

State of 911

Webinar Series

NATIONAL 911 PROGRAM
September 14, 2021

State of 911 Webinar Series

- Designed to provide useful information about Federal and State participation in the planning, design, and implementation of Next Generation 911 (NG911) coupled with real experiences from leaders overseeing these transitions throughout the country
- Webinars are typically held every other month and include presentations from a Federal-level 911 stakeholder and State-level 911 stakeholder, each followed by a 10-minute Q&A period
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2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials

September 29, 2015

In 2014, the Department of Homeland Security (DHS) Office of Emergency Communications (OEC) released the National Emergency Communications Plan (NECP) with the emphasis on enhancing decision-making, coordination, and planning for emergency communications through strong governance structures. The 2015 Emergency Communications Governance Guide for State, Local, Tribal, and Territorial Officials (Governance Guide) was developed to address Goal One in the NECP, governance and leadership.

PDF | Governance | Policy / Procedures

49 CFR 18.24

December 14, 2009

FCC rules on optimizing the delivery and processing of enhanced wireless Phase II features and functions to PSAPs

PDF | Technical | Networks

911 and Emergency Management Best Practices for Coordination and Collaboration

This document has been developed to address the growing need for 911 and emergency management agencies to improve their ability to collaborate and cooperate before, during, and after disasters or widespread emergencies.

PDF | Governance | Planning



Celebrating 911 Telecommunicators

and Honoring the Impact They Make in Our Lives Every Day

32

Number of Telecommunicators Honored



The Tree of Life "grows" with every story told! Share how a 911 telecommunicator made a difference to your community.

[Add a Leaf](#)

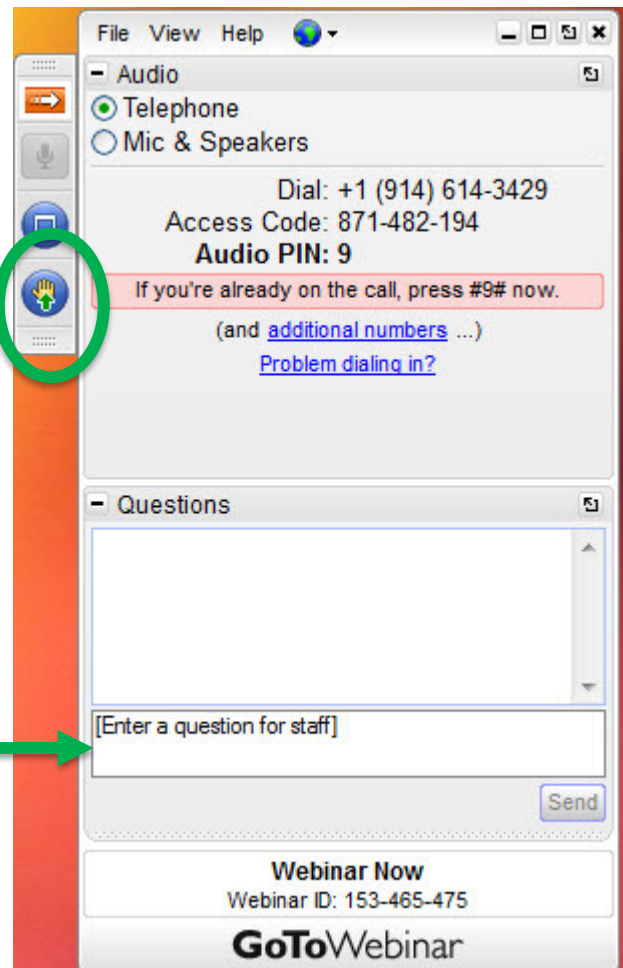
Share a Story, Sprout a Leaf

This Tree of Life has been "planted" here with the support of national 911 organizations to recognize remarkable 911 telecommunicators and the difference they make every day in our communities. Each leaf on the tree represents telecommunicators that have been honored by someone in their community.

Check back often to submit stories recognizing your telecommunicator colleagues and to view featured stories.

Questions

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State of 911 Webinar: Preparing for 988

Richard McKeon, Ph.D.
Suicide Prevention Branch Chief
Substance Abuse and Mental Health Services Administration
U.S. Department of Health and Human Services



