



Massachusetts Communications Supervisors Association

“Developing Dispatchers & Dispatch Centers”

President
Erin Hastings
Middlesex RECC

Vice President
Peter Kinna
State 911 Department

Secretary
Gregory Lynskey
SWCCC

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Boxford Communications

Essex County VP
Katrina Shamshak
North Shore Regional 911
Keenan Leonard-Solis
Georgetown Police

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Patrick Feeney
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Brian Kamp
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Aaron Smith
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Board@ma911.org

September 17, 2025, Monthly Meeting - Hybrid meeting held at the Boxford Town Hall and via Microsoft Teams. 43 Total Attendees, 26 in person and 17 virtual

1. Welcome and Introductions

- a. Greg Lynskey and Kevin Lessard leading the meeting.
- b. Greg informed all attendees that the meeting is being video and audio recorded for record keeping and historical purposes and will be posted on the website.
- c. Video Link: <https://ma911.org/2025/09/22/september-2025-monthly-meeting-video/>
- d. In person attendees introduced themselves.
- e. Legislative Update – Johnathan Danek reports movement on a federal level, the Enhancing First Response Act (S725) is 911 Saves Act counterpart which passed with unanimous consent on September 10th and sent to the House on 9/11 911 Saves act went up in cosponsors in just a few days, totaling 44. We only have one cosponsor- Congressman Lynch- in MA. Erin, Kevin, Peter and himself met with MA NENA on July 30th and they are beta testing an outreach program on a statewide level. That platform provides a default script to send to respective state reps and senators to send the Call to Action. Can edit the script to add a personal touch.
Kevin added information regarding the reclassification effort. House Bill 2663 and Senate Bill 1761 were filled this legislative session. These bills refer to the Joint Committee of Public Safety and Homeland Security. President Hasting and himself worked with Hickey Associates at a hearing in September to help get into the legislative process. They had some interaction with another member from the Barnstable District on the Cape to try and get the words out more in that area. The next step is for the committee to meet and report it out of committee, hopefully favorably to get to the House and Senate. The other two Bills are House 2665 and Senate 1906 in reference to the reclassification process. We do not have too much more information at this time. Kevin reiterated working alongside NENA to be heard via written testimony for these bills.
Erin added at the professional Fire Chiefs Association of MA testified in favor for our bill.



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2. Monthly Training / Presentation

- a. A behavioral health training took place after the meeting this month.

3. Update from State 911 Department

- a. Katie from state 911 reminded everyone that compliance is past due so if you have not completed those, please reach out and get them into the state department ASAP.
- b. There is another academy coming up-orientation is Oct 2nd and begins Oct 6th and runs through November 7th. The next one after that is not until Jan 2026. Applications are on the websites.
- c. There are some upcoming CTO class that are available, October 1,2,&3. The application can be found online
- d. State 911 also partnered with the Worcester Railers Hockey team who invited us to the first responders night that are having on Saturday, November 22 at 6:05- discounted tickets and 1 free ticket per order. There will be a State 911 table at the game to help inform the public of what we do. The flyer is attached-expires 2 weeks before the game.
- e. Katrina advised there has been 11 TERT deployments to date. There are some upcoming mock deployments to Worcester, Sandwich, Berkshire, Wilbraham, and Marlehead. She advised to contact her if you are interested in hosting.
- f. Peter spoke about the award winners of the PSAP Leadership Scholarship which includes 5 awardees \$13,000 towards leadership training. Next round of applicants will most likely go out Jan/Feb of next year. Winners include:
 - i. Brian O'Neil- Nashoba
 - ii. Jordan Oster- South Shore
 - iii. Mathew Howe- Natick
 - iv. Naomi Cooke- Sandwich
 - v. Kalia Drummer- Boston

4. Appointee Reports

- a. SIEC – Corey Swift advises they had a meeting after summer break advised they spoke about important classes - COMT & COML. COMT is a 5 day class starting on Nov 3rd, and COML is Nov 17th, both in Portsmouth. Advised there is a conflict with APCO Atlantic. Reach out to SWIC for more information.
- b. There is going to be a lot of help needed in July from Comm units and dispatchers because of several major events regarding FIFA World Cup



