

# 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.

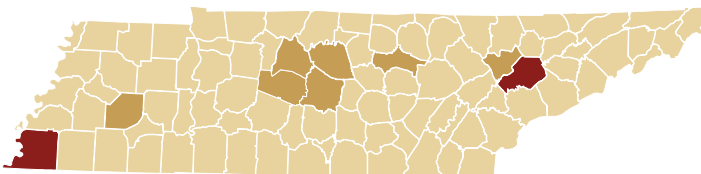
CIT dispatch training has totaled 440 hours for in-person training for 9-1-1 professionals in the state since January 2024. The course is designed to provide public safety telecommunicators with the training to process calls from people suffering mental health crises.

Additional in-person CIT dispatch trainings are scheduled for for east and west Tennessee this fall.

If you are interested in holding one of these trainings in your area, reach out to [Jennifer.Schwendimann@tn.gov](mailto:Jennifer.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 released two courses specific to GIS in Tennessee. The courses are titled GIS 101 and GIS 102. They discuss GIS standards and NG GIS concepts for address and call routing. Both courses can be found in the course catalog by using the search feature in "active courses". Two additional GIS are expected to be released in the next few months.

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 calls 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 [Jennifer.Schwendimann@tn.gov](mailto:Jennifer.Schwendimann@tn.gov) to add or update your training information.