



North Carolina Department of Public Safety

2020 ACCOMPLISHMENTS



COVID-19 RESPONSE

Coordinated state's response to COVID-19

- In partnership with state health officials, Emergency Management led the state's logistical operations to fight the coronavirus pandemic in North Carolina by procuring personal protective equipment and supporting warehouse and food bank operations, school feeding programs, virus testing, contact tracing and other missions.
- DPS Communications staff provided support for daily JIC operations, 110+ press conferences, social media messaging and graphics development.
- With 940 troops activated during peak operations, NC National Guard provided planning and logistical support; distributed food, PPE and other supplies; managed warehouse operations; conducted COVID-19 testing; surveyed alternate care sites; and stood up Sandhill's Medical Center. The NCNG also executed flyovers of 37 hospital and food banks to show support for front line workers in the COVID-19 fight.

Mitigated impacts of COVID-19 on offenders, juveniles and staff

- Established medical isolation and quarantine protocols for all 55 prison facilities; implemented multiple rounds and levels of virus testing for offenders and prisons staff.
- Used available technology for family and friend visitation and virtual court appointments to limit exposure for juveniles in secure custody.
- Reduced population of youth development and detention centers by using alternatives to detention and escalating case reviews. Adjusted learning styles, implemented health screenings and protocols to keep youth and staff safe.

Established telehealth operations for all prisons

Improved safety and increased savings by offering offender access to 100+ providers covering 30+ specialties, including orthopedics, cardiology, oncology, dermatology and more. Fewer emergency room/office visits improves security and enables offenders quicker and safer access to medical help - especially during COVID-19. Reduced staffing and transportation will save an estimated \$700,000 in 2020. Additionally, 93% of offenders reported a positive overall experience with telehealth.

Produced and distributed products to fight the coronavirus

Correction Enterprises produced several products such as cloth face masks, soap and three EPA-approved cleaning products to fight the coronavirus and formulated an alcohol-based sanitizer for production.

Launched rent and utility assistance program

The NC Housing Opportunities and Prevention of Evictions (HOPE) Program helps low- and moderate-income renters with financial hardship due to COVID-19 pay their rent and utility bills thereby promoting housing stability.

Shifted support operations to remote work due to COVID-19. IT staff implemented safe remote work protocols, maintained integrity of DPS information system, configured 700+ laptops and supported 200% increase in video-conferencing to maintain daily business operations.

Provided funding support for COVID-19 relief

The Governor's Crime Commission secured and is administering \$15 million in 2020 Coronavirus Emergency Supplemental Funding to assist law enforcement and state and local government agencies in their efforts to mitigate and respond to the pandemic.

Implemented Extended Limits of Confinement program

- Transitioned 1,000+ offenders to serve their remaining sentence outside prison facilities to reduce spread of the coronavirus. More than 800 offenders have been allowed to serve their remaining sentence at home or in transitional housing. Some have moved to post release supervision.
- Secured full complement of medical services as needed as well as transitional housing for many of these offenders.

- Developed integrated systems that identify offenders according to risk level and provide real-time status updates on offender locations.
- Streamlined procedures to notify crime victims and maintain records.
- Answered more than 5,000 calls and 1,500 emails regarding offender programs.

Implemented non-congregate housing sheltering program

Community Corrections and Emergency Management staff partnered with local officials to provide quarantine space for offenders who may have been exposed to COVID-19 prior to release. This allowed a safe place for offenders to quarantine and then return to their communities. The program can also be used to house storm evacuees to avoid spreading COVID-19 at traditional shelters.

Alcohol Law Enforcement investigated complaints of businesses accused of deliberately violating COVID-19-related orders and reported violations to the Alcohol Beverage Control Commission.

Transitioned numerous in-person training programs and meetings to online

- ALE held online seller/server training for about 19,000 ABC-permitted business employees and owners, as well as local law enforcement. Training provided best practices for selling, serving and checking identification for patrons wearing masks.
- State Highway Patrol hosted web-based training for Hours of Service, Motor Carrier In-Service, Commercial Driver's License system and more.
- GCC launched online training for grant subrecipients and held Grant Award and Grant Writing workshops online (with 550 and 400 participants, respectively).
- Reentry Programs and Services hosted virtual Reentry Month events that helped service providers, justice-involved people and local and state governments learn more about the re-entry landscape during COVID-19.
- Victims Services conducted virtual commission meetings and various trainings.



