

APCO

MEMBER CHAPTER SERVICES Committee

Member Chapter Services Monthly Poll

This month's poll will be focused on Chapter Bylaws. We request a member from each Chapter to PLEASE participate in answering our poll questions. It will only take a few minutes and the results will be shown in next month's newsletter.

<https://www.surveymonkey.com/r/MCSCChapterBylaws>

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Membership Information

Member Type	6/1/2021	6/1/2022
Associate Members	2,438	2,141
Full Members	4,165	4,055
Full Group Members	8,234	8,410
Online Group Members	20,157	20,702
Commercial Members	460	435
Commercial Group Members	215	266
Total Number of Members	35,770	35,871
Total Number of Group Agencies	1,290	1,438
Commercial Groups	50	50

Illinois Chapter Highlights

Established June 12, 1941, the Illinois Chapter of APCO International was the second state chapter in what is now APCO International, with current membership numbers of 1,921 members. Each year in October ,IL APCO hosts an annual conference in partnership with the Illinois Chapter of NENA: this conference is known as the Illinois Public Safety Telecommunications Association Conference (IPTSA Conference). During the conference at our banquet, IL APCO presents awards recognizing individuals who perform in an outstanding manner throughout the year in the following categories; Communications Director/Manager of the Year, Line Supervisor of the Year, Technician of the Year, Trainer of the Year, and Telecommunicator of the Year. Award winners receive free registration and lodging for the IPSTA Conference.

The IL APCO Executive Board consists of 13 positions: President, 1st Vice President, 2nd Vice President, Secretary, Treasurer, Executive Council, Commercial Advisory (voting position), Alternate Commercial Advisor, Past President, and four Directors.

Illinois Chapter Highlights

IL APCO excels at representing our membership in legislative matters, both within the state and federally, as well as providing educational opportunities for all in public safety, especially in 9-1-1 communications. It is the goal of IL APCO to continue to identify ways to be of assistance to our membership in times of emergencies and in the aftermath as well. We continue to improve our outreach for Compassionate Care and want to make sure we provide training and assistance for our 9-1-1 professionals as it relates to their mental health.

Our communication with our membership includes quarterly general membership meetings, PSConnect, IL APCO's website, and our Facebook page.

For the past five years the IL Chapter has offered Leadership Symposiums to both members and non-members, bringing together professionals from 9-1-1 centers across the state to discuss topics that impact each center and their personnel from the telecommunicator to the supervisors, and up to the directors. These sessions are broken out into the three levels and over three days to allow each group to discuss their challenges and concerns, as well as the solutions or suggestions from their peers on how they have addressed them. Due to the size and diversity of the state, we offer these sessions in two different parts of the state to promote increased participation and awareness of what the IL Chapter has to offer.

In the past year IL APCO has introduced a new opportunity to members and non-members to increase the membership and introduce those unaware of what APCO offers to the benefits of becoming an APCO member getting involved. The new offering is called DASH, Dispatcher & Associates Social Hour, and its goal is to build a camaraderie among IL APCO members by creating fun social events in a less formal setting, with the goal of uniting 911 professionals across Illinois. Already in its first year there have been two great events; the first held during the IPSTA Conference was a bags tournament involving conference attendees and our commercial partners, and the second was a bowling night that was in between our last leadership symposium session and our general membership meeting the next day.

One thing that really makes the IL Chapter stand out from others might be our great partnership with our commercial partners. Our commercial advisor and alternate have done great work to increase the value of a commercial membership. These include our networking event at the APCO Conference, our conference calls for our commercial partners to interact with our executive board and receive updates from legislative items, and the ability to attend training opportunities to gain insight into the industry that they serve. All of our Leadership Symposiums are open for our commercial members to attend and interact with the attendees and the feedback from them has been very positive.

