

BETST MINUTES

May 7, 2019



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

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

Chairman Hokamp called the meeting to order at 10:05 a.m.

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

Members Present:

Mr. Reggie Bell, State Fire Academy

Mrs. Sheri Hokamp, MS Chapter of APCO

Chief Will Jones, Mississippi Police Chief's Association

Chief Terry Tucker, Mississippi Fire Chief's Association

Members Not Present:

Mr. Stan Alford, MEMS

Mr. Ken Gunter, MJIC

Mr. Jim Hennessey, MS Chapter of NENA

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

Sheriff Billy McGee, Mississippi Sheriff's Association

Mrs. Marti Morgan, Mississippi Law Enforcement Officers Association

Mr. Marvin Ratliff, Claiborne Co.

Vacant, MLEOTA

Hon. Emiko Hemleben, Board Counsel

Standards and Training Staff:

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

Mrs. Dianne Berry, Operations Management Analyst, Principal

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

Guests:

Deputy Director Robert Rufus, Vicksburg Warren 911

Director Shane Garrard, Vicksburg Warren 911

Instructor Robert Graham, PDM

Instructor Rick Seavey, PSAC

Ms. Jennifer Mizell, Jackson Co. S.O.

Instructor Laura Spell, PDM

Supervisor Mary Denice Fairley, Jackson Co. S.O.

Asst. Supervisor Brandi G. Kepner, Jackson Co. S.O.

Director Paul W. Harkins, Lee Co. E911

The Chair recognized and welcomed the guests.

Presentation and Approval of Minutes:

The Chair asked about the review of the minutes from the February 12, 2019 meeting and entertained a motion. Mr. Bell made a motion to approve the minutes and a second was received from Chief Tucker, the minutes were approved without opposition.

OLD BUSINESS

Review, Discuss Proposed Changes to Chapter 11: Instructor Certification; Vote for Final Adoption:

The Chair entertained a motion for final approval of the below recommended changes to Chapter 11 to clarify the policy dealing with instructor certification:

- B. Education and Experience: All instructor applicants must show educational and public safety experience equal to one (1) of the following:
1. A high school graduate and five (5) or more years of experience ~~in the subject area as an Emergency Telecommunicator, -~~
- E. Knowledge of Instruction: The applicant shall be cognizant of the methods of instruction and the aids available. Instructors must be able to clearly present the course material and meet the objectives outlined by the Board. New applicants must have attended and completed an BETST approved 40-hour Instructor Development Course.
- F. Instructor Training Attendance Approval: Prior to any individual attending a Board-approved instructor training course for emergency telecommunications, that individual shall obtain written approval from the Office of Standards and Training. Instructors will be approved only on a need basis.
2. After completing the instructor course, the instructor applicant must assist in one formal Basic and/or EMD Certification classroom ~~type~~ course under the observation of a certified instructor. The certified instructor must provide the Board with an evaluation of the instructor applicant's performance. After successfully completing the instructor course and receiving a favorable evaluation the instructor applicant will be eligible for certification by the Board.
 3. Instructors conducting the 16 Hour Re-certification course must have conducted at least three (3) Basic and/or EMD classes as documented by the Board staff and completed an instructor orientation program on the issue of re-certification, and must assist in one formal State Re-certification classroom course under the observation of a certified instructor. The certified instructor must provide the Board with an evaluation of the instructor performance.
- H. Activity: All instructors shall remain active during their period of certification. Each instructor shall conduct three (3) Board-approved telecommunications courses (Basic, EMD, State Re-certification) within each 36-month period of their certification to include a minimum of one Basic or EMD course. Modular courses (commonly referred to as "self-paced" courses) which do not require formal classroom instruction on the part of the instructor does not count towards this requirement. Failure to meet this requirement will result in a non-renewal of instructor credentials at the expiration of certification period. Instructors that fail to meet the requirement are not eligible to reapply for certification until twelve (12) months after the expiration date of their certificate.

2. Instructors shall sign a Memorandum of Understanding from the Board which clarifies what is expected of them when conducting a Basic, EMD, Re-certification, or Elective course on behalf of the Board and the requirement to evaluate and assist instructor applicants.

6. Consistent failure to follow Board-approved training guidelines, learning objectives and lesson plans (where established), consistent negative evaluations (student, staff, board), or complaints, and

- B. Knowledge of Instruction: The applicant shall be cognizant of the methods of instruction and the aids available. Instructors must be able to clearly present the course material and meet the objectives outlined in the course. New applicants must have attended and completed an BETST approved 40-hour Instructor Development Course. New applicants seeking approval to instruct elective training must make a presentation before the Board describing their knowledge of the subject matter and knowledge of instruction on the objectives of the course(s) they desire to teach.

- C. Approval of New Course(s): Instructors submitting new courses for Board approval must make a short presentation before the Board describing the course objectives ~~or request a Board member to make the presentation.~~ Board members may present the course objectives of a course proposed by their agency. If the Board determines that the course meets the training needs of a telecommunicator, the Board will approve the course to be taught as a pilot program. This course must be taught within one year of approval or the instructor must request an extension from the Board. The staff or board member will monitor all proposed courses and bring their findings back to the Board for final action. Existing courses will be evaluated on an ongoing basis. Course approval requests by instructors from out of state ~~must~~ may be submitted with their professional credentials and course objectives to a Board or staff member for presentation. The instructor must submit prior to presentation, a lesson plan including course overview; a bound student manual; an instructor manual – containing notes; power points (with videos and audio); handouts; written synopsis of scenarios or table tops; test with answer key indicating the slide or page number the information may be found; one additional training aid; sample copy of completion certificate; and an authorization letter if copyright material is used.

