

MISSOURI APCO NEWSLETTER



WELCOME

Welcome to our latest newsletter. April marks the change in seasons and warmer weather (most the time). We know this can mean busier times ahead for your agencies. Make sure you are taking time to take care of yourself and your fellow dispatchers. We as the APCO board are here for you and hope you feel comfortable reaching out to us whenever needed. We are here for you anyway we can help.

IN THIS NEWSLETTER

- Dishin' With Dykes-2*
- Roundtable Discussion*
- What APCO means to me-*
- Get Fit with Jenn- 9-10*
- Communicating in Columbia- 11-12*
- Teammates in Action- 16-17*
- Scholarships- 18-19*
- Lindenwood College-20*
- Training Update-21*
- T-Shirts available - 22*
- Social Media-23*



Dishin' With Dykes

Note from President Z. Dykes

April is once again upon us and with it, National Public Safety Telecommunicators Week! This year, NPSTW runs from April 10-16 and we would like to celebrate each of you – all 1,600ish of you- for the sacrifices you make and the contributions you play in the successful outcome of each and every call that is processed through your center. While NPSTW is a week of fun and celebration - with theme days, free food, and enough sweets to make you slip into coma; this week should also be used to educate your family, friends, field responders and the public on what it is you do when that emergency line rings or when you key up the radio.

As a profession, we are struggling. While we've always had issues with retention and turnover, we are also seeing a reduction in interest and applicants. Over time is the norm and with it an increase in stress, frustration and a decrease in empathy. Yet through this era, emergency communicators continue to protect and serve our citizens and field responders. I know that as a generalization, we did not join this profession and we do not continue to do this job for the accolades, recognition and money. For most of us, we would prefer to be heard and not seen. But it is massively important now more than ever before that we are - for lack of a better phrase - “tootin our own horns.” It is important for us to educate all on what happens in the communications center, and how we can impact the field response and save lives without even leaving the comfort of our favorite work chair.

I hope that you enjoy this one week out of the year dedicated to you and your peers. On behalf of myself and the rest of the Missouri APCO Board, thank you for being the best you can be. Thank you for being a positive impact on your community and for showing those we serve that we are caring and professional.

We want to wish all of you a Happy 2022 National Public Safety Telecommunicators Week!



With most agencies experiencing staffing shortages, I reached out to Director Michelle Graves of Pulaski County, Director Chad Martin of Boone County Joint Communications and Supervisor Brent Blackburn of Cameron PD to see what creative ways they're soliciting new applicants and retaining current ones. I'll also throw in a few ideas from my own agency, Jefferson City Police. Recruitment and retention was also the topic of roundtable discussions at the recent Spring Mo Public Safety Communications Conference.

Pulaski County is able to give employees financial incentives such as yearly cost of living increases, mid-year merit increases based on performance, extra pay for holidays and two benefit checks a year with an agreement to stay an extra year. While most agencies may not have the funds to support this amount of generosity, there are other no cost ways that Pulaski tries to benefit their employees. 12-hour shifts allows them every other weekend off and in their case, more flexibility with childcare. Folks at the Spring MPSCC roundtable indicated that a stable, predictable schedule that allows for some flexibility is of great importance. Examples of flexibility are hiring part-time employees to allow for time off and an allowance for operators to swap shifts. Jefferson City Police Dept, doesn't hire on part-time folks, but allow operators who resign to be retained as part-time as long as they agree to work 10 hours a month.

As for recruitment, Pulaski County has begun working with Fort Leonard Wood to appeal to soldiers transitioning out of the military who can be paid up to one year while they are on the job training. They also work with school counselors and attend job fairs in hopes of appealing to students. Young people often only think of public safety as law, fire and EMS, not realizing an exciting career in 9-1-1 exists. Pulaski County also farms some Junior Fire Fighters into part-time dispatchers.

