

On the Scene



News for and about employees of the N.C. Department of Public Safety

Eyes on the road



E. J. FLOYD



Back to school for DPS, too

Message from the Secretary

Taking my two sons to college, as I did last week, is a mixed blessing as I pray for their safety away from home while I enthusiastically look forward to their future accomplishments.

For many, this is the time of year when children of all ages and backgrounds start a new school year. We at the Department of Public Safety have our share of responsibility in the roles of education and safety,

from teachers at the Juvenile Justice and Adult Correction facilities gearing up for the next round of classes to the State Highway Patrol's School Bus Safety initiative. It is amazing how this department touches so many lives in so many ways.

Juvenile Justice teachers, for example, are incredible. They are a part of the Department of Public Instruction and are devoted to helping students in youth detention and development centers achieve a high school diploma or a GED. They use traditional and innovative training, from classroom instruction to web-based curriculum software. I admire these dedicated workers.

School administrators and teachers in the state prison system are equally determined to make a difference in the lives of adult offenders. They offer classes from basic reading and writing skills to advanced vocational skills, and doing so within the prison fences. Education helps improve inmates' behavior inside the prison walls and gives them some tools to help make them more employable and less likely to reoffend when they are eventually released.

Employees, too, have educational opportunities, and the Staff Development and Training office offers a number of classes that encourage individual employee growth. We want to see everyone succeed.

September is the time we see increased school bus traffic on our roads. State troopers strongly encourage motorists to slow down when they see the bright yellow buses and to be on the lookout for children crossing at bus stops.

We want our teenagers to be safe, too. Many of them drive to and from school and school-related activities during the morning and evening rush hours, the busiest times for a teenager to be driving. To provide more education on driving defensively, troopers are going to schools and talking to the students. They are also offering school administrators assistance in highway safety programs, including increased enforcement in and around school zones.

Fall is a busy time of the year, and we hope you will be careful of others in your travels and take time to appreciate all the educational efforts this department puts forward to make this state a better place to live and work.

Many thanks to our teachers, those working in the juvenile and adult correctional systems, the instructors at Staff Training and Development and those at the law enforcement basic schools. Education is the key to success, and the safety and protection of our citizens are benefited by your efforts. ▀

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The Cover Photo State Highway Patrol Telecommunications Shift Supervisor **Cissy Floyd** keeps an alert eye out for road trouble or a telecommunicator needing assistance. She is in Troop C's communications center in Raleigh.

On the **Scene**

is a newsletter for and about employees of the N.C. Department of Public Safety.

If you have questions or wish to contribute news or ideas to the newsletter, please contact the editor, George Dudley, at george.dudley@ncdps.gov or at (919) 733-5027.



'I can go home every day to my devoted wife knowing that my 'work wife' is in good hands.'

— James French

Profile in Leadership **James French** **A**s deputy director for the Division of Adult Correction, **James French** oversees the section of Prisons, Correction Enterprise and Combined Records.

French started his career with the Department of Correction as a correctional officer at Central Prison in 1972 after serving three years in the U.S. Army. During his military service, French served one tour in Vietnam, and upon return from Vietnam he served 18 months with the Presidential Honor Guard Unit at Fort McNair in Washington, D.C.

French rose through the ranks at Central Prison and in 1994 became the facility's first African-American warden. Five years later, he was appointed director of the Division of Prisons. He retired in 2001 with more than 33 years of service.

In January 2009, his retirement ended when he was named deputy secretary of Correction overseeing the Division of Prisons, Central Engineering, Correction Enterprise, Extradition and Combined Records.

In 1995, the International Association of Correctional Officers named French superintendent of the year. He was presented the Order of the Long Leaf Pine by Gov. Jim Hunt and the Lewyn M. Hayes Award by the Minority Pioneers.

French has a diploma with highest honors in Criminal Justice. Among his other professional certificates are Basic Corrections Officer, Intermediate Correction Certificate and Advanced Corrections Certificate, all from the North Carolina Department of Justice; Management of Prisons from the National Academy of Corrections; and Hostage Negotiations from the National Criminal Justice Training Council.

One of his most memorable experiences was hosting Ted Koppel and *Nightline* for a week at Central Prison.

To help us get to know him better, *On the Scene* asked French:

What do you want to be sure employees know about you?

"It has been an honor to serve in all roles throughout my career. My career has been very rewarding due to the many fine individuals that I have worked for and with.

"I am a people person and learned at a very young age to always strive to do what is moral, ethical and fair. If you are trying to get someone to trust you and what you are doing, they first have to be able to trust who you are. Those principles have served me well throughout my career. I want all of our employees to know that I consider them family."

What makes you comfortable with your job?

"After 37 years in the corrections profession, I think I know my job even though I learn something every day. I enjoy what I do, and many times it has become my 'work wife.' Changing lives, making a difference and being a role model has been very gratifying. Dedicated and committed staff who also love what they do makes my job easy; therefore, I can go home every day to my devoted wife knowing that my 'work wife' is in good hands."

What do you like to do in your free time?

