

NEWSLETTER



MOAPCO GOES TO WASHINGTON

During this past month, JR Webb, Vice President of Missouri APCO and Chair of the Chapter's Legislative Committee traveled to Jefferson City to provide testimony before the Senate Committee on Insurance and Banking regarding Senate Bill 24, which if passed would establish the Missouri First Responder Mental Health Initiative Act. The goal of this bill would ensure the rights of first responders to access behavioral health care services and responsive treatment and the right to seek such treatment without restrictions or limitations imposed by an employer or insurance carrier. The bill has been voted out of committee and as of the time of this writing, is on the calendar for senate perfection. You can read the bill summary of SB24 on the Missouri Senate's website.

TRENDING

- What APCO means to me?
- 988 Questions answered
- Derby Days
- Fitness or Fatigue
- All about RFP's
- Legislative updates



BILLS TO WATCH

By: President Z. Dykes

2023 began a new Congress at the Federal level. This comes with a change in Representatives and Senators not only across the country, but in Missouri as well. As such, the Chapter believed it was essential to take the time to meet in person and advocate on Capitol hill in Washington D.C. At the end of February, Vice President JR Webb and Executive Council Representative Cheryl Konarski will be attending NENA's 911 Goes to Washington event on behalf of Missouri APCO and our members. Beyond service on the Board, JR and Cheryl are also dedicated members of our Legislative Committee. While there, they will speak with our legislatures and advocate on items such as reclassification and NG911 funding. We will have a report of this trip during the Chapter Meeting on March 21st in Osage Beach as well as in our next newsletter.

CURRENT BILLS WE ARE WATCHING

Reclassification

House Bill 223 - Defines first responder to include "emergency services telecommunicator" and creates new provisions relating to occupational diseases diagnosed in first responders.

House Bill 427 - Modifies the definition of first responder to include telecommunicator first responder.

House Bill 567 - Modifies the definition of first responder to include telecommunicator first responder.

Senate Bill 46 - Modifies the provisions relating to telecommunicator as first responders

Workers Compensation

House Bill 164 - Recognizes PTSD as an occupational disease in a statute dealing with Workers Compensation.

House Bill 223 - Defines first responder to include "emergency services telecommunicator" and creates new provisions relating to occupational diseases diagnosed in first responders.

House Bill 466 - Recognizes PTSD as a compensable occupational disease for the purpose of Worker's Compensation

Senate Bill 119 - Modifies provisions relating to PTSD and Workers Compensation when relating to First Responders

Senate Bill 120 - Establishes PTSD as an occupational disease

Senate Bill 311 - Creates new occupational disease under workers' compensation to include PTSD in First Responders.

Mental Health

House Bill 539 - Creates the Missouri First Responder Mental Health Initiative Act

Senate Bill 24- Creates the Missouri First Responder Mental Health Initiative Act



WHAT APCO MEANS TO ME?

Cheryl Konarski, RPL/CPE is from the Missouri Chapter and serves as our Executive Council Representative. She is the Communication Manager at the Joplin Emergency Communications Center

I started in the world of dispatching back in 1983 as a station dispatcher for the San Bernardino County Marshal. Basically, I put deputies out at addresses serving civil process and arresting people on outstanding civil warrants. I spent several years doing that before I transitioned to the administrative side, but always kept my hand in as a relief dispatcher – I just really enjoyed that side of things. In 2004 we moved from California to Missouri – I wanted to stay in public safety but could not find employment, so I briefly left this career to work for a university. I was excited when my county voted in 9-1-1 and immediately applied for a position as dispatcher. It was through that employment that I found APCO, and never looked back. I attended my first state conference in 2006 and was hooked. Here was this amazing group of folks doing the same work that I was – how cool was that! Our agency was working on our continuing education training program and looking to make sure we were meeting state standards. This group of APCO members helped me as I navigated through statutes, requirements, ideas, and ways to build our program. I was able to certify in several APCO courses so I could provide low cost, effective training internally, which for a small agency is so important. Getting to know the members of our state chapter and eventually APCO International changed my life, my career focus and helped me grow within public safety communications. The programs that are offered, the networking and opportunities to be whatever you want in our profession are there – you have to take that step - make that commitment and you'll be the better for it. I absolutely know, without a doubt, that if I wasn't an APCO member, I would not be where I am today. They have given me so much more than I will ever be able to give back.



DERBY HAT CONTEST



CATEGORIES:

DAPPER DAN:
BEST GENTS HAT

TOO HOT TO TROT:
BEST LADIES HAT

HAT-A-TUDE:
BEST
HANDMADE/UPCYCLED
HAT

WEAR YOUR FANCY DERBY HAT
TO THE WELCOME RECEPTION.
PRIZES AWAIT!!!

What is 988?

