

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 Mike Worden, second by Jodi Gaylord. All in favor.*
- III. Old Business
 - a) **June (Summer) Forum**
 - i) The training forum will be held June 11th-12th. A small group was tasked with creating content of a 90-minute joint session to overview the Training Certification process. A brief summary of what content will be covered was presented by Katy.
 - ii) Katy will present the PowerPoint that will be used for the forum to the Certification Board before the forum occurs.
 - b) **Trueblood & CIT Follow Up**
 - i) Katrina Rahier provided an overview of the Trueblood settlement, which requires specific CIT training for 911 telecommunicators. Not all counties are required to complete this training as of yet, and no continuing education is required as of yet, though either or both of these things may change.
 - ii) Katrina shared that there was no specific curriculum for CIT training, but that it should include certain components (mental illness disorders and indicators, working with suicidal callers, understanding the crisis cycle, assisting individuals in crisis, and de-escalation techniques).
 - (1) *The Board agreed that Training Certification should include Trueblood/CIT content, even if not specifically required for that county at this time.*
 - c) **In-House Training Programs**
 - i) Aimee Fournier-Plante shared an overview of suggested processes related to getting an in-house training program approved for training certification equivalency (see Attachment A).
 - (1) *No action taken; this proposed process is open for review, with suggestions to be directed to Aimee (a.fournier-plante@bces.wa.gov).*

IV. New Business

a) **Certification Timeline**

- i) Katy proposed a tentative timeline for the Training Certification process to go live (see Attachment B).
 - (1) It was noted that a certificate and/or some kind of pin or lanyard would be important for issuance to each telecommunicator to signify the importance of completing this step of their career.
- ii) Katy presented a recertification timeline that covered what to expect in a couple of years as telecommunicators start coming up for recertification (see Attachment C).
- iii) Katy presented a timeline associated with approving training programs and reviewing them biennially (see Attachment D). It was noted that a process for what to do if an agency misses their training program review should exist.
 - (1) *Katy tasked Aimee Fournier-Plante with incorporating a solution into the program approval document.*
- iv) Katy presented an overall timeline that tied all of the moving parts together (see Attachment E).

b) **Certification Handbook**

- i) Katy presented a draft outline of what a certification handbook may look like with a numbering cadence incorporated in it. This will include everything an agency needs to become certified and/or get their telecommunicators certified.
 - (1) *The Board agreed this was a good tool to move forward with developing out further.*

V. Public Comment

- i) None.

VI. Good of the Order

- a) None.

VII. Adjournment

- a) Meeting adjourned 2:22 PM.

Attachment A

State-Approved Training Programs

Proposals for a state-approved training program for state, local, or independent government agencies are governed by the processes established by the Washington State 911 Certification Board as stated in RCW 38.52.520.

Agencies interested in having their training programs vetted by the Certification Board as an alternative to the State E911 Coordination Office state-approved training program should contact the SECO office for preliminary information before making a submission for certification.

The Certification Board will review Applications for state-approved training program certification biennially. Agencies can submit applications for review in even numbered years to SECO; applications must be received by January 31 of that year.

Application Process

Agencies will provide a Letter of Intent (LOI) on agency letterhead and an application, along with their training curriculum materials, to the State E911 Coordination office to submit the training program for approval.

The Application is designed to provide the Certification Board sufficient descriptive and contextual information about the agency training program to meaningfully evaluate that the submitted program has merit to warrant its certification.

The Application should provide a succinct description of the agency curriculum and training plan and should be no more than five (5) double-spaced pages in length. The application should be an overview of the agency training program and how it is consistent with the state-approved training program and public safety telecommunicator industry standards. It should clearly state the learning and performance objectives as related to the Certification Board Syllabus, the hours spent on training those learning and performance objectives, training materials provided to employees, instruction plans and materials used, delivery methods for training, and training checklists used in the agency training program.

SECO, in consultation with the Certification Board, will appoint members of SECO, the Training Sub-committee, or other industry experts to a Training Program Panel, and assign the submitted agency training program applications for their review. The Training Program Panel will meet in February of each year. Agencies will be notified of the date their training materials are to be reviewed by SECO.

The Training Program Panel can submit applications for Certification Board approval, reject the application, or seek revisions to the application from the agency. Agencies resubmit revised training program applications to SECO to appear again before the Training Program Panel.

Revisions Process

Agencies that are asked to revise the agency training program will be provided with details explaining what revisions are needed. The agency will have thirty (30) days to resubmit materials with the necessary revisions to SECO, who will then notify the Training Program Panel and identify a date for a second review.

Attachment A (cont.)

If the Training Program Panel determines after the second review that additional revisions are needed, the agency has the option to appeal.

