

APCO

MEMBER CHAPTER SERVICES Committee

Member & Chapter Services Poll

This month's poll will be focused on Chapter Voting. 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.

www.surveymonkey.com/r/ChptrVoting

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Membership Information

Member Type	04/1/2024	04/1/2025
Associate Members	1,813	1,685
Full Members	3,709	3,398
Full Group Members	9,472	9,854
Online Group Members	22,030	23,699
Commercial Members	375	378
Commercial Group Members	174	235
Student/Educator Members	9	24
Total Number of Members	37,582	39,273
Total Number of Group Agencies	1,637	1,667
Commercial Groups	61	44



Health & Wellness Committee

Addressing Workplace Trauma in Public Safety

Workplace trauma is a significant concern in public safety, where employees regularly face high-stress situations, critical incidents, and demanding workloads. Trauma isn't always caused by a single catastrophic event—it can accumulate over time through repeated exposure to distressing situations, toxic work environments, or ineffective leadership. Without proper support, workplace trauma can lead to emotional exhaustion, decreased productivity, absenteeism, and long-term mental health challenges.

The Impact of Workplace Trauma

Workplace trauma manifests in various ways, including withdrawal from colleagues, disengagement, difficulty concentrating, irritability, and physical symptoms like fatigue or headaches. In public safety roles, where employees are expected to remain composed under pressure, these signs may be dismissed as just part of the job. However, ignoring them can contribute to burnout, high turnover, and diminished performance.

Trauma isn't always tied to a single event. Chronic exposure to workplace stressors—such as excessive workloads, witnessing distressing events, harassment, or poor leadership—can lead to cumulative trauma. Employees may develop a sense of powerlessness, resentment, or emotional numbness, making it harder to stay engaged and motivated.

The Role of Leadership and Workplace Culture

Workplace culture and leadership can either mitigate or worsen trauma. Supportive leaders who foster open communication, fairness, and respect help create a resilient workforce. Conversely, toxic leadership, micromanagement, lack of recognition, or poor communication contribute to workplace distress. Employees who feel unsupported or undervalued may experience trauma not just from their job but from the work environment itself.

For example, unclear expectations and inconsistent leadership create anxiety, while tolerance of harassment or favoritism leads to feelings of isolation. Addressing workplace trauma requires leadership to proactively build a culture of psychological safety and support.

Creating a Trauma-Informed Workplace

A trauma-informed workplace recognizes the impact of trauma and responds with empathy and support. Fostering open communication is one of the most effective ways to do this. Encouraging employees to voice concerns without fear of retaliation builds trust and allows leadership to address issues early. Regular check-ins, anonymous feedback channels, and leadership training in emotional intelligence can make a significant difference.

Providing access to mental health resources is also key. Employee Assistance Programs (EAPs), peer support initiatives, and professional counseling services help employees process their experiences

Health & Wellness Committee (continued)

in a healthy way. Additionally, resilience training, stress management workshops, and coping strategies empower employees to manage workplace trauma effectively.

Work-life balance is another crucial factor. High-stress professions often come with excessive workloads and unrealistic expectations, leading to burnout. Encouraging breaks, setting reasonable work expectations, and discouraging excessive overtime help employees recover and maintain their performance. Leaders who model healthy work-life balance reinforce the importance of well-being.

The Power of Peer Support

While professional mental health resources are essential, peer support plays a unique role in helping employees cope with workplace trauma. Speaking with colleagues who understand the challenges of the job provides validation, reassurance, and a sense of belonging. Trauma often leads to feelings of isolation, but peer support programs create a safe space for employees to share their experiences.

Peer support also helps reduce the stigma around discussing mental health in the workplace. When employees see colleagues openly addressing their challenges and seeking help, it normalizes the conversation and encourages others to do the same. This is particularly important in public safety roles, where there is often an expectation to remain emotionally unaffected.