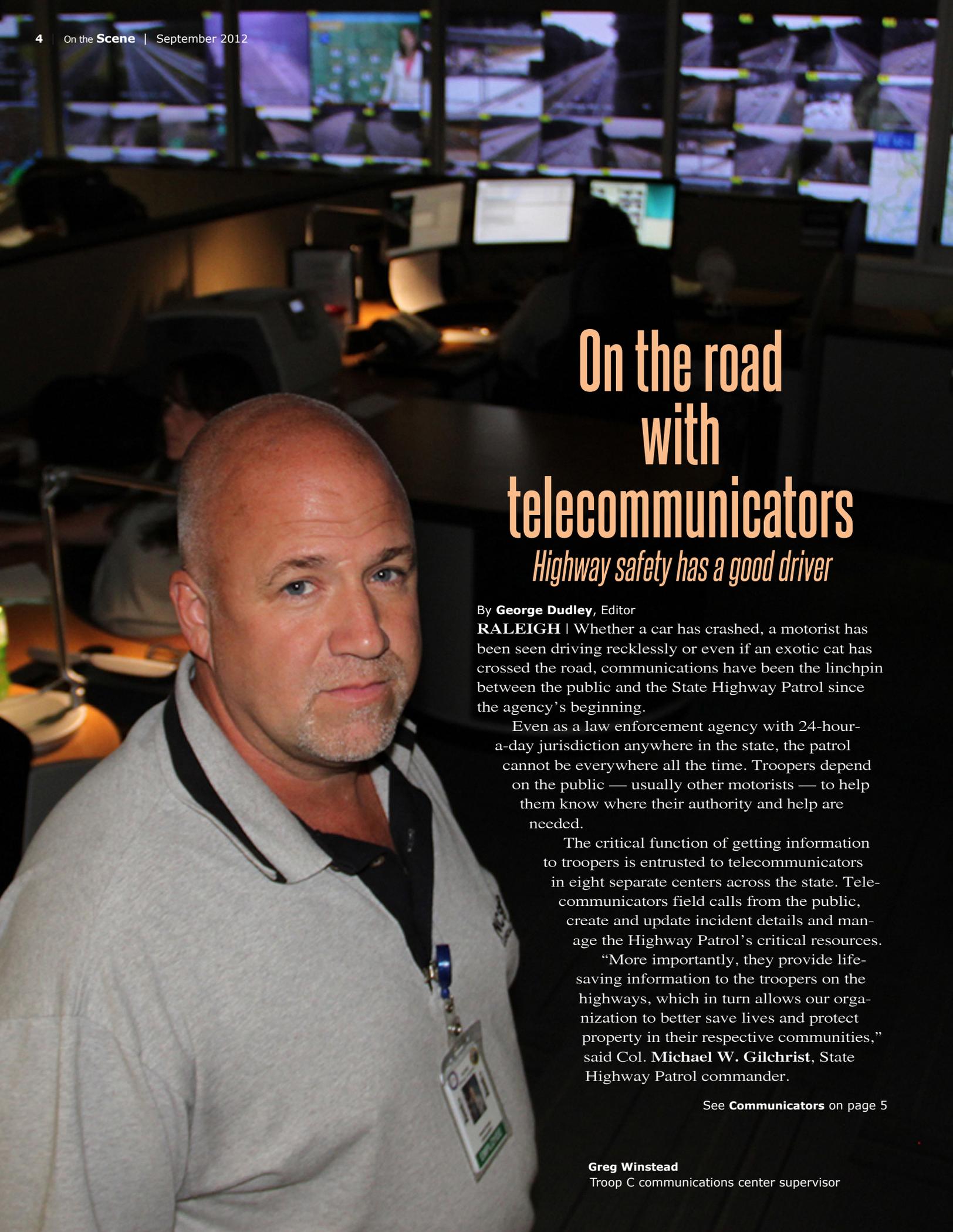
"I love spending time with my family in my backyard oasis. I love the outdoors and God's beautiful creation of nature. I spend lots of time in my yard experimenting with different plants and flowers.

"I also love gardening, and I am an avid walker. I am devoted to my church and family, and I am not ashamed to say I AM A BASKETBALL BLUE DEVIL."

What did you want to do when you were young?

"I have always had an interest in law enforcement. I first thought I would be a career military veteran or a Secret Service Agent.

"If you asked me 37 years ago if I thought my career path would bring me to this point in my life, I could not have answered. I have been blessed more than I can express and for that I am grateful." ▀



On the road with telecommunicators

Highway safety has a good driver

By **George Dudley**, Editor

RALEIGH | Whether a car has crashed, a motorist has been seen driving recklessly or even if an exotic cat has crossed the road, communications have been the linchpin between the public and the State Highway Patrol since the agency's beginning.

Even as a law enforcement agency with 24-hour-a-day jurisdiction anywhere in the state, the patrol cannot be everywhere all the time. Troopers depend on the public — usually other motorists — to help them know where their authority and help are needed.

The critical function of getting information to troopers is entrusted to telecommunicators in eight separate centers across the state. Telecommunicators field calls from the public, create and update incident details and manage the Highway Patrol's critical resources.

"More importantly, they provide life-saving information to the troopers on the highways, which in turn allows our organization to better save lives and protect property in their respective communities," said Col. **Michael W. Gilchrist**, State Highway Patrol commander.

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Greg Winstead

Troop C communications center supervisor

Communicators

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Despite troopers' efforts to keep the roads safe, driving defensively still requires vigilance. Most of the calls received by the Highway Patrol communications centers are about wrecks, disabled cars, drunk drivers and roadway debris such as large chunks of blown truck tires, construction materials, trash, trees and limbs.

In Troop C, the largest geographic unit of the Highway Patrol, the three most frequently reported incidents are careless and reckless driving, speeding and disabled vehicles, according to **Greg Winstead**, the troop's communications center supervisor. Troop C covers 14 counties, from Durham east to Greene and north to the Virginia border. It also includes long stretches of interstate highways 40, 85 and 95, in addition to numerous other major roads such as U.S. highways 64 and 70.

Winstead said the Troop C communications center receives 1,100 calls daily, including 100 wrecks. The majority of the calls arrive through *HP, a telephone number that is dialed *47. It's a line that can be likened to 911 for the Highway Patrol. If a motorist does dial 911, the call gets transferred from the nearest county 911 center to the appropriate

Highway Patrol communications center.

At any given time, the communications center will have a team of six people handling calls — five telecommunicators and a shift supervisor.

"We're that first line of communications for the motoring public," Winstead said. "When the public calls here, their expectation is that it is handled right here, right then, by a professional. That is well-understood and what we're here for.

"We're that central point, from public contact to trooper contact."

Telecommunicators' training helps them instill a sense of confidence and trust in those who call them. Likewise, they learn the necessity of quickly gathering such critical information as location, people and vehicle descriptions and apparent injuries. Their equipment allows them to locate the nearest trooper and pass on the information as quickly as possible.

Near real-time information relay can make a life-saving difference, according to 1st Sgt. **Jeff Gordon**, Highway Patrol public information officer.

"How many times have we listened to 911 tapes of officers who are in a

See **Communicators** on page 6

Below, the State Highway Patrol Troop C Communications Center staff watch the developments of a safety issue on one of the scores of roads that can be monitored through N.C. Department of Transportation cameras. Telecommunicators **Joyce McGee**, left, and **Joey Taylor**, right, flank **Greg Winstead**, center supervisor.



