



Houston County Sheriff's Office Communications Division

200 Carl Vinson Pkwy
Warner Robins, Ga 31088
(478)542-9911
Fax: 478-542-9917



Community Education Quarterly Report

This Community Education Quarterly Report is for the 1st quarter of 2024. 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 2024:

- HCES Community Education Employees will participate in the Warner Robins Citizen Police Academy sessions, Perry PD Citizen Police Academy sessions, Robins Leadership Tours, Houston County Career College Tours, as well as Apexx Afterschool/Summer Camp program.
- HCES Community Education Employees will attend Community Events to include but not limited to: Warner Robins Police Department Annual GLOW Run, WRPD Trunk or Treat, Centerville Market Days, Houston Health Care 5k, and the Fellowship Bible Baptist Special Needs Resource Fair.
- Personnel will participate in the HCSO Operation Arresting Hunger Organization.
- On-Duty Personnel will assist with tours conducted by the 911 Center for school aged children, scout programs and other community organizations.
- The Community Education Team will work with the 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.
- The Community Education Team will actively participate in online presentations to go along with Covid safety protocols.

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. The beginning of the year has been slow for Community Events. We had one cancel on us, and I am having problems getting call backs from groups who are hosting events. Now that the 911 center is back fully operational, I am working harder at trying to get tours back in.

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 into 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. We have begun doing book readings again. These are being posted on our agency YouTube and Facebook accounts in order to reach a broader audience.

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

Date	Organization	CE Team Member assigned
01/22/2024	Boy Scouts	Sgt. Fussell and Kate Hosier
03/06/2024	Warner Robins Fire Department	Lt. Edens and Sgt. Fussell
03/23/2024	Warner Robins Special Needs Fair	Canceled due to weather
03/27/2024	CGTC Student Resource Fair	Cpl. Shell and Dep. Little

Community Education Team Members

Name	Tours Completed
B. Bradley	
S. Breazeale	
C. Campbell	
M. Cheatwood	
A. Comer	
Cpl. I. Del Giorno	
Lt V. Edens	1
J. Fender	
L. Fletcher	
M. Francis	
Sgt. A. Fussell	2
B. Halpin	
K. Hosier	1
K. Leary	
J. Little	1
Capt. M. Quinones	
Cpl. A. Shell	1
K. Stephens	
A. Woodall	
A. Wolfert	

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.
The dispatchers were awesome at giving the recruits advice and letting them see things from the dispatcher perspective.
2. What did you dislike about the 911 tour?
N/A
3. Is there something you would have liked to see more of?
Maybe more live action things
4. How do you feel our 911 representative handled the tour?
Great. Having the officers there was also a treat.
They did awesome, as always.
5. Are there any improvements you feel we should implement in the future?
N/A

Our feedback was positive. We are looking forward to having more community education tours next quarter. We started the year out slow with not many event opportunities available. The events tend to start picking back up in the warmer months.

Effective Date: 04/01/2024
Next Quarterly Review Date: 07/01/2024

Prepared by: Sgt. Amber Fussell
Training/Accreditation Manager