

**Statewide 911 Board
Standard Operating Procedures**

SOP-ISB-4.06

Section Name: Financial Policies

Training Guidelines and Funding

Updated 12-10-24

I. PURPOSE

Establishes guidelines for administrating payments for training programs listed below that have been completed by PSAPs.

II. POLICY

PSAP Directors may submit to the Executive Director or designee of the Indiana Statewide 911 Board requests for financial assistance for training programs authorized by the Statewide 911 Board.

DEFINITIONS-

“Telecommunicator” – for purposes of this policy, Telecommunicator is defined as: an emergency response coordination professional trained to receive, assess, and prioritize emergency requests for assistance, whose responsibilities include, but are not limited to, dispatching the appropriate law enforcement, fire, emergency medical or combination of those emergency services to respond to an emergency.

“PSAP” – for purposes of this policy, PSAP is defined as: (a) a public safety answering point:

- (1) that operates on a twenty-four (24) basis; and
- (2) whose primary function is to receive incoming requests for emergency assistance and relay those requests to an appropriate responding public safety agency.

(b) The term does not include a Private 9-1-1 Emergency Answering Point, as that term is defined in the National Emergency Number Associations (“NENA”) Master Glossary of 9-1-1 Terminology.

III. PROCEDURES

A. The following training programs are approved training programs for payment:

1. APCO

- i. PSTI Course (Public Safety Telecommunicator Course)
- ii. Emergency Medical Dispatch
- iii. Fire Service Dispatch Course
- iv. Law Enforcement Communications Course

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2. Total Response
 - i. Call Assessment Certification
 - ii. Public Safety Telecommunicator Course
 - iii. Emergency Medical Dispatch
 - iv. Fire Service Dispatch
 - v. Law Enforcement Dispatch
 - vi. Telephone CPR (T-CPR)*

**T-CPR course can only be taken through Total Response if the agency is also utilizing their other courses. For stand alone T-CPR course needs, Virtual Academy is the only approved vendor.*

3. Priority Dispatch/IAED
 - i. Emergency Telecommunicator Course
 - ii. Emergency Medical Dispatch Course
 - iii. Emergency Fire Dispatch Course
 - iv. Emergency Police Dispatch Course
 - v. Protocol 41: Callers in Crisis

**Currently, Priority Dispatch is the only vendor offering a protocol for callers in crisis. Should another approved vendor offer a similar protocol, they will be approved automatically without further action by the board.*

4. Lexipol
 - i. Dispatch Communications 1
 - ii. Communication Skills 1 & Communication Skills 2

5. NENA
 - i. Telecommunicator Core Competencies
 - ii. Excellence in Dispatch Certificate (Requires completion of three of the following five courses)
 - a. Advanced Fire & EMS Dispatching
 - b. Advanced Police Dispatching
 - c. Enhanced Caller Management
 - d. 9-1-1 Customer Service; Takes Seconds, Saves Minutes
 - e. Preventing Telecommunicator Tunnel Vision

6. Virtual Academy
 - i. Telecommunicator CPR (T-CPR)

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7. Other
 - i. CTO Course
 - ii. CPR cards

 - iii. Instructor courses and recertifications (40 Hour, EMD, EFD, EPD, CTO)
 8. Recertifications of the above listed courses.
 9. Online courses of the above listed courses.
 10. Fees associated with the failure to pass the course become the responsibility of the PSAP.
- B. Guidelines for processing payments.
1. Quotes greater than \$10,000.00 – PSAP directors shall submit a request for approval to the Executive Director of the 911 Board for payment before purchase of the desired training.
 2. PSAP director/s or designee/s must submit invoices to the Board electronically to Training@in911.net upon receipt.
 3. Invoices must list the name of the telecommunicator participating in the training course.
 4. Invoices must be submitted by the 25th of each month for payment to occur in that month.
 5. Invoices that have other expenses that are not approved – the invoices shall be returned and become the responsibility of the PSAP to pay.
 6. The Board will authorize payment for only one certification per discipline, per person.
 7. The Executive Director or designee shall review and grant authorization for the materials to be purchased.
 8. Invoices shall be approved by the Executive Director or designee and forwarded to the Statewide 911 Board Accountant for payment to the approved vendors monthly.

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9. The Executive Director shall monitor the available training funds during the fiscal year and shall notify the PSAP directors should it become necessary to submit their training request the next fiscal year due to the lack of funds.

10. Agencies participating in this training program must adhere to IC 36-8-16.7-38(c) requiring that each PSAP shall submit to the Board by January 31st of each year the following:
 - a. PSAP Fact Sheet for the immediately preceding calendar year.

 - b. All costs associated with dispatching appropriate public safety agencies to respond to 911 calls.

 - c. All funding sources and amounts of funding used for costs described in subdivision (b).

- C. This procedure is to be used in conjunction with all other relevant Board regulations, rules, policies, and procedures.

****Please note: The fiscal year for the Statewide 911 Board runs from July-June. Invoices will only be considered for payment for the current fiscal year. (While the fiscal year ends in June, there is an extension to turn in invoices through the first week of August of the following fiscal year to give time for the processing of June invoices.)*