

Alabama Public Safety Telecommunicator Certification Program Talk About it Tuesday January 10, 2023









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Introduction Add De

& Contact

Information

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Program Coordinator for the Alabama 9-1-1 Board

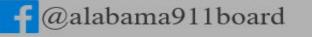
Email: michelle@al911board.com



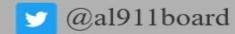
Agenda

- > Progress
- ➤ Review of Letter/Email Communication
 - Reciprocal Certifications
 - Next Steps for Existing Personnel
 - Reporting Personnel Changes
- ➤ Virtual Academy
 - Enroll/Login
 - Reciprocity Course











Data Collection

#	Category	Initial Count	10.6.22	11.16.22	01.03.23	01.09.23
1	Reciprocal	480	656	656	758	807
2	Current <40 or no recert/renewal requirement	158	145	145	137	118
3	Expired - prior to July 1	68	66	66	71	67
4	No certification/never certified	200	200	209	189	187
5	Needs additional documentation or clarification	609	478	478	395	369
	Total	1515	1545	1554	1550	1548



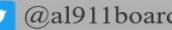














Compliance Report

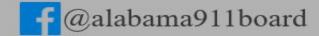
Dear Crenshaw County ECD,

According to the data collection we conducted in July 2022, our records indicate that your PSAP(s) and ECD have reached the following percentage of compliance with Alabama Administrative Rule 585-X-5:

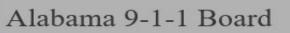
Primary PSAP	# of employees	# certified	Compliance Rate		
Crenshaw County	9	9	100%		
PSAP2					
PSAP 3					
PSAP4					
PSAP 5					
PSAP6					
ECD	9	9	100%		

Progress!

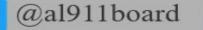


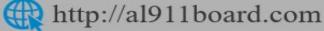












Reciprocal Certifications

807 Certifiable

Reciprocal Certifications

For the following PSTs, have them log in to their Virtual Academy user account at https://al.virtualacademy.com/login.aspx and complete the "ALPST-1 Reciprocity" course prior to January 31, 2023.

First Name	Last Name	PSAP Name	Hire Date	Enrollment in VA confirmed?
Employee	1	Crenshaw County	6/25/2022	Υ
Employee	2	Crenshaw County	12/31/2014	Υ
Employee	3	Crenshaw County	9/14/2012	Y
Employee	4	Crenshaw County	6/11/2020	Y
Employee	5	Crenshaw County	3/24/2011	Y
Employee	6	Crenshaw County	9/4/2021	Y
Employee	7	Crenshaw County	8/14/2019	Y
Employee	8	Crenshaw County	2/8/2011	Y
Employee	9	Crenshaw County	6/19/2022	Υ

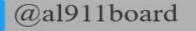
Course assignments began on January 3, 2023, and have continued daily as current personnel have been updated.











Next Steps for Existing Personnel

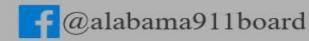
Next Steps for Existing Personnel

For these remaining PSTs, complete one of the three steps outlined beneath the table:

First Name	Last Name	PSAP Name	Hire Date	Enrollment in VA confirmed?
Example	1	Crenshaw County	01/03/2023	Υ

#	Category	01.09.23	
1	Reciprocal	807	
2	Current <40 or no recert/renewal requirement	118	
3	Expired - prior to July 1	67	Cei
4	No certification/never certified	187	
5	Needs additional documentation or clarification	369	
	Total	1548	













Next Steps for Existing Personnel

1. If they have completed a certification in the past six months or their certificate has been located/reissued/etc., provide proof of certification by completing the Public Safety
Telecommunicator (PST) Certification Survey
(https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5">13097f5c11ae5) by January 31, 2023.

