



Houston County Sheriff's Office Communications Division

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Community Education Quarterly Report

This Community Education Quarterly Report is for the third 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. We are also having trouble getting people to complete surveys and provide feedback.

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. We have begun doing book readings again. These are being posted on our agency YouTube and Facebook accounts in order to reach a broader audience.

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

Date	Organization	CE Team Member assigned
08/05/2023	City of Centerville Markey	Stephens/Francis/Halpin/Bradley
09/23/2023	Operation Arresting Hunger	Lt. Edens/Cannon/Wolfert/Capt. Q
09/22/2023	Perdue Primary School	Cpl. Shell/Little
09/25/2023	Perry PD Citizens Police Academy	Capt. Quinones
09/27/2023	Robins Region Youth Leadership	Sgt. Clayton/Cpl. Delgiorno/Little
09/28/2023	HC911 Book Reading	Fender
09/28/2023	HC911 Book Reading	Breazeale
09/30/2023	Fellowship Bible Baptist	Cpl. Shell/Hosier
09/30/2023	HHC – 5k/Health Expo	Little/Halpin/Stephens/Bradley

Community Education Team Members

Name	Tours Completed
B. Allen	
V. Balli	
B. Bradley	2
S. Breazeale	2
C. Campbell	1
Sgt. A. Clayton	3
S. Cannon	1
Cpl. I. Del Giorno	1
Lt V. Edens	3
J. Fender	2
L. Fletcher	
B. Halpin	5
A. Harper	
K. Hosier	3
K. Leary	1
J. Little	2
A. Martucci	
Cpl. J. Matthews	
M. McCoy	
C. Miller	2
H. Muncy	1
Capt. M. Quinones	6
Sgt. B. Rhodes	
Cpl. A. Shell	6
K. Stephens	2
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?
Representative was professional.
2. What did you dislike about the 911 tour?
N/A
3. Is there something you would have liked to see more of?
Interactive activities (Practice calling 911 for kids)
4. How do you feel our 911 representative handled the tour?
Professionally
5. Are there any improvements you feel we should implement in the future?
Practice calls and activities for kids to participate in



Cpl. Shell and Deputy Little attended the Community Helper Day at Perdue Primary along with members of the Warner Robins Fire Department, Houston County Sheriff's Office and Houston Healthcare EMS.



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Dep. Bradley, Dep. Little and Dep. Stephens at HHC Health Expo

Effective Date: 10/01/2023
Next Quarterly Review Date: 01/01/2024

Prepared by: Sgt. Amber Clayton
Training/Accreditation Manager