



The CCPS All-Points Bulletin

Mission: To reduce crime, enhance public safety and assist victims throughout North Carolina.

January 2011

Message from the Secretary



The start of the New Year is a promise of a fresh beginning, a resolve to work as efficiently as possible and to carve out a rewarding legacy not only for one's individual satisfaction, but for those who are yet to come to this remarkable agency.

Our work at the Department of Crime Control and Public Safety is far from finished. Surprisingly, the crime rate is down despite the recession, a time that normally would show a significant increase. CCPS employees can take credit for much of that decrease because of their many inroads and their look to the future.

The Governor's Crime Commission has funded innovative programs that have proven to reduce crime. They are on the cutting edge of finding the best practices when it comes to keeping potential lawbreakers from making life-altering mistakes, or turning around drug-addicted lives. Theirs is an encouraging story that should be on the front pages of all newspapers.

The State Highway Patrol has made tremendous inroads with its Voice Interoperability System. VIPER has finished 157 of the planned 240 tower sites for the statewide 800 MHz radio system so that fire, rescue, and law enforcement agencies can communicate with one another during emergencies. High praise for the system has been coming from among the 52,000 public service officers who are using VIPER. That is great progress, a huge step forward for North Carolina.

More than ten million dollars in claims were awarded to innocent victims of crime last year, helping them pay medical bills or lost wages. This is one small way funds handled through the Victims Compensation Services Division help ease victims' suffering.

Law Enforcement Support Services is providing excess federal equipment to law enforcement agencies who are often strapped for funding. They can get drug cars, computers, heavy equipment, the tools they need to apprehend lawbreakers.

Alcohol Law Enforcement agents have apprehended their fair share of criminals who've been involved in illegal activities, from drug dealing to sending illegal funds to terrorist organizations. In numerous locations, they've also returned gang-infested communities back to the law-abiding residents, a near miracle considering how dismal their future seemed to be.

Butner Public Safety and State Capitol Police officers may cover a smaller territory, but their work maintains law and order in critical areas.

Not to forget the Civil Air Patrol, the National Guard and Emergency Management employees who are all key to maintaining order during any natural or man-made disaster.

My hope and prayer for 2011 is that CCPS employees find much reward and satisfaction in the great jobs that they do in helping to protect the citizens of North Carolina. May you stay safe and continue to build a more law-abiding, peaceful state.

Reuben Young

The Secretary's Gold Circle Awards



Emergency Management

Mike Cook, Western Branch manager.

During the past year, the Western Branch team responded to two major landslides, several search and rescue operations and a major winter storm that was declared a disaster by the President of the United States. Cook was awarded the Secretary's Gold Circle Award for his leadership during these emergencies and for developing strong partnerships in responding to the emergencies.



Yaitza Morrison was hired in 2009 as an administrative assistant at the Division of Emergency Management headquarters. She went

above and beyond her expectations and was soon promoted to a community development specialist. She assisted the division in translating documents, press releases and other information from English to Spanish and served the Latino community. She also helped with EM's budget analysis using her experience in accounting. She serves as the manager for Connect Pro (a system for on-line conferencing with graphics) using her background in technology. Finally, she helped research information for the N.C. Oil Spill Plan. For all these contributions, Morrison received the Secretary's Gold Circle Award.

Butner Public Safety



Lt. **Cedric Venable** was on his way to work this past August when he heard the crackling sound of a growing fire. It was his neighbor's house. Venable sprang into action, alerting the residents, then running to his home to get a fire extinguisher. He was able to extinguish the fire by the time the first fire truck arrived on the scene. Lt. Venable's quick actions and devotion to duty saved the residents from injury and prevented major damage to their property. Venable received the Secretary's Gold Circle Award and the Distinguished Service Award.

Maj. **Ronald T. Briggs** received the Secretary's Gold Circle award for taking on additional duties overseeing a renovation project and assisting with the monitoring and controlling of Butner Public Safety's budget. In these tough economic times, Maj. Briggs has been successful in seeking and securing grant funds and procuring equipment for Butner Public Safety.



Capt. **Donald Slaughter** was assigned additional duties to ensure adequate fire and police coverage for the Butner area. He did so with enthusiasm and with a positive attitude. Capt. Slaughter received the Secretary's Gold Circle Award for exhibiting team spirit and being a role model for leadership.

Congratulations!