Communicators

from page 4

life and death situation requesting immediate assistance?” he said. “From the public’s perception, help is simply around the corner. However, in reality, a trooper’s nearest help is often 15 to 20 minutes away.

The ability to provide critical descriptive information is a lifeline to troopers’ safety and well-being.

“This is why telecommunicators are the most important asset the patrol has,” Gordon said.

In addition to gathering and providing accurate information, telecommunicators also have multiple means of contacting troopers — walkie-talkies, VIPER radios and cell phones. They also have access to cameras that constantly watch key stretches of highway.

Winstead foresees the day when a telecommunicator will be able to track a patrol car on a computer display and know instantly which trooper is nearest to the scene of a call.

Telecommunicators are highly trained. The job requires 200 hours of in-house training, four weeks of Telecommunicator School and one week of training on the use of the Division of Criminal Information database.

Although the work of Highway Patrol telecommunicators is serious business, a call will sometimes present a light moment.

“We get all kinds of calls,” Winstead said. “If you can imagine it, we’ve gotten the call over the years.”

He said a man called one evening from near Rolesville, in northern Wake County. “The man said, ‘Sir, I’m not



Above, a trooper converses with his troop’s communications center.

drunk, and I’ve not been drinking a drop. But I just saw a black panther run across the road!”

Winstead was amused that the caller was worried that Winstead wouldn’t believe him. He said bear sightings are not uncommon in Wake County, but the panther report gave him pause.

“I decided that I had ought to follow up on it, and called the [North Carolina Wildlife Resources] folks,” Winstead said. “And sure enough, they said they had heard about similar other panther sightings.”

All calls to the communications centers are important; in reality, some are much more important than others. Both deserve a response, but a report of a wreck with personal injuries is more critical than a request for help for a vehicle with a blown engine.

The Highway Patrol coordinates with the North Carolina Department of Transportation in responding to less critical calls, such as road hazards and disabled vehicles.

DOT’s Ben Griffin said the Incident Management Assistant Program started out providing motorist assistance, which included fueling vehicles, changing tires and performing simple repairs. It evolved to include emergency traffic control on interstate highways and then to helping the Highway Patrol quickly clear the roadway of crashed vehicles and debris.

Griffin, Division 5 incident management engineer, said DOT’s traffic management centers allow quick and efficient sharing of information gathered by operators who monitor cameras around

See **Communicators**, page 13

Below, Troop C Telecommunicator **Morrissa Walters** takes one of approximately 1,100 calls received daily at the communications center. The busiest times are 5:30-9 a.m., 11 a.m.-2 p.m. and 4-6:30 p.m. during the week and early Sunday afternoon, right after most worship services conclude.





Walk in my shoes

The more we know about Department of Public Safety jobs other than our own, the more we will understand — not just the mission and scope of DPS — but also each other as individuals, as co-workers.

Seeking to provide to you an opportunity to “walk in the shoes” of co-workers, this edition tells about a staff trainer, a crash investigator and a contract administrator. ▶

Training the future

Anna Alston sees opportunities for team, students

By **Tammy Martin**, Communications Specialist
APEX | Basic training for more than 8,000 (and counting) correctional and probation/parole officers is only a portion of what **Anna Alston** considers her job.

As a correctional training coordinator I in the Office of Staff Development and Training, Alston is responsible for supervising and managing a team of instructors who deliver training to Department of Public Safety employees in an eight-county region of central North Carolina

With consolidation, also came additional responsibilities for Division of Juvenile Justice youth development center and detention officer training in conjunction with career development, general instructor training and other departmental offerings.

“There are five training regions across the state,” Alston said. “As the Central Region coordinator, I am responsible for managing two teams of four instructors each. My teams are based at the Central Regional Training Facility in Apex and the N.C. Justice Academy in Salemburg.”

The eight instructors teach courses that range from two-week career development instruction, 160 hours of training for correctional officers, 200 hours for probation/parole officers and numerous other courses. Instruction includes classroom training, firearms training and much more.

Early in life, Alston wanted to be a teacher, but she encountered a defining period in her life.

“I was in college pursuing an education degree when both my parents passed away,” she said. “I decided to then go into service for my country.”

After a tour of duty with the US Air Force, Alston began her career in the former Department of Correction almost 24 years ago as a

correctional officer at the N.C. Correctional Institution for Women. While there, she attended Shaw University and earned her degree in criminal justice. With her degree in hand and building a career, she progressed through the ranks and rose to lieutenant at Polk Correctional Institution in Butner.

“Working in the facilities is where I found my niche and a very satisfying career,” Alston said. “Having a positive influence on inmates was truly rewarding. In the facilities is also where I was able to begin the training phase of my career.

“Leading training classes allowed me to use my skills as a teacher. So a career in criminal justice and training are natural ways to continue my love of teaching and public service.”

From the beginning of 2008 through the end of 2011, the Office of Staff Development and Training has logged more than 1.3 million contact hours of training for correctional and probation officers. These totals do not include other courses.

Alston and her team play a valuable role in reaching these thousands of hours of training. The instructors have careers embedded in the department. All of them have come through the ranks, giving them firsthand knowledge when it comes to training.

“While training includes policy and procedure, first aid and CPR, firearms training, control, restraints, defensive techniques and much more, it is what I learned on the job that I am able to share with students,” she said. “Sharing my experiences helps the new officers begin to really understand and put it all together. Because I spent time working first as a [correctional officer], I can give real life examples to the new officers.”

All the trainers have substantial back-

See **Trainer** on page 8



Click on the YouTube logo to see a video of this article.



Above, **Anna Alston**, standing left, shares personal, real-life experiences when training correctional officers.

Below right, Anna Alston explains a critical point to correctional officer students. Behind her, Instructor **Melanie Shelton** watches and listens.

and reviewing schedules and making appropriate adjustments. Conducting appraisals, coordinating class schedules, instructors, equipment, housing and meals and maintaining communication with the Justice Academy staff are all a part of day-to-day responsibilities.

