



IPSTA

THIRTY-EIGHTH ANNUAL
CONFERENCE
2022

Sponsored by

ILAPCO
and **INENA**



OPENING KEYNOTE BY
ADAM TIMM
The Healthy Dispatcher

- ◆ **PRE-CONFERENCE COURSE**
by Adam Timm
- ◆ **OPENING SESSION**
by Adam Timm
- ◆ **DAILY BREAKOUT SESSIONS**
- ◆ **TUESDAY RECEPTION & AWARDS**
Entertainment by the Sofa Kings
- ◆ **CLOSING SESSION**
by Stephen James Johnson
- ◆ **CONTINUING EDUCATION CREDITS AVAILABLE**



OCT 23 - 26
Registration opens 07/11/2022



CROWN PLAZA HOTEL
3000 S Dirksen Pkwy, Springfield, IL 62703



911CONFERENCE
.org



38th ANNUAL ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS ASSOCIATION CONFERENCE

SUNDAY PRE-CONFERENCE COURSE

The IPSTA Conference is proud to offer the following pre-conference course for the 2022 conference.

- **Sunday October 23, 8:30 AM – 4:30 PM**
- **Cost is \$100.00 per attendee.**
- **Separate registration is required for this pre-conference course**



The Emotionally Intelligent Comm Center Presented By: Adam Timm

Course Description

Providing service to the public can be an emotional experience. Citizens are angry, coworkers are annoyed, and supervisors are frustrated. Negative exchanges can impact customer service quality and escalate situations. Without the ability recognize and manage emotions in ourselves and others, we can feel out of control and the job can easily run us into the ground. This fast-paced, interactive training class shows the power of emotional intelligence and demonstrates how improving yours can make you a better leader, in all areas of your life.

Learning Objectives

- Why emotional intelligence is so important to working in public safety
- Skills for improving their leadership ability, no matter where in the organization they work
- Tools for communicating more effectively and de-escalating heated exchanges
- The simple change they can make to improve their agency's culture and morale

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PROGRAM SESSIONS:

Opening Session:

Front Line Leadership: How We All Make A Difference.

Presented By: Adam Timm



It's sometimes thought that you need a title to make a positive impact at work. We might even think, "someone should really do something," as we note areas of needed change. Part of what makes the best communications centers great places to work is that being a part of the solution does not require a title. As one director put it, "We encourage each team member to be that 'someone' who chooses to do something." Now more than ever, we need leaders at every rank, every level of the organization. During this fast-paced and engaging keynote, participants are invited to embrace their essential role in making positive change possible, whether a trainee, line level dispatcher, or director.

Adam Timm began his 18-year career in 9-1-1 as a dispatcher for Los Angeles Police Department Communications Division, where he spent over a decade under the headset. He left the LAPD after founding his company, The Healthy Dispatcher, to provide classes, conference sessions and culture change consulting services to dispatchers across the country. Adam's energetic presentations and uplifting message have made him one of the most highly regarded speakers in 9-1-1. He's the author of three books, including the popular, "Dispatcher Stress: 50 Lessons on Beating the Burnout" and his most recent, "People Driven Leadership: How the Best 9-1-1 Centers Inspire Positive Change."

Conference Breakout Sessions Highlights:

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| • Why NG911 Isn't Just About the Technology | Halcyon Frank, Denise Amber Lee Foundation |
| • Threat Awareness: How to Detect an Incident Before it Takes Your ECC Down | Sean Scott, SecLore Solutions |
| • Legislative Updates | Illinois APCO/INENA Legislative Committee |
| • Statewide Peer Support | Patrick O'Sullivan, Illinois 911 Peer Support |
| • Can We Be Friends? It can be lonely at the top. | Rhonda Flegel |
| • IL-TERT, Involvement, Participation and Readiness | IL-TERT Board |
| • Legal Update | John Kelly, Ottosen DiNolfo Hasenbalg & Castaldo, Ltd. |
| • LEADS Update | ISP LEADS Team |

For the most update listing of program sessions, please visit www.911conference.org.

Closing Session



**Maintaining True North When Things Go South
Presented By: Stephen James Johnson**

It's likely that we'll experience a time in our lives (or we already have) when everything around us seems to go south. For those who work in public safety, the demand for service never stops, despite the challenges we may face both on and off the job. How do we maintain course when obstacles appear too great for us to bear? How do we remain focused on goals and dreams when getting through the week seems hard enough? How do we start to climb out of hardship, suffering, and trial and move onto fullness of life? This pragmatic yet challenging session provides a step-by-step process to stay focused on true north when things go south. Not for the faint-of-heart, this talk will equip you to conquer challenges that lay ahead or even behind you.