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- and Tall Ships in Boston and Rhode Island, as well as 250th of Independence. Please keep these in mind for this time of the year
- c. Starlink and Low Orbit Satellite Communications are now available via State contract.
 - d. Boston is now fully encrypted despite objections.
 - e. Boston Area Police Emergency Radar Network is extending into Bristol Country- no exact time line as of yet- sounds like they will have separate talk groups like other regions, area wide 3 and 4 as well as a southwest channel. The funding for equipment was approved last month, included 4 towners in various location.
 - f. Worcester County universities will have interoperability. This includes all 13 universities in Worcester and the surrounding areas. Greg advised to reach out to him if your areas have similar projects
 - g. Greg spoke with SWIC to see if he can get someone to come to next months meeting
 - h. Corey advises that if you have aging infrastructure and outdated radios (Cormirs system/P25) you have a very limited amount of time to get upgrades at a lower cost
 - i. State 911 Commission –Kevin Lessard advised the State 911 Commission last met on May the 15th. The minuets are out. Next meeting is tomorrow, 9/18. Chairperson Collins and Director Pozniak agreed to allow any member of the commission to provide comment/ updates and ask questions during the meeting. Kevin plans to tell the panel about the 25th anniversary event and invite them. He also plans to brief them on the success we have had with our legislative efforts. Chairperson Collins expressed an interest in a joint letter written on behalf of the commission to send the legislature. They will be discussing this at the meeting tomorrow. Kevin asked the Association to publically speak out if there is anything he would like for him to bring up to the commission- nothing heard.

5. Treasurer's Report

- a. Warren Gould presented the treasurer report
- b. Beginning Balance: \$7,836.11
- c. Total Expensive: \$2,340.51
 - i. Intuit Quickbooks \$40.38
 - ii. Intuit Quickbooks \$40.38



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- iii. Intuit Quickbooks \$40.38
 - iv. Microsoft 365 \$40.25
 - v. Microsoft 365 \$40.25
 - vi. Microsoft 365 \$40.25
 - vii. Greg Lynskey \$56.22
 - viii. Pat Feeny \$ 189.93
 - ix. Melissa Mantha \$300.00
 - x. Johnson & Johnson insurance \$1,460.00
 - xi. Secretary of MA \$ 92.50
 - d. Income: \$9,190.00
 - e. Total Balance: \$19,209.41
 - f. 82 FY25 paid members to date
 - g. New Members: None
 - h. Reminder to everyone about the new invoicing system- more information can be found on that on ma911.org.
-Motion by Steve Johnson and Second by Corey Swift
6. **Secretary's Report**
- a. Secretary Lynskey advised last meetings minuets are out. Motion to accept by Katrina, second by Keenan
7. **Regional Vice President Reports**
- a. Essex
 - i. **Katrina:** Requested DFS hold the RIT dispatcher course on the North Shore- possible in Essex.
 - ii. North shore RECC will have tactical dispatchers onsite at the Topsfield fair 10/03-10/13 located in the PSB. Anyone can stop by to see it
 - iii. A member of the North Shore RECC is experiencing a hardship with his newborn baby, please feel free to donate to the Go Fund Me: <https://gofund.me/2a9cd4e75>
 - iv. **Keenan:** Janet Moyer has retired from the Amesbury Police Department after 30 years, as one of the founding members of MCSA, we wanted to take a moment to thank and recognize her for her contributions

- b. Middlesex



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- i. **Corey:** APCO Atlantic is putting on a Peer Support class being held in Berlin, working on getting it state approved, October 20 & 21st from 8-4.
- ii. He would also like to recognize Rob Verdone (SMRECC) and Brian Neal (Nashoba) for getting their ENP-a difficult and impressive accomplishment.
- c. Southeast
 - i. **Brian:** Congrats to L. Bulger, fire alarm operator from Needham FD, who just retired after 39 years of service.
 - ii. Job openings in Walpole, SEMRECC, the MECC, Raynham, and Attleboro
 - iii. Rehoboth is hosting a Public Safety day on 9/20 from 10am-2pm with live demonstration feature
 - iv. **Aaron:** Deputy Director Lauren Mielke is leaving to go back with family down South- wanted to recognize her for all her incredible work she has done to help get Holbrook where it is at now.
 - v. Job opening in South Shore, as well as Holbrook
 - vi. South Shore recently promoted 3 people to supervisors and are using something called Target Solutions which has been a helpful training tool. Each lesson is only 15-20 min per week for 52 weeks. Best perk is that it's free! Each topic is not
 - vii. Mass Cop gives grants for technology so that's a good place to start if there are centers out there looking for tech upgrades. South shore was able to secure \$963,000 in grant money to make CAD and Tech upgrades.
- d. Worcester County
 - i. **Chris Carleton:** Towns hiring include Auburn, CMRECC, Fitchburg, Leominster, MSP New Braintree (C8), Nashoba, SWCCC & Sturbridge
 - ii. Upcoming trainings include Priority EMD in Clinton on Oct 21-23; 'Dealing with Difficult People' November 10th in Shrewsbury (state approved; APCO Supervisor course January 5th-7th in Worcester; APCO Atlantic Conference is Nov 16-19 in Mystic
- e. Western mass
 - i. **Johnathan Danek-** Hiring at Westcomm, North Hampton, and varies campus police



