

## Meeting Minutes

- I. The meeting was called to order by Katy Myers at 1:16 PM, after confirmation of a quorum.
- II. Previous meeting minutes were approved.
  - (1) *Motion made by Tom Handy, seconded by Tim McKern. All in favor.*
- III. Old Business
  - a) None; Katy reminded the group that the previous meeting discussion revolved around narrowing the scope of work to items required to be able to initially implement the certification program.
- IV. New Business
  - a) **Initial Certification**
    - i) Defined as certification issued to existing telecommunicators that have completed training and are working independently when certification goes into effect. Those employees will have an initial recertification period of two years before transitioning to the standard three-year certification cycle.
    - ii) Agencies that do not work all disciplines were discussed; it was noted that in the current T1/T2 structure, there is a required knowledge base for all disciplines, regardless of what discipline an agency supports.
    - iii) Agencies that train in phases were discussed. There were several complexities identified to include differing probationary periods, delays between phases, and telecommunicators that are hired for a specific position that may not include training on all competencies.
      - (1) *The group decided that initial certification would be granted to telecommunicators for either call taking, dispatching, or both, depending on the box their agency checks when submitting for initial certification.*
  - b) **Syllabus**
    - i) The syllabus was previously approved by the Certification board, however further development needs were identified to ensure a consistent minimum knowledge base is achieved across the state.

# Certification Board Meeting

🏠 **Location:** Virtual  
📅 **Date:** 04/11/2024  
🕒 **Time:** 1:15 PM

(1) *Katy M. appointed Chris Law to establish a small workgroup from the Training Subcommittee to work on adding further detail to the syllabus with relation to minimum knowledge requirements. Chris invited SECO to participate on that small workgroup. Aimee volunteered, and anyone else who wanted to join were asked to email Chris.*

## c) **Knowledge Test**

(1) *This was identified as a topic for further discussion and placed in pending until a later date.*

## d) **Certification**

i) Previous decision points were that an agency can submit for certification when the telecommunicator has passed classroom and on the job training and demonstrated proficiency; a new hire telecommunicator has 18-months to obtain certification, with a 6-month extension option; certification is transferrable when valid. No discussion.

ii) Agencies that do not work all disciplines and agencies that train in phases were discussed.

(1) *Katy proposed following the same call taker/dispatcher/both checkbox process identified in initial certification. No objections.*

## e) **Appeals**

i) It was identified that that largest point of failure in obtaining certification was likely to be a telecommunicator failing the knowledge test.

(1) *It was determined that if the knowledge test was failed, it would be at the agency discretion to repeat the academic training, allow the telecommunicator to sit a retest, or discontinue their training.*

ii) It was noted that an appeals process still needed to be determined that could address other possible points of dissent from agencies or telecommunicators.

## f) **Certification Requirements**

i) Draft language in WAC states “requirements for certification shall be vetted by a panel appointed by the Certification Board and comprised of members of the Certification Board, Washington 911 AC Training Subcommittee, and the State 911 Coordination office.” Clarification on the difference between panel and subcommittee in WAC definitions was sought.

(1) *Whether to revise this clause or leave as-is was placed in pending, with an identified need to check the definitions on the terms “panel” and “subcommittee.”*

g) **Recertification**

i) The recertification topic table was displayed (see attachments). This displayed the suggested required topics, time required per topic, how often each topic should be reviewed, and an overall annual requirement of 24 hours of continuing education. Several members expressed concern over a specific number of hours required per topic.

(1) *Further discussion on the recertification table was placed in pending.*

h) **Training Program Approval**

i) Previous decisions were that a fast-track process for APCO P33 or CALEA certified agencies would be implemented, training programs would need to be reviewed biennially (this is an RCW requirement), training requirements will be approved and maintained by the Certification Board, and that requirements for certification will be reviewed by a panel (as previously discussed under Certification Requirements). It was noted that agencies that do in-house training will need a process for program approval and that those agencies were likely to begin asking about that process very soon.

i) **Appeals**

i) Draft language was presented but has not been finalized.

(1) *Placed in pending for the next meeting.*

j) **Membership**

i) Aimee asked if there was a vacancy for one of the labor positions. This needs to be looked into. Katy advised there are several positions with no identified alternate and that needs to be corrected as well.

(1) *Katy will bring this to the Advisory Committee, as they developed the initial selection process.*

k) **Public Comment**

i) None.

l) **Good of the Order**

## Certification Board Meeting

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- i) Katy reviewed a tentative timeline for certification and informing agencies of the process. The June Forum will begin with a 90-minute joint session for 911 Directors, Coordinators, and Training Coordinators, discussing the certification process as identified so far. This is anticipated to generate work for the Certification Board. By October, Katy would like to present a formalized process so agencies can begin work to update their training programs as needed. The goal go-live date was identified as January 1, 2025.
- m) **Adjournment**
  - i) Meeting adjourned 2:49 PM.

# Summary – Recertification Requirements

- TTY – 1-hour twice yearly
- CIT – 2-hours annually
- Suicidal Callers – 2-hours annually
- NCMEC/Missing Persons – 2-hours annually
- Domestic Violence – 2-hours annually
- CPR - ????
- Harassment- biennial by law
- EOP – 1-hour annually
- Liability – 1-hour annually
- Confidentiality – 2-hour triennial
- All topics under Interpersonal Comms – 1 hour annually
- Active Listening – 2-hour triennial
- Communication Skills – 2-hour triennial