As for retention, Pulaski County makes a big deal out of Telecommunicator Week. If your agency doesn't do much to recognize this week, consider ways that you can begin promoting a celebration. Regardless of your job description, you can solicit input from some of your most creative folks and brainstorm some fun, inexpensive ways to get everyone involved. In 2021, a few operators from Jefferson City Police expressed an interest in making this a week of fun activities. One of them created a giant balloon arbor for the center. They collected baby pictures from all operators, and some mystery pictures from other police employees, and had a baby picture guessing contest – it was tough! Our agency also did “Most Likely” awards, voting on “Most OT worked in 2020” and “Least Sick Leave Used” (that caused quite a stir), “Most likely to appear on “Snapped!”, “S%&T magnet!”, “Most likely to have dated a caller”, and “Most bathroom breaks per shift”. We have a whole new list of awards this year. One operator reached out to the patrol and asked them what they appreciate about Communications. We posted their comments in Communications. There were a few expenses so we collected money from supervisors and other admin. For 2022 we're planning a scavenger hunt, a window decorating contest, and a team step count average contest. As a supervisor, I enjoy this celebration but really appreciate my creative and motivated employees who are enthusiastic about doing most of the legwork.

Michelle from Pulaski gives snack machine “gift certificates” and even days off for the top call totals and average answer time winners. They have yearly pot-lucks with families invited and play other emergency service agencies in a yearly softball tournament, using part-timers on the console. Her folks also adopt a family every Christmas. For anyone who attended the Mo Public Safety Communications you may have heard Doug Showalter discuss a collection box for loose change to be used at Christmas for a needy family. These joint ventures create more unity among operators, leading to a feeling of family, or as Jasper County Communications calls it - Wamily. (Work Family)

Discussion among the roundtable

By: Angie Stiefermann

Many of these ideas take money. Boone County Joint Communications solution is to fund some of their ventures by designing and selling T-shirts to raise funds. They also have a silent auction every quarter with silly, and serious, items. But rather than actual cash, operators do a variety of things to earn “Chad Bucks”, lovingly named for Director Chad Martin whose picture is featured on the buck, to be used on auction items. Operators earn bucks for things such as years of service, taking out the trash and witnessing a random act of kindness. Prior to Covid, when staffing allowed, they also enjoyed team building events such as panic room and trivia night. For some sporting events operators can forego dress code and wear jerseys in support of their favorite team. Each month one shift chooses a “non-traditional holiday” and brings in food items associated with it. For example, if a team chooses National Chocolate Day, the shift will bring in a variety of chocolate themed delights. I wonder if a team will ever choose April 20th?

In an effort to recruit, all Boone County Public Safety agencies were invited to host a job fair at their Sheriff's Campus annex which is adjacent to the Comm Center. Attendees were offered a personal tour of the Communications Center with iPads available onsite to apply. They could even test and schedule their interview right then, once they were checked for felonies of course. Recently Boone County Joint printed flyers with information on job opportunities. Staff will be tasked to find public bulletin boards to post them on. Like Boone and Jefferson City PD, many agencies have begun adopting referral incentive programs, paying new hires a bonus as well as current employees when a referral is hired and successfully trained. They also contract with a marketing company and radio stations to run advertisements promoting job openings. (I have to admit, it's a little unnerving to hear a Boone County Joint advertisement being played on the radio when you're driving around Jefferson City.) When a recruit class is underway, trainees are encouraged to invite family members for an evening presentation, ECC tour and pizza. What a great way to get family more comfortable and supportive of this challenging career.

Brent from Cameron PD says his center of 7 operators are like family. They recognize “the little things”, like birthdays & work anniversaries. Operators with children sometimes host playdates so other parents have the opportunity to go out kid free!

Brent feels it's important for morale to have a strong QA process and well written policies & procedures, and to be consistent with enforcement without being “overbearing”. Top QA performers are rewarded with a gift card which keeps it fun and competitive. Cameron recently completed a salary study and increased hourly rates significantly, making them one of the highest paid centers in Northwest Missouri. This increase allowed for more room within the pay for advancement: Communications Officer I and II, Assistant Supervisor and Supervisor.

Springfield Greene County has also recently implemented a 9-1-1 Telecommunicator Lead position that bridges the gap between frontline and supervisor with added pay and responsibilities. What a great way to promote leadership and oversight within Comm Centers and groom future supervisors. Spring MPSCC roundtable attendees also voiced the importance of the room for upward movement and promotion within the agency. Like Pulaski, Cameron works a 12-hour “Pittman” schedule giving operators every other weekend off, rotating between dayshift and midnights every 2 months. The schedule is posted a year in advance which gives them a chance to plan their personal life. Brent boasts of his agency's “informed involvement”, having operators participate in special events in the community and on SWAT details. Cameron takes pride in up to date, well maintained equipment with regular training on trouble shooting. Brent also feels they've built a reputation within the Community and surrounding agencies for good benefits, relaxed working environment and promotion of continuing education.