Submitted by:
Brent Reynolds
Chapter President



Arizona Chapter Highlights

Arizona's 2022 Board Members

President: Kim Weber, Gilbert Police Department
 1st Vice President: Shauna Henrie, Goodyear Police Department
 2nd Vice President: Jim Frazier, Phoenix Fire Department
 Immediate Past President: Jerel Frazier, Public Safety State 9-1-1 Program
 Secretary/APCO Treasurer: David Martin, Salt River Pima Maricopa Indian Police Department
 NENA Treasurer: Nicole Diedrick, Phoenix Fire Department
 APCO Executive Council: Teresa Villescaz, Gila River Indian Community Police Department
 Member at Large/Media Relations: Jim Stilwell, Maricopa County Sheriff's Office
 Member at Large/CCAM: Deedee Wight
 Member at Large/Administrative: Karen Sutherland, Scottsdale Police Department



Welcome to ARIZONA! When you hear Arizona, you think of spontaneous combustion because we routinely hit triple digits and will even hit 118°F easily during the height of our summer. Don't worry. That's just our way of crowd control—the rest of the year, it's the most beautiful weather you can imagine. And the sunsets, man, once you experience a desert sunset...you're just not the same!



Arizona has continually grown in population year after year making it one of the fastest growing states in the nation. With all of this growth comes public safety needs and that's where the AZ state chapter comes in. We are unique in that we are a combined APCO and NENA chapter. This allows us to leverage the strengths of both organizations to better serve our members.

As PSAPs grow, so does their need for resources and education. The AZ APCO NENA chapter has made it our focus over the last few years to come alongside our PSAPs to help them with continuing education and professional development. We have sponsored a multitude of trainings at no cost or low cost to our members. We have awarded numerous scholarships to help our members attend trainings, obtain certifications, and attend conferences. We recognize the need and importance of always learning and making ourselves and each other better at what we do—we are proud to be able to support our members!

We will be hosting our State conference June 20th-24th which includes pre and post conference courses. We will have over 200 participants from across the state and over 35 vendors present! The conference committee has made it a focus to provide a wide array of breakout sessions so that there's something for everyone. One unique highlight of our conference is our PSAP Manager's Forum. This forum is an all-day special event designed to bring the leaders of communications centers from across the state into one room

Arizona Chapter Highlights (continued)

where we can discuss the latest trends in technology, critical “hot topics” in our centers, and build relationships that will help us be successful in our careers.

If you are an Arizona member, we encourage you to run for one of the upcoming board positions that will be opening! This is your chance to serve your public safety telecommunicators and help move forward our industry! <https://www.azapconena.org/>

Submitted by:
Kim Weber
Arizona Chapter President

APCO INTL Committee Volunteers

Thank you Committee Volunteers
2021/22
Welcome Committee Members
2022/23



Health & Wellness Committee

There are five factors of health that we personally have control over. How we eat, move, sleep, think, and connect all contribute to our overall health. While we can't change our DNA, we can absolutely change parts of these factors to gain control of our health. One factor that is often overlooked is how we connect to others. Our connection to others greatly impacts our overall health and even our longevity.

The Harvard Study of Adult Development is the longest research study spanning over 75 years. The study followed 724 men from two vastly different groups. The first group were sophomores at Harvard and the second group was comprised of boys from Boston's poorest neighborhoods. What the study found was that it didn't matter what your background was, having good connections to others kept people healthier and happier. Those that are well connected live longer and loneliness kills. The study also found that at age 50 the biggest predictor of longevity into their 80's wasn't cholesterol, it was their overall satisfaction with relationships.

