

Division of Administration

General

The Center for Safer Schools Task Force was established.

- ▲ The task force provides guidance to the governor on policy and legislative action needed to help improve school safety in the state.
- ▲ It serves as a clearing house of information on school safety and provides training and technical support to educators, law enforcement agencies and parents statewide.

DPS continued its consolidation of services and strengthened its collaborative partnerships internally and externally to help prevent and solve crimes, to strengthen emergency management services, and to streamline agency operations.

The department used all its resources to protect the public through an abnormally active winter weather season, severe flooding events and several tropical storms and hurricane.

Litter Free NC was launched as an

initiative focused on clean roadways resulting in safer roadways.

The department developed a motor fleet management plan and gained approval of the Office of State Budget Management and the General Assembly to begin replacement of an aging fleet of vehicles across all components of the agency.

The North Carolina National Guard has partnered with DPS Planning to work on process improvement for fiscal and human resource operations.

The department Safety Committee launched regular work sessions and Safety staff is conducting monthly inspections for all DPS worksites.

Governor's Crime Commission

As the chief advisory body to Gov. Pat McCrory and Department of Public Safety Secretary Frank L. Perry, the Governor's Crime Commission and agency staff sets program priorities, reviews applications

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Gov. Pat McCrory helped DPS Secretary Frank L. Perry kick off a drive to make North Carolina's roadways safer by making them cleaner.

and makes recommendations for the State's Criminal Justice, Crime Victims' Services and Juvenile Justice Federal grants. Federal block grants are awarded each year to government, education and social service agencies to start new and innovative programs and to continue efforts to reduce crime.

In 2014, the commission continued supporting safer schools, gang prevention, intervention and local law enforcement through a local law enforcement block grant program. The GCC also supports domestic violence shelters, child advocacy centers and other groups that respond to family violence.



Veterans Treatment Court is a program supported by the GCC funding.

In total, the GCC in 2014

funded 375 projects for more than \$25.5 million:

- ▲ The Criminal Justice Improvement Committee funded 160 projects with nearly \$6.75 million. The projects encouraging proactive and innovative programming and methodologies that improve the criminal justice system by reducing and discouraging violent crime and associated problems, enhancing all aspects of criminal justice processing to include the incarceration and treatment of offenders

and advancing justice system operations.

- ▲ The Crime Victims' Services Committee funded 193 projects with more than \$17.2 million, advocating for victims by promoting the development of programs that improve the response of human service professionals and the criminal justice system to crime victims.
- ▲ The Juvenile Justice Planning Committee funded 22 projects with more than \$1.56 million, seeking to improve the handling and outcomes of cases of child maltreatment in North Carolina.

Veterans Treatment Court is a flagship measure of the power of programs supported by the GCC funding.

In November, Gov. McCrory and other officials attended the graduation ceremony at North Carolina's first veterans treatment court in Harnett County. The court diverts veterans from the traditional criminal justice system and links them with the programs, benefits and services they have earned.

Court eligibility is based upon severity of the offense and the veteran's discharge level to ensure only appropriate crimes are considered.

At the ceremony, Gov. McCrory met and paid tribute to a veteran who, with the help of the court, received a Purple Heart that was due to him after being shot in Operation Desert Shield/Desert Storm.

A second court opened in Cumberland County on Nov. 13 with a grant of approximately \$70,000.

Human Resources

Classification and Compensation

- ▲ Awarded \$1.3 million in pay improvements to front-line staff through the Salary Adjustment Fund appropriated by the General Assembly.
- ▲ Reviewed numerous organizational changes, including the transfer of the State Bureau of Investigation, the ABC Commission and the Private Protective Services / Alarm Licensing Board to the Department of Public Safety. Conducted over 800 position reallocation studies and reviewed 3,500 position transfers.

BEACON Time and Leave

- ▲ Assisted with BEACON/SAP time review training for Prison Human Resources representatives.
- ▲ Employee Self Service (ESS)/Management Self Service (MSS) implementation.

Employment and Benefits

- ▲ Instituted correctional officer and probation/parole officer hiring initiatives.
- ▲ The Juvenile Justice hiring process was improved through Regional Employment Offices.
- ▲ Processed Salary Adjustment Fund actions in January.
- ▲ Supplemental staff policy released and improved temporary hiring processes.
- ▲ Instituted the veterans hiring initiative and expanded of job fair recruitment.
- ▲ Focused on improved safety and reduction of Workers' Compensation.

Performance and Organization Development

- ▲ New Performance Management System plans underway for 2015 launch.

Employee Relations/Equal Employment Opportunity/Grievance Intake Office

- ▲ New disciplinary policy ready for Jan. 1, 2015.

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Information Systems

Highlights of Information Systems' accomplishments:

- ▲ Division of Prisons' electronic rounds-tracking system won a national award.
- ▲ Departmentwide, more than 7,000 personal computers were replaced and more than 19,500 were upgraded to Windows 7.
- ▲ Expansion of Voice over Internet Protocol/UC continued throughout DPS.
- ▲ DPS datacenter consolidations.
- ▲ Addition of SBI IT staff to support Law Enforcement.
- ▲ Emergency relocation and replacement of Governor's Crime Commission IT equipment following a roof failure due to heavy rain.



