



Virginia Department of
Emergency Management

PSAP Education Program Grant Application

FY22



FY22 PSAP GRANT PROGRAM PSAP EDUCATION PROGRAM (PEP) APPLICATION

HOW TO APPLY/DEADLINE

A copy of the [PEP grant application](#) is available from VDEM's NGS website. Completed grant applications should be sent to the psapgrants@vdem.virginia.gov electronic mailbox, along with any supporting documentation. Upon submission, an email receipt notification will be sent to the email address listed on the application received. After the close of the PEP application cycle, a Grant ID will be assigned and sent to the email address listed on the application received.

All funding requests **must** be submitted using the PEP grant application. **The FY22 PEP application cycle begins on July 1, 2020 and ends on September 30, 2020 at 5:00 pm. The NG9-1-1 submission deadlines do not apply to the PEP.** Technical assistance is available from VDEM's Public Safety Communications and Regional Outreach staff throughout the grant process.

**ALL SECTIONS MUST BE COMPLETED IN ITS ENTIRETY
OR THE APPLICATION WILL BE CONSIDERED
INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION**

FY22 PEP GRANT APPLICATION

GRANT APPLICANT PROFILE/PROJECT CONTACT

INDIVIDUAL PEP GRANT

MULTI-JURISDICTIONAL PEP GRANT

PSAP/HOST PSAP NAME: City of Hampton

CONTACT TITLE: Project and Grant Coordinator

CONTACT FIRST NAME: Laura

CONTACT LAST NAME: Hall

ADDRESS 1: 40 Lincoln St.

ADDRESS 2: [Click here to enter text](#)

CITY: Hampton

ZIP CODE: 23669

CONTACT EMAIL: Lahall@Hampton.gov

CONTACT PHONE NUMBER: 757-728-3095

CONTACT MOBILE NUMBER: 757-778-5192

CONTACT FAX NUMBER: 757-727-6096

REGIONAL COORDINATOR: Lyle Hornbaker

FINANCIAL DATA

AMOUNT REQUESTED: \$ 3,000.00

(NOTE: The amount requested should be a reasonable estimate of total training expenses including hotel registration, conference registration, online training registration, certification, and/or per diem (if applicable) for all anticipated participating personnel.)

HOST PSAP AND PARTICIPATING PSAPS (if a multi-jurisdictional PEP application)

_____	_____
_____	_____
_____	_____

STATE PROFESSIONAL ORGANIZATION CONFERENCES

If the primary purpose of this PEP application is to send PSAP and or GIS personnel to one or more of the annual state professional organization conferences (such as those sponsored by Virginia APCO, Virginia NENA, or Virginia GIS), please complete the following:

Virginia GIS Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: [Click here to enter text](#)

NUMBER OF DAYS ATTENDING: [Click here to enter text](#)

Virginia APCO Fall Conference/Winter Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: [Click here to enter text](#)

NUMBER OF DAYS ATTENDING: [Click here to enter text](#)

Virginia NENA Spring Conference

ESTIMATED NUMBER OF PERSONNEL ATTENDING: It has yet to be determined if the spring conference will be held, in light of the ongoing global pandemic.

NUMBER OF DAYS ATTENDING: [Click here to enter text](#)

By checking this box, the applicant acknowledges that the education/training is specific to 9-1-1 and/or GIS and it will benefit the employees and/or PSAP by using the funds to take advantage of opportunities to foster and enhance consistent knowledge and awareness of current and advancing 9-1-1 and GIS public safety communications standards, issues, procedures, practices, technologies and other relevant matters.

OTHER EDUCATIONAL/TRAINING OPPORTUNITIES

If this application includes educational/training opportunities other than the annual state professional organization conferences, or is a multi-jurisdictional PEP application, please complete the following. (NOTE: Additional pages may be submitted for multiple training opportunities other than the annual state professional organization conferences.)

EDUCATION/TRAINING TITLE/EVENT: Various online coursework through the APCO Institute's Training & Certification Division is requested in order to allow a higher number of dispatchers the opportunity to receive advanced training/continuing education in areas relating to the critical nature of their positions. These classes will be prioritized based upon those topic areas most crucial to E911 operations and in order to close strategic gaps in these areas. Examples include "Emergency Medical Dispatch", "Communications Training Officer", "Surviving Stress", "Customer Service in Today's Public Safety Communications", and "Bullying and Negativity in the Communications Center".

DATES: These trainings are online and offered at various dates

LOCATION: These trainings are online/remote

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 4-6

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: In the event that the NENA Spring Conference is cancelled, the Hampton Police Division Emergency Communications will use the entire requested budget of \$3,000 on these online trainings. If the conference is held in person, \$1,000 will be used for the conference with the remaining allocated to these online trainings.

PER DIEM REQUESTED (allowable meals only):

ONLINE TRAINING OPPORTUNITIES

SUBSCRIPTION BASED TRAINING OPPORTUNITIES

COMPREHENSIVE PROJECT DESCRIPTION

Describe how the education/training is 9-1-1 and/or GIS specific and how it will benefit the employees and/or PSAP.