ANGIE STIEFERMANN REACHED OUT TO LAUREN MOYER WITH COMPASS HEALTH FOR ANSWERS TO SOME BASIC QUESTIONS REGARDING 9-8-8 AND HOW IT APPLIES TO THE FRONTLINE COMMUNICATIONS OPERATOR.

What is 988?

988 (formerly National Suicide Hotline) can be used (call or text) by citizens, who are, OR know someone who is, experiencing an emotional or substance use crisis.

Will my agency have to change our current protocol for handling suicidal persons?

911 centers should see 988 as a resource, & aren't expected to alter their current protocols when contacting persons in crisis.

Phone pings for example, will continue to be at the discretion of LEOs & there is no expectation that LE will force a suicidal person to get care if this could endanger others. However, 988 centers are highly trained in suicide prevention & intervention. Less than 2% of callers that call 988 require any kind of LE response.

What types of callers will 988 refer to us?

Generally, they'll refer persons when they have exceeded their ability to ensure an individual's safety and there is an imminent risk.

IS 988 WILLING TO DO TRAINING SPECIFIC TO THE NEEDS OF MY AGENCY? OF COURSE!

Is 988 something my Communications Center might utilize?

Communications centers each have a representing facility in their area they can refer persons to who aren't an immediate threat to themselves or others. The following map can help determine which agency covers your county:

<https://dmh.mo.gov/media/pdf/988-coverage-map>

What types of callers should we refer to 988 & how?

They accept any behavioral/mental health or substance use related referral. If the threat is imminent, follow your own protocol, but 988 could still be utilized as a resource, especially to send a co-response via their mobile crisis staff. The transfer process will likely involve handing the person in crisis off to a clinician (in person, virtually or by phone) along with some basic information.

SHOULD WE EXPECT LIMITED INFORMATION FROM 988 DUE TO HIPPA REGULATIONS? 988 CLINICIANS, DEPENDING ON THE LEVEL OF CALLER RISK, ARE ABLE TO PROVIDE INITIAL AND FOLLOW-UP INFORMATION TO THE LE AGENCIES AS NEEDED.

IS IT NECESSARY FOR AGENCIES TO SIGN AN MOU WITH 988?

IT'S NOT NECESSARY, BUT THE PROGRAM REPRESENTATIVE FOR YOUR AREA CAN TALK MORE WITH YOU ABOUT WHETHER YOU'RE YOUR AGENCY COULD BENEFIT FROM ONE.

Talk Derby To Me

Kentucky Derby Theme



Derby Week @ MPSCC



LAKE OF THE OZARKS
Osage Beach, Missouri

Location

March 19th - March 22nd 2023

Register at: <https://mpsc911.org/>

Great Continuing Education Opportunity

Meet your "Jockey"

Roxanne VanGundy

Ryan Dedmon

Cassie Sexton

Steve Hoskins

& many more great presenters

On their "Horse"

Keep Going, Keep Growing

Building Your Agency's Public Education Program

Balancing Chaos & Self Care

Can You Be A Great Supervisor

& many more great classes



Scan to apply

Scholarship Opportunity

MO 9-1-1 Service Board has established a scholarship program to cover the cost of 35 attendees for the 9-1-1 Training Institute pre-conference course, "Survive & Thrive:

Keynote Speaker



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FITNESS OR FATIGUE?

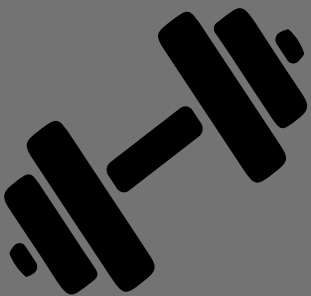
By:Angie Stiefermann

Do you experience more fatigue & difficulty sleeping in the winter months? You're not alone, and the last thing you may feel like doing is getting exercise. But, what if that's just the boost you need? According to mayoclinic.org, regular physical activity can improve strength which can boost endurance. It also delivers oxygen & nutrients to tissues & helps your cardiovascular system which can increase your energy.

Fitness hasn't always been a habit and I don't always enjoy it. Long shifts add an additional challenge to finding time for it. Here are some tips for getting started:

1. You don't have to "want to". Diet & exercise often start off with a bang only to be followed by a discouragement when the excitement wears off. Guess what? You can get activity, even when you don't feel like it. There are countless things you do each day that are good for you that you don't feel like doing. Feelings can't always be trusted.
2. Plan ahead, but be flexible. Picturing yourself doing the activity can help it become reality. If something derails your plan, however, be willing to improvise. You get off work late and don't make your workout class, take a walk instead. Don't have time to work out for an hour, then do 20 minutes. Don't get stuck in all-or-none thinking. If you just can't fit it in, make a plan for the following day. When your tastes change and you're no longer enjoying what you're doing, be willing to change it up. If you make a priority of socializing with family and friends where food is often involved, consider inviting someone for a walk to catch up instead.
3. Let someone tell you what to do if you don't trust your own workout regime. Workout videos and apps are cheap or free (fitonapp.com) and very convenient. You can even search WOD (Workout of the day) online to find simple routines with no equipment needed. Personally, I love the support & variety of group classes.