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- ii. Wilbraham regional has dispatchers staffing the EOC at the Belchertown Fair, which is taking place that weekend, Friday-Sunday.
- iii. Situational awareness for our centers- it appears non-civil service police departments are having a hard time staffing, which is has been affecting dispatcher centers as they are losing them to police.
- iv. SEC is hosting a Mental Health V Behavior Health class on 9/25 out on by the BHN and qualifies for the behavioral health credit; the other is on 10/21 on dispatch active threat response presented by Progressive Law Enforcement Consultants; Wilbraham Regional hosting on 11/3 on Mental Health, Cognitive Impairment, and Substance Abuse Calls for 911 call takers presented by Hanrahan Consulting, also counts for BH credit; and a second class on 12/1 called “Why They Stay-Domestic Violence Awareness” by Denise Amber Lee Foundation
- v. Greg spoke about the governors preamble allowing police and fire departments allow all civil service departments to hire 30% non-civil service employees
- vi. **Rebecca** gave credit to Erin on the Westcom building for the many years of hard work and for the building to finally be up and running
- vii. She made the group away of one more training-and active assailant integrated response class in Holyoke
- viii. We have a required minimum for training and we really need to support each other when we have in house trainings. If we continue to have to cancel trainings due to lack of attendance then they are going to go away. Kevin agrees, we need to advocate for our people to get them out there to trainings, especially in PSAPs that are ran by the other disciplines.
- ix. Greg mentions adding in subscription into local budget to plan ahead for that and you’re not locked down in state training grants

8. Additional thoughts: Senator Bruce Tarr joined our meeting. He was thanked for being here by Warren and the Senator thanked us for what we do. Kevin introduced himself at the state 911 representative for the commission. Kevin reiterated what we have been doing for the House and Senate bills. Senator Tarr appreciated our efforts and believes we should have that same status as those who are also on the front lines. He advised we need to work hard to reform the rules of the legislature and are hopefully going to see the benefits of moving to something called the Joint Rule 10 Day, which is that date by which all committees have to report on bills that were filled in a timely manner, which



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ours had been. The Joint Rule 10 day was usually in February or March in the second year of legislature, but now has been moved to December that means that hopefully we have bills get reported out of the committee of subject matter jurisdiction this calendar year giving us a longer runway for the following calendar year to get things to our goal. Everything that is reported out of committee, like public safety, usually goes to another committee, like Ways and Means Committee or Rules Committee as it deals with something that has financial impact which is where the challenge lies. At this point in the process and getting something dislodged in this Committee will be the challenge. The Senator advised member of his caucus in the committees will be very supportive. He also said there is an option to hitch our bill to another ‘vehicle,’ one that’s moving-a spending bill-that’s related to public safety. Its not the most ideal option, but it is an option. We should know within the next 4-6 weeks what the committees of Subject Matter Jurisdiction are going to do. At that point we can communicate again and go from there. He said we have a justifiable case for moving up in groups. He just wants us to know that we have a long road ahead but doable. Jonathan again stated his views on the bill for the Senator. Erin spoke about how the cost for this bill is very minimal as there are only about 1800 certified telecommunicators in the state, all from different retirement systems. Jim Officer thanked the Senator and offered him to visit/talk about the group anytime.

9. Committee Reports

a. Training & Events Committee – Katrina Shamshak

- i. 25 Anniversary Gala is open for registration. We need a head count. Katrina asking for all regional VPs to get the word out to their areas. There will be a silent auction, still accepting donations from anywhere and everyone-business and personal. There will be a harpist through the cocktail hours. Working with Butch to celebrate past and current presidents
- ii. The fall training will be held on Wednesday October 22 in Hudson from 830-430. Its free for all members and \$30 for nonmembers. Katrina asked the association for \$350 to be approved for lunch and a breakfast platter. Motion by Corey, second by Dan, unanimously approved.
- iii. The annual training event will be held on March 26th 2026 in Foxborough at the Renaissance Boston Patriot place Hotel. She is in talks with multiple speakers including Jason Long-Level Up 911, Dr. Kim Miller, and possibly Melissa Alterio. Jason Long quoted \$4500



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for the 8 hours of training and travel costs. We voted to secure Jason Long and booked him- Kevin made the motion and Corey with the second. No further discussion, all in favor.

iv. The following are future trainings during MCSA meetings:

1. Nov, Acton: Yoga for 1st Responders
2. Dec, Natick: RI 911
3. Jan, Shrewsbury: CCM Scholarship Graduate Presentation
4. Feb, Webster: CCM Scholarship Graduate Presentation
5. Mar-Annual Training
6. April, Barnstable: CCM Scholarship Graduate Presentation
7. May, Berlin: NH 911