Appeals Process

Agencies who have their applications rejected or are asked to make revisions may petition the Training Program Panel to appeal their decision by submitting the request in writing to SECO, identifying each issue with which they disagree, stating the reasons why they disagree, and state the facts upon which they have based their argument. SECO must receive this appeal within thirty (30) days of the notification by the Training Program Panel.

SECO will notify the Training Program Panel that a second review is required; the Certification Board may choose to appoint new members to the panel if necessary for a second review. If a second review sustains the conclusion of the first review, the agency will be provided with a report detailing the findings of both the first and second review.

Agencies who have been given a sustained rejection or request for revisions may choose to appeal directly to the Certification Board. The agency must notify SECO in writing within thirty (30) days of their intention to address the Certification Board for an appeal; this must include why the agency disagrees with the Training Program Panel's reviews or recommendations for revision and the facts upon which they have based their argument. SECO will add the appeal to the agenda for the next Certification Board meeting. Both the Certification Board and the agency may request that members of the Training Program Panel be in attendance to present the reasons for the rejection or request for revision.

The Certification Board will provide a decision to the agency within thirty (30) days notifying the agency of the final decision. If the rejection or request for revision is upheld, the agency will be provided with a date for which resubmission is due to the SECO office.

Non-PSAP State Approved Training Programs

Community colleges, vocational/technical institutes, skill centers and secondary schools as described in chapter 28B.50 RCW must complete the same application process. In addition, they must receive approval from the board for community and technical colleges or the superintendent of public instruction to have their training program certified.

Accredited Training Programs

Agencies that have completed the Commission on Accreditation for Law Enforcement Agencies (CALEA) Training Academy Certification or the Association of Public-Safety Communications Officials (APCO) P33 Initiative Agency Training Program Certification will not have to provide an application. Agencies that have achieved CALEA or APCO training program certification will provide a Letter of Intent (LOI) on agency letterhead with documents verifying certification to SECO, who will then forward the information directly to the Certification Board for approval.

Approval Process

When the Training Program Panel has reviewed all submitted applications in either their original or revised version, they will be forwarded to the Certification Board, which has final approval authority.

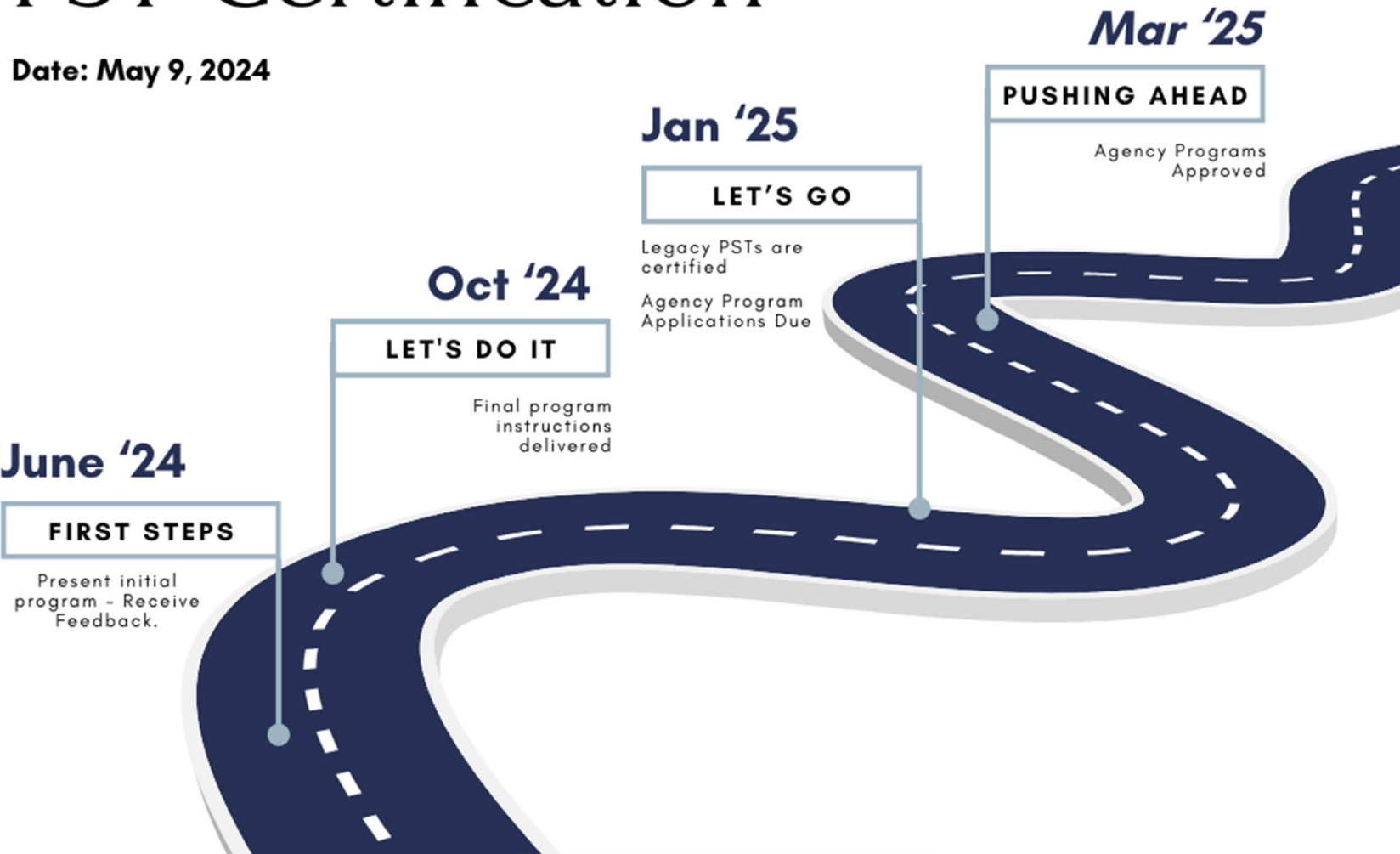
Attachment A (cont.)

