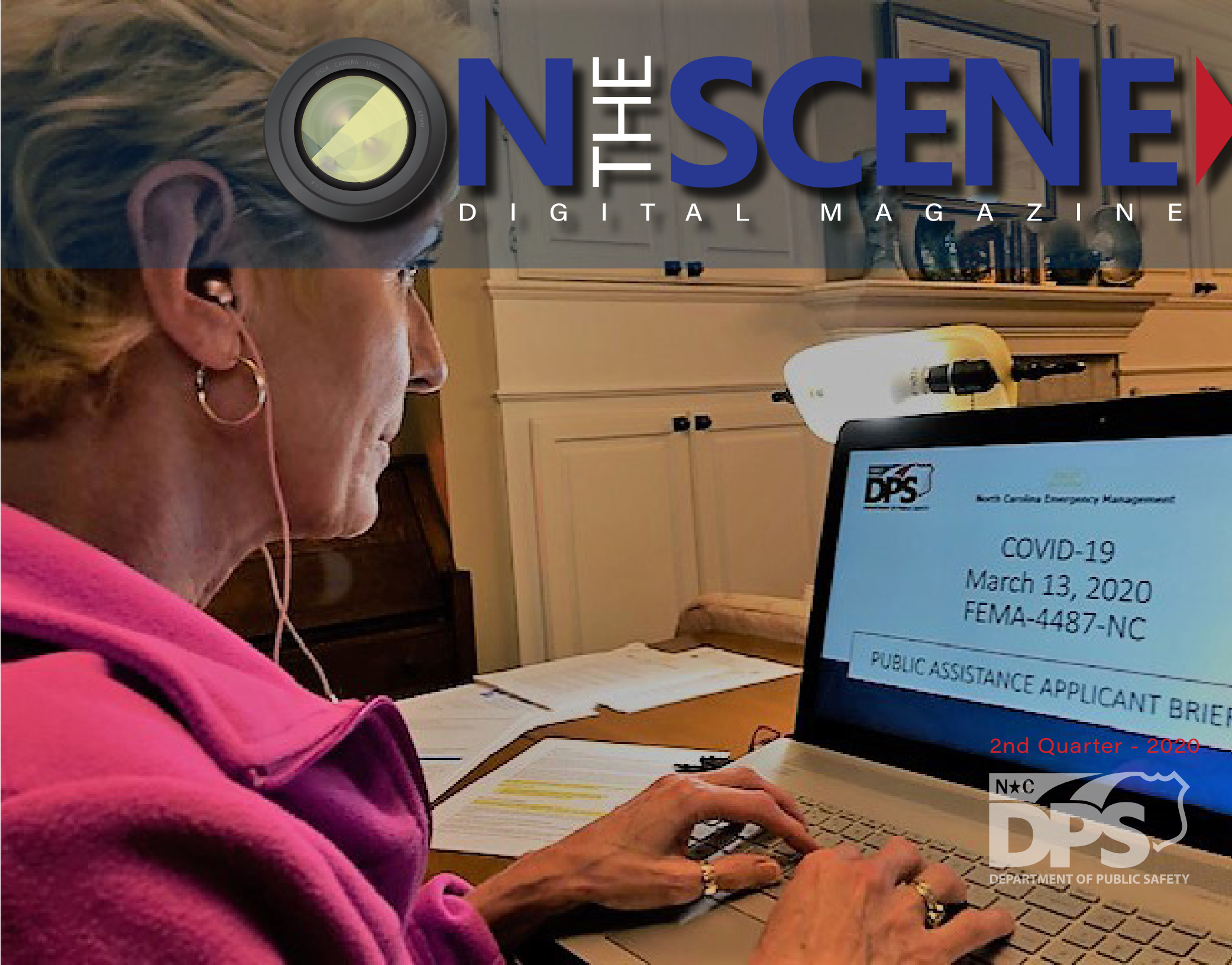




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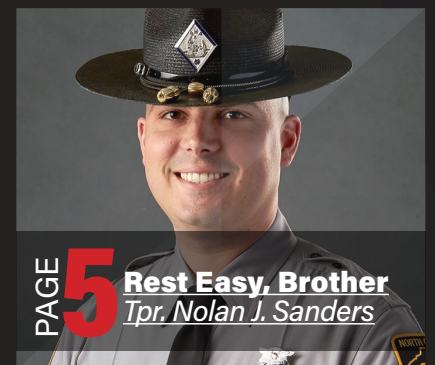
D I G I T A L M A G A Z I N E



What's Inside



PAGE **3** **NCNG Celebrates**
Month of Military Child



PAGE **5** **Rest Easy, Brother**
Tpr. Nolan J. Sanders



PAGE **15** **Working Remotely**
Staying Connected

&more!

Volunteer Spotlight



Every second Thursday you will find the Human Resources Leadership Team taking time out of their busy day to give back to those in need in our community. That is when the group heads over to The Green Chair Project in Raleigh and helps test donated appliances, spruce up the shopping area and make sure the building is inviting for all who come to the Green Chair Project.

The Green Chair Project is an organization that helps individuals and families get back on their feet after experiencing homelessness or disasters in their lives by helping to provide home furnishings that have been donated by members of the community.

The donated gifts are cleaned and repaired by dedicated volunteers like the DPS HR Leadership Team. For a small fee, families and individuals who are working with case managers from partnering agencies can select furniture, linens, cookware and accessories to furnish their new home and help start their new life.

If your or your team have an organization where you volunteer, please share your story with us: digest@ncdps.gov.