- b. Newsletter – Katrina asking for all VPs to send her something for the newsletter. Looking for something from each region.
- c. Historical Committee – Butch Garrity- Not on and no report.
- d. Outreach/Membership – Pete Kinnas – Peter congratulated the winners again from the award ceremony at the zoo. There are still plenty of coins and patches available. Roughly \$1000 in funds through these products and do not need to order more at this time. Greg is looking to hold one of each for each past president. For the gala, Peter is asking for a motion to purchase tumblers (\$1200 for 100) or glasses (\$400 for 100) for the Gala event. Katrina made the motion and Laura second. Approved. Peter told us how Maryland and NENA national combined forces to sign up all all members in the state. He reminded us that this can be done via State MA grants, so let's get the word out to nonmembers.
- e. Book Club – Steve Johnson- Kicking off book club Oct 15th at 7pm, first meeting in virtual, perhaps in the future it the group can agree on a mutual location that works. The book is 'Culture Code' by Daniel Coyle.
- f. Peer Support Committee – Don Tryon and Steve Johnson and he will share the duty for this committee- there is a lot to tackle for this in the committee and industry. They will narrow down the focus with measurable outcomes to success. sjohnson@concordma.gov –email him if you are interested in getting involved. There are a lot of previously mentioned trainings that have a lot to do with this topic.
- g. Generic Training Manual Committee – Corey Swift – Advised its done, Corey wants to put it on the website- Erin agreed. Stephany Herb-has compiled a gigantic list of policies, procedures, SOP's, SEG's, manuals that he will reach out to see if he can add those items as well.



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10. President's Report: President Erin Hastings- Thanks everyone for attending, thanks Warren for hosting. Meet with someone over the summer for the rebranding effort. She mentions that in the beginning the VP reports would only be about job openings and trainings in the area, and now the reports are so much more and more engaging etc. Kevin and her have been working on non profit for the MCSA organization. Hickey and associates are committed to getting the bill through- we would like to help anyway they can and they are looking to come up with a payment plan monthly-what can we afford. Perhaps 1000 a month? There is talk about how much more money will come in with the new tiered payment plan for MCSA. More talk about figuring out our income and get a better idea of what our finances are so perhaps we can pay more in the future. Corey made a motion to offer the 1000, second by Aaron. Vote approved

11. Other business- 911 Katie would like you to send her your job postings when they are hiring.

12. Adjournment: Corey Motion to adjourn, Chris Carleton second at 1153.



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Meeting Attendees:

Tyler Allen (Virtual)
Michael Amidon (Virtual)
Nina Barszcz (Virtual)
Stephanie Brown (In Person)
Anne Camaro (Virtual)
Chris Carleton (In Person)
Pete Cheverie (In Person)
Johnathan Danek (Virtual)
Lee Ann Delp (In Person)
Gary Ferguson (In Person)
Nicole Gazaille (Virtual)
Michael Gethin (Virtual)
Warren Gould (In Person)
Brendan Gray (In Person)
Ken Handfield (In Person)
Erin Hastings (Virtual)
Chris Herrstrom (Virtual)
Natalie Hunt (Virtual)
Matt Howe (In Person)
Brian Kamp (Virtual)
Laura Kilgour (In Person)
Peter Kinnas (In Person)
Jocelyn Laplante (In Person)
Keenan Leonard-Solis (In Person)
Kevin Lessard (In Person)
Greg Lynskey (In Person)
Kristina Morin (In Person)
Tom O'Brien (In Person)
Rebecca Ocasio (In Person)
Jim Officer (Virtual)
Jordan Oster (Virtual)
Alexa Owen (In Person)
Paul Polonsky (Virtual)
Gabriel Ricker (In Person)
Mark Sayers (Virtual)
Katrina Shamshak (In Person)
Aaron Smith (In Person)



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Corey Swift (In Person)
Michael Tranghese (In Person)
Marlyn Velazquez (Virtual)
Nicholas Waleszczyk (In Person)
Dan Walsh (In Person)
Sue Webster (Virtual)



MCSA Monthly Meeting

September 17, 2025 – Boxford

Name	Agency/Business	Email
Warren Givord	Boxford	on file
Greg Lynskey	SWCCC	on file
COREY SWIFT	Wilmington	on file
Tom O'Brien	Bellmont	on file
Chris Carleton	Northboro	on file
Keenan Leonardson	Georgetown	on file
Ken Handfield	MSP	on file
Katrina Shamshak	NSR 911	" "
Nicholas Wales 920277	911	"
Kevin Lessard	Middlesex RECC	klrlessard@mrecc-magui
Kristina Moran	911	on file
Matt Howe	Natick PD	howe@natickpolice.com
PETE CHEVERIE	MSP	Peter.Cheverie@mass.gov
GARY FERGUSON	MSP	GARY.E.FERGUSON@MASS.GOV
Laura Kilgour	Amesbury	on file
Geoffrey Ricker	Georgetown	GRICKER@GeorgetownMA.com
Brendan Gray	Acton	on file
PETER KINNA	STATE 911	"
Jocelyn Laplante	Wachusett	on file



