



ALABAMA 911 BOARD

December 12, 2023
Talk About It Tuesday!

0 1

Our Team

0 2

Announcement!

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Tracking CEUs

0 4

Training & Reminders

0 5

Questions



Our Team

(334) 440-7911



Leah Missildine
Executive Director
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Adam Brown
Deputy Director
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Daniel Hips
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Michelle Peel
Program Coordinator
Email: michelle@al911board.com



PREPARED



Feature Comparison

		
Streaming Video/Pictures (with Blur)	✓	✗
Text-to-911	✓	✓
Text-from-911	✓	✓
PSAP-Specific 10-Digit Number	✓	✓
Text Language Translation	✓	✓
Downloadable PDF Reporting	✓	✓
Preset "Canned" Outbound Messages	✓	✓
AI Assistance (<i>optional</i>)	✓	✗
Responder Sharing (<i>optional</i>)	✓	✗

Prepared Live Demo





Checking CEUS



on Virtual Academy



→ Reporting

By choosing the "reporting" tab you will be able to see each employee listed and view each individual's training records within Virtual Academy.



Report by User ←

By Choosing "report by user" you can select one PST's records or multiple users simultaneously to view, export, and/or print in its entirety.

Contents

2. Reporting

1. Control Panel

3. Select User

VIRTUAL ACADEMY

V-City

Pelham PD

Control Panel | Training Requests | Directory | Resources | Roll Call | Certifications | Courses | Policies

Manage Users | General Orders | Pool Creator | Roll Call | Course Assignment | External Training | **Reporting** | Courses

Reports

Training Year Summary | Report by External Training | Report by Courses | Report by Roll Calls | Report by Policies | Report by User | State Report

Click the icon under the Details column for information about each user:

Training Year: Current [Generate]

Officer ↑	Rank ↑	PSID ↑	Employee ID ↑	Completion % ↑	Hours ↑	Details	Message
Conn, Macie	Dispatcher	3PELH	11850	7/12 (58%)	47	👁	✉
Davis, Jeanie	Communications Records Manager	3PELH	11504	2/11 (18%)	42	👁	✉
Einhart, Laura	Part Time Dispatcher	3PELH	N/A	0/3 (0%)	0	👁	✉
Evans, Leigh Ann	Dispatch Supervisor	3PELH	N/A	8/17 (47%)	48	👁	✉
Fuentes, David	Dispatch Supervisor	3PELH	11623	2/18 (11%)	42	👁	✉
Hoppa, Daniel	Part Time Dispatcher	3PELH	11626	2/21 (9%)	42	👁	✉
Johnson, Kaylan	Dispatcher	3PELH	11653	12/13 (92%)	14	👁	✉
Malnar, Christian	Dispatcher	3PELH	11651	8/12 (50%)	46	👁	✉
McNally, Makenna	Dispatcher	3PELH	11637	7/20 (35%)	47	👁	✉
Morris, Stephanie	Dispatcher	3PELH	11640	9/11 (81%)	46	👁	✉
Peters, Mandy	Part Time Dispatcher	N/A	N/A	9/14 (64%)	46	👁	✉
Rhodes, Ashley	Part Time Dispatcher	N/A	N/A	31/31 (100%)	80	👁	✉

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Powered by VIRTUAL ACADEMY

Contents

Christian Malnar (3PELH)

Click "Print Summary" for a download of all courses, roll calls, and external training completed by the selected user in the current Training Year.

[Print Summary](#)

Courses

[Export](#) [Print](#)

Course	Type	Open Date	Due Date	Date Of Completion	Hours	Grade	Certificate
9-1-1 Public Education		01/01/2023	12/31/2023	5/30/2023 1:31:34 AM	1	100%	
ALPST1 Reciprocity		07/01/2023	07/31/2023	2/12/2023 2:07:51 PM	40	100%	
Applying Emotional Intelligence to Better Communication		01/01/2023	12/31/2023	6/13/2023 3:17:30 AM	1	100%	
Building Trust on Both Sides of the Console		01/01/2023	12/31/2023	2/19/2023 5:40:08 PM	1	100%	
Creating Effective Training Programs: A Discussion	Stock	01/01/2023	12/31/2023	NA	1	NA	
Difficult Conversations		01/01/2023	12/31/2023	2/19/2023 8:38:18 PM	1	100%	
Followership	Stock	01/01/2023	12/31/2023	NA	1	NA	
K-12 Active Shooter: Mindset to Win	Stock	01/01/2023	12/31/2023	NA	1	NA	
Responding to an Active Violence Event	Stock	01/01/2023	12/31/2023	NA	1	NA	
The Power of Peer Support – A Primer	Stock	01/01/2023	12/31/2023	NA	1	NA	
Utilizing Peer Support to Improve PSAPs		01/01/2023	12/31/2023	2/19/2023 9:50:53 PM	1	90%	
Video to 9-1-1	Stock	01/01/2023	12/31/2023	NA	1	NA	