Maybe you could incorporate activity at work. Will your agency fund a \$400 desk treadmill from Amazon? What about a small meeting room where you could step away to get a short workout? Low staffing may prevent time away from the console, so maybe you could use this space just before or after your shift. A TV, DVD player and a few pieces of inexpensive equipment is all you need to get started.



FITNESS OR FATIGUE?

Shelby Creed, Director of Linn County Central Dispatch, says her operators involve themselves in a variety of activities such as creating agency challenges using their apple watches and the “Challenges” app. They’ve also had a few agency 5k’s, & some have participated in 5K’s as a group such as the 911runderWoman. Some of her folks aren’t shy about getting activity right in the communications center between calls, whether it be planks, dumbbells or walking laps around the center. Some operators partner up to make one another accountable in healthier food choices while others use the “Drink Water” app that reminds you to drink water every hour. They’ve even purchased a filtered water machine to encourage this. Linn County’s consoles also raise and lower so that standing and moving is an option.

Regular physical activity is tough, and Communicators have a unique set of challenges. We do difficult things every day, on and off duty. Do something that can benefit you in a physical and mental way and bless you in every area of your life. Change only happens when you get uncomfortable, and requires doing something different that you’ve done before. But in the end, extend yourself a little grace.





Talk Derby To Me



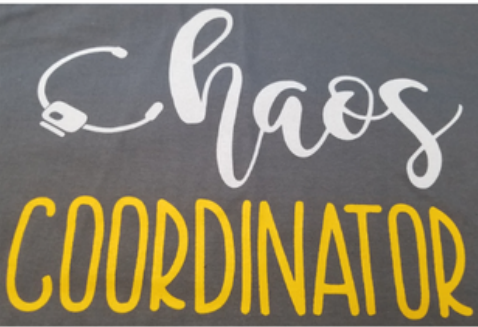
Scan to visit website
& to view the class schedule

9-1-1 Conference

March 19th - March 22nd 2023

While at Conference

**Enjoy Great Classes, Networking,
Karaoke, Casino night, Awards, Games,
Video Trivia, Contests, and Prizes**



Chaos Coordinator Shirts Available for purchase
To Pre-Order Email Kima: kburnett@jasco.org

S-XL \$12.00
2XL-4XL \$15.00

Derby hat Contest Sunday

- Dapper Dan: Best Gents Hat
- Too Hot to Trot: Best Ladies Hat
- Hat-A-Tude: Best Handmade

Prizes for the Best!!



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Explanation of RFP's

By: Bonnie Witt-Schulte

It is inevitable that eventually there will be a need within your emergency communications center that equipment or services will need to be purchased, either because you are replacing current equipment or investing in new equipment. An Request for Proposal (RFP) is a smart document that organizations utilize to advertise and describe a project to generate responses from potential vendors and identify which one is best qualified to complete the project.

Utilizing the RFP process encourages competitive pricing, it encourages each potential vendor to present their best offer. The RFP process allows for your organization to gather the same data from all prospective vendors to compare “apples to apples” to avoid favoritism or unfair comparisons.

Writing an RFP requires having a clear idea of exactly what your project needs to accomplish; as you develop your RFP keep in mind what you are looking for in an ideal project and/or vendor.

Other options as it relates to the acquisition of equipment or services is to consider the option of utilizing cooperative purchasing programs. These programs streamline the process by completing the competitive bidding process for you - - so you don't have to. Using these services save time; especially in instances where you have a good idea of the equipment or services that will meet your needs. The process of using these services is simple - - you register your organization to become a member of the cooperative and complete any required paperwork and then you have access to lots of potential vendors that have already been vetted and are providing competitive cost options to meet your needs.

The RFP process can seem a little daunting. Especially in our 911 world where 911 Directors wear many hats. I know for me; I did not come from a business background as my career progressed from a police clerk to a 911 Director so my expertise in these type of business processes was limited. However, one of the very best things about being a part of the 911 world is the relationships that you build with other centers. The very best advice I can provide to anyone looking to develop an RFP for your center is to reach out to your 911 neighbors and ask for examples of RFPs that other centers have utilized for their needs.

The information that we obtain when we network with one-another is such a valuable resource. Don't be afraid to reach out and ask questions – most likely there is someone out there who has been in your shoes and can offer you some great guidance

A look into the past

By: Roger Martin



Back to MOAPCO-MULES Conference 2007 with the Oompa Loompas & Willie Wonka!
From L-R: George Major, Dawnda Pentlin, Barb Graham, & Robin Tieman – Good Times



Missouri Training Partnership Classes at MONENA 2010! See any familiar faces??



