



## APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 1, 2020.** Please include this application form with electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

### PROGRAM INFORMATION

**County:** County of Henrico

**Program Title:** 911: What is Your Career?

**Program Category:** Criminal Justice and Public Safety

### CONTACT INFORMATION

**Name:** Victoria Davis

**Title:** Public Relations Specialist

**Department:** Public Relations

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### SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

**Name:** Brandon Hinton

**Title:** Deputy County Manager for Administration

**Signature:** 

## **Program Overview**

In March 2019, Henrico County Police Division and Henrico County Public Schools teamed up for a “911 Dispatch Open House.” Local police have mentioned for several years that there is a significant shortage in their dispatch division. With many of our students in our Workforce and Career Development Department going into careers in criminal justice and communications, the police division and Henrico Schools joined forces to offer an open house to promote opportunities and career pathways within the police department.

The local recruiter, school director and command staff from the police division, started the evening with introductions and then gave a presentation about the role of a 911 Dispatcher and the benefit packages available to dispatchers. Several 911 dispatchers shared their stories about their profession. The event continued with small tours of the 911 Dispatch areas and concluded with a question and answer session and refreshments.

## **Problem/Challenge/Situation Faced by Locality**

The need for the program began with the local police recruiter, who stated that the 911 Dispatch center for Henrico County had a several-year shortage of center personnel. With Henrico County Public Schools offering multiple criminal justice courses as well as courses in communications, we wanted to help high school seniors learn more about the profession and the benefits of its career opportunities.

## **How Program Fulfilled Awards Criteria**

This project is a collaboration of Henrico County Public Schools and Henrico County General Government, coming together to form a partnership that was mutually beneficial. The opportunity for our students, parents and guardians to attend an open house environment and learn more

about the profession was rewarding. The fact that the local recruiter noticed the need and recognized that the school division could help fill that need shows the respect between the school division and the county and how we are able to identify a “grow your own” mentality.

### **How Program Was Carried Out**

The 911 Dispatch Division has lacked adequate staff for several years and regularly look for ways to recruit quality candidates. The compensation package is competitive, but they have found that it is challenging to find individuals looking for a job in this particular department of the police division.

The program objectives for the project were simple; recruit and find qualified personnel to fill the 911-dispatch void within the Henrico County Police Division. The county has had a hard time filling these positions. Since Henrico Police had a previous relationship with our Workforce and Career Development Department, we decided to publicize the field to our criminal justice and communications classes.

The recruiter and our director worked together on creating an open house for students, parents and guardians to learn more about the opportunities with the 911 Dispatch Department within Henrico County Police. It was agreed that the evening would be the best time to capture the largest audience because of work schedules.

The open house was one evening, but the potential for future collaboration and partnerships is great. The school division stressed the opportunities to students, parents, and guardians identified through their enrollment in criminal justice or communications-related courses.

Following the open house, at least one student applied for a dispatcher position. We plan to make this an annual event.

### **Financing and Staffing**

There was no cost to implement the program. The open house was conducted at the Henrico Training Center, which houses the Henrico Police Division headquarters. There was no cost for the facilities, and the police division paid for the refreshments. All staff members volunteered their time to present information to the students, parents and guardians who were present.

### **Program Results**

The results of this program were positive. Parents, guardians and students had the opportunity to learn more about the 911 Dispatch position, what the job entailed, and future careers. This is positive publicity for the division and can spread in the community.

We also had one student who committed to work full-time for the dispatch office upon graduation and several more that expressed interest. With continued collaboration between the two entities, there is certainly the opportunity for future success and results that we may hear about upon a student's graduation. To work in the dispatch division, candidates must be able to work full-time and be 18 years old. Therefore, it is difficult to gauge instant success in such a program. We plan to make this an annual event.

### **Brief Summary**

In March 2019, Henrico County Police Division and Henrico County Public Schools teamed up for a "911 Dispatch Open House." Local police have mentioned for several years that there is a significant shortage in their dispatch division. With many of our students in our Workforce and

Career Development Department going into careers in criminal justice and communications, the police division and Henrico Schools joined forces to offer an open house to promote opportunities and career pathways within the police department.

The local recruiter, school director and command staff from the police division, started the evening with introductions and then gave a presentation about the role of a 911 Dispatcher and the benefit packages available to dispatchers. Several 911 dispatchers shared their stories about their profession. The event continued with small tours of the 911 Dispatch areas and concluded with a question and answer session and refreshments. In addition to educating students and families about opportunities, one student committed to work full-time for the dispatch office upon graduation and several more that expressed interest. With continued collaboration between the two entities, there is the opportunity for future success and results.

# 911 – What is your Career

## Supplemental Material