Stephen James Johnson Bio:

Stephen is a public safety professional, educator, crisis response chaplain, and public speaker. He has a breadth of expertise across the public safety disciplines, including forensic case management of sex offenders and cases involving domestic violence, leadership roles in emergency medical services, and executive level service in 9-1-1 and public safety communications. He is also an ordained pastor and chaplain, providing chaplain and peer support services to police officers, firefighters, EMS personnel, and public safety dispatchers. Stephen is the owner of SJJ LLC, a public safety consulting and training firm, and is a sought-after speaker. Additionally, he is currently the Assistant Director of Administration and Training for Cambridge Emergency Communications Department (Cambridge, Massachusetts). He has a B.A. in Psychology, a B.S. in Criminal Justice, and an M.A. in Theological Studies. Stephen holds many certifications, board appointments, and professional memberships. He is a Connecticut native who lives in the Greater Boston Area, who finds joy in drinking coffee, reading books, sitting in his recliner reflecting, and learning new things.

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CONFERENCE SCHEDULE AT A GLANCE – 2022

Sunday, October 23rd

8:30 AM - 4:30 PM	Sunday Pre-Conference Class (Separate Registration Required)
3:00 PM - 7:30 PM	Conference Registration Open
4:30 PM - 6:00 PM	Illinois APCO/INENA Joint Chapter Meeting
6:00 PM - 6:30 PM	“First Timer” Reception
6:30 PM - 9:00 PM	Welcome Reception in the Vendor Area

Monday, October 24th

7:30 AM - 8:30 AM	Coffee & Rolls
8:00 AM - 3:00 PM	Registration Open
8:30 AM - 9:00 AM	Opening Session
9:00 AM - 10:30 AM	Keynote Speaker
10:30 AM - 4:00 PM	Vendor Area Open
10:30 AM - 1:30 PM	Exclusive Vendor Hours
12:00 PM - 1:30 PM	Lunch (Vendor Area)
1:30 PM - 3:00 PM	Breakout Sessions
3:15 PM - 4:00 PM	Breakout Sessions
4:15 PM - 5:00 PM	Breakout Sessions
5:15 PM -	5K Run

Dinner on your Own

Tuesday, October 25th

8:00 AM - 9:00 AM	Coffee & Rolls (Vendor Area)
8:30 AM - 11:30 AM	Vendor Area Open
8:30 AM - 3:00 PM	Registration Open
8:30 AM - 10:00 AM	Breakout Sessions
10:00 AM - 11:30 AM	Exclusive Vendor Hours
11:30 AM	Vendor Exhibits Close
11:30 PM - 1:00 PM	Lunch (on your own)
1:00 PM - 1:45 PM	Breakout Sessions
2:00 PM - 2:45 PM	Breakout Sessions
3:00 PM - 3:45 PM	Breakout Sessions
4:00 PM - 4:45 PM	Breakout Sessions
6:00 PM - 11:00 PM	Reception, Dinner, Awards, & Entertainment by the Sofa Kings

Wednesday, October 26th

8:00 AM - 9:00 AM	Coffee & Rolls
9:00 AM - Noon	Closing Session (Door Prize Drawing to follow Closing Session)

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GENERAL CONFERENCE INFORMATION

The Illinois Public Safety Telecommunications Association (IPSTA) Conference sponsored by Illinois APCO & INENA continues to be one of the largest, and best, events in the country. The Conference Committee worked hard to again offer a comprehensive and informative program for this year's annual conference.

The Conference Committee is working to get an EMD Site Code for the conference sessions. This will enable attendees to earn valuable continuing education (CE) credit.

CONFERENCE LOCATION

The conference will be held at the Crowne Plaza, 3000 S. Dirksen Pkwy, Springfield.

HOTEL RESERVATIONS

The standard room rate for the Crowne Plaza is **\$115.00** (plus tax). Rooms are also available at the adjacent Holiday Inn Express at a rate of **\$95.00** (plus tax). Hotel reservations must be made using the housing form at the [9-1-1 conference website](#).

ONLINE CONFERENCE REGISTRATION INFORMATION

This year the conference registration can ONLY be completed online: www.911conference.org. A unique email address must be used for each person registered. Multiple registrations can be made in one transaction. Payment must be received before the registration is considered completed. Day passes, which include the meal for the day, are also available. Extra lunch and banquet tickets may be purchased at the conference registration desk.

Full Conference Registration - \$175.00

Late Registration - \$225.00

One Day Only - \$100.00

Don't forget to sign up for 5k run at the time of registration!

EARLY REGISTRATION DEADLINE: September 30, 2022

SPECIAL ARRANGEMENTS

If you, or a guest, have disabilities and need accommodations, please let us know. The Conference complies with ADA requirements and will provide reasonable accommodation for conference participants upon notification.

ILLINOIS PUBLIC SAFETY TELECOMMUNICATIONS ASSOCIATION (IPSTA)

Illinois APCO and INENA formed an independent non-profit organization, IPSTA, to administer and manage the conference.