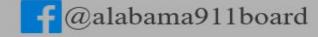
OR

- 2. Voluntarily enroll in an upcoming board-approved PST Course before July 2, 2023, and successfully complete said course by December 29, 2023.
 - IAED ETC
 - NENA TCC
 - Another board-approved PST course

OR

2. Successfully complete the ALPST-1 Competency Exam (available within Virtual Academy in February 2023)





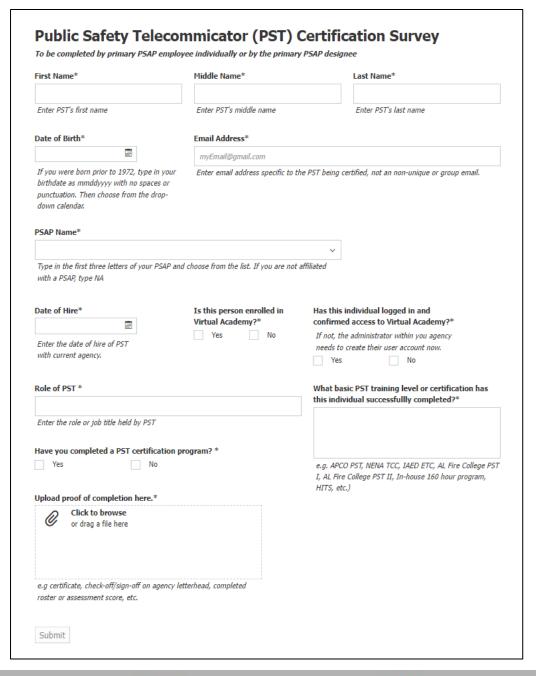




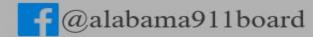




Next Steps for Existing Personnel















Next Steps for Existing Personnel

If they have completed a certification in the past six months or their certificate has been located/reissued/etc., provide proof of certification by completing the **Public Safety Telecommunicator** (PST) Certification Survey

(https://al911board.docuware.cloud/DocuWare/Forms/pstcertification-survey?orgID=d3fa1332-46cd-479e-9b76-<u>3097f5c11ae5</u>) by January 31, 2023.

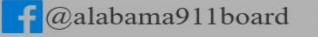
OR

- Voluntarily enroll in an upcoming board-approved PST Course before July 2, 2023, and successfully complete said course by December 29, 2023.
 - **IAED ETC**
 - **NENATCC**
 - **Another board-approved PST course**

OR

Successfully complete the ALPST-1 Competency Exam (available within Virtual Academy in February 2023)







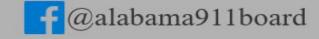




Upcoming Courses

Dates	Training	Location	Organization	Status	
Jan 30-Feb 03, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info

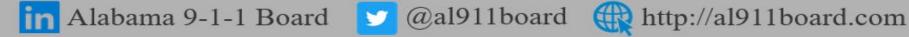












Course Approval Request

PST Certification Course Approval Form

Recorded webinar on how to complete form can be found here.

PST Cert	tification Course Approval Form
Primary Contact*	Phone Number®
First and last name	(123) 123-1234
Email Address* myEmail@gmail.com	Agency/District/Organization*
Thy Entangerial Control	Type in the first three letters and make your selection
Mailing Address of Agency/District/Organ	ization*
	Website address for Agency/District/Organization
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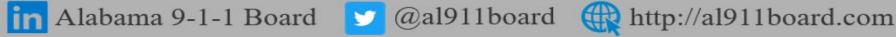












Next Steps for Existing Personnel

1. If they have completed a certification in the past six months or their certificate has been located/reissued/etc., provide proof of certification by completing the Public Safety Telecommunicator (PST) Certification Survey

(<u>https://al911board.docuware.cloud/DocuWare/Forms/pst-certification-survey?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5</u>) by January 31, 2023.

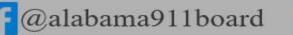
OR

- 2. Voluntarily enroll in an upcoming board-approved PST Course before July 2, 2023, and successfully complete said course by December 29, 2023.
 - IAED ETC
 - NENATCC
 - Another board-approved PST course

OR

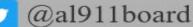
3. Successfully complete the ALPST-1 Competency Exam (available within Virtual Academy in February 2023)













Personnel Changes

Personnel Changes

For personnel that perform PST duties that are no longer employed by the PSAP listed above, complete the following:

PST Certification Employee Separation Form

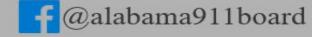
(https://al911board.docuware.cloud/DocuWare/Forms/pst-certificationemployee-separation-form?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5)

