

Houston County Sheriff's Office

Communications Division

Community Education Report

2023

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 2023:**

▪ Spanish	672
▪ Vietnamese	6
▪ Mandarin	4
▪ Hindi	1
▪ Korean	1
▪ Ukrainian	1
▪ Russian	3
▪ Portuguese	1
▪ Arabic	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. In December 2023, we updated our phone system to VESTA which integrates with RapidSOS.
- 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. In 2023, we had 27 participants.
- Continue to extend our information of services provided by the CareTrak Program. We currently have 2 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.
 - Due to the CareTrak program no longer being supported, the Sheriff's Office is looking into alternative programs to implement once there are no more clients. In lieu of this, we will continue to utilize the HCES Residential Premise form. This form is distributed at all Community Events and allows citizens to provide us with any information they feel would allow us to better serve their household, specifically those with special needs and limited mobility/capacity of any type.

- 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 37 Community Events. That is 5 more than 2022. 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.

2023 Community related events that took place:

02/07/2023	HCCA Career Fair
02/11/2023	Special Needs Resource Fair
02/13/2023	Crisp County 911 Tour
02/28/2023	WR Senior Club Meeting
03/04/2023	Centerville Market Days
03/22/2023	HCCA Career Fair
03/29/2023	HCCA 911 Center Tour
03/29/2023	HCCA Guest Speaker – Shell
03/29/2023	HCCA Guest Speaker – Hosier
04/06/2023	Tiffany’s Treasures 911 Tour
04/13/2023	Robins Leadership Tour
05/04/2023	WRPD Citizens Police Academy
05/08/2023	Girl Scouts Tour
05/12/2023	WR Civitan Club
05/13/2023	HCFD Recruit Class
05/19/2023	HCFD Recruit Class
08/05/2023	Centerville Market Days
09/19/2023	Russell Elementary
09/23/2023	Operation Arresting Hunger
09/22/2023	Perdue Primary School
09/25/2023	Perry PD Citizens Police Academy
09/27/2023	Robins Youth Leadership
09/28/2023	HC911 Book Reading – Fender
09/28/2023	HC911 Book Reading – Breazeale
09/30/2023	Fellowship Bible Baptist Safety Meeting
09/30/2023	Houston Healthcare Health Expo
10/01/2023	Russell Elementary
10/01/2023	HC911 Book Reading – Campbell
10/07/2023	Down Syndrome Buddy Walk Event
10/19/2023	WRPD – Trunk or Treat Event
10/28/2023	WRPD – Glow Run
11/01/2023	HC911 Book Reading - Campbell
11/14/2023	Perry Youth Leadership
11/21/2023	Arresting Hunger Pack Night
11/22/2023	Arresting Hunger Food Drive
12/21/2023	Boy Scout Group

12/24/2023

Arresting Hunger Community Gift Exchange

2023 911 Sit alongs:

We had 38 people sit along with our Communication Officers. These consisted of Police Department employees, Fire Department recruits, citizens, potential applicants, along with several interns.

For 2024, we plan on increasing our events and seeking 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 make 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: 01/03/2024

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Next Annual Review Date: 02/01/2024

Training/Accreditation Manager