Jefferson City operators are allotted 3 hours of workout time each week, when staffing allows. Operators can use gym equipment at the station or walk a nearby school track. Rolla PD provides operators with an under the console treadmill. After a health scare, one operator reportedly went from walking on the treadmill 3 miles a day to as much as 12 miles a day. He lost nearly 50 lbs. Low staffing can really take its toll on those working overtime and shorthanded, especially if an agency doesn't demonstrate appreciation. What a fantastic way to demonstrate to your people that their health and wellness (both mental and physical) is a priority to them and you wish to keep them around for a very long time.

What APCO Means To Me?

By: Stephen Martini

From 2004 to 2008, I worked as a police and fire dispatcher for a municipal center serving a population of 200,000. Training consisted of a structured on-the-job approach where I learned from CTOs who were never taught how to serve in that role. When my ECC consolidated with eight others, I was hired to serve as part of the training and quality assurance team supporting that effort. The Training Manager introduced me to APCO, which is where I learned I wasn't "just a dispatcher" but a public safety telecommunicator! We taught in-house every frontline course APCO offered - PST1, EMD, FSC, CTO - and when the opportunity to volunteer for committees rolled around, I leapt at the chance to apply my years as a newspaper journalist serving on the Editorial Committee. Through that five-year period, I learned so much more about this industry and the people all over the world who are committed to making it successful!

My involvement with APCO led me to serve as a Group Leader and at various leadership levels within my State Chapter (Tennessee) and, presently, representing the Gulf Region on the Board of Directors. I've served as a supervisor, center manager and director at four ECCs and I'm absolutely confident that I would not be successful in supporting public safety professionals without the supportive relationships and professional connections APCO has provided me at the local, regional, and national levels. Without APCO, I'm confident I would have never stayed within public safety communications long enough to forge a career. With APCO, I can't see my career being anything else.



Stephen Martini RPL from the Tennessee Chapter is currently the APCO Gulf Region Representative to the Board of Directors. I met him when he came on as a Group Leader and we sat next to each other on the Executive Council for a few years. His day job is Director at the Nashville Metro ECC. This August he is running for APCO International 2d Vice President.



By: Mike Fridley with St. Charles County

Cybersecurity is one of the top concerns of the Government. Ransomware is a major threat to the government and its ability to utilize its data. When an agency cannot access essential information, in this case, 911 dispatch technology, it can impact communities quickly. Recognizing the gravity of these threats, CISA (Cybersecurity and Infrastructure Security Agency) launched a campaign to help public and private sector organizations tackle ransomware risks.

To defend against ransomware, agencies must acknowledge this threat and take steps to prepare, defend and remediate. Agencies need a robust, multilayered defense system and strategy to address ransomware. Furthermore, having an ultra-resilient approach to backing up, recovering, and restoring data is vital to protect federal networks in the event of an attack. Employees should be briefed on operation principles. They must know the main entry points into a network for ransomware, including but not limited to remote access mechanisms such as Remote Desktop Protocol and phishing. Understanding these main mechanisms from an attack perspective is a huge help in focusing on where to invest the most effort. Employees must know how to remediate a threat "what to do when it happens. Even the agencies that follow best practices to prevent ransomware are at risk; It's an "if" not "when" regarding ransomware attacks.

To help prepare for a ransomware attack, agencies can start with a 3-2-1 strategy: Three copies of data, on at least two different types of backup media, with at least one copy "off-site." The advantage of this approach is that the rule requires no particular hardware and is versatile enough to address nearly any failure scenario. One of the backups has to be resilient by being offline. There are many types of media to achieve this, including tape media, immutable backups, air-gapped and offline media, or software as a service for backup and disaster recovery.

