



# Houston County Sheriff's Office Communications Division

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## Community Education Quarterly Report

This Community Education Quarterly Report is for the 2<sup>nd</sup> quarter of 2021. 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 2021:

- 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.

### 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
04/10/2021	Apexx / Spring Fling	Sheena Cannon and Kelli Leary
04/29/2021	Youth Leadership	Brooke Rhodes, Alisyn Harper and Kate Hosier
05/06/2021	Lions Club	Sheena Cannon and Landra Betancourt
05/27/2021	WRPD Citizen Police Academy	Amanda Shell, Katelynn Hosier and Alisyn Harper
06/07/2021	APEXX Summer Camp	Micah McCoy, Katie Monaghan and Veronica Edens

06/09/2021	APEXX Summer Camp	Veronica Edens and Lt Q
06/10/2021	APEXX Summer Camp	Kate Hosier and Jennifer Little
06/10/2021	Houston Lake Baptist	Veronica Edens

### Community Education Team Members

Name	Tours Completed
V. Balli	0
L. Betancourt	1
C. Campbell	2
S. Cannon	2
V. Edens	4
L. Fletcher	1
B. Halpin	0
K. Hosier	3
K. Leary	1
J. Little	1
A. Long	3
J. Matthews	0
M. McCoy	1
K. Monaghan	1
Lt M. Quinones	1
B. Rhodes	1
A. Shell	4
K. Smith	0
C. Walker	4
B. Whitt	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?

*"My hope to have my 2<sup>nd</sup> year healthcare students tour your facility in the future. My 1<sup>st</sup> year students were very interested and enjoyed having the guest speakers today"*

*"The deputies were very informative and presented the information in a way that was easy to understand."*

*"FOUR SCREENS! I can't wait to try this at home!"*

*"I liked how the call center was set up."*

*"Everyone has a positive attitude"*

2. What did you dislike about the 911 tour?

*"N/A"*

*"There was nothing to dislike"*

*"N/A"*

*"N/A"*

*"Nothing"*

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

*"I think hearing the calls made their job very real, they could understand how clear, calm instruction by the call taker was vital to the success of the call."*

*"Wish there had been more time, they were so nice."*

*"I would have liked to have seen them pull up an actual address – perhaps mine!"*

*"Wish we were about to actually see and hear a call, in action."*

*"More time to see individual calls"*

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

*"It was informative and interesting. The students were engaged and asking both 911 representatives about their pathways to their chosen career."*

*"Very professional"*

*"Very well, Vey open to my myriad of questions."*

*"Very informative"*

*"Outstanding"*

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

*"Great job, look forward to it next time!"*

*"Wish there as a way for more people to hear this information."*

*"History of 911, in the world and in Houston County"*

*"None at this time"*

Our feedback was positive. We have already recorded several new calls to use during events. We are looking forward to having more community education tours this year.

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Effective Date: 07/01/2021

Prepared by: Sgt. Veronica Edens

Next Quarterly Review Date: 10/01/2021

Training/Accreditation Manager

*Veronica Edens*