Missouri Combined MONENA-MOAPCO Conference 2012 – Where are they Now?



I remember this game! MOAPCO Training Symposium 2011! Do you remember??



Fun Times at Table 29! APCO International 2008 in Kansas City MO!



Right place right time! MOAPCO 2010 – on Gilligan's Island



The Missouri Public Safety Communications Conference (MPSCC) is a joint venture between the Missouri Chapter of the Association of Public Safety Communications Officials (Missouri APCO), the Missouri Chapter of the National Emergency Number Association (Missouri NENA) and the Missouri 9-1-1 Director's Association. Since 2015, our goal has been and continues to be to provide emergency communications professionals a place to network with their peers from across the state, browse emerging technology and engage with companies that provide the technology critical to our profession, and provide timely and pertinent training to all levels of emergency communication personnel.



Spring Schedule at a Glance Released

 MPSCC /

MPSCC Spring 2023 - Margaritaville - Osage Beach -
March 19-22

Pre-Conference Course by Jim Marshall, 9-1-1 Training Institute on Sunday, March 19
Survive & Thrive: Introductory Stress Resiliency - 0800-1700
Scholarships Available from the 9-1-1 Service Board

A promotional graphic for a keynote speaker. On the left is a portrait of Jim Marshall, a man with grey hair, smiling. To the right, the text reads: 'MISSOURI PUBLIC SAFETY' in a circular logo, 'Jim Marshall' in a large white script font, 'KEYNOTE SPEAKER' in a white sans-serif font, 'SPRING 2023 | OSAGE BEACH, MISSOURI' in a smaller white sans-serif font, and 'COMMUNICATIONS CONFERENCE' in a white sans-serif font. At the bottom, it says 'KEYNOTE ADDRESS: PEER SUPPORT: PROTECTING AND SUPPORTING OUR OWN' in white sans-serif font.

APCO BOARD SPOTLIGHT

By: President Z. Dykes

There are currently thirteen members of your Missouri APCO Board. Each member plays an important part in making sure our Chapter thrives and works to the benefit of you as a member and Missouri's Emergency Communications profession as a whole. This issue, we are pleased to spotlight a former President and your current Treasurer, Roger Martin of the Missouri State Highway Patrol Communications Division.

For over a decade, Roger has been a staple of the Missouri APCO Board. During that time, he has served in various roles with various responsibilities. Roger was first elected to the Board in 2010 as the Vice President. In his words, he was corralled into running for Vice President and assured that it was more of a grooming position and didn't have any particular responsibilities. That promise lasted about 30 days as just a month after being sworn in, the President resigned and moved and Roger was handed the responsibilities of President.

Roger was President when the Missouri APCO and Missouri NENA conferences combined and was also instrumental in the creation of the Missouri Public Safety Communications Conference. Throughout his tenure as President, he worked closely with the Missouri Chapter of NENA and the Missouri 9-1-1 Directors Association to tackle various legislative objectives.

Even though he is no longer President, Roger has continued to be heavily involved in the Chapter. For the past two-years he has served as your Treasurer. Beyond that he currently serves as the co-chair of the Missouri Professional Training Partnership and as the Chair of the ProCHRT Committee.

Thank you for your service Roger! Want to know more? Here is our Q&A with Roger!





Q - When did you become involved in Missouri APCO?

I was “sort of” a MULES trainer back in 2005 – helping out our Troop MULES guy – Todd Robitsch. He was ready for someone else to do the training. George Major along with MHSP Bob Mouser had been cooking up a training partnership idea since 2004. I got involved with Todd in helping to create a basic communications course. I went to my first state conference in August 2006 – at that time we were doing a joint MOAPCO - MSHP – CJIS – MULES conference.

Q - Why did you become involved in Missouri APCO?

I met some pretty inspiring people at conference in 2006: Barb Gulick, Robin Tieman, Pam Gilligan, Dawnda Pentlin, and Barb Graham to name a few. I had only been with the Patrol since 2001 and of course was already surrounded by amazing people. But I knew I had to be part of the APCO community. I felt I could be of help with the training and education piece. Plus – they were discussing stuff I didn’t even understand – but I wanted to. The Patrol gave me the opportunity to become certified as an APCO Agency instructor and I taught in SEMO for many years. Also was given the opportunity to train at the Patrol Communications Academy. I became even more involved in 2008 when I was promoted to Training Coordinator and was on the conference committee.

Q - What benefits have you received from being involved?

I would say the most amazing benefit is the people. Those who I have met and have been fortunate enough to learn from and work within their circles. I have been given amazing opportunities to grow and hopefully to leave that legacy everyone is always talking about.

Q - What would you like to say to our readers? Never stop learning