

STATE 911 COMMITTEE
Dispatcher Training Subcommittee
November 19, 2015
Meeting Minutes

A. Call to Order / Roll Call

The meeting was called to order at 10:01 a.m. and roll call was taken.

Voting Members Present:

Mr. Jeff Troyer (Chair)
Mr. Dave Ackley
Ms. Karen Chadwick
Ms. Christine Collom
Sheriff Dale Gribler
Mr. Vic Martin
Mr. Tim McKee
Ms. Terry Strother-Dixon
Mr. Stephen Todd
Chief Paul Trinko
Mr. Brian McEachern
Ms. Cherie Bartram
Lt. David Aungst

Representing:

Calhoun Co. Consolidated Dispatch Authority
Genesee County Central Dispatch
Grand Rapids Police Department
Clinton County Central Dispatch
Van Buren County Sheriff's Office
Lapeer County Central Dispatch
Chippewa County 911
Detroit Police Department
Public Member
Adrian Fire Department
Negaunee Regional Communications Center
SERESA
Lenawee County Sheriff's Office

Non-Voting Members Present:

Ms. Theresa Hart
Ms. Stacie Hansel
Mr. Michael Armitage

Representing:

Michigan State Police
Michigan State Police
Michigan State Police

B. Approval of Meeting Minutes – September 10, 2015

A **MOTION** was made by Mr. Martin, with support by Ms. Chadwick, to approve the minutes of September 10, 2015, as presented. With no discussion, the **MOTION** carried.

C. Old Business

Dispatcher Training Fund Review Policy

The review policy was discussed at the last DTS meeting. If considering reducing the requirements for some PSAPs because of the number of reviews, then too many reviews are being performed. Those concerns were discussed at the September SNC meeting, to which there was no feedback. Members of the Certification Subcommittee are feeling the strain also regarding the number of reviews.

Mr. Troyer suggested striking the last paragraph in order to hold each PSAP to the same accountability regardless of the number of PSAPs in a county up for review. Ms. Hart asked if in the Certification Subcommittee policy there is language that if a larger county is drawn for review that the subcommittee performs less reviews in the year, to which Sheriff Gribler confirmed.

When a county needs to pay back training funds used from the disallowable list, Treasury is giving the county the full distribution amount and the State 911 Office is invoicing the county for the amount owed. Mr. Troyer will have discussions with the chairs of the Certification Subcommittee and the SNC to have Treasury deduct the amount of the distribution rather than invoicing.

Mr. Troyer stated all PSAPs need to held to the same number of years for review, with good reason for five years. The DTS can recover monies, if found, up to the five year mark. The members of the subcommittee were fine with the rest of content if the last paragraph is removed.

A **MOTION** was made by Ms. Chadwick, with support by Mr. Martin, to remove the second to last paragraph of the document and to approve as amended. With no discussion, the **MOTION** carried.

A **MOTION** was made by Sheriff Gribler, with support by Mr. Martin, to take to the full SNC, a recommendation that Treasury withhold the distribution of funds if monies are owed back to the training fund for previous years expenditures. With no discussion, the **MOTION** carried.

D. New Business

1. PowerPhone Appeal to Denial of Training Course

Mr. Gary Moore from PowerPhone joined the conference call at this time. Ms. Hart stated PowerPhone applied for approval of a training course, which was denied based on the fact the review team felt it was software specific. During the process, a member of the review team asked if the training was general quality assurance or if it was to use PowerPhone's quality assurance software. PowerPhone's response was, "The Call Assessment Certification course is general QA. Those that purchase CACH would take this course and then take additional training specific to the software." After denial, PowerPhone asked to appeal the decision.

Mr. Troyer asked Mr. Moore if his PSAP does not purchase this software, does he need this training? Mr. Moore stated the Total Response Call Assessment Certification was approved on April 1, 2015. The recertification is essentially the same course, designed specifically to recertify someone who has taken the original course. The recertification course can be taken any time, by any person, giving them the ability to review how call handlers handle a call, assess the quality of the call handling, evaluate, and recommend needed changes. The course has value even without the software.

Another question asked was if a dispatch supervisor who handles monthly QA's does not have the software, does this training provide them the tools and abilities to do it on paper? Is it general skills and abilities training on how to do quality assurance or is it specific to a software program they have running on a computer? Mr. Moore stated they would take the course on the computer, but they do not need to have specific software to assess the quality of a call handlers call.

Ms. Chadwick asked how signature sheets are collected from an online course. Ms. Hart stated the provider submits the sign in sheets to her. Ms. Chadwick also asked about the disclosure of information to third parties and not sharing personal information collected. If she as the supervisor wants to confirm someone attended the training, will PowerPhone confirm with her? Mr. Moore said they would share the information with the demonstrated manager of a particular student. Ms. Chadwick stated their training material says dispatching courses cannot be audited; it is a requirement of all approved courses that the DTS can audit any course at any time. Mr. Troyer explained the DTS has a policy that if a provider submits and receives approval for a course, that provider is subject to any member of the DTS conducting an impromptu audit of the course at no charge. The audit is to make sure what the provider submitted in their application packet and what is actually being taught are validated. Mr. Moore stated if DTS wants to audit the course, send the notice to his attention and he will make sure access is granted.

