



# Houston County Sheriff's Office Communications Division

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## Community Education Quarterly Report

This Community Education Quarterly Report is for the 1<sup>st</sup> quarter of 2020. The Training/Accreditation Manager completes a quarterly report on Community Education's objectives, problems, and successes. This report will also have information received from citizens about our events, as well as, input from agency representatives on training needs.

### Community Education Objectives:

Houston County Emergency Services established the following Community Education objectives for 2020:

- HCES Community Education Employees will participate in the Warner Robins Citizen Police Academy sessions, Robins Leadership Tours and Houston County Career College Tours.
- On-Duty personnel will assist with tours of the Center by School aged children, scout programs or other community organizations.
- The staff will work with Training/Accreditation Manager to publicize events and successes of the center on social media platforms.
- Personnel will actively seek out organizations to educate them about 911.

### Community Education Problems:

Potential problems the Community Education Team encounters 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, the ability to communicate with hearing impaired individuals, the RUOK program, and CareTrak Program. In March, we were made aware of COVID-19 and potential issues with speaking in the community. We decided to cancel all other events for the remainder of March and April. We plan on reassessing once our Country shows improvement from the virus.

### Community Education Successes:

Our RUOK program continues to be a success. We have had a few people ask to be removed and a few more be added to the program.

The Community Education Team has been on the following events for the last quarter:

Date	Organization	CE Team Member assigned
01/16/20	Centerville Seniors	Sheena Cannon, Veronica Edens
01/19/20	Boy Scouts	Katie Monaghan Veronica Edens
01/23/20	WRHS Students	Veronica Edens Kate-Lynn Hosier
02/26/20	Houston County Career Academy	Landra Betancourt and Jennifer Little
02/26/20	Houston County Career Academy	Landra Betancourt and Micah McCoy
02/27/20	Houston County Career Academy	Landra Betancourt , Brett Halpin and Micah McCoy
03/02/20	Hilltop Elementary	Veronica Edens

03/03/20	Kings Chapel Elementary	Leigh Fletcher, Valarie Balli, Tracie Lord, Janelle Matthews
03/03/20	Houston Shriners	Landra Betancourt
03/04/20	Hilltop Elementary	Kate-Lynn Hosier and Katie Monaghan
03/10/20	Leadership Robins Region	Kate-Lynn Hosier and Katie Monaghan
03/12/20	Perry Youth Leadership	Leigh Fletcher and Landra Betancourt
03/13/20	Lindsay Elementary	Veronica Edens

### Community Education Team Members

Name	Tours Completed
Valarie Balli	1
Landra Betancourt	5
Sheena Cannon	1
Veronica Edens	5
Betsy Fitts	0
Leigh Fletcher	2
Sheila Hayes	0
Kate-Lynn Hosier	3
Jennifer Little	1
Tracie Lord	1
Rebecca Marcy	0
Janelle Matthews	1
Micah McCoy	1
Katie Monaghan	3
Brooke Rhodes	0
Amanda Shell	0
Keyondra Smith	0
Tara Stephens	0





### **Input from Citizens/Agency Representatives:**

After tours are complete, we are sending a survey to the Citizen and/or Agency Representatives to give us input on how the tour went, likes / dislikes and improvements. These are the results:

1. What did you like about the tour?  
*"The explanation of the items on the screen, the audio of the call where there was a shooting and the tour of the call center where 911 calls come in. "*
2. What did you dislike about the 911 tour?  
*"That milk and Oreos are not waiting on us 😊"*

3. Is there something you would have liked to see more of?  
*"Is there another call that could be listened to? Maybe of a civilian on 911 with someone trying to break into their house, etc."*
4. How do you feel our 911 representative handled the tour?  
*"Fantastically well – could not have been better."*
5. Are there any improvements you feel we should implement in the future?  
*"What currently is being done with the tour of the 911 center is about all that can be done - so I would say no."*

Our feedback was positive. I will be looking at getting another call to start playing since the call we currently play is old.

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Effective Date: 04/01/2020

Prepared by: Veronica Edens

Next Quarterly Review Date: 06/30/2020

Training/Accreditation Manager