Items per page: 50 1 – 12 of 12

FYI
Roll Calls do NOT
count for CEUS

Scroll all the way
down to view
External Training

Roll Calls

[Export](#) [Print](#)

Course	Has Completed	Completion Date
Dealing with 911 Callers with Special Needs Part 2	No	
Active Listening	No	
Active Listening for Emergency Communications Specialists	No	
Active Shooter Statistics	No	
Active Shooter Hostile Event Response (ASHER)	No	

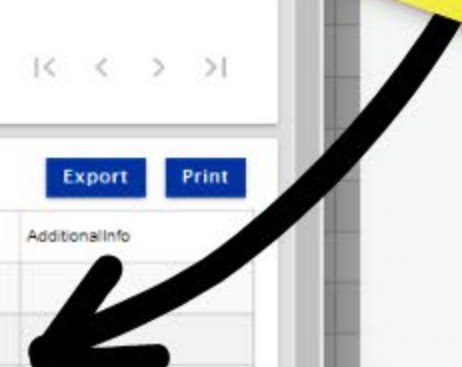
Contents



All completed hours should be added together to obtain total CEUs earned

External Training should all be listed here if uploaded correctly

Christian Malnar (3PELH)							
Items per page: 50 1 - 12 of 12							
Roll Calls							
Course	Has Completed	Completion Date					
Dealing with 911 Callers with Special Needs Part 2	No						
Active Listening	No						
Active Listening for Emergency Communications Specialists	No						
Dispatch Center Statistics	No						
Shooter Hostile Event Response (ASHER)	No						
Items per page: 50 1 - 5 of 5							
Policies							
Course	Start Date	Is Complete	CompletionDate				
There is no policy data to review.							
Items per page: 50 0 of 0							
External Training							
Course	Course Hours	Grade	Tracking Types	Start Date	Submit Date	POST Approved?	AdditionalInfo
BASIC LIFE SUPPORT (CPR)	3.0	100	ALEMD	02/03/2023	02/03/2023	Yes	
Alabama Emergency Medical Dispatcher	24.0	100	ALEMD	04/05/2023	04/05/2025	Yes	
PLS DISPATCH PRO- 2023 LESSON 6	1.0	100	ALPST-1, ALEMD	07/25/2023	07/25/2023	No	
PLS DISPATCH PRO- 2023 LESSON 7	1.0	100	ALPST-1, ALEMD	07/30/2023	07/30/2023	No	