Ms. Chadwick stated in the application packet, a protocol guide is referenced and she asked what that is. Mr. Moore stated it is structured call scripts that lead someone to specific responses to an emergency call. Ms. Chadwick asked if it was provided as part of the class, to which Mr. Moore stated it is provided either as a workbook or downloaded as a pdf. She also asked about the referenced PowerPhone call handling tablet. Mr. Moore stated it is the same thing, just another type of format.

Ms. Strother-Dixon clarified the audit process is impromptu because Mr. Moore stated he would want advance notice. Mr. Troyer stated providers can ask for advance notice, but does not need to be given otherwise the approval is withdrawn. Mr. Moore asked how someone receives access if advance notice is not given. Mr. Troyer stated for a strictly online course, notice would need to be given. Committee members are more familiar with auditing on site courses with no notice is needed.

The review team originally denied the course, under the understanding the course was software-based training.

A **MOTION** was made by Mr. McEachern, with support by Mr. McKee, to approve PowerPhone's Total Response Call Assessment Recertification course. With no further discussion, a roll call vote was taken:

Name	Yes	No	Abstain
Mr. Jeff Troyer	X		
Mr. Dave Ackley		X	
Ms. Karen Chadwick		X	
Ms. Christine Collom	X		
Sheriff Dale Gribler	X		
Mr. Vic Martin	X		
Mr. Tim McKee	X		
Ms. Terry Strother-Dixon		X	
Mr. Stephen Todd		X	
Mr. Brian McEachern	X		
Ms. Cherie Bartram	X		
Lt. David Aungst	X		
Totals	8	4	0

With a vote of 8:4, the **MOTION** carried. Ms. Hart will contact PowerPhone within a few days with the approval information.

2. 911 Training Institute Expired Training Courses

Mr. Jim Marshall is in attendance for the appeal. Mr. Troyer stated three training courses, included in the meeting packet, expired. March 26 through September 18 the courses were expired; however, students took the courses, totaling 14 classes.

Mr. Marshall stated Mr. Ed Nettle noticed the courses were not listed on the approved course listing and contacted him, which is how the expired courses were found. Mr. Marshall stated it was an internal fail that has never happened before. He stated he delivered courses in good faith, provided the training, and received payment for the training. They resubmitted applications for the expired courses and received approval. Mr. Marshall is asking how to proceed with the expired training students took during the six month time period.

Mr. Martin stated this has ramifications down the road and could be precedence setting. Mr. Todd asked how to rectify the situation without others wanting the same consideration in the years to come. Ms. Chadwick stated it is not only Mr. Marshall, but all the PSAPs that sent students to attend the training are at risk of losing their money if they cannot spend it down by the deadline.

In fairness to the PSAPs involved, Mr. Todd stated Mr. Marshall is a respected trainer and people may not think they need to confirm the courses are approved. Ms. Chadwick asked about sending notifications to providers when their courses are getting ready to expire. Mr. Troyer stated it is not reality with the current system in place. Mr. Marshall stated it should be his responsibility to submit his application on time and should not need notification.

Mr. McEachern asked if this same situation has come up in the past. Mr. Troyer stated the issue has come up, but providers have never appealed. Providers have had expired courses and were told they would receive a new approval number, but no one asked for retroactive.

Mr. McKee suggested calling this issue a clerical error and deal with the next one as it happens.

A **MOTION** was made by Mr. McKee, with support by Mr. McEachern, to backdate the three course approvals for Peak Performance Management of Domestic Violence Calls, Building 911 Life Bridges, and Survive and Thrive Comprehensive Stress Resilience Training to March 26, 2015. Discussion followed.

Lt. Aungst asked if there is another check list instructors have when providing training at a specific location. Mr. Troyer stated the only check process is the signature page. There is a location line, but most providers put TBA. To get students to attend, providers need to market their training and where it will be held. The committee can go back to signature sheets and ask where the training was held if questions arise. Ms. Collom asked if the sign in sheets need to be submitted in a certain time frame, which there is no set date. Ms. Hart stated the sheets are saved electronically and that is what she uses when doing training fund audits for counties under review. She does not check expiration dates when the sheets come in.