MCSA Monthly Meeting

September 17, 2025 – Boxford

Name	Agency/Business	Email
Alexa Owen	Worcester #	on file
Stephanie Brown	Beverly	on file
Lee Ann Delp	Weymouth	on file
Haron Smith	SSRECC	on file.
Rebecca Ocasio	SPRINGFIELD 911	on file
Michael Tringhese	" " "	on file
Dan Walsh	Clinton	

MCSA Treasurer report through 9/12/2025

Beginning balance (6/16/25) = \$ 7,836.11

Expenses:

Melisa Mantha (Headshots photography for Professional Development Day)	= \$ 300.00 (06/18/25)
Microsoft Office 365 (monthly)	= \$ 40.24 (07/02/25)
Intuit Quickbooks (monthly)	= \$ 40.38 (07/11/25)
Gregory Lynskey (Reimbursement for Annual Election <Election Runner> and Awards Plaque)	= \$ 56.22 (07/11/25)
Johnson & Johnson Insurance (Annual Eboard insurance renewal)	= \$ 1,460.00 (07/17/25)
Patrick Feeney (Reimbursement for May meeting refreshments)	= \$ 189.93 (07/18/25)
Microsoft Office 365 (monthly)	= \$ 40.24 (08/04/25)
Intuit Quickbooks (monthly)	= \$ 40.38 (08/11/25)
Secretary of MA (5 year filings with Secretary of State's Office)	= \$ 92.50 (07/18/25)
Microsoft Office 365 (monthly)	= \$ 40.24 (09/02/25)
Intuit Quickbooks (monthly)	= \$ 40.38 (09/11/25)

Expenses (total) = \$ 2,340.51

Income (total) = \$ 9,190.00

Citizens Bank Balance = \$ 14,685.60

PayPal Balance = \$ 4,523.81

TOTAL BALANCE = \$ 19,209.41

72 FY21 Members, 70 FY22 Members, 89 FY23 Members, 79 FY24 Paid Members

82 FY25 Paid Members to date

20 FY26 Paid Members to date

RENEWED MEMBERS: (FY25) Wilmington, (FY26) Goosetown Communications, Westwood, South Worcester County Communications Center, Hopkinton, Ashburnham, Athol, Belmont, Carver, Metacomet ECC, Nashoba Valley RDD, Natick, Newton, Northborough, Regional Old Colony CC, Southbridge, SEMRECC, South Shore RECC, Wachusett RECC. Jeanine Meehan (Individual/Everett), James Officer (Individual/Gloucester)

NEW MEMBERS: None

30 FY26 Membership invoices have been sent.

Respectfully submitted,

Warren Gould, Treasurer MCSA

Reference for yearly expenses

GoDaddy Web Domain (3 year)	= \$ 129.48	(06/10/25)
Siteground Webhosting (yearly)	= \$ 275.76	(05/26/25)
Johnson & Johnson (1 year) Eboard Insurance	= \$1,460.00	(07/08/25)
Constant Contact (yearly)	= \$ 665.59	(05/27/25) (was \$490.92)
Canva (1 year-2 subscriptions) (Katrina Shamshak & Peter Kinnas)	= \$ 239.98	(12/05/24)
Quick Books (monthly subscription) (increased from \$31.88 to \$37.19 Feb 2025 to \$40.38 Jul 2025)	= \$ 484.56	
Microsoft Office (monthly subscription) (\$40.24 monthly)	= \$ 482.88	

Total yearly costs	= \$3,738.25	
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Gregory Lynskey (SWCCC)

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Tuesday, September 16, 2025 16:08
To: Gregory Lynskey (SWCCC)
Subject: Updates

I will be there but here are my updates for the notes

TERT Updates:

- No deployments over the summer
- Regional trainings scheduled for the coming year as well as a few Mock deployments
 - Worcester, Sandwich, Berkshire, Wilbraham, Marblehead
 - Would love to add more if any center is interested

Essex County VP:

- I have requested that DFS hold the RIT for the Public Safety Dispatcher Course on the North Shore, potentially in the Essex PD/FD training room. More to follow on date
- North Shore Regional will have tactical dispatchers on site at the Topsfield Fair 10/03-10/13 they will be located in the Public Safety Building. If anyone is a patron of the fair and wants to see the makeshift comms center for the event feel free to stop by
- A co-worker at North Shore Regional's family is experiencing a hardship. His newborn son was delivered almost two months early and developed a serious condition. Unfortunately the baby passed away after a few days. The family is now left with the medical bills and cost of arrangements. If anyone would like to contribute there is a Go Fund Me that can be found on the NSR911 SEIU 888 Unit 2 Facebook Page or <https://gofund.me/2a9cd4e75>

Training & Events:

25 Anniversary Gala:

- Registration is Open, please register now so that we can have a headcount ahead of time. Regional VP- imperative that you get the word out in your areas. I have mailed letters to PSAPs, S911 personnel, previous MCSA presenters, etc. The more eyes on this the better.
- Silent Auction is still accepting donations of items. These can be from a business- gift cards, baskets, items. Big or small. People may also donate on their own they could create a basket, give a gift card etc.

