

# State 911 Administration Office Newsletter

7150 Harris Drive, Dimondale, Michigan 48821  
www.michigan.gov/snc T: 517-284-3033



Dear Telecommunicator,

Wow, what a year 2020 has been already! We are almost to the halfway mark. So thankful for the sunshine. The State 911 Office is hoping everyone is keeping their head above water during this trying time. Please do not hesitate to reach out to one of us if there is anything we can do to help in any way within your center.

We are establishing a new method of delivery for the bi-monthly newsletter beginning with the July/August issue. Instead of us sending the newsletter to the PSAP Directors and requesting they forward to their staff, we will be sending the newsletter by email to those who have requested it. We will continue to post the newsletter to the SNC website [https://www.michigan.gov/msp/0,4643,7-123-72297\\_47748\\_47760---00.html](https://www.michigan.gov/msp/0,4643,7-123-72297_47748_47760---00.html), and will be including the link within MiSNAP, under the latest news, once an issue has been published. If you would like to be added to the mailing list, please reach out by sending an email to [stephensl5@michigan.gov](mailto:stephensl5@michigan.gov).

As always, if you have any questions or concerns please contact the State 911 Office staff and we will do our best to ensure you receive the information you are seeking.

Warm Regards,

Your Friends at the State 911 Office

## Upcoming Events\*

\*See the website for meeting times and locations.

### May 14, 2020

Certification Subcommittee Meeting

### May 20, 2020

911 Training Subcommittee Meeting

### June 1, 2020

Legislative Action Subcommittee Meeting

### June 8, 2020

Emerging Technology Subcommittee Meeting

### June 10, 2020

State 911 Committee Meeting

### August 3, 2020

Emerging Technology Subcommittee Meeting

### August 19, 2020

911 Training Subcommittee Meeting

## Legislative Action

The Legislative Action Subcommittee (LAS) plans to begin discussion on the sunset of Public Act 32 of 1986 scheduled for December 31, 2021. The next LAS meeting will be held on June 1, 2020, tentatively at the Michigan State Police Headquarters and is open to the public. If you would like to keep informed on the process and discussions that will be taking place and stay involved in the various 911 organizations within the state, we encourage you to attend. The meeting minutes are also posted on our website at [www.michigan.gov/snc](http://www.michigan.gov/snc) under Legislative Action.

If you are interested in becoming a member of the Legislative Action Subcommittee, they are currently accepting letters of interest and resumes for current vacancies.

Please submit your letter of interest and resume to Ms. Lyndsay Stephens at [stephensl5@michigan.gov](mailto:stephensl5@michigan.gov) no later than 4 p.m. Friday, May 22, 2020.

## 911 Training

The first phase of the automation project called the Michigan State 911 Administration Portal (MiSNAP), went live April 2, 2020. We have been receiving some requests from telecommunicators, PSAP directors, and training providers requesting access to the system. It is important that PSAP directors log into the system to ensure the telecommunicators assigned to their agency are correct. Telecommunicators who were on the SNC 101W employee listing have been assigned telecommunicator access. It is important to use your full name when creating a user account with MiLogin. For example, if your name is Jennifer but you go by Jenny, please create your username with Jennifer so it will match what is in the old training database.

If you were not in the old system, when you create your username, please include your username, hire date, and agency when you email the State 911 Office for permissions. This will help in the process of assigning user roles.

Ms. Theresa Hart and Ms. Lyndsay Stephens will be providing a webinar for all PSAP directors and training coordinators on **Thursday, May 21, 2020, at 1 p.m.** We sent an email this week with detailed information on the webinar.

If you have any questions or issues accessing MiSNAP, please email Theresa or Lyndsay at [sncdispatchertraining@michigan.gov](mailto:sncdispatchertraining@michigan.gov).

## Certification

With the stay at home order in place and most communications centers being closed to the general public, the certification subcommittee has not been able to physically complete any visits on-site.

The State 911 Office is putting together a Continuity of Operations Plan (COOP) for compliance reviews that will be brought before the certification subcommittee at their next meeting. This will give us a plan moving forward with the temporary suspension of on-site visits. Once we can safely do so, we will conduct the on-site visits for those agencies whose compliance reviews are already in progress.

## Emerging Technology

We have moved the Emerging Technology Forum to the fall. Please keep September 21-23, 2020, open on your calendars! Ms. Cindy Homant will have registration and lodging information available soon. Details are posted on our website.

Ms. Homant and Ms. Hansel have been diligently working to reschedule all of the speakers planned for the forum and will be updating the schedule as soon as it is available. We will send an email and post information to the main page of the State 911 Committee website once all speakers and schedules have been confirmed.

If you have any questions, please contact Ms. Cindy Homant at [homantc@michigan.gov](mailto:homantc@michigan.gov) or 517-284-3032 or Ms. Stacie Hansel at [HanselS@michigan.gov](mailto:HanselS@michigan.gov) or 517-284-3033.

## PSAP Wellness Resources

In this issue we wanted to share some of the many resource links available to help with PSAP wellness during these stressful times.

- The APCO International wellness portal: <https://www.apcointl.org/resources/staffing-retention/professional-communications-human-resources-committee/prochrt-toolbox/health-and-wellness/>
- The NENA wellness portal: [nena.org/wellnesscontinuum](http://www.nena.org/wellnesscontinuum)
- The Healthy Dispatcher website: <http://www.thehealthydispatcher.com/>
- The 911 Training Institute website: <https://www.911training.net/>
- The Michigan Crisis Response Association (MCRA) [MCRA Resource Links](#)
- The Lenawee County Critical Debriefing Team Clinical Coordinator, Mr. Craig Miller put together a short YouTube video on the anxieties we may encounter and how to cope: [Dealing with Stress for First Responders](#).

Staff Contact Information		
Ms. Joni Harvey State 911 Administrator Phone: (517) 284-3025	Ms. Theresa Hart Dispatcher Training Analyst Phone: (517) 284-3026	Ms. Cindy Homant Resource Analyst Phone: (517) 284-3032
Ms. Lyndsay Stephens Certification Analyst Phone: (517) 284-3030		Ms. Stacie Hansel Administrative Assistant Phone: (517) 284-3033

## State 911 Administrator

While we are all working in excessively stressful times, please remember to take care of yourselves. As servants of the public safety world, we tend to put our needs and emotions away as a means of survival and perseverance. That is a skill and talent we need to possess at times, which makes us unique in what we do; however, we are still human. Take some time for yourself to address your stressors and needs, and enjoy something that takes you to a happy place! We will make it through this together!

