



The CCPS All-Points Bulletin

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

October 2011

Message from the Secretary



As the consolidation team continues its efforts to create the new Department of Public Safety, I appreciate each of you carrying on with the important work you were trained and hired to do. Our priorities will remain unchanged – troopers will still patrol the highways, the Governor's Crime Commission will still oversee federal grants, special agents will continue to fight crime across the state, Victims' Compensation will continue to provide awards to victims of violent crime, emergency management will be responding to disasters and National Guard soldiers will be keeping our homeland secure.

What will change at Crime Control and Public Safety is the make up of the leadership team and the consolidation of human resources, fiscal and administrative personnel with the departments of Correction and Juvenile Justice and Delinquency Prevention. The consolidation team is working hard to make this transition as smooth as possible.

I thank each of you for the excellent work you do day in and day out. I look forward to working with you in the new Department of Public Safety. Your continued dedication and hard work is greatly appreciated.

Reuben Young



The New Department of Public Safety

The following people have been named to leadership positions in the new Department of Public Safety that begins Jan. 1, 2012. More appointments are forthcoming.

Senior Leadership Team

Secretary of Public Safety – **Reuben Young**

Deputy Secretary, Administration – **Bennie Aiken**

Chief Deputy Secretary Adult Correction Division – **Jennie Lancaster**

Chief Deputy Secretary Juvenile Justice Division and Delinquency Prevention – **Linda Hayes**

Chief Deputy Secretary Law Enforcement Division – **Gerald R. “Rudy” Rudisill**

General Counsel – **Cassandra White**

Human Resources Director – **Alvin Ragland**

Chief Operating Officer – **Mike Gross**

Office of External Affairs – **Rhonda Raney**

Legislative Liaison – **Ben Stanley**

Executive Assistant – **Saundra Dockery**

Department Leadership Team

Controller - **Marvin Mervin**

Chief Information Officer – **Robert Brinson**

Director of Budget and Analysis – **Cassandra Watford**

Staff Development – **Gwen Norville**

Internal Audit – **Timothy Harrell**

Audit Manager – **Andrea Millington**

The Secretary’s Gold Circle Award



Secretary Reuben Young presented Alcohol Law Enforcement Special Agent **Michael Kellerman** with the Crime Control and Public Safety Commendation Award and the Secretary’s Gold Circle Award for aiding an elderly woman involved in a traffic accident July 17. Kellerman and his wife Elizabeth were returning from a weekend trip when they saw a pickup truck flip over into the westbound lane of I-40. Kellerman immediately pulled over, rushed to the scene and broke the windshield of the truck to render aid to the woman who was being strangled by her seat belt. He was able to keep her airway clear until Emergency Medical Services arrived.





Secretary Young presented **Cathleen Poole** with the Secretary's Gold Circle Award and Alcohol Law Enforcement Director John Ledford presented the ALE Award of Merit for taking on additional duties. When two field vacancies occurred, Poole volunteered to administer time and leave activities for employees in those offices. Also, after Hurricane Irene struck the east coast, Poole coordinated and tracked the ALE deployment activities in accordance with

FEMA guidelines. Poole did this while not neglecting her work as ALE's Bingo administrator and managing time and leave reports for ALE employees at the Raleigh headquarters.

Young said, "Cathleen Poole has gone far above and beyond her normal duties to ensure the success of ALE and exemplifies the highest caliber of a state employee."

Meritorious Service Award



Secretary Young presented Ed Jenkins with the department's Meritorious Service Award on Oct. 19.

Young said, "Ed Jenkins has been through every hurricane, winter storm and severe weather outbreak since Hurricane Floyd. During his tenure, Ed demonstrated his leadership by ensuring that the state of North Carolina had the best plans possible by carefully monitoring preparedness plans, grants and other projects for state and federal compliance and quality.

"Ed's greatest contribution to the Division of Emergency Management was the time, leadership, and mentoring selflessly extended to young professionals in the discipline of emergency management."

Jenkins retired Oct. 31 as Emergency Management's deputy plans chief and manager of the Planning Support Branch.

Congratulations!



The following employees were promoted:

State Highway Patrol:

James Allred, Douglas Bowens, Jeremy Brewington, Gary Brown, Donna Carter, Michael Crawley, Timothy Daniels, Jason

Deardorff, Barry Earles, Anthony Farmer, Robert Gibson, David Hawkins, Daryl Holmes, Freddy Johnson, Joel King, James McClelland, John Mitchell, Randy

Moreau, Tyrone Ross, Jeffrey Rowan, Douglas Shackelford, Brian Sharpe, Glenn Smith, Roger Smock, Clifford Walter and Jeffrey Womack.