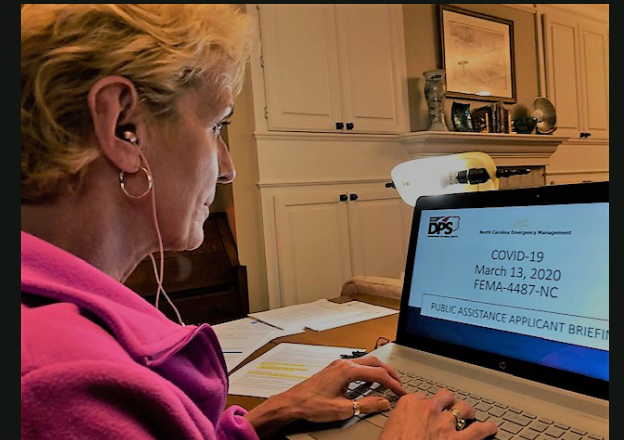
ON THE SCENE
DIGITAL MAGAZINE
2nd Quarter - 2020



Prevent. Protect. Prepare.

Our mission: Safeguard and preserve the lives and property of the people of North Carolina through prevention, protection and preparation with integrity and honor.

On the Scene Digital Magazine is an official NC DPS publication.
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Cover Photo: Norma Houston Senior Legal Advisor to the N.C. Office of Recovery and Resiliency working on loan to N.C. Emergency Management for the COVID-19 event.

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Stay with DPS Informed

Communicating timely information throughout North Carolina relies on the newest technologies available. Here's a look at some of the media channels DPS communicators use to get the word out and keep people connected to information.

Websites

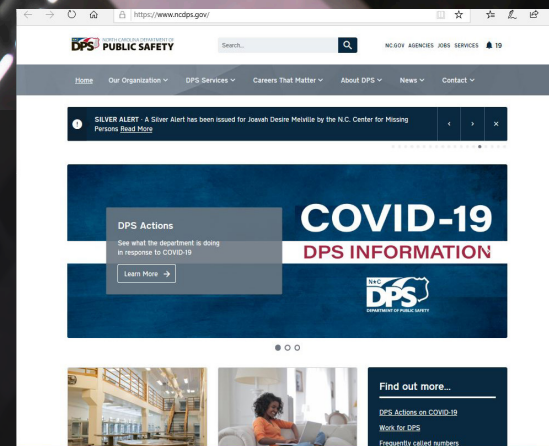
The DPS website <https://www.ncdps.gov> is the primary channel for DPS information. The site is the one-stop shop for the department's communication tools discussed further in the article.

There is also an employee intranet accessed through your NCID, where you will find policies, announcements, newsletters, training, etc. <http://weare.ncdps.gov>.

Press Releases

These official information releases from DPS are sent to news media outlets for broadcasting to the public. They are also shared on the website and usually on social media.

Press release page:
<https://www.ncdps.gov/news/press-releases>



Press Briefings

When the Emergency Operations Center is activated during times of emergencies, press briefings are held at Joint Force Headquarters. The facility has a state-of-the-art media center on-site to allow for coverage of briefings from public officials. Press briefings are typically available on all local television media outlets but can also be streamed via a link on the DPS Press briefings page:

<https://www.ncdps.gov/news-conference>.

Social Media Platforms

Whether through Facebook, Twitter, Instagram or another social platform, DPS is very active on its social media channels. In fact, this has become a primary source for sharing news, updates and alerts between residents, businesses, first responders, news agencies and others who follow and engage with the state's postings. Below are links to our social media accounts, and we encourage you to like and follow us:

Engage with DPS on Social Media:



Photo credit: Ryan Guthrie



Inset (L): Chief Deputy Secretary Pam Cashwell and Trooper D. A. Cuff discuss human trafficking with Public Relations Manager Julia Jarema on the DPS podcast, Safety Scoop.
◀ Listen to a podcast now!

Emergency Operations

The Joint Information Center is activated during emergencies and is part of the Emergency Operations Center. It is at a centralized location, where communications and subject matter staff are ready to answer phone calls from media and at times the general public around the state (and beyond), during emergency management operations. **919-825-2599**

Call Centers

- Internal Contact Info**
- DPS Communications: **919-733-5027**
- IT Customer Care Center: **919-716-3470**
- External Contact Info**
- Offender Family Phone Line: **800-368-1985**
- Victim Compensation: **919-733-7974**
- NCNG Joint Operations Center: **984-664-6000**
- SHP Emergency Center: **919-733-7952 | *HP**
- State Capitol Police Center: **919-890-3936**

Audio & Video Streaming

Discover DPS is a video series with feature stories that keep you connected with the goings-on around the Department of Public Safety and those who are committed to keeping North Carolinians safe.

Safety Scoop is the DPS semimonthly podcast that discusses current issues and how DPS is working to keep North Carolinians safe. Follow this link to access our library of previous podcasts: <https://www.ncdps.gov/news/case-you-missed-it>

Translation & Interpretation

Perhaps one of the most fundamental communications tools in use, helps to ensure that a larger group of North Carolinians have access to the information being delivered. Press briefings are interpreted and translated in real-time, while press releases and various social media posts are also translated. The use of sign

language during press briefings for our deaf residents and translation capabilities – both written and spoken – broaden the number of audience members gaining timely and pertinent message content.

Publications

If you're reading this, then you are already familiar with *On the Scene*, the quarterly digital magazine that provides information and recaps of interesting events occurring all around the state with DPS employees, facilities and community outreach. The *Digital Digest* is a shorter version of *On the Scene* and is also accessible through the website. These publications are available to DPS employees on the intranet, or can be viewed publicly via the website: <https://www.ncdps.gov/news/on-the-scene-newsletters> Various divisions also have individual agency newsletters that share with their employees.



