



## TEAM ON DEMAND SERVICES: Leadership Development & Training

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## Quality Assurance

### **BASIC: Set Up QA for your team**

Includes set up of QA program, training for internal QAE teams on Current QA standards, best practices, short term monitoring for calibration and compliancy goal setting. Teaching evaluation, using custom, preexisting or software QA scorecards and proper forms.

### **ENHANCED: Assess your existing program**

Assessment and audit of current QA program, process improvement, refresher training for internal QAE teams on current QA standards, best practices, hybrid and comparison of preexisting or custom scorecards and QA forms monitoring for calibration and compliancy goal setting.

### **ADVANCED: Outsourced QA Program**

Our Team on Demand **QAEs (Quality Assurance Evaluators)** will perform multiple aspects of Quality Assurance. QAEs use feedback to feed forward your training programs and implement procedures that support continuous customer service improvement...including but not limited to developing laser-focused training aids. We set up your preferred method of QA in a **Crawl, Walk, Run** methodology and **do QA evaluations for you**. Goals and compliance requirements can be upgraded in the future as policies are enhanced.

Our QAEs listen and report for:

- **Attitude** – tone of voice, empathy and community service; soft skills; professionalism.
- **Protocol** – Applying policy and procedures as agreed upon; grow your agency towards NENA APCO ANSI standards and compliance with other related certifications as needed. (Example: IAED, Police/Fire/EMD, CALEA, and other required protocols)

Our **Team On Demand** QA Managers and QAE Public Safety Professionals are committed to supporting your staff where shortages exist and where advanced quality performance is required. We are highly skilled in reports, policy documentation and **9-1-1 Management best practices**.

Call-taking & Dispatching teams are taking more calls than ever, many times with limited staffing. Add to that the ever-growing community expectations, new technology and growing list of standards. Founded by Public Safety industry leaders with over 25yrs technology & team management experience,

**MOETIVATIONS, Inc.**, quickly became known for its dedication to Public Safety professionals and solving the people challenges for Public Safety, 9-1-1, Sheriffs, Police, Fire, and EMS.



### **Your ROI: Return on Inspiration**

- Application of NENA APCO Standards
- Empowered & Trained Staff
- Streamlined Evaluation
- Timely Call Reviews
- Objective & Prompt Feedback
- Professional Coaching
- Support for Burdened Staff
- Improved Customer Service to Field
- Advanced Training & Job Aids
- CJIS Certified QAE Personnel



## HOW CAN WE HELP YOU?

**QAE Evaluations:** **Listening** to pre-determined percentage calls; assuring that maximum % of customer service performance in processes and standards is met. As a guideline, PSAP agencies should review 1% to 3% of calls, admin and/or calls for service; cases involving catastrophic loss and/or high-acuity events as soon as possible after the receipt of the call and/or following the radio dispatch or at least within five (5) days.

**QAEs** will select random calls, use a scorecard for objective samplings of call, radio and screen recordings for evaluation. We will use schedules and rules that you prefer, and vary the scope of calls, based on tenure, new hire needs, and performance review schedules. We will adapt forms and tailor feedback based on skills, incident type, responsibilities and other performance priorities that we mutually set.

**Documenting:** validating policy and standards as it relates to NENA APCO ANSI Standard; drafting Policy if it does not exist, utilizing accreditation and policies where required; **Notice trends** and address them by recommending corrective maneuvers.

**Reporting:** Team on Demand will provide the **quantitative documentation** to the agency to assist with employee evaluations, and **performance enhancements**.

**Monthly Reporting**

**Quarterly Reporting**

**Implementing New or Revised Policy**

**Onsite or Remote Training** – remote or onsite based on program designed to improve attitude, coaching behaviors and applying appropriate quality service recommendations based upon the agency desired requirements and established policies. Remove the inconsistency associated with having supervisors apply standards based on personal preferences, varying experiences, and opinion.

**QA Standards Application** Moetivations, Inc. utilizes the industry APCO/NENA voluntary standards, as well as local and national requirements based on agency rules, most of which describe recommended policy and QA program launch roadmap. We will define internal QA standards based on Industry Best Practices. The QA/QI program, processes, and requests for release of information shall comply with all applicable federal, tribal, state/provincial and local laws, rules and regulations.

