



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 2022. 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 2022:

- 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:

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.

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

Date	Organization	CE Team Member assigned
10/06/2022	Houston County Career Academy	Cpl. Shell/Dep. Hosier
10/08/2022	Lowe's First Responder Appreciation	Cpl. Shell/Dep. Clark/ Dep. Stephens/Dep. Muncy
10/20/2022	Centerville Senior Program	Dep. Cannon/Dep. Walker
10/20/2022	WRPD Citizen's Police Academy	Sgt. Rhodes/Dep. Little
10/22/2022	WRPD Glow Run	Sgt. Clayton/Dep. Harper/ Dep. Bradley/Dep. Halpin/ Dep. Martucci

10/24/2022	Perry Chamber – Youth Leadership	Capt. Q/Cpl. Shell
10/27/2022	Apexx – Trunk or Treat	Dep. Little/Dep. Muncy/Dep. Miller
10/29/2022	Rigby’s – Trick or Treat	Lt. Edens/Dep. Halpin/Dep. Allen/ Dep. Breazeale/Dep. DelGiorno
11/15/2022	Perry Chamber – Youth Leadership	Cpl. Shell/Lt. Edens
11/17/2022	Central GA Technical Collage	Sgt. Clayton/Lt. Edens
11/18/2022	Thomson Middle/HOCO Special Education Classes	Sgt. Clayton/Dep. Hosier/Dep. Walker
11/19/2022	Better Together Middle GA Market – Fall Festival	Dep. Leary/Dep. Bradley/Dep. Muncy
12/21/2022	Boy Scout Troop	Lt. Edens/Dep. Leary

Community Education Team Members

Name	Tours Completed
B. Allen	1
V. Balli	2
B. Bradley	6
S. Breazeale	1
C. Campbell	1
J. Clark	1
Sgt A. Clayton	10
S. Cannon	1
I. Del Giorno	1
Lt V. Edens	10
Cpl. L. Fletcher	2
B. Halpin	5
A. Harper	2
K. Hosier	2
K. Leary	2
J. Little	6
A. Martucci	1
Cpl. J. Matthews	0
M. McCoy	0
C. Miller	2
K. Monaghan	0
H. Muncy	3
Capt. M. Quinones	5
Sgt. B. Rhodes	1
Cpl. A. Shell	7
K. Stephens	1
C. Walker	2

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?

"Everything"

"It was helpful to know this is more than a 'call center'"

"They are my real hero, loved it"

"It was a lot of good information"

"I thought it was interesting learning about 911, I might want to do it as a future career."

"It was interesting to learn the inner workings of a 911 center. It was really cool."

"It was cool learning about what really goes on."

"The jobs they do there are very stressful. Some of the calls were very scary. The stress that they have to get through is a lot."

"I had never really thought about what it must be like to be on that side of 911. It was very eye-opening and the amount of respect I have for everyone there is immensely grown!"

"It was very interesting to hear the different calls they have to take and how they take them. You can tell they can have a huge impact on people's lives, and they shouldn't be taken for granted."

"It was an experience for sure to see both sides of emergency calls and how well Cpl. Shell handles stressful situations and saves lives."

"The 911 center was very interesting to see what the workers do for everyone. I was opened up to what all goes on. The call we listened to was very eye-opening to hear."

"I love this place! I have such a great understanding and appreciation for how much mental strength these people have."

"I really want to work there now but I don't think I'd know what to say if someone called 911 crying or about to attempt suicide."

"Never realized how many calls come through the center every day. Those people are so amazing and have a talent for negotiation."

"They told us stories about calls they have received over the years. While they were talking, I thought I could do it and wouldn't get scared, then we heard the call, and I realized how mentally tough people have to be to do the 911 job. I could never."

"Hearing multiple testimonies of the stress and being on the other side of the call and how they deal with the stress."

"The information shared provided important details about the resources provided to citizens."

2. What did you dislike about the 911 tour?

NONE

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

"More interaction on the actual 911 floor if possible, without compromising confidential information."

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

"Excellent"

"The presenters were amazing! Great humor and personality. The 911 center is so impressive!"

"Cpl. Shell had a great sense of humor but the story she had were so sad and taught me how well people can hide traumatic experiences:

"I really enjoyed hearing the call and the story Cpl. Shell told. She had a great personality and really taught me a lot about the 911 center."

"Cpl. Shell definitely made the biggest impact on me. Her infectious laugh and unique sense of humor made the 911 center our most fun stop. It was very inspiring to see what they do day in and day out in their service to Houston County."

"Cpl. Shell was very funny and made some of the harder topics easier and more interesting to hear about. It was also reassuring to hear all they do to keep the mental health in mind."

"Hearing the stories and listening to the call, I really enjoyed. Love the lady's stories and how they take care of mental health."

"Cpl. Shell was very funny and entertaining to listen to. I learned how stressful their job is. It does sound like a job I would be interested in."

"This was my favorite, and it makes me think that it could be a possible career option. Cpl. Shell was great, and I loved her outlook on her job and how she can find humor in everything."

"I enjoyed this class very much; it was interesting because I never knew how 911 calls worked until now. Cpl. Shell was very nice and explained her job very well."

"This was definitely the best part of my day! She handled it perfectly. She made me want to work alongside her."

"Cpl. Shell is very enthusiastic about her job. She truly cares about the health of the people she talks to. Her job isn't easy but because she focuses on the positives and the well being of the caller, she eases herself. She eases herself by taking care of others."

"We got to hear stories about different situations and learned in depth about how they keep us safe. Cpl. Shell shared a lot with us, and her stories were nothing like I've ever heard."

"Cpl. Shell really helped open my eyes to what really goes on in the county. Her job is a hard job, and it takes a super tough person to do it. I learned that the way you talk and things you say can help others without you knowing."

"Cpl. Shell made me laugh; she showed what it was truly like to love your job. I think that would be a job for me to consider in the future."

"Cpl. Shell's personality had such an impact on me, I feel like I've known her forever with that small interaction. The phone call had a large impact. I have no words to describe what type of impact it had."

"Hearing from Cpl. Shell and getting the honest details made me appreciate all the calls received and interested in it for the future."

"I really like learning about the whole process that is involved in a 911 call. Cpl. Shell really impacted me because how well she is able to handle such a tough job. I appreciate all the people who work at the 911 center."

"I had a fun time talking to them all. Seeing how the call process works and hearing a 911 call. Cpl. Shell made an impact on me by being charismatic and funny though her expression of work. Actually, hearing the call and know it was Cpl. made me understand her more."

"Cpl. Shell was very humorous and made again another serious topic, humorous. I definitely think that to be in law enforcement you have to cope with humor."

"Sgt. Clayton was very professional and provided outstanding information. Likewise, Lt. Edens always provides excellent assistance."

5. Are there any improvements you feel we should implement in the future?
NONE



The 911 Center booth at the WRPD Glow Run. Garfield served as our mascot for the evening!



Our booth at the Rigby's Trick or Treat event



The 911 Center Hosted a field trip for the our local school's Special Education program



The 911 Center at the Better Together Middle GA Market - Fall Festival

Our feedback was positive. We are looking forward to having more community education tours next year. We finished the last quarter off very strong with a full schedule of events. Next year we hope to get into the schools and interact with children more directly. We would also like to become more involved in our senior citizen community.

Effective Date: 01/01/2023
Next Quarterly Review Date: 04/01/2023

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Training/Accreditation Manager