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

35 years

State Highway Patrol: **Cheryl Ray**

25 years

State Highway Patrol: **Wayne Vaughn**

20 years

Administration: **Elaine Freeman**

Alcohol Law Enforcement: **Anthony Mills**

Governor's Crime Commission: **James Klopovic**

State Highway Patrol: **Douglas Amos, Dennis Brackman, Van Burton, Gerald Cutler, Reginald Edwards, Michael Evitt, Robert Gibson, Cicero Griffin, Tony Gunter, Robert Haddock, Jeffrey Holmes, Brian Jones, David Kinlaw, Jeremy Ledford, John Lewis, Connie McNeill, Eric Naylor, Eric Ritter, John Rock, David Swanson, David Raynor, Terry Robinson, Tyrone Ross, Jeffrey Smith, Wayne Taylor, Matthew Wike, Avery Williams, Todd Williams and Christopher Woodard.**



Comings and Goings



Welcome to our new employees:

Administration: **Chrissy Pearson**

Alcohol Law Enforcement: **Sue Roberts**

Emergency Management: **Donna Leonard**

Butner Public Safety: **Bobby Shelton and Bryan Stancil**

State Capitol Police: **Antonio Ballard, Chiquita Cornelous, Tommie Jones, Garland Melvin, Yulonda DeVane-Miller, Bashshar Parker and James Smith**

State Highway Patrol: **Francis Allen, Kevin Blakley and Gregory Taylor**

Best wishes to our recent retirees:

Alcohol Law Enforcement: **Anthony "Bob" Stocks**

Emergency Management: **Ed Jenkins**

State Highway Patrol: **Jeffrey Brown, Jimmy Graham, Timmy Pope and Tony Sutton**

CCPS Barracuda Firewall

**By Glenn Mack
Chief Information Officer
CCPS Information Technology Section**



What does it do? How does it work? How can I use its capabilities? The Barracuda is an appliance that sits on the perimeter of our network and protects us from external attacks by blocking network ports, filtering spam, scoring messages and scanning messages for virus threats. On a typical business day the Barracuda receives around 7,800 messages. Of those messages it typically determines that 1,500 messages are legitimate and should be released to our email inboxes. In essence, the Barracuda not only protects our network from attacks; but also saves CCPS time and money by not allowing these rogue messages to flow into your Outlook inbox. On a typical day that translates to approximately 6,300 messages that are not delivered to your inbox or backed up on tape. Can you imagine the tape space and resources that would be required to back up an extra 6,300 messages a day?

How does Barracuda determine what are legitimate emails and what is spam or threat related message attacks on our network?

One of the basic implications of protection is a resource called message scoring. The score of the message is controlled by a couple of different methods:

- 1) The first method is vocabulary. We have a controlled list of specific words that are looked at for scoring messages; these words are not just profanity but also words that are typically misspelled in spammer emails to try and slip by network firewall monitoring appliances.
- 2) The second method of scoring is leveraged by using a collection of RBL filtering lists. RBL filter lists are a set of known and reported e-mail and IP addresses that have been used for spamming or spoofing networks. These lists are used by most IT organizations as a best practice for maintaining firewall security. As you can probably imagine the scoring mechanism in place is continually adjusted to decrease the amount of false positive legitimate emails that are currently being filtered using the Barracuda utilities.

How can I access my Barracuda account through network resources I have available to me?

- While inside the CCPS network using a computer or laptop, you can manage your individual Barracuda account by going to the following link:

<https://barracuda/cgi-mod/index.cgi> (be sure to click continue so that you will see the login page for Barracuda). When you arrive at the logon page be sure to use your network user name and password. This will be the same user name and password you use to login to your work computer or laptop.

- Another option is to use the email you receive daily that has a subject line that states the following: Spam Quarantine Summary. This message can be accessed through your outlook inbox on your computer, laptop or agency owned Blackberry cell phone. Once you open this message you can deliver the message by clicking on the deliver link in this email for each individual message you wish to receive. There is also an option at the bottom of this message to go directly to your Barracuda account which you may access by clicking on the link labeled [View your entire Quarantine Inbox or manage your preferences](#). This link will provide you with immediate access to all messages currently in your account and you may refer to this link at any time during your work day to get a real time view of any messages that have been held up in Barracuda.
- If outside the CCPS network (home, WiFi hotspot, traveling, etc.) you can access your Barracuda account by using a VPN connection from your work-assigned laptop. Once you connect using the VPN connection you will have access to your Barracuda account by opening your internet explorer and going to the URL described earlier <https://barracuda/cgi-mod/index.cgi>

Please keep in mind that once you access your Barracuda account you can view your emails before delivering them to your Outlook inbox and you may also instantly delete emails that are not work-related.

Some common things you can do to prevent message spamming and spoofing of your work email address is to not use your email address on lists services that are not work-related. Common lists services are public list services like your favorite shopping center, coupon site, grocery store, department store, automotive or pharmacy.