Day in and day out, Public Safety Emergency Dispatchers are faced with a variety of critical and stressful situations, most seriously those relating to life-or-death. Unfortunately, at times, E911 personnel and their training can take a backseat to sworn public safety officers. This advanced and continuing coursework provided by the Association of Public Safety Communications Officials (APCO) will allow the City of Hampton E911 dispatchers the opportunity to attend various online classes related to critical incidents and stress specific to the nature of their positions while also providing a budget friendly alternative to in-person classes of similar nature. Below are brief overviews of the prioritized classes to be funded through this grant opportunity:

EMERGENCY MEDICAL DISPATCH:

Emergency Medical Dispatch is a systematic program of handling medical calls. Trained telecommunicators, using locally approved EMD Guidecards, quickly and properly determine the nature and priority of the call, dispatch the appropriate response, and then give the caller instructions to help treat the patient until the responding EMS unit arrives. A comprehensive EMD program can reduce agency liability by providing thorough and consistent dispatch instructions, and can help meet the growing public expectation that when citizens call 911, appropriate medical care will be provided as quickly as possible.

The APCO Institute bases its comprehensive Emergency Medical Dispatch Program on the NHTSA National Standard Curriculum for EMD, and incorporates all of the current ASTM and NHTSA guidelines. It is a cost effective way for agencies to implement an EMD program and includes customization of EMD Guidecards and locally controlled training by APCO Institute certified instructors.

SURVIVING STRESS:

Stress is one of the most common words used in society today and something that each one of us will experience at some point in our life. Stress affects people of all ages, professions and life situations. However, emergency communications as a profession is inherently stressful with the various

demands placed upon them by nature of the profession. Understanding these causes of stress in the profession will allow the public safety telecommunicator to recognize and mitigate some of the stressful situations that they may encounter. This course addresses how to detect stress within yourself and co-workers and provides measures to reduce its impact.

Topics Include

- What is Stress
- Signs and Symptoms of Stress
- Causes of Stress
- Stress Intervention
- Critical Incidents
- Cumulative Stress and Post Traumatic Stress Disorder
- Tools for Stress Management

BULLYING AND NEGATIVITY IN THE COMMUNICATIONS CENTER:

Bullying is prevalent in the workplace including America's 9-1-1 communications centers. The number of U.S workers affected by bullying is a staggering 65.6 million.

In this seminar, we will define what bullying is and provide some examples. We will also look at the people it affects in our communications centers. Finally, we will give you the tools to combat the bullying problem in your communications center.

CUSTOMER SERVICE IN TODAY'S PUBLIC SAFETY COMMUNICATIONS:

Providing satisfactory customer service in the high energy, often high-stress field of public safety communications, is paramount to successful performance in this profession, both for the individual telecommunicator as well as the agency they represent.

This course addresses all aspects of customer service and how it affects our industry. Although intangible, Customer Service is a critical component that must be understood and applied in excellence to every situation.

Topics include:

- Defining Customer Service
- Customer Attitudes and Expectations
- Customer Service in Public Safety
- Impact of Customer Service on Public Safety

- Communications Center Customer Service in Action
- Customer Service and Quality Control
- Investigating Complaints
- Improving Customer Service in the Communications Center

COMMUNICATIONS TRAINING OFFICER:

APCO Institute's Communications Training Officer (CTO) Course focuses on the development and maintenance of an agency's one-on-one training program and provides the training necessary to foster levels of consistency for CTOs as they provide on-the-job training to new hires.

This updated version of the course includes the essential elements of a CTO program based on the industry recognized "San Jose Model" while also incorporating the requirements set by the national standard for CTO programs — APCO ANS 3.101.1-2013: Minimum Training Standards for Public Safety Communications Training Officers.

Topics Include:

- Performance Based Training
- Preparing, Motivating and Communicating with Trainees
- Customer Service in Public Safety Communications
- Counseling
- Stress Management
- Meeting the Needs of the Adult Learner
- Training Strategies
- Performance Evaluations
- Record Keeping and Documentation
- Total Quality Management
- Liability and Standards

EVALUATION

Describe the evaluation process to determine if participation in this 9-1-1/GIS education/training benefited the employees and/or PSAP.

The following measures will be evaluated to ensure training is beneficial:

- # of employees that attend

- Service levels – The City of Hampton E911 Center strives to answer 90% of inbound calls within 10 seconds. This information will be monitored to ensure the performance level of employees is up to standard.

Sick leave / Call-Out – The City of Hampton E911 Center has recognized that employees often call out more and utilize sick leave due to situations such as stress levels, mental health, feeling overworked or underappreciated in their role, and/or to decompress. The specific classes prioritized above aim to provide mechanisms for handling the stressful nature of emergency operations, which will in turn hopefully reduce sick leave commonly leveraged for situations other than physical illness