Structured peer support programs train employees to provide confidential, empathetic support to colleagues. These programs help create a culture where seeking help is seen as a strength rather than a weakness, ultimately improving resilience and workplace morale.

Prioritizing Employee Well-Being

Addressing workplace trauma isn't just about responding to crises—it's about creating an environment where employees feel safe, supported, and valued. Organizations that prioritize mental health and well-being benefit from a more engaged workforce, lower turnover rates, and a healthier workplace culture. Leaders who recognize the impact of trauma and take proactive steps to address it contribute to a workplace where employees can thrive.

By fostering open communication, providing access to resources, and implementing trauma-informed leadership practices, public safety organizations can build a culture of resilience. Addressing trauma isn't solely an employee's responsibility, it's an organizational commitment that benefits both individuals and the workplace as a whole.

Submitted by: Becki Green, ENP, CMCP, RPL
Emergency Operations Coordinator
Murfreesboro Emergency Communications Center



Commercial Advisory Committee

The Value of Being Part of the CCAM Mentorship Program

The CCAM (Commercial Chapter Advisory Member) Mentorship Program has proven to be an invaluable resource for CCAMs across various chapters of APCO. The mentorship group recognizes the importance of time management, meeting just 3-4 times a year to accommodate everyone's busy schedules. Despite the limited formal meetings, the group's true strength lies in the ongoing support it offers. Even between meetings, members are readily available for guidance and assistance. This program fosters collaboration, support, and the exchange of ideas that enable CCAMs to thrive in their roles while strengthening commercial membership engagement at the chapter level. Each group is composed of both seasoned and new CCAMs, fostering an environment of learning and growth. Serving as a CCAM is a volunteer role, and balancing this responsibility with a full-time job can be challenging.

Why the CCAM Mentorship Program Matters

Elected or nominated CCAMs often face challenges due to the lack of formal training or a handoff process from their predecessors. This uncertainty can create stress and confusion about the position's responsibilities. The mentorship program addresses this gap by offering guidance, resources, and a support network that helps CCAMs succeed and grow their chapters' commercial memberships. Hearing success stories from other chapters inspires new ideas. Equally valuable have been the insights into ideas that didn't work—saving time and effort by avoiding potential pitfalls.

Key Skills Developed Through the Program

The CCAM Mentorship Program emphasizes developing essential skills to enhance a CCAM's effectiveness, including:

- **Leadership:** Building confidence in leading initiatives and guiding chapter activities.
- **Policy and By-laws Changes:** Navigating the intricacies of chapter governance.
- **Commercial Membership Engagement:** Strengthening relationships with commercial members and fostering participation.
- **Knowledge Sharing:** Exchanging ideas and solutions that benefit all chapters.
- **Brainstorming Solutions:** Collaborating to address common challenges and develop innovative strategies.

The Role of a CCAM

Being a CCAM means serving as a direct representative to the APCO Chapter for its commercial membership. This role provides commercial members with a voice in chapter business. The connections built in this role extend beyond professional networks, fostering relationships with both commercial businesses and public safety professionals across the chapter and beyond.

Commercial Advisory Committee (continued)

One of the unique aspects of the CCAM role is its flexibility—there are no strict guidelines from APCO International dictating how the position should function. This allows chapters the freedom to tailor the role to best serve their needs and create meaningful partnerships. **Conclusion**

Participating in the CCAM Mentorship Program will only help you become a better CCAM. It will not only enhance your effectiveness as a CCAM but will also strengthen your chapter through shared knowledge and reduced trial and error. The program exemplifies the power of collaboration and the immense value of having a network of dedicated professionals who share a passion for advancing commercial membership and supporting APCO chapters.

The mentorship program's support, resources, and connections continue to prove to be invaluable. It empowers CCAMs to lead with confidence, drive growth, and foster meaningful relationships within the public safety community.

"Having been part of the CCAM Mentorship Group for a year, I can confidently say that its purpose of support and idea-sharing has been immensely beneficial. Knowing that I have a network of experienced professionals to consult with is both reassuring and empowering."