However, planning weeks and months ahead are no match for the unforeseen challenges that show up at any time. For example, new basic training classes start on Sunday and include a mid-week firearms training day on the range. But when inclement weather is in the forecast, changes in location and instructors create a complex process to reorganize. In order to make a location change, multiple calls to facilities, instructors and vendors sometimes means that Alston is e-mailing and making and taking calls simultaneously.

Despite the challenges, Alston looks forward to every day.

"I enjoy seeing the classes come together — all of the scheduling, coordinating and collaborating with other agencies," she said. "When I see students come in on Sunday night wide-eyed and at the end of four weeks they are confident and knowledgeable, I am happy to be a part of the process."

Alston also values greatly the instructors' success as well.

"When I see my team members' progress, blossom, take command and lead in the classroom, it is a special time for us both," she said. "When I see them have the confidence to stand and teach before people, it is extraordinary to witness them reaching career goals."

Consolidation has also given her team a growth opportunity to take knowledge across the division lines.

"This learning and teaching development is giving us all a special appreciation for each other, better curriculum and what we all bring to the department," she said.

While training minds for the last 20 years, Alston is also a certified fitness instructor. She is a member of a team working with the pilot program Correctional Officer Physical Assessment Test. A fitness and nutrition component to basic training is also being added to the curriculum. She also teaches physical fitness to Division of Adult Correction staff after hours and members of her church, and is training for a 5K.

Life is special to Alston as she treasures each day. She is a proud cancer survivor and encourages people she meets to enjoy life, work toward great health, and be thankful for every moment. She carries that gratitude for life with her everywhere she goes and even to work.

While other training coordinators have four-person teams, she has twice that amount and welcomes the responsibility.

Smiling, Alston said, "This is a wonderful place to work, and this is the best job in the department. I wouldn't give up my eight for anyone else's four. I have a great team!" ▲

Trainer

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ground, which provides a special level of understanding to the classroom.

"I can relate to them and they can relate to me," she said. "It is also an opportunity to share some encouragement with them — I have been where they are.

"It also reinforces the idea of opportunities of advancement within the department. Being a CO can help them have a meaningful career, not just a job."

Alston says her day starts with originating and reviewing schedules and making appropriate adjustments.

Conducting appraisals, coordinating class schedules, instructors, equipment, housing and meals and maintaining communication

with the Justice Academy staff are all a part of day-to-day responsibilities. However, planning weeks and months ahead are no match for the unforeseen challenges that show up at any time. For example, new basic training classes start on Sunday and include a mid-week firearms training day on the range. But when inclement weather is in the forecast, changes in location and instructors create a complex process to reorganize. In order to make a location change, multiple calls to facilities, instructors and vendors sometimes means that Alston is e-mailing and making and taking calls simultaneously.

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Every little detail

Trooper meticulously probes motor vehicle crashes

By **Patty McQuillan**, Communications Officer **CARY** | Not every motor vehicle collision gets the scrutiny that State Highway Patrol Trooper **Allen Trueblood** gives when he's sent to the scene of a crash that will likely result in felony charges. Trueblood is assigned to SHP's Collision Reconstruction Unit - Cary Team, one of five teams in the state.

Trueblood's team consists of another trooper and a sergeant, and they cover 20 counties. The SHP district office will request a reconstruction if a crash involves three or more fatalities, a trooper is involved in a serious crash, or if there is a special request such as a hit-and-run pedestrian case that will warrant serious felony charges. A district attorneys' office can also request a reconstruction on a case. These investigations may take up to six weeks to complete because of the amount of work involved.

Trueblood will go to the scene of a crash to examine the evidence such as skid marks and other roadway evidence before it disappears. He will examine the vehicles to calculate how much energy was expelled in the crushing of the vehicle. He will interview witnesses before they disappear or their memory fades. He will download information from cell phones to determine whether they were being used. He will look at environmental conditions such as rainfall rates and night vision variables that may be contributing or causative crash factors.

Trueblood has special technical equipment to survey and map the crash scene to be able to preserve the evidence for the courts. The Nikon Total Station is similar to surveying equipment in that it plots the crash points by measuring the time it takes the laser beam to go from the instrument to the prism and back.

After the crash scene and evidence are drawn, the interviews recorded, the vehicles examined, the photographs are taken, and other field work is completed on the case, the report is written.

"Once you get all the field work done, you have to write the report," Trueblood said. "We use math and science to describe how the wreck happened. There is always a reason the crash happened the way it did."

The report can range from a short memorandum to a 180-plus page report. The finished report is converted into a secured Adobe document that is then embedded with the audio and video recordings. The finished document is then edited and released to be used in the criminal and civil proceedings.

"We have the resources and can dedicate the time to be the supporting element for the original trooper who was assigned the crash," said Trueblood.

In August, he was working on a case where a van hydroplaned in heavy rain and the driver lost control. The van veered sideways across a two-lane road and clipped a Highway Patrol car, sending them both off the road. The driver was charged with reckless driving for having unsafe tires. The trooper had to have a partial steel replacement in his hip and has not yet returned to work.

In addition to the van/trooper collision, Trueblood is working on two hit-and-run pedestrian fatality cases.

Trueblood has been a State Highway Patrol trooper for 15 years. He took a two-week internship last fall and applied for the position with the Collision Recon-

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Allen Trueblood
State Highway
Patrol Trooper





Above, special technical equipment is used to survey and map crash scenes to preserve evidence for the courts. The Nikon Total Station is similar to surveying equipment: It uses a laser to plot crash point measurements.

girl who was killed was 19. Her father called to ask me how his daughter had died. It makes you realize what you are doing."

In 1999, an Enfield police officer had been shot and killed and 300 law enforcement personnel were involved in the search. Trueblood was directing traffic when he saw the two suspects emerge from the woods where they were hiding and walk across a farm field. Trueblood and two others arrested both men.

As a seasoned officer, Trueblood is a field training officer (FTO) riding with and supervising new troopers who have just graduated from patrol school. The new troopers are assigned two officers – one FTO for seven weeks and the other FTO for five weeks. He has had 11 trooper graduates ride and train with him since 2002.

"Patrol school is only so realistic," Trueblood said. "Their eyes get opened when they ride with a trooper. They learn a lot in those twelve weeks."

Trueblood's teaching degree has been helpful. For nearly 10 years, he has been teaching recruits at the SHP Training Academy on basic collision investigation.