ELECTION SECURITY

Maintained election security

Developed multi-agency work group with Emergency Management, NC National Guard, State Board of Elections and Department of Information Technology to ensure both primary and general elections were secure. The NC National Guard Cybersecurity Response Force facilitated multiple exercises and assessed, evaluated and monitored network vulnerabilities.

Supported cybersecurity

NC National Guard Cybersecurity Response Force and NC Emergency Management Cybersecurity Unit, among other DPS team members, collaborated with local, state and federal agencies as well as private sector partners, to ensure the safety of cyber operations for state networks.

Provided physical security

State law enforcement agencies, including the State Capitol Police and State Highway Patrol, increased physical security to support state and local elections officials. State Capitol Police and NC National Guard assessed and strengthened security of State Board of Elections office in advance of and during elections.

Supported the Republican National Convention

Various DPS agencies, including State Highway Patrol, State Bureau of Investigation, NC National Guard, Alcohol Law Enforcement and Emergency Management, coordinated with local and federal partners to plan for and host a safe and secure 2020 Republican National Convention in Charlotte. Personnel from each agency were deployed to Charlotte for the event.



ADULT CORRECTION

Accelerated good time credits to reduce prison population and implemented incentive time for good behavior to enable offenders to earn time off their maximum sentence, thereby reducing density within the prison environment.

Developed/implemented a new offender classification system to better assess the security, programming and rehabilitation needs of each offender. This new instrument helps to ensure that offenders are placed in the facility best suited for their rehabilitation.

Began trial of Pokket technology which gives offenders nearing release access to personalized reentry plans and programs with continued use during their period of supervision.

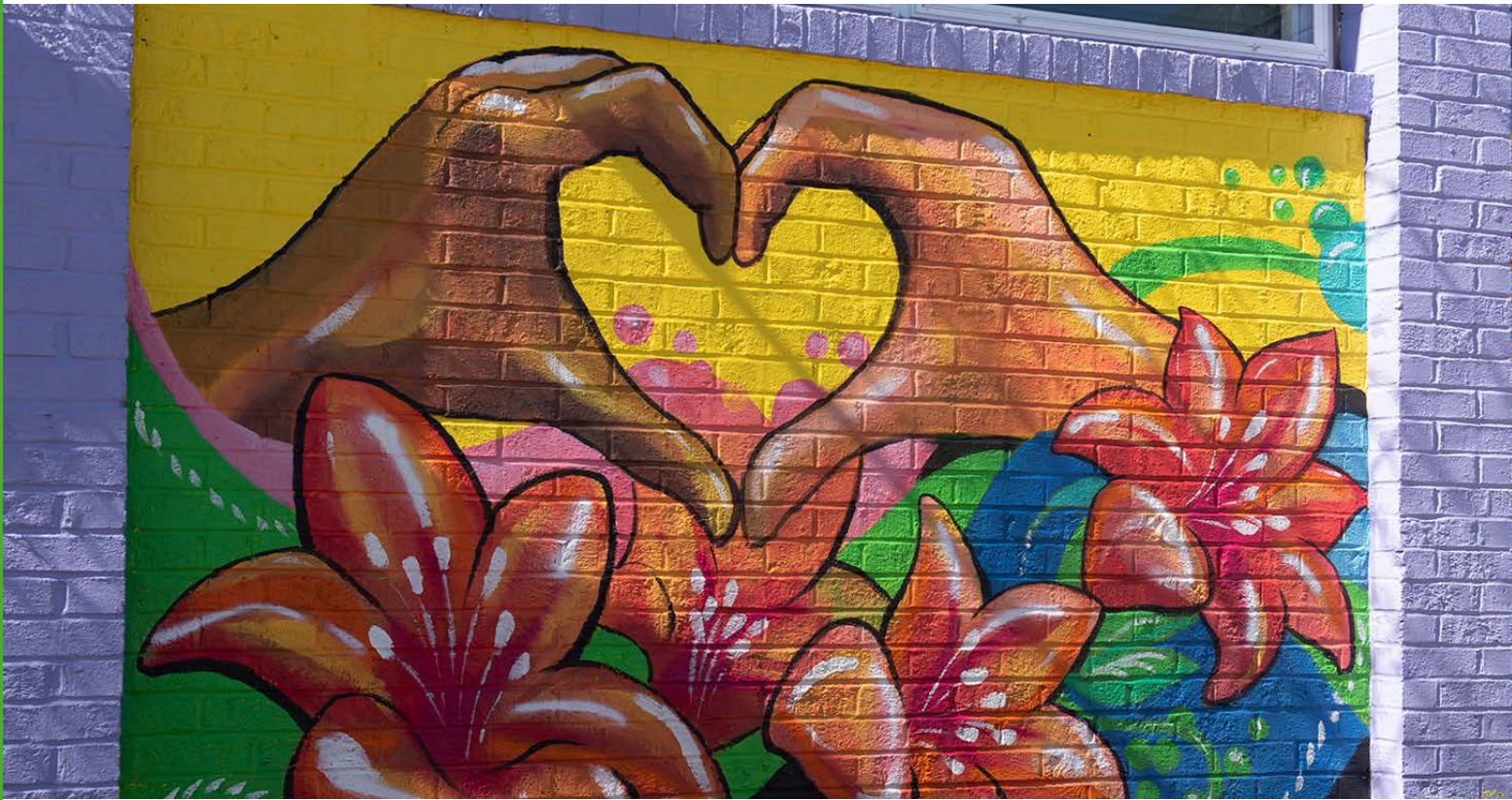
Added transitional housing beds in Durham for formerly incarcerated people with serious medical and/or mental health conditions to help with coordinated care upon release.

