



## MEMORANDUM

**To:** Maine EMS Board  
**From:** Melissa Adams, EMD Program Coordinator  
**Subject:** EMD System Update  
**Date:** November 27, 2024

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Maine EMS, through the Office of Behavioral Health, and in collaboration with the Emergency Services Communications Bureau has secured \$48,213 in funding to support all licensed EMDs in Maine, working for each of the 29 licensed EMD Centers across the state to complete the initial certification course for a new protocol specifically for First Party Callers in Crisis.

Additionally, the Emergency Services Communications Bureau, Maine's 911 Authority, has negotiated a contract to ensure all newly trained and licensed EMDs will complete the initial certification course for the protocol until it is enveloped into the standard EMD training and software.

This new protocol is available through the Priority Dispatch Corporation, the current EMD Protocol vendor for the State. The licensing for access to the protocol requires all EMD staff at an agency to first complete the initial certification course. Together, with implementation experts from Priority Dispatch, Maine EMS will roll out access to the training and guidance for implementing access to the protocol beginning the first week in December.

In addition to the Maine Crisis Transfer Policy, available to all PSAPs for best practices in integrating 911 and 988 services, the training and implementation of the first party caller in crisis protocol efforts are a direct result of the work with stakeholders from across the public safety, emergency communications, and behavioral health communities who have been meeting bi-weekly for three years to support emergency communications, emergency responders, clinicians and individuals with mental and behavioral health emergencies.

Kudos to Wells Public Safety Dispatch, a non-PSAP EMD Center, for being the first agency to begin providing the certification training to staff, identifying the need for supporting EMD staff and first party callers in crisis even before this funding was secured.

Because these contracts are facilitated directly between the Office of Behavioral Health and Priority Dispatch, there is no need for the Board to take action. This memo is for information only.