

# APCO

## MEMBER CHAPTER SERVICES Committee

### Compassionate Care Webinar November 29th @ 1:30 PM

Have you ever heard someone in APCO talking about a Compassionate Care Program and wondered “What in the world is that?” Join the APCO Member & Chapter Services Committee November 29, 2021 at 1:30pm EST for a webinar on Compassionate Care Programs where we will discuss what State Chapters across the Country are doing to support their membership when critical incidents occur. You will learn best practices of robust Compassionate Care Programs from Newtown Emergency Communications Director Maureen Will, Missouri APCO Chapter President Zachary Dykes, North Carolina APCO Chapter President Grayson Gusa and North Carolina APCO’s Compassionate Care Program Chair Janet King.

Register here:

<https://attendee.gotowebinar.com/register/7503670298763874829>

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## Membership Information

Member Type	10/1/2020	10/1/2021
Associate Members	2,582	2,668
Full Members	4,523	4,483
Full Group Members	8,320	8,231
Online Group Members	18,138	19,973
Commercial Members	497	503
Commercial Group Members	213	317
<b>Total Number of Members</b>	<b>35,273</b>	<b>36,175</b>
Total Number of Group Agencies	1,262	1,358
Commercial Groups	45	55

## Young Professionals

The Young Professionals Committee is seeking nominations for our next Young Professionals quarterly interview in the APCO Enews. If you know someone 35 and younger that stands out from the rest in your organization please fill out the nomination form in the link below.

<https://www.apcointl.org/community/committees/young-professionals-spotlight/>

## Commercial Corner

In nearly every Chapter, there are some common challenges that exist such as member participation in activities, delivering programs that build members' expertise in their jobs, and building a sustainable environment that keeps all types of members informed and engaged.

Commercial members are often referred to as the backbone of the Chapter. While it's the regular membership that are the heart of setting and driving the Chapter's objectives and goals year after year, the life blood comes in the form of commercial member and non-member vendor participation and financial support through meetings, sponsorships, and annual training and exhibition conferences.

So how does your Chapter solicit, capture, and maintain the support of those generous businesses? I've written it here before; it must be a collaborative effort. Commercial Members and their non-member vendor colleagues see business opportunities by supporting the Association and the local Chapters. And through their interactions, it is hoped that the agencies see the value of having these relationships as well since many times the vendors bring tremendous amounts of subject matter expertise and often carry best practices from other engagements of similar natures.

It all starts with a conversation and either it builds into something, or it doesn't, and that's okay because at least there was the attempt and both sides learn from it and move on. It can never be too early to start the information exchange – so why are you waiting?

Submitted by: Ron Lyons  
APCO Senior Member  
Member & Chapter Services Committee Member



## Silent Key

Blake T. Haskell  
*Atlantic Chapter*

For more information about Blake, please click on the links below.  
<https://psc.apcointl.org/2021/10/06/silent-key-blake-t-haskell/>

## North Carolina Spotlight



**CELEBRATING 60 YEARS | 1962-2022**

### North Carolina APCO Spotlight

By Grayson Gusa, NC APCO Chapter President

North Carolina is the ninth largest state in the nation with a population of over 10.7 million. There are 100 counties in the state and more than 500 municipalities. And, in 2020, there were 7.1 million 9-1-1 calls placed within the state that were processed by one of 115 Primary PSAPs and nearly 3,000 telecommunicators in the state.

Our Chapter currently has over 1,500 members, representing professionals who are actively involved in many different roles in the public safety communications industry.

The North Carolina Chapter of APCO held their first Chapter Meeting on November 14, 1961 in Greensboro, NC, and on November 19, 2021, will gather again in Greensboro for our bi-monthly Chapter Meeting to celebrate the 60<sup>th</sup> anniversary of this first meeting.

Throughout the years, North Carolina APCO has proudly served as a leader throughout the state in promoting and improving the public safety communications industry. As part of this commitment to the industry, North Carolina General Statute includes a representative of NC APCO to the North Carolina 911 Board. Melanie Neal, the Executive Director of the Guilford Metro 911 Center, serves as the North Carolina APCO representative to the NC 911 Board. Additionally, Chapter President Grayson Gusa is currently serving on an NC 911 Board Workgroup charged with updating the State 911 Plan.



