

North Carolina
Department of Public Safety



New Employee Manual

May 2016

Disclaimer

The manual presented here is for guidance and reference purposes only. It is of a general informational and educational nature. Policies and procedures may change. You should consult the Department of Public Safety Personnel Manual, the Office of State Personnel Manual, the Department of Public Safety Website, or the Department of Public Safety Office of Human Resources for the most current information.

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GENERAL INFORMATION

INTRODUCTION

The North Carolina Department of Public Safety is North Carolina's statewide public safety and homeland security agency.

The department was formed in 2012 from the consolidation of the former departments of Crime Control and Public Safety, Correction and Juvenile Justice and Delinquency Prevention. It is home to the State Highway Patrol, State Capitol Police, N.C. National Guard, State Bureau of Investigation, Alcohol Law Enforcement, Alcohol Beverage Control Commission, Private Protective Services, Emergency Management, adult and juvenile corrections and other law enforcement agencies.

DEPARTMENT OF PUBLIC SAFETY VISION

To provide the finest safety and security services for all North Carolinians.

DEPARTMENT OF PUBLIC SAFETY MISSION

Safeguard and preserve the lives and property of the people of North Carolina through prevention, protection and preparation with integrity and honor.

GOALS

Prevent – We are the model for preventing and reducing crime.

Protect – North Carolina is safe for living, working, and visiting.

Prepare – We are leaders in public safety readiness, communication, and coordination.

Perform – We excel in every facet of our work-Law Enforcement, Emergency Management, National Guard, Adult Correction, Juvenile Justice, and Quality of Administrative Services.

People – We will value each other like family.

VALUES

Safety- We value the safety of our employees and the citizens we serve.

Integrity- We perform our work in an ethical, honorable, respectful, courageous, truthful, and sincere way.

Customer Service- We consistently exceed our customers' expectations through speed of delivery of services and continuous evaluation.

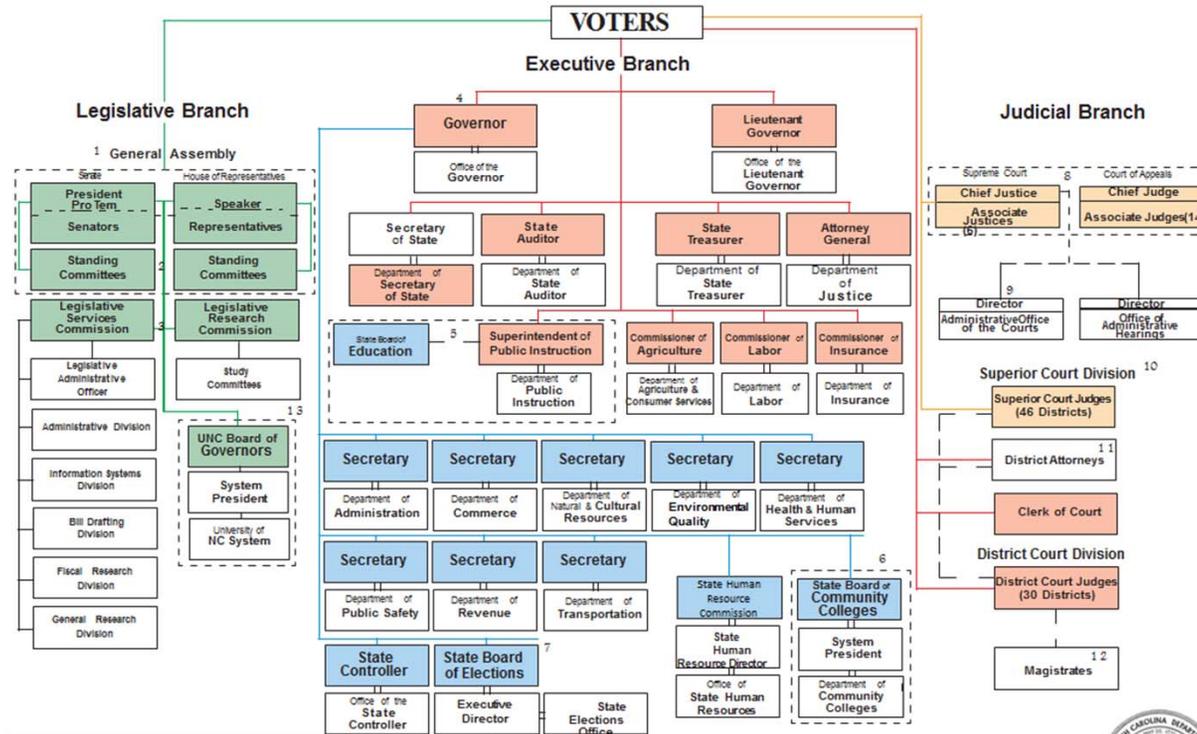
Professionalism- We exhibit courteous, conscientious, and businesslike manner in all customer service activities; We stay knowledgeable of all aspects of our job; We act for the public without regard to convenience or self-interest.

