



102ND GENERAL ASSEMBLY

State of Illinois

2021 and 2022

HB4240

Introduced 1/5/2022, by Rep. Barbara Hernandez

SYNOPSIS AS INTRODUCED:

20 ILCS 2605/2605-53

Amends the Illinois State Police Law of the Civil Administrative Code of Illinois. Provides that all public safety answering point telecommunicators and public safety telecommunicator supervisors shall complete (i) emergency mental health dispatching training for 9-1-1 dispatchers and (ii) training for interviewing 9-1-1 callers without unintentionally leading 9-1-1 callers to distort actual emergency situations.

LRB102 21460 RLC 30577 b

FISCAL NOTE ACT
MAY APPLY

A BILL FOR

1 AN ACT concerning State government.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 5. The Illinois State Police Law of the Civil
5 Administrative Code of Illinois is amended by changing Section
6 2605-53 as follows:

7 (20 ILCS 2605/2605-53)

8 Sec. 2605-53. 9-1-1 system; sexual assault and sexual
9 abuse.

10 (a) The Office of the Statewide 9-1-1 Administrator, in
11 consultation with the Office of the Attorney General and the
12 Illinois Law Enforcement Training Standards Board, shall:

13 (1) develop comprehensive guidelines for
14 evidence-based, trauma-informed, victim-centered handling
15 of sexual assault or sexual abuse calls by Public Safety
16 Answering Point telecommunicators; and

17 (2) adopt rules and minimum standards for an
18 evidence-based, trauma-informed, victim-centered training
19 curriculum for handling of sexual assault or sexual abuse
20 calls for Public Safety Answering Point telecommunicators
21 ("PSAP").

22 (a-5) Within one year after June 3, 2021 (the effective
23 date of Public Act 102-9) ~~this amendatory Act of the 102nd~~

1 ~~General Assembly~~, the Office of the Statewide 9-1-1
2 Administrator, in consultation with the Statewide 9-1-1
3 Advisory Board, shall:

4 (1) develop comprehensive guidelines for training on
5 emergency dispatch procedures, including but not limited
6 to emergency medical dispatch, and the delivery of 9-1-1
7 services and professionalism for public safety
8 telecommunicators and public safety telecommunicator
9 supervisors; and

10 (2) adopt rules and minimum standards for continuing
11 education on emergency dispatch procedures, including but
12 not limited to emergency medical dispatch, and the
13 delivery of 9-1-1 services and professionalism for public
14 safety telecommunicators and public safety
15 telecommunicator Supervisors. and

16 (a-10) The Office of the Statewide 9-1-1 Administrator may
17 as necessary establish by rule appropriate testing and
18 certification processes consistent with the training required
19 by this Section.

20 (b) Training requirements:

21 (1) Newly hired PSAP telecommunicators must complete
22 the sexual assault and sexual abuse training curriculum
23 established in subsection (a) of this Section prior to
24 handling emergency calls.

25 (2) All existing PSAP telecommunicators shall complete
26 the sexual assault and sexual abuse training curriculum

1 established in subsection (a) of this Section within 2
2 years of January 1, 2017 (the effective date of Public Act
3 99-801) ~~this amendatory Act of the 99th General Assembly.~~

4 (3) Newly hired public safety telecommunicators shall
5 complete the emergency dispatch procedures training
6 curriculum established in subsection (a-5) of this Section
7 prior to independently handling emergency calls within one
8 year of the Statewide 9-1-1 Administrator establishing the
9 required guidelines, rules, and standards.

10 (4) All public safety telecommunicators and public
11 safety telecommunicator supervisors who were not required
12 to complete new hire training prior to handling emergency
13 calls, must either demonstrate proficiency or complete the
14 training established in subsection (a-5) of this Section
15 within one year of the Statewide 9-1-1 Administrator
16 establishing the required guidelines, rules, and
17 standards.

18 (4.5) All public safety answering point
19 telecommunicators and public safety telecommunicator
20 supervisors shall complete (i) emergency mental health
21 dispatching training for 9-1-1 dispatchers and (ii)
22 training for interviewing 9-1-1 callers without
23 unintentionally leading 9-1-1 callers to distort actual
24 emergency situations.

25 (5) Upon completion of the training required in either
26 paragraph (3), ~~or~~ (4), or (4.5) of this subsection (b),

1 whichever is applicable, all public safety
2 telecommunicators and public safety telecommunicator
3 supervisors shall complete the continuing education
4 training regarding the delivery of 9-1-1 services and
5 professionalism biennially.

6 (c) The Illinois State Police may adopt rules for the
7 administration of this Section.

8 (Source: P.A. 102-9, eff. 6-3-21; revised 7-16-21.)