



North Carolina 911 Board
Education Committee Meeting Agenda
Conference Call
Thursday, September 17, 2020
10:00AM to 11:00AM
Virtual Meeting

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Chair Opening Remarks	Chuck Greene
2.	Roll Call	Angie Turbeville
3.	Welcome	Pokey Harris
4.	Approval of August Minutes	Chuck Greene
5.	UNC School of Government: Fundamentals of Supervision Class	Chuck Greene
6.	Training Eligibility Requests from PSAPs <ul style="list-style-type: none">• Chatham County and New Hanover County: APCO – Fundamentals of Tactical Dispatch• Onslow County: CAI Learning and Development – Fundamentals of Supervision Certificate Program• Person County: APCO – Cybersecurity Fundamentals for the ECC	Angie Turbeville
7.	Website Update	Angie Turbeville
	Adjourn	Chuck Greene



North Carolina 911 Board
Education Committee Meeting
DRAFT- Minutes
Thursday, August 20 @ 10-11:30am
Virtual – Meeting was conducted using simultaneous communication.

Meeting Attendees:

Committee Members	Phone	In Person	Not in Attendance	Guests	Phone	In Person
Jeryl Anderson	X			Cassandra Reid	X	
Chuck Greene	X			Rodney Cates	X	
Grayson Gusa			X			
J.D. Hartman	X					
Heather Joyner			X			
Hope Downs	X					
Brian Short			X			
Jimmy Stewart	X					
Donna Wright	X					
Staff	Phone	In Person	Not in Attendance			
Richard Bradford			X			
Ronnie Cashwell	X					
Stephanie Conner	X					
Kristen Falco	X					
Tina Gardner	X					
Pokey Harris	X					
Gerry Means	X					
Stanley Meeks	X					
David Newberry	X					
Marsha Tapler	X					
Angie Turbeville	X					

Agenda

1. Chair Opening Remarks – Chuck Greene kicked off the meeting welcoming the group.
2. Roll Call – Chuck asked Angie Turbeville to conduct the roll call.
3. Executive Director Opening Remarks - Pokey welcomed committee members and guests stating this was day 168 of the COVID-19 response; staff continues to check on the PSAPS weekly. Staff response will continue. Pokey gave brief update of staff’s response to Hurricane Isaias. She invited everyone to join the Board Meeting next Friday to include a virtual bon voyage party for Ronnie who will be retiring at the end of the month.

4. Approval of June Minutes – Chuck Greene asked committee members if they had reviewed the minutes and if anyone had any suggested edits or needed changes, if not he asked for a motion to approve the minutes. Donna Wright made the motion and Hope Downs seconded the motion. A roll call vote was taken by those attending committee members. Minutes were approved with no discussion.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
J.D. Hartman	X	
Hope Lindsay	X	
Jimmy Stewart	X	
Donna Wright	X	

5. Training Eligibility Requests –

- a. Rockingham County: Emergency Medical Dispatch Continuing Education – Josh Hollman
Donna Wright made the motion to approve; seconded by Hope Downs

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
J.D. Hartman	X	
Hope Lindsay	X	
Jimmy Stewart	X	
Donna Wright	X	

- b. Carteret County: Emergency Fire Dispatch Continuing Education – Bret Renfrow
Donna Wright made the motion to approve; seconded by J.D. Hartman.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
J.D. Hartman	X	
Hope Lindsay	X	
Jimmy Stewart	X	
Donna Wright	X	

- c. Burke County: Fundamentals of Supervision – UNC School of Government Jimmy Stewart made the motion to approve; seconded by Donna Wright.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
J.D. Hartman	X	
Hope Lindsay	X	
Jimmy Stewart	X	
Donna Wright	X	

6. Informational Aid – Chuck Greene presented to committee the final draft for approval and discussion. He was extremely pleased with the final design. Chuck asked the group for their input on distributing this out to stakeholders. Jeryl Anderson suggested that the handout be provided to the presidents of NC NENA and NC APCO to push out to their memberships. It was also recommended that the Board Members distribute to their respective associations and constituents. The Informational aid would also be sent out on the PSAP Manager list serve. Chuck asked if there was anymore discussion and then asked for a motion to approve the Information Aid; JD Hartman made the motion; seconded by Jeryl Anderson.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
J.D. Hartman	X	
Hope Lindsay	X	
Jimmy Stewart	X	
Donna Wright	X	

Chuck asked for recommendations for future informational aids. Jimmie Stewart suggested a document on standards, committees, eligible costs, and appeal process. Donna Wright suggested COOP/Backup Center planning and ESInet FAQ. It was decided that the next informational aid would be the ESInet FAQs.

