

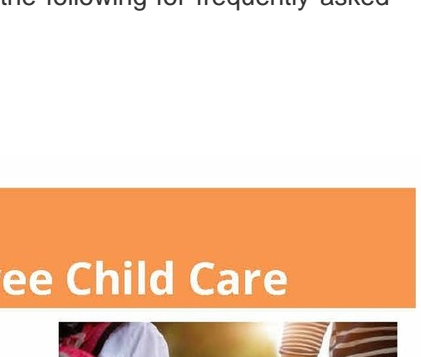
The Official Newsletter of the TECB

Serving the **first, first responders**



TECB Website

COVID-19 Essential Employee Child Care Available for 911



The Tennessee Department of Human Services (TDHS) has distributed information regarding free child care for essential workers as it relates to first responders. TDHS has notified the TECB that dispatchers **are** included as first responders personnel. All questions can be answered by contacting TDHS listed below. Please read the following for frequently asked questions:

COVID-19 Essential Employee Child Care

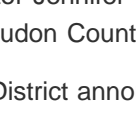
To help Tennesseans move forward during the COVID-19 emergency, DHS is increasing access to child care at no cost for Tennessee workers who are providing "essential businesses and services."

This child care is available through payment assistance with licensed child care agencies and a partnership with Tennessee YMCA's and Boys & Girls Clubs.

- How do I know if I'm an essential worker who is eligible for these programs?**
For purposes of the child care payment assistance program, essential workers are: Employees of a healthcare entity, Law Enforcement, First Responders (EMS, Fire Departments), Corrections Officers, Military, Activated National Guard, Human and Social Services Workers, Postal Workers, Transportation, Restaurant and Grocery Workers. Parents seeking care at a YMCA or Boys & Girls Club temporary location should contact the facility in order to verify eligibility and to register their child.
- Do parents of children of all age groups qualify?**
Families with children under the age of 13 are eligible for this program. Families with children older than 13 that are: a) under court supervision or b) mentally or physically incapable of self-service also qualify for this program.
- Are there income restrictions for these programs?**
These programs do not have income restrictions.
- How do I apply to receive COVID-19 Essential Employee Child Care Payment Assistance?**
Parents who meet the definition of essential worker as listed above can apply online at: tdhs.service-now.com
- How do I apply to take my child to a YMCA or Boys & Girls Club temporary care location?**
Essential employees with school-aged children who need care will be able to register at YMCA and Boys & Girls Club locations and access care at no charge, during the COVID-19 state of emergency. As they are established, you will be able to see a listing of temporary care locations here: <https://www.tn.gov/content/tn/humanservices/covid-19.html>.
- How long will the application take to process?**
Typically, an application for child care payment assistance will be processed within about a week. Upon receipt of the application, a DHS team member will contact you within 2 business days if the verifications needed are not attached and request necessary verifications. If an application is received with all verifications, the eligibility process will be completed within 3 business days. Please note: to protect the health of customers and staff, DHS offices are not open to "foot-traffic" during the COVID-19 emergency, but staff are available by phone.
- How will payments be distributed?**
After an essential employee enrolls in the child care payment assistance program, DHS will make arrangements to pay for child care at the DHS licensed program where the child is served. A list of licensed child care providers with capacity to enroll children is available at: <https://www.tn.gov/humanservices/covid-19/child-care-services-and-covid-19.html>.
- How long will this program be available?**
Essential Employee Child Care Payment Assistance will be valid through June 15, 2020.

Visit our website at www.tn.gov/humanservices

Click below to visit the Department of Human Services Website for more information.



TECB Activities: Loudon County 911 Adopts Text-to-911

TECB member and Loudon County 911 Director Jennifer White and her team have implemented Text-to-911 at Loudon County 911.

Loudon County Emergency Communications District announced March 30, 2020 that it has begun accepting Text-to-911 service in Loudon County. Wireless customers can now send a Text-to-911. Texting should only be used in an emergency situation when placing a call is not possible, or if the caller is deaf, is hearing or speech impaired, or when speaking out loud would place the caller in danger.