The following employees were promoted:

Governor's Crime Commission: **Tonishia Lockley**

State Capitol Police: **Matthew Davis**

State Highway Patrol: **Donna Birckbichler, Harold Bunn, Jerry**

Livengood and Janet Sauls

The following employees celebrate significant service milestones in their state careers:

25 years

Administration: **Patty McQuillan**

20 years

N.C. National Guard: **Rita Nelson**

State Highway Patrol: **Debra Clapp and Jonathan Leonard**



Comings and Goings



Welcome to our new employees:

Governor's Crime Commission: **Blake Lafond**

State Capitol Police: **Markus Dupree and James Savage**

State Highway Patrol: **Johnny Brannan, Riqueshia Briggs, Lorri Bruce, Anthony Carr, Brandon King and Wendy Steele**

Best wishes to our recent retirees:

N.C. National Guard: **Terry Barbour and Sandra Strickland**

State Highway Patrol: **Janie Deal, Dewey Hewitt, Clyde Newman, Kevin Rittenhouse, John Rudd, David Williams and Hoyle Wise**

A Happier, More Productive You!

By Terri R. Butler, Staff Development Coordinator



Most people believe that success leads to happiness. Actually the opposite is true; happiness leads to success. When you raise your happiness quotient you raise your potential for success and increased productivity. And how do we do that?



It's very easy. We can train our brains to think Happy by doing some of the tips below.

- **Sweet Talk Yourself.** Each day think about three things you are grateful for at work and say them out loud. You will start training to your brain to notice the good things about your job.
- **Keep a Journal.** If you find yourself worrying about bad news, a scary rumor, or a stressful deadline, take a few minutes to write down how you're feeling. Research shows that when we verbalize negative thoughts their magnitude decreases.
- **Write this down too.** There's no real way to tell if you've been productive if don't know what you're supposed to be working on. Making a task list will keep you on track to meet your goals. Don't forget to track your goals and pay attention to deadlines.
- **DIY. (Do It Yourself)** Take a little time to rearrange your office or spruce it up with photos of people you love or other images that connect you to the things you love.



- **Remember Kindergarten?** Well you can't take a nap at work but getting up and stretching or taking a quick break away from your work area will re-energize you and reduce stress levels. Take your lunch break away from your desk.

Take Care of You! Try to eat healthy meals, get [at least a little] exercise, and when you leave work, leave work at work.

Disaster Response Partnership



Maj. Gen. Greg Lusk (right) and State Command Sgt. Maj. John Swart (left) join Emergency Management Deputy Director Mike Sprayberry to discuss partnership between the N.C. National Guard and Emergency Management at the NCEM Operations staff meeting in late January. The two agencies work closely together in disaster response. The meeting was held at the Civil Air Patrol headquarters in Burlington, bringing three CCPS agencies together in one meeting.

Smart and Easy Ways to Reduce Printing Costs

By Glenn Mack
Chief Information Officer
CCPS Information Technology Section

If you print a lot of documents on your inkjet printer at home, you've probably noticed that the costs of ink and paper over time are simply ridiculous—in some cases, they can exceed the price of your entire computer. Well, the same applies for our resources here at work.



Printing smarter is a sure way to help reduce expenses within the Department. Listed below are just a few ways to save money on printing costs (and **compute greener** at the same time). Of course the most obvious way to save money on printing is simply this:

don't print it. In our current electronic age printer abstinence is more possible than ever, but when you absolutely must print, please keep these tips in mind.

1) Print More Than One Page Per Sheet

This works out especially well for PowerPoint presentations, where the bullet points can usually be easily read even with the smaller view. You can also save some ink by printing only in Grayscale. You'll find a setting in Microsoft's PowerPoint and Word's print dialog where you can choose the number of pages per sheet. I find that printing two pages per sheet keeps the document fairly readable. Many laser printers also provide a simple duplex option that will print on both sides of the paper.

2) Use Print Preview and Shrink to Fit

How many times have you printed off what you thought was a single page document and ended up with an almost empty page at the end? If you always blindly click the print button without previewing first, you're going to end up wasting a ton of ink and paper when your document ends on a single line, or ends up being unreadable. By using print preview you can avoid this from happening and print exactly what you want, at the expense of a couple of seconds of your time. Firefox and Internet Explorer have an option called "Shrink to Fit" in their print preview dialogs which will often shrink the content down enough to fit on less pages, or you can choose a custom zoom level to fit even more on a single page

3) Only Print the Selection You Need

Instead of printing information by the page, almost every application has a feature you might not have even noticed: the ability to print just a selection of text. This is especially helpful for printing a paragraph from a web page, or just a small section of a very long document or spreadsheet instead of throwing away the pages you don't need. This technique works in most major applications like Internet Explorer, Firefox, Microsoft Excel and Word... simply select the portion of the document you want to

print, and then choose the "Selection" option in the print dialog.