Ashley Thornton
Communications Asst.
DPS Communications



Alice Dean
Lead Child & Youth
Program Coordinator
NC National Guard



North Carolina National Guard Celebrates:

Month of the Military Child

Did you know the North Carolina National Guard family has approximately 8,000 military children across North Carolina and in every county? Military children are an integral part of the military community. That's why April is Month of the Military Child. This month we take the time to applaud and celebrate military families and their children for the sacrifices they make and the challenges they overcome.

Month of the Military Child was established in 1986 by former Defense Secretary Caspar Weinberger. It is sponsored by the Department of Defense – Military Community and Family Policy.

In the past, the N.C. National Guard has celebrated and honored its military children by hosting a Month of the Military Child Ball each year in Raleigh. Several other events throughout the month are planned for children by the N.C. National Guard Family Assistance Centers that are located throughout North Carolina.

[Download MOMC Activity Packet](#)

[Download & Print MOMC Certificate](#)

This year the celebrations will happen a little bit differently. The ball and statewide events have been canceled due to the COVID-19 global pandemic. However, that doesn't mean that the N.C. National Guard will cancel celebrating military children. They plan to host virtual celebrations on the N.C. National Guard Family Programs [Facebook page](#) all month.

Families can request a Month of the Military Child activity packet for children to complete. On the last page of the packet there is a superheroes page for families/children to fill out and submit. It will be posted on the N.C. National Guard Family Programs [Facebook page](#) to show they are all superheroes!

Communities took to social media during the month and on April 15, which is "Purple Up Day," to show support for military children while following Gov. Roy Cooper's stay at home order by wearing purple and using the hashtags #MCOM and #PurpleUp. Purple indicates that all branches of the military are supported. If Air Force blue, Army green, Navy blue, Marine red and Coast Guard blue were to combine as one color it would be purple. [continued](#)



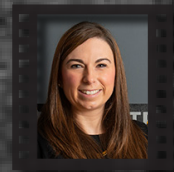
The N.C. National Guard Child and Youth Program offers many different programs year-round. They offer a teen council that meets monthly during the school year that develops leadership skills in teens, community service and enhances the lives of other N.C. National Guard children by being their voice. Each year, two one-week retreats/camps are hosted for military children. A teen retreat is hosted for ages 14-18 and a youth camp is held for ages 6-13. The Yellow Ribbon Program that prepares families and children prior, during, and after deployment is also supported. Their programs also support any active duty, reserve, retired or Gold Star child who does not live on or nearby a military post/installation.

It's easy to see why military children are superheroes and should be recognized. Be sure to check out how Month of the Military Child was celebrated across North Carolina and the world.



Rest Easy, Brother.

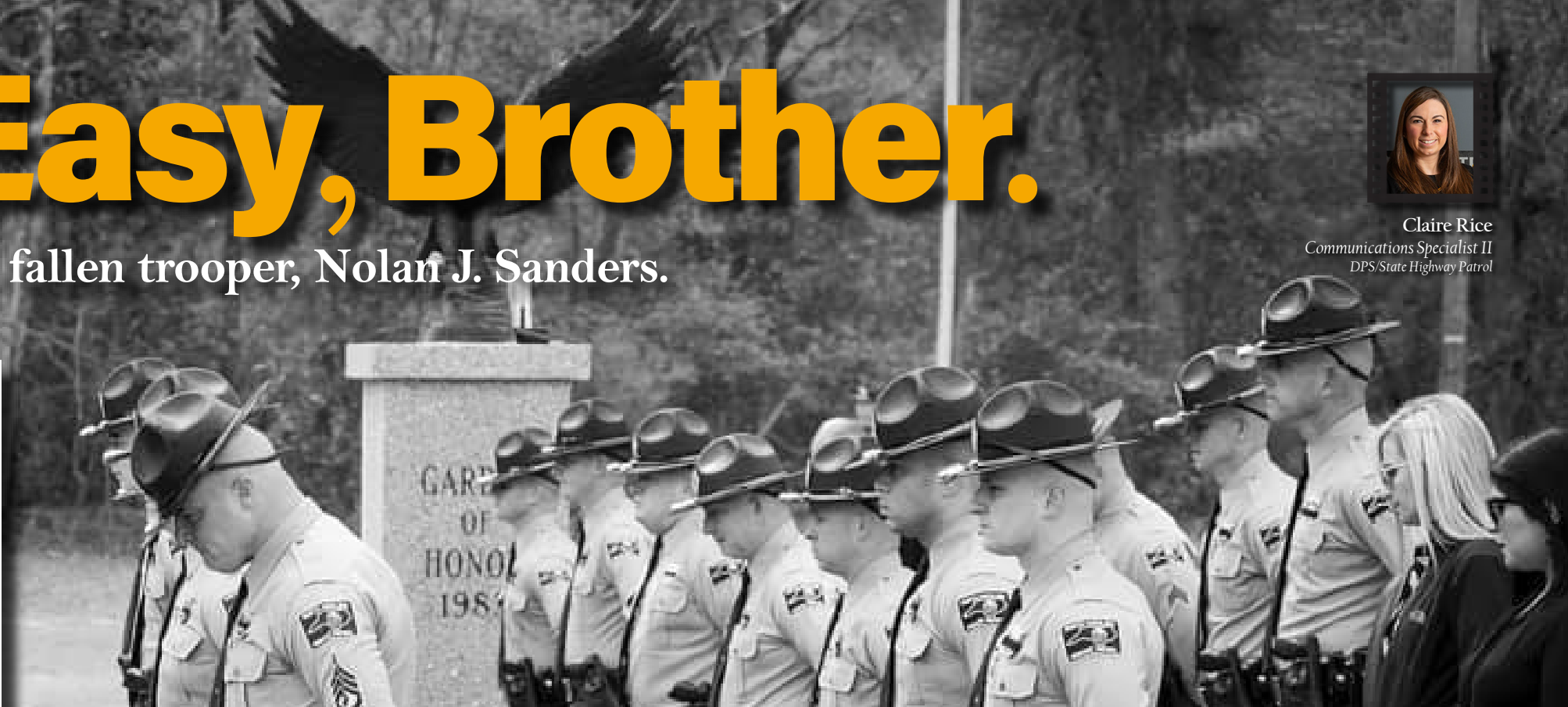
SHP says goodbye to fallen trooper, Nolan J. Sanders.