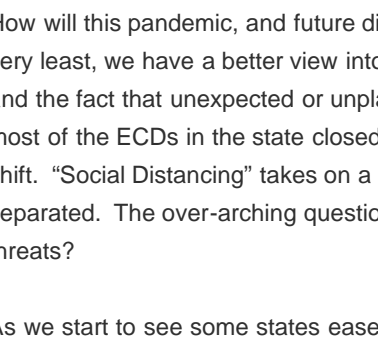
Loudon County 911 Director Jennifer White

"Loudon County E-911 is thrilled to offer this service to the citizens and visitors of Loudon County. Our highly trained team members are ready to respond to any Text-to-911 needs of our community. Voice calls are always the best, but text will now be available for those crucial times, when voice calls are just not an option." - Jennifer White

Loudon County E-911 has implemented this life saving technology by utilizing Motorola Solutions' CallWorks system. This system allows call takers to seamlessly manage their Text-to-911 interactions with the public. CallWorks enables call handlers to see text sessions and prioritize their response to messages. A conversation window allows 911 professionals to type messages or select common questions and phrases to speed response.

For more information contact Loudon County 911 at (865)-458-9081.

Tech Tip: Next Gen Update



Director of Technology Eddie Burchell

"What will the new normal look like?"

As we move through, and beyond, a challenging moment in history, we must ask ourselves what does the light at the end of the tunnel illuminate? Tennessee has faced numerous disasters so far, and the COVID-19 outbreak has caused many to change their perceptions of the role technology plays in the workplace. Businesses and government agencies are implementing new measures and many have found them to be a positive change. Providers have introduced mobile systems to be used as part of a disaster recovery platform such as the Vesta Commandpost® and others, and the International Association of Fire Chiefs has recommended centers have remote call taking capabilities. With Voice Over IP systems becoming more reliable and robust, many are asking if 911 operations could be established in a work-from-home environment during disasters? Could "suitecase deployable" PSAPs be an appropriate response in situations where buildings are no longer inhabitable? These are the questions we will be discussing as emergency communications return to normal, at least the new normal.

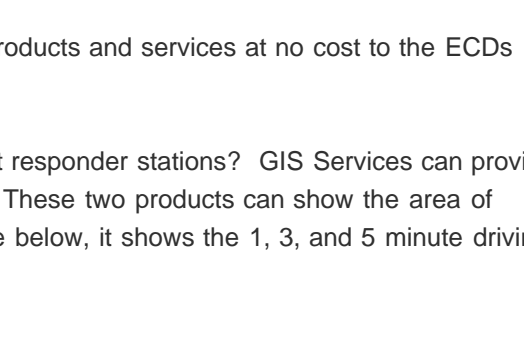
How will this pandemic, and future disasters, impact 911 and first responder operations later? At the very least, we have a better view into the development of our Continuity of Operations Plans (COOP) and the fact that unexpected or unplanned events could become reality. During the COVID-19 crisis, most of the ECDs in the state closed their doors to the public and even co-workers who were not on shift. "Social Distancing" takes on a new meaning when workspaces are close together and not easily separated. The over-arching question becomes: can advances in technology help to mitigate these threats?

As we start to see some states ease the restrictions on businesses and travel, I suggest we pool our valuable resources of knowledge and experience throughout the 911 community to discuss some of the questions above. Specifically, what technologies and systems would assist Tennessee 911 centers in their efforts to maintain operations should the worst occur? How can we better serve you when disaster strikes and you are forced to operate from a temporary, or unplanned location?

Finally, I would like to thank the ECD directors, and their staff, for doing whatever it takes to serve citizens and visitors to this great state. Thanks, and let me know if you need anything.