The work of the SHP Reconstruction Unit is expanding to include more criminal investigations. The State Bureau of Investigation will sometimes request the Reconstruction Unit to map evidence from their crime scenes.

Trueblood said the two highlights of his career have been being a field training officer and being selected to work in the Collision Reconstruction Unit.

First Sgt. Roger Smock, who is in charge of the Collision Reconstruction Unit, said, "He has things thrown at him, and he never misses. He is energetic and passionate and conscientious about the work he does." ▀

Trueblood

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struction Unit. He was transferred to the Collision Reconstruction Unit in February.

"There's a learning curve when you come here – it's so different from what any other trooper does in the state," said his sergeant, **Joe Gaskins**. "He's definitely a quick study with a positive attitude about learning new things. We're very glad he's here."

Trueblood is from Elizabeth City. When he was 11 years old, he started working as an apprentice with his father, who was an electrician and a plumber. He crawled under houses and climbed into attics and he described his work as being the gofer.

He was on the soccer and swim team in high school and became a graduate of Northeastern High School in 1991. He worked his way through East Carolina University, driving the college transit bus and working as an audio/video sound technician for the school's concerts, movies and special events. One semester, Trueblood was ECU's mascot, PeeDee the Pirate.

"I grew up working and have always felt the need to work," Trueblood said. "My wife, Kelly, says I can't sit still too long."

Trueblood earned a Middle School Education degree from East Carolina University, but after he graduated he decided to become a trooper instead. He worked for his father for a year waiting for his Highway Patrol application to go through. In 1997, he became a trooper and worked in Northampton County for three years, then Wake County for 12 years.

"I will always remember the second fatality I worked," Trueblood said. "I was 26 years old and the

Contract administrator in battle to save youths

By **George Dudley**, Editor

RALEIGH | **Eddie Crews**, a contract administrator in the Division of Juvenile Justice, oversees three programs that exemplify the agency's commitment to effectively deal with youth delinquency even though, like all of state government, available funds to carry out their mission are plummeting.

Crews' task is to ensure that the contracts' terms are carried out — both by the state and the contractors — in Juvenile Justice's mandated battle to save youths who are on the verge of losing their last opportunity

to avoid confinement.

If their delinquent behavior deteriorates, young people often “penetrate the juvenile justice system further,” Crews explained. Initially, a youth might be a status offender, such as one who is truant or fleeing parental custody. Level I is more serious, involving such misdemeanor level offenses as assault or property damage.

Crews' job deals with Level II young offenders.

“They may already have had one or two adjudications, or they may have been on probation and have a new charge,” he said.

Before reaching Level II, delinquent youths are likely to have been assigned to community-operated programs, to probationary supervision by a juvenile court counselor, or to a combination of both.

When juveniles escalate their offenses despite the Juvenile Justice's exhaustive efforts to prevent it, they reach Level III of the system and face court-ordered commitment to a youth development center. Often recalled as training schools, today's youth development centers are secure facilities where Juvenile Justice escalates its treatment programs for the youths.

“The great thing about our system is that we exhaust all resources we have before we commit a kid to a YDC,” Crews said.

Under Crews' purview, two non-profit entities with deep commitments to helping troubled



Above, **Eddie Crews** prepares to review reports on one of Juvenile Justice's multi-purpose homes covered by a contract he oversees.

See **Level II** on page 12



Left, the multi-purpose home in Robeson County for Level II juvenile offenders. All of the five homes in operation look like this one.



Above, Eddie Crews confers with his supervisor, **William Lassiter**, community programs state administrator, and **Wayne Smith**, a contract administrator for female facilities.

Level II from page 11

youths have contracted to help Juvenile Justice prevent delinquents from penetrating the system beyond Level II. Eckerd and Methodist Home for Children operate residential programs that serve up to 94 Level II youths at any given time.

Eckerd provides complete rehabilitative services to an average of 48 youths a day at two short-term facilities, one each in Candor and Boomer. The average length of stay for youths being served is 90 days.

Also serving Level II youths, Methodist Home for Children operates five multipurpose juvenile group homes across the state. The homes address antisocial behaviors through implementing individualized social and life skills curricula.

"A lot of times, a kid just needs a little bit of time away from home, needs less stress," Crews said. "A residential home does that.

"It's the ideology, the focus of the division: Exhaust everything you've got in the community before sending them to a YDC, while maintaining Public Safety, which is our highest priority."

Both the Eckerd and Methodist Home programs for Juvenile Justice use models of care that have been proven effective.

Crews said the new level II initiatives cou-

pled with the existing programs have proven to be successful in reducing the population of youth development centers. Current populations at youth development centers and detention centers are at an all time low.

A former probation/parole officer, Crews has kept himself informed about Adult Correction's intent and progress with Justice Reinvestment. A key focus of Justice Reinvestment is to reduce the prison population by diverting some offenders to probation, while also improving the effectiveness of supervision by using evidence-based practices.

"That's what [Juvenile Justice has] been doing," he said. "We know it's cheaper to serve a kid in the community as opposed to a YDC, and we also know it's cheaper to serve them in a residential program rather than in a YDC.

"It's better for the kid and family and everybody if we can change behavior at that level, rather than putting them away in a locked facility, getting away from that institutionalization of kids."

Being Juvenile Justice's administrator of the Eckerd and Methodist Home contracts keeps Crews intimately familiar with the actual operations. Among his responsibilities:

- ▲ Ensuring each of the seven facilities remain properly staffed.
- ▲ Exercising approval authority over all financial elements of the contracts, invoices and contract amendments.
- ▲ Reviewing all youth referrals to the Eckerd facilities, ensuring that the youths' histories meet the Level II criteria.
- ▲ Monitoring weekly and monthly reports.
- ▲ Making quarterly visits to all seven facilities to obtain first-hand verification of whether the facility operations are complying with the contracts.
- ▲ Drafting reports on the contractors' performance for the legislative oversight committee.
- ▲ Maintaining data from the programs by using N.C. ALLIES, the division's online client tracking and billing system NC ALLIES (A Local Link for Improving Effective Services).