Contents

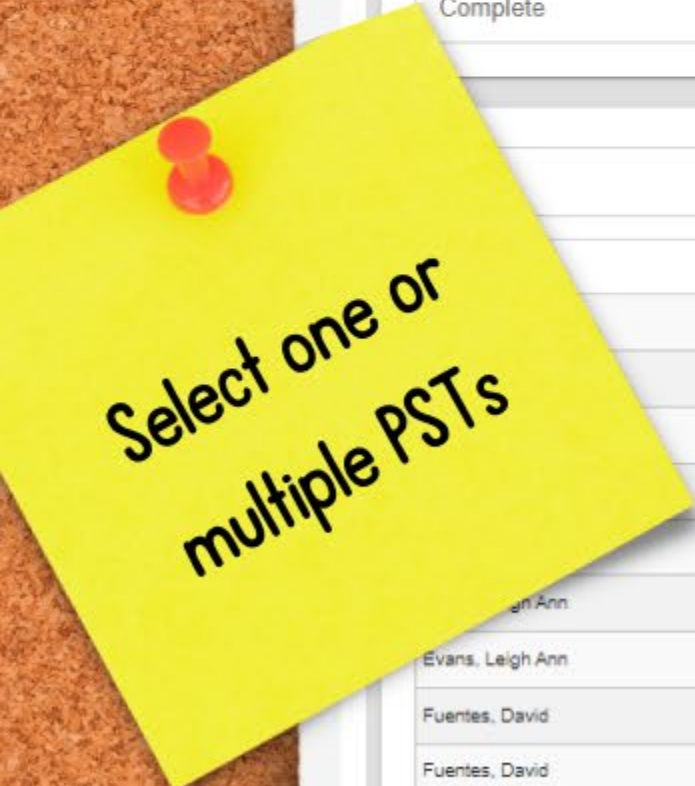


Manage Users General Orders Pool Creator Roll Call Course Assignment External Training Reporting Courses

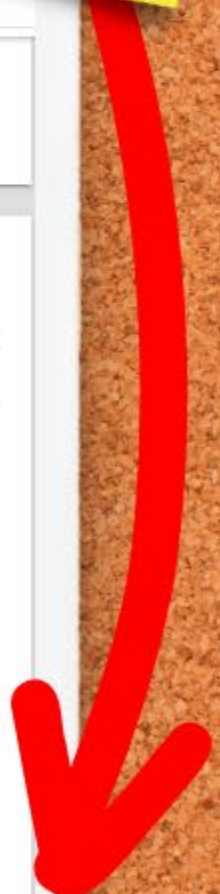
Reports

Training Year Summary Report by External Training Report by Courses Report by Roll Calls Report by Policies Report by User State Report

Completion Status: Complete Training Year: 2023 Completed From: 1/1/2023 Completed To: 12/31/2023 **Generate**



	Rank ↑	PSID ↑	Employee ID ↑	<input type="checkbox"/>
	Dispatcher	3PELH	11650	<input type="checkbox"/>
	N/A	N/A	N/A	<input type="checkbox"/>
	Communications Records Manager	3PELH	11604	<input type="checkbox"/>
	N/A	N/A	N/A	<input type="checkbox"/>
	Part Time Dispatcher	3PELH	N/A	<input type="checkbox"/>
gh Ann	Dispatch Supervisor	3PELH	N/A	<input type="checkbox"/>
Evans, Leigh Ann	N/A	N/A	N/A	<input type="checkbox"/>
Fuentes, David	Dispatch Supervisor	3PELH	11623	<input type="checkbox"/>
Fuentes, David	N/A	N/A	N/A	<input type="checkbox"/>
Hipps, Daniel	Part Time Dispatcher	3PELH	11629	<input type="checkbox"/>
Johnson, Kaylan	Dispatcher	3PELH	11653	<input type="checkbox"/>
Malnar, Christian	Dispatcher	3PELH	11651	<input checked="" type="checkbox"/>
McNally, Makenna	Dispatcher	3PELH	11637	<input type="checkbox"/>



Contents

All completed hours should be added together to obtain total CEUs earned

Reminder: Competency Exam (2) and Reciprocity (40) hours do NOT count towards CEUS

Manage Users General Orders Pool Creator Roll Call Course Assignment External Training Reporting Courses

Reports

Training Year Summary Report by External Training Report by Courses Report by Roll Calls Report by Policies Report by User State Report

Filter by completion status or training year to refine your search.

Completion Status: Complete Training Year: 2023 Completed From: 1/1/2023 Completed To: 12/31/2023 Generate