For personnel that perform PST duties that have been hired since June 30, 2022, complete the following:

PST Certification New Employee Form

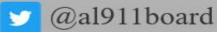
(https://al911board.docuware.cloud/DocuWare/Forms/pst-certificationnew-employee-form?orgID=d3fa1332-46cd-479e-9b76-3097f5c11ae5)











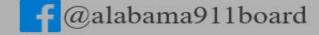


Personnel Changes

PST Certification Employee Separation Form

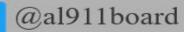


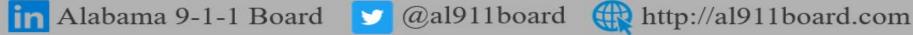










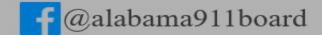


Personnel Changes

PST Certification New Employee Form

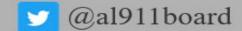
	ew Employee Form		
To be completed for each new hire			
PSAP Name*			Date of Hire*
		~	
Type in the first three letters of your PSAP type NA	and choose from the list. If you are not aff	iliated with a PSAP,	Enter the date of hire of PST with current agency.
First Name*	Middle Name*	Last Nar	ne*
Enter PST's first name	Enter PST's middle name	Enter PS	T's last name
Date of Birth*	Email Address*		
₽	myEmail@gmail.com		
If you were born prior to 1972, type in you birthdate as mmddyyyy with no spaces or	ur Enter email address specific to the	PST being certified, not	an non-unique or group email.
punctuation. Then choose from the drop-			
punctuation. Then choose from the drop- down calendar.		Has this	person worked for another
down calendar.		PSAP in	person worked for another Alabama within the last two
down calendar.			Alabama within the last two
down calendar.		PSAP in years?*	Alabama within the last two
down calendar. Job Title/Role of PST* Enter the job title held by PST		PSAP in years?*	Alabama within the last two
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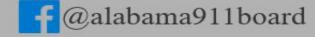


Rule 585-X-5

You may review Rule 585-X-5 by visiting the Active Rules page on our website, www.al911board.com.

585-X-501	Public Safety Telecommunicator Certification Program	585-X-501 General Provisions
585-X-502	Public Safety Telecommunicator Certification Program	585-X-502 Certification Program Requirements
585-X-503	Public Safety Telecommunicator Certification Program	585-X-503 Exceptions and Exigent Circumstances
585-X-504	Public Safety Telecommunicator Certification Program	585-X-504 Alabama Public Safety Telecommunicator-1







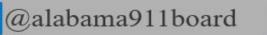




Letter Summary

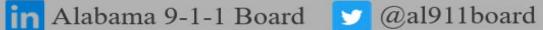
- ➤ Compliance Report
- > Reciprocal Certifications
 - Complete the Virtual Academy Course by January 31, 2022.
- ➤ Next Steps
 - Submit documentation
 - Enroll in Board-approved course
 - Plan to take Competency Exam in February 2023
- ➤ Update Personnel Information