-Jenny Manson

Jenny Mason- CEO Communication Center Specialists

She has worked within the PSAP marketplace for 20 years: marketing, selling, installing, and maintaining 911 dispatch console furniture. She has spent many years traveling the country attending APCO & NENA conferences conducting training in the health and wellness needs of telecommunicators. Jenny is community oriented and strives to be involved in the industry to make a positive difference for heroes under the headsets. She was part of the International APCO Commercial Advisory Council (CAC), serving 8 years in various positions including council chair. She is a member of several State APCO chapters. Currently, she is the CCAM for the Florida State APCO Chapter.

Alex Spencer- President, Quality Recording Solutions

He has been with Quality Recording Solutions selling and servicing telephone and radio recording solutions since 2005. He works with PSAPs all across the Southeast. He has served as the CCAM for the Alabama State APCO Chapter for 10 years and was co-chair of Georgia Emergency Communications Conference for the last 10 years.

Curtis Johnson- Senior Consultant, CTA Consultants, LLC

He has been a CCAM for one year for the VA APCO Chapter. He has volunteered for VA APCO as a commercial member since 2014 on their Conference Committee. Upon becoming the CCAM there

Commercial Advisory Committee (continued)

was no training, or predefined responsibilities for the CCAM in VA APCO. Over the past year, he has written new sections for the VA APCO By-laws to include the CCAM position as a board member. He has also recreated the VA APCO Commercial Advisory Committee while working to add value to commercial membership in VA.

Amy Jenkins- Account Manager, Motorola Solutions

Amy Jenkins holds the position of Georgia CCAM and aims to enhance chapter engagement through various outreach initiatives. These include launching programs such as Dispatcher of the Month, Commercial Member of the Month, GA APCO Night Out at APCO International, Lunch and Learns with a Commercial Member, and a monthly newsletter for Commercial Members highlighting involvement opportunities. With 17 years of experience in supporting first responders communications, Amy has spent the last two years at Motorola Solutions as an Account Manager. Additionally, she serves as an associate member of the APCO International’s Commercial Advisory Committee.

<https://www.apcointl.org/community/commercial-community/commercial-advisory-council/>



Teammates in Action



DAILY ACTIONS
BY HEADSET
HEROES.



WE'RE
WORKING TO
BRING THESE
MOMENTS TO
LIGHT AND
NEED YOUR
NOMINATIONS!

<https://www.apcointl.org/membership/awards-recognition/teammates-in-action/>

Teammates in Action (continued)

The Member Chapter Services Committee is pleased to announce our next recipient of the Teammates in Action Award.

Jessica Wilhelm is a Dispatcher for the Montana Highway Patrol. She is receiving this nomination from her fellow Dispatcher Marissa Harrington. Jessica is being recognized for her actions within her dispatch center and the care she takes for the officers on the street. Jessica is always on top of running plates and registration. Jessica is considered a great asset to her dispatch team and is always willing to lend a helping hand. To be recognized by a coworker for the work you do and making it an enjoyable experience is high praise.

Please join us in congratulating Dispatcher Jessica Wilhelm, who goes above and beyond daily for her coworkers and her officers, by presenting her the “Teammates in Action Award.”

Thank you, Dispatcher Jessica Wilhelm, for always thinking two steps ahead about your officers’ needs on the street and room awareness of your fellow dispatchers.