Search

Officer ↑	Rank ↑	District ↑	PSID ↑	Employee ID ↑	Course ↑	Type ↑	Tracking Types ↑	Start Date ↑	End Date ↑	Completed ↑	Completion Date ↑	Hours ↑	Grade ↑	Percentage ↑	Message
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	ALPST1 Reciprocity	Stock	N/A	7/1/2023	7/31/2023	Yes	2/12/2023	40	100.00	100.00	✉
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	Utilizing Peer Support to Improve PSAPs	Stock	N/A	1/1/2023	12/31/2023	Yes	2/19/2023	1	90.00	90.00	✉
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	Building Trust on Both Sides of the Console	Stock	N/A	1/1/2023	12/31/2023	Yes	2/19/2023	1	100.00	100.00	✉
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	Difficult Conversations	Stock	N/A	1/1/2023	12/31/2023	Yes	2/19/2023	1	100.00	100.00	✉
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	Applying Emotional Intelligence to Better Communication	Stock	N/A	1/1/2023	12/31/2023	Yes	6/13/2023	1	100.00	100.00	✉
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	9-1-1 Public Education	Stock	N/A	1/1/2023	12/31/2023	Yes	5/30/2023	1	100.00	100.00	✉
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	BASIC LIFE SUPPORT (CPR)	External Training	ALEMD	2/3/2023	2/3/2023	Yes	2/3/2023	3	N/A	①	✉
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	Alabama Emergency Medical Dispatcher	External Training	ALEMD	4/5/2023	4/5/2025	Yes	4/5/2025	24	N/A	①	✉
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	PLS DISPATCH PRO- 2023 LESSON 6	External Training	ALPST-1, ALEMD	7/25/2023	7/25/2023	Yes	7/25/2023	1	N/A	①	✉
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	PLS DISPATCH PRO- 2023 LESSON 7	External Training	ALEMD, ALPST-1	7/30/2023	7/30/2023	Yes	7/30/2023	1	N/A	①	✉
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	KultureCity Inclusive First Responder Training	External Training	ALPST-1, ALEMD	9/24/2023	9/24/2023	Yes	9/24/2023	1	N/A	①	✉

Contents

Training Year Report

Generated on: 12/8/2023, 1:24:10 PM

Officer	Rank	PSID	Employee ID	Completion %	Hours
Conn, Macie	Dispatcher	3PELH	11650	7/12 (58%)	47
Davis, Jeanie	Communications Records Manager	3PELH	11604	2/11 (18%)	42
Ehrhart, Laura	Part Time Dispatcher	3PELH		0/3 (0%)	
Evans, Leigh Ann	Dispatch Supervisor	3PELH		8/17 (47%)	48
Fuentes, David	Dispatch Supervisor	3PELH	11623	2/18 (11%)	42
Hipps, Daniel	Part Time Dispatcher	3PELH	11629	2/21 (9%)	42
Johnson, Kaylan	Dispatcher	3PELH	11653	12/13 (92%)	14
Malnar, Christian	Dispatcher	3PELH	11651	6/12 (50%)	45
McNally, Makenna	Dispatcher	3PELH	11637	7/20 (35%)	47
Morris, Stephanie	Dispatcher	3PELH	11649	9/11 (81%)	48
Peters, Mandy	Part Time Dispatcher	N/A		9/14 (64%)	49
Rhodes, Ashley	Part Time Dispatcher	N/A		31/31 (100%)	80
Scott, LaVita	Dispatcher	3PELH	11654	1/13 (7%)	
Serio, Maranda	Dispatcher	3PELH	11643	5/46 (10%)	47
Thomas, Donald	Dispatcher	3PELH		8/14 (57%)	48

Print report
by agency
OR.....



Contents



Christian		PD			Sides of the Console									
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	Difficult Conversations	Stock	N/A	1/1/2023	Yes	12/31/2023	2/19/2023	1	100.00	100.00
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	Applying Emotional Intelligence to Better Communication	Stock	N/A	1/1/2023	Yes	12/31/2023	6/13/2023	1	100.00	100.00
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	9-1-1 Public Education	Stock	N/A	1/1/2023	Yes	12/31/2023	5/30/2023	1	100.00	100.00
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	BASIC LIFE SUPPORT (CPR)	External Training	ALEMD	2/3/2023	Yes	2/3/2023	2/3/2023	3	N/A	
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	SENSORY INCLUSIVE FIRST RESPONDING	External Training	ALEMD	9/21/2022	Yes	9/21/2022	9/21/2022	1	N/A	
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	FLEX MANAGE A CAD INCIDENT	External Training	ALEMD	9/23/2022	Yes	9/23/2022	9/23/2022	1	N/A	
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	FLEX CAD USE THE RADIO LOG	External Training	ALEMD	9/23/2022	Yes	9/23/2022	9/23/2022	1	N/A	
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	FLEX CAD REOPENING A CLOSED CALL	External Training	ALEMD	9/23/2022	Yes	9/23/2022	9/23/2022	1	N/A	
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	FLEX CAD TRAFFIC STOPS AND ON SITE CALLS	External Training	ALEMD	9/26/2022	Yes	9/26/2022	9/26/2022	1	N/A	
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	INTRODUCTION TO FLEX CAD	External Training	ALEMD	9/26/2022	Yes	9/26/2022	9/26/2022	1	N/A	
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	FLEX CAD DISPATCHING WRECKERS	External Training	ALEMD	9/26/2022	Yes	9/26/2022	9/26/2022	1	N/A	
Malnar, Christian	Dispatcher	Pelham PD	3PELH	11651	FLEX CAD WORKING WITH UNITS	External Training	ALEMD	9/26/2022	Yes	9/26/2022	9/26/2022	1	N/A	
Malnar,	Dispatcher	Pelham	3PELH	11651	NCIC CERTIFICATION	External	ALEMD	10/6/2022	Yes	10/6/2022	10/6/2022	12	N/A	



CEU Facts



Start earning...

