

Houston County Sheriff's Office

Communications Division

Community Education Report

2020

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.
 - Additional Problem is the community not understanding our services we offer such as; RUOK, Project lifesaver, and Star kids
 - Additional Problem is COVID-19. Due to Covid-19, we were unable to go out into the public to educate due to exposure issues.

- 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. Due to Covid-19, we had to stop going into the public. Instead, we created a YouTube Channel and read books on video. Children, who was having to complete schoolwork from home, could listen to the stories and still get accelerated reader points.
 - **Total Language Line Calls for 2020:**
 - Spanish 243
 - Vietnamese 4
 - Mandarin 3
 - Hindi 2
 - Indonesian 1

- Text to 911 is a program we are in the process of implementing soon. Currently, the contract is being discussed through lawyers. Unknown when Text-to-911 will be implemented.

- RapidSOS is a program that is able to pinpoint a cellphone location more accurate than our 911 software. We implemented this program in October of 2020.
- The RUOK program was posted about on the Houston County Sheriff's Office Facebook page (in 2019) 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. In 2019, we had 29 participants. In 2020, we had 25 participants. We plan on pushing the program more in 2021 once the pandemic is over.
- Continue to extend our information of services provided by 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.
 - 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 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 (<http://www.houstoncountye911.com> and <http://www.houstoncountyyga.org>) is up 24/7 with a great deal of information on it.

This year, we have completed 34 Community Education Events, that is 9 less than in 2019. We have continued to participate in events where we have done activities with children. Due to the pandemic, we were unable to participate in events from March through the end of the year. We hope to increase events in the years to come pending the pandemic.

2020 Community related events that took place:

- 01/16/2020 Centerville Seniors
- 01/19/2020 Boy Scouts
- 01/23/2020 WRHS Students
- 02/26/2020 Houston County Career Academy
- 02/26/2020 Houston County Career Academy
- 02/27/2020 Houston County Career Academy
- 03/02/2020 Hilltop Elementary
- 03/03/2020 Kings Chapel Elementary
- 03/03/2020 Houston Shriners
- 03/04/2020 Hilltop Elementary
- 03/10/2020 Leadership Robins Region
- 03/12/2020 Perry Youth Leadership
- 03/13/2020 Lindsay Elementary
- 04/21/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 04/23/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 04/28/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)

- 04/30/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 05/05/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 05/07/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 05/12/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 05/14/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 05/19/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 05/21/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 05/26/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 05/29/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 06/03/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 06/04/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 06/09/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 06/11/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 06/16/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 06/18/2020 Read Book and post on FB & YouTube for children (DUE TO COVID-19)
- 10/22/2020 Houston County Tech
- 10/22/2020 Houston County Tech
- 12/04/2020 Warner Robins Fire Dept

2020 911 Sit alongs:

We had 18 people sit along with our Communication Officers. These people are Police Officers, Fire fighters, EMS personnel and citizens.

For 2020, pending the pandemic, we plan on increasing our events and seek out the school administration so that we can get more involved. We also plan to do more YouTube videos to get kids involved.

Effective Date: 01/04/2021

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Next Annual Review Date: 01/01/2022

Training/Accreditation Manager