- D. Application: Individuals (in state) desiring to instruct in BETST-approved elective courses must thoroughly complete a formal application.

- E. Instructors certified for elective training shall maintain compliance with all BETST policies and procedures. Instructors must conduct three approved courses per year to remain on the active elective instructor list. (Basic, EMD, State Re-certification Course

does not apply) Instructors are expected to hold regional classes due to travel restrictions. Instructors must provide students with a student manual and handouts.

- F. Instructors approved for elective training shall submit a revised/updated curriculum and tests lesson plan including course overview, a bound student manual, and instructor manual – containing notes, power points (with videos and audio), handouts, written synopsis of scenarios or table tops, test with answer key indicating the slide or page number the information may be found, one additional training aid, sample copy of completion certificate, and an authorization letter if copyright material is used, every (3) years and submit to the Board for approval with their re-certification application. All changes must be noted on a separate document to reference the location (page number, slide number) of the revision or updates.

After a review, Mr. Bell made a motion for final adoption. Chief Jones seconded the motion and it passed without opposition.

New BUSINESS

Discuss Reimbursement for EFD and EPD – Requested by Mr. Paul Harkins:

Mr. Harkins was not in attendance at the time this agenda item was called. Mr. Davis advised the Board that Mr. Harkins wanted to ask the Board to consider reimbursing \$700.00 for a combined EFD and EPD course in a 40-hour format instead of 2 24-hour presentations. Both courses share one day in common. The reimbursement rate of the 24-hour courses are \$350.00 each. This would save one day of salary reimbursement by reducing the course from 6 days to 5 days. The vendor, IAED did not adjust their fee when they reduced the instruction time from 48 hours to 40 hours.

The Chair stated that more time was needed to consider this request. She entertained a motion. Mr. Bell made a motion to table this request, Chief Jones seconded the motion and it passed without opposition.

Presentation by Mr. Robert Graham, Supervisor Training:

Instructor Robert Graham made a request for his Supervisor Training course to be changed from 8 hours to 16 hours. He stated that his company has taught this course as a 16-hour course for 10 years using the same material that he presented the Board. He said that the course has been taught in 23 states and at the FBI Academy. He said that for some reason, back in 2005, the course was changed to 8 hours. He has added more material to this course and updated the course to meet the guidelines of the Board. He said that there is too much material to properly train supervisors in 8 hours. He presented the Board with an updated course syllabus. Some Board members

agreed that more time was needed. The course has been reviewed and was placed on the elective course list. He said that this is a very popular course and is made available to cut down the liability on dispatch centers.

After much discussion, Mr. Bell made a motion to approve the request to change the Supervisor Training course from 8 hours to 16 hours, Chief Jones seconded the motion and it passed without opposition.

Request for Approval of MS 911 Coordinators Association Conference:

The 911 Coordinators Association is requesting approval for a 20-hour conference to be held in Tunica on October 8 – 10, 2019. The agenda has not been completed as of this time. The Conference will be titled, “911...The Calm in the Chaos. Chief Jones made a motion to approve the conference, Mr. Bell seconded the motion and it was approved without opposition.

Review Proposed Changes to the instructor Guidelines:

The staff requested to add the following language to the Instructor Guidelines:

Course Request: 1. When submitting a course request for a 40 Hour Course, the instructor must include a vendor instructor certificate.

Course Advertisement: 1. When an instructor advertises a course, the instructor shall state (if applicable) that the 100-mile rule is in effect and expense reimbursements will be affected if travel to training is more than 100 miles. If an agency or student is registering for a class, the instructor shall advise them of the 100-mile rule.

Chief Tucker made a motion to approve the request, Mr. Bell seconded the motion and it was approved without opposition.

Discuss Requirements of House Bill 571 on Human Trafficking :

The Board discussed the requirement to train telecommunicators related to handling complaints and/or calls of human trafficking and commercial sexual exploitation of children. House Bill 571 requires at least 2 hours of training. The staff will research a training delivery system for this requirement.

Review Proposed Changes to the Instructor Application:

The staff proposed adding language to the Instructor Application that would require an instructor seeking re-certification to attach class rosters as proof of meeting the three-course

rule. Question 4 is for basic instructors seeking re-certification. Question 5 is for elective only instructors seeking re-certification.

Mr. Bell made a motion to approve the proposal, Chief Jones seconded the motion and it was approved without opposition.

Director's Report:

Director Davis stated that permission has been granted to hire a third person in the telecommunications section. This will certainly assist the unit with monitoring instructors and agencies.

Mr. Reggie Bell is retiring as Executive Director of the Fire Academy and this will be his last meeting with the Board. His many years of service is greatly appreciated.

Schedule of Next Meeting Date, Time and Location:

Mr. Harkins invited the Board to hold a meeting at the 911 Coordinator's Conference.

Adjournment:

Chief Jones made a motion to adjourn. Mr. Bell seconded the motion and it passed without opposition. The meeting was completed at 11:36 a.m.

Respectfully submitted,



Director, Office of Standards and Training