*NC APCO President Grayson Gusa and  
1st Vice President Christine Moore*

## North Carolina Spotlight (continued)

### **2021-2022 NC APCO BOARD**

Grayson Gusa, RPL  
Chapter President

Christine Moore, RPL  
1<sup>st</sup> Vice President

Herman Weiss  
2<sup>nd</sup> Vice President

Ray Gilleland  
Immediate Past President

Frank Thomason  
Executive Council

Lori Laughlin, RPL  
Treasurer

Missy Ezzell  
Secretary

Elton Wright  
Commercial Advisor

Jeryl Anderson, CPE  
Educational Advisor

Travis Essic  
Public Information Officer

Melanie Neal, RPL  
NC 911 Board Representative

Janet King  
Compassionate Care

Randy Surratt  
Historian

### **Regional Ambassadors**

Morrissa Ahl-Walters  
Chad Deese  
Greg Dotson  
Samantha Dutch, RPL  
Shante Griffin  
Amanda Ward

At the international level, North Carolina APCO is fortunate to have 15 Senior Members of APCO International and 6 Lifetime Members of APCO International.

North Carolina APCO conducts bi-monthly Chapter Meetings. In the early days of the pandemic the Chapter was forced to cancel one in-person meeting but was able to quickly stand up a virtual platform to continue hosting these Chapter Meetings over the last 18 months.

In addition to the bi-monthly chapter meetings, the Chapter hosts our annual Telecommunicator Training Symposium, which is a three-day event that focuses on training and networking for frontline telecommunicators. Additionally, our Chapter also partners with the North Carolina Chapter of NENA to host the annual NC Public-Safety Communications Conference.

The North Carolina APCO Board includes the elected positions of Chapter President, 1<sup>st</sup> Vice President, 2<sup>nd</sup> Vice President, Immediate Past President, Executive Council Representative, Treasurer, Secretary and six Regional Ambassadors who represent regions throughout the state. The Board also includes the appointed positions of Commercial Advisory Member, Educational Advisory Member, Public Information Officer, NC 911 Board Representative, Historian and Compassionate Care Coordinator.

If you'd like to learn more about North Carolina APCO, we invite you to visit us online at [www.ncapco.org](http://www.ncapco.org), or follow us on Facebook (<http://facebook.ncapco.org>).

## Missouri Spotlight



### **2021-2023 Board Members**

President: Zachary Dykes

Vice President: JR Webb

Immediate Past President: Stephen Hoskins

Secretary: Angela Rodgers

Treasurer: Roger Martin

Executive Council Representative: Cheryl Konarski

Commercial Advisor: Matthew Knight

Regional Ambassadors: Saralyn Hayes, Northwest; Shelby Creed, Northeast; Angie Stieffermann, Central; Lori Sneed, Southwest; Dawn Moore, Southeast

### **Introduction**

The Missouri Chapter of APCO represents over 570 public safety professionals, out of an estimated 1,200 Telecommunicators in the 186 centers across the 114 counties in Missouri. Together our Telecommunicators serve an estimated population of over 6 million citizens. The “Show Me State” has a lot to offer, from beautiful city skylines to open fields, cows (a lot of them!), covered bridges, scenic roadways and endless waterways.

### **Conferences**

Missouri APCO offers two conferences per year. Missouri APCO is not alone in providing these conferences, as we partner with the Missouri Chapter of NENA and the Missouri 9-1-1 Director’s Association in hosting our Missouri Public Safety Communications Conference (MPSCC). In the spring, our MPSCC is dedicated to providing quality continuing education, networking and opportunities to visit and engage with approximately 60 commercial partners offering a wide variety of services. In our spring 2021 conference, we offered over 60 hours of training alone! In the fall, we come together for a more intimate setting targeting NG911 technical training and a Director’s Workshop.

The call for papers is now open for our spring 2022 conference, which will be held overlooking the beautiful Table Rock Lake in Branson, Missouri. Learn more, or submit an application to present, at [mpsc911.org](https://mpsc911.org).

## Missouri Spotlight (continued)

### Missouri Chapter Awards

Each year Missouri APCO joins forces with our fellow associations in Missouri to offer the Missouri Public Safety Communications Awards Program. The Presidents and Vice Presidents of each association, along with the Chair of the Conference Committee, select the recipients. We offer a variety of awards, largely based on APCO International's awards.