**Certifications & Training** include PowerPhone, Priority Dispatch, IAED, APCO, NENA and other state & local CEU requirements. QA/QI evaluators follow the standards and recommendations while setting goals that the PSAPs can easily manage, in a “**crawl, walk, run**” model.

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### **Launch includes**

- ✓ Set up files and document process for evaluators and PSAP
- ✓ Evaluator Access & Responsibilities for QAEs
- ✓ Goals for agency percentages and expectations
- ✓ Refresh existing or create new Process Requirements
- ✓ Refresh or create Performance Review, Evaluation SOPs
- ✓ Documentation & Reporting Requirements /Schedule
- ✓ Set Up Coaches Corner, Feedback Loop
- ✓ Training Aids Schedule
- ✓ Recommendations for Improvement work flow

### **Includes 3 to 4 team personnel :**

CJIS Certified & Experienced QAEs  
QA team lead, QA personnel, Training, Coach & Administrative  
Includes Recommendations, Job Aides & Training  
Presentations: webinar, recording or training materials





**QA MANAGEMENT GOALS:**

- Application of APCO NENA ANSI Standards
- Accreditation Goal Setting and/or maintaining as needed
- Reduce liability exposure & risk associated with improper response
- Reduce turnover caused by error and over-discipline
- Notice Early Intervention needs
- Improve efficiency, quality of service for responders & community
- Enhance productivity; Drive accountability and utilize staff retention strategies
- Reduce complacency & customer complaints
- Create better responder & community alliances

**ADVANCED QA PROGRAM:**

**Launch & Infrastructure, Portal Files** **\$ 1,650** /One-time Set up fee  
**Listening to predetermined calls per week**  
 BASED ON ESTIMATED 116,000 CFS ANNUAL

**Option 1:** 1% QA Evaluations 1160 Annual QAEs **\$ 1,137 /Monthly fee** **\$ 13,463 Annual**  
**REMOTE TRAINING AIDS ARE INCLUDED**

**Option 2:** 2% QA Evaluations 2320 Annual QAEs **\$ 2,109 /Monthly fee** **\$ 26,960 Annual**  
**REMOTE TRAINING AIDS ARE INCLUDED**

**ADD ON:** PEER COMMUNITY Group & 1:1 Discussion Platform  
 Online Learning: Agency Secure Education Sessions  
 Basic courses Included  
 Access to Coaches, QA Team Leads  
**27 FTE @ \$ 9.99ea** **\$ 269 /Monthly fee** **\$ 3,237 Annual**  
 Advanced Workshops not included

## QA REMOTE TRAINING AIDS & JOB AIDS

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**Methodology:** Revive morale; improve coping skills; **reduce the long term impact of crisis related stress.**  
 Reset common courtesies, customer satisfaction intentions, personal accountability, being mindful, encouraging increase in positivity; reduces gossip

Communicating in a way that improves team during crisis, reduce bullying & intimidation; Practical Workplace Application

Reset Discipline goals; Improving Manager & Staff interaction, noticing negativity and not tolerating toxic behaviors to spread throughout a team

Review Leadership skills by example, as shown in the workplace

- **Mentoring: Supervisors in the workplace**
- **Emotional Strength & Peer Support**
- **Recognizing stress in yourself and others**
- **Resilience & Readiness**
- **Customer Service**
- **Officer Safety**

Personal Development; notice improvement in the most unlikely individuals

- Thrive-ability! Reveal Life Application techniques; Healthy lifestyles & hobbies
- Encourage character based communications, discretion, honor





**ONSITE TRAINING FEES:** Onsite Full Day Leadership Development workshops & training: includes (4hr, 6hr, or 8hr) sessions, and (2hr or 4hr) management leadership courses, with curriculum chosen from the Course List Portfolio, for telecommunicators, dispatch, peer support, supervisors & management; 9-1-1, Law Enforcement, Police, Fire, EMS, Sheriff's Office.

**HOSTED & CLOSED TRAINING SESSIONS AVAILABLE**

**Courses, repeated in rotating shift sessions, includes additional Supervisor/Management Course. Includes Gov't rate travel, Printed Materials & Delivery, Executive Readout.** Includes unlimited Main Site attendees, Pre-Training Survey, Attendee Feedback Report. Agency may invite other Sterling Emergency Communications & regional agency departments to attend at no charge under this program outline.

