SB 158 Help Guide and FAQs

Overview

Senate Bill 158, which Governor Holcomb signed into law in March 2022, requires 911 centers to establish a basic training program for their public safety telecommunicators by the end of 2023. Among the minimum requirements for the basic training program is a basic 40-hour telecommunicator course.

Indiana is still a home rule state, so PSAPs can choose the courses they want to use to build a training program that works for them. No two PSAP's training program will look the same

Important Dates to Remember:

December 31,2023- Telecommunicators must complete minimum basic training program

January 1, 2024- Start date to begin completing 24 hours of continuing education training in each calendar year (Recertifications count towards continuing education hours). *New hires must complete training program within one year of date of hire.*

Requirements for Training

1. 40-hour Basic Telecommunicator Course
2. NIMS- IS-100, IS-200 & IS-700
3. IDACS & NCIC Course
4. Telephone CPR (T-CPR) if not EMD certified
5. EMD, Law & Fire Protocols- telecommunicators who preform (use) those functions

These courses are required for both full and part-time telecommunicators

Requirements of PSAP Directors
(Defined as UNIT in SB 158)

1. Shall establish procedures for certifying and credentialing telecommunicators
2. Shall require telecommunicator to complete training within 1 year of date of hire
3. Shall approve continuing education courses
4. Shall record the completion of continuing education courses
5. Shall record the name of the telecommunicator who completed the training
6. Shall provide information (name, etc) to Statewide Board via Annual PSAP Fact Sheets

Examples of 40-hour basic courses

- NENA Telecommunicator Core Competencies
- APCO Public Safety Telecommunicator (PST1)
- Total Response Public Safety Telecommunicator
- Priority Dispatch Emergency Telecommunicator
- In-House 40 hour basic course
    - In-House courses must be well established, well documented, and be able to hold up in court.
    - In-House courses must cover the guidelines outlined here: https://www.911.gov/assets/Minimum_Training_Guidelines_for_911_Telecommunicator_2016.pdf

FAQs

1. How are 24 hours of continuing education hours calculated?
    - They should be counted hour for hour unless the vendor states otherwise.
2. Do continuing education courses have to be approved by the Statewide 911 Board?
    - There is no need to get approval for continuing education classes from our office because we do not pay for those through the Training Program. (The Training program SOP that outlines the approved courses the Board will pay for is attached). You are welcome to use your 1222 funds to pay for continuing education classes using whatever vendor you would like. The board does at times offer continuing education courses to PSAPs at no cost or a reduced cost. Listings of those trainings can be found on our website at: https://www.in911.net/training-calendars.html
3. Do Directors need to be NCIC and IDACS certified?
    - Yes.
4. Are PSAP Directors required to meet all of the training requirements?
    - It is highly recommended, but if you are not classified as a telecommunicator and do not work behind the console, it is not required.
5. What training courses will the Statewide 911 Board pay for?
    - The Training Guidelines and Funding SOP that outlines the approved vendors and courses the Statewide 911 Board will pay for can be found on our website: https://www.in911.net/training-program.html
6. Is ENP, RPL or CMCP training required?
    - It is not required but recommended. These certifications are not covered by the State training funds, but 1222 funds can be used to pay for them.

7. Do I email the Statewide 911 Board a Certificate of Completion when staff members have completed training?
    - Notification of completed training does NOT need to be submitted to the Statewide 911 Board. It is the responsibility of the agency to track their employees certifications and ensure compliance. The only reporting on this due to the Statewide 911 Board will come in the form of signing off on their Annual PSAP Expenditure and Funding Data Collection Report each January that their staff has completed the necessary training to be in compliance.
8. If a telecommunicator has previously taken the 40 hour telecommunications course, are they grandfathered in or do they have to take the course again?
    - If there is documentation that a telecommunicator has taken the 40 hour telecommunications course, the telecommunicator does not have to take it again.
9. Does our staff have to train in EMD, Law and Fire Protocols?
    - Your staff only has to train in EMD, Law and Fire Protocols if they perform/use those functions. In other words, only if they utilize those protocols.
10. What are the consequences of failing to adhere to the minimum training requirements?
    - Although training is mandatory, the bill does not grant or provide any authority for the Statewide 911 Board to hold the 911 centers accountable for adhering to the standards. Indiana is a “home rule” state, meaning that the responsibility for enforcing training standards lies with the centers themselves.

      It is important to consider that if your center becomes involved in litigation and is sued, the plaintiff’s attorneys may request to view your training records and compare them to the state’s requirements. They could then use this as part of their case against your center.