### 2021 Award Recipients

Telecommunicator of the Year – Crissy Postlethwait, Springfield-Greene County 9-1-1  
George Major Trainer of the Year – Heather Morrison, Springfield-Greene County 9-1-1  
Team of the Year – Kansas City Police Department  
Information Technologist of the Year – Mike Runnebaum, JASCO  
Radio Technologist of the Year – Brian O'Dell, Joplin Police Department  
Supervisor of the Year – Renee Berry, Warren County Emergency Services  
Director of the Year – Sarah Newell, Polk County  
Hero of the Year – Braydon Johnson

### Missouri APCO's Social Media

Missouri APCO utilizes many social media platforms to remain engaged with our membership. On our social media you will see us recognizing the great things our members and peers across the state are doing. One of the programs we created was Missouri Teammates in Action, which highlights exceptional performance by our membership. We want to send a shout-out to Cheryl Konarski for keeping tabs on what is going on around the state and sharing items of interest on our Facebook page

For more visit us at: Linked In, Twitter, Facebook, bit.ly, and Instagram with our handle "moapco".

### Missouri APCO's Totes of Hope

Missouri APCO is excited to debut its Totes of Hope program through this newsletter! Totes of Hope began as a brainstorming session between two Chapter members during the summer of 2019, and has developed into something no one could have imagined. Totes of Hope is the first of its kind, a statewide project focused on showing support, compassion and empathy towards ECCs following times of crisis and trauma. As of October 1, 2021, the program has deployed 41 totes, with no signs of stopping. Totes are deployed for a variety of reasons, ranging from: line of duty deaths to traumatic calls involving children. Totes of Hope is not intended to replace proper Critical Incident Stress Debriefing or Peer Support Programs, but instead ensures that ECCs know that the entire state of Missouri is standing with them during these tumultuous times. (Items in each tote varies, to include: snacks, candy, adult coloring books, puzzle books, stress balls, fidget items, and notebooks.) To learn more about Totes of Hope, please visit [moapco.org/totes](http://moapco.org/totes).

## Missouri Spotlight (continued)

### Other Initiatives

Missouri APCO is in the midst of a revitalization period. We are creating opportunities for involvement and reaching out to members who are interest in a position, or who we feel would be a great fit for a position.

We recently launched a Young Professionals Committee, which allows us to develop our younger membership for future roles within the Chapter.

The Teammates in Action initiative was developed in 2019. Since adopting this program, was have celebrated the incredible actions and accomplishments of 11 teammates and teams across the state. This year, alone, we have celebrated the quick thinking and multi-jurisdictional teamwork by Telecommunicators that led to the successful rescue of a woman and child being held against their will that involved three counties; the successful overnight water rescue where a communications team of two used their training and knowledge of their area to determine that the victim was no longer on the roadway and had washed downstream, the team of two directed field responders to the area, and talked a Deputy to the caller's location where he risked his own life to save her from the rushing water; the selflessness of a Telecommunicator who used her own vacation time and funds to purchase food for a citizen and her three children who were stranded following a domestic dispute; the hard work and quick action of two ECCs following an abduction and AMBER alert request that resulted in the successful and safe recovery of the abducted child.

To learn more about Missouri's Teammates in Action Program, and to read more stories, visit [moapco.org/teammates](http://moapco.org/teammates).

### Did you know???

Missouri is exceptionally proud of the fact that APCO International originated in our state! It is true, in fact, the first APCO International Conference took place in the "Show Me State"! Even through it started here, Missouri did not actually receive its Charter until August, 1955.

After four years, Missouri APCO has its very own challenge coin. Coins are \$8/each, with all proceeds going to support our scholarship fund. For more information on our coin, please contact one of our Missouri APCO Board Members.

## Health & Wellness Committee

### Dialing In on Dispatch Wellness

The Health & Wellness Committee is hard at work on toolkits and protocols for dispatcher wellness. Utilizing the skills and expertise of committee members, areas of focus will be on protocols for Peer Support Programs; a 9-1-1 Wellness Initiative; and a health & wellness toolkit featuring simple practices and suggestions to improve the wellbeing of telecommunication professionals from new hires to administration. Much of the Committee's work will also be focused on live trainings and presentations to inspire agencies to prioritize health and wellness for all 9-1-1 personnel. Stay tuned!

