

Houston County Sheriff's Office

Communications Division

Community Education Report

2019

Houston County 911 has a Community Education Team that consists of 19 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.
 - Additional Problem is the community not understanding our services we offer such as; RUOK, Project lifesaver, and Star kids

- 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. We continue to pass out Spanish brochures in the schools and other organizations.
 - **Total Language Line Calls for 2019:**
 - Spanish 185
 - Vietnamese 1
 - Hindi 1
 - Tamil 1
 - Arabic 1

- This year we have gone to several events involving disabled children and we will continue to participate in events to teach them about the programs we offer. We have planned an autism day at the Centerville Police Department in April 2020.
- Text to 911 is a program we are in the process of implementing soon. Currently, the contact is being discussed through lawyers. Unknown when Text-to-911 will be implemented.

- The RUOK program was posted about on the Houston County Sheriff's Office Facebook page and it caused 4 news outlets to do stories on the program and several Senior groups reached out and requested we come and speak to them about the program. It caused an influx in participants for the program, which was a huge success. In 2018 we had 6 clients on the program, today we currently have 29 participants. That is a 383% increase in clients!
- Continue to 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 31 people on the program out of county. We will continue to participate in programs for the mentally ill and disabled citizens. 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.
 - 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.
- We have had several senior citizen activities including handing out 883 Christmas ornaments to residents at nursing homes throughout Houston County.
- We advertised employment opportunities with The Veteran's Assistance Organization from the Robins Air Force Base, Central Georgia Technical College and the Safe house for Domestic victims. Our website (www.houstoncountye911.com) is up 24/7 with a great deal of information on it.

This year, we have completed 43 Community Education Events, that is 3 less than in 2018. We have continued to participate in events where we have done activities with children. We hope to increase events in the years to come.

2019 Community related events that took place:

- 01/24/2019 HC Career Academy
- 01/30/2019 HC Career Academy
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- 01/30/2019 HC Career Academy
- 01/31/2019 WRFD tour
- 02/04/2019 HC Career Academy
- 02/04/2019 EMS
- 02/27/2019 Kings Chapel Elementary
- 02/27/2019 Kings Chapel Elementary
- 02/27/2019 Kings Chapel Elementary
- 03/12/2019 Leadership Robins Region
- 03/14/2019 Youth Leadership Robins Regional
- 04/11/19 Citizen Police Academy

- 05/14/19 HC Health Fair (WR)
- 05/16/19 HC Health Fair (Perry)
- 05/20/19 Macon Bibb 911
- 05/31/2019 Ted Wright Park – Volunteer day camp
- 06/07/2019 Houston Lake Baptist (Vacation Bible School)
- 08/08/2019 Ted Wright Social Club
- 08/13/2019 WR Social Club
- 09/05/2019 Youth Leadership
- 09/07/2019 Word of Life Worship Center
- 09/27/2019 Russell Elementary
- 10/09/2019 WR Rec Camp
- 10/16/2019 Houston County Career Technical College
- 10/16/2019 Houston County Career Technical College
- 10/25/2019 Trick or Trunk / We Care Heating and Air
- 11/16/2019 Touch a Truck – relay for life
- 12/10/2019 WRFD Recruits
- 12/10/2019 HCFD
- 12/18/2019 Antebellum Grove
- 12/18/2019 Summers Landing
- 12/18/2019 Phoenix @ Lake Joy
- 12/18/2019 Colonial Gardens
- 12/18/2019 The Lodge
- 12/19/2019 Willow Creek
- 12/19/2019 Southern Heritage
- 12/19/2019 Kingsford Nursing Home
- 12/19/2019 Warner Robins Rehab
- 12/19/2019 Gramps and Grannies
- 12/19/2019 Summerhill Nursing
- 12/19/2019 Elberta Health Care
- 12/19/2019 Autumn Terrace

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

Effective Date: 01/06/2020

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Next Annual Review Date: 01/01/2020

Training/Accreditation Manager