



Houston County Sheriff's Office Communications Division

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Community Education Quarterly Report

This Community Education Quarterly Report is for the 3rd 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. Unfortunately, in July 2021, Covid-19 (Delta variant) caused us to cancel a few tours. We have not scheduled any tours in order to keep our employees healthy and safe at this time. We are hoping to get back to scheduling in the near future.

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
08/06/2021	Moms Club of WR	Chelsea Walker, Caitlyn Campbell, and Lt Q
08/19/2021	Eagle Springs Neighborhood watch	Amanda Shell
09/22/2021	Youth Leadership Tour	Jennifer Little and Kate hosier
09/28/2021	Leadership Perry Tour	Cpl. Fletcher, Amanda Shell, and Micah McCoy

Community Education Team Members

Name	Tours Completed
V. Balli	0
L. Betancourt	1
C. Campbell	3
S. Cannon	2
V. Edens	4
L. Fletcher	2
B. Halpin	0
K. Hosier	4
K. Leary	1
J. Little	2
A. Long	3
J. Matthews	0
M. McCoy	2
K. Monaghan	1
Lt M. Quinones	2
B. Rhodes	1
A. Shell	6
K. Smith	0
C. Walker	5
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?
"Everyone was great"
2. What did you dislike about the 911 tour?
"N/A"
3. Is there something you would have liked to see more of?
"More time to see individual calls"
4. How do you feel our 911 representative handled the tour?
"Outstanding"
5. Are there any improvements you feel we should implement in the future?
"Great job, look forward to it next 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.

Effective Date: 10/01/2021

Next Quarterly Review Date: 01/01/2022

Prepared by: Sgt. Veronica Edens

Training/Accreditation Manager