-Eddie Burchell
(615) 210-3807
Eddie.Burchell@tn.gov

GIS: True North

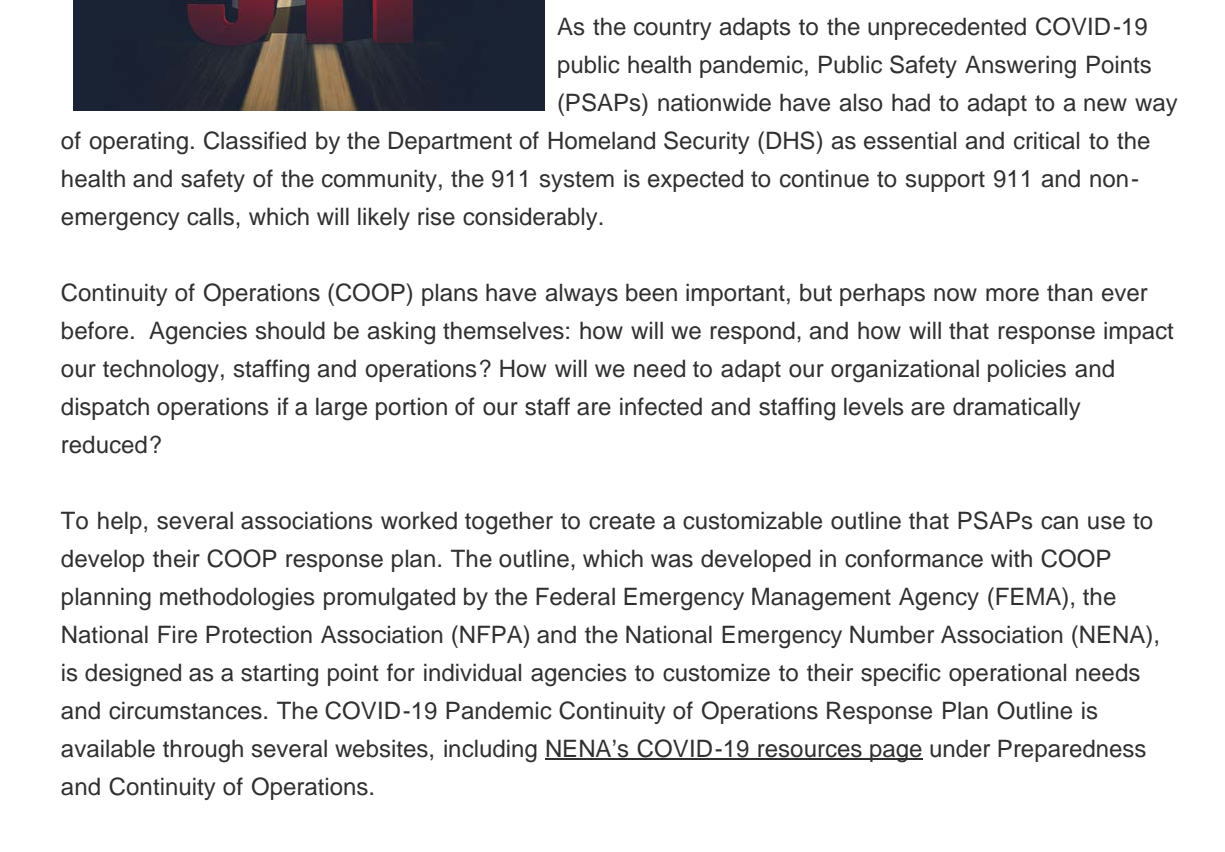


True North continues to be your authoritative source for implementation support and questions related to GIS for NG911 in our state. If you need assistance with any GIS-related issues, please send an e-mail to support@tngео.com.

The latest GIS Data Standards for NG911 document can be found [here](#). You will receive an e-mail notification when new versions are available for download.

True North is also actively engaged with in-person training at various locations across the state. Please visit the training section of the TECB website to find dates and locations near you, or send an e-mail to the Training Coordinator: Jamison.Peavyhouse@tn.gov.

True North has created a COVID-19 Dashboard that is utilizing TDH official data. Several public safety agencies and 911 centers are using this application around the state. If you are interested in accessing this dashboard, please contact True North Support: support@tngео.com



GIS: STS

STS-GIS Services is continuing to offer map products and services at no cost to the ECDs through its contract with the TECB.