- I have a harpist that will be playing music for the first two hours as people are coming in and through the cocktail hour
- Working on some items to celebrate the past of MCSA, reached out to Butch Garrity looking to see if we are missing anyone:
 - **MCSA Presidents**
 - James Lake
 - David Hansen
 - Anne Marie Cullen
 - Leslie Carroll
 - George L. Fosque
 - Lee Ann Delp
 - Christopher Campbell
 - Charles Goodwin
 - Erin Hastings
-

Fall Training Seminar:

Wednesday, October 22, 2025, from 8:30 AM – 4:30 PM at the Hudson Police Department, 911 Municipal Dr, Hudson, MA

Free for MCSA members, \$30 for non members

0830-0930 Session 1: Principle-Centered Leadership by Don Nagle

0930-0940 Break

0940-1040 Session 2: Mid-Career Transition by Dustin Reardon

1040-1050 Break

1050-1145 Session 3: Preparing Yourself for Career Growth: Panel Discussion

1145-1230 Lunch

1230-1330 Session 4: Emotional Survival for Communications Professionals by Chief Cesar Garcia

1330-1350 Break

1350-1430 Session 5: Networking & Activity

1430-1445 Break

1445-1545 Session 6: What's My Plan B by Mark Cady

1545-1630 Session 7: CTO and In House Training Program by Panel

Looking for approval for lunch. As this is a free event and there are no sponsors looking to keep costs lower..

Catering from Shaws for:

Breakfast: Platter (Pastries)

Lunch: Wraps, Fruit Tray, Veggie Tray, Cookies, Brownies=248.00

Looking for \$350.00 to be approved so that we can add drinks, plates/napkins, and coffee

Annual Training Event:

March 26th 2026 Foxborough @ Renaissance Boston Patriot Place Hotel

Working on speakers:

- Spoke to Joe Serio (360 Dispatcher) he is not available

- In talks with Jason Long of Level Up 911 Training. I have attended sessions of his at conferences, great frontline training would bode well for "operational" type need. Would present a 4 hour class with a morning and afternoon option. \$4500 including the 8 hours of presenting and travel costs.
 - Class is called "**Deadly Calls and Fatal Encounters**": *By delving into the intricacies of the risks associated with responding to daily calls for service, we equip our participants with the necessary tools and knowledge to navigate these potentially hazardous situations with confidence and attentiveness. These frequent calls, oftentimes overwhelming, can inadvertently lead to complacency, causing crucial details to be overlooked, which can have severe consequences for responders and those in need. Throughout the course, we extensively explore the complex dynamics of domestic violence, shedding light on the perplexing reasons why victims may choose to remain with their abusive partners. Furthermore, our curriculum encompasses a wide range of critical topics such as handling disturbance calls, investigating burglaries, managing suspicious incidents, executing traffic stops, and much more*
- Have a meeting with Dr Kim Miller later this week. She teaches courses at the national conferences. I have seen her classes very engaging. Has topics on Leadership. Communications, Culture, etc.
- Emailed Melissa Alterio, no response yet. She teaches courses at the national conference. Servant Leadership is her area of focus.

Trainings During Meetings

I have reached out to the 5 PSAP Leadership Scholarship Recipients to coordinate them presenting their experiences at upcoming meetings, will report back with that schedule.

- **October Clinton:**
- **November Acton:** Yoga for First Responders
- **December Natick:** Rhode Island 911
- **January Shrewsbury:** CCM Scholarship Graduates Presentation
- **February Webster:** CCM Scholarship Graduates Presentation
- **April Barnstable:** CCM Scholarship Graduates Presentation
- **May Berlin:** New Hampshire 911

Newsletter:

As always please send me content. This year I would really like to get something from each region. It can be a training coming up, a shout out, a retirement, a new dispatcher, anything

Katrina C. Shamshak, RPL, ENP
Public Safety Dispatcher III
Training & QA Coordinator
Massachusetts TERT Coordinator
North Shore Regional 911 Center
Massachusetts State 911 Department
18 Manning Ave., Middleton, MA 01949
Main: 978-801-4911 x4163
katrina.c.shamshak@mass.gov
www.mass.gov/NSR911

Gregory Lynskey (SWCCC)

From: Keenan Leonard-Solis <KLeonardsolis@GeorgetownMa.gov>
Sent: Wednesday, September 17, 2025 12:41
To: aowen@holdenma.gov; Gregory Lynskey (SWCCC)
Subject: Sept Meeting Notes

Hello!

