

TRAINING

PROJECT OVERVIEW

The State of Tennessee has a history of leadership in the national 911 community in areas of technology and management. Tennessee is working to continue that legacy of excellence through our training program. The Tennessee Emergency Communication Board (TECB) is focused on offering 911 training initiatives that ensure emergency communications district (ECD) and public safety answering point (PSAP) leadership and telecommunicators have the knowledge, skills and abilities required to improve emergency response outcomes. These training opportunities are made available through both Virtual Academy online training program and in-person classroom offerings.



WHO IS IMPACTED

Governmental PSAPs that take initial or transferred 911 calls can take advantage of the training opportunities offered online or in person.

QUARTERLY PROGRESS — AUGUST 2023

MENTAL HEALTH AND CRISIS INTERVENTION TRAINING

The TECB is partnered with the National Alliance on Mental Illness, Tennessee (NAMI-TN), to provide free, in-person Crisis Intervention Team (CIT) training specific to 9-1-1. CIT dispatcher trainings are designed specifically for the 9-1-1 telecommunicator. During the course, 9-1-1 professionals will learn what CIT is, the role a 9-1-1 telecommunicator plays in CIT, signs and symptoms of mental illness, and how to more effectively handle calls from mental health consumers.

If you are interested in holding one of these trainings in your area, reach out to Jennifer.Schwendimann@tn.gov.

So far, the CIT dispatch trainings have totaled 512 hours of in-person training for 9-1-1 professionals. These courses are designed to provide public safety telecommunicators with the training to process calls from people suffering mental health crises.

VIRTUAL ACADEMY



In 2023 over 5,500 hours of training have been completed by the 2,900 users in Tennessee.

Virtual Academy continues to provide quality online training and is available to every Telecommunicator in the state. Virtual Academy is working to create new course content related to Cyber Security, NG911, Leadership, Wellness, 988, and more.

For a full list of available and upcoming courses, visit <https://www.virtualacademy.com/courses>.

NEXT STEPS

- TECB has launched a 9-1-1 focused Dashboard that highlights the everchanging progress of NG911 migration across the state. Additional information includes TERT resources and ECD level instructor training availability and points of contact. Please reach out to Jennifer.Schwendimann@tn.gov to add or update your training information.
- Training opportunities concentrating on updating local GIS data, using mapping applications in the PSAP, and integrating GIS with MSAG updates are under development.