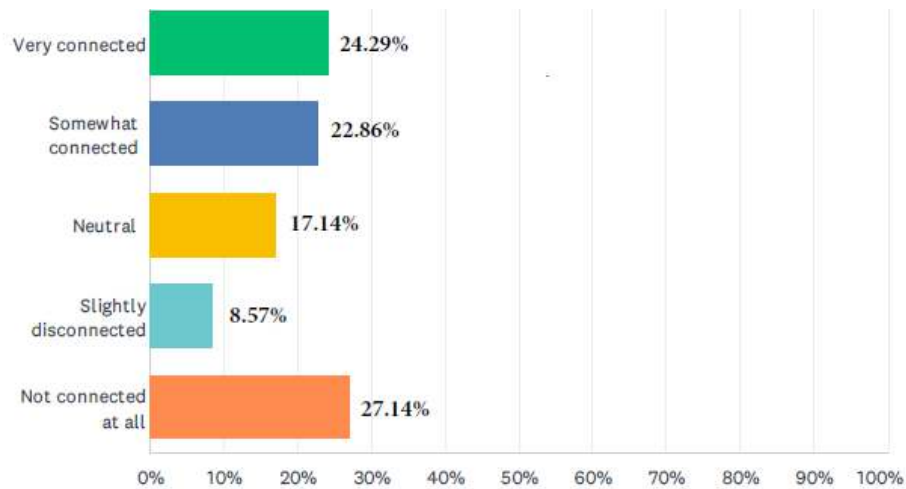


MCSC Monthly Survey Results

In the latest Member & Chapter Services Committee survey, we focused on Chapter leadership engagement with members. We received 71 responses.

We asked you, “How connected do you feel to your Chapter leadership?” 70 respondents answered, with one skipping, summarized below.

- Very connected (17 responses)
- Somewhat connected (16 responses)
- Neutral (12 responses)
- Slightly disconnected (6 responses)
- Not connected at all (19 responses)



In question #2, we asked, “What type of engagement would you find most valuable from Chapter leadership?” All respondents answered, summarized below.

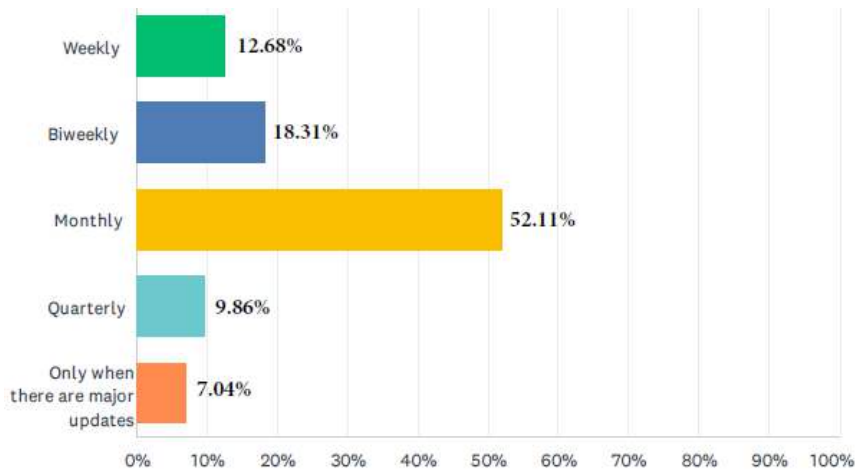
- Regular email updates (27 responses)
- Virtual or in-person meet-and-greet events (21 responses)
- Office hours / Q&A sessions with leadership (8 responses)
- More volunteer or committee opportunities (13 responses)
- Social media (10 responses)
- Other (9 responses)
 - Selfless service to the members and not oneself. Taking time to serve the members without being self centered, such as greeting everyone not just a face on the stage at events.
 - Anything would be nice. Plus, PSConnect is cumbersome, and no one seems to be able to not "reply all." Perhaps it can be a little more intuitive.



MCSC Monthly Survey Results (continued)

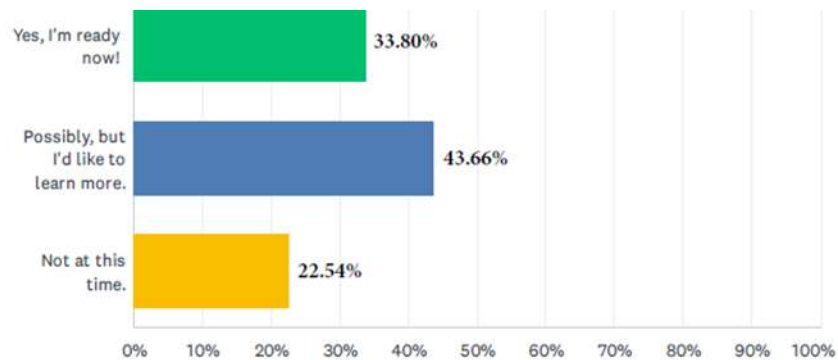
In question #3, we asked, “Would you be interested in serving on a committee or in a leadership role in the future?” All respondents answered, summarized below.