7. Website – Angie Turbeville provided an update to committee members. There was a brief discussion on what items are truly needed on the website. A suggestion was made to list grant awardees. The website survey will be going out to stakeholders in the next week.
8. Telecommunicator Exchange Program – Chuck Greene asked Angie Turbeville to provide information to committee on the concept of a Telecommunicator Exchange Program. This idea was brought to the attention of staff during a “hot wash” of Hurricane Isaias. The objective is to allow telecommunicators to visit, train, become oriented with their partner PSAP who had been identified as their backup center/alternative route for 911 calls in the event the telecommunicator had to work out of their partner PSAP’s center. There was much discussion from all committee members.

Adjourn – Chuck asked if there was any new business; hearing none, the meeting was adjourned.

Meeting adjourned: 11:08am.

Next Committee Meeting: Thursday, September 17 @ 10am

DRAFT

Statute: NCGS 143B-1406(d)

(d) Use of Funds. -- A PSAP that receives a distribution from the 911 Fund may not use the amount received to pay for the lease or purchase of real estate, cosmetic remodeling of emergency dispatch centers, hiring or compensating telecommunicators, or the purchase of mobile communications vehicles, ambulances, fire engines, or other emergency vehicles. Distributions received by a PSAP may be used only to pay for the following:

(1 and 2 omitted)

(3) Expenditures for in-State training of 911 personnel regarding the maintenance and operation of the 911 system. Allowable training expenses include the cost of transportation, lodging, instructors, certifications, improvement programs, quality assurance training, training associated with call taking, and emergency medical, fire, or law enforcement procedures, and training specific to managing a PSAP or supervising PSAP staff. Training outside the State is not an eligible expenditure unless the training is unavailable in the State or the PSAP documents that the training costs are less if received out-of-state. Training specific to the receipt of 911 calls is allowed only for intake and related call taking quality assurance and improvement. Instructor certification costs and course required prerequisites, including physicals, psychological exams, and drug testing, are not allowable expenditures.

09222017 Approved Use of Funds List, Training (page 6):






911 funding is allowed for individual class registration for maintenance and operations of the 911 system and specific 911 intake and related call taking training, managing of a PSAP and supervising PSAP staff.

Definitions:

NCGS 143B-1400(7) Call Taking – The act of processing a 911 call for emergency assistance by a primary PSAP, including the use of 911 system equipment, call classification, location of a caller, determination of the appropriate response level for emergency responders, and dispatching 911 call information to the appropriate responder.

9 NCAC 06C.0103 (36) Telecommunicator – means any person engaged in or employed as a full-time or part-time 911 communications center call taker, whether called by that or another term, such as emergency communications specialist or emergency dispatcher.

9 NCAC 06C.0103 (14) Emergency 911 Call Processing/Dispatching means a process by which a 911 call answered at the PSAP is transmitted to Emergency Response Facilities (ERFs) or to Emergency Response Units (ERUs) in the field.

 (<http://www.psconnect.org/home>)  (<http://www.facebook.com/APCOinternational>)  (<http://twitter.com/#!/APCOIntl>)  (<http://www.linkedin.com/company/apco-international>)  (<https://www.flickr.com/photos/apco/>)



CDE Courses

Fundamentals of Tactical Dispatch

This course is for telecommunicators who want to enhance their knowledge, skills, and abilities so they can ultimately serve as a member of a tactical/incident dispatch team. The course uses scenarios and practical exercises to explore the issues involved in working major events and responding to major incidents. Class work focuses on sharpening the skills needed to fulfill the role and responsibilities for tactical dispatch.

Practical exercises help students apply the lessons to their own agency's policies and procedures. Students learn how to work together in teams to manage events and incidents that require the coordination response of multiple agencies and multiple jurisdictions.

Topics include:

- The big picture: ICS, the communications unit, and tactical dispatch
- Basic knowledge necessary for a tactical dispatcher
- How tactical dispatchers prepare
- Pre-deployment preparations: Situational information relevant to the assignment
- Focus on radio communication
- Deployment
- Telephone systems
- Incident types
- Ongoing and continuing education

CDEs Earned: 16

PREREQUISITES

- Minimum one year experience as an ECC telecommunicator
- Current certification in APCO's Public Safety Telecommunicator 1, 7th Edition, or other comparable basic telecommunicator course



Available online and in the APCO Virtual Classroom (<https://www.apcointl.org/training-and-certification/course-options/virtual-classroom/>) format!