The first full month after certification.

Ex. If a PST completes the 40-hour course
OR competency exam in March,
their CEU requirements for the
rest of the year begin in April
(8 hours before 12/31)



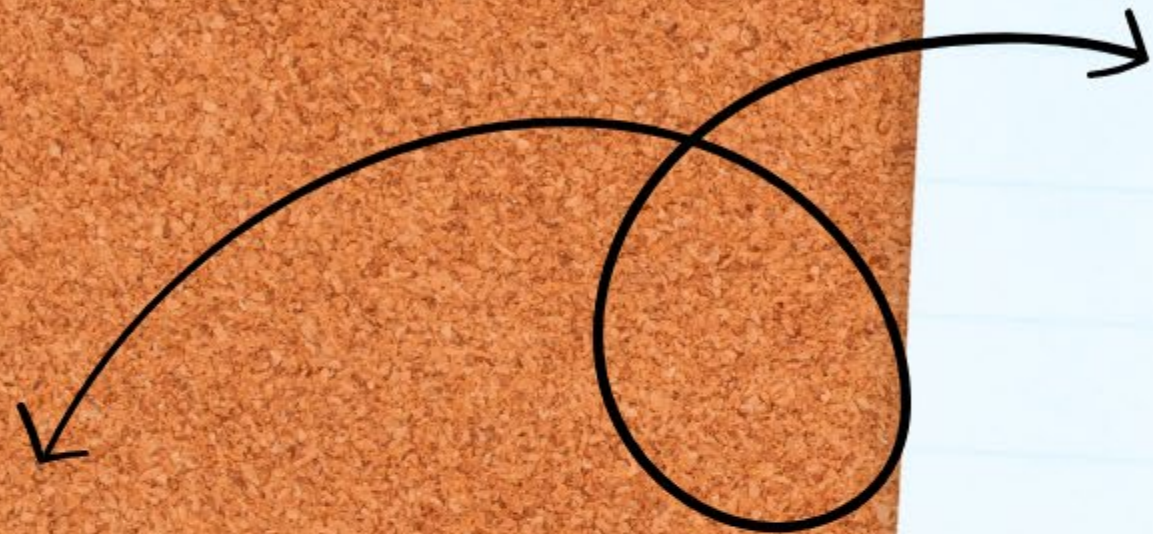
Calendar Year

The following year begins the ANNUAL
requirements. 12 hours must be completed
between January 1 - December 31
to maintain certification.

If a PST completes more than 12 hours in a calendar year,
they are not eligible for the following year's CEUS.



**END of
the YEAR**



Email

Every PSAP was sent an email in the last two weeks with the list of employees we currently have in the master database.

If you didn't receive the email, contact me:
Laura@al911board.com

Click the link

After reviewing the list you receive, **CLICK the LINK**

under the roster to answer if all employees listed are correct. If there are any discrepancies, include them in the appropriate field

Christian	Malnar
Makenna	McNally
Stephanie	Morris
Amanda	Peters
LaVita	Scott
Donald	Thomas

[Click here to confirm employee list](#)

Laura Ehrhart
Education and Training Program Manager
ALABAMA 911 BOARD

Review

Once the responses are all reviewed, Laura will email any further questions or directions to ensure we have the most updated and accurate information moving into 2024.

