

# Houston County Sheriff's Office

## Communications Division

### Community Education Report

### 2018

Houston County 911 has a Community Education Team that consists of 20 employees who enjoy going out into the public and educating them on 911 information. Below are previous issues and what we have done to attempt to educate the residents of Houston County.

- 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, communicate with hearing impaired individuals, the RUOK program and CareTrak Program. While out on Community Education tours, we continue to learn the Elderly does not like to call 911 and be a bother even if something is 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. This year we have gone to several events involving disabled children and we will continue to participate to teach them about the programs we offer. Text to 911 is a program we are in the process of implementing in the near future.
  - **Total Language Line Calls for 2018:**

▪ Spanish	201
▪ Mandarin	2
▪ Vietnamese	1
▪ Urdu	1
▪ Romanian	1
▪ Japanese	1
▪ Haitian Creole	1
▪ French	1
▪ Russian	1
▪ Hindi	1
  
  - Extend our information of services provided to the Senior Citizen community regarding the RUOK Program. Fellowship church made a video about the

RUOK program and released it to their church and on social media. At this time, we only have 6 clients on this program. That is the same as in 2017.

- 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 same as last year. We have 30 people on the program out of county. We will continue to participate in programs for the mentally ill and disabled citizens.
- Recommended action for issue with elderly adults is to continue to reach out to churches and groups to 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 all of our local nursing homes. Our Community Education team went to the Hospital on Valentine's day and handed out 327 Valentines cards.
- 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. Since HODAC closed their doors last year, we reached out to Veterans Assistance on the Robins Air Force Base and Central Ga Tech and they both receive our job announcements as they become available. This year, we have completed many events for special needs children and their parents to make them more familiar with the CareTrak and StarKids program.

This year, we have completed 46 Community Education Events, that is 4 less than in 2017. We have continued to participate in events where we have painted rocks with children. We hope to continue to increase events in the years to come.

**2018 Community related events that took place:**

- 01/18/2018 Girl Scouts
- 01/25/2018 EMS
- 02/02/2018 WRFD
- 02/14/2018 NAFRE
- 02/14/2018 Houston Medical Center
- 03/13/2018 Leadership Robins Regional
- 03/15/2018 Citizens Police Academy
- 03/22/2018 Houston County Career Academy
- 03/23/2018 Bonaire Middle School Career Day

- 03/23/2018 Perdue Primary School
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- 03/24/2018 Fellowship Church - Health Fair for Senior Citizens
- 04/04/2018 Youth Leadership Tour
- 04/21/2018 Conference
- 04/26/2018 Forum @ Fellowship Church
- 05/04/2018 Career Tech
- 05/14/2018 Loving Care Daycare
- 05/15/2018 HC Health Fair – Perry Courthouse
- 05/17/2018 HC Health Fair – WR Annex
- 06/08/2018 Ted Wright Park – Camp 915
- 06/13/2018 New Comers of WR
- 08/23/2018 Feagin Mill Middle School
- 09/18/2018 Youth Robins Leadership Tour
- 09/28/2018 Lake Joy Elem
- 10/03/2018 Perry Fire Department
- 10/03/2018 Career Tech
- 10/03/2018 Career Tech
- 10/17/2018 Russell Elem
- 10/25/2018 ACA School
- 11/10/2018 American Cancer Society Relay for Life
- 12/19/2018 Warner Robins Nursing Home –Handmade Christmas Ornaments
- 12/19/2018 Elberta HealthCare –Handmade Christmas Ornaments
- 12/19/2018 Antebellum Grove –Handmade Christmas Ornaments
- 12/19/2018 SummerHill Nursing –Handmade Christmas Ornaments
- 12/19/2018 Autumn Terrace –Handmade Christmas Ornaments
- 12/19/2018 Willow Creek –Handmade Christmas Ornaments
- 12/19/2018 Lake Joy Assisted Living –Handmade Christmas Ornaments
- 12/19/2018 Summers Landing –Handmade Christmas Ornaments
- 12/19/2018 The Lodge –Handmade Christmas Ornaments
- 12/19/2018 Kingsford Nursing Home –Handmade Christmas Ornaments
- 12/19/2018 Colonial Gardens –Handmade Christmas Ornaments
- 12/19/2018 Southern Heritage Nursing –Handmade Christmas Ornaments
- 12/19/2018 Gramps and Grannies –Handmade Christmas Ornaments
- 12/21/2018 Antebellum Grove – Handing out Christmas Wreath
- 12/21/2018 Summerhill Nursing – Handing out Christmas Wreath
- 12/21/2018 The Lodge – Handing out Christmas Wreath

For 2019, we plan on increasing our events and seek out the school administration so that we can get more involved.

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Effective Date: 01/09/2019

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Next Annual Review Date: 01/01/2020

Training/Accreditation Manager