- Successful completion of the following free FEMA courses
 - IS-100: Introduction to the Incident Command System (<https://training.fema.gov/is/courseoverview.aspx?code=IS-100.c>)
 - IS-200: Basic Incident Command System for Initial Response (<https://training.fema.gov/is/courseoverview.aspx?code=IS-200.c>)
 - IS-700: An Introduction to the National Incident Management System (<https://training.fema.gov/is/courseoverview.aspx?code=IS-700.b>)

RECERTIFICATION REQUIREMENTS

None

Tuition:


Options	Term	Tuition	
		Non-Member	Full and Commercial Member
Co-Host (https://www.apcointl.org/training-and-certification/course-options/live-classes/co-host/)	2 days	\$329	\$309
Online (https://www.apcointl.org/training-and-certification/course-options/institute-online/)	3 weeks	\$379	\$359
Virtual (https://www.apcointl.org/training-and-certification/course-options/virtual-classroom/)	2 days	\$389	\$369
Contract (https://www.apcointl.org/training-and-certification/course-options/live-classes/contract/)	2 days	Contact us for pricing	Contact us for pricing

Late fee \$25 (applied 10 days prior to course start date)

Tuition includes a comprehensive course manual and all certification fees.

Additional shipping fees may apply for international shipments.

Tuition for live courses does not include travel, lodging, meals or other costs. Online class tuition does not include web access fees or other local internet/web-related costs. Successful students will earn APCO Institute certification.

 [Upcoming Courses / Registration](#)

[Course Schedule & Registration \(https://apconetforum.org/eweb/DynamicPage.aspx?Webcode=APCOS&\)](https://apconetforum.org/eweb/DynamicPage.aspx?Webcode=APCOS&)

Manage Your Training Records Online

Register for courses, track your training and recertify online using APCO's Training Central (https://apconetforum.org/eweb/DynamicPage.aspx?site=myapco&webcode=MyTrainingLanding&Reg_evt_key=). All your training information, all in one place, and accessible 24/7.

Contact the Institute (<https://www.apcointl.org/training-and-certification/contact-the-institute.html>)



(<https://www.apcointl.org/download/apco-training-resource-catalog/?wpdmdl=19959>)

Download PDF (<https://www.apcointl.org/download/apco-training-resource-catalog/?wpdmdl=19959>)

[About \(/about/\)](#)
[Government Relations \(/government-relations/\)](#)
[Training & Certification \(/training-and-certification\)](#)
[Standards \(/standards/\)](#)
[Spectrum Management \(/spectrum-management/\)](#)
[Membership \(/apco-membership/\)](#)
[Events \(/events/\)](#)
[Comm Center & 9-1-1 \(/resources/\)](#)

Join (https://apconetforum.org/eweb/DynamicPage.aspx?Webcode=APCODSKMemLanding&site=MyAPCO)	Donate (https://www.apcointl.org/about-apco/donate/)	Log In (https://apconetforum.org/eweb/StartPage.aspx?Site=MyAPCO)
--	--	--

[APCO Store \(http://www.apcostore.org/\)](http://www.apcostore.org/)

[Career Center \(http://apcointl-jobs.careerwebsite.com/\)](http://apcointl-jobs.careerwebsite.com/)

[PSFA \(http://psfa.us/\)](http://psfa.us/)

[Commercial Community \(https://www.apcointl.org/apco-commercial-community/\)](https://www.apcointl.org/apco-commercial-community/)

[Buyer's Guide \(http://psc.apcointl.org/buyersguide/\)](http://psc.apcointl.org/buyersguide/)

[CONTACT US \(HTTPS://WWW.APPOINTL.ORG/ABOUT-APCO/CONTACT-APCO/\)](https://www.apcointl.org/about-apco/contact-apco/)

[PRIVACY POLICY \(HTTPS://WWW.APPOINTL.ORG/PRIVACY-POLICY-DATA-USAGE/\)](https://www.apcointl.org/privacy-policy-data-usage/)

[REPORT WEBSITE ERRORS \(HTTPS://WWW.APPOINTL.ORG/REPORT-WEBSITE-ERRORS/\)](https://www.apcointl.org/report-website-errors/)

ALL MATERIAL © 2020 APCO INTERNATIONAL, INC. ALL RIGHTS RESERVED



Fundamentals of Supervision Certificate Program: LIVE ONLINE

Adapting to a new role as a supervisor can be very difficult. Former co-workers are now direct reports, and a whole new set of skills is required for success

The six modules in this LIVE ONLINE virtual instructor-led program will help supervisors and managers establish a strong foundation for success. It starts with a self-assessment to help identify strengths and opportunity areas in regard to what it means to be an effective supervisor. Once there is a clear understanding of the role and responsibilities, the rest of the course is focused on developing key skills and strategies such as building trust, communicating effectively, delegating, managing conflict, and motivating and recognizing employees. Attendees will complete an action plan at the end of each module to help transfer new knowledge and skills directly back to the job. A brief prework activity is required before each module and an e-certificate is awarded with complete attendance in the program.

