

BETST MINUTES

October 24, 2019



**Board of Emergency Telecommunications
Standards & Training
Ridgeland, MS**

Call to Order, Roll Call, Establish Quorum, Introduction of Guests:

The Chair, Mrs. Hokamp called the meeting to order at 10:08 a.m.

The Chair called the roll and declared a quorum present to hold the meeting.

Members Present:

Mr. Robert Cullom, MLEOTA

Mr. Ken Gunter, MJIC

Mr. Jim Hennessey, MS Chapter of NENA

Mrs. Sheri Hokamp, MS Chapter of APCO

Chief Terry Tucker, Mississippi Fire Chief's Association

Mr. Terry Wages, State Fire Academy

Hon. Emiko Hemleben, Board Counsel

Members Not Present:

Mr. Stan Alford, MEMS

Mr. Steven Jones, MS Department of Health, EMS Division

Chief Will Jones, Mississippi Police Chief's Association

Sheriff Mike Lee, Mississippi Sheriff's Association

Mrs. Marti Morgan, Mississippi Law Enforcement Officers Association

Mr. Marvin Ratliff, Claiborne Co.

Standards and Training Staff:

Mrs. Dianne Berry, Operations Management Analyst, Principal

Mr. Robert D. Davis, Director-Standards and Training

Mrs. Lydia Edwards, Operations Management Analyst, Senior

Mrs. Mari M. Fivecoat, Operations Management Analyst, Principal

Ms. Geneva Hill, Administrative Assistant

Guests:

Project Manager Kace Ragan, UMMC Emergency Service

Tech. Manager Marshall Burgess, UMMC Emergency Service

Instructor Alta Richardson, Flowood P.D.

Presentation and Approval of Minutes:

The Chair asked about the review of the minutes from the August 20, 2019 meeting and entertained a motion. Chief Tucker made a motion to approve the minutes and a second was received from Mr. Wages, the minutes were approved without opposition.

Presentation of “First Voice” Course (4-Hour) - Kace Ragan, Project Manager - Center for Emergency Services, UMMC:

Kace Ragan with the Center for Emergency Services at UMMC introduced a new course requesting Board approval. In 2016, UMMC received a grant from Homeland Security to develop training for first responders on Medical Emergencies, Disasters and the MSWIN network. Over 6000 first responders in Mississippi have received this training. Since that time it was determined that public safety dispatchers would benefit from this training. The program for first responders is called “First Hands”. Another grant was received in 2018, and the “First Voice” Program was created for dispatchers, both courses provide 4 hours of instruction. First Voice will improve public safety and emergency medical communication. It brings practical knowledge and reference materials to communication professionals. It will deliver a strong foundation to all professionals involved in medical emergency and crisis communications.

This course was presented at the MS 911 Coordinator’s Conference in October 2019. Mrs. Berry and Mrs. Fivecoat attended this presentation. Mrs. Fivecoat interviewed the presenters and received positive feedback from the students attending. The staff recommended that this course be approved for elective training.

The Chair entertained a motion. Chief Tucker made a motion to approve this training and since the staff has already monitored the training, that this would be the final approval. Also included was that if UMMC teaches the First Voice class alone it would be for 4 hours credit and if they taught First Voice with First Hands it would be for 8 hours credit. Mr. Hennessey seconded the motion and it passed without opposition.

OLD BUSINESS

Presentation for Approval of Proposed "Orientation Course" - Mari Fivecoat:

Mrs. Fivecoat presented the progress of the Orientation Course for newly hired telecommunicators. The proposal is for the staff to teach a 16-hour course within 90 days of the date of hire of a telecommunicator. The proposal also includes that all telecommunicators hired on or after July 1, 2019 would be required to attend since the 90 days will expire for some before the course is ready for presentation. Many telecommunicator's work for nearly one year before having any formal training. This course will have 9 modules and will give the telecommunicator tools to begin their career, industry standard best practices, state required Human Trafficking Training, and domestic violence training. The domestic violence registry training is now online. Mrs. Fivecoat hopes that the course will be finished by January 2020.

The Chair entertained a motion for the final adoption of this curriculum. Mr. Wages made a motion to approve, Mr. Gunter seconded the motion and it passed without opposition.

Review of MS 911 Coordinators Association Conference:

The staff discussed their evaluation of the conference. Mrs. Edwards reported that the conference was very well organized and the topics provided were helpful to all attending. Mrs. Berry stated that the round tables in the training room caused some students to have their backs to the speaker. Instructor Richardson stated that she would like to see more than one class being presented at a time. Comments from the Board were that the association planning the conference would make that decision. The Board was not able to hold a meeting at the conference due to a lack of a quorum.

Review, Discuss Proposed Changes to Chapters 1, 2, 3, 4, 6, 7, 8, and 12; Request Vote for Final Approval:

The Board reviewed all of the proposed changes in the referenced chapters from the last meeting. Some of the changes are being made due to the approval of the Orientation Class and the removal of the Re-certification course requirement, as well as policy changes mandated by the Fresh Start Act.

Mr. Hennessey made a motion for the final approval of the proposed changes. Mr. Gunter seconded the motion and it passed without opposition.

Review, Discuss Proposed Changes to Chapter 11; Request Vote for Final Approval:

The Board reviewed the changes proposed in Chapter 11. The changes were made because of the new requirements for certification and re-certification and for new requirements for instructors dealing with the reprimand, suspension and recalling of Instructor's certificates. Other changes deal with elective instructor requirements. Mr. Gunter made a motion for the final approval of these proposed changes. Chief Tucker seconded the motion and it was approved without opposition.

Instructor evaluations were discussed. The Board Attorney talked about due process when dealing with complaints on instructors. Certain bad evaluations were presented to the Board and it was agreed that in 30 days the new policy will be in place and the policy will clearly describe what sanctions can be imposed on an instructor's certificate.

The staff will present at the next meeting a revised instructor evaluation form that will require more specific information from students.

New BUSINESS

Review NECI Train the Trainer Program:

NECI is in the process of setting up a Train the Trainer Program in Mississippi in order to train new instructors to be eligible to teach their basic program, EMD program, and the approved NECI electives

Election of Board Officers :

Chief Tucker made a motion to elect Mrs. Hokamp as chair for a second term and Chief Jones as vice-chair for a second term. Mr. Wages seconded the motion and it passed without opposition.

Director's Report:

Director Davis stated that in 2002 there was one employee for the Telecommunications Section. A few years later a second employee was added. We got approval from the Legislature to now add a third employee. Mrs. Lydia Edwards has been chosen to fill that position. The Board reviewed the new DPS website and the ease of finding information on the training calendar, forms, Board minutes, contacts, Policy, etc.

Schedule of Next Meeting Date, Time and Location:

The next meeting will be scheduled for the last of January 2020 or the first of February 2020.

Adjournment:

The meeting was completed and adjourned at 11:59 a.m.

Respectfully submitted,



Director, Office of Standards and Training