SAMHSA
Substance Abuse and Mental Health
Services Administration

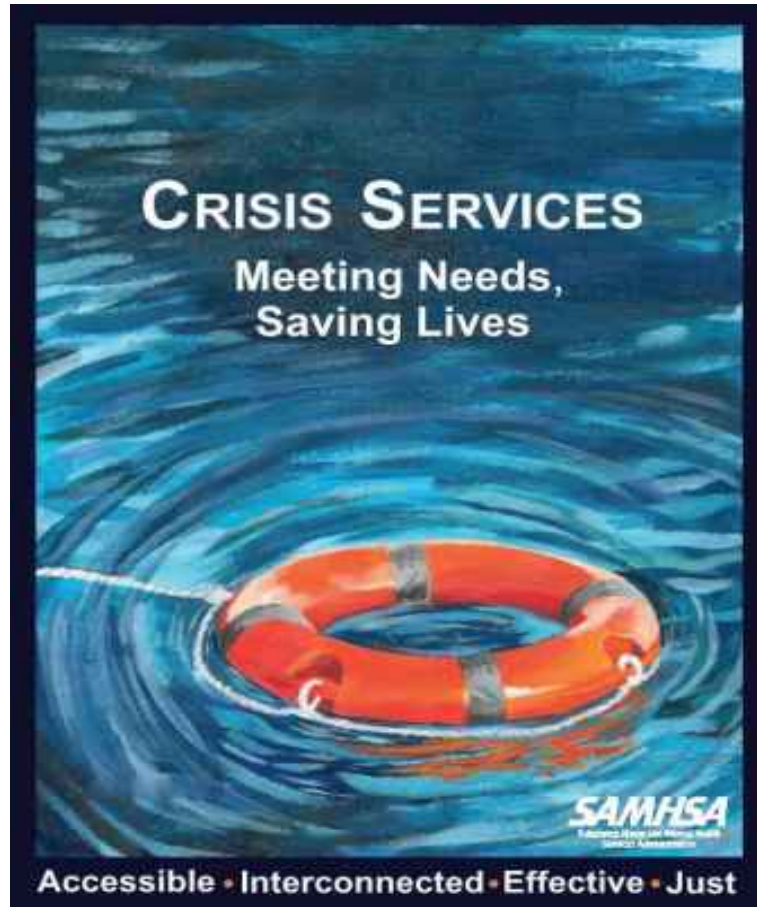
Disclaimer

The views, opinions, and content expressed in this publication do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).

Noteworthy Developments in Crisis Services

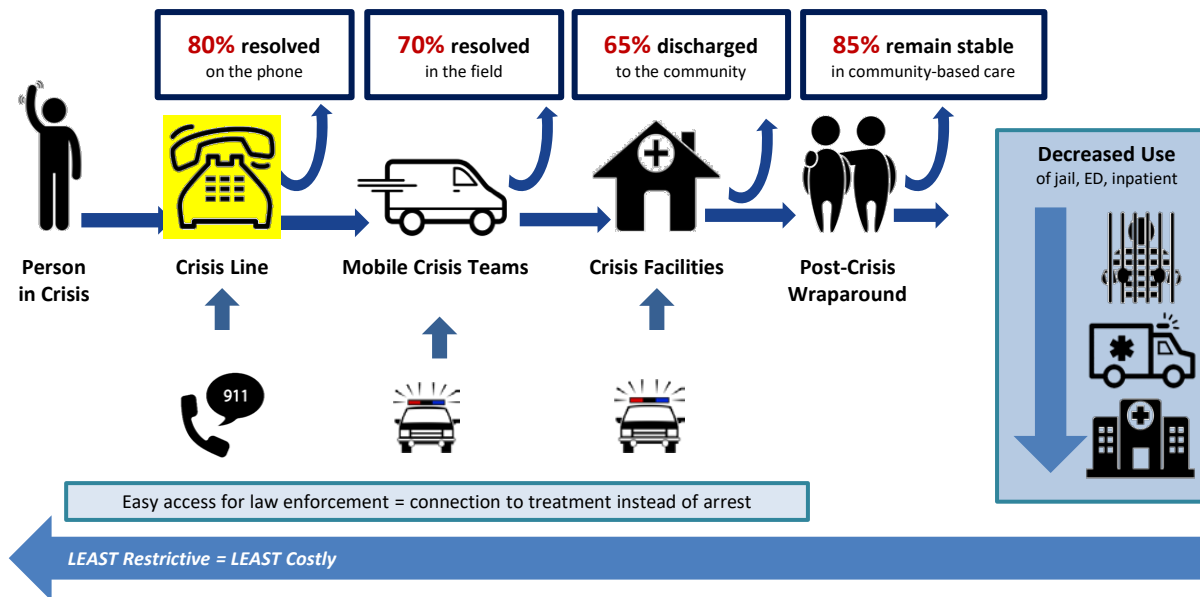
- Implementation of 988 as the new National Suicide Prevention and Mental Health Crisis Line by 7/16/22
- 988 will be routed to the National Suicide Prevention Lifeline
- 5% Mental Health Block Grant Set Aside for crisis services plus COVID 1.5 billion Block Grant Funding
- SAMHSA National Guidelines for Behavioral Health Crisis Care.
- FCC Notice of Proposed Rule Making on Texting to 988

SAMHSA National Guidelines for Behavioral Health Crisis Care



Comprehensive Crisis System

The crisis system: crisis lines are an essential component of an effective and comprehensive mental health crisis response system



Surgeon General's Call to Action on Suicide Prevention: Crisis Care Recommendations

- 5.1 Increase development and use of statewide or regional crisis service hubs.
- 5.2 Increase the use of mobile crisis teams.
- 5.3 Increase the use of crisis receiving and stabilization facilities.
- 5.4 Ensure safe care transitions for patients at risk.
- 5.5 Ensure adequate crisis infrastructure to support implementation of the national 988 number.