By: Kirstin Luke, Health & Wellness Committee member

## Bylaws Committee

In accordance with the Goals and Deliverables of the Bylaws Committee, a review of Article III Membership - Section 3.3 Positions of Leadership was conducted. The addition of "Secretary and Treasurer" was added to this section after Chapter President as voted on by the Membership Quorum at the Annual Conference in San Antonio Texas on August 17th, 2021. A motion to accept the language addition of Secretary and Treasurer being added after Chapter President and the removal of the word *or*, and the insertion of a *comma (,)* after President - as presented at the Annual Conference in San Antonio Texas was made. The motion was carried unanimously. In addition all new committees have been added to the Policy Manual.

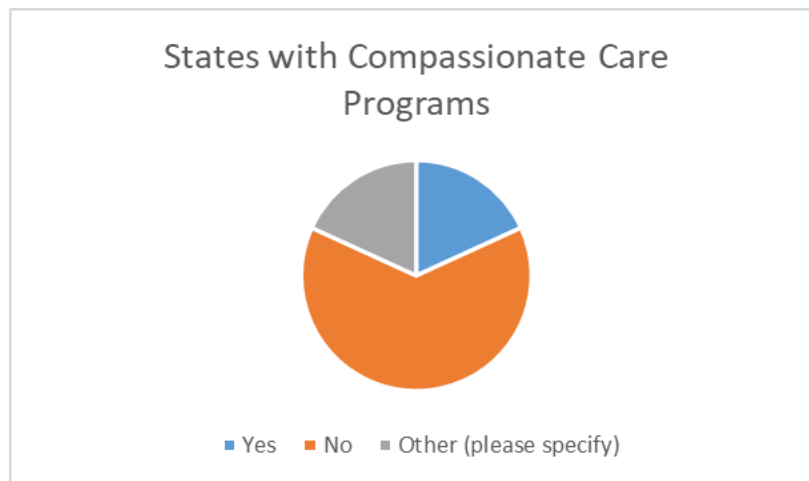
The Bylaws Committee also completed a review of the South Dakota governing documents and returned them to their Chapter President with our recommendations.

By: Maureen Wills, Bylaws Chair

## MCSC Monthly Survey

Last month the APCO International Member & Chapter Services Committee launched its new monthly Chapter survey. The survey topic from last month focused on Compassionate Care Programs. We received 33 survey responses.

In this survey, we asked: *Does your Chapter have a Compassionate Care Program?*



The Chapters that have some form of current Compassionate Care Programs are:

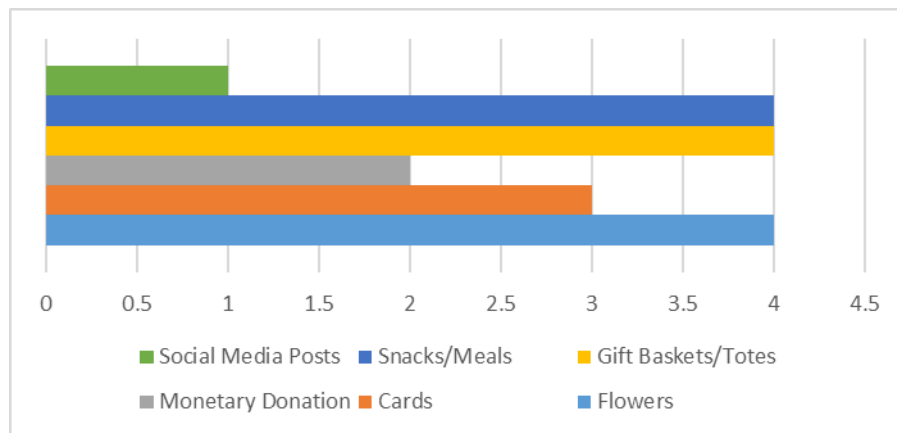
- Connecticut
- Florida
- Kentucky
- Missouri
- North Carolina
- Virginia
- Washington

Not every state calls their program "Compassionate Care". Some of the program/committee names we found are:

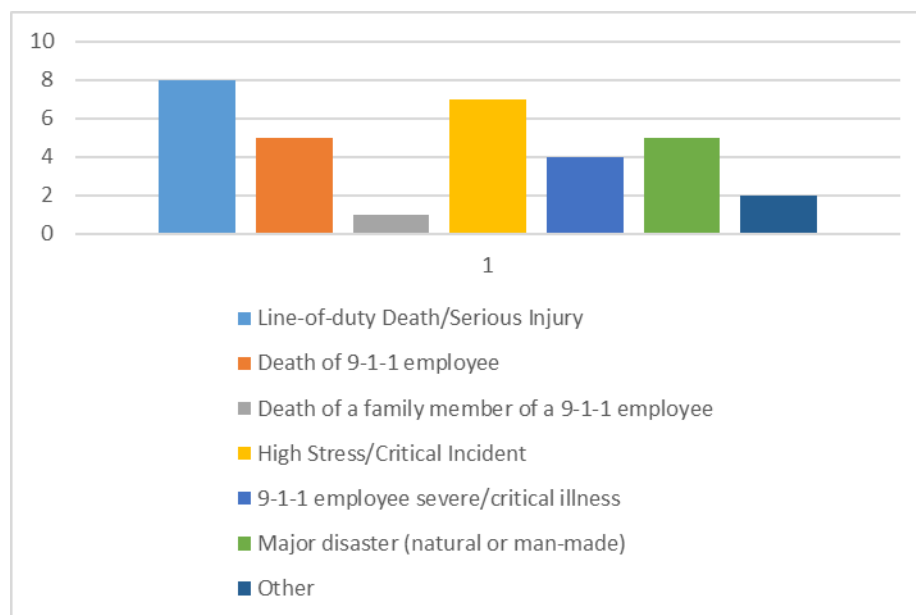
- Membership Support/Outreach Committee
- Basket of Cheer
- Sunshine Fund
- Totes of Hope

## MCSC Monthly Survey (continued)

When asked about what the Compassionate Care Program/Committee does for their membership, responses varied significantly:



One of the most challenging questions for those that are looking to start a Compassionate Care Program is: What is a qualifying event? Responses to this question were:



Due to COVID-19, several Chapters have stopped visiting affected ECCs, and have stopped sending food. They instead have begun reaching out to the ECC and asking them what was needed.

## MCSC Monthly Survey *(continued)*

The final question asked in the survey was: *If your Chapter does not currently have a Compassionate Care Program, what has stopped you from creating one?*

The responses to this question varied greatly, and included such responses as: not sure what the program is; time commitment; and volunteers. Some of the highlights of this question were:



If your Chapter would like to learn more about these programs, please mark your calendar for November 29<sup>th</sup> at 1:30pm EST, and join the APCO International Member & Chapter Services Committee for a webinar on Compassionate Care Program Best Practices. Details will be coming soon.

If you have topic you would like to see discussed, please send them to [christine.moore@greensboro-nc.gov](mailto:christine.moore@greensboro-nc.gov), [ljscott224@gmail.com](mailto:ljscott224@gmail.com), [heather.barnes@csec.texas.gov](mailto:heather.barnes@csec.texas.gov) or any other member of the Member & Chapter Services Committee.

For October's survey visit: <https://www.surveymonkey.com/r/Oct21CommercialMbrs>

## APCO Announcements

### TAKE ACTION - Act Now to Convince Congress to Fully Fund NG91-1

WE NEED YOUR HELP!! Urge the U.S. Senate to provide the funding needed. This will take less than 5 minutes and you can change the future of 9-1-1:

**Step 1:** CALL SENATOR SCHUMER'S OFFICE at (202) 224-6542. Tell them who you are and where you're from and deliver a simple request: "Please fully fund Next Generation 9-1-1."

**Step 2:** USE APCO'S ADVOCACY PORTAL to send letters seeking additional support: [www.apcointl.org/advocacy/take-action](http://www.apcointl.org/advocacy/take-action) (please share the link widely with colleagues)

### Upcoming Webinars | Free for Members | Earn 1 CDE

#### Every Call, Every Time: Why Redundancy and Resiliency Are Ever More Critical for Safer, Smarter Cities

November 9 | 1:00 p.m. ET

As the world continues to face a global pandemic, we are being forced to respond to and manage increasing complex and severe climate related disasters ranging from fires to floods. Successfully planning for and responding to this incredibly demanding new reality starts with your technology and systems and asking the hard questions about interoperability, flexibility, and stability.

#### [Register](#)

*Sponsored by Hexagon*

### New Topics added to APCO Illuminations

Additional topics for 2022 have been added for all three tracks of APCO Illuminations – EMD, CTO and the general track. An annual subscription can earn up to 12 CDEs. [Learn more](#)

### Currently Certified in CTO 5<sup>th</sup> Edition? Access a Free Update Course

The recently updated Communications Training Officer (CTO) course – [CTO 6<sup>th</sup> Edition](#), is being offered beginning January 2022 – select a date and [register now](#) to ensure your spot. If you are already certified in CTO 5<sup>th</sup> Edition, register for a free [CTO 6<sup>th</sup> Edition Update course](#) for students or the [CTO 6<sup>th</sup> Edition Instructor Update course](#). Learn more at the FAQ pages for [students](#) and [instructors](#).

