

# Houston County Sheriff's Office

## Communications Division

### Community Education Report

### 2021

Houston County 911 has a Community Education Team that consists of 18 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. Covid has caused a lot of our tours to be cancelled and are hoping in 2022, things will go back to normal.
  - **Total Language Line Calls for 2021:**
    - Spanish 316
    - Vietnamese 1
    - Mandarin 2
    - Hindi 1
    - Romanian 1
    - Arabic 3
    - Thai 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. In 2021, we had 30 participants. We plan on pushing the program more in 2022 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. In 2021, the Pilot Club turned over the program to the Houston County Sheriffs Office. At this time the program is outdated and the Sheriffs Office is looking at alternatives.
  - 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.houstoncountyga.org>) is up 24/7 with a great deal of information on it.

This year, we have completed 25 Community Events. That is 9 less than 2020. 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 for most of 2021. We hope to increase events in the years to come pending the pandemic.

**2021 Community related events that took place:**

|            |                             |
|------------|-----------------------------|
| 02/03/2021 | Langston Elementary School  |
| 03/16/2021 | Perry Youth Leadership      |
| 03/24/2021 | Houston County Career       |
| 03/24/2021 | Houston County Career       |
| 03/30/2021 | Girl Scouts                 |
| 04/10/2021 | Apexx / Spring Fling        |
| 04/29/2021 | Youth Leadership            |
| 05/06/2021 | Lions Club                  |
| 05/27/2021 | WRPD Citizen Police Academy |

|            |   |
|------------|---|
| 06/07/2021 | APEXX Summer Camp                       |
| 06/09/2021 | APEXX Summer Camp                       |
| 06/10/2021 | APEXX Summer Camp                       |
| 06/10/2021 | Houston Lake Baptist                    |
| 08/06/2021 | Moms Club of WR                         |
| 08/19/2021 | Eagle Springs Neighborhood watch        |
| 09/22/2021 | Youth Leadership Tour                   |
| 09/28/2021 | Leadership Perry Tour                   |
| 10/07/2021 | Bonaire Primary                         |
| 10/21/2021 | Houston County Career                   |
| 10/21/2021 | Houston County Career                   |
| 10/23/2021 | WRPD/ Touch a Truck                     |
| 11/20/2021 | Better Together Middle Georgia's Market |
| 12/02/2021 | HCFD                                    |
| 12/20/2021 | Boy Scouts                              |
| 12/24/2021 | Operation Arresting Hunger – Christmas  |

**2021 911 Sit alongs:**

We had 26 people sit along with our Communication Officers. These people are Police Officers, Fire fighters, EMS personnel and citizens.

For 2021, 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.

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Effective Date: 01/10/2022

Prepared by: Sgt. Veronica Edens

Next Annual Review Date: 01/01/2023

Training/Accreditation Manager