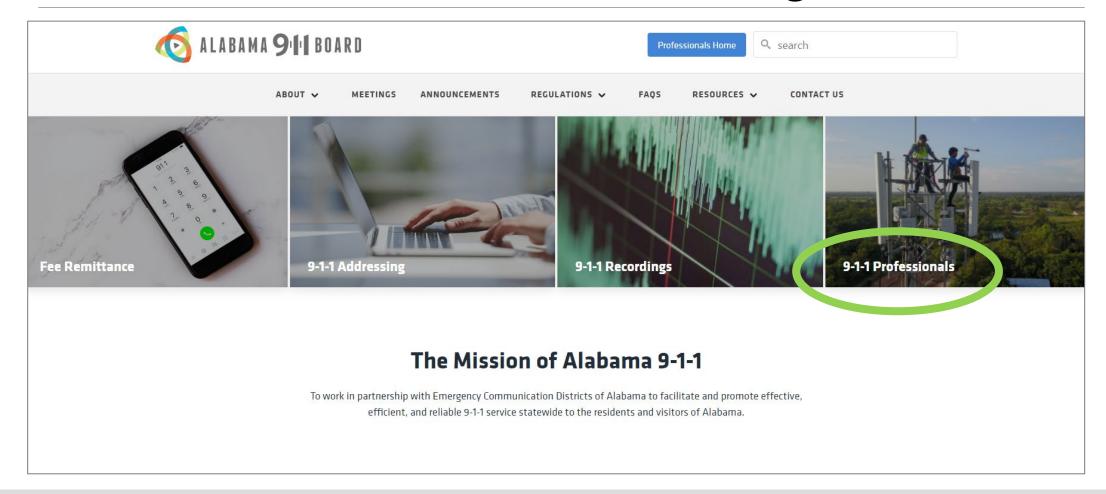








Certification Page on Website





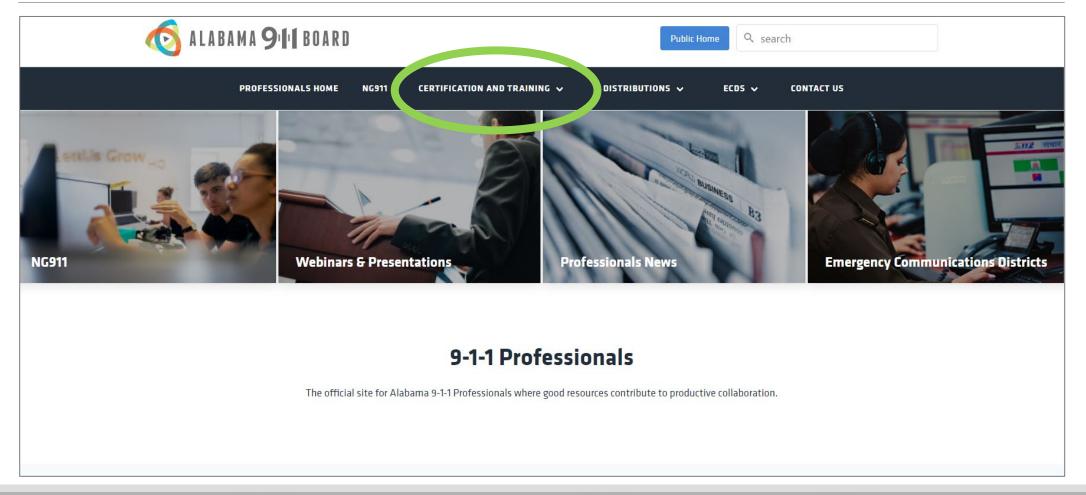




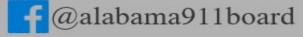




Certification Page on Website













Certification Page on Website

Alabama Public Safety Telecommunicator Certification Program

More In This Section

- Regulations
- Resources

During the 2022 Regular Legislative Session, HB414 was introduced. Part of this bill mandated that the Alabama 9-1-1 Board establish a certification program to train and certify public safety telecommunicators (PST) employed by primary Public Safety Answering Points (PSAPs). Following passage by the House and Senate, HB414 was signed into law by Governor Ivey on April 14, 2022 becoming Act 22-387. In the latter half of 2022, Board staff began implementation of its Certification Program. An administrative rule-making occurred and resulted in Rule 585-X-5, Public Safety Telecommunicator Certification Program becoming effective in mid-October 2022.

Also during this timeframe, Board staff worked to gather data from its 85 Emergency Communication Districts (ECDs) and the primary PSAPs within each of those ECDs. Through these efforts, nearly 1,600 PSTs have been identified as employed by primary PSAPs and in need of certification according to the Code of Alabama, 1975, as amended. The Alabama 9-1-1 Board Public Safety Telecommunicator Program officially launched on January 3, 2023.

Enrollment & Forms:

An initial requirement of the program is that every PST employed by a primary PSAP must be enrolled in Virtual Academy, the platform through which certifications will be issued and tracked, including CEUs and renewals. To enroll in Virtual Academy, a PST must contact the Admin user for the agency they are employed by or the office of the Alabama 9-1-1 Board at 334-440-7911.

The following forms are associated with the program:

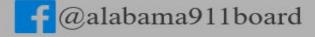
- PST Certification New Employee Form This will be filled out quarterly to notify the Board of any new telecommunicators you hired during the preceding quarter.
- . PST Certification Employee Separation Form This will be filled out quarterly to notify the Board of any telecommunicators who left employment for any reason -- retirement, resignation, termination, etc.