When selecting a backup to support a 3-2-1 strategy, you should look for a solution that combines backup, replication, storage snapshots, and continuous data protection. By implementing ransomware protection to combat cyber threats now and into the future, agencies will experience resiliency and minimize the risk of data loss, financial loss, and reputational damage.

Overall, a multilayered approach to reduce ransomware risks can provide success. Agencies need to educate their IT teams and employees regularly to minimize risk, maximize prevention, and implement solutions to ensure data is secure and backed up. Finally, be prepared to remediate data systems through full backup and data recovery capabilities should your previous lines of defense fail.

MPSCC Highlights

Scholarship Corner

By: Jennifer Harris

MPSCC is vital to better understand public needs, mental health, updated techniques and the future of 911 capabilities. The 2022 Spring Conference gave me the opportunity to look in to all of these necessities of the Public Safety Profession. I was able to network with other agencies and vendors about technologies such as RapidSOS, What3Words and OnStar and how they benefit 911. Key Note Speaker, Doug Showalter, also brought insight on how to stay fresh in this profession with his adaptation of the book "Who Moved My Cheese." The table talks were extremely beneficial so that we could discuss with peers on how to improve retention, hiring and center moral. For anyone that is considering attending this conference I highly recommend it and also encourage you to apply for the Scholarships that MOAPCO offers.









A
W



A
R
D



S



AWARDS AT SPRING CONFERENCE

Each year, the Missouri Chapter of APCO, Missouri Chapter of NENA, the Missouri 9-1-1 Director's Association and the Missouri Public Safety Communications Conference come together to recognize Missouri's Emergency Communications all stars during the Spring MPSCC! This year, we had a huge number of nominations which made choosing the recipient difficult. That is not a bad thing though, in fact it's what I hope to see happen next year as well!

Before we get to the winners, I think it is necessary to review how the recipients are chosen. During November or December of each year the nomination process opens and remains open until early February. The nominations are then reviewed by the awards committee which is comprised of the President and Vice President from each association along with the Chair of the MPSCC. The committee tries its best to remain unbiased but we recognize that sometimes nominations are going to come from the agencies of those on the committee. When this happens, that representative will abstain from voting for that category. So in my case, if a nominee is from the Patrol, I would not take part in the discussion or vote for that category. We want to be transparent about how these decisions are made.

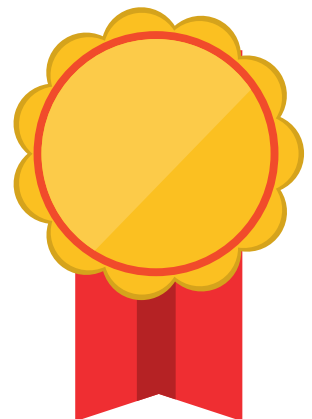
This year we had a total of 30 nominations for eight categories! That's a great number and we hope to see that many or more during next year's nomination period! We want to recognize all those nominated as well as the recipient for each category. The awards ceremony is recorded and is available to be watched on the MPSCC Facebook page or on the Missouri APCO YouTube Page.

Telecommunicator of the Year

Nominees:

- Ashley Burkemper, St. Charles County
- Summer Onyeukwu, Springfield-Greene County
- Candis Stanton, Atchison County 9-1-1

Congratulations to Candis Stanton of Atchison County 9-1-1 for being selected as the 2022 Telecommunicator of the Year. Working in a one seat center, Candis works as a frontline telecommunicator as well as a trainer and the person who issues their work schedule. This past year, she has experienced more than her share of critical incidents in only a six week time frame. From child fatalities to a father and son being stuck in a 70 foot well, Candis handled it like the professional she is and has been able to work beyond the negativity of this career field, maintaining professionalism and empathy during the chaos.. Congratulations Candis!



Supervisor of the Year

Nominees:

- Ellen Biesmeyer, Jasper County Service Board (JASCO)
- Crissy Cook, Christian County 9-1-1
- Jennifer Courson, St. Charles County
- Gregg Henry, Joplin Police Department
- Patricia Kinealy, East Central Dispatch
- Brandon McClintock, Jasper County Service Board (JASCO)
- Mechelle Siegrist, Christian County 9-1-1

Congratulations to Brandon McClintock of JASCO for being selected as the 2022 Supervisor of the Year! As an Operations Manager, Brandon still works the console and makes time to build a solid working relationship with everyone at the Center. He suggests new technology that can help improve his staff's mental and physical health and does not hesitate to help cover the console either in the moment or by picking up overtime. Congratulations Brandon!



