



Houston County Sheriff's Department Communications Division

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Community Education Quarterly Report

This Community Education Quarterly Report is for the 3rd quarter of 2019. 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 2019:

- 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.

Community Education Successes:

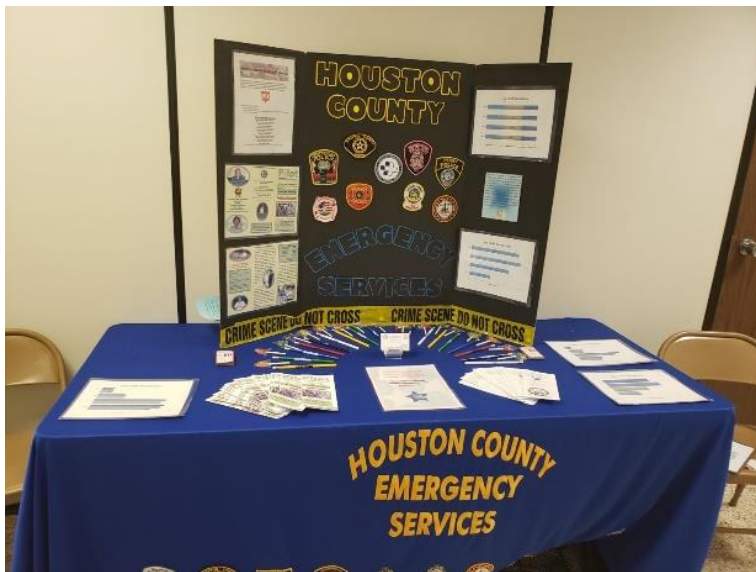
On July 23rd, 2019, the Training/Accreditation Manager posted information about the RUOK program on Facebook. Because of that post, 3 news stations contacted us to do stories. We have added 28 people to the RUOK program.

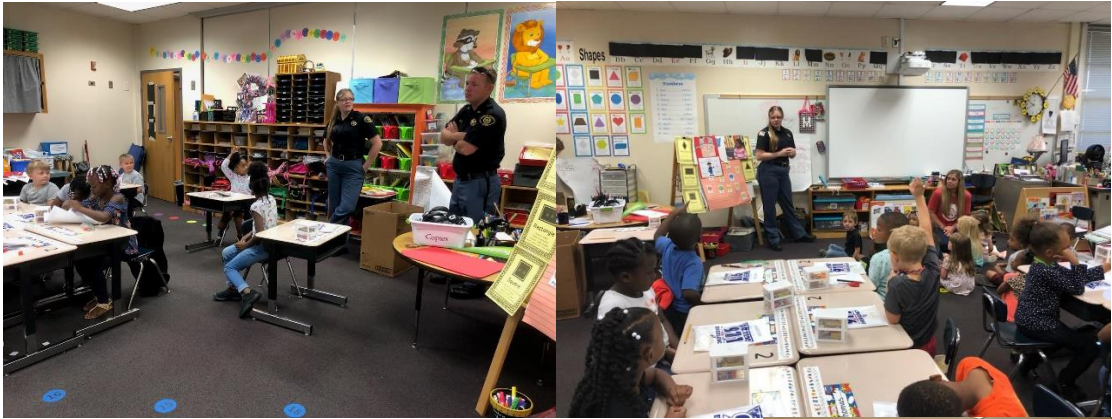
The Community Education Team has been on the following events for the last quarter:

Date	Organization	CE Team Member assigned
08/08/19	Ted Wright Social Club	Veronica Edens and Jennifer Little
08/13/19	Warner Robins Social Club	Sheena Cannon and Jennifer Little
09/05/19	Youth Leadership	Veronica Edens, LT Quinones and J. Little
09/07/19	Word of Life Worship	L. Betancourt, L. Fletcher, J. Matthews, and M. McCoy
09/27/19	Russell Elementary	Kate Hosier, Jennifer Little and Kevin Ferguson

Community Education Team Members

Name	Tours Completed
Valarie Balli	0
Landra Betancourt	1
Sheena Cannon	1
Amber Clayton	2
Veronica Edens	12
Kevin Ferguson	1
Betsy Fitts	0
Leigh Fletcher	3
Sheila Hayes	0
Kate-Lynn Hosier	2
Jennifer Little	6
Tracie Lord	0
Rebecca Marcy	2
Janelle Matthews	1
Micah McCoy	1
Brooke Rhodes	1
Amanda Shell	7
Keyondra Smith	0
Tara Stephens	0
Laura Washington	1





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?

"I thought it was very informative."

"How the students were shown the call taker screen, how they heard an actual 911 call to see what the call taker comes up against and going back in the back to see the staff in action."

"The kids loved the goody bags. Dispatchers, fire and the deputy did great and were kid friendly."

2. What did you dislike about the 911 tour?

"Nothing"

"The fact that cinnamon rolls and milk were not a part of the tour"

"No dislikes. We were satisfied with everything."

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

"I would have loved to hear more about 911 and not only the Are You OK Program."

"I would like to see more activity coming into the 911 center with call takers having to stand up and yell to coordinate all the emergency vehicles to an incident... but that might mean someone is hurt...so scratch that idea"

"Everything was what we expected, and we were satisfied."

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

"I believe they both did a wonderful job. Both of the ladies were very kind."

"Fantastic, A+, EPIC, 100%"

"They were great. They were professional, prepared, and able to get on the kids' level."

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

"None"

"Other than letting the students take an actual 911 call, I cannot think of one."

"No changes needed. We're very appreciative."

Our feedback was positive. Keep doing what you do every day!

Effective Date: 09/30/2019

Prepared by: Veronica Edens

Next Quarterly Review Date: 12/31/2019

Training/Accreditation Manager