

To: Capt. Ricky Harlowe  
Lt. Mikki Quinones

From: Veronica Edens,  
Training/Accreditation Coordinator

Date: January 8, 2018

Re: 2017 Community Education Annual Report

The 2017 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. While out on Community Education tours, we discovered the Elderly do not want to call 911 and be a bother even if something is very wrong.
  - 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 through churches or other organizations.
  - **Total Language Line Calls for 2016:**
    - 208 Spanish
    - 2 Vietnamese
    - 1 Amharic
    - 1 Hindi
    - 1 Mandarin
  - Extend our information of services provided to the Senior Citizen community regarding the RUOK Program. We are in the process of making a video about RUOK to use on our website and other places. At this time, we only have 6 clients on this program. That is 1 less than last year and 2 less than 2015.
  - Extend our information of services provided to those regarding the utilization of the CareTrak Program. We currently have 13 clients with the program. That is the 3 less than last year
  - Recommended action for issue with elderly adults is to continue to reach out to churches and get them more comfortable using 911 services.

- Recommended action for the issue with Phase II is to continue advising people about the program and other programs throughout the community.
- Progress made towards previous identified concerns and problems for non-English speaking persons has been good. When we go to the schools, we hand out translated brochures telling them about our services. We also encourage all children to call 911 if needed and make sure they understand that we can speak to anyone.
- We attending several senior citizen activities including handing Christmas ornaments on Christmas and Christmas wreaths 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](http://www.houstoncountye911.com)) up 24/7 with a great deal of information on it. HODAC closed their doors this year, so we will be finding another avenue to post job descriptions. We have also done many events for special needs children and their parents to make them more familiar with the CareTrak and StarKids program.

We have increased our Community Education events to 50! That is 20 more than last year. This year we did several events where we painted rocks with children. It was a big hit and the children loved it. We will continue to increase events in the years to come.

**2017 Community related events that took place:**

- 01/23/2017 – Tucker Elem /Tucker Elem.
- 02/01/2017 – Perdue Primary /Perdue Primary
- 03/09/2017 – Retired Educators /Wellston Center
- 03/14/2017 – Perry Youth Leadership/ Commissioners Conference Room
- 03/14/2017 – WRFD / 911
- 03/15/2017 – Daughters of American revolution/ Sonny's
- 03/16/2017 – WRPD Citizen Police Academy / WRPD Training Room
- 03/17/2017 – Bonaire Middle School/ BMS
- 03/23/2017 – Meadowdale / Leverette/Carl Vinson
- 03/24/2017 – Perdue Elementary / Perdue Elementary
- 04/03/2017 – Northside High / 2 Students
- 04/04/2017 – Northside High / 3 Students
- 04/04/2017 – Citizen Tour / 2 citizens
- 04/20/2017 – Perdue Primary / Kindergarten
- 04/27/2017 – Centerville Neighborhood Watch /EOC
- 05/05/2017 – Loving Care Day Care / Loving Care
- 05/05/2017 – Byron Elem / Byron Elem
- 05/09/2017 – Leadership Robins Region / EOC
- 05/10/2017 – Byron Elem – Special Needs/ Byron Elem
- 05/23/2017 – HC Health Fair/ Perry Courthouse
- 05/25/2017 – HC Health Fair/ WR Annex
- 05/31/2017 – Vacation Bible School/ HL Baptist Church
- 06/02/2017 – Day Camp / Ted Wright Park
- 06/15/2017 – Houston Lake Baptist @ EOC

- 06/27/2017 – 1<sup>st</sup> Baptist Church / @ EOC
- 06/29/2017 – 1<sup>st</sup> Baptist Church / @ EOC
- 08/21/2017 – Centerville Lions Club / Centerville Lions club
- 09/05/2017 – Trinity Methodist Church / EOC
- 09/21/2017 – Warner Robins Citizen Academy / EOC
- 09/22/2017 – Elam Alexander – 12 kids – EOC
- 09/26/2017 – Shirley Hills Elem -89
- 09/28/2017 – Centerville elementary/ CES
- 09/28/2017 – Youth Leadership Robins Region/EOC
- 09/29/2017 – Byron Elementary School
- 10/03/2017 – Tucker Elementary
- 10/03/2017 – Target Night Out @ target
- 10/19/2017 – Houston County Career Academy
- 10/19/2017 – Houston County Career Academy
- 10/21/2017 – Home Depot
- 11/09/2017 – Central GA Home Educators @ 911
- 11/10/2017 – Girl Scouts @ Christ United Methodist 511 Russell
- 11/21/2017 – HC Fire Department Recruit Class @ EOC
- 12/02/2017 – Special Needs @ Christ Chapel
- 12/05/2017 – EMT Class @ EOC
- 12/12/2017 – Antebellum Grove Christmas Ornaments
- 12/12/2017 – Warner Robins Rehab Christmas Ornaments
- 12/12/2017 – Happy Hour Christmas Ornaments
- 12/18/2017 – Lake Joy Memory Care Christmas Ornaments
- 12/20/2017 – Antebellum Grove - Christmas Wreath
- 12/24/2017 – Elberta Nursing Home– Christmas Wreath

For 2018, we plan on increasing our events even more. We have an average of 20 people on our Community Education team and they all enjoy going out and educating the public on 911.