Added local reentry councils in several counties including Hoke, Scotland, Robeson and Wilson (Nash and Edgecombe share an LRC). Wake County added an Intermediary Agency for administrative support, oversight, coordination and implementation of the local reentry council.

Established a five-year strategic plan for improved prisons operations

Built upon staff input, the roadmap for future operations includes enhanced use of technology, improved communications, enhanced offender rehabilitative programs, offender health care improvements, and focused efforts to recruit and retain top-notch staff.





JUVENILE JUSTICE

Implemented Raise the Age

Successfully transitioned 16- and 17-year-olds who commit crimes into the juvenile justice system. Added 121 detention beds to meet increased population.

Implemented House Bill 593

In response to new requirements to detain in juvenile detention centers youths age 17 or younger who are charged and/or sentenced outside of the juvenile justice system, implemented new policy, processes and training to accommodate juveniles in detention centers who are awaiting trial. Amended housing requirements; trained staff and updated system-wide reports to reflect youth admitted under this bill.

Prepared for implementation of Youth Assessment and Screening Instrument that will be used to evaluate youth and match them to potential programs and processes to help them successfully mature.

Began implementing RISE UP program pilot

The age-appropriate behavior change program (Repair harm, Imagine change, Strengthen communities, Enable healing, Understanding others, and Promoting accountability) for older youth is a restorative justice program that incorporates financial literacy and motivational interviewing components. The initiative guides older youth through five steps of accountability and addresses impulse control, perspective taking and taking responsibility for one's actions.

Began construction of youth development center in Rockingham.



DISASTER RESPONSE & RECOVERY

Coordinated response to multiple natural disasters

Through Hurricanes Arthur and Isaias, numerous winter storms, floods and an earthquake, DPS facilitated live news conferences, coordinated staff, provided social media and graphics support, and implemented live Spanish interpretation and web stream broadcasts for all emergency news conferences. Also coordinated with the legislature to provide essential recovery funding. Noteworthy storms included:

- **Hurricane Isaias** caused major flooding in eastern communities, killed four people, spawned several tornadoes, and damaged water systems, roads and bridges. Emergency Management led the response, while 120+ NCNG troops spent a week distributing food and supplies and supporting communications services for the state's Eastern Regional Coordination Center. The state received a public assistance federal disaster declaration for 15 counties.
- **Bertie County tornado** from Hurricane Isaias leveled a Windsor neighborhood prompting state and US Small Business Administration disaster declarations.

- **Sparta Earthquake** with a 5.1 magnitude damaged 550+ homes (60 with major damage) prompting state and US SBA disaster declarations to help residents recover.
- **Tropical Storm Zeta** brought heavy winds and rains to western and central North Carolina causing downed trees, power outages and flooding that damaged homes and businesses.
- **Tropical Storm Eta** brought heavy rains and deadly flooding to several western counties, killed 12 people, washed out roads, caused power outages and damaged homes. The storm resulted in a state disaster declaration for five counties.

NC was the first state in the country to submit a State Action Plan to the US Department of Housing and Urban Development (HUD) for Hurricane Florence. The North Carolina Office of Recovery and Resiliency (NCORR) was prepared and submitted the plan as soon as HUD posted the Notice in the Federal Register. Our plan was the first approved in the country allowing the launch of the Homeowner Recovery Program.

Launched homeowner recovery program in record time to help repair, reconstruct and/or elevate homes damaged by hurricanes Matthew and Florence. To ensure that the maximum number of people can qualify for assistance, NCORR designed program eligibility requirements with as much flexibility as possible while still complying with federal regulations.

