

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 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.

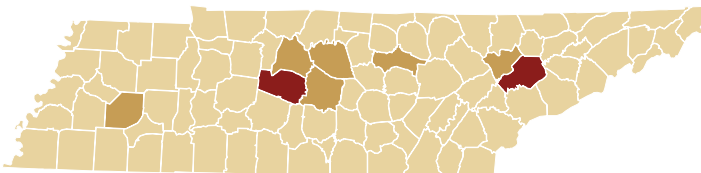
To date, the CIT dispatch trainings have totaled 704 hours of in-person training for 9-1-1 professionals. The course is designed to provide public safety telecommunicators with the training to process calls from people suffering mental health crises.

Additional in-person CIT dispatch trainings are scheduled for spring and summer in middle and east Tennessee.

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 Occured ■ Upcoming Training



VIRTUAL ACADEMY



In 2023 over 12,000 hours of training have been completed by 2,940 users in Tennessee. Since 2017, Tennessee users have completed over 40,000 courses for over 61,000 hours of training using the Virtual Academy

Virtual Academy has several upcoming course releases. Upcoming courses include:

- Radio Communications – Jamie Taylor
- Organization Interventions – Dr. Michele Lilly
- The Resilient Mindset – Dr. Michele Lilly
- Moral Injury – Dr. Michele Lilly
- PTSD Basics – Dr. Michele Lilly

Virtual Academy filmed two Geographic Information System courses, GIS 101, and GIS 102 in December. Both courses are specific to GIS in Tennessee. Two additional GIS courses will be scheduled for recording in early 2024. All four GIS courses will be available to Tennessee users..

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.