



# Houston County Sheriff's Office Communications Division

200 Carl Vinson Pkwy  
Warner Robins, Ga 31088  
(478)542-9911  
Fax: 478-542-9917



## Community Education Quarterly Report

This Community Education Quarterly Report is for the 1st quarter of 2022. 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 2022:

- 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 of 2020, we were made aware of COVID-19 and potential issues with speaking in the community. In March of 2021, we started to allow small events. We are slowly adding more but are keeping in guidelines with the CDC. Unfortunately, due to unforeseen events, we had to cancel some of our tours this quarter. The numbers seem to be slowly picking back up.

### 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
01/06/2022	Warner Robins High School Special Education	Lt. Veronica Edens
01/18/2022	Honeyridge Plantation Neighborhood Watch	Lt. Veronica Edens/Brett Halpin
01/28/2022	HC Commissioners	Lt. Veronica Edens
02/05/2022	Middle GA Market	Cancelled
02/16/2022	Warner Robins Fire Dept	Lt. Veronica Edens

03/15/2022	Robins Regional Youth Leadership – Perry	Amanda Shell
03/18/2022	Robins Regional Youth Leadership	Cancelled

### Community Education Team Members

Name	Tours Completed
V. Balli	0
B. Bradley	0
C. Campbell	0
S. Cannon	0
V. Edens	4
L. Fletcher	0
B. Halpin	1
K. Hosier	0
K. Leary	0
J. Little	0
A. Long	0
J. Matthews	0
K. Monaghan	0
Capt. M. Quinones	0
B. Rhodes	0
A. Shell	1
C. Walker	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?  
*“All of the behind the scenes information”*  
*“The public safety statistics charts. They contained a great deal of information.”*
2. What did you dislike about the 911 tour?  
*“That we could not hear what the caller was saying”*  
*“There was not anything that we disliked. Most everyone in our group were educated on the amount of calls that you handle and also on the professional ways that the calls are handled”*
3. Is there something you would have liked to see more of?  
*“No - we had a full and complete tour”*
4. How do you feel our 911 representative handled the tour?  
*“Fantastic”* *“Lt. Edens was very professional and helpful.”*  
*“One of our groups spoke with Deputy Halpin and called me to say that he had some good ideas and was very professional.”*
5. Are there any improvements you feel we should implement in the future?  
*“No improvements are needed. We are very thankful for the 10 page Public Safety Statistics chart that Lt. Edens put together for us. I am sure that a lot of time went into this.”*

Our feedback was positive. We are looking forward to having more community education tours this year.

---

Effective Date: 04/01/2022

Prepared by: Sgt. Amber Clayton

Next Quarterly Review Date: 07/01/2022

Training/Accreditation Manager