## APCO Announcements (continued)

### Training Update

Earn CDEs before the end of 2021 with these upcoming courses:

[Communications Center Supervisor, 5<sup>th</sup> Edition \(Online\) | Oct. 20 – Nov. 23 | 24 CDEs](#)  
[Bullying and Negativity in the Communications Center, 2nd Ed. \(Online\) | Nov. 3 – 23 | 8 CDEs](#)  
[Customer Service in Today's Public Safety Communications \(Online\) | Nov. 3 – 23 | 8 CDEs](#)  
[Fundamentals of Tactical Dispatch \(Online\) Nov. 3 – 23 | 16 CDEs](#)  
[Public Safety Telecommunicator 1, 7<sup>th</sup> Edition \(Online\) | Nov. 3 – 30 | 40 CDEs](#)  
[Crisis Negotiations for Telecommunicators \(Virtual Classroom\) | Nov. 9 | 8 CDEs](#)

### APCO 2022 Call for Speakers

Share your ideas with thousands of your peers by submitting a proposal to speak at APCO 2022, August 7-10 in Anaheim, CA. We seek innovative, engaging, inspiring and informative presentations that fall within one of our ten educational tracks.

[Submit](#)



### Seeking Nominations for APCO 2023 Host Committee Chair

The Conference and Exposition Committee (CEC) seeks a Host Committee Chairperson for APCO 2023, taking place August 6-9 in Nashville, Tennessee. We are currently accepting nominations. For information on the requirements to submit a nomination, visit PSConnect or contact the current CEC Chair, Kim Ostin. Please submit your completed nomination packet to [kostin594@gmail.com](mailto:kostin594@gmail.com) by **December 1**.

### Register for the 2021 Emerging Technology Forum

Have you signed up yet for this year's virtual Emerging Technology Forum, taking place November 2-4? Registration is just \$25 for full/associate members (public safety practitioners). Join us for the latest information on today's emergency communications technologies.

## APCO Announcements *(continued)*



### [Register](#)

#### **We Need You! Seeking Volunteers**

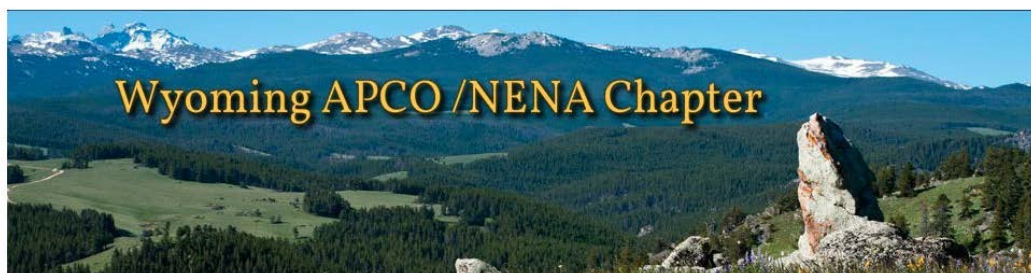
- APCO issued a call for participation for work group members to participate in the creation of an ANSI standard titled Non-9-1-1 Call Processing and Dispatch, which will address receiving and processing calls from sources other than 9-1-1 requiring new policies and procedures. Complete the [online application](#) by **October 24**.
- APCO is [seeking comments](#) for the candidate American National Standard (ANS) for Public Safety Telecommunicators When Responding to Calls of Missing, Abducted and/or Sexually Exploited Children.
- We need producers of public safety communications equipment, products, processes, systems and services to help in the development of [APCO American National Standards](#). If you are interested in joining, please [complete this survey](#).

#### **APCO Executive Search**

Are you looking for a new 9-1-1 director? Let APCO Executive Search help you find the right fit. With connections to 36,000 emergency communications professionals and a team with 25 years of success in placing executives, APCO Executive Search recruits top-tier talent to take your emergency communications center to the next level of performance.

