



2017 Incidents, Audit Findings and Response

March 20, 2018



2017 Incident

April 26

Sgt. Meggan Callahan was killed at Bertie Correctional Institution



Prison Safety Update

- Increasing Hiring and Retention
- Improving Training for New and Veteran Employees
- Reducing Contraband in Prison Facilities
- Enhancing Security Policies and Practices
- Improving Communications with Staff

Identifying Best Practices

- ✓ Requested the Governor's Crime Commission (June 2017) to research best practices nationwide in several areas of prison management and provide recommendations to the Secretary.

2017 Incident

October 12

Attempted escape from Pasquotank Sewing Plant

Identifying Best Practices

- ✓ Requested the National Institute of Corrections (NIC) (October 2017) to conduct an independent and comprehensive review of the safety and security operations at Pasquotank Correctional Institution, as well as all aspects of Correction Enterprises' (CE) safety protocols.

GCC Recommendations

- Invest in our people by incentivizing a commitment to corrections as a career
- Recruit with intention
- Modernize our training
- Utilize more communication tools
- Improve facility safety

NIC Findings

▶ Policies

- Prisons security policies are outdated and not well-written
- CE policies were inaccurate and conflicted with Prison policy
- Facility SOPs conflicted with some Prison policies
- Policies were not being enforced or not in place

▶ CE and Prisons Disconnect

- Security procedures in CE do not meet correctional security standards
- Not a partnership

NIC Findings

- ▶ Staff Training
 - CE supervises/escorts inmates
 - Lack of training in national emergency response techniques

- ▶ Inmate Work Assignments
 - Close custody works with cutting/impact tools

- ▶ Security Audits and Inspections
 - Inconsistent and auditors not trained

NIC Findings

- ▶ Staff Personal Equipment
 - No body alarms and not utilizing radio “panic alarm”

- ▶ No Supervisory Presence

- ▶ Staffing
 - 25% vacancy at PCI but no adjustments to programming

- ▶ Cameras

NIC Recommendations

Policies and Procedures

- ▶ Review and update all security related policies and procedures. Eliminate the practice of issuing memos to direct security expectations.
- ▶ Develop a process for SOP and Post Order reviews.
- ▶ Streamline Key and Lock Control policies.
- ▶ Eliminate CE's separate safety/security policies.
 - ✓ DONE
- Prisons in conjunction with our DPS Policy and Strategic Planning Office has begun reviewing/revising safety policies.

NIC Recommendations

Staff Training

- ▶ Develop staff safety and situational awareness training
- ✓ Developed Situational Awareness Training
 - ✓ Jan. 2018- two hours to BCO
 - ✓ March 2018- 4 hours in-service
- ✓ Developed Field Training Officer (FTO) Program
 - ✓ Selected 300 new FTOs
 - ✓ Training for FTOs began March 1, 2018

NIC Recommendations

Security Audits and Inspections

- ▶ Update security audit policy and initial and ongoing training
- ▶ Overhaul the current process and standardize audit tools
 - ✓ Ordered safety and security reviews of all Correction Enterprises operations
 - ✓ Created a Security Accountability Unit within Prisons.
 - ✓ NIC trained 24 staff trainers/auditors
- Developing a new security audit tool

NIC Recommendations

Personal Safety Equipment

- ▶ Procure and implement personal body alarm systems
- ▶ Utilize the “panic alarm” on all two-way radios
- ▶ Implement the “off hook” alarm option

- Developing a plan to provide personal body alarm technology to all prison employees through radio device upgrades and lanyards/waist devices
 - ✓ Purchased batons to fully equip correctional officers in medium custody facilities
 - ✓ Ordered stab resistant shirts for 13,000 certified staff

NIC Recommendations

Inmate Work Assignments

- ▶ Close custody should not be permitted to work with cutting/impact tools
- ▶ Revalidate the male classification tool
 - ✓ Immediately pulled 250 Inmates
 - ✓ June 1- No close custody will work in CE with impact/cutting tools
- NIC leading a review and revalidation process
- Requested NIC review inmate assessment policies utilized to assign offenders to work operations

NIC Recommendations

Camera and Monitoring Review

- Developed a long-range strategic plan for video camera upgrades. Seeking full funding

Staffing

- ▶ Address vacancy levels at PCI expeditiously
 - ✓ DONE- the population has been reduced
 - ✓ Steps taken to improve recruitment and hiring

NIC Recommendations

Emergency Preparedness

- ▶ Develop system checks, training, drills
- ▶ Provide emergency reaction training for inmates
- Facilities developing security specific emergency response training scenarios.



Prison Safety Update

Reducing Contraband in Prison Facilities

Prison Safety Update

Reducing Contraband in Prison Facilities

COMPLETED:

- ✓ Enhanced the Prisons entry/exit policy making it mandatory for persons entering most prisons to undergo a pat/frisk search.
- ✓ Equipped all prison facilities with cellphone detection devices.
- ✓ Requested prison perimeter patrols by the State Highway Patrol, local Sheriffs and parole officers.



Prison Safety Update

Next Steps

Prison Safety Update

NEXT STEPS:

- Develop a strategic plan for moving forward.
- Conduct a comprehensive review of the current Basic Correctional Officer training program.
- Conduct a comprehensive review of in-service training for supervisors.

Prison Safety Update

NEXT STEPS:

- Engage the General Assembly to address immediate safety and security equipment needs as well as policy changes.
- Engage the General Assembly to address hiring and retention concerns -- salary, hiring incentives, and other retention needs.



Closing Remarks/Questions