Crews is also administrator of a second contract with Methodist Home for Children that, funded by a grant, provides transitional services for youth development center discharges who cannot return to their home communities due to gang violence or family disorder. The transitional home provides the youths independent living skills to begin liv-

See **Level II** on page 13

Feeling a bit shaky? Drop, cover and hold on

By **Julia Jarema**, Communications Officer

RALEIGH | One year after a 5.8 magnitude earthquake near Mineral, Va., sent shockwaves across the Tar Heel state, North Carolina Emergency Management officials are encouraging residents to participate in the first earthquake exercise for the southeast region.

The Southeast Shakeout is scheduled for 10:18 a.m. on Oct. 18.

“While earthquakes in North Carolina are rare, they do happen,” explained state Emergency Management Director **Doug Hoell**. “Even earthquakes in other areas can send shockwaves across our state as we experienced last year. We want to be sure people know what to do to protect themselves.”

Hoell said everyone should be prepared to drop, cover and hold on if they ever feel the ground moving and shaking. Although ground-shaking from earthquakes typically lasts only a minute or two, aftershocks can continue for several days or even weeks.

Emergency officials from North Carolina, Maryland, Virginia, South Carolina and Georgia have joined together to host the first-ever earthquake drill in the southeast. Residents, businesses and schools are encouraged to take part in the quick earthquake drill.

Similar to the annual tornado drill held each spring, people will be asked to take a few minutes of their day to rehearse what they would do in such an emergency. Because earthquakes happen with no warning, no Emergency Alert

Level II

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ing on their own. Initial results have been very favorable as the home has rates of 100 percent employment and 100 percent education participation for the youths who have been served in its first year of operation.

Contracting with the multi-purpose homes for Level II youths was one of Juvenile Justice’s resilient responses to a shrinking budget, according to **Teresa Price**, assistant director of Community Programs.

“Difficult times often call for creative problem-solving and new directions to

System test alert will announce the drill. Instead, each school, business, agency and family is asked to practice recommended safety techniques on their own.

Additional information and resource guides are available on www.shakeout.org/southeast to help various groups prepare for the exercise. Individuals and agencies can register their participation on the website.

Experts say the best actions to keep safe in an earthquake are:

- ▲ If outdoors, drop to the ground, before the earthquake makes you fall.
- ▲ Take cover under a sturdy desk or table.
- ▲ Hold on to the desk or table until the shaking stops.
- ▲ If no table or desk is nearby, crouch in an inside corner of the building and cover your head and neck with your hands and arms.
- ▲ Stay away from bookshelves, lamps, TVs, cabinets and other objects as much as possible. Such items may fall and cause injuries.

Also:

- ▲ DO NOT get in a doorway. They are not safe and do not protect you from falling or flying objects.
- ▲ DO NOT run outside. Running in an earthquake is dangerous. The ground is moving making it easy to fall or be injured by falling structures, trees, debris or glass.

“We urge everyone to take a couple of minutes to rehearse the potential life-saving actions,” Hoell said. ▲

achieve desired results,” she said. “To that end, the Division of Juvenile Justice and the Community Programs staff have sought, with no new funding, a way to provide the continuum of services needed for youths having the most serious problems.

“This goal has been attained by selecting a variety of professional service providers to operate research-based, cost-effective programs ... moving us toward being able to truly serve youths and their families at the right time in the most appropriate setting.” ▲

Communicators

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the clock and maintain contact with the Highway Patrol telecommunicators.

“They can dispatch IMAP drivers or provide information for troopers in route to incidents on the interstate,” Griffin said.

“Our drivers maintain interoperable communications with the Highway Patrol and can work seamlessly with troopers should they need assistance. They are able to assist or clear the incident such that Highway Patrol resources can remain on the road.”

Winstead praised the working relationship with DOT.

“They have saved us a lot of man hours,” he said. “We contact them several times each day. It has grown over the years, and it will continue to grow.”

Winstead believes interagency communication will continue to grow, improve and become more valuable to the state. Located in the Joint Forces Operations Center in Raleigh, the Troop C telecommunicators stationed adjacent to DOT’s incident management center. The telecommunicators were moved there in late January.

“Now, all the right people are in the right place,” Winstead said. “This is going to prove beneficial big time for the state, in a time of need or not.” ▲

News where you are

New leader at Hyde Correctional Institution

SWAN QUARTER | Willard Hall is the Department of Public Safety's new superintendent at Hyde Correctional Institution.

The Division of Adult Correction prison houses approximately 750 adult male medium and minimum custody inmates and is operated by 235 officers and other staff members.

Hall began his career in 1984 as a correctional officer at Eastern Correctional Institution, where he had been assistant superintendent for operations since March 2010. He succeeds Michael Hardee, who was transferred as superintendent to Eastern Correctional.

A former student at Pitt Community College, Hall also earned the Advanced Criminal Justice Training and Educational Standards Certificate. ▀



Craggy prison has new superintendent



ASHEVILLE | Rick Terry is the Department of Public Safety's new superintendent at Craggy Correctional Center.

The Division of Adult Correction prison houses approximately 400 adult male medium custody inmates and is operated by 150 officers and other staff members.

Terry began his career in 1988 as a correctional officer at the now-closed Henderson Correctional Center. He had been superintendent at Buncombe Correctional Center since 2007. At Craggy, he succeeds the retired Clifford Johnson.

The graduate of the division's Correctional Leadership Development Program serves on community committees that deal with public safety and inmates. ▀

Bar association publishes psychiatric chief's book

RALEIGH | The American Bar Association has published a book written by one of the Division of Adult Correction's leading physicians.

The book, "A Lawyer's Guide to Understanding Psychiatry," was written by Dr. **John Carbone**, chief of psychiatry and director of Mental Health Services for the Department of Public Safety. He is also an attorney.

"The book will help attorneys understand psychiatric situations and terminology they may encounter when dealing with clients, patients and clinicians," Dr. Carbone said. "The information in the book enables lawyers to frame better questions and more precisely identify facts pertinent to the case."

He has more than 23 years experience as a practicing mental health provider, specializing in general and forensic psychiatry. ▀



Highway Patrol fun-event backs MADD

GARNER | For the sixth consecutive year, the State Highway Patrol will raise funds to support Mothers Against Drunk Driving by presenting The Patrol Stroll.