For reference, here is the text of what I shared during the meeting today:

"One update I wanted to share from Essex County: many of you probably saw that Janet Moyer has retired from the Amesbury Police Department after nearly 30 years of service. She started as a dispatcher back in '94 and went on to serve in several roles, most recently as Executive Assistant to the Chief. What makes this especially meaningful for us is that Janet was also a founding member of MCSA. So I just wanted to take a moment to recognize her, thank her for her contributions to the profession and to this association, and wish her well in her retirement."

It was great to see you both,

Keenan Leonard-Solis

Dispatch Supervisor at Georgetown Police Department
47 Central Street, Georgetown, MA 01833

Work Phone 978-352-5700 **Fax** 978-352-5709

Web www.georgetownmapd.com

Email kleonardsolis@georgetownma.gov

Gregory Lynskey (SWCCC)

From: Chris A. Carleton <ccarleton@town.northborough.ma.us>
Sent: Thursday, September 18, 2025 12:38
To: Gregory Lynskey (SWCCC); Alexa Owen
Cc: Daniel Walsh
Subject: Worcester County Regional VP report for 9/17/25
Attachments: Course, Dispatch, Dealing with Difficult People Shrewsbury, MA November 2025.doc

Hiring:

- Auburn
- Central MA RECC
- Fitchburg
- Leominster
- MSP – New Braintree (C8)
- Nashoba
- South Worcester County Communications Center
- Sturbridge

Training:

- Clinton hosting Priority EMD class October 21-23
- Shrewsbury is hosting a class titled "Dealing with Difficult People" on November 10th. It is State 911 approved. (See attached flyer)
- Registration is open for the 2025 Atlantic APCO Chapter Conference being held November 16 – 19 in Mystic, CT
<https://www.eventleaf.com/Attendee/Attendee/EventPage?eld=Mt7ULd38DPXXhiTCQX7zkw%3D%3D>
- Worcester hosting APCO Communications Supervisors course Jan. 5-7
<https://www.apcointl.org/courses/communications-center-supervisor-5th-ed-version-1-worcester-ma-78378/>

Thanks,

Chris Carleton
Communications Supervisor

Northborough Police Department
211 Main Street
Northborough, MA 01532

Phone: 508-393-1515

Cell: 978-621-4885

Email: ccarleton@town.northborough.ma.us

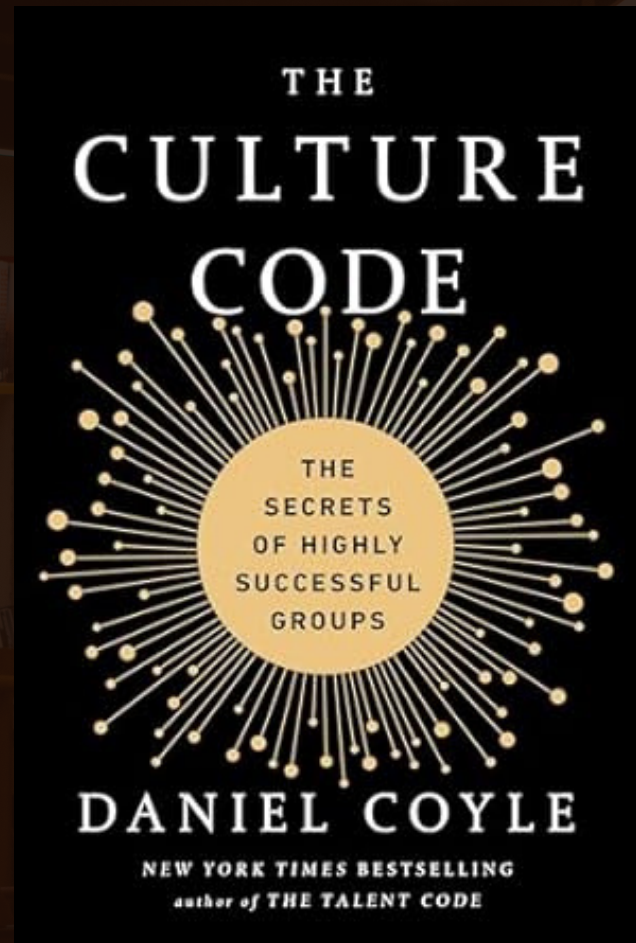
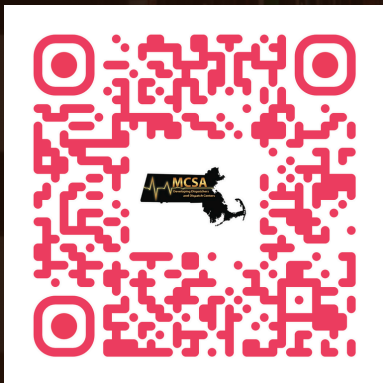