Director of the Year

Nominees:

- Brad England, Crawford County 9-1-1
- Kris Inman, Springfield-Greene County 9-1-1
- Kim Davis, Ray County 9-1-1
- Cheryl Konarski, Joplin Police Department ECC
- Mike Lawton, Christian County 9-1-1

Congratulations to Cheryl Konarski of the Joplin Police Department Emergency Communications Center for being selected as the 2022 Director of the Year! While dealing with a staffing crisis, Cheryl elected to cover the console during the overnight shift for six months... on top of maintaining her management duties. For five of those months, she worked an average of one hundred and sixty hours per a two week period. When her city and her agency experienced a cyber attack, she led the way by developing written alternatives to logging and later a system of entering those handwritten logs when the systems began to restore. Cheryl's leadership and thinking outside the box thinking assisted center morale and helped her team navigate an unprecedented time with low staffing. Congratulations Cheryl!





AWARDS

'George Major' Trainer of the Year

Nominees:

- Brian Garms, St. Charles County
- Roger Martin, Missouri State Highway Patrol - GHQ
- Kendra Shell, Missouri State Highway Patrol - Troop E

Congratulations Roger Martin, Missouri State Highway Patrol's Training Coordinator for being selected as the 2022 'George Major' Trainer of the Year! Roger is a staple in Missouri's emergency communications profession. He has worked hard to ensure that training in Missouri is available to all who need it and that that same training is of quality, timeliness and pertains to emergency communications. Roger, thank you for all you've done in your career and congratulations on being selected for this award!



Team of the Year

Nominees:

- Missouri State Highway Patrol - Troop D
- Missouri State Highway Patrol - Troop E
- Independence Police Department
- Joplin Emergency Communications Center
- Christian County 9-1-1



Congratulations to the Independence Police Department for being selected as the 2022 Team of the Year. We wish it would have been under better circumstances. Independence was nominated for their actions during the Officer-Involved Shooting turned Line of Duty Death in September 2021. Their nomination stated that "it is in the most critical of incidents that they become the strongest, most cohesive team that any agency could wish to have." Congratulations to the Independence Police Department.

Radio Technologist of the Year

Congratulations to Radio System Engineer Dwayne Kinley of St. Charles County Emergency Communications as the 2022 Radio Technologist of the Year! Dwayne leads a team of four other in maintaining the county-wide P25 radio system including tower sites and mobile and portable radios for client agencies. During the past year, the team has taken on several large projects. Dwayne leads his team ensuring that they keep up with all their projects while remaining in a positive environment. Congratulations Dwayne!



Information Technologist of the Year

Nominees:

- Steven Williams, Jasper County Service Board (JASCO)
- Mike Fridley, St. Charles County Emergency Communications
- Wesley Taylor, Christian County 9-1-1

Congratulations to System Engineer Mike Fridley of St. Charles County Emergency Communications on being selected as the 2022 Information Technologist of the Year!

In the midst of COVID-19, Mike joined the St. Charles County Emergency Communications Center while they were preparing to go live with a new CAD system. While trying to learn all new systems, Mike led his team to success and took personal accountability for the projects they took on. In a short time, he and his team have streamlined their on-call and ticket processing procedures and have improved many of the functions of their current systems. When their team decided to split their shifts to provide more help desk coverage throughout the day, Mike volunteered to take on the evening shift so his staff could be home. He is known to be a constant source of positivity and enthusiasm at the Department. Congratulations Mike!



Hero of the Year

Our last regular category is the Hero of the Year award. This award is reserved for 9-1-1 callers under the age of 18 who use courage and determination to obtain assistance for another person during a critical event and who went above and beyond all expectations. While this year's recipient did not place the call, she was a major factor during the call and followed call taker's instructions resulting in a life being saved.

