



Houston County Sheriff's Office Communications Division

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Community Education Quarterly Report

This Community Education Quarterly Report is for the 4th 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 were able to schedule a few tours once Covid lessened, but in December, it started to increase in numbers again.

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
10/07/2021	Bonaire Primary	Chelsea Walker
10/21/2021	Houston County Career	Amanda Shell, Chelsea Walker
10/21/2021	Houston County Career	Amanda Shell, Chelsea Walker
10/23/2021	Warner Robins Police Department / Touch a Truck	Brett Halpin, Amanda Shell, Veronica Edens, Brittney Bradley

11/20/2021	Better Together Middle Georgia's Market	Veronica Edens, Capt. Q, Kelli Leary and Brett Halpin and Brittany Bradley
12/02/2021	HCFD	Amanda Shell, Landra Betancourt
12/20/2021	BoyScouts	Veronica Edens and Kelli Leary
12/24/2021	Operation Arresting Hunger – Christmas Gifts	Veronica Edens, Kelli Leary and Captain Quinones

Community Education Team Members

Name	Tours Completed
V. Balli	0
L. Betancourt	2
B. Bradley	2
C. Campbell	3
S. Cannon	2
V. Edens	8
L. Fletcher	2
B. Halpin	2
K. Hosier	4
K. Leary	4
J. Little	2
A. Long	3
J. Matthews	0
M. McCoy	2
K. Monaghan	1
Capt. M. Quinones	4
B. Rhodes	1
A. Shell	10
K. Smith	0
C. Walker	8
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?
"The amazing way that the staff explained to the groups I bring about the 911 center and what all the center and staff do for the public"
"The tour was very informational and interesting."
2. What did you dislike about the 911 tour?
"Having to complete the non-disclosure forms and turn them in"
"N/A"
3. Is there something you would have liked to see more of?
"The tour is great as is"
"I wish there were a simulation-comm for people to experience and interact with"
4. How do you feel our 911 representative handled the tour?
"Fantastic, great, amazing, informative, funny and wonderful"
"Our tour rep was courteous, friendly, and well educated about the comm."
5. Are there any improvements you feel we should implement in the future?
"Making sure that the groups can go back on the 911 center floor to see and hear for themselves all that goes on when a person calls 911."

"Please see response #3"





Our feedback was positive. We are looking forward to having more community education tours this year.

Effective Date: 01/04/2022

Next Quarterly Review Date: 04/01/2022

Prepared by: Sgt. Veronica Edens

Training/Accreditation Manager

Veronica Edens