



***Cal* OES**

**GOVERNOR'S OFFICE
OF EMERGENCY SERVICES**

California 9-1-1 Emergency Communication Branch Annual Training Allotment Guidelines

William Anderson, Interim Branch Manager
State 9-1-1 Advisory Board Meeting
November 13, 2013

Annual Training Allotment Policy

- Each PSAP and the 9-1-1 County Coordinators may be reimbursed up to \$3,000 per state fiscal year (July 1 through June 30) for specifically defined 9-1-1 related training that is held within the State of California within that fiscal year
- The Annual Training Allotment (ATA) may also be used towards reimbursement of travel expenses for the pre-approved 9-1-1 related training
- The unspent ATA balance cannot be applied towards the following fiscal year

Annual Training Allotment Policy

- The CA 9-1-1 Branch will issue advance notification of pre-approved 9-1-1 related training and may include specifically defined expenses eligible for reimbursement
- If notification of 9-1-1 related training is not published and posted on the CA 9-1-1 Branch website, then approval will be required

Approval Requirements

An approval request shall be submitted via e-mail to Victoria Solis, Victoria.Solis@state.ca.gov, CA 9-1-1 Branch and include:

- Training: Title, Date(s), Start and End Times, Method of Training (webinar, classroom, etc.) and Cost (per person & total)
- Description of Training: Attach syllabus or course description

Training Guidelines

Training related to 9-1-1 emergency services may include:

- 9-1-1 Call Taker Telephone Techniques and Call Processing (Example: effectively prioritize call intake and call taking process)
- Handling 9-1-1 Calls: Domestic Violence, Suicide, or Active Shooter, etc.
- 9-1-1 Public Safety Technologies (Ex: Next Generation 9-1-1, Text-to-9-1-1, etc.)
- Emergency Number Professional Certification

Methods of Instruction

Training methods may include but are not limited to:

- Classroom
- Webinar

Training Reimbursement

Proof of completion of training is required to receive 9-1-1 expenses eligible for ATA reimbursement.

- Certificate of Completion of Training; or,
- Printout of message of webinar conclusion; or,
- Documentation of course completion.

Tracking of Approved Training

- An Annual Training Allotment Approved Training List will be maintained on our web-site at:
<http://www.calema.ca.gov/PSC/Pages/Services/911/Home.aspx>
- The ATA Approved List will be updated each time training courses have been approved

Current Pre-Approved 9-1-1 Training

Course Name	Training Provider
Association Of Public Safety Communications Officials (APCO) Conference	APCO
California Emergency Number Association (CALNENA) Annual Mission Critical Training	CALNENA
Emergency Number Professional (ENP) Certification	NENA
Active Shooter Incidents for Public Safety Communications	APCO International