Webinars:

Webinars about the program are:

- Alabama PST Certification Program 2023.01.03
- PST Certification Update 2022.09.06
- PST Certification Status Check Edition 2022.07.19
- Certification Program Update 2022.06.28
- Certification Program Introduction 2022.05.31

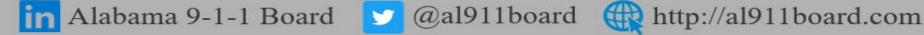












Enroll in Virtual Academy



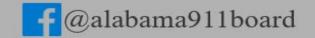
https://al.virtualacademy.com/login.aspx



Enrollment is Easy!! Contact the Office Today!

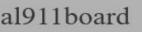
First Name	Middle Name	Last Name	Email	Role	Emp ID#	DOB	District	Admin Acct?	User Acct?
John	Q	Emergency	john@pst.com	Call Taker	1111	1/1/1980	Sample ECD		х









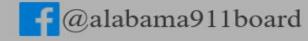




Who still needs to enroll in Virtual Academy?

PSAP	Notes	Count
Albertville Police Department		0
Atmore Police Department		0
Brewton Police Department		0
East Brewton Police Department		0
Flomaton Police Department		0
Franklin County Sheriff's Office		0
Lee County Sheriff's Office		0
Macon County		3
Midfield Police Department		0
Mountain Brook Police Department		0
Poarch Creek Indian Tribal Police Departmen	t	0