So how do we build connections to others? In the fast-paced world of the dispatch floor, how do we connect with others around us when we might only have a couple minutes at a time to forge those connections? Here are a couple points to help build those connections:

1. Make others feel important. If you can immediately respond to and completely engage with someone who approaches you, do so. This conveys that they are important to you. If you can't completely engage, communicate it, and set a time to reconnect. This shows that they are important to you and that connecting with you matters.
2. Compliment/Praise without delay. If you have something nice to say to someone and you don't, take the opportunity to do so, it's like buying a gift for someone and never giving it to them.
3. Listen completely and intently. If you are formulating your response while someone is talking, you aren't fully listening to them. Take a beat and then respond.
4. Seek to understand others. Sympathy vs Empathy. Sympathy is "I feel bad for YOU". Empathy is "I feel bad WITH you." Seek to understand the other person in your communication. Don't gossip or break promises to others. The fastest way to degrade trust is to break promises. Same with gossiping. When you gossip about someone you are not hurting the person you are talking about, you are hurting the relationship with the person you are talking to. They see you as untrustworthy.

Ultimately, connections with others contribute to your "emotional bank account." You continuously make deposits to and withdrawals from your emotional account through many different experiences and interactions. The more you focus on deposits through positive connection with others, the more your health and happiness will improve.

Submitted by:

Alicia A. Williams

Fire Communications Supervisor

CAD Modernization Project

Phoenix Fire Department

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Commercial Corner

COMMERCIAL MEMBERS MAKE GREAT VOLUNTEERS TOO!!!

Volunteering at the APCO International Conference might not be something you think about while planning to attend or even exhibit, however, maybe you should.

Volunteering is not only about working to ensure a great conference, it's also about meeting new people and building relationships. What better way to get to know each other than to work side by side while having fun? It's also an opportunity for our Regular and Commercial Members to spend some time and build camaraderie. We are all working together for Public Safety and usually only get the chance to know each other through transactions at the agency or maybe Chapter level. The Conference is a laid back and comfortable environment where we can network, build stronger relationships, and who knows, maybe even come up with something amazing together for the future of Public Safety. Having that quality time to talk could lead to ideas that drive industry changes.

There are many volunteer opportunities to choose from depending on your interests and when you want to volunteer. Interested in attending the Distinguished Achievers Breakfast, Food for Thought Luncheon, or Connect and Celebrate Dinner? We need volunteers to help usher VIPs and collect tickets. If you would like to volunteer before the start of the Conference, stuffing bags is perfect and happens on Friday morning.

You'll get to see what happens behind the scenes and get familiar with the layout of the convention center. Why not reach out to your customers that you know are going to the Conference and ask them to volunteer with you? What a great way to show we truly are all in this together working on the same team!

Still on the fence about volunteering at a member-driven conference? I get it, however it's the perfect opportunity to break barriers, volunteer side by side, and build better relationships with your customers. Public Safety needs us all to work together. We never know when we will be called to jump into action due to a crisis or catastrophe. What we do know is that when those relationships are already in place, we are able to get through them stronger together.

If you have any questions, feel free to reach out to volunteers@apcointernational.org. Sign up to volunteer at www.apco2022.org/registration/volunteer. I am looking forward to seeing you at the Conference in Anaheim!

Submitted by:
Tammy DeWolf
Volunteer Chair
APCO 2022



News from Texas

Accessing Resources for Peer Support Following a Critical Event

May 24, 2022, was a day that none of us asked for, but one we will forever feel the effects of when 19 children and two adults lost their lives in the deadliest school shooting in Texas history at Robb Elementary School in Uvalde, Texas. It was a day that I was forced into a community I never wanted to be a member of but will forever have a strong bond with those within.

As a state agency, we do not directly work with ECCs but with our regional programs to administer 9-1-1 service in their respective areas. Uvalde is a small community where it quickly became apparent that they would become overwhelmed by the circumstances, both regionally and locally. As news began to break regarding the tragedy, there was an immediate outpouring of support and offers of assistance from the 9-1-1 community. The following are the lessons learned immediately following the horrific event in my home state.