National Suicide Hotline Designation Act

- 988 established in statute as the national suicide prevention and mental health crisis line.
- FCC Report to Congress on geolocation.
- SAMHSA and VA Joint Report to Congress on resources needed.
- SAMHSA Report to Congress on training and access for high risk populations.
- Authorizes states and localities to institute fees similar to 911 funding.
- 15 states have introduced legislation, law in Utah and Virginia.

Key Issues in 988 Implementation

- Need to assure community crisis center capacity to answer Lifeline/988 calls.
- Need for coordinated crisis response with follow up.
- FCC Further Notice of Proposed Rule Making on texting to 988.
- Need to promote awareness of 988 and when it should be called.
- Need for collaboration between 988 and 911 on the Federal, state and local levels.
- Potential for 988 to reduce police, EMS, and Emergency Room boarding.

The Lifeline has demonstrated success in helping to support callers experiencing mental health crises

- Seriously suicidal persons call, chat, or text the Lifeline.
- **Callers' intent to die is significantly reduced during the call.**
- Counselors **able to obtain collaboration on over 75% of imminent risk calls.**
- Follow up calls by Lifeline centers to suicidal callers are experienced by 90% of callers as helping keep them safe and not kill themselves.
- **Suicidality reduced among 50% of those accessing chat.**
- “Third-party callers” calling the Lifeline when they are worried about someone deemed to be at imminent risk are provided a range of interventions which can supplement, and at times replace, calling 911.

What is the Crisis Now model?

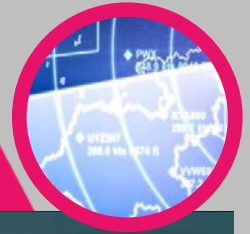
Call Center Hub



Mobile Crisis



Crisis Facilities



“Air Traffic Control” Crisis Call Center Hub Connects and Ensures Timely Access and Data

1

CRISIS CALL HUB

CHT

UK 8925

CH 7662

US 1452

Best Practice:
Caller ID, GPS Mobile Team Dispatch,
Bed Registry, Outpatient Scheduling



Contact Information

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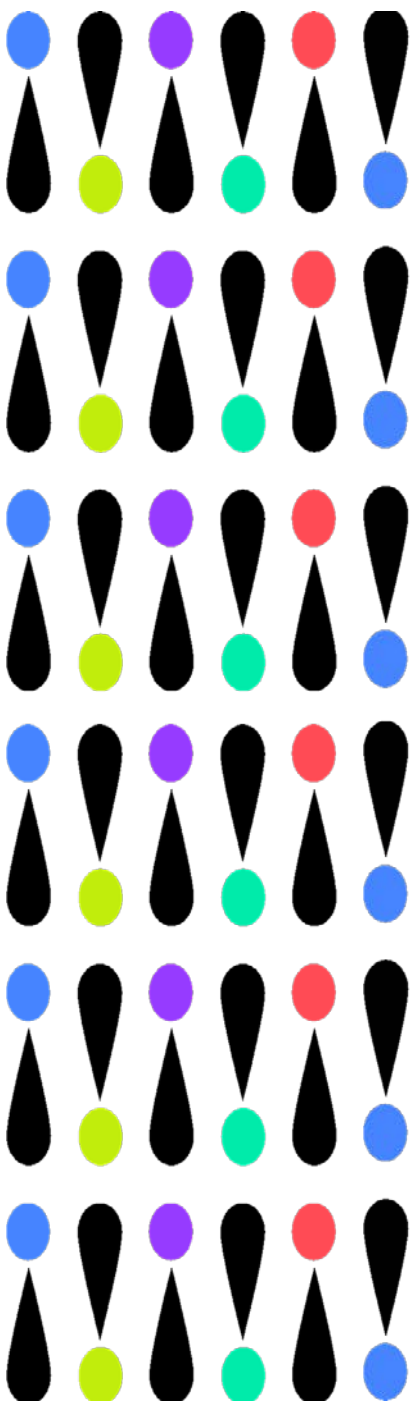


911 & 988 Collaboration for Public Health & Safety

State of 911 Webinar presentation

John Draper, Ph.D.
Vibrant Emotional Health & the
National Suicide Prevention Lifeline

September 14th, 2021



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How is 988 different than 911?

“988 is designated as the universal telephone number within the United States for the purpose of the national suicide prevention and mental health crisis hotline system operated through
the National Suicide Prevention Lifeline...”.