The Sept. 22 family-friendly event will kick off at the Highway Patrol Training Facility in Garner, beginning with registration at 7 a.m. It will feature a 5K foot race, a 1-mile fun-run/walk, a MADD Dash (50 yards) for children age 12 and under, a silent auction and a fitness expo with exhibits, games, activities and a display of Highway Patrol cars, motorcycles and a helicopter.



More information, including registration and directions is available at www.thepatrolstroll.org.



Briefs

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Probation/parole participates in Stanly drug roundup

ALBEMARLE | Stanly County probation/parole officers helped the Albemarle Police Department round up six people on drug charges in a joint operation in August.

The four-hour operation involved several probationer home checks and, in addition to the arrests, resulted in the seizure of approximately 50 grams of marijuana and a moped. The Albemarle police chief said the operation was a success. ▀

Community Corrections office supports Big Buddy

WILMINGTON | Community Corrections District 5 conducted an intra-office competition to collect backpacks and school supplies for youths in the Cape Fear Valley Big Buddy program. The District 5 Book Bag Challenge resulted in the donation of 24 backpacks and numerous school supplies.

Unit E had the most donations, with Unit B having the second largest collection.

Because of the positions that we hold in our communities, we all see things that causes concern in our hearts for children,” said **Brien Campbell**, District 5 manager. “This is just one thing that is going to mean so much for quite a few boys and girls in New Hanover and Pender counties.” ▀

Benefit golf tournament set for Oct. 5

WHITEVILLE | Columbus Correctional Institution will have its fifth annual golf tournament on Oct. 5 to benefit Special Olympics of North Carolina.

All proceeds from this event go to help fund the summer, fall and winter games.

The captain’s choice format tournament will be played at Land-O-Lakes Golf Club near Whiteville, with a shotgun start at noon. Registration will be 11 a.m.

For more information, contact **Eddie Cartrette** at (910) 642-3285 extension 305 or at eddie.cartrette@ncdps.gov. ▀

Motorcycle ride to help Special Olympics

TAYLORSVILLE | Alexander Correctional Institution is calling for bikers to sign up for “Riding For A Reason,” an N.C. Special Olympics benefit event on Sept. 22.

The ride will begin at 9 a.m. at the new section of Lake James State Park. It will follow several highways to Shy, Morganton and Hickory, where it will conclude with a meal at Iron Thunder.

For more information, call (828) 632-1331. ▀

Honor students

Honor students in recent Basic Correctional Officers training were **Martha Tarlton** of Lanesboro Correctional Institution and **Tara Martinez** of Piedmont Correctional Institution. ▀

Gov. Perdue urges emergency preparedness

RALEIGH | Gov. Bev Perdue has proclaimed September as Emergency Preparedness Month to encourage families, businesses and schools to take precautionary measures to prepare themselves for a variety of emergencies. She urged everyone to have both an emergency plan and kit.

“Hurricane Irene and the statewide tornado outbreak last year were sobering reminders just how important it is that all of us are prepared for any type of emergency,” Perdue said. “Whether it is a hurricane, tornado, flash flood, snow storm or even earthquake, it is vital that all North Carolinians know what to do when storms threaten. We need to be ready at all times for a disaster.” ▀

P r o m o t i o n s

Promotions in August 2012 unless indicated otherwise.

Adult Correction

Name, new job title, location

Steven Averette, lieutenant, Polk Correctional Institution
Brian Barnette, sergeant, Tillery Correctional Center
Jacqueline Beal, manager II, Community Corrections District 12
Lucketchia Boston, captain, Bertie CI
Janice Boyd, lieutenant, Craven CI
David Brown, facility maintenance supervisor III,
 Correction Enterprises
Rickey Brown, sergeant, Scotland CI
Carol Burrell, programs supervisor, Swannanoa CCW
Doris Carroll, sergeant, Polk CI,
Caroline Carver, substance abuse counselor advanced (July),
 Western Region Alcoholism & Chemical Dependency Programs
Emery Cornett, assistant unit manager, Avery-Mitchell CI
Michele Cox, nurse supervisor, Swannanoa CCW
Timothy Cuddington, probation/parole officer II,
 Community Corrections District 8
Lamonda Davis, chief probation/parole officer,
 Community Corrections District 29
Nathan Daye, programs supervisor, Carteret CC
Tonya Deberry, sergeant, Scotland CI
Robert Eastwood, sergeant, Craven CI
Victoria Escobar Cooley, chief probation/parole officer,
 Community Corrections District 10B
Laverne Everett, food service officer, Scotland CI
Laura Farrell, nurse supervisor (July), Alexander CI
William Farrish, assistant unit manager, Alexander CI
Carrie Gearing, substance abuse program manager I,
 Eastern Region Alcoholism & Chemical Dependency Programs
Justin Gibby, sergeant, Marion CI
Anasha Godley, sergeant (July), Nash CI
William Graham, sergeant, Wayne CC
Donald Greene, unit manager, Caledonia CI
Thomas Hamilton, sergeant, Marion CI
Lisa Harden, probation/parole surveillance officer,
 Community Corrections District 11
Jacqueline Harrison, nurse supervisor, Alexander CI
Carol Haskins, sergeant, Maury CI
Allison Henry, sergeant (July), New Hanover CC
Robin Herring, dental assistant, Tabor CI
Tana Hill, assistant unit manager, Bertie CI
William Hines, sergeant, Sanford CC
Nadine Housen Wong, psychological services coordinator,
 Lanesboro CI
Richard Ingram, office assistant IV, Scotland CI
Shaun Ingram, chief probation/parole officer,
 Community Corrections District 19B
Stanley Ingram, staff development specialist II,
 South Central Region, Office of Staff Development & Training
William Jacobs, food service officer, Tabor CI
William Jolly, sergeant, Tabor CI
Ronald Jones, professional nurse, Maury CI

