

June 8, 2018

Dear PSAP Director/Chief:

The Massachusetts State 911 Department understands the crucial role the 911 PSAP Supervisor/Manager plays in the PSAP Administration and Operations.

This year, the Massachusetts Communications Supervisors Association is proud to be the administrator of a \$50,000 scholarship program funded by the Massachusetts State 911 Department. This scholarship is open to ALL certified 911 telecommunicators employed by a primary PSAP, regional PSAP, regional secondary PSAP, or RECC.

Recipients of the scholarship will have the opportunity to travel to either San Antonio, Texas to participate in the Communication Center Manager (CCM) Course beginning in July 2018 or Daytona Beach, Florida to participate in the Certified Public-Safety Executive (CPE) Course beginning in January 2019. The CCM course includes two 6-day trainings in San Antonio, TX and an online component. The CPE course includes a 9-day training in Daytona Beach, FL and an online component.

Funding in the amount of up to fifty thousand dollars (\$50,000) has been allocated to a PSAP executive development and leadership scholarship program to be known formally as the PSAP Leadership Scholarship Program. All certified primary PSAPs, regional PSAPs, regional secondary PSAPs, and RECCs are eligible to apply for funding under the PSAP Leadership Scholarship Program. In addition, the State 911 Department will support the expenses of a scholarship recipient to attend the IAED Navigator Conference should that person be selected to receive the David Connolly CCM Leadership Award at the conclusion of the CCM Course or to support the attendance at an equivalent conference at which a leadership award is offered, as determined by the State 911 Department in its sole discretion.

Expenses may include salary costs (straight time or replacement time, but not both, for classroom time and/or on-line coursework), course fees, airfare, lodging, meals (in accordance with the Massachusetts "Redbook"), and other expenses, including car rental expenses, associated with attendance at a State-911 Department approved leadership scholarship program.

To apply for the scholarship, an application must be submitted electronically to MCSA on or before June 22, 2018 at the 4:00pm deadline. MCSA shall submit nominations to the State 911 Department on or before June 29, 2018.

The application is available at www.ma911.org. Please direct questions to the MCSA Scholarship Review Committee at cmgrant@ma911.org.

About the CCM Program: The nationally acclaimed **Communications Center Manager's (CCM) Course** involves a serious commitment to one's development as a PSAP Leader. It is a one-of-a-kind program that presents the latest management and leadership practices used by emergency service providers around the world. It has proven to be successful for business leaders and students in implementing effective changes in today's communication center. Their small classroom sizes allow motivated individuals to come together for two dynamic and separate weeks of education and training. A tight-knit group of up to 40 students progress through the program together, interacting and working on projects as a member of a team. Just as important in the process is building a lifelong network of peers and colleagues.

CCM provides a comprehensive foundation of management/leadership theory, practice, and case studies with a proven curriculum that covers human resources, finance, customer and media relations, operations, personal development, administration, legal issues, managing technology, and emerging issues all materials presented have immediate application in the communication center.

The course has both an online and in-person classroom component including:

- Participate in 4 online exercises prior to attending the first classroom week in San Antonio, Texas.
 - Online Sessions Begin: July 16, 2018, Onsite Week 1: August 19-24, 2018, Onsite Week 2: October 7-12, 2018.
- Attendance at the first 6-day workshop held at a facility in San Antonio, Texas. Class begins at 8:00am on Sunday, August 19, 2018 and ends at 3:00pm on Friday, August 24, 2018. Class participants should plan to arrive no later than Saturday evening, August 18, 2018.
- More involvement in various online activities and assignments after return from San Antonio, TX will typically include a self-assessment and an intensive online group project.
- Attendance at the second 6-day workshop held at a facility in San Antonio, Texas. Class begins at 8:00am on Sunday, October 7, 2018 and ends at 3:00pm on Friday, October 12, 2018. Class participants should plan to arrive no later than Saturday evening, October 6, 2018.

More information on the CCM Course is available at: <http://fitchassoc.com/communication-center-manager-program/>

About the CPE Program: APCO's **Certified Public-Safety Executive (CPE) Program** is designed to elevate professionalism, enhance individual performance, and recognize excellence in the public safety communications industry. Participants may be managers, supervisors, agency executives, or others whose work and life experiences have motivated them to learn the necessary skills to successfully lead organizations within the complex and ever-changing environment in which public safety agencies operate. This program consists of no more than 20 students during each session.

Drawing on resources from renowned leadership professionals and distinguished academic sources, the program allows participants to explore topics that include management versus leadership, models and theories of leadership, leadership styles, public safety leadership issues, and executing and managing change. Program instructors include masters and doctoral level professionals in the field of organizational development and leadership who bring a wealth of academic and practical experience to the program.

The course has both an online and in-person classroom component including:

- Participating in two 12-week online courses prior to attending the classroom week in Daytona Beach, Florida. Online Session Begins: January 2, 2019
- Attendance at the nine-day capstone course held at APCO Headquarters in Daytona Beach, Florida.

APCO's CPE program requires the applicant meet one of three pieces of eligibility criteria in order to be accepted to the program.

An applicant must:

- Possess an associate's degree or higher **OR**
- Be a graduate of APCO's Registered Public-Safety Leader (RPL) Program **OR**
- Have a high-school diploma AND a minimum of 10 years' experience in public safety communications at the supervisor, manager, or director level.

More information on the CPE Course is available at: <https://www.apcointl.org/training-and-certification/leadership-programs/certified-public-safety-executive-program/>

Sincerely,

The Executive Board

Massachusetts Communications Supervisors Association

www.ma911.org

OFFICIAL APPLICATION

The Massachusetts State 911 Department understands the crucial role the 911 PSAP Supervisor/Manager plays in the PSAP Administration and Operations.