Claire Rice
Communications Specialist II
DPS/State Highway Patrol



Background photo: Members of the State Highway Patrol form ranks during the memorial service for fallen trooper Nolan J. Sanders.
Inset photo: State Trooper Nolan J. Sanders.



On the quiet, breezy morning of March 31, people lined the streets leading to Wayne Memorial Park in Mount Olive. They held American flags and signs showing their support as Trooper Nolan J. Sanders was escorted to his final resting place. Members of the North Carolina State Highway Patrol stood at attention, six feet apart, as they joined Sanders' family for a private graveside service held in his memory following his March 27 death while on patrol.

A loving husband, doting father and dedicated five-year veteran with the State Highway Patrol, Sanders was a person many admired. He was a

man of faith, heavily involved in his church and always willing to help someone in need. For the past seven years, Sanders spent his free time as a volunteer firefighter with the Indian Springs Fire Department. He had a sharp sense of humor that always brought a smile to others' faces.

"He would brighten up any room, people loved being around Nolan because he brought laughter; he brought fun and he brought joy to your heart," said Pastor Jeff Dail from the Mount Olive First Pentecostal Holiness Church. "Nolan was an outgoing, loving individual and a role model for everyone he met."

"He recruited me to become a trooper. Once I joined the patrol and our daughters were born, we talked every other day, comparing notes and trying to figure out how to raise our little girls," said Nolan's co-worker and lifelong friend, Trooper Zach Price. "He was a big family man, especially when it came to that little girl. He was a follower of God and a real role model... everyone should try to be more like Nolan."

At the graveside ceremony, shots rang out from a 21-gun salute in memory of Sanders' life and service to the state of North Carolina. The Commander of the State Highway Patrol, Col. Glenn McNeill Jr., presented a folded flag to his grieving wife.

[continued](#)

“Our SHP family is devastated by the loss of Trooper Nolan Sanders,” said McNeill, in a letter to patrol members. “Trooper Sanders personified what it meant to be a Trooper and his passing will leave a lasting mark on all that had the honor to work together with him. The coming days and weeks will prove to be difficult, but we will stand with the Sanders family throughout this difficult process.”

Sanders will forever be remembered as a devout husband, father, son, friend and brother to those who worked alongside him. A memorial service celebrating Trooper Sanders’ life will be held at a later time once social distancing orders are lifted and will involve law enforcement agencies and first responders from across the nation.



For those wishing to make donations in memory of Trooper Sanders, a special account has been established at the State Employees Credit Union under account # 62634256. All proceeds will go toward an education fund for Sanders’ daughter.



*Background photo: First responders from around the area lined the streets to pay tribute to Trooper Sanders as he passed by en route to his final resting place.
Inset photo (r): Col. Glenn McNeil Jr. shares his condolences with Trooper Sanders’ wife at the graveside ceremony.
Inset photo (l): SHP Honor Guard stands at the ready for Trooper Nolan’s 21-gun salute.*





Brian Haines
Communications Officer
NCDPS Communications

“Despite supply chain disruptions and delays, our assembled multi-agency logistics team continues to aggressively source needed supplies, to receive and distribute quickly to help ensure North Carolinians’ needs are being met,”

Will Ray
NCEM Chief of Staff

Find & Buy Getting Supplies to Fight a Pandemic Pivot & Push

In times of crisis, N.C. Emergency Management’s Logistics Section works with county emergency managers to fulfill local needs by procuring, warehousing and transporting needed resources. “During this coronavirus pandemic, our objective is to find and buy, then pivot and push those supplies out to where they’re needed as soon as possible,” said N.C. Emergency Management Director Mike Sprayberry.

The COVID-19 pandemic has created a nationwide shortage of critical medical supplies and generated challenges for local healthcare providers who need hand sanitizer, respirators, gloves, face shields, gowns and other personal protective equipment. When local agencies and medical providers cannot obtain resources through regular channels, the need makes its way up the chain to the State Emergency Operations Center in Raleigh where the Logistics section is taking on the herculean effort to locate and procure resources.

Once resources are procured, they are shipped to centralized warehouses where warehouse managers, working with the N.C. National Guard, process the needed supplies and make arrangements to send them out as quickly as possible.

A key factor in the ordering process is anticipating future needs by looking at the burn rate of the consumable goods such as masks. Determining the burn rate means looking at the supplies on hand and how long it will take to exhaust them based on the current and likely future demand.

Meeting demand during these times of pandemic, however, has been challenging. North Carolina has received three shipments from the Strategic National Stockpile – a national repository of supplies, medicines and devices for life-saving care used to supplement state and local supplies during public health emergencies – but received only about a third of the state’s request before the stockpile was exhausted.

Private manufacturers are also feeling the pinch and are struggling to keep up with demands, causing national supply chain delays. The state has placed orders for more than \$262 million in supplies and equipment on the private market. Supplies continue to trickle in from those orders along with donations from a variety of companies. Individuals, businesses and organizations are also donating personal protective equipment directly to local hospitals and medical facilities.

NCEM is working with the N.C. Office of Emergency Medical Services and the State Medical Response System to allow healthcare providers to go to them directly for their scarce resource needs during the COVID-19 crisis. A commodity coordinator works to prioritize requests, and ship products from the state’s limited inventory to medical providers and first responders with the most critical needs. This new process aims to alleviate the strain at the local emergency management level and allow for greater depth in supporting local continuity of operations.