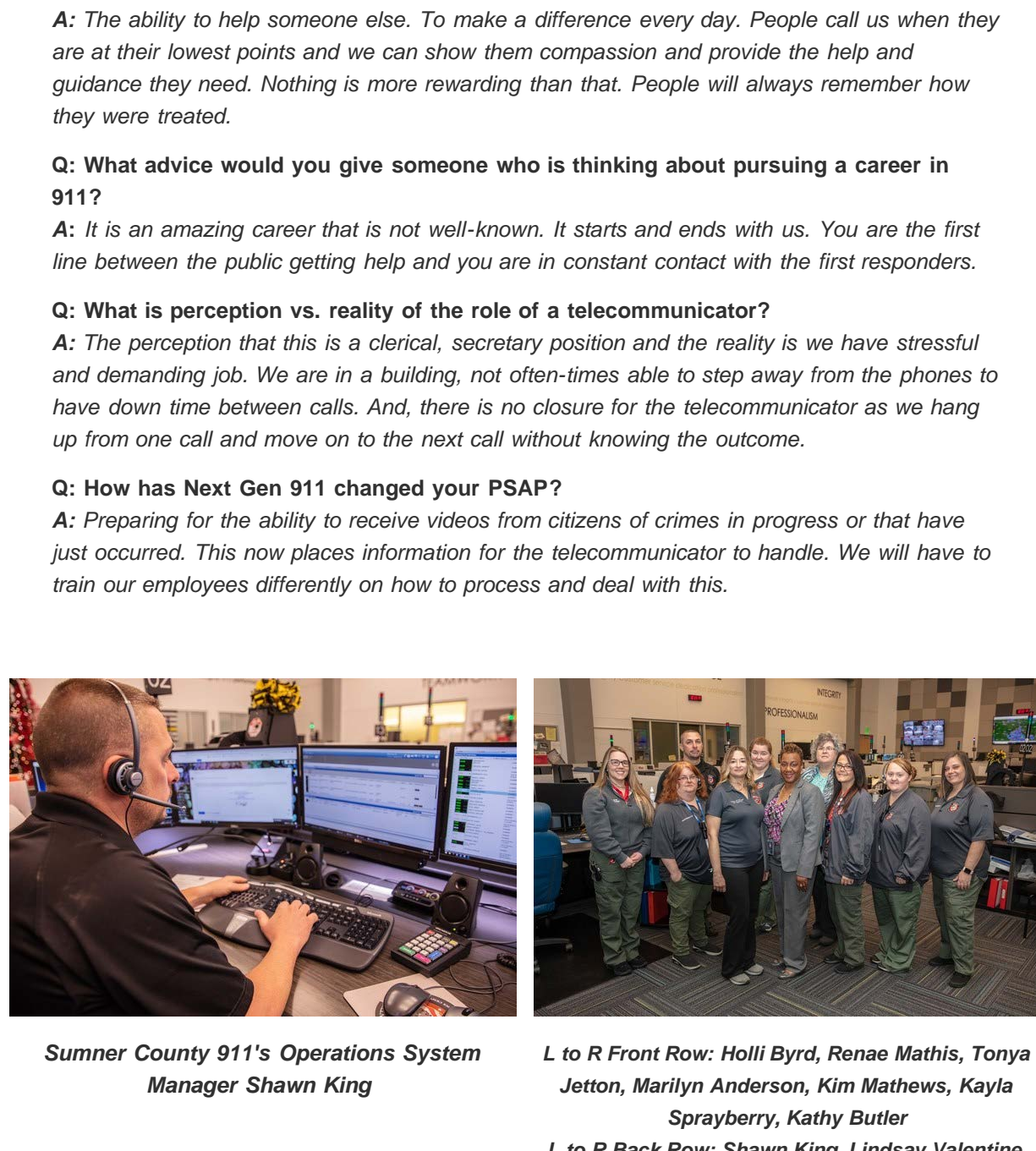
Do you need to verify the coverage of your first responder stations? GIS Services can provide you both a driving distance and time analysis. These two products can show the area of coverage for each station. In the map example below, it shows the 1, 3, and 5 minute driving time from CFD STA# 2 in Maury County.

Do you need GIS data? Go to <https://www.tn.gov/finance/sts-gis.html>, to see what's available.

If you have any questions or would like to know more about its products and services, please contact Andrew Griswold (East) or Ryan Pittenger (West).

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Industry News

Ensuring PSAP Continuity of Operations Despite Pandemic Challenges

As the country adapts to the unprecedented COVID-19 public health pandemic, Public Safety Answering Points (PSAPs) nationwide have also had to adapt to a new way of operating. Classified by the Department of Homeland Security (DHS) as essential and critical to the health and safety of the community, the 911 system is expected to continue to support 911 and non-emergency calls, which will likely rise considerably.