- Weekly (9 responses)
- Biweekly (13 responses)
- Monthly (37 responses)
- Quarterly (7 responses)
- Only when there are major updates (5 responses)



In question #4, we asked, “Would you be interested in serving on a committee or in a leadership role in the future?” 71 respondents answered, summarized below.

- Yes, I’m ready now! (24 responses)
- Possibly, but I’d like to learn more. (31 responses)
- Not at this time (16 responses)



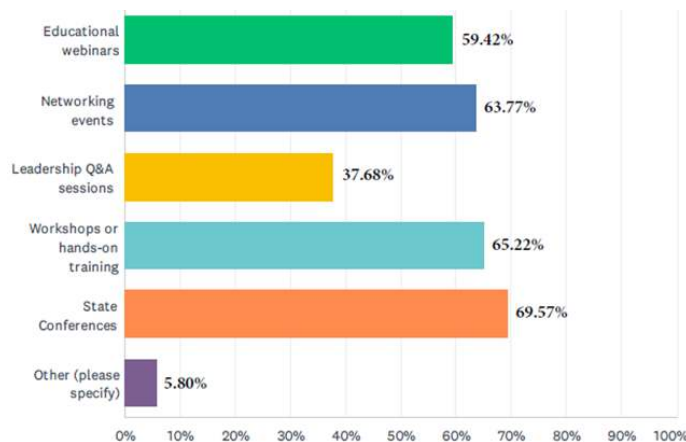
MCSC Monthly Survey Results (continued)

Question #5 asked, “What would make you more likely to get involved with Chapter leadership?” 68 respondents answered, with 3 abstaining. Responses are summarized as follows:

- More information on available opportunities (17 responses)
- Mentorship or leadership development programs (26 responses)
- Clearer expectations for leadership roles (10 responses)
- More networking opportunities (7 responses)
- Other (8 responses)
 - All of the above.
 - I tried to volunteer before but when I asked about expectations and commitments, I got crickets.
 - I’ll be retiring soon. It would not benefit me or APCO to start at this point.
 - More time than I currently have / lower workload at work to free up time for additional responsibilities.
 - No interest in joining the “good ole boys” club - just keep us informed.
 - Not interested at this time.

In question #6 we asked, “What types of Chapter events do you find most valuable?” 69 respondents answered, with 2 skipping the question. Answers are summarized as follows:

- Educational webinars (41 responses)
- Networking events (44 responses)
- Leadership Q&A sessions (26 responses)
- Workshops or hands-on training (45 responses)
- State conferences (48 responses)
- Other (4 responses)
 - All of the above
 - APCO annual conference and other networking events



MCSC Monthly Survey Results (continued)

Question #7 asked, "How would you prefer to provide feedback or ideas to Chapter leadership?" 70 respondents answered, with 1 skipping the question. Responses are summarized as follows:

- Anonymous surveys (23 responses)
- Open forums/town halls (10 responses)
- One-on-one conversations (4 responses)
- Email or online suggestion forms (30 responses)
- Other (3 responses)
 - All of the above
 - Anonymous surveys AND email/online suggestion forms

In question #8 we asked, "What is one thing Chapter leadership could do to better support its members?" 32 responded, with 39 not providing a response. Responses are summarized as follows:

- Be creative on how to reach out to members...social media, email, surveys, etc.
- Be involved
- Be more "boots on the ground" active. Most telecommunications companies do not know the benefits of participating.
- Be more inclusive of all members, not just the "inner circle".
- Be more transparent; don't treat things like a secret.
- Be visible, communicate with all agencies on a regular basis. Don't be a stranger.
- Communicate about what the Chapter is *doing* for its members.
- Conduct more engagement, including more center visits.
- Create a mentorship program to fill roles from committee members and chairs to elected positions. Provide information on what is involved, how selections are made, expectations, and time requirements. Provide documentation, but also have people currently in the positions willing to answer questions like "What made you apply?", "How did you get involved?", "How much travel is involved?", "Who pays for it?", "How did you get agency buy-in?"
- Deliver selfless service to the members and not oneself. Taking time to serve the members without being self-centered, such as greeting everyone not just a face on the stage at events.
- Educate the members on things impacting the region/state.
- Have better lobbying.
- I think y'all are doing a fabulous job!

MCSC Monthly Survey Results (continued)

- Let membership know how to assist with pushing any legislation through. People would be willing to speak about their experiences and how they have been affected over the years (positively and negatively).
- More engagement through various resources
- Offer activities across all areas of the state. The Panhandle is forgotten a lot.
- Provide more / improved communication.
- Provide routine updates (monthly/quarterly) to general membership – even if it's as simple as "great job everyone".
- Provide specific training on legislative & political outreach.
- Study and know the Chapter by-laws.
- Talk about what they do and how it works.
- When planning for conferences, timely communications would help attendees and vendors to prepare – especially as it pertains to shipping, schedules, and booth assignment, hotels, etc.

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.



Call for Papers



October 5 - October 8
Tulsa Southern Hills Marriott
Tulsa, Oklahoma



The OKPSC Committee invites frontline dispatchers, leaders, industry partners, and everyone to submit presentation proposals for consideration. Sessions should be 45-50 minutes. Industry partners must have Exhibitor Sponsorship of at least Bronze level to be considered.



Scan here to submit

Topic Ideas

- | | |
|--------------------------|------------------|
| Lessons Learned | Peer Support |
| Operations Management | NG911 |
| Best Practices | New Technologies |
| Mental Health & Wellness | Emerging Issues |

TIME TABLE

30th	JUNE	Submissions Due
18th	JULY	Accepted Topics Notified
1st	AUGUST	Flash Day Registration
11th	AUGUST	Award Submissions Due
5th	OCTOBER	Conference Starts

www.okpsc.org

Call for Papers (continued)



Call for Papers – WA APCO-NENA Fall Conference 2025!

Initial Review Deadline: May 15

Final Review (for open space): June 15

When: October 14 – 17, 2025

Where: Wenatchee, WA

The Washington State Chapter of APCO – NENA is accepting proposals for training presentations for our upcoming Annual Fall Conference. This event offers an opportunity to share your knowledge and present new information and ideas relevant to the field of public safety communications. Presenters will gain visibility and credibility while making a significant contribution to the public safety community.

Proposals

Proposals should be of interest to public safety communication professionals on topics related to 9-1-1 call taking, police and fire dispatching, stress management, leadership, supervisory issues, training 911 professionals, health and wellness, public education, mentoring, diversity, team building, peer support and conflict training. Technical track proposals should be related to IT, CAD systems, MSAG, GIS, radio systems, FirstNet, RoIP, SIP, etc. Presentations can be done by individuals, small groups or held in a round table fashion. We also welcome submissions on subjects that do not directly apply to the above topics but would be relevant and educational for attendees.

Priority Consideration

Submissions that align with Public Safety Telecommunicator (PST) recertification continuing education credit categories will be given priority. These categories include: Technology & Equipment Proficiency, Legal and Compliance Updates, Call and Incident Handling, Communication Techniques, Health & Wellness, and Continuity of Operations & Emergency Preparedness.

Call for Papers (continued)

Why present at conference – Your influence matters!