4) Use Draft Mode as the Default Setting

If you are using an inkjet printer, there's really no need to print in high or even medium quality for simple things like memos or emails you want to read offline. You'll save a ton of ink (and time) by setting Fast Draft as the default option in the printer properties, so you won't ever forget and send a long document to the printer in regular mode. Simply open up the printer's folder and right-click on your printer, choosing printing preferences.

5) Print to PDF Instead of Paper

Instead of printing documents to paper, you can print them to environmentally friendly PDF files that can easily be emailed around.



CCPS Logo Apparel - Save the date!

By Kathy Mason
CCPS Graphic Designer



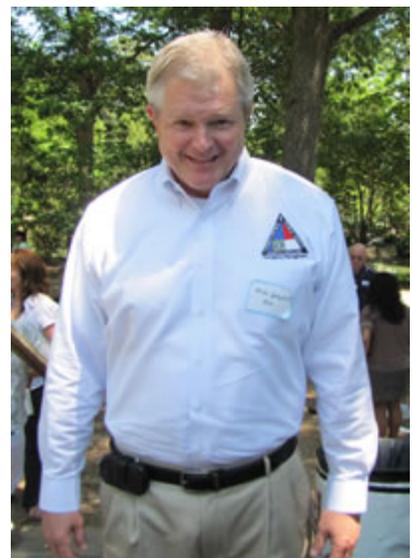
Soon it will be time to order your embroidered CCPS logo apparel for spring. Our vendor seems to take about four to five weeks to get our items delivered, so we will start taking orders earlier this time.

By Valentine's Day, Feb. 14, you will be able to view the items and download an order form from our website. It will be in the Employee section under the heading of "Employee Apparel." At that time, we will also send out an email with an order form attached to it.

If you want to receive your items in time for Employee Appreciation Day (to be announced), please mail your order form and your check no later

than Feb. 28. All orders will be sent to the vendor in one batch.

We will also be taking another batch of orders at Employee Appreciation Day in early May. These will be the last orders taken until fall.



Employee Spotlight

Spending more than a decade of her youth working on her family's farm in Angier, **Darlene Johnson** made a promise to herself atop a tractor in the middle of a hot tobacco field that whatever job she got when she graduated from school, it would be in an air-conditioned office.

As the deputy operations chief and Emergency Operations Center manager for the Division of Emergency Management, Johnson may have an air-conditioned office, but her job has her playing a key role in all extremes of weather. She oversees Emergency Management's 24-hour operations center, the emergency services section, the human services section and the infrastructure section.

"Because I've been at EM so long, I've seen what the division has become. We've tripled in our capabilities and resources," Johnson said. "When Floyd and Fran hit, we didn't have near the resources nor capabilities we have now."



Johnson said they would have loved to have had the State Animal Response Team during Floyd. She pointed out that EM now has Urban Search and Rescue, Swift Water Rescue, the State Medical Assistance, the Helicopter Aquatic and Rescue Technician teams, along with the Companion Animal Mobile Equipment and Mass Care Support trailers.

"One of the things from 9/11 was that the federal government saw the needs of the state," Johnson said. "We are much, much more prepared than we ever were before."

Johnson recalls being in the situation room when the only way to take resource requests was done by the branch offices calling into the State EOC and the area liaison writing it down on paper or receiving it by a fax machine.

"Phone lines were dropped down from the ceiling, and you couldn't see across the room for all the cigarette smoke, but growing up on a tobacco farm, smoke didn't bother me too much," Johnson said. "Now we are all web-based. Technology has sure made everything a lot easier."

"During both disaster responses and daily operations, we have found that Darlene possesses superior interpersonal skills, technical expertise and energy. She is truly passionate about her job," said Mike Sprayberry, deputy director of the Division of Emergency Management and operations chief. "As my trusted advisor/deputy, I rely on her to assist me in the development of solutions to complex issues as every emergency presents a unique set of circumstances."