Tammy Jones, accounting technician, Eastern CI
Wanda Kendrick, nurse supervisor, Randolph CC
David Key, lieutenant, Caledonia CI
Carol King, sergeant, Craggy CC
Shannon Koontz, chief probation/parole officer,
 Community Corrections District 22
Amy Lafluer, programs supervisor, Central Prison
Gloria Lecraft, sergeant, Craven CI
Dawn Lee, social worker III, Mental Health
Linwood Lee, sergeant (July), Eastern CI
Jacqueline Maxey, sergeant, Polk CI
Michael McClelland, assistant unit manager, Bertie CI
Morris McDaniel, sergeant, Marion CI
James McRae, assistant superintendent for custody & operations II,
 Lumberton CI
Alice Miller, assistant unit manager, Scotland CI
Dorcas Miller, psychological program manager, NCCIW
Steven Moore, facility maintenance supervisor IV, Odom CI
Monica Morris, sergeant, Marion CI
Jacqueline Murphy, assistant manager I,
 Community Corrections District 27
Fred Murray, maintenance mechanic IV (July), Polk CI
Randall Parker, chief probation/parole officer,
 Community Corrections District 3
Melinda Pittman, assistant manager I,
 Community Corrections District 5
Thurman Ramsey, chief probation/parole officer,
 Community Corrections District 03
Gregory Rhymes, programs supervisor, Forsyth CC
Michael Scarboro, assistant superintendent
 for custody & operations III, Morrison CI
Domanick Smith, sergeant (July), Nash CI
Richard Smith, food service officer, Western YI
Shirley Smith, sergeant, Sanford CC
Janice Spearman, programs supervisor (July), Alexander CI
Kevin Staton, lieutenant, Bertie CI
Alan Stephenson, maintenance mechanic IV, Central Prison
Cody Stewart, lieutenant, Mountain View CI
Charles Teal, captain, Bertie CI
Larry Thompson, assistant superintendent for custody & operations III,
 Tabor CI
William Tobin, probation/parole officer II (July),
 Community Corrections District 16
Demetrius Trahan, lieutenant (July), Pender CI
David Velez, programs supervisor, Craggy CC
Paige Wade, manager I, Community Corrections District 4
Kenneth Whitehead, captain, Bertie CI
Harold Whitley, food service officer, Albemarle CI
Sandy Wood, administrative assistant II, Mountain View CI

Administration

Marc Little, carpenter supervisor I, Facility Management, Unit 2
Crystal Lupton, technology support analyst, OSDT

See **Promotions** on page 17

RETIREMENTS

Retirements in August 2012 unless indicated otherwise.

Adult Correction

Cecil Burleson, officer, Albemarle CI, 11y1m
Velma Baldwin, officer, Neuse CI, 24y1m
James Casterlow, officer, Odom CI, 30y6m
Lenora Clapp, nurse supervisor, Randolph CC, 24y1m
James Edwards, HVAC mechanic, Pamlico CI, 5y
Malcolm Farmer, probation/parole surveillance officer, Community Corrections District 18, 29y3m
Fred Fletcher, captain, Albemarle CI, 21y9m
Charles Garner, probation/parole officer II, Community Corrections District 22, 34y11m
Everette Green, sergeant, Sanford CC, 30y1m
Michael Hawkins, officer, Craven CI, 10y5m
Anne High, sergeant, N.C. CI for Women, 24y3m
Linda Leder, processing assistant IV, Columbus CI, 18y7m
Doris Leslie, case manager, Morrison CI, 13y7m
Ingrume Lockey, lieutenant, Craven CI, 23y4m
Lloyd Manning, probation/parole surveillance officer, Community Corrections District 2, 13y4m
Linda Matthews, licensed practical nurse, RCCW, 7y3m
Lou Murphy, food service officer, Duplin CC, 19y8m
Carroll Nash, officer, Brown Creek CI, 6y6m
Byron Rice, probation/parole surveillance officer, Community Corrections District 28, 27y2m
Roy Roberts, officer, Southern CI, 28y3m
Lisa Robinson, probation/parole officer II, Community Corrections District 19B, 29y4m
James Rogers, officer, Carteret CC, 7y11m
Roger Stott, officer, Marion CI, 15y
Rickey Tann, officer, Odom CI, 30y1m
Fred Taylor, officer, Pamlico CI, 9y8m
Jeffrey Williams, facility maintenance supervisor IV, Caledonia CI, 19y7m

Juvenile Justice

Donna Gideon, office assistant IV, Juvenile Justice District 5, 12y2m

Law Enforcement

Daniel Bass, trooper, Troop C District 1, 28y1m
Robert Cochran, trooper, Troop G District 3, 24y2m
Dale Defoe, sergeant, Troop H District 2, 28y1m
Mary Hunt, trooper, Troop C District 3, 22y3m
Randall Lamm, trooper, Troop C District 1, 24y10m
Robert Pruett, trooper, Troop G District 6, 27y5m
Howard L. Wilkerson, sergeant, Troop A District 8, 28y3m
Julian K. Stone, captain, Training Academy, 25y5m
Harry Terrill, auditor, 1A – Audit Team, 9y11m
Sadie L. West, office assistant 4, Troop B, 43y10m

Promotions

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Emergency Management

Paul Latham, assistant director, Logistics
Joseph Stanton, assistant director, Recovery

Juvenile Justice

Mark Duncan, behavioral specialist, Stonewall Jackson Youth Detention Center
Pamela Peoples, social work supervisor II, Dobbs YDC
Dusty Snider, juvenile court counselor supervisor, Juvenile Justice District 30
Warren Stewart, youth counselor, Cabarrus YDC
David Wall, juvenile court counselor supervisor, Juvenile Justice District 19

Law Enforcement

Antonio Asion, assistant chief, State Capital Police
Aaron Brown, technology support analyst, Technology Support
Charles Grainger, trooper (July), State Highway Patrol Basic School
Jeffrey Newell, mechanic supervisor I (July), Troop D Garage
Jonathan S. Smith, radio engineer 1, Troop G Radio Shop

National Guard

David Fisher, HVAC mechanic, Construction Facility Management Office

PASSINGS

Adult Correction

Johnny Blackman, officer, Central Prison, 21y9m
Donna Carver, officer, Tabor CI, 4y2m

Law Enforcement

Dustin R. Bowick, trooper, Troop D-6, Asheboro

On the **Scene**

is a newsletter for and about employees of the N.C. Department of Public Safety. If you have questions or wish to contribute news or ideas to the newsletter, please contact the editor, George Dudley, at george.dudley@ncdps.gov or at (919) 733-5027.