Developed historic Statewide Resiliency Initiatives

Developed statewide resilience goals (including North Carolina's 2020 [Climate Risk Assessment and Resilience Plan](#) and the [Natural Hazards Resilience: A Quick Start Guide for North Carolina Communities](#)) to provide a resiliency planning starting point for local governments. In addition, began programs to help citizens prepare for the impacts of climate change.

Helped local and tribal governments improve their community's resiliency

Awarded nearly \$50 million in grants and no-interest loans to help 42 local communities and tribal governments recover from disasters and improve resiliency to reduce damage in future storms. Funds supported local infrastructure projects, reconstruction of community buildings, operating expenses and other additional support for disaster recovery.

Continued on-track with HUD funds spending having awarded nearly \$216 million in CDBG-DR money to homeowners for repair and reconstruction, small businesses for recovery, local governments for infrastructure, and to the NC Housing Finance Agency to construct new affordable housing in areas impacted by Hurricane Matthew.



HOMELAND SECURITY AND PUBLIC PROTECTION

Launched the Know Your Zone evacuation program

Working with local officials, Emergency Management established pre-determined coastal evacuation zones in 20 coastal counties. Zones were first used in August in preparation for Hurricane Isaias.

Expanded intelligence and cybersecurity capabilities

Further enhanced information sharing capability by increasing staff resources assigned to the State Fusion Center to better support state and local public safety operations. Added personnel to the multi-agency cybersecurity team to support technical assessments, forensic investigation and cyber defensive operations.

Expanded support to protect critical infrastructure

Emergency Management's Homeland Security Advisor Work Group expanded to include more state and federal public safety, intelligence and law enforcement partners to ensure relevant infrastructure sectors are protected.

Kept the peace during civil unrest

As protests erupted nationwide, 501 National Guard soldiers were embedded with police departments to help local and state authorities respond to civil disturbances in Raleigh, Fayetteville, Greenville and Asheville. State Capitol Police protected the safety of demonstrators, bystanders, visitors and state property during rallies, demonstrations and other special events. Community Corrections Officers, Alcohol Law Enforcement Agents and State Troopers also supported local law enforcement during civil unrest, escapes and other emergencies.

Supported Operation Spartan Shield

Approximately 2,300 soldiers in the NCNG 30th Armored Brigade Combat Team deployed for 12 months to help protect critical resources in Syria and Iraq, and support security operations in Saudi Arabia.

Revised Law Enforcement Use of Force and Duty to Intervene policies

Each of DPS's law enforcement agencies - including State Highway Patrol, Alcohol Law Enforcement, State Bureau of Investigation, State Capitol Police, Special Operations and Intelligence Unit, and Community Corrections - conducted a thorough review of all internal policies dealing with use of force and duty to intervene. Agencies updated policies to clearly convey to their law enforcement officers their responsibility to intervene when necessary to prevent or stop another officer from using a level of force the officer knows is excessive.

Provided cybersecurity support to local and state agencies

Joint Cybersecurity Task Force members, to include NC National Guard technical experts, conducted 48 security assessments (42 counties, four state agencies and two cities); responded to 16 incidents of Ransomware/Malware; continuously monitoring 168 entities (including state, county and municipal agencies and community colleges); and conducted 13 cybersecurity exercises for 500+ total participants from city, county and state agencies, schools, community colleges and election boards. Emergency Management, NC Department of Information Technology and NC National Guard members of the Joint Cybersecurity Task Force participated in the nationwide National Guard-sponsored exercise known as CyberShield.

Alcohol Law Enforcement

- Seized 122 firearms through routine investigations.
- Suspended ABC Permits at five businesses to reduce violence, restore peace and safety.
- Investigated 106 locations where alcoholic beverages were illegally sold or made.

Private Protective Services processed 28,582 applications for security guards, alarm system installers, etc.; managed 1,732 applications for private protective service business; and investigated 127 complaints for unlicensed activity, criminal conduct by licensees, security guard-involved shootings and more.

State Highway Patrol Motor Carrier Enforcement Section completed 97,882 safety inspections or 31.5% over the federally-required number for the federal fiscal year. Similarly, the Patrol's safety audit program completed 1,816 safety audits, nearly 6% over goal.

ABC Commission worked cooperatively with various agencies to adjust sales restrictions (curbside sales, home-delivery, etc.) while maintaining health safeguards.