- If you are in the midst of a critical event, use your contacts. Even if you don't know what resources are available, chances are someone else will. People will be willing - and will want - to help.
- Get debriefed as a team, separate from other public safety responders, and preferably by someone familiar with public safety debriefs.
- Telecommunicators may feel compelled to continue working, especially in a small center. Leave should be taken; better yet, mandated. If you have a regional or state Telecommunicator Emergency Response Team, familiarize yourself with those contacts. They will be essential in providing relief staffing for days or weeks after the incident.
- Take care of each other; primary, secondary, and tertiary trauma is real. Trauma from a critical event can have far-reaching effects. It will touch not only those behind the headset when the event occurred but may include your entire ECC staff, administrative staff, volunteers providing relief, and those assisting with the event.
- There will be those who will take care of immediate needs. Cards will flow in from all over the world with warm wishes, condolences, and heartfelt messages. Care packages will arrive from near and far. Meals, baked goods, and offerings of support will come from the community, both local and the industry.
- If you are in the ECC, you may not have time to gather contact information for various resources during critical events. Lean on your Chapter, if possible, to coordinate efforts for resources or assign a volunteer. Gather a list of resources now to have available when needed. Include contact information for your Chapter and resources for CISM, debriefings, and public-safety counseling. Review the list periodically for relevancy and accuracy. Chapter leadership may assist with

News from Texas continued

establishing your resource list.

- There will be days that invoke stress and emotion after the initial attention is gone. Be mindful that the entire telecommunications team will deal with the event in individual ways. Continue providing resources long after the rest of the world returns to normal; the media will leave, but the trauma from the event will always remain.

Save this article. Please feel free to contact me for resource information.

#UvaldeStrong

Submitted by:

Heather Barnes, RPL

Texas Commission on State Emergency Communications

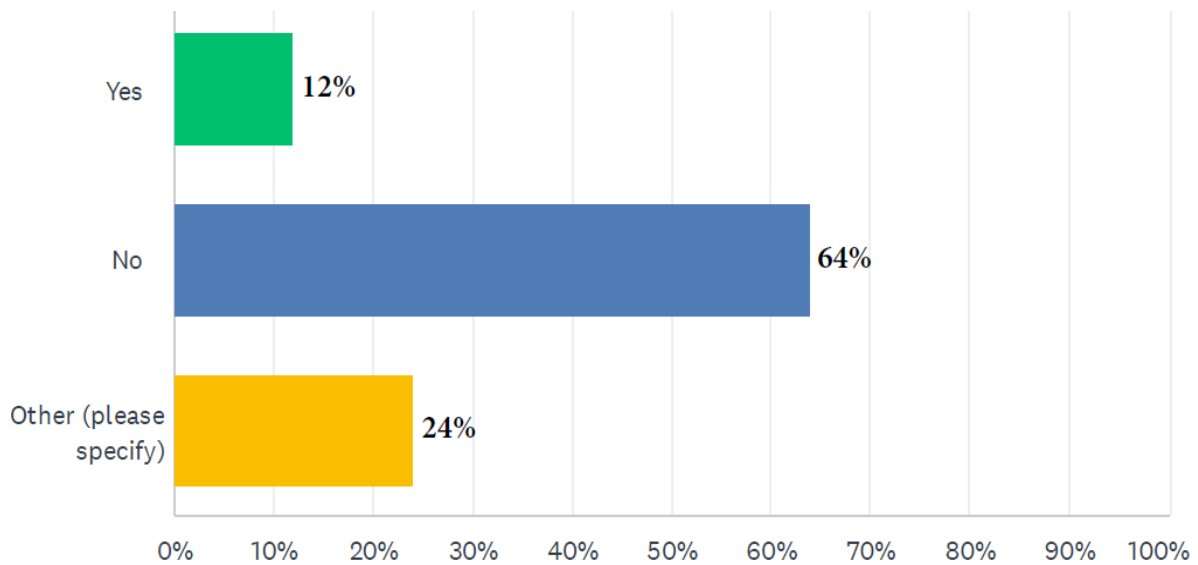


MCSC Monthly Survey Results

In May’s Member & Chapter Services Committee survey, we focused on Peer Support. We received 25 responses from 21 Chapters. The Chapters that responded were:

Arizona	Atlantic	Georgia
Indiana	Iowa	Kansas
Kentucky	Michigan	Missouri
Montana	Nebraska	North Carolina
North Dakota	Oklahoma	Pacific
Tennessee	Virginia	Washington
West Virginia	Wisconsin	Wyoming

We asked you, “Does your Chapter offer any peer support services?” All respondents answered, with three saying they do, 16 saying they don’t, and six answering with “other”. Those responding as other included those who have in-house support, but not through the Chapter, those who are in the process of establishing, and those who are not officially structured through the Chapter but can contact the Chapter if a need arises.



In question #2, we asked, “If so, what type of service(s) is offered?” Seven responded, with 18 not providing a response.

- Statewide/Regional peer support teams (3 responses)
- Training (2 responses)
- Other (4 responses)
 - ◊ Local support and resources

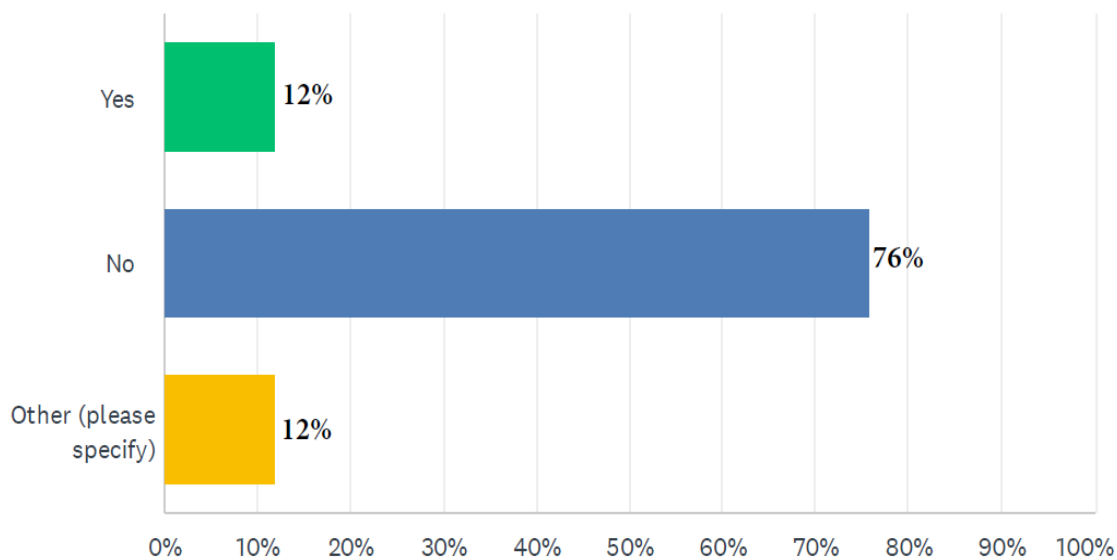


MCSC Monthly Survey Results *(continued)*

- ◇ Statewide peer moral support & staffing support for agency losses such as a death in the center
- ◇ In-House peer support and assist public when requested
- ◇ Unsure

Question #3 asked, “Does your Chapter provide peer support or critical incident stress management (CISM) resources?” All respondents answered. Responses are summarized as follows:

- Yes (3 responses)
- No (19 responses)
- Other (3 responses)
 - ◇ Conference session
 - ◇ Training opportunities
 - ◇ Unsure



In question #4 we asked, “If so, what type of resources are offered?” Seven responded, with 18 not providing a response.

