



FY17

**PSAP GRANT PROGRAM
PSAP EDUCATION PROGRAM
APPLICATION**



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division



FY17 PSAP GRANT PROGRAM PSAP EDUCATION PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The PSAP Education Program grant application is available and accessible from VITA's ISP website (<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to your Regional Coordinator. Any supporting documentation must also be submitted along with the application.

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the e-mail address listed on the application received.

All funding requests **must** be submitted using the PSAP Education Program grant application. Application made on the FY17 PSAP Grant Application form (Shared Services and Individual PSAP Program projects) will not be accepted. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY17 PSAP Grant Application Cycle starts July 1, 2015 and concludes on September 30, 2015 at 5:00 pm.

ALL SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.



FY17 PSAP GRANT APPLICATION PSAP EDUCATION PROGRAM GRANT REQUESTS ONLY

GRANT APPLICANT PROFILE/PROJECT CONTACT

INDIVIDUAL PEP GRANT

MULTI-JURISDICTIONAL PEP GRANT

PSAP/HOST PSAP NAME: Roanoke City E911 Center

CONTACT TITLE: Training Coordinator

CONTACT FIRST NAME: Melissa

CONTACT LAST NAME: Williams

ADDRESS 1: 215 Church Ave SW

ADDRESS 2: Room 162

CITY: Roanoke

ZIP CODE: 24011

CONTACT EMAIL: melissa.williams@roanokeva.gov

CONTACT PHONE NUMBER: 540-853-5827

CONTACT MOBILE NUMBER: 1T

CONTACT FAX NUMBER: 540-853-1356

REGIONAL COORDINATOR: Stefanie McGuffin

FINANCIAL DATA

AMOUNT REQUESTED: \$ 6000

(NOTE: The amount requested should be a reasonable estimate of total training expenses including hotel registration, conference registration, online training registration, and/or per diem (if applicable) for all anticipated participating personnel.)

HOST PSAP AND PARTICIPATING PSAPS (if a regional PEP application)

Host is Roanoke City E-911 and Salem Police Department Dispatch is partnering

**These training courses will be opened to all jurisdictions within VCIN 6 group



OTHER EDUCATIONAL/TRAINING OPPORTUNITIES

If this application includes educational/training opportunities other than the annual state professional organization conferences, or is a regional PEP application, please complete the following. (NOTE: Additional pages may be submitted for multiple training opportunities other than the annual state professional organization conferences.)

EDUCATION/TRAINING TITLE/EVENT: APCO Communications Center Supervisor Course

DATES: TBD – 3 day course

LOCATION: Roanoke City Police Academy

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 10-17

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: \$1250.00

PER DIEM REQUESTED (allowable meals only): N/A

COMPREHENSIVE PROJECT DESCRIPTION

This course is industry specific and will give students a nationally recognized certification as a Comm Center Supervisor through APCO International. Roanoke City has an in-house instructor for the course so the only charge to participants will be for course materials. This certification will assist the PSAP's by creating knowledge for their employees in:

- The Telecommunications Supervisor Role
- Liability Issues for Supervisors
- Policies, Procedures and Directives
- Communication Skills
- Self-Assessment
- Employee Evaluation and Motivation

EVALUATION

Students who successfully complete the course and related testing will obtain a "Comm Center Supervisor" certification.



OTHER EDUCATIONAL/TRAINING OPPORTUNITIES

If this application includes educational/training opportunities other than the annual state professional organization conferences, or is a regional PEP application, please complete the following. (NOTE: Additional pages may be submitted for multiple training opportunities other than the annual state professional organization conferences.)

EDUCATION/TRAINING TITLE/EVENT: NENA Course - "Leadership in the 9-1-1 Center"

DATES: TBD – 1 day course

LOCATION: Roanoke City Police Academy

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 30

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: \$3500.00

PER DIEM REQUESTED (allowable meals only): N/A

COMPREHENSIVE PROJECT DESCRIPTION

By focusing on the interpersonal elements common to the 9-1-1 center and discussing different manners of leadership, attendees will learn how to move from a transactional style of leadership to a more productive transformational style that utilizes remediation, interest-based negotiations, and re-framing tools to ensure the focus remains on people. The class also explores the benefits of knowledge of self, staff, organization, and the world. With heightened self-awareness and some new and useful techniques, attendees will return to their jobs with an increased ability to lead their team and meet their personal and professional goals.

EVALUATION

Students who successfully complete the course and related testing will obtain a certificate from NENA.



OTHER EDUCATIONAL/TRAINING OPPORTUNITIES

If this application includes educational/training opportunities other than the annual state professional organization conferences, or is a regional PEP application, please complete the following. (NOTE: Additional pages may be submitted for multiple training opportunities other than the annual state professional organization conferences.)

EDUCATION/TRAINING TITLE/EVENT: APCO Communications Training Officer Course

DATES: TBD – 3 day course

LOCATION: Roanoke City Police Academy

ESTIMATED NUMBER OF PERSONNEL ATTENDING: 10-17 total between the two courses that will be scheduled

TOTAL ESTIMATED BUDGET OF TRAINING/EVENT: \$1250.00

PER DIEM REQUESTED (allowable meals only): N/A

COMPREHENSIVE PROJECT DESCRIPTION

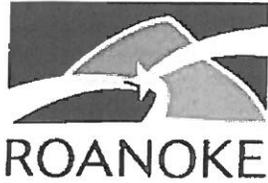
This course is industry specific and will give students a nationally recognized certification as a Communications Training Officer through APCO International. Roanoke City has an in-house instructor for the course so the only charge to participants will be for course materials. This certification will assist the PSAP's by creating knowledge for their employees in:

- Performance Based Training
- Preparing, Motivating and Communicating With Trainees
- Customer Service in Public Safety Communications
- Counseling
- Stress Management
- Meeting the Needs of the Adult Learner
- Training Strategies
- Performance Evaluations
- Record Keeping and Documentation
- Total Quality Management
- Liability and Standards

EVALUATION

Students who successfully complete the course and related testing will obtain a "Communications Training Officer" certification.





E-911 CENTER
Noel C. Taylor Municipal Building
215 Church Avenue, S.W.
Room 162
Roanoke, Virginia 24011

Date: September 22, 2015

To: Captain Todd Clayton, Salem Police Department

From: Melissa Williams, Training Coordinator, Roanoke City 911

RE: Memorandum of Understanding (MOU) for FY17 PSAP Multi-jurisdictional Education Grant

Each PSAP is eligible for \$3,000 in the multi-jurisdictional training PEP. Each PSAP below has agreed to participate in a multi-jurisdictional application for Education/Training multi-jurisdictional events. The undersigned below authorizes VITA to transfer the Shared Services Grant funds, if approved, to the identified fiscal agent upon draw down request for the FY17 multi-jurisdictional education program grant.

Roanoke City 911 center will act as the fiscal agent or "host" for this grant. Roanoke City is submitting a grant request for \$6,000 to accommodate numerous training opportunities.

Signatures below represent agents of both referenced departments as being in agreement with this MOU.

Melissa Williams
Training Coordinator
Roanoke City 911

Printed Name: Melissa Williams

Signature: Melissa Williams

Todd Clayton
Captain
Salem Police Department

Printed Name: TODD CLAYTON

Signature: Todd Clayton