Johnson, born at Rex Hospital in Raleigh, grew up in Angier. Her father joined the Angier Black River Rescue Squad when she was 9 years-old and she accompanied her father, learning where every band-aid and piece of equipment was kept by checking off the ambulances on weekends.

"I grew up in that rescue building," Johnson said. "I felt like I had 30 big brothers."

At the age of 18, she took her Emergency Medical Technician exam and joined the squad. She spent 10 years as a volunteer and was the only volunteer at the intermediate level that wasn't working for a county emergency medical services agency for a living so all her continuing education had to be done at night and on weekends.

After Johnson graduated from Harnett Central High School in 1983, she got an associate degree in criminal justice from Wake Technical Community College in 1985. While at Wake Tech, she spent weekends working as a dispatcher for Nationwide Security, and then became their receptionist when she graduated.

In September 1986, Johnson started working for the Department of Crime Control and Public Safety as a receptionist for the then Division of Victim and Justice Services. While she was there, she joined the state's search and rescue team through the N.C. Center for Missing Persons. She checked searchers in and out of the command post and kept a log of activities.

In April 1988, Johnson was promoted to a claims examiner position with Crime Victims Compensation. After five years with DVJS in December, 1991, her position was part of a reduction in force. The Division of Emergency Management picked her up in January of 1992 as a population protection planner, a trainee position.

"I didn't miss a day of work," Johnson said. "Funny how God works. It was one of the best things that ever happened to me even though at the time I thought it was the worst. I wouldn't have ever been able to accomplish what I have at V&J like I did at EM. The progression opportunities just weren't there"

When Eric Tolbert became EM director, he reorganized and created an Emergency Services position in 1998. He put Johnson in that spot where she worked with state law enforcement agencies, Office of Emergency Medical Services and the Office of the State Fire Marshall.

She assisted in yearly updates of the State Emergency Operations Plan in the areas of law enforcement, disaster medical, hazardous materials, search and rescue and fire. She made quarterly presentations to the N.C. Fire and Rescue Commission and to the N.C. Association of Rescue and Emergency Medical Services board of directors.

In addition to her demanding job, Johnson worked weekends for the N.C. State Fair Public Safety Office.

"When I was at Wake Tech, a professor approached me about working security at the N.C. State Fair," Johnson said.

She started working each year at the fair as a safety and liability officer. If someone was

injured at the fair, she took pictures and made a report. She even went to the hospital when necessary if the injury was serious enough.

It was a murder investigation in 1991 at the State Fair where she met her husband, Richard. A youth died of gunshot wounds on the midway. At the time, Richard was a sergeant over investigations for the Wake County Sheriff's Office. He is now the chief deputy of operations.

Johnson has continued to work weekends at the fairgrounds during special events such as wrestling matches, dog shows, wedding shows, proms, the flea market and such. She has worked for the N.C. State Fair Public Safety office for 25 years and continues to be a part-time employee.

"I missed one fair in 25 years because of Hurricane Floyd," Johnson said. "I had to work in the Disaster Recovery Center and could not take off."

Johnson's had to overcome her fear of motorcycles to join her husband doing what he loves to do. In 2008, they rode all over Arizona from snowy mountains in the north to hot deserts in the south all in one week. They are planning a trip to Daytona and Key West, Florida in late February.

Johnson spends her spare time working on church committees at Temple Baptist Church in Raleigh where she is a deacon. She's on the pastor search committee, the missionary house committee, building and grounds, security committee and the Women's Missionary Union group, to name a few.

"I love to do missionary work," Johnson said.

Johnson went to Wyoming to winterize a Christian camp. She then traveled to New Mexico to work on a Navaho Indian reservation. There, her group built a shelter for Bible study, provided a workshop for women and did a Back-to-School program and cookout where the children did crafts and played team building games. They gave each child a backpack and school supplies, as well.

This past summer, Johnson said she went to inner-city Raleigh. She and 20 others spent a week volunteering at the Raleigh Rescue Mission, Urban Ministry, the N.C. AIDS Alliance, the Salvation Army and Raleigh First Baptist clothes closet. At Moore Square, they passed out bottled water and sandwiches to the homeless and ministered to them.

"That was a full week, and I probably got more out of that mission trip than any other, and did it right here at home."

The *All-Points Bulletin* is your newsletter! If you have information you would like included, please contact the Public Affairs Office at (919) 733-5027 or send e-mail to pmcquillan@nccrimecontrol.org before the 15th of each month.