



# Houston County Sheriff's Office Communications Division

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## Community Education Quarterly Report

This Community Education Quarterly Report is for the 2nd 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. Due to the ongoing construction on the building at the 911 center, our EOC/Training room where we conduct the classroom portion of the tours is unavailable. This is making it more complicated to conduct in house tours.

### 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
04/06/2023	Tiffany's Treasures	Lt. Edens/Dep. Leary
04/13/2023	Robin's Leadership	Capt. Quinones/Dep. Fender

05/04/2023	WRPD Citizen's Police Academy	Cpl. Shell/Dep. Halpin
05/08/2023	Girl Scouts	Dep. Hosier/Dep. Halpin
05/12/2023	Warner Robins Civitan Club	Capt. Quinones
05/13/2023	Houston County Fire Dept.	Lt. Edens
05/19/2023	Houston County Fire Dept.	Capt. Quinones

### 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	3
J. Fender	2
L. Fletcher	
B. Halpin	3
A. Harper	
K. Hosier	2
K. Leary	1
J. Little	1
A. Martucci	
Cpl. J. Matthews	
M. McCoy	
C. Miller	2
K. Monaghan	
H. Muncy	1
Capt. M. Quinones	4
Sgt. B. Rhodes	
Cpl. A. Shell	4
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?  
*We enjoyed learning what dispatchers do on their end and now have a better understanding of the various things they do.  
Seeing what they do behind the scenes!  
The technology dispatchers use.  
Watching how the dispatchers put all of the pieces together to make things happen.*
  
2. What did you dislike about the 911 tour?  
*None*
  
3. Is there something you would have liked to see more of?  
*Everything was great!*

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

*They were all fantastic and very knowledgeable.*

*They did great!*

*Fantastic, as always!*

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

*None*

Our feedback was positive. We are looking forward to having more community education tours next quarter. Our numbers for the second quarter were lower due to the construction at the 911 Center. We had to cancel our tours with Apexx until we can accommodate the large groups of children. We will be looking for more community events to be involved in for the remainder of the year.

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Effective Date: 07/01/2023

Next Quarterly Review Date: 10/01/2023

Prepared by: Sgt. Amber Clayton  
Training/Accreditation Manager