

Houston County Sheriff's Office

Communications Division

Community Education Report

2024

Houston County 911 has a Community Education Team that consists of 24 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, Residential Premise Forms and Star kids.
 - 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 2024:**

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| ▪ Spanish | 710 |
| ▪ Vietnamese | 6 |
| ▪ Mandarin | 25 |
| ▪ Swahili | 1 |
| ▪ Haitian Creole | 1 |
| ▪ Cantonese | 1 |
| ▪ Russian | 1 |
| ▪ Portuguese | 4 |
| ▪ Tigrigna | 1 |
| ▪ ZO | 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 continues to be a successful program within our senior community. In 2021, we had 30 participants. We continued with 30 participants in 2022. During 2023, we had 27 participants. In 2024, we had 24 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.
- 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. The citizen has the option to also include any medications, sensitivities and/or triggers. Our Residential Premise form complies with Georgia's Logans Law, which allows local governments to create a database of residents with special needs, in order to alert first responders.

We keep track of our residents with special needs by entering our Premise Forms into our CAD program Premise Alerts. This allows our dispatchers to alert all first responders of the citizen's special needs, in a timely manner. The use of the Residential Premise form is completely voluntary. The Operations Coordinator maintains the database and validates the accuracy of the information every 6 months.

- 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 41 Community Events. That is 4 more than 2023. 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.

2024 Community related events that took place:

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| 01/22/2024 | Boy Scouts |
| 03/06/2024 | Warner Robins Fire Department |
| 03/23/2024 | Warner Robins Special Needs Fair |
| 03/27/2024 | CGTC Student Resource Fair |
| 04/06/2024 | Fellowship Baptist Autism Walk |
| 04/23/2024 | Tucker Headstart Public Helper Day |
| 04/25/2024 | WRPD Citizen Police Academy |
| 05/08/2024 | Robins Leadership Govt. Day |
| 05/13/2024 | Girl Scout Group |
| 05/24/2024 | Homeschool Group |
| 06/04/2024 | APEXX Summer Camp |
| 06/06/2024 | APEXX Summer Camp |
| 06/07/2024 | City of Perry Open Streets Event |
| 06/11/2024 | Perry Fire Dept. Recruit Class |
| 06/20/2024 | SSA Health and Safety Meeting |
| 06/20/2024 | HCFD Explorers Program |
| 06/25/2024 | CVFD Recruit Class |
| 07/29/2024 | WR Homeschool Co-Op |
| 08/07/2024 | WRFD Recruit Class |
| 08/21/2024 | Centra GA Home Educators |
| 08/30/2024 | Home School Group |
| 09/18/2024 | Robins Youth Leadership |
| 09/21/2024 | Perdue Primary Community Day |
| 09/21/2024 | HHC Wellness Expo |
| 09/28/2024 | Operation Arresting Hunger Carwash |
| 09/30/2024 | Cub Scouts of Central GA |
| 10/01/2024 | WRPD National Night Out |
| 10/17/2024 | WRPD Citizen's Police Academy |
| 10/17/2024 | City of WR Trunk or Treat |

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| 10/19/2024 | WRPD Glow Run |
| 10/24/2024 | 41-NBC Job Fair |
| 10/24/2024 | Willow Glen Neighborhood Watch |
| 10/31/2024 | Centerville Headstart Community Helper |
| 11/12/2024 | DFACS Foster Parent Group |
| 11/19/2024 | Youth Leadership Govt. Day |
| 11/25/2024 | Camp Inspire |
| 11/26/2024 | OAH – Pack Night |
| 11/27/2024 | OAH – Food Deliveries |
| 12/05/2024 | HCFD Recruit Class |
| 12/23/2024 | OAH – Gift Wrap Day |
| 12/24/2024 | OAH – Gift Exchange |

2024 911 Sit alongs:

We had 52 people sit along with our Communication Officers. These consisted of Police Department employees, Fire Department recruits, citizens, potential applicants, along with several interns.

For 2025, 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: 01/08/2025

Prepared by: Sgt. Amber Fussell

Next Annual Review Date: 01/01/2026w

Training/Accreditation Manager