Centralized Network Routing

- Backups and Efficiencies
- Centralized quality assurance and operating standards



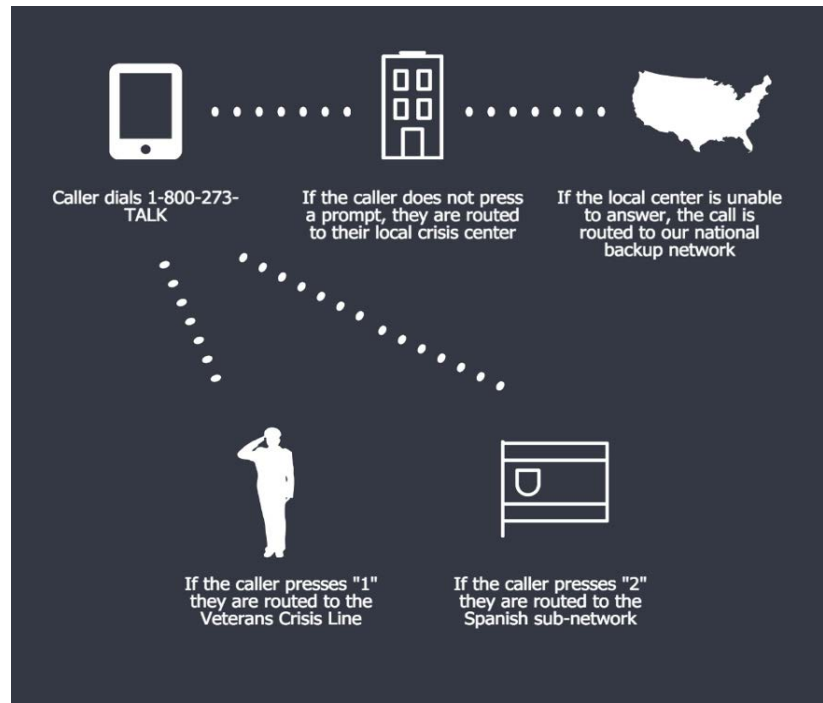
A Crisis Care Service

- Effectively reduces emotional distress & suicidality (free and accessible to all, 24/7/365)
- Can also link to care & outreach services, follow-up

Lifeline Current State

The National Suicide Prevention Lifeline is a network of independently operated, independently funded local and state call centers. **The Lifeline is *not* one large national call center. It is a national portal for connecting to localized services.**

**2.4m calls
received
FY 2020**



- 190+ centers including**
- **9 national backups**
 - **30 Crisis Chat Centers**
 - **5 SMS Centers**
 - **3 Spanish centers**
 - **1 VCL backup**

Lifeline Calls and 911

911 DISPATCHES PER LIFELINE MODE

PHONE

- 23% of calls present with suicidal distress
- 2% require 911 dispatch

CRISIS CHAT (web-based)

- 47% of chat visitors in suicidal distress
- 0.7% require 911 dispatch



911 LINKAGE PROCESS AND CHALLENGES

- **Phone:** Caller location and ID (consent sought); PSAP lookup tool, if needed
- **Chat:** Look up location of chatter's IP address; use PSAP look up tool; provide info to PSAP (name, address, IP address, ISP name & legal dept, Chat start/end time, etc.)
- **Challenges**
 - Location-based routing relies on area code of caller's phone (need geolocation)
 - IP addresses are unreliable
 - Unknown outcomes of 911 dispatch and transport (some centers have information exchange agreements with PSAPs, others do not)

911 Collaborations with Lifeline

National:

NENA Suicide Prevention Standard



NENA Suicide Prevention Standard

NENA-STA-001

DSC Approval: 04/26/2013

PRC Approval: 05/17/2013

NENA Executive Board Approval: 06/15/2013

Prepared by:

National Emergency Number Association (NENA) PSAP Operations Committee, Standard Operating Procedures Subcommittee, Suicide Prevention Work Group.