NCEM also created a sourcing team to find and buy needed supplies. Normally, the Logistics Section does both the sourcing and purchasing of needed items during a disaster; however, the demands of the COVID-19 response changed that. The sourcing team is a combination of staff from the Logistics Section and the Department of Health and Human Services, as well as NCEM assistant directors. ■



S.H.I.E.L.D.

Providing Coverage and Support During the Toughest Times



Gerald Higgins
Communications Officer
DPS Communications

S.H.I.E.L.D. – Staff Helping In Emergency Life-changing crises or Difficult situations – is the Division of Adult Correction and Juvenile Justice’s “first responders” for employees in tough times. Critical Incident Administrators Jeffery Billups and Crystal Allen have picked up the gauntlet from former Administrator Scott Bauer, who retired from DPS last year. Bauer was instrumental in establishing the S.H.I.E.L.D. program, as it grew from an informal function that was conducted on a sporadic basis to the current structured division-wide resource.

S.H.I.E.L.D. team members are located across the state, with a goal of at least two members per county. Billups and Allen oversee the administrative and logistical aspects of the program, and take the lead in providing support to department employees. Billups directs S.H.I.E.L.D. activities in the eastern region of the state and Allen directs them in the western region.

S.H.I.E.L.D. provides assistance throughout the department at all levels. It played a vital role during the 2017 prison employee deaths at Bertie and Pasquotank correctional institutions, providing counseling and assistance in and out of the facilities to staff and families. And they are available today for employees that need to speak about the pressures of dealing with COVID-19.

Allen said, “Scott Bauer was a great influence on us. He brought to the table the fact that S.H.I.E.L.D. was needed for people to vent. It didn’t matter whether someone was sick in the hospital or a family member needed something, he would contact S.H.I.E.L.D. members to help people in those offices who needed assistance.”

“S.H.I.E.L.D. is an invaluable resource to our organization. They are always there to minister to our staff in times of need,” said Prisons’ Western Region Director LaDonna Browning. “They show compassion and are so giving of their time and energy no matter what time of day they are called upon. Staff are our greatest resource and this program recognizes that and works tirelessly to meet the physical and emotional needs that arise.”

Additionally, S.H.I.E.L.D. team members who have received training in Critical Incident Stress Management also help employees suffering from the stresses of everyday life.

“Our staff needs support and we provide all the behind-the-scenes support staff need on an everyday basis,” Billups said. “Not just for the day-to-day stress on the job, but support for everyday life.”

Brian Gates, Community Corrections Judicial Division Administrator in Division 3 (located in Kernersville), said S.H.I.E.L.D. has proven invaluable to his staff.

continued ↗

Photo credits: Ryan Guthrie

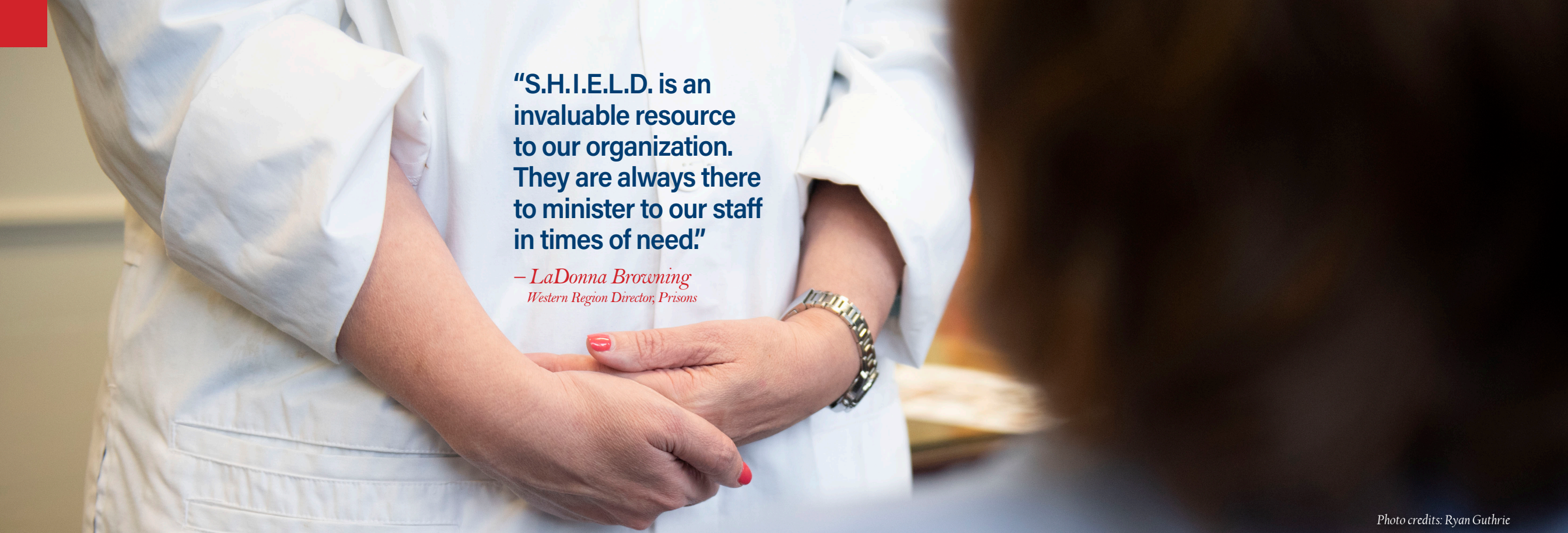


Inset photo above: Prison Correctional Officer comforted by fellow worker.

Inset photo (L): Crystal Allen and Jeffery Billups.