Who Should Attend

Supervisors and Managers new to supervision or with less than one year of experience

Learning Objectives

At the end of this module participants will be able to:

- Define your role as a supervisor
- Avoid common pitfalls of new supervisors
- Delegate effectively
- Apply listening and questioning skills
- Effectively deliver your message to different communication styles
- Apply a model to effectively manage conflict
- Provide specific outcome-based feedback
- Identify appropriate and effective strategies to motivate staff

Modules

- Being an Effective Supervisor
- Developing Trust and Credibility
- Delegating the Work
- Fundamentals of Effective Communication
- Managing Conflict
- Motivation and Feedback

Note

This course contains six 2-hour modules scheduled on three different days, one week apart. Three days prior to the start of each day you will receive a Welcome Email that will include all your materials for the course, including any pre-work assignments.



learning+ DEVELOPMENT

Program Agenda

Module 1: Effective Supervision

Module 2: Developing Trust and Credibility

Module 3: Delegating the Work

Module 4: Fundamentals of Effective Communication

Module 5: Managing Conflict

Module 6: Motivation and Feedback

Program Description

Module 1: Effective Supervision

Many individuals are promoted to the role of supervisor with little clarity about their new role. In this module, participants will gain a strong understanding of what the role of the supervisor entails. Discussion topics include the characteristics of an effective supervisor and common challenges supervisors face. Participants will assess their supervisory strengths and identify developmental opportunities by completing a self-assessment prior to the first meeting.

Module 2: Developing Trust and Credibility

For a supervisor to be successful, it requires others to perceive them as trustworthy, confident, and credible. To help supervisors understand the importance of demonstrating credible behaviors, discussion points include impact of credibility, how to project behaviors associated with the 5 C's of credibility, and the steps required to regain credibility.

Module 3: Delegating the Work

Participants will explore the benefits to delegation and will work in small groups to explore strategies for handling obstacles to delegation. Participants will then have an opportunity to complete an assessment to see how well they delegate. Participants will apply their learning in delegation case studies. Participants will also have an opportunity to practice several steps of effective delegation, including identifying what tasks they should delegate to their employees and communicating the delegation in an assignment.

Module 4: Fundamentals of Effective Communication

Success of a supervisor largely relates to how well he/she communicates with others. This module includes an overview of different communication styles and how to effectively deliver your message for different communication styles, as well as listening and questioning techniques.

Module 5: Managing Conflict






Effective supervisors appreciate the importance of conflict resolution skills and demonstrate them regularly in the workplace. In this module participants will learn and apply a model to effectively manage conflict.



learning + DEVELOPMENT

Module 6: Motivation and Feedback

One element of creating a positive work environment is rewarding and recognizing employees. In this session, participants will identify meaningful motivators for their employees. They will also learn how to use recognition and developmental feedback as a motivator and will develop a recognition message for one of their employees.

 (<http://www.psconnect.org/home>)  (<http://www.facebook.com/APCOinternational>)  (<http://twitter.com/#!/APCOIntl>)  (<http://www.linkedin.com/company/apco-international>)  (<https://www.flickr.com/photos/apco/>)



CDE Courses

Cybersecurity Fundamentals for the ECC

Cybersecurity has become an ever-increasing threat for public safety. Emergency communications centers (ECCs) are a valuable and vulnerable target for bad actors of all types. As a result of their high importance and visibility within the public safety ecosystem, ECCs have been battling cyberattacks for years. Public safety is at constant risk for many types of cyberattacks. Research indicates that the frequency and intensity of cyberattacks will continue to grow.

All ECC employees need to be educated on the types of cyberattacks and related activity that occur daily in the United States. This course provides a basic overview of the critical pieces of information that all ECC employees should know – from surfing the internet to being aware of key indicators in email for possible phishing attempts. This course also provides several resources for creating an Incident Response Plan and what to do if your ECC experiences a cyberattack.

This course is built on the experiences of public safety cybersecurity experts and ECC professionals. . This course will provide ECC professionals with foundational knowledge of cyberattacks, including the anatomy of a cyberattack, signs of an ongoing cyberattack and mitigation techniques. This includes preparing for cyberattacks, response to those attacks and the type of data to protect for post-attack forensics.

