

BETST MINUTES

October 30, 2018



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

Call to Order, Roll Call, Establish Quorum, Introduction of Guests and Introductory Remarks:

Vice-Chairman Hokamp called the meeting to order at 10:04 a.m.

Vice-Chairman Hokamp called the roll and declared a quorum present to hold the meeting.

Members Present:

Mr. Reggie Bell, State Fire Academy

Mr. Ken Gunter, MJIC

Mr. Jim Hennessey, MS Chapter NENA

Mrs. Sheri Hokamp, MS Chapter of APCO

Chief Will Jones, Forest Police Department

Mr. Marvin Ratliff, Claiborne Co.

Mrs. Emiko Hemleben, Board Counsel

Members Not Present:

Mr. Stan Alford, MEMS

Sheriff Billy McGee, Mississippi Sheriff's Association

Mrs. Marti Morgan, Mississippi Law Enforcement Officers Association

Chief Terry Tucker, Mississippi Fire Chief's Association

Vacant, MS State Board of Health

Vacant, MLEOTA

Mr. Davis announced that Mr. Daniel Farrish, the representative from the State Board of Health is stepping down from his position and has recommended a replacement, but there has been no official announcement. Mr. Adcock has retired from MLEOTA, there has been no announcement from MLEOTA on his replacement. Chief Will Jones of the Forest Police Department and the MS Chief's Association has been appointed to represent the Chief's Association. Mrs. Emiko Hemleben from the Attorney General's

Office has been appointed as Board Counsel to replace Mr. James Dale. Mr. Dale retired from the Attorney General's Office. Mrs. Hemleben served in the Domestic Violence section of the AG's office prior to the appointment.

Chief Jones and Mrs. Hemleben were welcomed to the Board.

Standards and Training Staff:

Mrs. Dianne Berry, Operations Management Analyst, Principal

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

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

Ms. Geneva Hill, Administrative Assistant III

Mr. Bob Morgan, Division Director II

Guests:

Mr. Charles D. Carter, NECI

Mr. Paul Harkins, Lee County 911-Director/President of MS 911 Coordinators Association

Mrs. Alta Richardson, Dispatching & Training Solutions, LLC; Rankin Co. S.O.

The Chair recognized and welcomed the guests.

Presentation and Approval of Minutes:

The Chair asked for the review of the minutes from the May 15, 2018 meeting and entertained a motion. Mr. Bell made a motion to approve the minutes and a second was received from Mr. Hennessey, the minutes were approved without opposition.

OLD BUSINESS

Final Approval of Eight-Hour Domestic Violence Course:

Mari Fivecoat was introduced to the Board as a new staff member. Mari monitored the pilot Domestic Violence course presented by Mrs. Richardson, all materials were reviewed,

suggestions for revisions were made, and the revisions were made. The course was well received by the students. Mrs. Fivecoat stated that the review of the course was complete.

The Chair entertained a motion. Mr. Hennessey made a motion for final approval of the Domestic Violence course. Mr. Gunter seconded the motion and it passed without opposition.

Final Approval of Eight Hour Hearing/Speech Awareness Course:

Mrs. Fivecoat monitored the pilot program presented by Mrs. Richardson. Mrs. Fivecoat stated that all materials were reviewed, and recommendations were made to delete a section on coding from the course and she was very happy with the class presentation. Mrs. Richardson stated that she worked with MS Vocational Rehab on this project and they have volunteered to visit her classes and offer their expertise.

The Chair entertained a motion. Mr. Bell made a motion for final approval of the Hearing/Speech Awareness Course. Mr. Gunter seconded the motion and it passed without opposition.

Discuss Instructor Guidelines, Evaluations, and Action Plan:

Mrs. Berry presented a proposal with instructor guidelines, an action plan, and a corrective action plan. The staff will monitor classes and meet on a regular basis with instructors, review class evaluations, and present these evaluations to the instructors. The staff presented an instructor evaluation form for in-house use. If an instructor is aggrieved of the staff's recommendations or actions, the instructor may appeal to the Board.

After discussion, Mr. Bell made a motion to approve. Mr. Hennessey seconded the motion and it passed without opposition.