Continuity of Operations (COOP) plans have always been important, but perhaps now more than ever before. Agencies should be asking themselves: how will we respond, and how will that response impact our technology, staffing and operations? How will we need to adapt our organizational policies and dispatch operations if a large portion of our staff are infected and staffing levels are dramatically reduced?

To help, several associations worked together to create a customizable outline that PSAPs can use to develop their COOP response plan. The outline, which was developed in conformance with COOP planning methodologies promulgated by the Federal Emergency Management Agency (FEMA), the National Fire Protection Association (NFPA) and the National Emergency Number Association (NENA), is designed as a starting point for individual agencies to customize to their specific operational needs and circumstances. The COVID-19 Pandemic Continuity of Operations Response Plan Outline is available through several websites, including NENA's [COVID-19 resources page](#) under Preparedness and Continuity of Operations.

Contributors to its content include representatives of: the Association for Public Safety Communications Officials (APCO), the APCO Institute, the International Academies of Emergency Dispatch (IAED), the National Association of State 911 Administrators (NASNA), NENA, and Power Phone; as well as their members and clients.

Response actions described in the outline were developed based upon current COVID-19 guidance provided by the Centers for Disease Control and Prevention (CDC), Equal Opportunity Employment Commission (EEOC), and the Occupational Safety and Health Administration (OSHA). Whether your organization's COOP is recently updated or outdated, this resource may help identify other important items you hadn't previously considered as part of your preparations.

(1)Homeland Security Presidential Directive 7: Critical Infrastructure Identification, Prioritization, and Protection

Local Light: Sumner County 911

The TECB's Amber McDonald spoke with the leaders of Sumner County, 911 Director Tonya Jetton and ECC Director Marilyn Anderson to discuss the day-to-day operations at their 911 center located in Gallatin, Tennessee.



Left: Sumner County 911 Director Tonya Jetton
Right: Sumner County ECC Director Marilyn Anderson

Q: Tell me something interesting someone would not normally know about working in 911.

A: This job requires a special person to do it. You spend most of your time with your coworkers and they become your family. We have fun at our job and we have to see the good and bad in situations. The general public is not aware of everything that is required behind-the-scenes to support the center.

Q: What do you find the most rewarding about working in public safety?

A: The ability to help someone else. To make a difference every day. People call us when they are at their lowest points and we can show them compassion and provide the help and guidance they need. Nothing is more rewarding than that. People will always remember how they were treated.

Q: What advice would you give someone who is thinking about pursuing a career in 911?

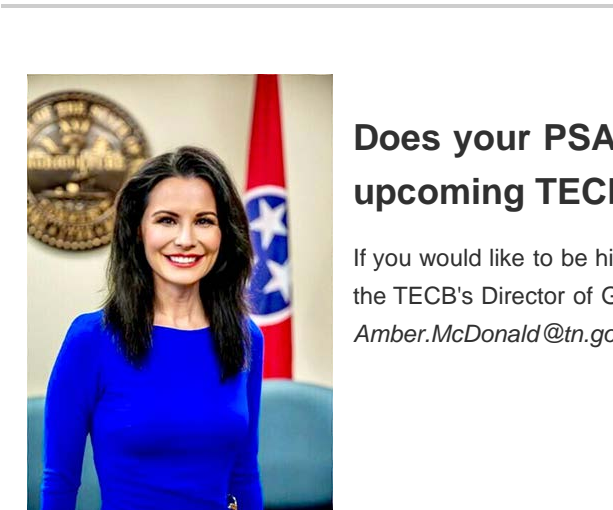
A: It is an amazing career that is not well-known. It starts and ends with us. You are the first line between the public getting help and you are in constant contact with the first responders.

Q: What is perception vs. reality of the role of a telecommunicator?