Nominees:

- Rose Baker - Nominated by Benton County Central Dispatch
- Reece Martinez - Nominated by Jasper County Emergency Services
- Emilee Williams - Nominated by Rolla Central Dispatch

Congratulations to Rose Baker for being selected as the 2022 Hero of the Year! While on a boat outing in Benton County with two other siblings and her father, her father began to feel strange, placed a call to 9-1-1 and then blacked out due to heat stroke. Rose, being the eldest quickly took the phone and worked with the call taker, answering questions and following EMD protocol. When it was determined that the father was no longer breathing, Rose followed the Public Safety Telecommunicator's instructions and administered CPR... while on a boat... in the water... with her younger siblings nearby. Not only did she follow pre-arrival instructions, she then followed the Public Safety Telecommunicator's instructions and operated a boat for the first time to get her father to responders on shore. Congratulations Rose for being selected for this year's Hero of the Year award, you truly earned it!



President's Award

Each year the Presidents of Missouri APCO, NENA and the 9-1-1 Director's Association have an opportunity to issue a President's award, though it is not issued every year. This award recognizes those that contribute to the emergency communications profession in Missouri through service outside of their agency, legislative avocation and similar events. During this Conference, Mike Phillips, the President of the Missouri 9-1-1 Director's Association ended his term. He was recognized for his leadership of the 9-1-1 Director's Association and his contributions during the legislative push for additional funding during the past years. Mike, thank you for your leadership and it was a pleasure working with you this past year!

If you would like to watch this year's awards ceremony, you can do so on the Missouri Public Safety Communications Conference Facebook page, at mpsc911.org/annual-awards or on the Missouri APCO YouTube page. We hope that you consider nominating your peers for the 2023 Missouri Public Safety Communications Awards Program!



Teammates In Action

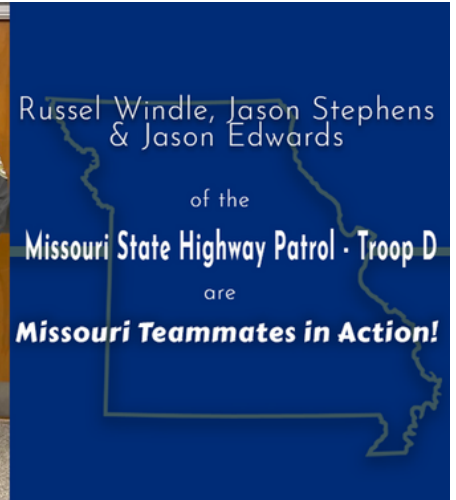


Communications Officer Kelsie Mays

Kennett 9-1-1 Center

Kennett 911 Communications Officer Kelsie Mays took a call from the mother of a woman who was worried about the well-being of her daughter. The daughter came into the police department before a wellness check could be made. When CO Mays asked the woman if she was ok, the woman started to cry. She explained she lived with her boyfriend, and she needed to get out, but had nowhere to go. CO Mays had just gone to Crisis Intervention Training where the department gained access to contact information for Haven House in Poplar Bluff. CO Mays contacted them by phone and gave basic information. The facility said they had a bed available for the woman if she had transportation. CO Mays then contacted Kennett Police Chief Wilson who authorized an officer to transport the woman to the facility. The mother was then contacted and advised of the situation and where her daughter was being taken to. This is an example of dedication and passion which often goes unrecognized. Communications professionals help bridge people in danger to the resources they need, each and every day. CO Mays used her training and available resources to quickly assist a person in need. For her heartfelt compassion and consideration, Missouri APCO is pleased to recognize Communications Officer Kelsie Mays as a Missouri Teammate in Action.

These Communications Operators worked beyond their stress, their fear, and their concern that they had for their injured Trooper, to ensure a successful resolution to this incident. They remained calm and professional and helped provide some semblance of stability to a chaotic event. Their actions combined with the swift response of field responders meant the Trooper continues to serve and protect the citizens of our state today. These Operators are the epitome of the word team and deserve to be recognized as Missouri Teammates in Action.



Teammates In Action



Logan's action was well beyond the expectations of the job and reflects his dedication to our citizens and user agencies. He did it quietly, without fanfare or expectation of any sort of recognition, but a Greene County deputy found out and let the communications center know how thankful he was for Logan's selfless act. Logan's did this simply because he saw a citizen in need and wanted to help her. Springfield-Greene County 9-1-1 is exceptionally proud of Logan and knows what an outstanding employee he is. This act is indicative of the type of person he is and Missouri APCO is proud to recognize Telecommunicator Logan Voss as a Missouri Teammate in Action!