Never open or read junk email, avoid contests and special offers, never post to a newsgroup using your work-related email address, and never allow your email address to be posted or listed on a publicly available webpage. "Web Crawlers" and "Spiders" routinely "harvest" email addresses from webpages in an effort to build a collection of email addresses to propagate or send junk email.

If you wish to do any of the following above please use a free public email address to sign up for these sites. Examples of a free public email account are Yahoo or Hotmail. Remember, together you and Barracuda can help keep our network safe and secure.

Employee Spotlight

For **Aida Cardenales**, most of her working career was spent as a customer service supervisor for major companies. Now she is a victim advocate for the N.C. Victims Compensation Services Division and she likes what she's doing.

Cardenales answers questions from both Spanish and English speaking people on whether a particular crime is a part of the compensation program, and if it is, she sends the victim an application. Applications are then investigated and either approved or denied. If denied, a letter is sent to the applicant. If the claimant calls, unhappy with the result, Cardenales will let them know they have the right to appeal and will get that person in touch with the investigator.



Aida Cardenales

“It’s never boring around here,” Cardenales said. “I get calls for everything, stolen cars, dog fights. Some call to find out what’s taking so long.” Cardenales said the process actually is much shorter than it once was.

Victims of violent crimes such as rape, assault, child sexual abuse, domestic violence and drunk driving are the ones who may receive compensation for medical expenses and lost wages, as long as the crime was committed in North Carolina.

In addition to talking with victims, Cardenales talks with service providers, district attorneys and police officers.

Once a year, Cardenales joins other Spanish-speaking crime and victim experts on a call-in show on the Spanish television station, Univision. A reporter for the Spanish newspaper, *Que Pasa*, recently wrote a story about crime victims and Cardenales received calls as a result.

Cardenales said VCS can get as many as 20 applications in a day. “We have a lot to do,” she said. “We keep moving.”

“Aida is a joy to work with and the complete package,” said Janice Carmichael, director of Victim Compensation Services. “She is efficient, self-motivated, dependable, loyal, a team player, professional, very knowledgeable about the program and very considerate.”

Cardenales was born in a small town in the southern part of Puerto Rico. When she was 15 years old, her mother moved to San Juan. There, Cardenales attended Central High School and graduated in 1976.

Cardenales worked part time at the Eli Lilly Pharmaceuticals Co. while going to college at the Sacred Heart University in San Juan. Eli Lilly paid for her college tuition. She majored in public relations and marketing and graduated in 1979, and continued to work 11 years for Eli Lilly as a human resources representative.

Wanting to work in her field, Cardenales left Eli Lilly to work for a local public relations firm in San Juan. She was there two years when she was told about a job with Memorex, a company that produced computer peripherals and computer tapes. She was hired in the customer service section dealing with customers in the Caribbean, Central and South America, Portugal and Spain. She was quickly promoted to customer service manager.

In 1985, Memorex merged with Telex and Cardenales began traveling every three months from Puerto Rico to Raleigh. She also scheduled trips to Mexico, Brazil, Venezuela and California. The vice president of her division suggested that she open an office in Raleigh, so she looked for a warehouse to become the receiving center for inventory. Not long after she moved to Raleigh, her two brothers and their families also moved to the capitol city.

“We have a very close family,” Cardenales explained. When she worked for Memorex, her bosses knew she would not leave her mother in Puerto Rico and relocate.

When Memorex-Telex folded in 1994, Cardenales moved to Miami for two years, and thought she would return to Puerto Rico. Instead, her brothers encouraged her to return to Raleigh.

“I made a lot of friends here,” Cardenales said.

BTI Telecom Corp., a local company, was looking for Spanish-speaking people. She went for an interview and was hired on the spot. A short time later, the company asked if they could consider her for supervisor of customer service even though she hadn't applied. She no longer wanted to manage people, but she had broken a leg and had been out of work for a month. “They were great to me,” Cardenales said. She accepted the job and worked for another seven years until BTI was bought by another company and moved their headquarters to Louisiana.

She thought about going back to Puerto Rico, but her niece's husband was ill and she stayed in Raleigh to help out with the baby. A friend of hers knew of a job at Crime Control and Public Safety. She applied with Victims Compensation Services and was hired.

“So, here I am,” Cardenales said. “I really like what I’m doing, translating brochures and helping victims.

“I like being busy. I love to cook and read. I enjoy being with family – we have get-togethers all the time. We sing, we play music. Christmas is really a celebration with all the instruments – bass, guitar, percussion, congas, maracas. And there’s church.”

When she was in college, Cardenales took tennis lessons and played so much that she kept a tennis net in the trunk of her car.

Cardenales returns to Puerto Rico every two years. Her last trip was in July. Family members there have encouraged her to move back. She may one day. Right now she said she has really enjoyed her life and the many flexibilities she has had, and the ability to make the choices she has made.

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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.