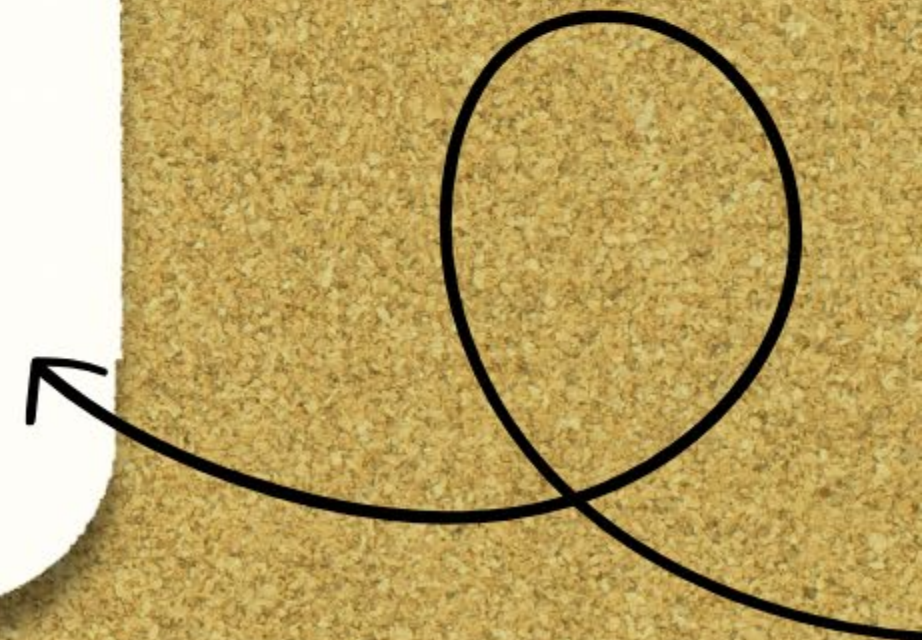
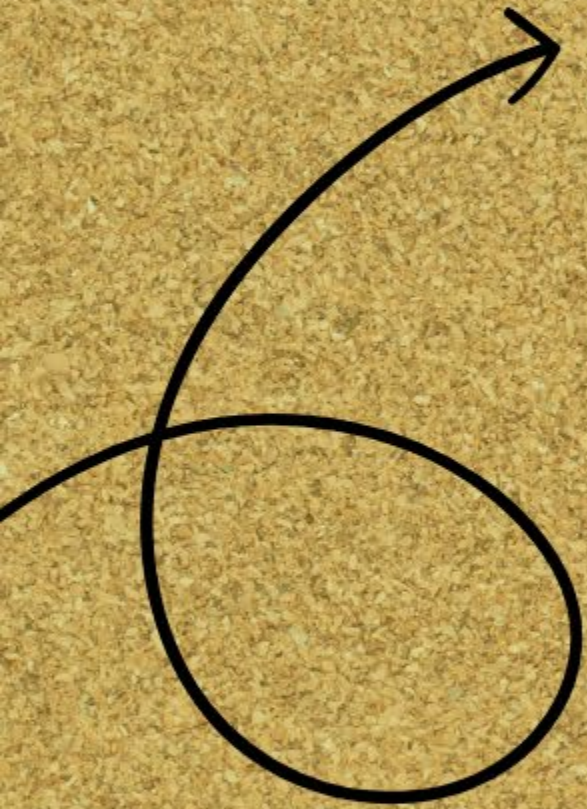
Thank
YOU!

Virtual Academy

ONLINE HELP CENTER



A screenshot of the Virtual Academy Online Help Center interface, showing five video thumbnails. The thumbnails are arranged in two rows. The top row contains three thumbnails: 'Profile Section', 'Notification Feature', and 'Resources'. The bottom row contains two thumbnails: 'Resetting an assessment' and 'Department Reports'. The 'Department Reports' thumbnail is circled in red. The interface has a dark background with white and yellow icons. The top left corner of the interface shows the 'VIRTUAL ACADEMY' logo. The top right corner shows a user profile icon and the number '855-2'. The bottom left corner of the interface shows a search bar and a list of categories: 'Profile/Account', 'Notification', 'Resources/Forms/Documents/General Orders', 'Resetting an assessment', and 'Department Reports'. The bottom right corner of the interface shows a search bar and a list of categories: 'Resetting an assessment', 'Department Reports', and 'Department Reports'. The interface is surrounded by a white border with a torn edge effect on the left side.





Any

Questions?