Chief Trinka stated his concern is the motion on the floor states the DTS is backdating documents, to which Mr. Todd agreed. Mr. McEachern stated he does not want the dispatchers to suffer because of a clerical error. Chief Trinka asked for an amendment to the motion to state DTS is correcting a clerical error rather than saying backdating documents. Mr. Martin stated some action needs to be taken against the provider, for instance, if failure to renew after three years, the courses will be denied. Something to the effect needs to be included for future issues. Ms. Chadwick has concerns about precedence setting, but since this current issue is less than six months expired, possibly include a statement about a six month grace period. Mr. Todd suggested Mr. Marshall provide one scholarship to each PSAP that sent someone to an expired course. Mr. Marshall stated he would offer scholarships to rectify the issue.

An amended MOTION was made by Mr. McEachern, with support by Chief Trinka, to correct a clerical error for... (instead of using the word backdate)...(does this need to be a separate one or included in the one below when Brian restated it? The motion was said 85 times, so I used wording from one of the times, hoping it encompassed the others)

A **MOTION** was made by Mr. McKee, with support by Mr. McEachern, to recognize a clerical error and retroactively approve the three courses: Peak Performance Management of Domestic Violence Calls, Building 911 Life Bridges, and Survive and Thrive Comprehensive Stress Resilience Training back to March 26, 2015.

Mr. Todd asked if the original motion makers could withdraw their motion and put together a cohesive motion that everyone understands. If he was a provider, he would wait and see if anyone comes to his course and then he would renew it and make some money from it. Chief Trinka does not believe this is an ongoing solution; it addresses this particular situation only.

Mr. Troyer stated a committee member asked to call the motion and a roll call vote was taken:

Name	Yes	No	Abstain
Mr. Jeff Troyer			X
Mr. Dave Ackley	X		
Ms. Karen Chadwick	X		
Ms. Christine Collom	X		
Sheriff Dale Gribler	X		
Mr. Vic Martin	X		
Mr. Tim McKee	X		
Ms. Terry Strother-Dixon	X		
Mr. Stephen Todd		X	
Chief Paul Trinka	X		

Mr. Brian McEachern	X		
Ms. Cherie Bartram			X
Lt. David Aungst	X		
Totals	10	1	2

With a vote of 10:1:2, the **MOTION** carried. Mr. Troyer stated he would like it included in the minutes that due to the consensus of the subcommittee members, this is not a precedence setting authorization but rather something DTS needs to work on as far as setting some type of policy for how to deal with these types of issues in the near future.

Ms. Hart asked if she should leave the new approval numbers and only change the expiration date to March 2017 or change back to the old approval numbers. Mr. Troyer stated leaving the approval numbers as they currently are and only change the date of expiration.

General discussion followed regarding how to prevent issues in the future. Ms. Chadwick suggested having a discussion at the next meeting regarding providers, training, expiration dates, etc.

Ms. Collum suggested adding another field on the sign in form the provider fills out to include the DTS expiration date. That would be a reminder to the provider, as they enter the date, of when their course expires.

A **MOTION** was made by Ms. Collum, with support by Ms. Chadwick, to add the expiration date to the training provider sign in sheet. With no discussion, the **MOTION** carried.

Ms. Hart will send the new sign in sheet to the providers.

3. Review and Approval of 2016 Dispatcher Training Fund Application

Ms. Hart stated only changes made were the dates. The State 911 Office will be moving on February 19, in the midst of the application process. She is suggesting moving the deadline date to January 29, 2016, which is only one week sooner than it has been in the past.

Mr. Martin stated his only concern is PSAPs always expecting the deadline in February and now they may say they did not know of the new date and cannot make the deadline. If anything, he suggests moving the date one week later, but Ms. Hart stated there needs to be two DTS meetings before the SNC meeting in March. Ms. Strother-Dixon stated it is reasonable to move the date and put some onus on the PSAPs to read the application information packet.

A **MOTION** was made by Ms. Strother-Dixon, with support by Ms. Bartram, the date of January 29, 2016, by 4 p.m. be used for this year's application process.

Chief Trinka suggested sending an email to the PSAPs letting them know of the deadline date change. Mr. Troyer stated he will make sure APCO, NENA, and MCDA are all aware as well. With no further discussion, the **MOTION** carried.

Ms. Hart will be sending emails to the PSAPs about spend down deadlines.

4. 2016 Schedule of Subcommittee Meetings

Mr. Troyer and Ms. Hart will work out the 2016 meeting dates and forward to the committee.

E. Public Comment

Mr. Troyer thanked Mr. McKee, who is retiring, for being a member of the DTS. He has brought a different perspective to the group because of the different challenges he has with training his staff. The knowledge he has brought to the DTS over the years has been invaluable. Speaking on behalf of the committee, he thanked Mr. McKee for being involved with the subcommittee.

Mr. McKee stated he is retiring from Chippewa County after 34 years. He has enjoyed being part of the DTS and believes it is one of the most important committees. He said thank you to everyone for friendships over the years. Mr. Ackley suggested the DTS look for a replacement in the Upper Peninsula.

F. Next Meeting

TBD

G. Adjourn

The meeting adjourned at 11:40 a.m.