SECO staff will add the approval of the submitted programs to the agenda of the next Certification Board meeting.

All agencies with submissions for agency training program certification will be notified that their application has been approved by the Certification Board through SECO after it has been added to the agenda for the next Certification Board meeting. Agencies that resubmit information due to the appeals process or after making revisions may receive notification at a later date.

PST Certification

Date: May 9, 2024



June '24

FIRST STEPS

Present initial program - Receive Feedback.

Oct '24

LET'S DO IT

Final program instructions delivered

Jan '25

LET'S GO

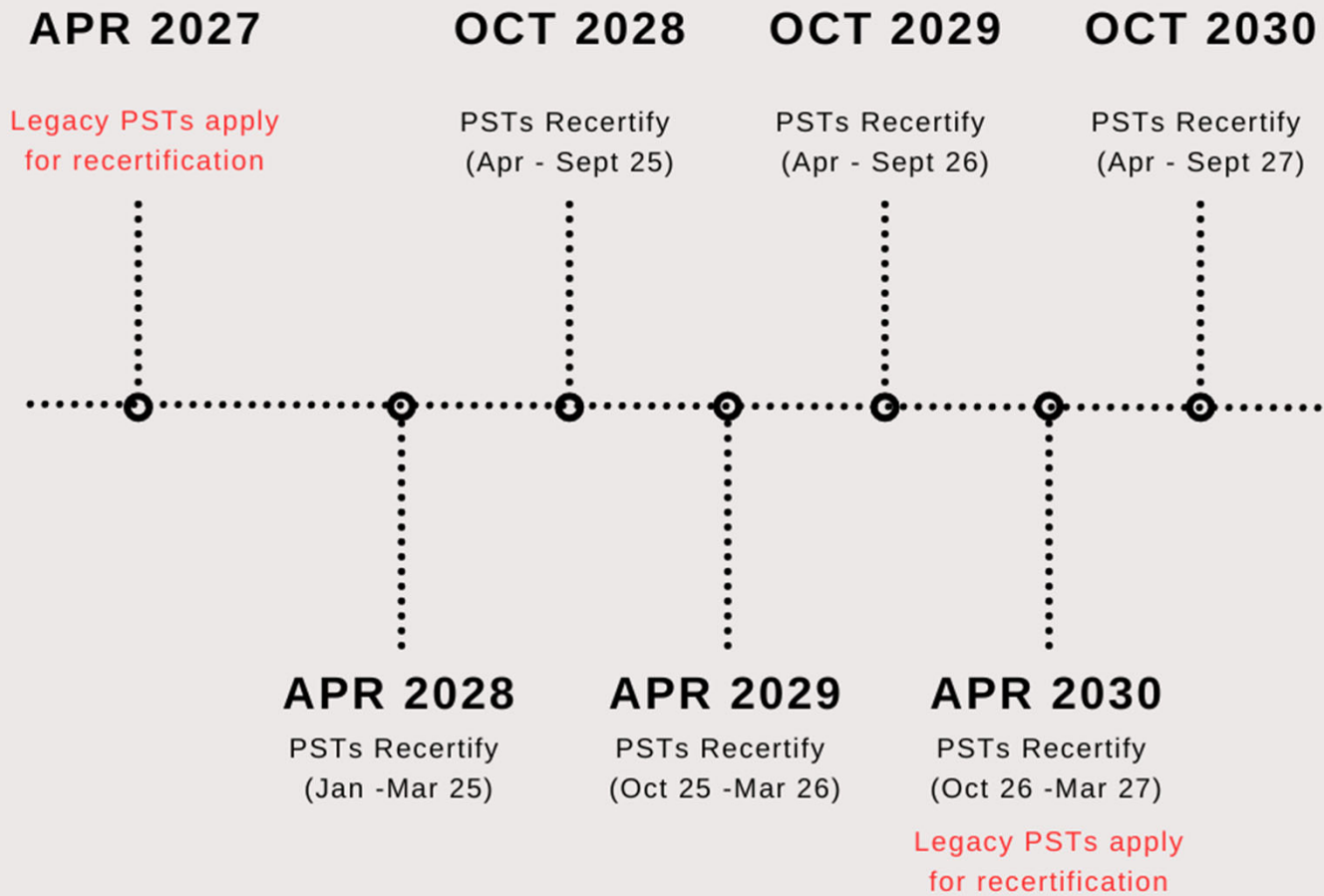
Legacy PSTs are certified
Agency Program Applications Due