This year, the Massachusetts Communications Supervisors Association is proud to be the administrator of a \$50,000 scholarship program funded by the Massachusetts State 911 Department. This scholarship is open to ALL certified 911 telecommunicators employed by a primary PSAP, regional PSAP, regional secondary PSAP, or RECC.

Recipients of the scholarship will have the opportunity to travel to either San Antonio, Texas to participate in the Communication Center Manager (CCM) Course beginning in July 2018 or Daytona Beach, Florida to participate in the Certified Public-Safety Executive (CPE) Course beginning in January 2019. The CCM course includes two 6-day trainings in San Antonio, TX and an online component. The CPE course includes a 9-day training in Daytona Beach, FL and an online component.

Eligibility requirements for this scholarship application include the following:

- Applicant must have a minimum of 3 years in the emergency telecommunications field.
- Applicant must complete all coursework and requirements for their chosen course and receive a certificate of completion or certification in order to be eligible for reimbursement. Coursework and requirement information may be obtained from the course vendor.
- Agencies of selected applicants must have submitted their FY 2018 Certificate of Compliance with the State 911 Department prior to the selected applicant being awarded the PSAP Leadership Scholarship Grant Funds.

The applicant must complete the scholarship application in full and submit electronically all required documentation; including this application form, work history, letter of recommendation from the head of your agency, reason for application, self evaluation, outline of contributions, and future goals. Application package must be received no later than 4:00pm on Friday, June 22, 2018.

Upon completion of the course, applicant agrees to participate in a minimum of one presentation at a training event or MCSA/State 911 Department Meeting.

Once selected, applicant will access course dates and information through Fitch and Associates (CCM) at www.fitchassoc.com or through APCO International (CPE) at www.apcointl.org.

Agencies supporting this endeavor will be reimbursed for: salary costs (straight time or replacement time, but not both, for classroom time and/or on-line coursework), course fees, airfare, lodging, meals (in accordance with the Massachusetts "Redbook"), and other expenses, including car rental expenses, associated with attendance at a State-911 Department approved leadership scholarship program.

OFFICIAL APPLICATION

**All applications must be sent electronically and
received no later than 4:00pm on Friday, June 22, 2018**

Please direct questions to the MCSA Scholarship Review Committee at ccmgrant@ma911.org.

MCSA Scholarship Review Committee

Christopher Campbell	Director, Seekonk Communications	CCM Graduate 2016
Don Hancock	Dispatcher, Billerica Police Dept.	CCM Graduate 2012
Kevin Lassard	Chief Dispatcher, Brookline Public Safety	CCM Graduate 2012
Erin Hastings	Dispatcher II, Mass State Police	CCM Graduate 2012
Lauren Mielke	Comm. Supervisor, Westfield Police Dept.	CCM Graduate 2013
Monna Wallace	Programs Director, MA State 911 Dept.	

Completed applications must be emailed to: ccmgrant@ma911.org.

A Certificate of Completion will be presented to participants that complete the entire course. In addition, participants will be honored at the following conferences:

- CCM Graduates: Recognized at the IAED Navigator Conference in 2019. The State 911 Department will support the expenses of a scholarship recipient to attend the Navigator Conference should that person be selected to receive the David Connolly CCM Leadership Award.
- CPE Graduates: Recognized at the APCO Conference in 2019.



Massachusetts PSAP Leadership Scholarship Program
Fiscal Year 2019 Application



OFFICIAL APPLICATION

(Attach additional pages if needed)

Section I - Applicant Information:

Last Name: _____ First Name: _____ Middle Initial: _____

Mailing Address: _____

City: _____ State: _____ Zip/Postal Code: _____

Work Telephone: (_____) _____ Home/Cellular Telephone: (_____) _____

Email: _____

Current Employer: All certified telecommunicators employed by a primary PSAP, regional PSAP, regional secondary PSAP, or RECC are eligible to apply for funding under the PSAP Leadership Scholarship Program.

Name of Agency: _____

Mailing Address: _____

City: _____ State: _____ Zip/Postal Code: _____

Business Telephone: (_____) _____

Applicant's Official Title/Position within Agency: _____

Applicant's Length of Employment with this Agency: _____

Head of Agency: _____

Section II – Resume/Work History:

Please submit your employment history (or attach resume) outlining your experience in public safety. Please include agency names and addresses along with the length of employment at each. Please begin with the most recent work experience excluding current work.

Section III – Letter of Recommendation:

Please submit a letter of recommendation from the head of your agency indicating his/her support for your active participation in your chose course. The letter should explicitly state that you have been given permission to participate in the various on-line activities as well as the on-site sessions as required by the chosen class.

Both online and onsite sessions are required to be successfully completed in order to receive reimbursement under the PSAP Leadership Scholarship Program. (Laptop with Wi-Fi, PDF Reader, and Office Productivity Suite are highly recommended but not required.)

Section IV – Reason for Application:

Please describe in your own words (approximately 500 words) the reason you are applying for this scholarship.

Section V – Self Evaluation:

Describe in your own words your leadership traits and activities.

Section VI – Contributions:

Please submit a list of contributions you have made to the public safety emergency telecommunications field and industry related activities and achievements. (Examples include: serving as a national, state, or local association officer or board member, member of LEPC (Local Emergency Planning Committee), Local 911 Public Education Outreach, etc.)

Section VII – Career Goals:

Please state where you would like to be in terms of your career in 5 years and identify the contributions you would like to make to the Emergency Communications field should you be selected to participate in the Massachusetts PSAP Leadership Scholarship Program.