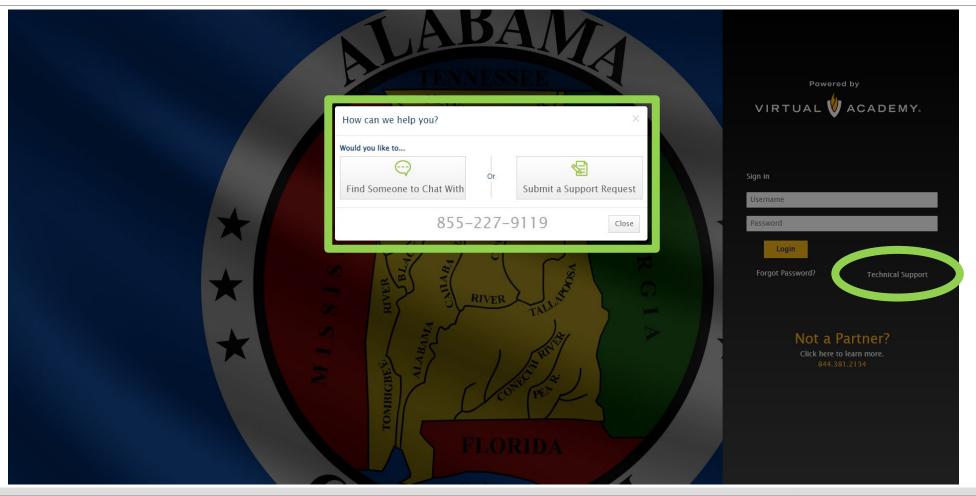




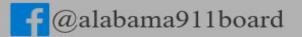




Logging into Virtual Academy





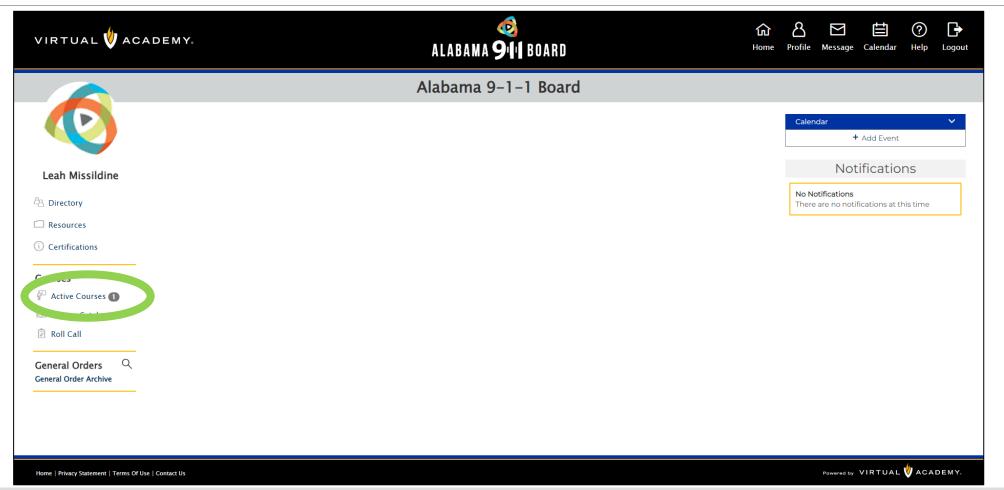




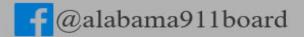




Logging into Virtual Academy

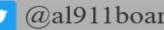














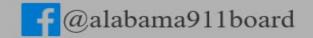
Virtual Academy Courses

VIRTUAL 🖞 ACADEMY	ALABAMA 941 BOARD	☆ Home	A Profile	Message	Calendar	? Help	Logout
	Alabama 9-1-1 Board						
A Directory Click	on a course to start your training. To review a course, select Description						
Resources Cour Cour Al	e Archive See Upcoming Courses				Search		
Courses	Training						
Course Catalog	ALPST1						
Roll Call General Orders General Order Archive	40.0 Credit Hours BANA 911 BOARD ① Description						

Please complete by January 31, 2023.

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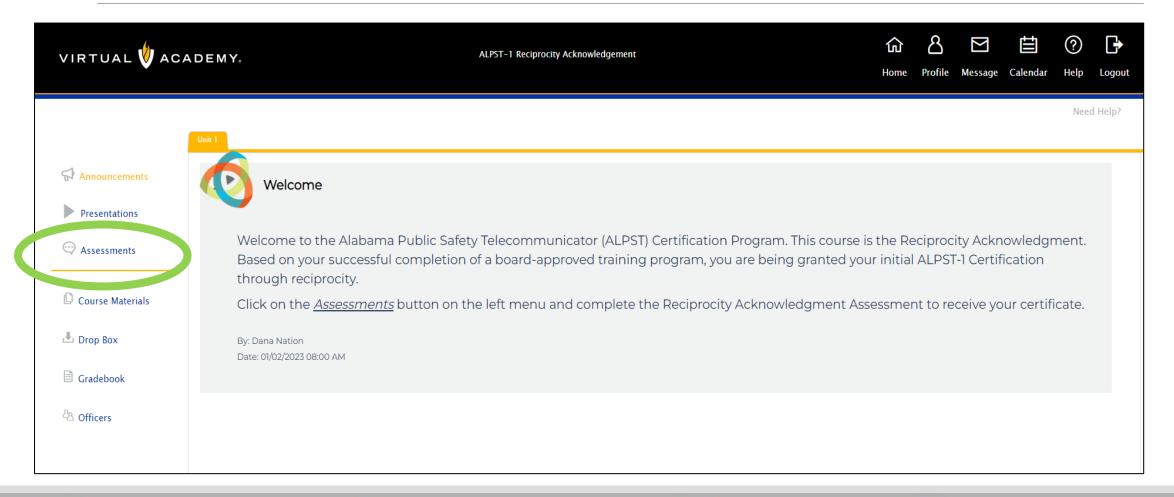




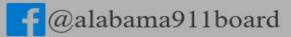




Virtual Academy Courses





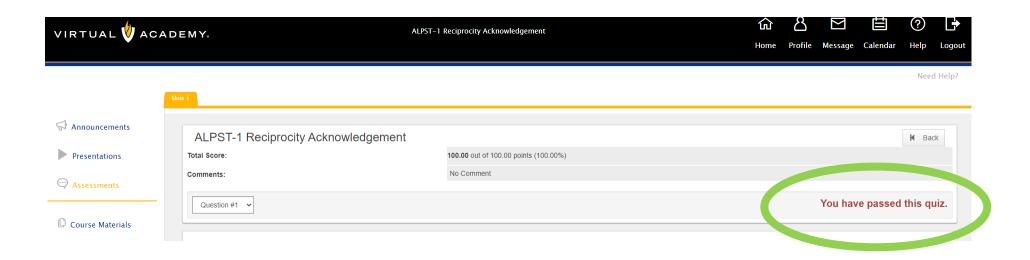








Virtual Academy Course Completion

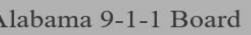


Please complete by January 31, 2023.