[Learn More](#)

## Upcoming Conferences



## 20th Annual Conference



October 31—November 3, 2021

Clarion Inn at Platte River  
123 West E Street  
Casper, Wyoming



Contact Chapter President Monte McClain for registration details: [MMcClain@parkcountysheriff.net](mailto:MMcClain@parkcountysheriff.net)



# Save the Dates!

**2022 NC PUBLIC-SAFETY  
COMMUNICATIONS CONFERENCE**

WILMINGTON, NORTH CAROLINA



**MAY 1-5, 2022**

**WWW.NC911CONFERENCE.COM**



2022 Ohio APCO/NENA Conference

**SAVE the DATE**

**WE HAVE SURVIVED!**

More information coming soon.  
Please check: [www.ohioapco.org](http://www.ohioapco.org) &  
[www.ohionena.org](http://www.ohionena.org)

April 10-13, 2022 Kalahari Resort, Sandusky, Ohio



*Registration*

**NOW OPEN**

## KANSAS APCO FALL CONFERENCE

November 8-10 Manhattan Kansas

Keynote speakers

Adam Timm & Ana Christina Hicks



[WWW.KSAPCO.ORG](http://WWW.KSAPCO.ORG)

### ***Turn Back Your Clocks***

***Reminder.... Daylight Savings Time ends on  
Sunday, November 7th @ 0200 hours. Also...change  
the batteries in your smoke detector at the same***

## CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
LaToya Marz, RPL	Chair	lmarz@tri-com911.org
Rebekah Burkhardt	Vice-Chair/Committee Contact	rburkhardt@prinevillepd.org
Angela S. Clayton	Arkansas	angelascayton@aol.com
Adriana Spirescu	CPRA, No. California	ASpirescu@ocsd.org
Catherine M. Raley, RPL	Colorado	craley@arapahogov.com
Celeste Anne Baldino	Virginia	cbaldino@albemarle.org
Charles E. Venske	Minnesota	charles.venske@hennepin.us
Christine Moore	Missouri	christine.moore@greensboro-nc.gov
Darius Tremayne Brown	Louisiana	Darius.Brown@opcdla.gov
Elizabeth M. Phillips	Nebraska	lphillips@ku.edu
Felicia Taylor	Florida, South Dakota	ftaylor@cityofpuntagordafl.com
Gregory D. Putnam	Atlantic	gregputnam@derrynh.org
Heather Barnes	Texas	heather.barnes@csec.texas.gov
Herman Andrew Weiss	Nevada, Utah	herman.weiss@chowan.nc.gov
Jared William Pelham	Tennessee	pelham_j@hc911.org
Jason Matthew Jeffares	Iowa, Pennsylvania	jmattj911@gmail.com
Jeryl Lynn Anderson, RPL, CPE	North Carolina	janderson@orangecountync.gov
Jonathan L. Jones	Georgia	Jonathan.Jones@gema.ga.gov
Josh Benfield	Alaska, Pacific	jbenfield@caswellinc.us
Joshua Michaelis	Mississippi	jmichaelis@ricecounty911.com
Kristy Larkin	Caribbean, Saudi Arabia	Kristylarkin@ongov.net
Laramie J. Scott	Kentucky	ljscott224@gmail.com
Lashundresia Curtis	Idaho, Oregon	lashundresia.curtis@tccd.edu
Linda Dennette Lilly	Michigan	lillyld@wfu.edu
Mary Sue Robey, RPL	Newsletter Editor	marysuer@valleycom.org
Michael A. Newsome	Montana	Mchael.Newsome@fultoncountyga.gov

## CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

NAME	CHAPTER ASSIGNMENT	EMAIL ADDRESS
Michael Davis, RPL	Illinois	miked5627@gmail.com
Rebecca L. Snook	Kansas	bsnook@mitchellcountys.gov
Rebekah J. McAleese	Wisconsin	rmcale@milwaukee.gov
Roberta Jean McMinn	Ohio	rmcminn@mayfieldvillage.com
Ron Lyons	Commercial Member	Lyons_Communications@outlook.com
Russell Rigouard	South Carolina	rrigouard@spartanburgcounty.org
Shanta Hill Bolden	Alabama	shanta.bolden@birminghamal.gov
Tina L. Chaffin	Arizona, North Dakota	tina@training911heroes.com
Travis C. Essic	Indiana, Oklahoma	travis.essic@davidsoncountync.gov
Trudy L. McDevitt	Mid-Eastern	tmcdevitt12@att.net
Grayson Gusa	Group Leader	grayson.gusa@ncapco.org
Rebecca Hull	Staff Liaison	hullr@apointl.org
Susan Stowell Corder	Staff Liaison	stowells@apointl.org