Diversity- We draw strength from our differences and work together as a family in a spirit of inclusion, teamwork, and mutual respect.

Quality-we pursue excellence in delivering the programs and services entrusted to us.

Organizational Chart of North Carolina State Government

2013

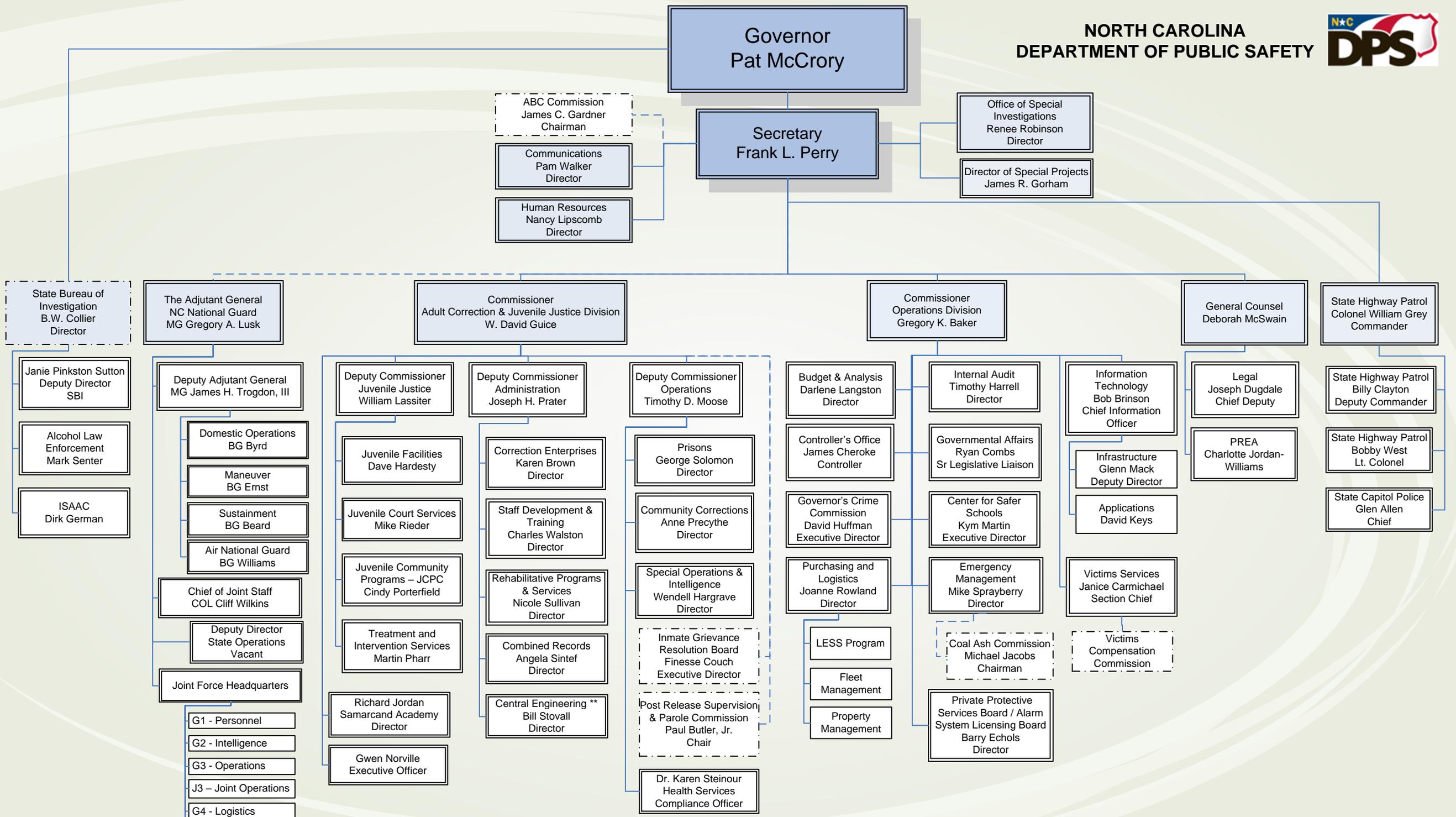


Legend

- Green box: elected to 2 year term
- Red box: elected to 4 year term
- Orange box: elected to 8 year term
- Blue box: appointed by the Governor
- Black line: lines of appointment authority
- Red line: lines of authority over branch division or department
- Green line: auxiliary lines of authority

Issued by: Elaine F. Marshall, NC Secretary of State





****Note:** The vast majority of Central Engineering work resides within ACJJ; therefore, most administrative direction for this section comes from the ACJJ Deputy Commissioners. However, their responsibilities do extend beyond ACJJ.