- Support group contact information (3 responses)
- Debriefings (2 responses)
- Training on peer support/stress management (5 responses)
- Other (2 responses)

Question #5 asked, “How does your Chapter keep membership updated on available statewide resources?” 16 answered, with 9 not providing an answer. Responses are summarized as follows:

- List Serve / PSConnect (9 responses)

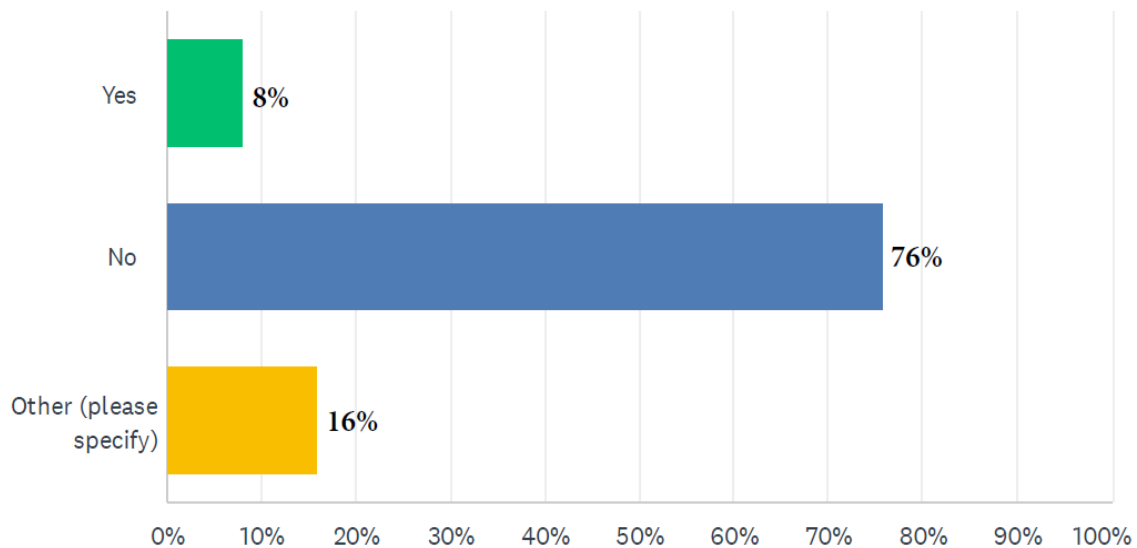


MCSC Monthly Survey Results (continued)

- Social Media (13 responses)
- Website (11 responses)
- Other (4 responses)
 - ◊ Interdepartmental email / meetings
 - ◊ Not currently on the radar
 - ◊ Unsure

In question #6 we asked, “Does your Chapter have a committee dedicated to peer support or CISM?” All respondents answered. Responses are summarized as follows:

- Yes (2 responses)
- No (19 responses)
- Other (4 responses)
 - ◊ Case-by-case basis to determine action
 - ◊ Focus area for educational session committee
 - ◊ Not currently but this is an initiative that our ProCHRT Committee is working on
 - ◊ Unsure



Thank you to those who responded to this survey. We appreciate your time and the detail you provided, as this will help the Member & Chapter Services Committee to better assist you and your Chapters.

This month’s survey will be focused on Chapter By-laws. Please visit <https://www.surveymonkey.com/r/MCSCChapterBylaws>



APCO '22 Conference

As the Chair of the 2022 APCO Conference and Expo, and on behalf of the Conference Committee, I would like to encourage all our members that can, to attend yet another wonderful event.

The 2022 Conference Committee met with APCO staff at the Anaheim Convention Center this week for the final walk-through, and once again you will be very pleased with the venue and all that is going to be offered from amenities - location - educational sessions - entertainment, but most of all a chance to network, reconnect and become energized all over again about ourselves and our professions. While there, we were privy to the winning T-shirt design, and my friends, once again our members came through and you will love the design, a fantastic representation of Anaheim and who **WE** are.