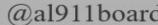


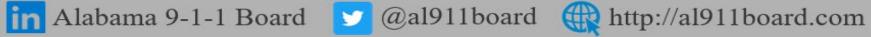




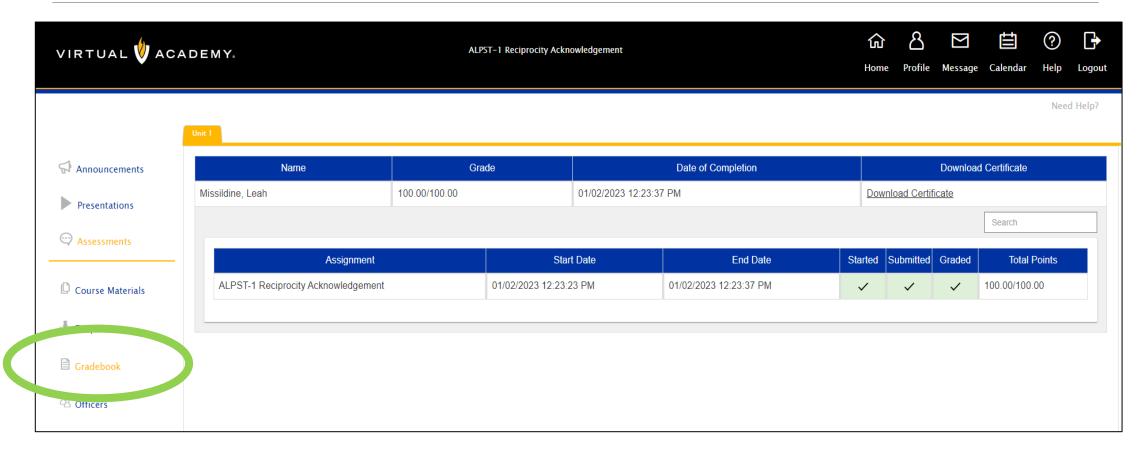








Virtual Academy Course Completion

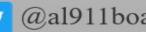












Virtual Academy Summary

- >Enroll
 - Agency
 - Individual
- **≻**Login
 - Contact Technical Support for account access
- **≻**Complete Course
 - Completion due by January 31, 2023









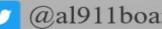
Continued Outreach & Development

- ➤ Monthly compliance updates
 - February 2023
 - March 2023
- ➤ Quarterly reporting to begin April 2023









January Talk About it Tuesday Series

☑ January 3 – Implementing the Statewide Certification Program

☐ January 10 – Certification Program Review & FAQs

☐ January 17 – Reciprocal Course Completion Progress Report & FAQs

☐ January 24 – Tracking Certifications in Virtual Academy

 \square January 31 – Next steps for February and beyond









Board Announcements

- ➤ Legacy 911 Cost Reimbursement Program for FY2023 Open now! Access Form Here
- >IAED in conjunction with the National Association of State 911 Administrators (NASNA) is conducting a survey on PSAP staffing and turnover. Please help them get as much information as they can about PSAPs in Alabama. You can find out more in this video and access the survey.
- ECD Annual Certification and Survey is open!
 - Due January 31, 2023
 - Visit https://www.al911board.com/professionals/ecd-annual-certification-form to access the downloads and the form.









Upcoming Training

Dates	Training	Location	Organization	Status	
January 26, 2023	Introduction to Cybersecurity for 9-1-1	Albertville, AL	Alabama 9-1-1 Board, INdigital, & OTMCyber	Open	More Info
January 27, 2023	INdigital Regional Training	Arab, AL	Alabama 9-1-1 Board and INdigital	Open	More Info
January 30- February 03, 2023	IAED Emergency Telecommunicator (ETC)	Montgomery, AL	Alabama 9-1-1 Board	Open	More Info
April 25-27, 2023	User Conference	Montgomery, AL	Alabama 9-1-1 Board	Save the Date	







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