ORGANIZATIONAL STRUCTURE

OFFICE OF THE SECRETARY

The Secretary serves as the sole representative on the Governor's Cabinet for the state's law enforcement, juvenile justice, correction and emergency response community. The department focuses citizen and legislative attention on law enforcement and public safety issues, such as the supervision of offenders in prison or on community corrections, drinking and driving, underage access to alcohol and tobacco, the proper use of child safety seats, crime prevention, and preparation for natural disasters. The department is constantly updating plans and providing training for local officials to respond to emergencies such as natural disasters, terrorism, communicable diseases, nuclear power plant incidents and civil unrest. This agency serves as the coordinating agency for North Carolina's homeland security preparedness.

COMMUNICATIONS OFFICE

The Communications staff works to ensure the people of North Carolina are informed and knowledgeable about programs, events and conditions affecting their safety and well-being. Staff works to provide timely and accurate information to news media and to inform the public of emergency action steps to be taken during natural or man-made disasters. Members of the Communications Office respond to media inquiries, write speeches and press releases and produce educational materials. Communications staff members are on call 24 hours a day, seven days a week assisting members of the news media either by phone or at the scenes of incidents. When necessary, communications staff prepare and distribute news releases and arrange for news conferences.

OFFICE OF SPECIAL INVESTIGATIONS

Established in 2015, the Office of Special Investigations (OSI) serves as the platform that provides consistency in the handling of internal complaints involving any Department of Public Safety employee, volunteer, or contractor on allegations of serious misconduct. Office of Special Investigations consolidates the various internal affairs entities within the North Carolina Department of Public Safety (DPS), to improve the efficiency and efficacy of internal investigations processes throughout the agency.

The Office of Special Investigations is also tasked with ensuring that the integrity of Department of Public Safety is maintained through an internal system in which independence, fairness, and justice are guaranteed by an impartial investigation and independent review of allegations of violations of laws, rules, or policies made against any DPS employee, volunteer, or contractor that could significantly impact that ability of DPS to accomplish its mission.

As part of its mission, the Office of Special Investigations strives to maintain an ethical work environment which creates and sustains trust between the DPS and the citizens of North Carolina.

SAMARCAND TRAINING ACADEMY

Occupying 430 acres in Moore County, Samarcand Training Academy will provide correctional, in-service, law enforcement and advanced law enforcement training starting in Fall 2015. A 2013 North Carolina General Assembly allocation of \$10.4 million has been used to convert the former Samarkand Manor into a corrections and law enforcement training center for the Department of Public Safety. The funding pays for renovations to 14 of the 24 buildings and to build a firearms training range. When complete, Samarcand will have six classrooms,

dormitory space capable of housing 89 overnight students and a cafeteria. The primary purpose of the academy is to conduct basic training for correctional officers, probation/parole officers and juvenile justice employees, as well as other in-service training. The law enforcement agencies within DPS will be able to use Samarcand to conduct in-service and advanced training programs, while other local, state and federal agencies may also conduct training at the facility from time to time.

OFFICE OF THE GENERAL COUNSEL

The Office of the General Counsel is responsible for the following program areas.

- PREA
- Legal Affairs

DPS OPERATIONS

The Operations Division provides an array of services for the entire department. DPS Operations consists of the following sections:

- Budget & Analysis
- Controller's Office
- Internal Audit
- Purchasing and Logistics
- Information Technology Systems & FirstNet
- Center for Safer Schools
- Governor's Crime Commission
- Victim's Services
- North Carolina Private Protective Services
- Emergency Management
- Governmental Affairs

HUMAN RESOURCES

The Human Resource Office provides professional guidance, advice and support to sections in a variety of functions such as staffing, job classification, training and development, employee relations, and benefits administration and in order to make the Department of Public Safety employment experience enriching and rewarding. The Safety, Occupational, & Environment Health Office is also under the Human Resources Office.

ADULT CORRECTION & JUVENILE JUSTICE DIVISION (ACJJ)

The Division of Adult Correction and Juvenile Justice includes the sections of Adult Correction, Juvenile Justice, and ACJJ Administration.

