

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 — MAY 2023

TECB TRAINING COORDINATOR ACTIVITY

TECB hosted two 8-hour in-person Crisis Intervention Teams (CIT) training sessions in March of 2023. Training was held in middle and west TN and 168 hours of in-person training occurred in March.

These courses are designed to provide public safety telecommunicators with the training to process calls from people suffering mental health crises.

The Training Coordinator continues to reach out to the ECDs across the state to discuss training needs and to help provide training resources.

TELECOMMUNICATOR CARDIOPULMONARY RESUSCITATION (T-CPR) UPDATES

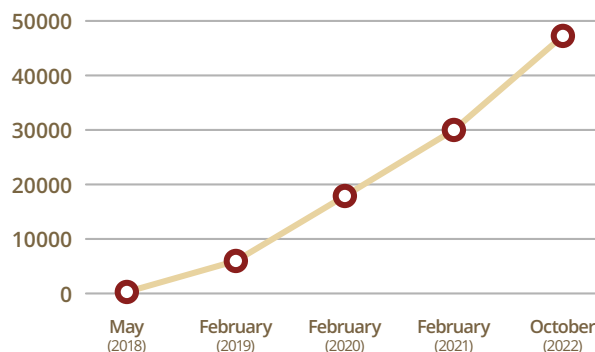
In compliance with Rule 0780-06-02, T-CPR reports were due on April 1, 2023. These reports should reflect metrics from the 2022 calendar year. All districts can submit their T-CPR report and copy of the district T-CPR Quality Assurance program to Jennnifer.Schwendimann@tn.gov.

NEXT STEPS

- TECB remains focused on continuing to provide support with training courses and training programs for the ECDs and will be adding classes that focus on Geographic Information Systems (GIS), 9-8-8, Security in the PSAP, and Leadership.

VIRTUAL ACADEMY CONTENT HOURS DELIVERED SINCE LAUNCH

May 2023



VIRTUAL ACADEMY



In 2022, 11,653 hours of content were delivered by the training platform.

A new contract with Virtual Academy has been signed. You can now log in with your previous username and password. If you have any issues with logging in, please contact Virtual Academy's technical support or contact Training Coordinator, Jennifer Schwendimann at Jennnifer.Schwendimann@tn.gov.