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BOOK CLUB

Hosted by the Massachusetts Communications
Supervisors Association

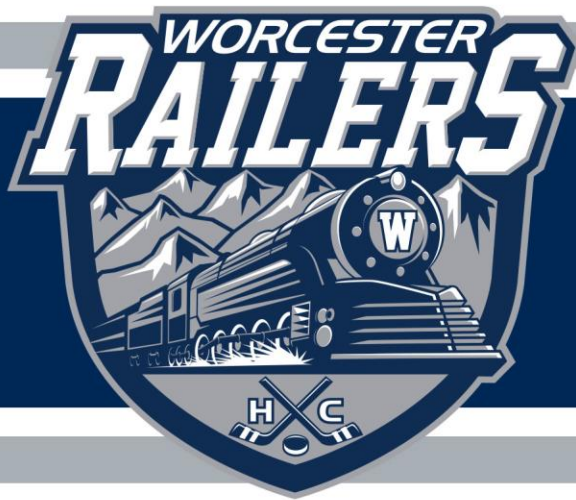
**THIS
MONTH'S
READ:**



Each month, public safety communications professionals meet to discuss books on leadership, first responder culture, and professional growth. All 911 professionals at any level of service are welcome!

October 15, 2025 7:00 P.M. – Virtual Meeting

Email sjohnson@concordma.gov or scan the QR code to register!



vs



First Responders Night at the Worcester Railers!

Saturday, November 22nd at 6:05 PM

Receive one
complimentary
ticket with every
purchase!

Massachusetts

9-1-1 Help is
at your
fingertips.

EMERGENCY

Massachusetts State 911 Department

Get Your Tickets Here:



CONTACT YOUR ACCOUNT EXECUTIVE:

Jack Dwyer

508-365-1744

Johnd@railershc.com

RailersHC.com



The Massachusetts Behavioral Health Help Line (BHHL), a service of the Department of Mental Health (DMH), connects residents of the Commonwealth to the mental health and substance use support they need, when they need it.

The 9-1-1 and BHHL Intersection

A behavioral health crisis needs a behavioral health response.

When people need help, they've always called 9-1-1. Now, in a cross-systems collaboration between public safety and mental health in Massachusetts, 9-1-1 dispatchers may seamlessly engage BHHL's mental health professionals for support with triaging non-emergency behavioral health-related calls with a push of a button. *A behavioral health crisis gets a behavioral health response.* By bridging the gap between public safety and mental health, people get the care they need and overreliance on public safety and hospital systems is reduced. We create safer and healthier communities together.

KEY ELEMENTS OF THE BHHL



24/7/365 by call, text or chat, and free to anyone in Massachusetts (no insurance needed)



Live interpretation in 200+ languages, including American Sign Language (ASL)



Any level of urgency - from routine issues to behavioral health crises - can be supported



Real-time clinical risk assessment, identification of treatment options, warm handoffs to care providers

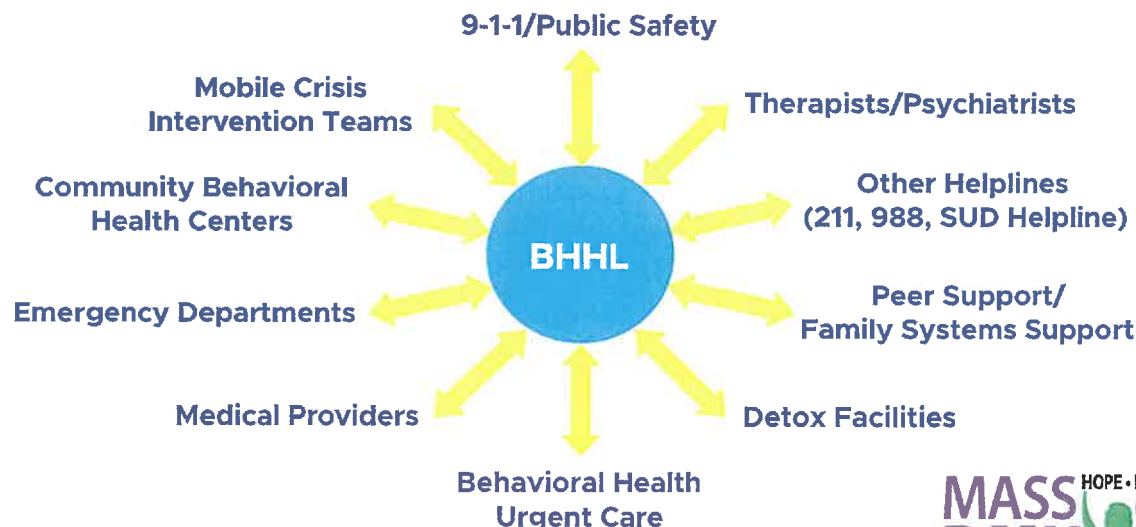


Provides follow up after initial call to ensure successful linkage to treatment and resources



Connects to health-related social supports in addition to mental health/substance use resources.

BHHL BEHAVIORAL HEALTH NETWORK



9-1-1 AND BEHAVIORAL HEALTH HELP LINE (BHHL) CALL WORKFLOW