Adult Correction

Prisons

Housing adult inmates across the state in prisons
Rehabilitating with work, academic, vocational and religious programs
Preparing inmates for re-entry to our communities
Providing constitutionally-mandated healthcare

Community Supervision

Supervising inmates

Officer specialties: sex offenders, domestic violence, school partnerships, gangs/community threat groups

Reducing recidivism through the use of research-proven practices and promoting coordination between state- and community-based corrections programs.

Security Services

Security Services includes facility security, intelligence gathering on threat group activities, emergency response, and law enforcement collaboration. Special Operations Teams respond to institutional emergencies, assist with warrantless searches with community corrections, lead canine units for drugs and cell phone searches, and operate drug interdiction efforts. Intelligence staff provides transcripts of inmate calls and monitors facility gang activity. Emergency responders address critical facility incidents, collaborate with State Emergency Management to secure facilities and offer community assistance (e.g., prevent looting, run shelters, offer clean-up) in times of natural disasters. Staff collaborates with the US Marshalls and Federal Bureau of Investigation Violent Crimes Task Forces, operates an extradition program, provides drug screening labs, executes high-profile crime response, provides gang interdiction, and operates a 24-hour/7-day a week DCI terminal for wanted person warrants and data.

Juvenile Justice:

Juvenile Community Programs

The Juvenile Community Programs section provides community-based alternatives (programs, residential alternatives and court sanctions) for youth that are at risk of juvenile delinquency, or that have been alleged to have committed a criminal offense, or that have been adjudicated delinquent by the Juvenile Court. Community Programs options range from services for at-risk youth, to diverted/dismissed juveniles (youth with official juvenile court complaints that are diverted or dismissed at intake), court-supervised juveniles, as well as those returning to the community from a youth development center on post-release supervision.

Juvenile Community Programs consists of the following core components:

Juvenile Crime Prevention Council (JCPC) Programs, funded through a state and local partnership in all 100 counties; Statewide Residential Contractual Services , including short-term residential facilities and multipurpose group homes; and Non-Residential Contractual Services, home-based dispositional alternatives and re-entry transitional services for those youths returning home from a residential placement.

The Center for Safer Schools is also part of Juvenile Community Program. The N.C. Center for Safer Schools serves as the state's primary point of contact on issues dealing with school safety and the prevention of youth violence. It provides a one-stop shop of school safety information and customer services to schools, law enforcement, youth-serving agencies, juvenile justice officials, community leaders, policymakers, parents and students

Juvenile Facilities

Juvenile Facility Operations operates two types of secure commitment centers for youths in North Carolina: juvenile detention centers and youth development centers.

Juvenile detention centers temporarily house youths alleged to have committed a delinquent act or to be a runaway. Youths are generally placed in a juvenile detention center while awaiting a court hearing, or until another placement can be found, either in a community-based program or service or in a youth development center. Youth development centers are secure facilities that provide education and treatment services to prepare committed youth to successfully transition to a community setting. This type of commitment is the most restrictive, intensive dispositional option available to the juvenile courts in North Carolina. The structure of the juvenile code limits this disposition to those juveniles who have been adjudicated for violent or serious offenses or who have a lengthy delinquency history.

Juvenile Court Services

Juvenile Court Services provides intake and supervision services for undisciplined and delinquent juveniles within a continuum of services that provides care and control. The mission of Juvenile Court Services is to keep communities safe by holding juveniles accountable for their actions and to prevent future delinquent behavior by providing or securing services to meet the needs of the juvenile and his or her family. This mission is carried out in accordance with laws and court orders and in full collaborations with multiple community agencies.

Juvenile Treatment & Intervention Services

Juvenile Treatment and Intervention Services ensures appropriate clinical treatment and youth development interventions for youth served in juvenile justice facilities and programs. Clinical treatment/programming includes medical, psychiatric, dental, nutritional, psychological, substance abuse, recreational, spiritual, and case management services. Additionally, this unit provides oversight of the education programming in youth development centers, juvenile detention centers, and contracted community-based residential programs, and is charged with fulfilling all state and federal mandates of a traditional school system.

ACJJ Administration:

Correction Enterprises

Employing inmates and teaching job skills in a variety of industries while providing valuable goods and services at a cost savings to state and local governments.