Call or email

Laura Ehrhart

Laura@al911board.com

334-440-7912

334-451-9984

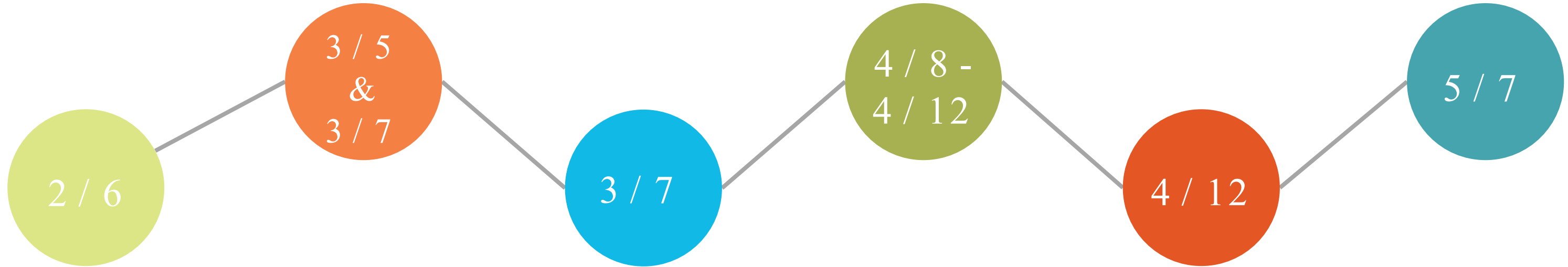


UPCOMING TRAINING

Preparing for
Emergency
Communication
Center
Deployments
Milton, FL
Florida TERT

User Conference
Birmingham, AL
Alabama 9-1-1 Board

Mental Health
First Aid for
First Responders
Helena, AL
University of Alabama
City of Helena



APCO 9-1-1 Wellness Summit
Atlanta, GA
APCO International

APCO
Active Shooter
Incidents for
Public Safety
Communications
Pelham, AL
Pelham 911

APCO
Disaster Operations
and the
Communications Center
Helena, AL
Helena Police Department



INFORMATION AND REGISTRATION IS ON OUR [WEBSITE](#)

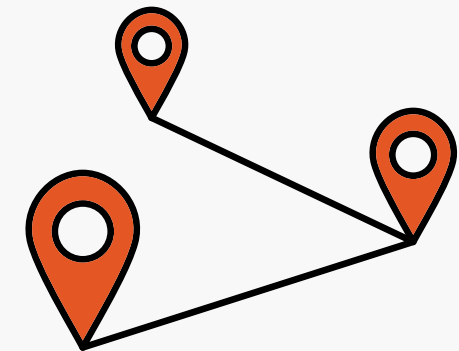
DEADLINES AND REMINDERS

ECD Annual Certification

The ECD Annual Certification will open January 2 and will be due January 31. Watch for more details!



Upload, validate, aggregate your GIS data to the State office VEP.



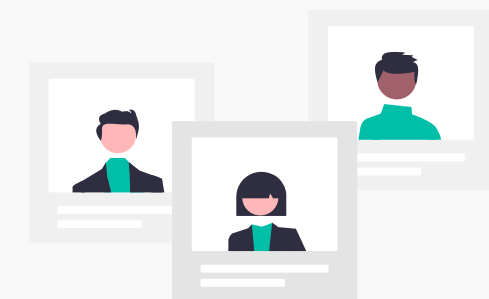
PST CERTIFICATION REIMBURSEMENT

Request for Payment for PST
Certification submissions made by the 10th will be paid out at the end of the month. Anything submitted after the 10th will be paid at the end of the following month. You can find more information [on our website](#).



STAFFING CHANGES

Have you had a staffing change? If that person is ALPST certified or answering 911 calls, please fill out this [form](#). If that person is admin staff or otherwise does not answer 911 calls, fill out this [form](#).

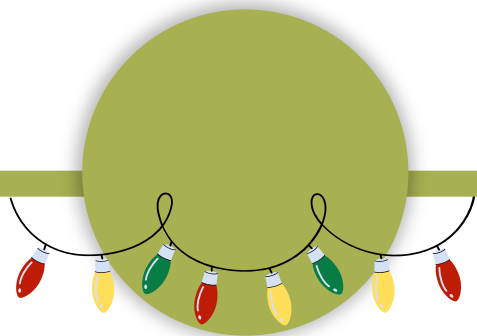


UPCOMING TALK ABOUT IT TUESDAYS



December 19

Looking
Forward



December 26

No TAIT
Happy
Holidays!



January 2

TBD



Questions?



Contact Us

(334) 440-7911



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