Published by NENA

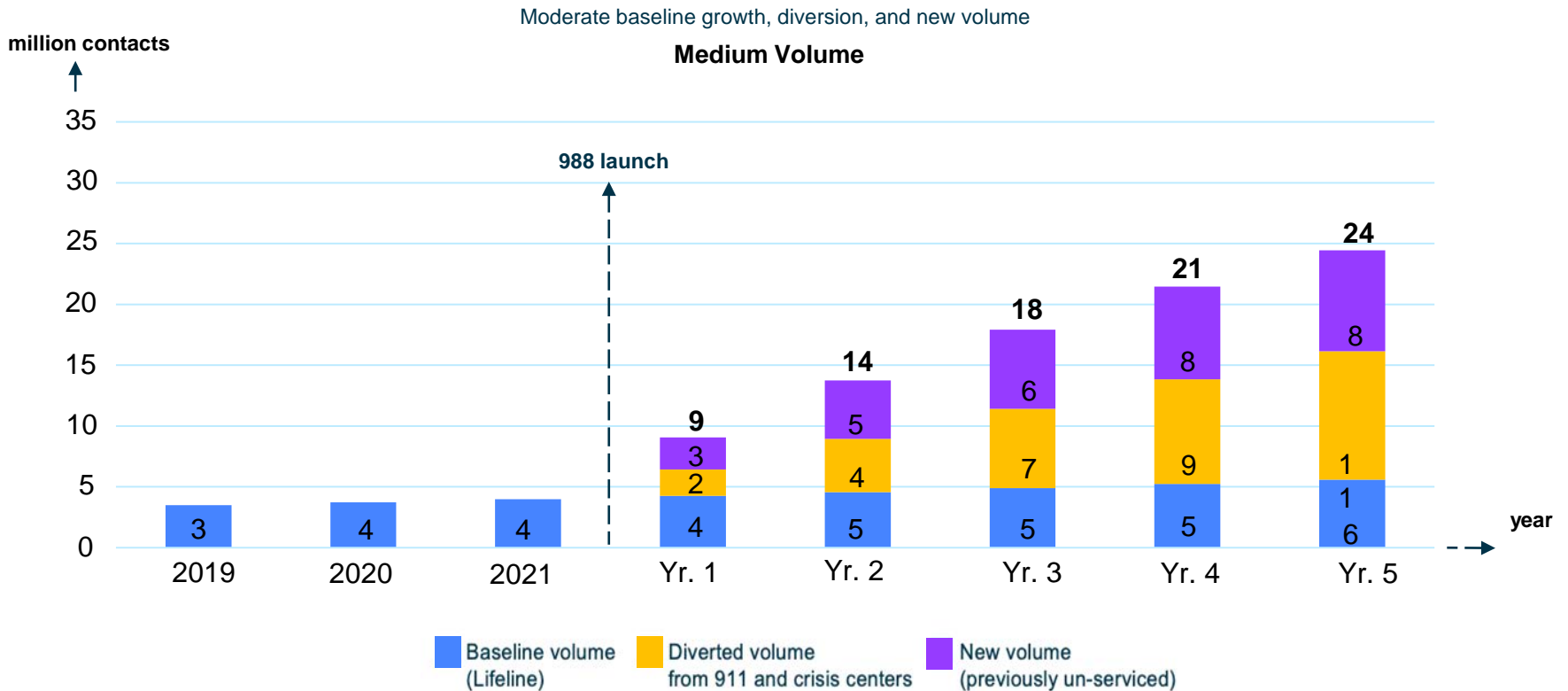
Printed in USA

Updated standard coming 2021/2022

Local:

- 21% of centers report formal relationships with local PSAPs
- 71% of centers report informal relationships with PSAPs

988 Demand Estimates, WITH FULL CAMPAIGN: From 9M Contacts in Year 1 to 24M Contacts in Year 5



Expanding 911 & 988 Collaborations

FY 2022 and beyond...

- ***Vibrant partnership with NENA and NASNA to:***
 - Protocols/models for 911/988 interoperability (transferring calls, co-location, etc.)
 - Engagement with NENA/NASNA members to promote local collaborations, disseminate protocols
 - Assist with public messaging for when to call 988 vs. 911
 - Assist with applying geolocation (and/or location-based routing) technologies for 988 callers
 - Co-facilitate 911/988 Community of Practice sessions
- ***911/988 Community of Practice Sessions***
 - To develop consensus on vision for 911/988 collaboration, share and disseminate promising models and protocols
 - Includes NENA, NASNA, U.S. DoT's Office of EMS, SAMHSA, VA, FCC, Vibrant, Law Enforcement and Crisis Center entities, etc.

Thank You!

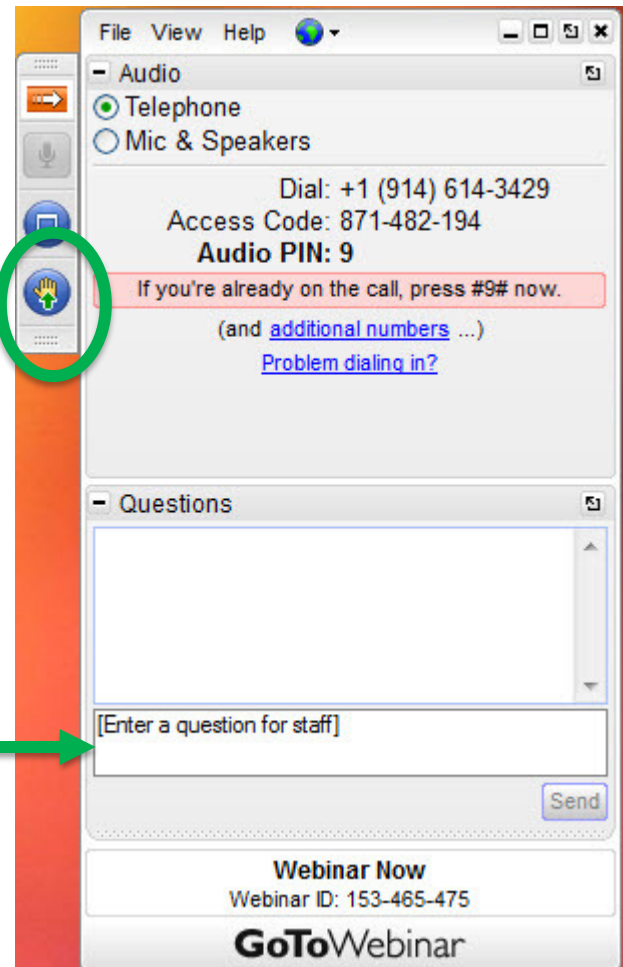
John Draper, Ph.D.