- Agriculture • Braille production • Printing • Janitorial products
- Optical • Metal products • Furniture and reupholstery
- Clothing and embroidery • Highway signs and license tags • Laundry

Rehabilitative Programs and Support Services

Rehabilitative Programs and Support Services section is responsible for developing, implementing, and monitoring correctional interventions for adult offenders in prison and on supervision in the community. The goals of the section include promoting public safety, improving offender behavior, and reducing re-offending. Utilizing evidence-based practices as the foundation of all programs and services, offenders are prepared with the necessary skills and tools to live as productive members of the community. The section focuses on offender programs and services in the major areas of substance abuse, cognitive behavioral programs, educational attainment, vocational training, victim services, and reentry and transition pre-release and post-release planning.

Staff Development and Training

The Office of Staff Development and Training provides training for employees across the Department of Public Safety. Employees from entry level to seasoned veterans have found avenues available for increased effectiveness through training. With more than 500 different job classifications, mandated training and standards required by the North Carolina Criminal Justice Education and Training Standards Commission, a comprehensive training program is required to meet the agency's needs. OSDT strives to address the specialized training needs of all staff from top management officials to first line employees.

Combined Records

Combined Records maintains the centralized repository of inmate records for the North Carolina Department of Public Safety

Central Engineering

The Department of Public Safety Central Engineering section is the department's capital program manager and manager of physical plant operations. This physical plant operation encompasses more than 12 million square feet of building space and more than 18,000 acres. A full range of architectural, engineering and construction services are available to all departmental divisions.

STATE HIGHWAY PATROL

The mission of the State Highway Patrol is to ensure safe, efficient transportation on our streets and highways, reduce crime, protect against terrorism, and respond to natural and man-made disasters. This mission will be accomplished in partnership with all levels of government and the public, through quality law enforcement services and education based upon high ethical, professional, and legal standards.

STATE CAPITOL POLICE

The State Capitol Police provides a safe and secure environment for public officials, state employees, and visitors within the State Government Complex and at state-owned properties throughout the Raleigh/Wake County area, through the consistent enforcement of established regulations and laws.

STATE BUREAU OF INVESTIGATION

The State Bureau of Investigation assists local law enforcement with criminal investigations, working closely with local police, sheriffs, district attorneys, federal investigators, and federal prosecutors. The SBI has statewide jurisdiction and investigates homicides, robberies, property crimes and other serious cases. Involvement is at the request of the local department that maintains original jurisdiction over the case. The SBI has original jurisdiction in these areas:

- Drug Investigations
- Arson Investigations
- Election Law Violations
- Child Sexual Abuse in Day Care Centers
- Theft and Misuse of State Property
- Computer Crime Investigations that Involve Crimes Against Children

ALCOHOL LAW ENFORCEMENT

ALE is recognized as a “cutting-edge” agency by its peers in the National Liquor Law Enforcement Association. Along with its core mission of enforcement and regulation of the alcohol beverage industry, controlled substance investigation, ALE is charged with enforcement of the sale of tobacco products to underage persons and acting as the enforcement arm of the North Carolina Education Lottery, the North Carolina Boxing Authority, regulating boxing, toughman, mixed martial arts, and charitable bingo licensing and regulation.

NORTH CAROLINA NATIONAL GUARD

- 12,000 citizen soldiers standing ready to protect the lives and property of North Carolinians
- Defending the nation as an all-volunteer Army and Air Guard
- Providing trained soldiers and a cost-effective military force
- Providing expertise in aviation, transportation, engineering, logistics, medicine and security
- Operating Army National Guard from 93 armories
- Operating Air National Guard from three state locations
- Maintaining emergency equipment such as helicopters, airplanes, light to heavy vehicles, generators, communications gear and more.

MANUALS, POLICIES, FORMS, AND LINKS

Department-wide Policy Manuals for the Department of Public Safety are located here:

<https://www.ncdps.gov/Index2.cfm?a=000002,002186>

From this link, you can then select from the Human Resources, Information Technology, or Purchasing and Logistics Manuals. You can also view directly all existing Department of Public Safety policies and procedures. The DPS Human Resource Manual and the DPS Fiscal Manual are to be used in conjunction with the State Personnel Manual from the Office of State Personnel and the State Budget Manual. Additionally, as employees you are expected to comply with all section, division, and work-unit specific requirements, policies, and procedures.

PHONE DIRECTORY

To locate a DPS Employee, you may access the online directory located here:

<https://www.ncdps.gov/directory.cfm>

To locate a Human Resources Professional to assist you with any HR Questions, access the HR Staff list here:

<https://www.ncdps.gov/Index2.cfm?a=000002,001545,000052>

Additionally, a State of NC Employee Directory is located here:

<http://www.ncgov.com/empDirSearch.aspx>