Background photo: Probation Officer receives counseling.





“S.H.I.E.L.D. is an invaluable resource to our organization. They are always there to minister to our staff in times of need!”

*— LaDonna Browning
Western Region Director, Prisons*

Photo credits: Ryan Guthrie

“Any time I learn of a critical incident affecting staff, I do not hesitate to call upon any of our peer support team members because I know they will respond in a professional, yet caring and compassionate manner,” Gates said. “We have had staff experience deaths of loved ones, losses of homes, emotional struggles or work-life balance issues and S.H.I.E.L.D. is there for staff at a moment’s notice.”

S.H.I.E.L.D. members are not medical professionals, nor are they psychologists. They undergo critical incident stress training and are certified in peer support thanks to training through the North Carolina Law Enforcement Assistance Program.


Billups said he is looking for S.H.I.E.L.D. to provide that training in the future.

“Right now, we have S.H.I.E.L.D. members who are correction and probation officers,” said Allen, who was a chief probation/parole officer like Billups when she became an original team member upon initiation of the S.H.I.E.L.D. program in 2015. “We’re working on identifying and training Juvenile Justice S.H.I.E.L.D. team members.”

S.H.I.E.L.D. team members provide support for staff who need to “vent.” That could be through one-on-one or group support with a focus on reducing stress. However, it’s not a “one-size-

fits-all” model. Counseling may be needed, but sometimes assistance could come in the form of simply spending time with a staff member, providing a caring ear to listen, or directing staff to appropriate resources, such as the Correctional Peace Officers Foundation.

“There’s a feeling of family in the S.H.I.E.L.D. program,” Billups said. “Once people have a S.H.I.E.L.D. encounter, they feel like they’ve spoken with their sister or their brother. They get a family feeling of encouragement and support and hope that wasn’t there before.”

S.H.I.E.L.D. team members are available any time every day. However, Billups *continued* 



and Allen said it's different than the state Employee Assistance Program, which partners with a third party. However, both look to provide as much support as necessary to get an employee re-focused and as stress-free as possible. All communications with S.H.I.E.L.D. team members are strictly confidential.

"If an employee has external stresses that are affecting their job performance and attitude, instead of making a rash life-changing, or career-ending decision, they can reach out to a S.H.I.E.L.D. team member," said Billups. "We talk with the employee and provide resources necessary to handle a rough day. We've been there."

The program continues to draw attention from correctional agencies across the country. Billups and Allen have been asked to speak outside of North Carolina about S.H.I.E.L.D. and have partnered with their counterparts in South Carolina to conduct post critical incident seminars. Billups and Allen hope to continue to grow S.H.I.E.L.D. and carry on the vision set forth

by Bauer. They also hope to coordinate with the new DPS resource, Integrated Behavioral Health Services, which will deploy a mix of senior psychologists, licensed clinical social workers and social work case managers across the state.

"We want to present more awareness of (S.H.I.E.L.D.)," Allen said. "We've been in the shoes where the employees have walked. I was once a CPPO and I never want to forget where I came from. I would never ask them to do what I haven't done."

Billups said, "I would love to see S.H.I.E.L.D. as an entity where places are set up and staff come to feel comfortable. I would love to see us with satellite offices around the state and where an administrator or warden is told there is a problem and staff can have resources right there."

For more information about the program, contact: Jeffery Billups at 252-772-3748, Jeffery.billups@ncdps.gov; or Crystal Allen at 336-337-5209, crystal.allen@ncdps.gov. ■

"If an employee has external stresses that are affecting their job performance and attitude, they can reach out to a S.H.I.E.L.D. team member."

*— Jeffery Billups
Critical Incident Administrator*

Photo credit: Ryan Guthrie



IBHS

Integrated Behavioral Health Services

The Department of Public Safety provides many tools to help employees mentally cope with life's issues. Access to those tools and resources are available through the DPS intranet. One of the department's newest programs, Integrated Behavioral Health Services, provides free, confidential support with licensed mental health professionals and case managers throughout the state 24 hours a day and seven days a week. The program is designed to ease access to behavioral health care for staff and their families who experience high levels of stress and exposure to critical incidents and traumatic events on a regular basis.



Message from IBHS Program Director Chad Jordan:

We confront life changes across the board. Many DPS staff are essential, particularly those who work on the front lines in corrections and law enforcement and may be faced with navigating novel waters with self, peers and family systems. The experience of working outside the home while the rest of family is sequestered may be a blessing or a curse. It's all dependent on how you manage yourself and your relationships.

Family Relationships

Maintain awareness that these circumstances are quite different when compared to a typical staycation or snow day. High levels of stress and exposure to the media frenzy can take a toll. Your family is most likely running out of things to do to occupy their time and are going stir crazy. They cannot visit parks or many public recreation areas. Going out to eat is not a possibility and congregating with friends is a challenge.


Frustration may increase with family at home while you are at work and a short fuse temper can come online. Don't take it personally! Understand that having to go to work or being out in the field as you typically would on a day-to-day basis provides a sense of reassurance and normalcy, for YOU.

continued ↪



Chad Jordan
Program Director
Integrated Behavioral Health Services





“Stay resilient and many thanks to you for your efforts and your families’ sacrifices to keep our public safe!”

– *Chad Johnson*
IBHS Program Director

Any interruption causing change in day-to-day activity poses adjustment and at some level this will be stressful. Work can be a coping factor that not all are able to tap into at this time. Be mindful, check in with your family and peers as frequently as able.