NEW BUSINESS

Presentation by Mr. Charles Carter, NECI:

Mr. Carter is the original owner of NECI. The company has been approved as a basic course vendor, EMD basic vendor, and electives provider. At the present time, courses from NECI have been placed on hold until the Board is presented with updated material. The staff did receive material on Friday, but that didn't give the staff time to evaluate before this meeting.

Mr. Carter told the Board that actually the courses were updated before he retired, but the new people that run the company failed to send the updates and that was a mistake on their part. The updates were sent to other states. He said that he can't imagine the staff having time to review the material that arrived on Friday. He said that the basic course is 40 hours

and the EMD basic is 24 hours. NHTSA created the EMD program and he stated that references to NHTSA has been removed from NECI's program. He said that this program has keep up with updates on CPR from the American Red Cross and updates from FCC rules. He stated that the course is designed for 24 hours, but an instructor teaching only one student could be finished in less time. Mr. Carter said that they would abide by our state's instructor guidelines and hopes that their 13 eight hour continuing education courses would again be taught in Mississippi.

He agreed to meet with the staff after the Board meeting to further discuss the new updates. The staff will bring a report at the next meeting.

Discuss IAED EMD, EPD, EFD, and Quality Assurance, Mr. Paul Harkins:

Mr. Harkins advised the Board that his agency and any other agency that trains with IAED in EMD, EPD, EFD, and Quality Assurance are not getting reimbursed the full amount of the cost. Recertification in these programs are required every 2 years. A test is required in order to be recertified in each program. When all 3 (EMD, EPD, EFD) tests are given in one year, the cost and reimbursement is \$110.00. Most of the time all 3 are not given the same year, therefore it cost \$50.00 for 1 test in one year and \$85.00 for 2 tests in the other year. He requested that the Board allow the agency to send in the tests as they are given, which would require the reimbursement of an additional \$25.00. He also stated that the Quality Assurance program was the same way. All 3 tests cost \$200.00, but rarely are all 3 offered the same year. One test in a year is \$100.00 and two in a year is \$160.00. An additional reimbursement of \$60.00 was requested to cover the entire cost. Mrs. Hokamp stated that other vendors were beginning to require recertification of their programs and there would be additional costs. Mr. Hennessey stated that the staff should contact our vendors and make adjustments to reimbursement. Mr. Hennessey made a motion that the staff contact all vendors, obtain the current pricing of all courses offered, adjust the reimbursement rates based on the new numbers and this would include recertification. Mr. Gunter seconded the motion and it passed without opposition.

Request for Approval of Eight-Hour Pilot Program on "911 Communications Officer's Response to Human Trafficking Calls" from The Human Trafficking Investigations and Training Institute:

Mr. Greg Bristol, President and Founder of HTITI, provided training materials for his Human Trafficking Course. This course is designed for telecommunicators and consists of 8 hours of training. The Board was informed of his qualifications to instruct as they reviewed the course. Mr. Hennessey made a motion that this course be approved as a pilot program. Chief Jones seconded the motion and it passed without opposition. Mr. Hennessey made a motion that once the Board approves a pilot program, the

instructor must teach the program and it be evaluated within one year from the date of approval and in the event this is not obtained in a years' time, the course can be presented back to the Board with a request for an extension. The Board would then either approve or deny the request. Mr. Bell seconded the motion and it passed without opposition. Mr. Davis mentioned that when an instructor requests to teach a pilot program, if there is no opposition from the Board, that instructor will only be allowed to schedule this class during the business week since the staff doesn't normally work on weekends. There was no opposition expressed.

Review, Discuss New Policy and Procedures Format; Request for Vote with the Intent to Adopt:

Mr. Davis presented the current policy and procedures of the Board and recommended that the Board approve a new numbering system. This numbering system is recommended by the Secretary of State's office in their administrative procedures. The policy is not changing, the numbering of each policy will change. Documents that have been added to the policy manual over the years, which are not policy, will be removed since most of these documents can be found online. The documents include forms, organizational chart, contacts, and enabling legislation.

Mr. Hennessey made a motion for the intent to adopt this policy numbering change. Chief Jones seconded the motion and it passed without opposition. This change will be posted with the Secretary of State's office.

Review, Discuss Proposed Conference Guidelines:

The staff presented the below guidelines for conferences with a request for approval. The guidelines below are suggested by BETST to enhance the learning experience of the students attending the conference and to inform attendees of credit requirements. Conference organizers should pre-select speakers/presenters that will introduce innovative ideas and new information to students in the emergency telecommunications field.