Information System staff vacate equipment from soaked Crime Commission offices.

Internal Audit

Quality Assessment Review (QAR)

An External Quality Assessment Review (QAR) of DPS Internal Audit was completed in March 2014 through the North Carolina Internal Audit Council Peer Review Program. DPS Internal Audit achieved an overall rating of "Generally Conforms," which is the top rating. The principal objectives of the QAR were to assess conformity to the Institute of Internal Auditors International Standards for the Professional Practice of Internal Auditing as well as evaluate the effectiveness in carrying out our mission and value to DPS.

Audit Activity

Internal Audit completed approximately 70 audit projects in 2014. Twenty were compliance audits conducted due to changes in management (change of command audits). The remaining consists of special reviews/investigations, compliance, financial, performance audits, risk assessments, and follow up

reviews that were either scheduled based on needed coverage or requested to identify risks and improve efficiency.

DPS Hotline

In January 2014, Internal Audit implemented procedures for receiving, logging, tracking, and addressing online submissions and calls on the newly created DPS Hotline. Internal Audit received at least 225 complaints through the Hotline in 2014 and 220 of the complaints have either been referred to the appropriate DPS manager for action or investigated by DPS Internal Audit. Five remain pending due to ongoing review/investigation or waiting to be assigned.

SBI Reporting

Internal Audit has received, reviewed, logged and submitted a total of 202 State Property Incident Reports to the SBI on behalf of DPS. All SBI reports were forwarded to the commissioner of Administration for approval prior to submission to the SBI.

Time Administration Audits

DPS Internal Audit implemented an audit program to audit Time Administration/BEACON at various DPS facilities. (The audits were requested by DPS Human Resources due to concerns with overpayments in the department.) So far, DPS IA has identified several deficiencies along with additional over/underpayments while making recommendations for compliance, process improvement and efficiency.

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It was all hands on deck for one of last winter's storms. Scenes like this one of a correctional officer making sure he got to his post for work lit up the Communications Section's telephones as media from all over the country called for more information.

Legislative Affairs

The 2014 North Carolina General Assembly provided the Department of Public Safety (DPS) numerous improvements for carrying out its mission:

- ▲ *Transfer of the State Bureau of Investigation (SBI)* from the Department of Justice to DPS. The legislative intent was to make the SBI an independent agency, free from political influence. The SBI is now housed administratively under the Law Enforcement Division of DPS, which oversees the administrative and management functions. Other entities transferred from DOJ to DPS included Private Protective Services and the Alarm Systems Board.
- ▲ *Transfer of ABC Commission*, state's regulator for all alcoholic beverages, to DPS from the Department of Commerce. An administrative change, the move allows the commission to remain an independent agency with direct accountability to the governor.
- ▲ *Restoration of agent positions* in the Division of Alcohol Law Enforcement (ALE), where ALE was cut by \$1.75 million, forcing the elimination of 13 filled agent positions. One-time funding in 2013 through the ABC Commission and the Governor's Crime Commission maintained the 13 positions until the issue could be addressed in the short session.
- ▲ *Restoration of funding* for the trooper experience-based step increase plan that had been frozen for six years. The step provided a 5 percent-6 percent raise for all troopers not at top pay. Troopers at top pay received a \$1,000 dollar salary increase along with all other state employees.
- ▲ *Allotment of \$863,384 for new trooper uniforms* and \$100,000 to the N.C. Trooper's Association Caisson Unit to purchase a new truck and trailer.

Several legislative changes for the Division of Adult Correction and Juvenile Justice will save the department millions of dollars by enhancing services offered and streamlining operations:

- ▲ Two women's prisons, Fountain in Edgecombe County and North Piedmont in Davidson County, were scheduled for closure due to the declining prison population, saving the state more than \$6.3 million annually. Displaced female inmates will move to Eastern Correctional Institution, a male prison being converted to house female inmates. Also, regional office and the female command office will close, saving more than \$1 million; and the management functions at Tillery Correctional Center and



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Caledonia Correctional Institution in Halifax County will be consolidated, with another \$1.5 million to be saved.

- ▲ Misdemeanants convicted on or after Oct. 1, 2014, and DWI offenders convicted on or after Jan. 1, 2015, serve their sentences in local jails instead of prison. The state will fund housing, transportation and medical care for offenders through the Statewide Misdemeanant Confinement Program (SMCP). Savings of more than \$4.3 million a year are expected for the state.
- ▲ Legislation also provided vehicles for 100 new probation officer positions.
- ▲ Authorization of DPS to use approximately \$1.7 million in Repair and Renovation funding originally earmarked for a kitchen renovation at Dobbs Youth Development Center to instead fund the implementation of the 2014 Juvenile Justice Facilities Strategic Plan.