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Executive VP, National Networks, Vibrant Emotional Health

johnd@vibrant.org

Q & A Period

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DISTRICT OF COLUMBIA

Office of Unified Communications



NG911 Training

ALPINE SKI HOUSE



INTRODUCTIONS

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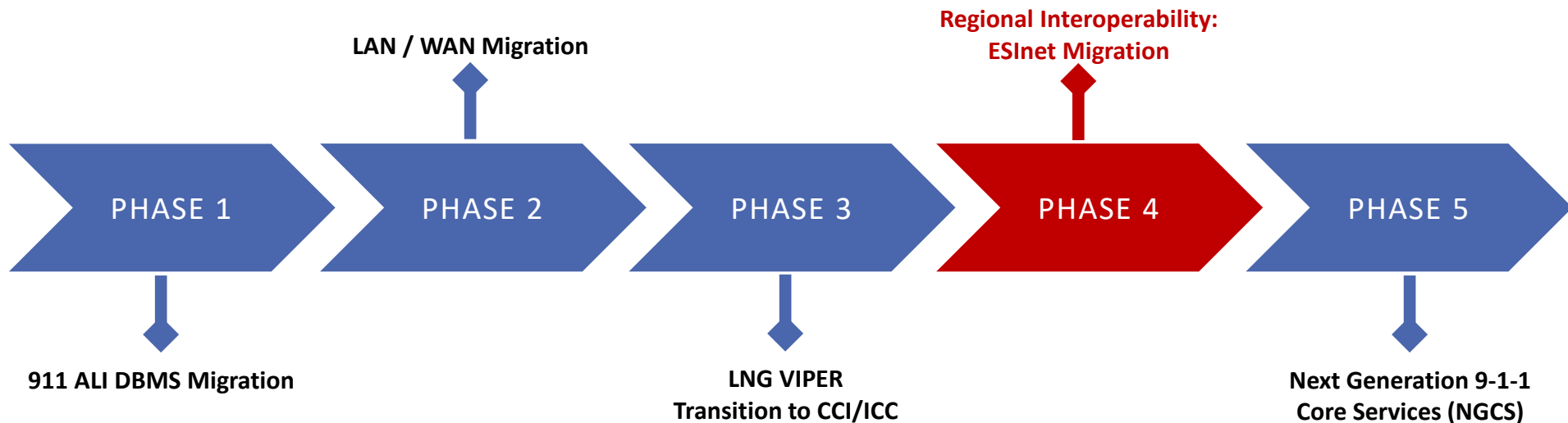
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DC-OUC NG911 IMPLEMENTATION