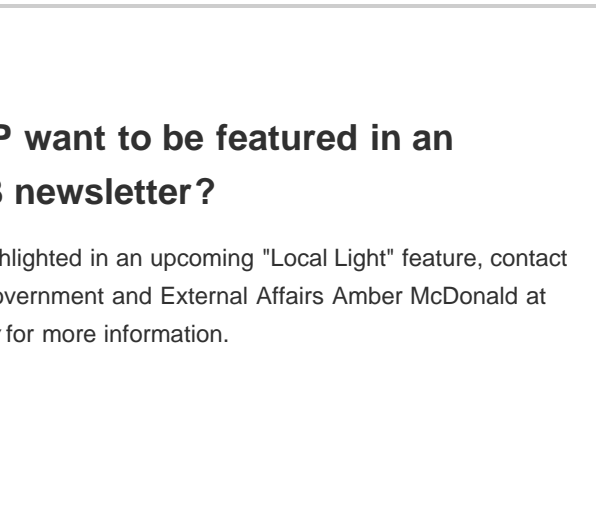
A: The perception that this is a clerical, secretary position and the reality is we have stressful and rewarding job. We are in a building, not often-times able to step away from the phones to have down time between calls. And, there is no closure for the telecommunicator as we hang up from one call and move on to the next call without knowing the outcome.

Q: How has Next Gen 911 changed your PSAP?

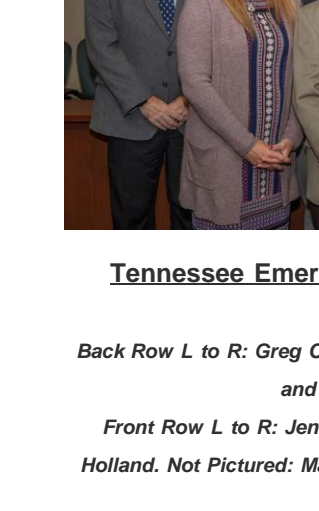
A: Preparing for the ability to receive videos from citizens of crimes in progress or that have just occurred. This now places information for the telecommunicator to handle. We will have to train our employees differently on how to process and deal with this.



Sumner County 911's Operations System Manager Shawn King



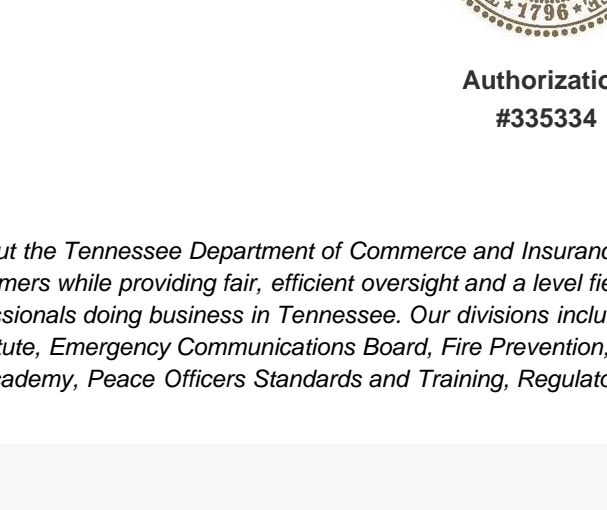
L to R Front Row: Hollie Byrd, Renae Mathis, Tonya Jetton, Marilyn Anderson, Kim Mathews, Kayla Sprayberry, Kathy Butler
L to R Back Row: Shawn King, Lindsay Valentine, Tracy Kizer



Director of Government and External Affairs Amber McDonald

Does your PSAP want to be featured in an upcoming TECB newsletter?

If you would like to be highlighted in an upcoming "Local Light" feature, contact the TECB's Director of Government and External Affairs Amber McDonald at Amber.McDonald@tn.gov for more information.



Tennessee Emergency Communications Board

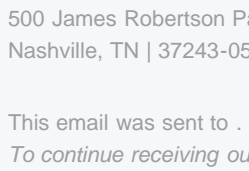
Back Row L to R: Greg Cothran, Phillip Noel, Steve Martin, and Mark Archer
Front Row L to R: Jennifer White, Mike Hooks and Jill Holland. Not Pictured: Mayor Gary Davis and Dan Springer



Authorization #335334

About the Tennessee Department of Commerce and Insurance: TDCl is charged with protecting the interests of consumers while providing fair, efficient oversight and a level field of competition for a broad array of industries and professionals doing business in Tennessee. Our divisions include the Athletic Commission, Tennessee Corrections Institute, Emergency Communications Board, Fire Prevention, Insurance, Tennessee Law Enforcement Training Academy, Peace Officers Standards and Training, Regulatory Boards, Securities, and TennCare Oversight.

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