



SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2023.** Please include this submission form with the 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: Who You Gonna Call? 911 Open House
Program Category: Criminal Justice & Public Safety

CONTACT INFORMATION

Name: Victoria Davis
Title: Public Relations Specialist
Department: Public Relations
Telephone: 804-501-4933 Website: www.henrico.us
Email: dav127@henrico.us

SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Brandon Hinton
Title: Deputy County Manager for Administration
Signature: 

Program Overview

Local police have mentioned for the past couple of years that there is a significant shortage in their dispatch division. In March 2019, the local Henrico County Division of Police and Henrico County Public Schools (HCPS) teamed up for a 911 Dispatch Open House. With many of the students in HCPS' Department of Workforce and Career Development programs going into criminal justice and communications careers, an open house would promote opportunities and career paths in the police department.

The local recruiter, school director and command staff from the police division started the evening with introductions and proceeded with a presentation about the role and benefits of a 911 dispatcher.. Several current 911 dispatchers shared testimonials about their profession. The event continued with small tours of the 911 dispatch areas and concluded with a question-and-answer session with refreshments.

Problem/Challenge/Situation Faced by Locality

The need for the program began with the local recruiter, who stated that the 911 dispatch center for Henrico County has lacked the personnel resources over the last few years to be able to staff accordingly. With Henrico County Public Schools offering multiple criminal justice courses and communication courses, the opportunity would help high school seniors learn more about the profession and the benefits and career opportunities as they move forward in their careers. The 911 Dispatch Division has lacked personnel for several years and sought ways to recruit quality individuals to work for their department. The compensation package is competitive, but finding individuals seeking a job within this particular department of the police division has been challenging.

How Program Fulfilled Awards Criteria

This project is an effective collaboration between Henrico County's schools and the police division, coming together to form a mutually beneficial partnership. The opportunity for HCPS students and parents to be able to come to 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" employee mentality.

How Program Was Carried Out

The program objectives for this project were simple: recruit and find qualified personnel to fill the 911 dispatch void within the Henrico County Division of Police. Henrico County has had a hard time filling these positions. With a previous relationship with the HCPS Department of Workforce and Career Development, the event was designed to expose criminal justice and communications classes to these opportunities.

The recruiter and our director worked on establishing an open house for students and their parents to learn more about opportunities within the 911 Dispatch Department of the Henrico County Division of Police. They agreed that an evening would be the best time to capture the largest audience, especially the parents of the students, because it would be after the work day. To work for the Dispatch Office, individuals must be able to work full-time and be 18 years old

The open house occurred one evening, but the potential for future collaboration and partnerships is infinite. The event was set up exclusively by Henrico County Police, with the school division stressing the opportunities to all of their students and parents identified through their enrollment in courses in criminal justice or communications.

Financing and Staffing

Because the event was conducted at the Henrico Training Center, where the police division is housed, there was no cost for the facilities. All staff members volunteered their time to present information to the parents and students. Therefore, there were also no personnel costs to implement the program.

Program Results

The results of the program were positive. Parents and students had the opportunity to learn more about the 911 Dispatch Division, what the job entails and the future career paths it could open. This is positive publicity for the department that can be amplified to other possible candidates.

Additionally, one student committed to working full-time for the Dispatch Office upon graduation-several more expressed interest. With continued collaboration between the two entities, there is the opportunity for future success and results that we may hear about upon students' graduation. Therefore, it is difficult to gauge instant success in such a program.

Brief Summary

Local police have mentioned for the past couple of years that there is a significant shortage in their dispatch division. In March 2019, the local Henrico County Division of Police and Henrico County Public Schools (HCPS) teamed up for a 911 Dispatch Open House. With many of the students in HCPS' Department of Workforce and Career Development programs going into criminal justice and communications careers, an open house would promote opportunities and career paths in the police department. The project was an effective collaboration between Henrico County's schools and the police division, creating an opportunity for HCPS students and parents to learn more about the profession, what the job entails and the future career paths it could open. The event created positive publicity for the department that can be amplified to other possible candidates. One student committed to working full-time for the Dispatch Office upon graduation and several more expressed interest.

Who You Gonna Call? 911 Open House Supplemental Material