Topics include:

- How Cyberattacks Work
- Why ECCs Are a Target
- Phishing
- Brute Force Hacking
- Website Drive-By
- Pre-Hacked Software
- Pre-Hacked Devices
- Data Destruction
- Data Exfiltration
- Ransomware

Ok

- Cryptojacking
- Persistent Threat
- Public Safety Cyberattack Case Studies
- Preventing Exploitation
- Cyber Hygiene
- Importance of a Cyber Response Plan
- Cybersecurity for Next Generation 9-1-1 (NG9-1-1)

CDEs Earned: 8

PREREQUISITES

None

RECERTIFICATION REQUIREMENTS

None

TUITION

Options	Term	Tuition	
		Non-Member	Member *
Live	1 day	\$239	\$199
Online	3 weeks	\$289	\$249

* You must be a current Associate, Full or Commercial member to receive member discounts on all courses. Online members receive member discounts on online courses only.

Late fee \$25 (applied 10 days prior to course start date)

Tuition includes a comprehensive course manual and all certification fees.

Additional shipping fees may apply for international shipments.

Tuition for live courses does not include travel, lodging, meals or other costs. Online class tuition does not include web access fees or other local internet/web-related costs. Successful students will earn APCO Institute certification.

 [Upcoming Cybersecurity Courses / Registration](#)

[Course Schedule & Registration \(https://apconetforum.org/eweb/DynamicPage.aspx?Webcode=APCOSc](https://apconetforum.org/eweb/DynamicPage.aspx?Webcode=APCOSc)

Manage Your Training Records Online

Register for courses, track your training and recertify online using APCO's Training Central (https://apconetforum.org/eweb/DynamicPage.aspx?site=myapco&webcode=MyTrainingLanding&Reg_evt_key=). All your training information, all in one place, and accessible 24/7.

We use cookies to ensure that we give you the best experience on our website. If you continue to use this site we will assume that you are happy with it.

[Contact the Institute \(https://www.apcointl.org/training-and-certification/contact-the-institute.html\)](https://www.apcointl.org/training-and-certification/contact-the-institute.html)



(<https://www.apcointl.org/download/apco-training-resource-catalog/?wpdmdl=19959>)

Download PDF (<https://www.apcointl.org/download/apco-training-resource-catalog/?wpdmdl=19959>)

[About \(/about/\)](#)
[Government Relations \(/government-relations/\)](#)
[Training & Certification \(/training-and-certification\)](#)
[Standards \(/standards/\)](#)
[Spectrum Management \(/spectrum-management/\)](#)
[Membership \(/apco-membership/\)](#)
[Events \(/events/\)](#)
[Comm Center & 9-1-1 \(/resources/\)](#)

<p>Join (https://apconetforum.org/eweb/DynamicPage.aspx?Webcode=APCODSKMemLanding&site=MyAPCO)</p>	<p>Donate (https://www.apcointl.org/about-apco/donate/)</p>	<p>Log In (https://apconetforum.org/eweb/StartPage.aspx?Site=MyAPCO)</p>
---	---	---

[APCO Store \(http://www.apcostore.org/\)](http://www.apcostore.org/)

[Career Center \(http://apcointl-jobs.careerwebsite.com/\)](http://apcointl-jobs.careerwebsite.com/)

[PSFA \(http://psfa.us/\)](http://psfa.us/)

[Commercial Community \(https://www.apcointl.org/apco-commercial-community/\)](https://www.apcointl.org/apco-commercial-community/)

[Buyer's Guide \(http://psc.apcointl.org/buyersguide/\)](http://psc.apcointl.org/buyersguide/)

[CONTACT US \(HTTPS://WWW.APPOINTL.ORG/ABOUT-APCO/CONTACT-APCO/\)](https://www.apcointl.org/about-apco/contact-apco/)

[PRIVACY POLICY \(HTTPS://WWW.APPOINTL.ORG/PRIVACY-POLICY-DATA-USAGE/\)](https://www.apcointl.org/privacy-policy-data-usage/)

[REPORT WEBSITE ERRORS \(HTTPS://WWW.APPOINTL.ORG/REPORT-WEBSITE-ERRORS/\)](https://www.apcointl.org/report-website-errors/)

ALL MATERIAL © 2020 APCO INTERNATIONAL, INC. ALL RIGHTS RESERVED

We use cookies to ensure that we give you the best experience on our website. If you continue to use this site we will assume that you are happy with it.

Ok