



Houston County Sheriff's Department Communications Division

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Community Education Quarterly Report

This Community Education Quarterly Report is for the 4th 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:

From the past quarter report, we had the news come and speak about RUOK program. We currently have 29 people on the program. We have scheduled upcoming events with different senior groups to share more about the program.

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

Date	Organization	CE Team Member assigned
10/09/19	Warner Robins Recreation Camp	Veronica
10/16/19	Houston County Career Tech	Veronica, Kate-Lynn Hosier, Jennifer Little
10/16/19	Houston County Career Tech	Kate-Lynn Hosier, Jennifer Little
10/25/19	We Care Heating & Air/ Trunk or Treat	Veronica, Lt Q, Brett Halpin, Katie Monaghan, Laura Washington (Assisted other: Marcy, Rhodes, Laura, Tracie, Landra)
11/16/19	Touch a Truck (cancelled)	Janelle Matthews, Micah McCoy, Amanda Shell, Laura Washington

12/10/19	WRFD Recruit Class	Veronica Edens
12/10/19	HCFD Recruit Class	Veronica Edens
12/18/19	Antelbellum Grove	Valarie Balli and Janelle Matthews
12/18/19	Summers Landing	Valarie Balli and Janelle Matthews
12/18/19	Pheonix @ Lake Joy	Valarie Balli and Janelle Matthews
12/18/19	Colonial Gardens	Valarie Balli and Janelle Matthews
12/18/19	The Lodge	Valarie Balli and Janelle Matthews
12/19/19	Willow Creek	Valarie Balli, Leigh Fletcher and Micah McCoy
12/19/19	Southern Heritage	Sheena Cannon and Janelle Matthews
12/19/19	Kingsford Nursing Home	Valarie Balli, Leigh Fletcher and Micah McCoy
12/19/19	Warner Robins Rehab	Sheena Cannon and Janelle Matthews
12/19/19	Gramps and Grannies	Sheena Cannon and Janelle Matthews
12/19/19	Summerhill Nursing	Valarie Balli, Leigh Fletcher and Micah McCoy
12/19/19	Elberta Health Care	Sheena Cannon and Janelle Matthews
12/19/19	Autumn Terrace	Valarie Balli, Leigh Fletcher and Micah McCoy

Community Education Team Members

Name	Tours Completed
Valarie Balli	9
Landra Betancourt	2
Sheena Cannon	5
Veronica Edens	17
Kevin Ferguson	1
Betsy Fitts	0
Leigh Fletcher	7
Sheila Hayes	0
Kate-Lynn Hosier	4
Jennifer Little	8
Tracie Lord	1
Rebecca Marcy	4
Janelle Matthews	11
Micah McCoy	6
Katie Monaghan *	1
Brooke Rhodes	2
Amanda Shell	8
Keyondra Smith	0
Tara Stephens	0
Laura Washington	4





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?
*"Very informative, good information."
"How the Communication Staff was able to engage the students with various types of questions and material."*
2. What did you dislike about the 911 tour?
*"no dislikes"
"Would like to have had more time to hear calls and for questions."*
3. Is there something you would have liked to see more of?
*"I feel like each area was thoroughly covered."
"Yes, This career path is something that should be shared and students learn so much that they did not know."*
4. How do you feel our 911 representative handled the tour?
*"Very knowledgeable and addressed each question in a professional manner."
"We were unable to tour the facility but would love the opportunity to visit if time permits."*
5. Are there any improvements you feel we should implement in the future?
*"None that I can think of at this time"
"None to my knowledge."*

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

Effective Date: 12/26/2019

Prepared by: Veronica Edens

Next Quarterly Review Date: 03/30/2020

Training/Accreditation Manager