

To: Capt. Ricky Harlowe
Lt. Mikki Quinones

From: Veronica Edens,
Training/Accreditation Coordinator

VE

Date: January 9, 2017

Re: 2016 Community Education Annual Report

The 2016 Community Education Report is as follows:

- The previous potential problem bearing on public safety community education is lack of knowledge the community has pertaining to the fact that our agency has the capability to communicate with limited English proficiency speaking individuals, the RUOK program and CareTrak Program.
 - Additional problem bearing on public safety communication activities is with the community having the misconception that we can accept text messages and trace cell phones.
- Recommended actions that address the previously identified concerns and problems are to continue to extend our information of services provided to those with limited English proficiency of our Language Line capabilities. As well as get involved with the Hispanic community.
 - Total Language Line Calls for 2016:
 - 205 Spanish
 - 1 Vietnamese
 - 2 Arabic
 - 1 Gujarati
 - 1 Mandarin
 - 1 Cantonese
 - Extend our information of services provided to the Senior Citizen community regarding the RUOK Program. We only have 7 clients on this program. That is 2 less than last year.
 - Extend our information of services provided to those regarding the utilization of the CareTrak Program. We currently have 16 clients with the program. That is the same amount as last year.
 - Recommended action for the issue with Phase II is to continue advising people about the program and get involved with HODAC and other programs throughout the community.

- Progress made towards previous identified concerns and problems included speaking with a Spanish news anchor and having her broadcast that we have language line capabilities. We had our 911 brochure translated into Spanish so we could reach out to the Spanish community. We attending several senior citizen activities including handing out valentines on Valentine's day and Christmas cards to our local nursing homes. We advertised employment opportunities with HODAC (which include advertising to limited English adults) and we have our website (www.houstoncountye911.com) up 24/7 with a great deal of information on it. We have also done many events for special needs children and their parents to make them familiar with the CareTrak program.

We have increased our Community Education events by 8 more than last year. We will continue to increase events in the years to come. This year we were unable to participate in the parade due to upgrading the 911 center.

2016 Community related events that took place:

- 01/13/2016 – CB Watson Elementary
- 01/29/2016 – Houston County Career Academy
- 02/12/2016 – Elberta Nursing Home
- 02/12/2016 – Warner Robins Nursing Home
- 02/29/2016 – Cub Scouts
- 03/07/2016 – Houston County Career Academy
- 03/07/2016 – Houston County Career Academy
- 03/08/2016 – Perry Youth Leadership
- 03/17/2016 – Warner Robins Police Citizen Academy
- 03/25/2016 – Bonaire Middle School Career Day
- 04/22/2016 – Russell Elementary
- 05/04/2016 – Russell Elementary
- 05/06/2016 – Elberta Nursing Home
- 05/17/2016 – Houston County Health Fair
- 05/19/2016 – Houston County Health Fair
- 06/14/2016 – Leadership Robins Region
- 07/26/2016 – Warner Robins Recreation Department
- 08/20/2016 – Autism Community Education Meeting
- 09/13/2016 – Houston EMS Training
- 09/22/2016 – Warner Robins Police Citizens Academy
- 10/04/2016 – Target- National Night Out
- 10/20/2016 – Houston County Career Academy
- 10/20/2016 – Houston County Career Academy
- 11/02/2016 – Youth Leadership Robins Regional Tour
- 11/03/2016 – Girl Scouts
- 11/04/2016 – Veterans High School
- 11/07/2016 – Central GA Home Education
- 12/20/2016 – Willow Creek Nursing Home
- 12/20/2016 – Warner Robins Rehab Nursing Home
- 12/20/2016 – Elberta Nursing Home

19