The Missouri Chapter of the Association of Public Safety Communications Officials (MOAPCO) is pleased to recognize Team Leader Josh Pruitt, TCO II Jeff Boyer, TCO Emily Blanchard, TCO Angela Russell, and TCO Kayla Littrell of the Jasper County Emergency Services (JASCO) as Missouri Teammates in Action!

The team continued to respond with compassion and concern to text messages from the suicidal person; they kept everyone up to date on the officer down situation; and they continued to process incoming calls and field-initiated traffic throughout this event. Several other agencies assisted in looking for the suicidal person who was eventually taken into custody for treatment. The team finally heard the news that their Deputy was conscious, breathing, and talking. After being released from recovery, he called his teammates who had helped to save his life. The JASCO communications team handled their profession with grace and diligence. Missouri APCO would like to express our appreciation to these communication life savers, and we are proud to recognize them as Missouri Teammates in Action

Teammates In Action



MISSOURI APCO TEAMMATES IN ACTION

Lee's Summit Police Department

Communications Specialist Tonia Packard

Communications Specialist Kim Moore

Communications Specialist Trainee Kristen Perez

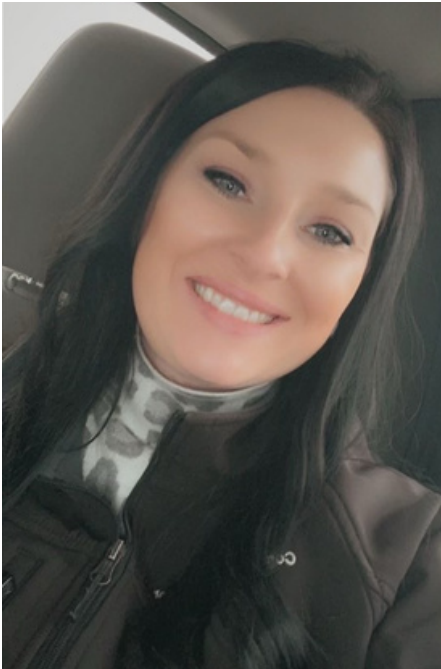
On January 18, 2022, Lee's Summit Police Department CMS Trainee Perez received a 9-1-1 call of a structure fire. She quickly transferred the caller to the Lee's Summit Fire Department Communications and emergency crews were dispatched. When law enforcement officers arrived at the scene, they determined there was a child trapped in the burning residence. They attempted to make entry but were driven back by the intense heat and smoke. They were unfortunately unable to get to the upstairs bedroom where the child was located.

At the same time, the trapped 10-year old child called 9-1-1. CMS Moore took the call and spoke with the child while CMS Packard updated Fire Department Communications on the situation. CMS Moore provided instructions enabling the child to remain alive until firefighters could arrive. When firefighters made entry, they could hear CMS Moore's voice coming from the child's cell phone speaker. They were able to find the little girl by following the voice of CMS Moore and rescued the child safely. Missouri APCO would like to express our appreciation to these communications life savers and recognize them as Missouri Teammates in Action.

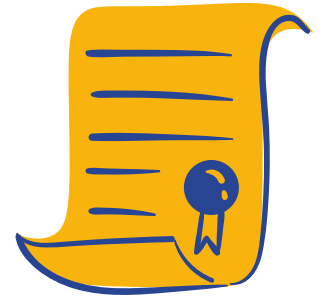
Teammates In Action



On January 12, 2022, Henry County 9-1-1 received a report of a missing 12 year-old girl who willingly left Clinton, Missouri with several males. Very limited information was available regarding the males the girl left with or the vehicle involved. Henry County 9-1-1 attempted to locate the child's cell phone for several hours. The phone continued to ping in the same three locations. Dispatcher Grieme thought to use a triangulation application to input the ping locations. Those results put the location of the cell phone in Greene County. Dispatcher Grieme immediately contacted the agency for that area. Her actions ultimately resulted in locating the child safe and unharmed less than 24-hours after she went missing. Jaclynn has less than one year under her belt as a Dispatcher and demonstrated exemplary focus and determination to bring this child home safely. For her dedication and quick thinking, Missouri APCO is pleased to recognize Dispatcher Jaclynn Grieme as a Missouri Teammate in Action.



