



Houston County Sheriff's Office Communications Division

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Community Education Quarterly Report

This Community Education Quarterly Report is for the 1st quarter of 2023. 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 2023:

- HCES Community Education Employees will participate in the Warner Robins Citizen Police Academy sessions, Robins Leadership Tours, Houston County Career College Tours as well as Apexx Afterschool/Summer Camp program.
- On-Duty personnel will assist with tours of the Center by School aged children, scout programs or other community organizations.
- The Community Education team 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.
- The Community Education Team will actively participate in online presentations to go along with Covid safety protocols.

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.

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. Lt. Edens recently created a Special Needs Premise form and we have been really pushing that to the community. It seems that the community is receiving it well and is very excited about it. This will benefit both the citizens of Houston County, as well as members of Public Safety. We have a lot of success utilizing the Houston County Fire Department along with our different Law Enforcement agencies in assisting us with tours. The children really seem to enjoy interacting with the officers and firefighters.

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

Date	Organization	CE Team Member assigned
02/07/2023	Houston County Career Academy Career Fair	Sgt. Clayton/Dep. Little
02/11/2023	Special Needs Resource Fair	Dep. Miller/Dep. Campbell/Dep. Muncy
02/13/2023	Crisp County 911	Capt. Q/Lt. Edens/Sgt. Clayton

02/28/2023	WR Senior Club	Cpl. Shell
03/04/2023	Centerville Market	Dep. Hosier/Dep. Cannon/Dep. Breazeale/Dep. Halpin
03/22/2023	Houston County Career Academy Career Fair	Dep. Fender/Dep. Miller
03/29/2023	Houston County Career Academy 911 Center Tour	Cpl. Shell/Sgt. Clayton
03/29/2023	Houston County Career Academy Guest Speaker	Cpl. Shell
03/29/2023	Houston County Career Academy Guest Speaker	Dep. Hosier

Community Education Team Members

Name	Tours Completed
B. Allen	
V. Balli	
B. Bradley	
S. Breazeale	1
C. Campbell	1
Sgt. A. Clayton	3
S. Cannon	1
Cpl. I. Del Giorno	
Lt V. Edens	1
J. Fender	1
L. Fletcher	
B. Halpin	1
A. Harper	
K. Hosier	1
K. Leary	
J. Little	1
A. Martucci	
Cpl. J. Matthews	
M. McCoy	
C. Miller	2
K. Monaghan	
H. Muncy	1
Capt. M. Quinones	1
Sgt. B. Rhodes	
Cpl. A. Shell	3
K. Stephens	
C. Walker	

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?

These representatives were welcoming and seemed to really enjoy sharing about the careers at 911.

The students and I enjoyed the real-world experience so they could see it is not like the TV shows.

Great and very informative.

Amazing. I learned so much at this visit and have a whole new perspective and appreciation for the people that do this job.

I have a newfound love with those in our 911 Center. I really thought that they just dispatched help and talked to the person on the line while they waited. Boy was I wrong.

They have to have the ability to not just handle a medical emergency but manage the entire situation with their resources and I was amazed at their ability to communicate with someone when the caller is frantic. This experience meant a lot to me.

It is hard to believe the number of calls those folks handle on a daily basis. Citizens never really know what has to happen on the backend to make a 911 center successful. Having that inside perspective creates more awareness as to what is needed when a call to 911 is needed. For them to get help to a caller, it is imperative that the caller give accurate information. That team of professionals were very accommodating and willing to share their knowledge and experiences to help us gain a better understanding of what happens on the other end of a call.

The team members were all very calm while handling calls, which shows their level of training and confidence. This was a very eye-opening experience.

LOVED their spirit and energy. Also was interesting to realize the connection of the systems and communications. I had a lack of understanding for how it all comes together but this tour was awesome in connecting the dots. Got to experience two operators getting the same call and how it all plays in together.

Very efficient with their jobs and detail oriented.

I found this session very interesting and educational as a resident and leader within my community. I am super grateful for the work that they do. Kudos!

I enjoyed the presentation; it was interesting to learn about.

2. What did you dislike about the 911 tour?

N/A We enjoyed it all.

3. Is there something you would have liked to see more of?

Maybe add some video of 911 in action.

We were able to tour the whole facility, the employees were kind and shared their experience with the students.

I would have liked to have had more time in the back where they received calls.

4. How do you feel our 911 representative handled the tour?

Wonderfully!

Shell is very personable and approachable for the students to feel comfortable answering questions.

5. Are there any improvements you feel we should implement in the future?

Nothing. They were wonderful!

None, great experience!

Our feedback was positive. We are looking forward to having more community education tours next year. We finished the last quarter off very strong with a full schedule of events. Next year we hope to get into the schools and interact with children more directly. We would also like to become more involved in our senior citizen community.



Dep. Campbell, Dep. Muncy and Dep. Miller attended the Special Needs Resource Fair



Dep. Miller and Dep. Fender attended the Houston County Career Academy, Job Fair

Effective Date: 04/01/2023
Next Quarterly Review Date: 07/01/2023

Prepared by: Sgt. Amber Clayton
Training/Accreditation Manager