

Houston County Sheriff's Office

Communications Division

Community Education Report

2022

Houston County 911 has a Community Education Team that consists of 21 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 still unable to go out into certain places, such as senior communities, to educate due to exposure issues.
 - Additional Problem is the lack of knowledge in the community of available resources for special needs citizens.

- 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. During the pandemic, we created a YouTube Channel and read books on video. This enabled children, doing remote learning, to listen to the stories and still get accelerated reader points. Covid previously caused a large decline in the number of tours we were able to participate in. With the pandemic seemingly behind us, we are seeing an increase in the number of events.

○ **Total Language Line Calls for 2022:**

▪ Spanish	492
▪ Vietnamese	2
▪ Mandarin	2
▪ Hindi	1
▪ Romanian	1
▪ Korean	2
▪ Somali	1
▪ Ukrainian	1
▪ Urdu	1
▪ Russian	1
▪ Punjabi	3
▪ Burmese	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 continued with 30 participants in 2022. With COVID cases seeming to be on the downward, we hope to be able to get more closely involved with the senior community in 2023 and increase this number.
- 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 Sheriff's 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.
 - In lieu of the CareTrak program being on hold, Lt. Edens created a residential premise form in 2022. This form is given to the citizen who completes it and returns it to us. It provides us with any medical/special needs information we need for that person/household so that we can relay that information to first responders. The goal with this is to provide better and safer service to the

special needs community. Lt. Edens was able to have local media groups to do several broadcasts on the form and really get it out into the community. We also handed out these forms at our events throughout the year, especially when we attended the Special Needs Resource fair and when we hosted the Special Education classes with the schools.

- 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 32 Community Events. That is 7 more than 2021. We have continued to participate in events where we have done activities with children. We plan to continue to increase our numbers for the next year.

2022 Community related events that took place:

01/06/2022	WRHS Special Education
01/18/2022	Honey Ridge Neighborhood Watch
01/28/2022	Houston County Commissioners
02/05/2022	Middle Georgia Market
02/16/2022	Warner Robins Fire Department
03/15/2022	Perry Youth Leadership
03/18/2022	Robins Regional Youth Leadership
04/28/2022	WRPD Citizen’s Police Academy
05/17/2022	Warner Robins Civitan Club
06/13/2022	APEXX Summer Camp
06/14/2022	APEXX Summer Camp
06/16/2022	APEXX Summer Camp
06/17/2022	APEXX Summer Camp
06/22/2022	Robins Regional Leadership
08/11/2022	Perry Leadership
09/01/2022	Warner Robins Fire Department
09/10/2022	Special Needs Resource Fair
09/15/2022	Langston Road Elementary
09/28/2022	Robins Youth Leadership
10/20/2021	Centerville Senior Citizen Program
10/20/2022	WRPD Citizen’s Police Academy
10/22/2022	WRPD Glow Run
10/24/2022	Perry Chamber – Youth Leadership
10/27/2022	APEXX – Trunk or Treat
10/29/2022	Rigby’s – Trick or Treat
11/15/2022	Perry Chamber -Youth Leadership
11/17/2022	Central GA Technical College
11/18/2022	Thomson Middle/HOCO Special Education
11/19/2022	Middle Georgia Market – Fall Festival
12/21/2022	Boy Scout Troop

2022 911 Sit alongs:

We had 29 people sit along with our Communication Officers. These people are Police Officers, Fire fighters, EMS personnel and citizens.

For 2023, we plan on increasing our events and seek out the school administration so that we can get more involved. We would also like to become more closely involved with the senior citizen community as well as continue our outreach within the special needs community. We also plan to do more YouTube videos and hope to extend that to more than reading and include educational facts about 911 and the service we provide in Houston County.

Effective Date: 01/24/2023

Prepared by: Sgt. Amber Clayton

Next Annual Review Date: 01/01/2024

Training/Accreditation Manager