Other modifications were made throughout the department during the short session:

- ▲ Elimination of the grant to the N.C. Victims Assistance Network. This reduction has no impact on services provided by state agencies to victims of crime.
- ▲ Elimination of 35 vacant trooper positions.
- ▲ Creation of a fee structure for facilities that store or process hazardous materials. Funds generated by the fee will be used to fund the Hazardous Materials Database for use by first responders and to support seven Regional Response Teams.
- ▲ Funding for the operation of the Tarheel Challenge Academy in Stanly County. The National Guard's Tarheel Challenge is a residential school for high school dropouts to move them toward earning a GED and better life skills.
- ▲ Fund transfer from the Department of Commerce's Disaster Relief Fund to the Geospatial Technology Management Section of Emergency Management for LiDAR topographical mapping technology.

The DPS legislative affairs team has scheduled tours of facilities and ride-alongs legislators and their staff to bring a new awareness of our operations, needs and demands. Through these efforts, DPS staff have formed key relationships that helped produce a successful legislative session.

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Office of Victims Services

The Office of Victim Services (OVS) continues under the leadership of Executive Director Janice Carmichael. OVS has two major areas to assist victims of crime: Victims Compensation Services and the North Carolina Statewide Automated Victims Assistance Notification (NC SAVAN).

Victims Compensation Services

The North Carolina Crime Victims Compensation Program helps victims of violence everyday with paying for the costs of medical care, mental health counseling, and lost time at work, as well as funeral expenses facing families in the aftermath of homicide.

The N.C. Crime Victims Compensation Commission met quarterly to review claims for more than \$12,500. Almost \$9 million annually is paid to and on behalf of victims suffering criminal injury, including victims of spousal and child abuse, rape, assault, and drunk driving, as well as families of murder victims. During state fiscal year 2013-2014, the program awarded 2,166 claims totaling \$8,662,000 to victims harmed by crime in North Carolina.

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NC SAVAN

The North Carolina Statewide Automated Victims Assistance Notification, NC SAVAN, is a criminal justice information-sharing system that supports automated victim notification for incarcerated offenders (jail and state prison) and offenders on community supervision (probation, parole or post-release supervision).

In a continued effort to improve assistance to victims, the NC SAVAN program and the Victim Services for Prison, Probation and Parole are combined and is now the NC SAVAN. Karen W. Fairley joined NC SAVAN mid-year as the administrator/notification manager.

The comprehensive services include providing notification to victims, direct services and training to 96 county jails and serving all 100 counties; 58 State Prisons; Probation, Parole and Post Release.

Since calendar year 2014 began, the SAVAN program (VINE Watch website) has accommodated 155,838 searches. SAVAN also received 169,000 phone calls and the automated system sent 16,696 notifications.

Services for the deaf via TTY notifications have totaled 264; and 22,377 text notifications and 48,435 email notifications have also been distributed.

More than 150 participants have received Vine Watch Training in 2014 and a 2015 conference is planned.

Planning

DPS Planning developed a capital plan for all agency structures, with categories to determine what items to renovate, upgrade or replace.

The section assisted Adult Correction and Juvenile Justice in the development of a capital plan for juvenile justice population and facilities. DPS presented the plan for better use of existing facilities, which the legislature adopted as the road map for the future.

Safety, Occupational and Environmental Health

The agency level safety committee was established in March with representational members for divisions, sections and regions throughout the state. It helps oversee more than 200 worksite level safety committees representing approximately 25,000 employees statewide, and considers the hazards identified by those committees, which they are unable to correct, for review and referral to executive level managers for corrective action plans. The committee also established a 3 percent reduction goal for serious accidents within the agency.

- ▲ The five regional safety consultants and industrial hygienist worked collaboratively with worksite safety representatives and safety committee members to inspect more than 155 worksites and identify approximately 3,900 safety hazards and violative conditions that our staff were exposed to.
- ▲ Worksite safety committees also identified thousands of safety hazards throughout the year while doing their regular safety inspections. Most of these identified hazards are corrected at the worksite level quickly.
- ▲ Institutional safety representatives and safety officers also conducted semi-annual safety hazard inspections identifying more than 700 hazards and violation conditions. Correcting these hazards helps prevent staff injuries.

Most identified hazards were corrected quickly at the worksite level.

Using the new LMS training system, the office developed and implemented safety training:

- ▲ Hazard identification and basic safety program orientation has been completed so far by approximately 10,000 staff.
- ▲ Workplace accident investigation has been completed by approximately 1,500 supervisors.
- ▲ Through the efforts of a CLDP team project, a training module on preventing slips, trips and falls will soon be assigned.

The safety office also:

- ▲ Facilitated a review and update of the Continuity of Operations Plans and Communicable Disease Plans for the divisions of Administration and Adult Correction and Juvenile Justice.
- ▲ Implemented and managed the respiratory medical evaluation and fit testing program for more than 4,000 Prisons staff.

The safety office has received approximately 500 accident investigation reports from ACJJ worksites. No fatalities were record in 2014. ▲