



OHIO PROGRAM OFFICE
DEPARTMENT OF ADMINISTRATIVE SERVICES

Ohio 9-1-1 Newsletter

April 2020

New Training Videos

Three (3) continuing education videos, created to satisfy the PSAP Operations Rules 2020 Continuing Training Standards, are now available! The training videos can be accessed on the “Resource” page of the Ohio 9-1-1 Program Office website under “Continuing Education Training.” This year’s topics cover sinking vehicle interrogation and response, 9-1-1 emergency features on smart phones, and PSAP quality assurance and quality control measures.

In order for us to successfully create this video, we would like to thank the participants who took out of their busy day to film in Columbus:

Caroline Grace Williams – Miss Ohio 2019

Barb Davis, Director of Brown County Communication Center and 9-1-1 Coordinator

Patrick Brandt, Director of Delaware County Emergency Communications and 9-1-1 Coordinator

Matt Hanenkrath, Defiance County 9-1-1 Coordinator

Andrew Knapp, Director of Hamilton County Communications Center and 9-1-1 Coordinator

Brian Rutledge – Deputy Director of Columbiana County Emergency Communications & 9-1-1 Coordinator

Lt. Steve Treinish – Columbus Division of Fire

Mr. Steve Tatum and Mr. Wayne Tyler, Ohio Department of Public Safety, Video Production Unit - for the quality production!

Wireless 9-1-1 Government Assistance Fund

The Wireless 9-1-1 Government Assistance Fund (WGAF) reconciliation form (for calendar year reporting of January 1, 2019 through December 31, 2019) was distributed in February 2020. The form is the same as in years past, however, there is a new return deadline of July 1, 2020.

9-1-1 Coordinator Corner: Welcome New Coordinators

The Ohio 9-1-1 Program Office would like to welcome the newest 9-1-1 coordinators from across the state. Welcome to Major Christopher Clark as the new coordinator in Clark County and Major Brad Moore as the new coordinator in Preble County. We look forward to working with both of these individuals along with the rest of our local partners and know they will do a great job in helping to provide quality 9-1-1 service to Ohio residents!

County 9-1-1 Spotlight: Williams County

What is your name, job title, what agency do you work for, and for how long?

Dawn Baldwin, Director, dual role office – Williams County Communications Agency and Williams County Emergency Management Agency, Director since October 2011.



How long have you been involved specifically with 9-1-1?

Williams County Communications Agency opened its doors on January 1, 1991. I've been here since day 1 after starting with Williams County in January 1988 as a Child Protective Services worker with JFS ... known as Human Services office back then. I was a dispatcher; then a 911 Supervisor; then the Deputy Director of 911 and EMA; and now Director of both agencies since October 2011.

Dawn Baldwin, Williams County
9-1-1 Coordinator

Please provide a brief description of how 9-1-1 operates locally in your county:

Williams County is unique from many counties in that dispatch/communications is not associated with the Sheriff's Office but is an independent county agency that reports to the Williams County Commissioners. We are the county's Primary PSAP dispatching for the Williams County Sheriff's Office, 7 village police departments, 9 volunteer fire departments. We answer both admin and 911 calls for all the agencies. We are the after-hours answering point for all county offices. We have 8 full-time employees, 3 dispatchers-in-training, a full-time Deputy 911 Director and Deputy EMA Director who both assist in filling shifts. Williams County has no 911 levy and is fully supported by the county's General Fund and the state government 911 assistance funds.

What is your favorite part of being involved in 9-1-1?

Knowing that we make a difference in people's lives EVERY day. I helped a mother successfully do CPR on her 2-year old toddler in 1993. In 2009, an envelope arrived at our office addressed to me with a note on the envelope for the letter to be forwarded to me if I was no longer with the agency and my current address was known. Inside the envelope was a high school graduation invitation with a note that read "this day never would have been possible without you." It was an honor to attend the graduation party. There are no words for the joy 911 dispatchers can bring to families for simply "doing our jobs." It helps make up for the days at the other end of the spectrum that we will never forget.

What might your staff or other county 9-1-1 coordinators be surprised to learn about you?

I miss dispatching!!! I thoroughly enjoy my role as Director and the opportunities it affords to collaborate and further the cause of the 911 profession but "boots on the ground taking the calls" will always be my first love and passion.

Thank you Dawn Baldwin for your service!

Thank You and Farewell

The Ohio 9-1-1 Program Office says farewell to our very own Nick Levin who was a Research and Logistics contractor here since the summer of 2015. Over the years, Nick has been instrumental in assisting with building the foundation and pathway for our programs and maintaining relationships and offering support to Ohio's 9-1-1 County Coordinators. We wish Nick all the best in his future endeavors, and I am sure you all will agree - he will be missed!



"It has been my distinct pleasure to be a part of the team here at the Ohio 9-1-1 Program Office. I have always wanted to contribute to the safety and well-being of the people around me, and being a part of the 9-1-1 Program Office has allowed me to do just that. Just as important, my experience has allowed me to meet and interact with so many of the 9-1-1 and public safety professionals around Ohio who diligently work to make our communities safe at the local level. Without your commitment and engagement of our local partners, 9-1-1 would be a fruitless endeavor. I'd like to thank all of you across the state, and especially my coworkers here at the Ohio 9-1-1 Program Office, that have made it a joy to be of service to the public. I will take many lessons with me from this job into my next phase of life and service. Good luck to you all, and I hope you will join me in continuing the never-ending battle for truth, justice, and the American way!"
~Nick Levin

DAS Twitter Account

Please be sure to check the Ohio Department of Administrative Services' Twitter account ([@OhioDAS](https://twitter.com/OhioDAS)) to stay up to date with all of the great news in State government!

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Mike DeWine, Governor
Jon Husted, Lt. Governor
Matt Damschroder, Director

Coronavirus Information

from the Ohio Department of Health

QUESTIONS ABOUT COVID-19?

VISIT [CORONAVIRUS.OHIO.GOV](https://coronavirus.ohio.gov)

OR CALL 1-833-4-ASK-ODH FOR ANSWERS

*Everyone at the State of Ohio and the Ohio 9-1-1 Program Office would like to say **THANK YOU** to the 9-1-1 County Coordinators, Dispatchers, First Responders and all who are serving to keep Ohio safe!*

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