Presenting at conferences offers a wide range of benefits both personally and professionally. You will have the opportunity to share your perspectives and approaches to a diverse audience, engaging with other professionals, increasing your impact reaching beyond your organization. Your visibility at our conference can open doors for future collaborations networking with some of the top industry leaders. As a presenter your unique insight can help influence, shifting perspective, making changes, and driving action. Sharing your knowledge and excitement can spark curiosity in others. This curiosity is the gateway to influence which is why you should consider presenting.

We understand it can be intimidating to think about presenting. Check out our conversation about presenting at conference on our YouTube channel. In it we discuss why you should consider presenting, the call for papers process and requirements, how to plan your presentation, what to expect at conference, and more.

Submission Requirements:

1. The initial review is May 15th and a final review for any open spots will be June 15th.
2. **Presenter Info:** name, title, phone, email, agency/company, mailing address.
3. **General Info:** Target audience, general topic and method of presentation (round table, classroom etc.)
4. **Biography** of the main presenter with overview of qualifications and speaking/training experience. List any additional presenters.
5. Suggested **course title and course summary**.
6. **Full description** of the course.
7. Requested **length** of time for the proposed presentation (60, 75, or 90 minutes).
8. **NEW:** Describe your **class takeaways** and how you can help attendees share what they learned. We highly encourage handouts or electronic copies of written takeaways for attendees to take back to their agency. We want to help attendees to competently share the information because overtime is high at agencies, and they cannot send as many people as they have been able to in the past.
9. **Reference information** to help us understand your presentation history. For example, video or link to video of previous presentations, previous classes you have taught and their content, examples of positive presentation reviews, or describe your interest and abilities around presenting at conference.
10. Email submissions or questions to: training@wapconena.org

Upcoming Conferences



**Early Bird
Special thru
March 17th**

**\$25 Off
Full Conference
Registration**

**2025
North Carolina Public
Safety Communications
Conference
May 4th - May 7th
Wilmington, nc**

**Register
Now**



nc911conference.com

The graphic features a background image of a wooden walkway with a metal railing overlooking a body of water at dusk. The text is overlaid on a black diagonal banner on the left and a yellow banner at the bottom. Logos for North Carolina APCO and NENA 9-1-1 are positioned in the bottom right corner.



Upcoming Conferences (continued)



STAY CONNECTED WITH US
APP: CO NENAAPCO
WEBSITE WWW.CONENAAPCO.ORG
FACEBOOK: COLORADO NENA AND APCO

Theme:
Show Us Your Why!

2025 COLORADO NENA APCO Conference

PRECON MAY 5 CONFERENCE 6-7 2025

Explore, connect, share stories, and inspire others to make a difference.



Keynote Speaker
CHARLIE CELANO



Pre-Con Course
"KEEP BROADCASTING YOUR MESSAGE" WITH RICARDO MARTINEZ



Upcoming Conferences (continued)

2025 MICHIGAN PUBLIC SAFETY TELECOMMUNICATIONS CONFERENCE



2025 Michigan Public Safety Telecommunications Conference

Monday, May 19th -

Thursday, May 22nd

 REGISTER TODAY! 



VanDyk Mortgage Convention Center

460 W. Western Ave.
Muskegon, MI 49440

2025 SPEAKERS



Lauren Sisler
ESPN REPORTER



Officer Ann Carrizales
THE FIGHT AFTER THE FIGHT



Jason Schechterle
BURNING SHIELD



Charles Hedgespeth
LEVELUP 911



Jason Long
LEVELUP 911



Joe Serio
THE 3RD DISPATCHER

 REGISTER TODAY! 



Upcoming Conferences (continued)

IPSTA
41st Annual Conference
2025

Sponsored by:
INENA and ILAPCO

CROWNE PLAZA HOTEL
— ★ ★ ★ —
3000 S DIRKSEN PKWY, SPRINGFIELD, IL
OCT 19TH-22ND, 2025
911CONFERENCE.ORG

How Y'ALL!

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