

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.

IN-PERSON TRAINING

MENTAL HEALTH AND CRISIS INTERVENTION TRAINING

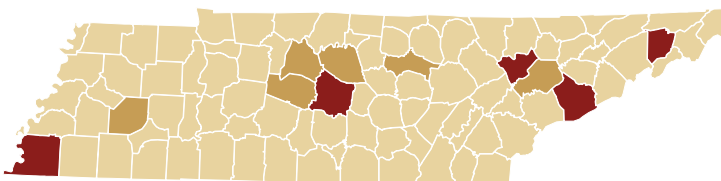
The TECB is partnered with the National Alliance on Mental Illness, Tennessee (NAMI-TN) to provide free, in-person Crisis Intervention Team (CIT) training specific to 9-1-1. CIT dispatcher trainings are designed specifically for the 9-1-1 telecommunicator. During the course, 9-1-1 professionals will learn what CIT is, the roll 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. The course is designed to provide public safety telecommunicators with the training to process calls from people suffering mental health crises.

Additional in-person CIT dispatch trainings are scheduled for this fall.

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

CIT IN-PERSON TRAINING

Training Occurred Upcoming Training



Anderson County 8/13/24 • Shelby County 8/30/24
Sevier County 9/12/24 • Washington County 10/17/24
Sevier County 11/4/24 • Rutherford County 11/12/24

VIRTUAL ACADEMY



Virtual Academy has over 3000 users in Tennessee

Virtual Academy now has three GIS courses. GIS 101 covers schema standards, discrepancy reporting, data uploading and the Tennessee Dashboard. GIS 102 explains modeling specifications, addressing considerations, and i3 cutover prerequisites. GIS 103 covers attribute assistant and attribute rules.

The TECB and MCP produced two 9-1-1 call flow videos. The videos were created to provide insight into how call routing works once a 9-1-1 call is made. The longer version of the video goes into more detail about the technology used to properly route a 9-1-1 call. The short video is a high level overview of call routing that is intended for the general public. Both videos are located in the roll call section of Virtual Academy.

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 Jennnifer.Schwendimann@tn.gov to add or update your training information.