The BETST recommends that the Conference Facilitator announce the following attendance requirements during the opening ceremonies after their planned activities have concluded:

- Number of CEU's offered by the conference; number of credits offered by the conference (ex - 20 CEU's = 2 credits; 1 credit per eight hours of conference training)
- Attendees must sign class roster for classes attended. If name is not on class roster, credit will not be granted to attendee. Roster must be signed during class, roster will

not be available before class or after class (BETST staff can make no exceptions).
Attendee must sign only their own name.

- Tuition is broken down by the number of hours taught. (\$495.00 tuition for a 20-hour conference would round off at \$25.00 per hour) (ex - an attendee's agency in compliance with BETST policy would be eligible for \$400.00 tuition reimbursement if the attendee only signs 16 class rosters; 16 hours x \$25.00 = \$400.00) Salary reimbursements would be determined by the number of class hours attended. Hotel reimbursements will be determined by the number of class hours attended (16 to 20 hours – eligible for 3 nights; 8 to 15 hours – eligible for 2 nights; less than 8 hours – no hotel reimbursement).
- Attendees must not use cell phones in class.
- Attendees should be encouraged to meet with BETST staff for any training or policy related questions. Tuition includes training and meals during the conference.

The BETST has set the following guidelines for the Conference Facilitators:

- Conference attendance certificates should include the dates of the conference, but not the number of training hours. Not all attendees will receive the maximum number of hours.
- The BETST staff should be notified of association board members, association members, volunteer workers, instructors, or other attendees that will be seeking CEU's and BETST reimbursements whose tuition/expenses was waived (not paid by their agency).
- Conference facilitators and workers seeking CEU's and BETST reimbursements are to follow the same attendance rules as other attendees.
- Instructors that seek CEU's and BETST reimbursements will receive CEU's for teaching up to two fifty-minute sessions, if they follow other attendee guidelines.

After discussion, Mr. Gunter made a motion to adopt the proposed conference guidelines. Chief Jones seconded the motion and it passed without opposition.

The staff will also present other documents to conference facilitators that may help with organizing the conference. It was also recommended that training not be presented during meals.

Discuss Improvements to Re-Certification Course:

The staff made a request that if the Board approves, they would like to examine the current

Re-Certification Course which is about 10 years old and make recommendations for changes and updates to the course. Mr. Bell made a motion to proceed with this examination and it received a second from Mr. Gunter. The motion passed without opposition. This will be a project that will take several months.

Discuss Certification Issues:

The staff requested the Board’s guidance concerning an instructor that was terminated from her agency and the agency returned her instructor certificate. She was terminated after she was placed on paid sick leave and was caught teaching a telecommunicator course. This action violated agency policy. This instructor has now applied for an instructor certificate as a self-sponsor. Members commented that violating an agency policy would not be enough grounds alone to use against the instructor to prevent the issuance of an instructor certificate. The staff was advised to investigate further and use the current policy as a guide.

The staff advised the Board of a telecommunicator with a medical problem that has admitted in writing that she sometimes believes that her problem causes her not to be as sharp as she should be while dispatching. She stated that she could be a liability at time. An agency has hired her and has observed her and believes that she can perform the duties and has asked to have her certified. The consensus of the Board was for the staff to document her file and if the agency has her trained and requests certification that her medical problem should not hinder her certification.

Director’s Report/Election of Board Officers:

Nominations for Chairman/Chairperson – Sheri Hokamp There were no other nominations, Mrs. Hokamp was confirmed as Chairperson.

Nominations for Vice-Chairman – Will Jones There were no other nominations, Chief Jones was confirmed as Vice-Chairman.

Mr. Davis thanked the Board for their attendance and concern for our dispatchers. The changes made today were done for the improvement of the telecommunicator program. Chief Jones and Counsel Hemleben were thanked for their willingness to serve the Board.

Schedule of Next Meeting Date, Time and Location:

Notifications of the specific date of the next BETST Board Meeting will be sent via email to board members. The meeting is tentatively set for January 29th.

Adjournment:

Mr. Bell made a motion to adjourn. Mr. Hennessey seconded the motion and it passed without opposition. The meeting was completed at 12:04 p.m.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Robert Davis".

Director, Office of Standards and Training