Bollinger County Sheriff's Office
Communications Chief Laura Schaffer
Communications Officer Morgan Hines



At approximately 1:30 p.m. on January 13, 2022, Bollinger County 9-1-1 received a call from a man in mental crisis. He was barricaded in a residence with his mother and kept saying he was going to make law enforcement kill him. Bollinger County Communications Chief Laura Schaffer and Communications Officer Morgan Hines kept the caller on the line and took handwritten notes of the communication for approximately an hour until Troop E Negotiator Sergeant Clark D. Parrott arrived at the Sheriff's Office. After Highway Patrol Negotiators arrived, both Communications Officers continued taking notes critical to the negotiation effort and providing pertinent information to the negotiators. With the detailed notes taken, the negotiation team could review previous questions and answers and attained a safe resolution for the subject in crisis. Both nominees remained calm through the nearly 5-hour standoff. This incident occurred on Communications Operator Hines 6th day of employment. The calm and dedication displayed by these Communications professionals is exceptional and we are pleased to recognize them as Missouri Teammates in Action.

Teammates In Action



UPCOMING TRAINING OPPORTUNITIES

Missouri APCO maintains a calendar of training events offered by the Missouri Training Partnership, NENA, APCO, and other recognized training providers. Here's a quick look at what's coming up during this next quarter. While some of the events are free, there is a cost incurred with several. Find

more information on our website:

<http://moapco.org/training/>

April 11th-15th - APCO PST-1 Basic 40 Jefferson City Police Dept

April 14th- Suicide Explained: What Leads Someone to that Moment

April 27th- Resources & Recommendations for Calls Involving Missing Children on the Autism Spectrum

May 4th-24th- Communications Training Officer, 6th Ed Update #60888

May 4th-June 7th- Communications Training Officer, 6th Ed # 60495 & 60496

May 4th - June 14th-Emergency Medical Dispatch, 5th Ed, Version 4

May 4th - June 14th- Fire Service Communications

May 4th - June 14th- Law Enforcement Communications

May 4th- June 14th- PST 1- 7th Edition

May 5th- Disaster Planning for the PSAP

May 11th - 31st- Active Shooter Incidents for Public Safety Communications

May 11th- 31st- Bullying and Negativity in the Comm Center

May 11th- 31st- Communications Training Officer 6th Edition

May 11th-31st- Communications Training Officer Instructor

May 11th-June 14 -Communications Training Officer, 6th Ed #60498

May 11th-31st- Crisis Negotiations #60184

May 11th-31st- Customer Service in Today's Public Safety Communications Center

May 11th-31st- Emergency Medical Dispatcher Manager #60520

May 12th- Recruit, Hire, Retain, & Promote for Success

May 16th-17th-Train the Trainer -Disability Awareness Register: <https://frdat.niagara.edu/>

May 18-19- Train the Trainer -Disability Awareness Register: <https://frdat.niagara.edu/>

May 19- Advanced Police Dispatching

May 26- SOP Developing: Refining & Enhancing Your 9-1-1 Center

June 2- Preventing Telecommunicator Tunnel Vision

June 23-Enhanced Caller Management

June 23- Enhanced Caller Management

June 30- Leadership in the 9-1-1 Center

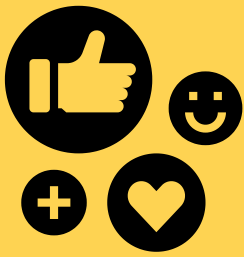


ONLINE STORE



Missouri APCO still has these great shirts for sale which would make a perfect gift for your staff/co-workers or yourself for National Public Safety Telecommunicator Week (NPSTW), which is next week.

Here is the link to order shirts and other cool stuff like challenge coins, stickers, pins, etc. from MOAPCO: <https://moapco.square.site/>



SHOUT OUT SOCIAL MEDIA



On our social media you'll see us recognizing the great things our members and peers across the state are doing through programs such as Missouri Teammates in Action or just by sharing center's outreach postings!



FIND US ON