Potential Thought and Emotions

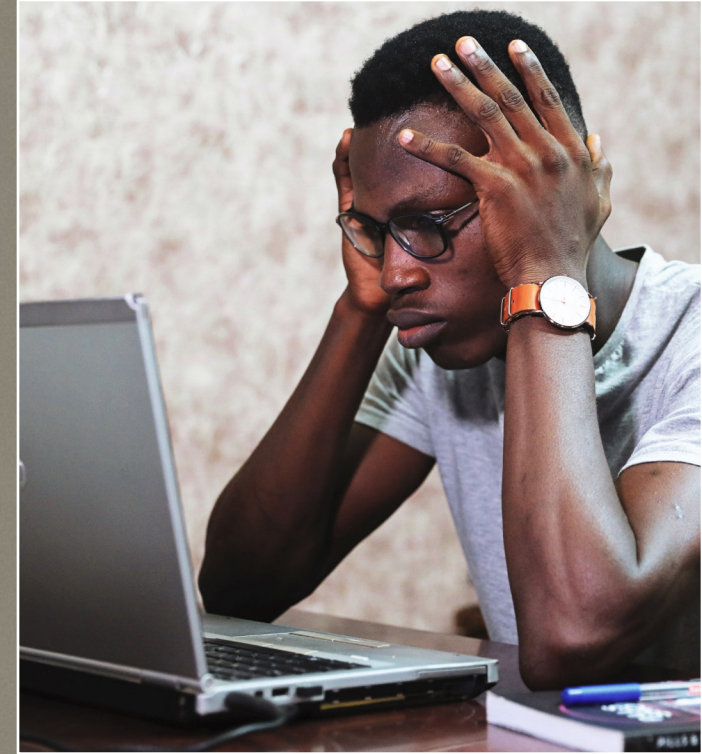
General fears associated with what’s happening and when it will be resolved are obviously normal. Those individuals who tend to be more anxious, have a trauma history or depressive symptoms will have an increased risk for reaction. Talk with your children and family, provide reassurance and present it with a resilient tone but without minimizing their fear. We are all wired differently, thus tolerance is key.

Effective Communication

Lead with care, concern and understanding. Simply listening can go a long way. Listening does not mean say nothing, you must acknowledge and validate. “Geez that stinks, I didn’t think about it that way. Is there anything I can do to help?”

Even if you do not get the same in return from those with whom you are interacting, remember you can only control you and what your response looks like. However, maintaining composure can be the one thing that prevents escalation and changes the tone of the interaction. Be the one that provides a state of ease.

When you get home, don’t try to take over; see where you need to plug in by observing and asking where you can help. Encourage family members to turn off the TV periodically, play cards, board games or other basic activities to engage and break up the monotony.



Now that our correction staff and law enforcement have done what they do best, protect others and keep our community safe...put the oxygen mask on yourself and take a breather. Self-care will allow you to better serve.

Take a moment to turn down the volume and frequency of your thoughts and associated stressors. You can always turn the volume back up when required. Simply focus on your breath and the air moving in and out of your body. Find a rhythm and balance with it and when your mind strays return to your breath. Recall a positive time or something you appreciate in life, stay centered on that and allow the positive space to rest. Tune into something good for a few moments. Take 5 or 10 minutes doing this exercise, particularly when transitioning to and from the work setting.

continued ↗

Mental Health Tips for You and Your Loved Ones During COVID-19

Being confined to home due to the coronavirus has been quite a trying time. Temporarily, we have lost access to that which sustains us - family, friends, work, school, places of worship, gyms, parks and restaurants. While we are inconvenienced and restricted to home, there are others amongst us who still go to work – public safety, first responders, healthcare workers, just to name a few.

It's normal for us to worry about getting sick. It's also expected to experience a range of other difficult emotions – sadness, anger, loneliness, confusion, despair and FEAR. Along with those emotions come signs of distress:

- *Shock, numbness or disbelief*
- *Fatigue*
- *Difficulty concentrating*
- *Changes in appetite*
- *Sleep problems*
- *Body aches or skin rashes*
- *Chronic health problems get worse*
- *Increased use of alcohol, tobacco or other drugs*

Here are some tips for you and your family to stay #NCStrong.

- 1.** Keep things in perspective. Breathe. Most people who contract COVID-19 will only experience mild symptoms, but it is still very dangerous – especially for those classified as high risk. We can help by taking necessary precautions to keep everyone safe by continuing to practice social distancing.
- 2.** Get the facts. Verify information that you receive from informal sources. The Centers for Disease Control and Prevention, N.C. Department of Health and Human Services and the DPS intranet all have sites where you can find reputable information.
- 3.** Communicate with your children. Reassure them, talk with them, answer their questions and share age-appropriate information. Limit their exposure to the news and social media. Stick to your routines and set a good example by taking care of yourself.
- 4.** Keep connected. Stay in touch with friends and loved ones via phone, text or social media platforms. Our social support system provides a valuable outlet for sharing feelings and relieving stress.
- 5.** Seek additional help. If you believe your stress reactions are affecting your health, job performance or relationships, consult with a trained and experienced mental health professional.

continued ↗

IBHS : [1-833-747-0185](tel:1-833-747-0185)
(Toll-Free)
[IBHS on Intranet](#)

CDC: www.cdc.gov

NC DHHS: www.ncdhhs.gov

“We are the portal of entry for behavioral health services. This is not only for staff who experience lots of stress in their daily job but also for their families. It’s a holistic family systems approach. We can help stabilize homelife as well to assist employees.”

– *Chad Johnson*
IBHS Program Director



The IBHS program offers clinical behavioral health services to employees and their families in Alcohol Law Enforcement, Community Corrections, Emergency Management, Juvenile Justice, Prisons, State Bureau of Investigation, State Capitol Police and State Highway Patrol. It is designed to ease access to behavioral health care for staff and families who experience high levels of stress and exposure to critical incidents and traumatic event on a regular basis.