State Capitol Police began partnering with state agencies in the downtown government complex to implement an Emergency Mass Communications system. Using the NC Department of Revenue's mass communication tool, Regroup, State Capitol Police can send a public safety message to anyone in the specified distribution group by state or private email, office or cell phone, by text or any combination of those.

EFFICIENCY & OPERATIONS IMPROVEMENTS

Implemented PowerDMS for nearly 20,000 DPS employees. The unified policy management tool is used to create, review, update, maintain and promulgate nearly 80 department-wide and 900 division-level policies. It is also used for accreditation management, training delivery and staff surveys.

Saved money through:

- Repaired water leaks at two prisons; estimated \$700,000 saved annually.
- Researched and disputed fraudulent ER/EEO claims; approximately \$150,600 saved.
- Intentional repairs and adjustments at facilities; significant energy and cost savings.

Improved efficiency by:

- Creating an online recruiting tool and digital approval process to track applications throughout the recruitment process.
- Adding a barcode system for State Capitol Police to more easily inventory and track property that is gathered as evidence.
- Implementing an Emergency Management Grants Portal to improve efficiency and streamline workflow procedures and payments for Public Assistance funding.
- Deploying a new IT Helpdesk to better support and serve DPS users. Additionally, *ServiceNow* now provides full analytics and reporting capabilities.
- Upgrading the process to track salary adjustments to ensure all pay changes are made accurately and on time.

Enhanced operations by:

- Updating Community Corrections management to accommodate increased emphasis on Specialty Mental Health Probation initiative and coordinate logistics, special enforcement and disaster assistance.
- Transitioning State Capitol Police communications to the AT&T FirstNet cellular system to improve reliability and security of daily and emergency communications.
- Implementing a communication center Inter-Operable Radio, computer dispatch, and operational position for State Capitol Police.
- Adding a State Capitol Police utility terrain vehicle for event and emergency response.



CONTINUED WORKFORCE DEVELOPMENT

Implemented Integrated Behavioral Health Services Program

The 24/7 hotline staffed by mental health professionals, has helped 3,000+ DPS employees. The program also has conducted three Crisis Intervention Team trainings and implemented tracking tool for health screenings and referrals.

Increased recruiting

Implemented several multi-faceted marketing campaigns to advertise various positions; participated in nearly 900 career events (in-person or virtually) and 135+ college visits; expedited hiring in many critical areas using improved on-boarding processes; and increased outreach to military communities. DPS received 149,000+ applications in 2020.

Samarcand Training Academy conducted nearly 100 training events for approximately 1,600 participants with additional firearms training for nearly 1,800 participants and training simulator for more than 325 participants. Also, completed construction of structure used for reality-based force-on-force training enabling nearly 600 students to complete coursework with non-lethal training ammunition.

Highway Patrol conducted two Basic Patrol Schools (150th and 151st), adding 105 new Troopers who were assigned throughout the state. Using a combination of virtual and in-person training, held one standard and one fast-track school.

Updated training programs to ensure proficiency of all corrections firearm instructors. Adjusted training in preparation for Community Correction's transition to Glock 9mm handgun.

Established the DPS Historically Black Colleges and Universities (HBCU) Internship program to strengthen efforts to recruit a workforce reflective of the communities served by DPS. The first class of nine interns rotated through six divisions to learn about law enforcement and public safety careers.

PUBLIC SERVICE MILESTONES

- Awarded approximately \$90 million in federal grants through Governor's Crime Commission.
- GCC completed first two (of three) analyses on traffic stops in North Carolina.
- Conducted public outreach campaign to educate Hispanic population about various state services for crime victims.
- Filled 1,305 (out of 1,341) public records requests; nearly doubling 2019 record requests.
- Provided live Spanish interpretation of emergency news conferences.
- NC National Guard completed conversion to the C-17 Globemaster aircraft flying 400+ national and international missions, transporting 478 aeromedical evacuation patients, 2,614 tons of cargo, and 3,166 passengers. The conversion has infused over \$77.5 million into the NC economy and is projected to reach \$200 million in construction and other projects.
- Highway Patrol completed upgrades to VIPER communication system. Using a \$19.8 million grant, the Patrol upgraded the remaining Quantar base stations statewide, completing all station replacements ahead of schedule.
- Highway Patrol secured \$13.9 million in federal and state grants for: bicycle safety, seat belt and safe driving enforcement initiatives; equipment maintenance; ongoing training; and protective equipment.
- Set liquor sales record. Despite supply chain impacts from the pandemic, ABC Commission recorded sales of \$1.36 billion (an 11.4% increase over FY19).