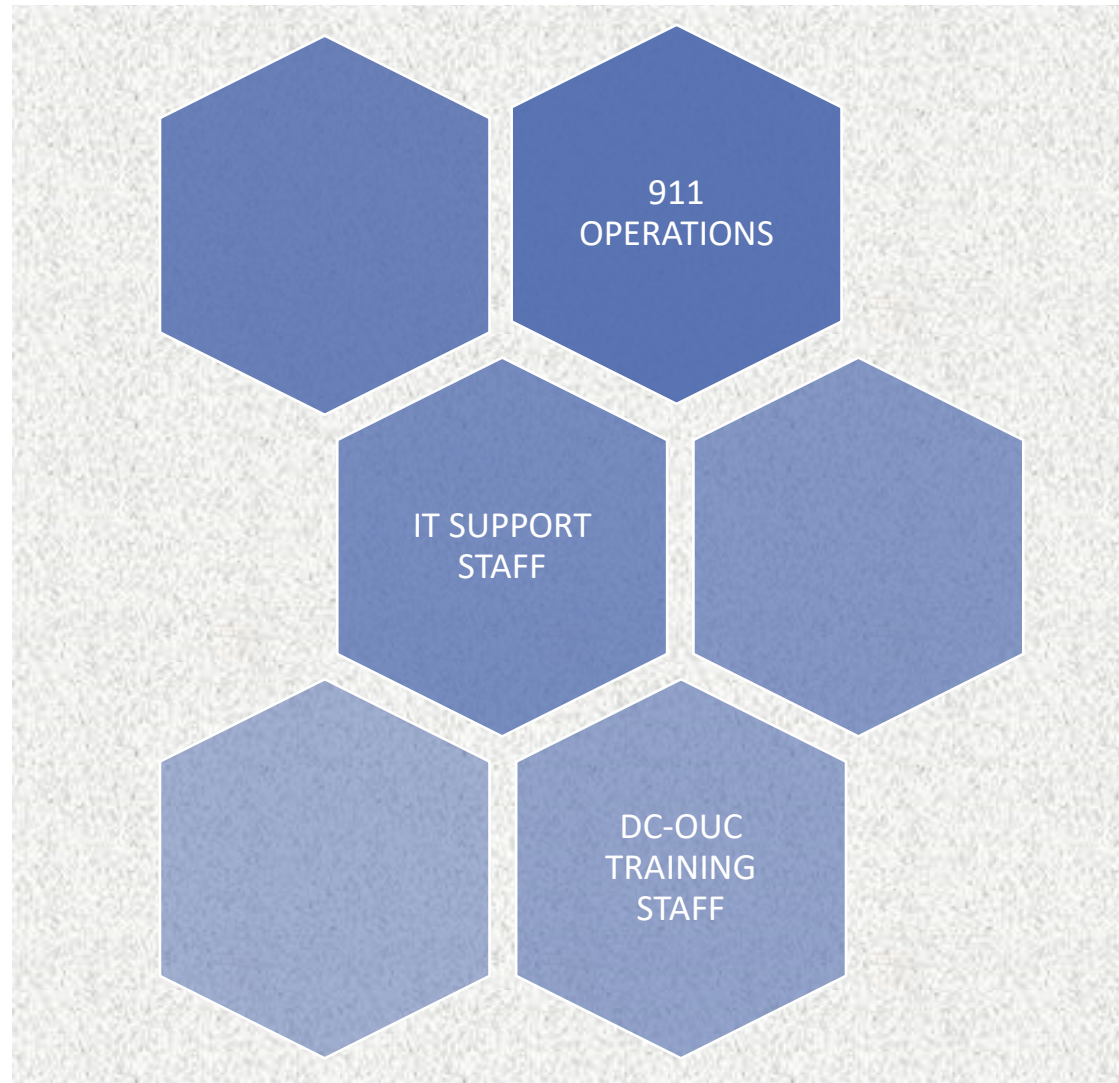


- Since DC-OUC completed most of our NG911 implementation prior to the start of the grant, the Agency decided to allocate 35% of our grant award to training Agency staff on new technology and features.
- The OUC is currently in Phase 4 of our NG911 deployment. The ESInet migration will take place in two phases: RFAI is scheduled for July 2021 and i3 geospatial will be deployed October 2021. The implementation schedule heavily impacts the training plan.

TRAINING AUDIENCE

The Agency wanted to ensure all staff involved in the emergency response chain in 911 services are adequately trained. Our training plan focuses on three target audiences:

- **911 Operations Staff:** 911 Call Takers, Dispatchers, and Supervisors
- **IT Staff:** All IT support personnel tasked with supporting / maintaining the new technology
- **DC-OUC Training Staff:** Internal training division responsible for training 911 Operations new hires and conducting annual refresher training



DC-OUC NG911 TRAINING PLAN

All training courses align with the **Recommended Minimum Training Guidelines for the Telecommunicator** standard of Emergency Communication Technology Awareness

