking the PSAP date of hire and date of departure to ensure accuracy before you add employees to your DTS-101W. Please reach out if you need any assistance ensuring this information is added. Every hour counts towards the agency FTE count for training funds, so it is important every employee is entered into MiSNAP.

If you are an instructor for an agency, please make sure you are listed as an approved instructor for the course in MiSNAP. Anyone who takes your course will not receive credit and their agency will not be allowed to use training funds if you are not approved. It is on you and the training provider to get your information submitted. As a director or training coordinator it is on you to ensure your employees are attending SNC-approved courses taught by SNC-approved instructors. Simply login to MiSNAP, click on training course search, enter the name of the course, and then go to the instructor page to ensure the correct name is approved.

Please check the SNC [website](#) for future subcommittee meetings. If a meeting is canceled, it will be posted on the website.

Certification

The 2024 [Annual Report to the Legislature](#) is on the SNC website. This is compiled from all the information the State 911 Office receives about revenue and cost to provide 911 services in the state of Michigan along with the call volume provided by the local municipalities.

Antrim County was the latest agency selected for a compliance review. While they have been notified, the official process will not begin until the certification specialist position in the State 911 Office is filled.

Please check the SNC [website](#) for future subcommittee meeting dates. If a meeting is canceled, it will be posted on the website.

Emerging Technology

The Technology Forum was held in Lansing earlier this month. All presentations we have permission to post will be on the SNC website. If you have any questions about emerging technology, please contact our office. We are always looking for new technology to share with the 911 community.

We will begin planning the 2025 technology forum soon. As always, if you have any topic ideas or suggestions, we would love to hear from you.

Please check the SNC [website](#) for future subcommittee meeting dates. If a meeting is canceled, it will be posted on the website.

GIS Repository

If you are struggling or would like assistance importing your data, you may reach out to the [DTMB NG911](#) help desk to set up a time to work one-on-one. The most up to date [map](#) of those who have uploaded data is on the SNC website.

988/911

September is Suicide Prevention Awareness month. September 8–14 is National Suicide Prevention Awareness Week, and September 10 is World Suicide Prevention Day.

September 8 is also the first annual 988 Day! You could also order some resources directly from the website and they will be delivered to your agency.

<https://orders.gpo.gov/SAMHSA988/Pubs.aspx>

It can seem as we lose sunlight and head into the holidays we get more suicidal callers. It is a great time to review your call handler guides, policies, and procedures for suicide and mental health calls. Think about how 988 fits into your policies as a resource for your communities. I look forward to our continued collaboration. As always, please reach out to me at any time.

Amanda Girard
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Educational Opportunity

Northwood University is renowned for its management degree programs. They have announced an accelerated program for law enforcement and other first responders to obtain their undergraduate and graduate degrees. Northwood also provides discounted tuition benefits for First Responders' spouses and dependents to enroll in the online Adult Degree Program. Proof of relationship with full-time First Responder will be required to qualify.

Through the Law Enforcement and Public Safety Partnership, Northwood can serve first responders at every stage of their careers. Coupled with generous tuition pricing for military and first responders, these brave men and women can earn a bachelor's degree in as little as one year for a tuition of \$10,500.

Henry Reyna
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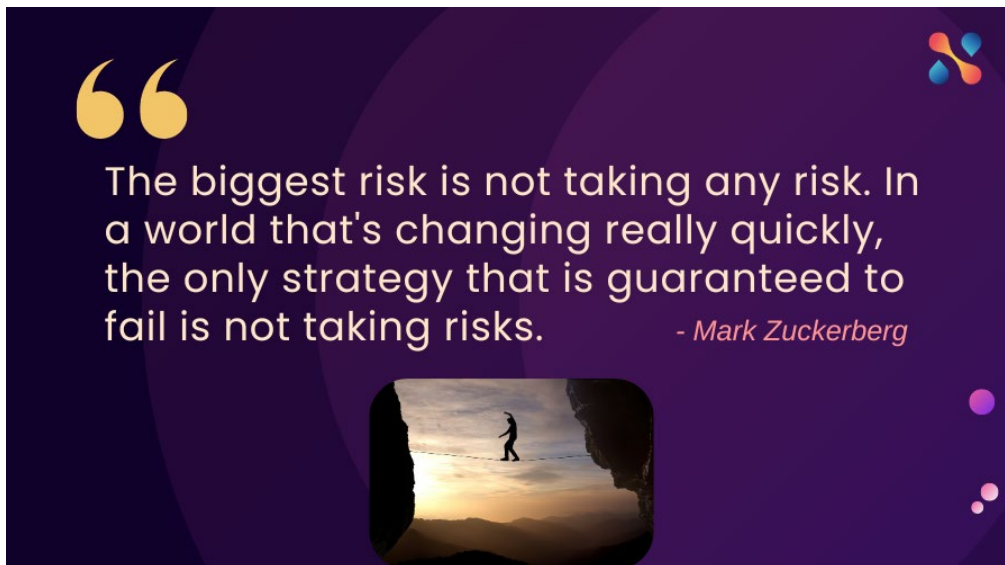
Technology Tip

Phone carriers have been sending emails to PSAPs requesting help in maintaining up-to-date emergency contact information so they can use it to notify you by email for service issues that might impact subscribers in your area. Most of the emails are asking you to click a link to update that information. While most are probably legitimate, it is recommended as part of your cybersecurity awareness, you never click a link from an unverified source. We recommend you reply and tell them to go to our website, to "Resources" [911 Resources \(michigan.gov\)](#) and open the PSAP contact list to view your information. It is publicly available, and this will prevent you from possibly clicking a bad link.



911 Administrator

I hate “goodbye” so this will be a “see you soon” as I prepare to start my new position with NHTSA on October 7. It has been an amazing almost five years of working in the State 911 Office. I have learned an incredible amount in my time here and have had the opportunity to work with some of the best people in 911 here in the state of Michigan. Taking risks and trying new things is not something our industry has historically welcomed, and it is not much different for me. But over the years I've done a lot of soul searching in where I want to go in my career and my life, and I've realized I really don't know lol. I do know I love to learn, and I love to serve, and those passions have led me to some wonderful places. I encourage all of you to keep moving forward, do what you love, take a chance, and chase a dream (or in my case, every new dream 😊). Leaving the people you love and respect is always going to be hard, and there will never be a good time for that. Taking the lessons you've learned and the skills you've honed with you to the next challenge is the best way to keep those people with you. Make them and yourself proud and keep doing what's right for the industry and you. I am not relocating and still hope to see you all as I take on this next challenge. Thank you so much to the incredible women in the SNO, my mentors, my MSP colleagues, and my 911 family here in Michigan for helping me to succeed and to continue chasing my dreams.



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