**Starting at \$ 307 / monthly fee if bundled with QA  
or starting at \$ 2,420 onsite flat rates; depending upon schedule & days onsite.**



**Our courses include customization** based on individual agency challenges and industry trends such as: anti-bullying, health & wellness for dispatchers & telecommunicators, morale boosters, and career path development.

**OPTIONAL:** Onsite Supervisor Leadership Development workshop & training: scheduled in 4 hr, 6hr or 8hr – 2 full days with curriculum chosen from the Leadership Portfolio, supervisors & management, Includes Executive Readout.

Our **Advanced Supervisor Course** is an interactive workshop that approaches this material in a problem-based, practical manner and requires a high degree of classroom participation. It is a hands-on approach to coaching, counseling and preparing. **Fees based on schedule.**

We inspire and motivate teams by using real world examples, teach character as a daily behavior, and apply practical application of healthy lifestyles.

**TERMS** Includes Course Curriculum Handouts, Printing, all travel related expenses  
 Deposit Due: Set up fee Upon signing  
 Balance Due: Prepaid or monthly  
 Training Deposit Due: Upon award or bundled with QA program

Authorizing Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Authorizing Name: \_\_\_\_\_ Title: \_\_\_\_\_

The authorizing party must have budgetary discretion to approve the terms described in this Proposal. Final invoices to include any taxes or credit card processing fees.



**Thank you** for your consideration and for the opportunity for Moetivations, Inc. to provide you with the attached outline detailing our approach to supporting PSAP management needs. On behalf of MOETIVATIONS, Inc., we provide Team on Demand services with high integrity and in the spirit of public safety partnership. This overview establishes the methodology our team would follow and lays out general timelines and activities required to support PSAP agency needs.

**Moetivations PSAP Professionals** are a team of dispatchers and operations managers with decades of PSAP management experience, 9-1-1 systems design & assessment experience, operations and training expertise, dispatch vendor solutions experience, and customer service background. Founded in 2011, Moetivations, Inc. brings together some of the most reputable and experienced dispatch, operations, and Public Safety subject matter experts in the industry.

**Why choose Team on Demand services?** We are an experienced and diverse team, minority 100% female owned small business based in Denver, Colorado; certified DSBO, DBE, with CDOT, NCDOT, and an approved vendor in nearly 50 states, including the Arizona State 9-1-1 Contract for Professional Services. Our teams hold industry certifications such as ENP, RPL, IAED accreditation credentials, and other necessary education needed to accomplish Training, Leadership Development, critical systems assessment, vendor selection, 9-1-1/CAD/RADIO project implementations, QA/QI services, and professional NextGen readiness consulting. Moetivations, Inc. is privately owned, does not sell software or hardware, and makes the promise to be an objective trusted advisor in accomplishing your goals.

**Team On Demand 9-1-1 Background:** Our **training & change management** team includes educators and motivators experienced in stress management, health & wellness, leadership development, career path & coaching, Supervisor Leadership, Social Media influencers, Workplace Culture, Reputation Management, Staff Retention Strategies & Conflict Management. We encourage first responders to **thrive, problem solve and be change agents.**

Our **QA and Operations** personnel are certified dispatchers and previous PSAP operations Supervisors, Managers or Directors who are extremely experienced in QA, QI, policy writing, SOPs, call & radio incident evaluations, Police/Fire/EMD scorecards, job aids and standards compliancy.

Our **technology & projects team** is well versed in vendor management and several system designs: Motorola, Zetron, Vesta, West/Viper, a variety of CAD integrated solutions, and several Radio systems & consoles. We understand managed services, Next Gen 9-1-1 solutions engineering, Text to 9-1-1, Cyber Security, NENA Standards, ESINet and FirstNet data networks. We are facilitators of roadmaps and infrastructure for mission-critical solutions and IP telephony.

Our PMPs are well versed in **public safety project implementations**, consolidation & co-location methodologies, products and services in software and hardware portfolios, SaaS, IP delivery, and computer equipment solutions, as well as versed in managed services, distribution, maintenance SLAs, and contracts for AT&T, Verizon, Zetron, CenturyLink, Frontier, Venture Tech, Motorola, Harris, and various other distributors.



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