Courses for 911 Operations Staff

226 FTEs

NG911 CAD ICC Training

NG911 Power911 VIPER User Training

DC-OUC NG911 Fundamentals

CAD Readiness for i3

PIDF-LO & ADR for NG911

Courses for IT Support Staff

40 FTEs

NG911 CAD ICC Training

NG911 Power911 VIPER Admin / Technical Training

Cybersecurity Training

CAD Readiness for i3

PIDF-LO & ADR for NG911

IP Recording

Addressing for NG911

Mod 1: Telephony & 911 Systems

Mod 2: NG911 Overview

Mod 3: Managing the NG911 System

Mod 4 / 6: 911 Data & GIS, pt. 1-2

Mod 5: NG911 Maintenance & Monitoring - Troubleshooting

Mod 7: NCR & 911 System Interoperability

Courses for DC-OUC Training Staff

17 FTEs

NG911 CAD Train-the-Trainer

NG911 Power911 VIPER Train-the-Trainer

DC-OUC NG911 Fundamentals

CAD Readiness for i3

PIDF-LO & ADR for NG911

IP Recording

DC-OUC NG911 TRAINING SYLLABUS

On

Course	Audience	Date	Status
Addressing for NG911	IT	June 2020	Completed
NG911 CAD-ICC Training	IT / Training / 911 Ops	June 2020	Completed
NG911 CAD Train-the-Trainer	Training	June 2020	Completed
Module 1 - Telephony and 911 Systems	IT	July 2021	Scheduled
Module 2 - Next Generation 911	IT	September 2021	Scheduled
NG911 ESInet and Legacy Network Gateway (LNG)	IT	November 2021	Scheduled
Module 3 - Managing the NG911 System	IT	November 2021	Scheduled
NG911 Power911 VIPER - Call Taker User	Training	August 2021	Scheduled
NG911 Power911 VIPER - Power911 Administrator	IT	August 2021	Scheduled
NG911 Power911 VIPER - Train-the-Trainer	Training	August 2021	Scheduled
Module 4 – 911 Data and GIS Part 1	IT	October 2021	Scheduled
OUC NG911 Fundamentals	Training / 911 Ops	September 2021	Scheduled
CAD Readiness for i3	IT / Training / 911 Ops	October 2021	Scheduled
Module 5 - Maintenance and Monitoring – Troubleshooting	IT	December 2021	Scheduled
Pidf-fo and Additional Data Repository (ADR) for NG911	IT / Training / 911 Ops	October 2021	Scheduled
Module 6 – 911 Data and GIS Part 2	IT	January 2022	Scheduled
Module 7 - The NCR and 911 System Interoperability	IT	January 2022	Scheduled
IP Recording	IT / Training	December 2021	Scheduled

CUSTOM TRAINING DEVELOPMENT

Due to challenges finding vendors to provide NG911 training that met our Agency's needs, a decision was made to procure services to design & develop custom training curriculum for 911 Operations & IT Staff.

DC-OUC NG911 Fundamentals

- The goal of the training is to impart the knowledge 911 Operations Staff need to understand system functions, features, and operations based on roles and responsibilities.
- Although the selected Vendor isn't a NG911 subject matter expert, the Vendor has 40+ years of experience in curriculum design & development.
- The Vendor conducted a Learning Needs Analysis to build the curriculum, design the course, and develop course materials. Once the curriculum has been finalized, the training will be delivered by DC-OUC's training staff.

7-Module NG911 IT Training Program

- The goal of this training is to create a learning foundation for IT personnel to get an understanding of the changes coming to the NG911 infrastructure and system; and how to articulate issues from the call floor to the appropriate fix agents.
- The Vendor developing the training has a longstanding project support history with the DC-OUC's technical systems and NG911 implementation plan. The vendor is leveraging this knowledge to develop and deliver the custom training program.

TRAINING METRICS

- The OUC established a new metric for FY21 to **track employee pass / fail scores on post-training assessments**. The post-training assessments are designed to measure the employee's comprehension on the presented material.
- This was a lesson learned from our virtual trainings offered last fiscal year where a lot of employees couldn't quite grasp the technical training presented.
- The Agency chose a post-training assessment to measure the efficacy of our training because it provides real-time data / analysis. It allows our training division to quickly retool if a training isn't working.
- DC-OUC also tracks the number of staff trained. The goal is to train 100% of staff.

CHALLENGES & BARRIERS EXECUTING TRAINING PLAN

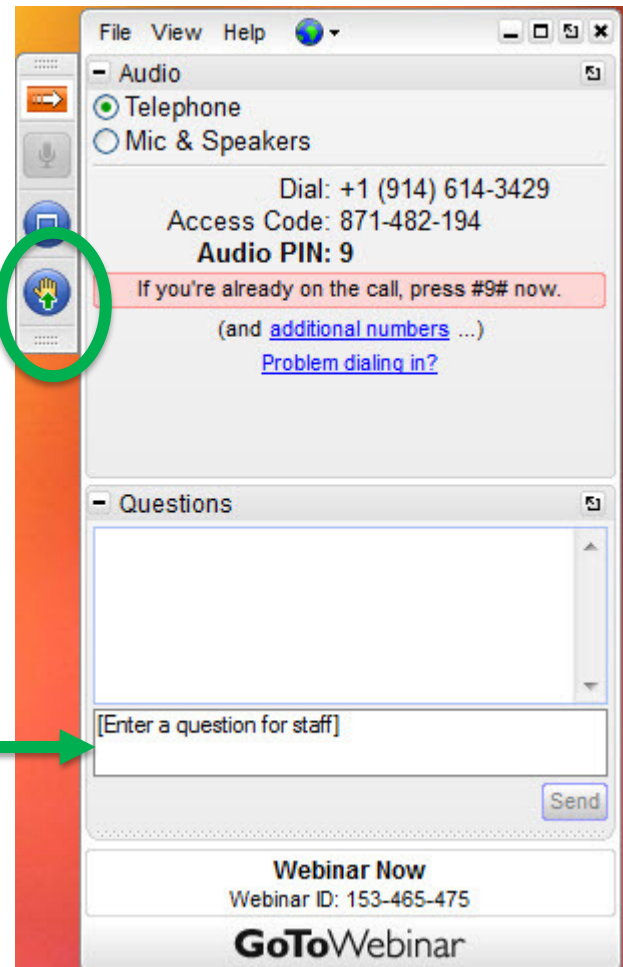
- ✓ Difficult sourcing vendors to provide the training our Agency required
- ✓ Issues with technology after system upgrade
- ✓ COVID-19 & Virtual Learning
- ✓ Resource Scheduling / training interfering with shift work
- ✓ Overtime Budget
- ✓ Staffing Challenges / Agency Turnover



**ANY
QUESTIONS?**

Q & A Period

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