I do have a favor to ask: the Committee really can use volunteers to help us throughout the conference. If you haven't registered yet, have we got some deals for you!! If you volunteer for four (4) hours, it will equal **ONE COMPLIMENTARY DAY PASS**. Discounts are available on additional day passes and anyone who works at least four (4) hours are eligible to purchase one reduced-priced day pass for each day of conference (August 7th - 10th). Basically, if you volunteer every day for four hours or more, you can get free passes for each day - just remember, you still have to purchase tickets for the Distinguished Achievers Breakfast, Food for Thought Luncheon and the Connect & Celebrate Dinner, but this is a great deal!

Another incentive for our Chapters is that APCO members receive \$100 toward **YOUR CHAPTER** (only available to the first 200 to sign up) you will need to provide your primary Chapter name and membership number when registering to volunteer - the hours will be confirmed by International after conference.

All volunteers get the official volunteer T-shirt, and this is what really makes it great, when you sign up to volunteer, **YOU** can pick the session - the day and time. So, if you want to see a session - sign up to proctor it and not only do you get it, but you also get to see the session - talk about a win/win!! There are so many wonderful sessions to choose from, and other opportunities to get to see what happens "behind the scenes" at conference, so that maybe next year **YOU** will be on the Conference Committee when we hit Nashville in 2023. Another great opportunity to see the "behind the scenes" is when we "stuff the bags" - not only is it a lot of fun, but you will meet the funniest and most amazing people from around the country.

Once you sign up using the volunteer link: www.apco2022.org/registration/volunteer Volunteer, get your link to register and then register. All this information and more can be found on the official Conference site: <https://www.apco2022.org/>

I really hope to see **YOU** at the conference. The opportunity to be your Chair is such an honor and it's an experience I will never forget.

Submitted by:
Maureen Will
Conference Chair



Upcoming Conferences



OKLAHOMA PUBLIC SAFETY CONFERENCE 2022

▶ OUR ORGANIZERS ◀

Oklahoma Chapter of NENA



National Emergency Number Association



OKLAHOMA
APCO
Leaders in Public Safety Communications

▶ **DATE: OCT 2 - 5**
Tulsa Southern Hills Marriott

REGISTER NOW AT
WWW.OKPSC.ORG

Follow us on Facebook Oklahoma Public Safety Conference

Made with PosterMyWall.com



Upcoming Conferences (continued)

2022 Public Safety Communications Conference October 4 – 7th, 2022

We are back in person this year for the first time since 2019. Join 911 communication professionals from all over the state. Reconnect with folks you haven't seen in person for a long time, re-engage with in-person learning, and rejuvenate at the social and internment activities.

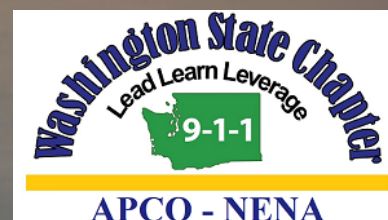
The conference is held in the city of Kennewick, WA at the Three Rivers Convention Center.

There are multiple training tracks to satisfy the interest of all attendees. A Chapter Meeting and Entertainment event will be held on Tuesday evening. This is a great opportunity to socialize and enjoy each other's company.

Stay for the Banquet & Awards Ceremony on Thursday night, and engage in the Recruitment and Retention workshop on Friday Morning. Brainstorm how the Chapter can help with these key issues.

We have so much to catch up on – this is the conference you don't want to miss!

- Multiple Tracks
- Vendor Floor
- Directors Meeting
- Chapter Meeting & Entertainment
- Opening Keynote
- Awards Ceremony & Banquet
- Recruitment & Retention Workshop
- State 911 Advisory Committee Meeting



[Visit Conference Page](#)

[Visit Conference Page](#)

Upcoming Conferences (continued)



The 2022 Nebraska
APCO NENA
Conference is going
a little **MAD!**

HAVE A SESSION IDEA?

Call for Papers is now open
for the annual Nebraska
APCO NENA Conference

October 11th-13th, 2022



Please visit: www.neapconena.org to submit your presentation and earn a Complimentary Full-Conference Registration if your session is selected!

CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

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