Mar '25

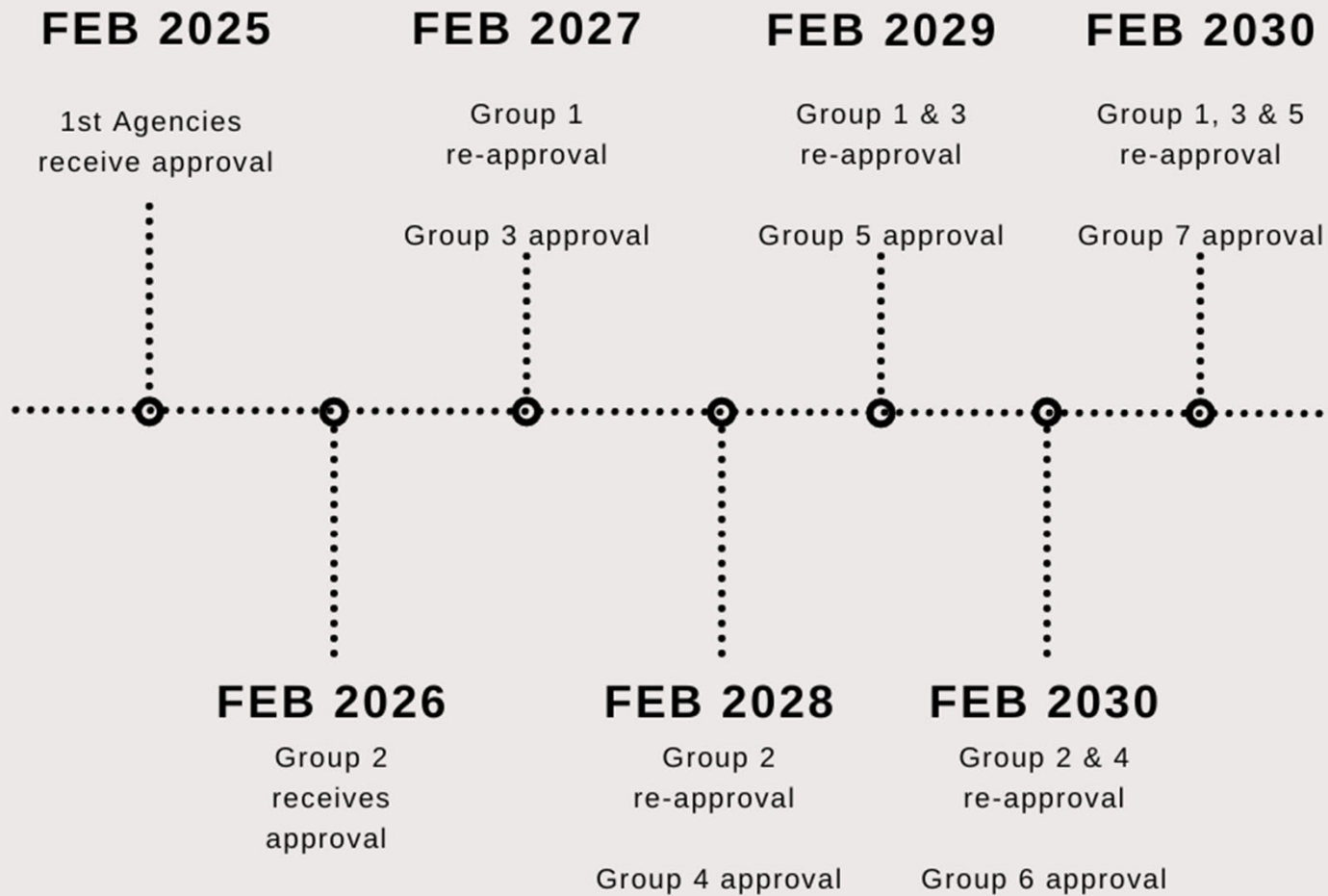
PUSHING AHEAD

Agency Programs Approved

PST Recertifications



Program Approvals



Overall Timeline