Employees interested in service can call the toll-free number 24/7. It is staffed by a licensed clinician, and the clinician will provide immediate telephonic support to identify needs. They will also screen for suicide and safety while on the phone call.

Should callers desire clinical services through the IBHS program, they may set up a face-to-face appointment with a licensed mental health provider through telehealth or at one of seven regional sites.

IBHS is voluntary, completely confidential and follows HIPAA regulations. No one at DPS will know of your participation in the program, nor can anyone access your information without your consent. The only exception is when someone’s safety is in question. ■

IBHS Services Provided

Employees and their families in the previously mentioned divisions have access to specialized services:

- Individual, couple & family therapy
- Stress or anger management
- Interpersonal relationship conflict
- Parenting skills
- Depression
- Anxiety
- Trauma response
- Substance abuse

Help identify resources to stabilize basic needs for:

- Medical concerns
- Legal concerns
- Financial concerns
- Housing concerns



Working Remotely

Telecommuting. Teleworking. Flexible workplace. Whatever you call it, many Department of Public Safety employees are conducting state business from the couch, dining room table or home office due to the ongoing COVID-19 pandemic. Yet while rolling out of bed, sliding on your slippers and grabbing a cup of fresh coffee on the way to your temporary work place down the hall, many of you may be experiencing some withdrawal and missing the face-to-face contact with co-workers. Here are some tips to keep you connected:

1 Configure a Dedicated Space

Yes, I'm telling you to find some space other than the dining room table to set up your home office. It's always a good idea to keep the separation between home and work. When it's time to get motivated to "go to work" you'll have a space that puts you into the right frame of mind and it keeps work from bleeding into your family time.

2 Take Time for You

If you normally get up from your desk and walk the office to rest your eyes, get some blood flowing and recharge - then do the same at your home work environment. A five-minute break provides a surprising injection of energy to get back to business. I, for instance, have become fond of walking to the vegetable garden to check on the new growth, or taking the dog for a short walk around the house. It's amazing what a little time with the family pet can do for you.



Matt Jenkins
Communications Officer
DPS Communications

Social distancing has many DPS employees working in a new office setting.

6 Here are tips for staying connected to a healthy work environment.

“DPS has invested in collaboration software tools, such as Microsoft Teams and Cisco WebEx, that allow employees to communicate with co-workers via chat and video and stay connected in the most secure way possible, while at home or at the office.”

– Kim Smodic
Chief Information Security Officer

3 Keep to a Schedule

This one can be difficult for many of us. Remember to take your lunch break and don't sit and eat at your desk - even if that may be what you normally do at the office. “Just one more minute” is something my wife hears regularly now when it is time for dinner. So remember to stick to your normal routine. You know how you normally function at the office, so keep that schedule.

4 Get dressed up

One of the perks of working remotely is the ability to stay casual. However, after several days/weeks now, everyone has gotten casual. If only once a week (I choose Wednesday), get up and get dressed in normal business attire. Put a tie on; break out the bling and get your jewelry on. You will be amazed how good it makes you feel and it is a change of pace from the [#cazh](#).

5 Use Reliable Equipment

Working away from the office can already be a challenge, so there is no reason to complicate it further by using “bargain” gear. When the internet connection isn't reliable we lose our lifeline to our work. Invest in quality tech gear for your home office and you will reduce some of the stress and angst.

6 Communicate With Co-Workers

If anything, over-communicate. Working remotely doesn't imply solitude. Stay connected by making phone calls or using video chat. Did you know the [Jabber](#) app is available for your state cell phone? Stay in touch with your colleagues and everyone will benefit!

My Edits

Five of the most recently updated pieces of content.

TITLE

Administrative Rules

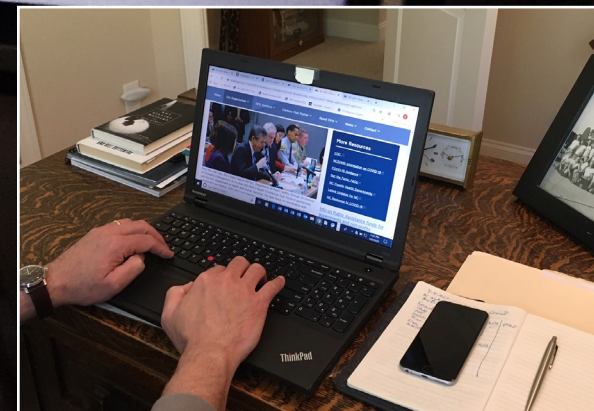
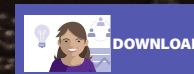
14B NCAC 05B Section 0401

El modelado de datos para Carolina del Norte sobre COVID-19, muestra que el distanciamiento social es necesario para retrasar la propagación y preservar la capacidad de hospitales para salvar vidas

North Carolina COVID-19 Modeling Shows Social Distancing Necessary to Slow the Spread and Preserve Hospital Capacity to Save Lives

PII Regional Juvenile Detention Center PREA Final Report

See how Tracy connects with her co-workers and maintains a healthy and productive day working remotely!



Keeping DPS employees connected securely while working remotely gets help from digital communications technology.



Matt Jenkins
Communications Officer
DPS Communications

Juvenile Justice professionals keep the public safe while helping students find productive pathways in life.

Shifting Gears

February 6, 2020. That is the date a 16-year-old young man from the Stonewall Jackson Youth Development Center (SJYDC) cranked the ignition and shifted to a new course for his life, following his acceptance to the NASCAR Technical Institute (NTI). Also moving into high gear have been his Juvenile Justice staff, including his court counselor, social worker, family and his teacher, Monica Currie, Ph.D, who are working to help this young man get started on realizing his dream of working in the auto-racing industry.

The young man from SJYDC is another of the prodigies from Currie’s mathematics curriculum who seems to fit the NASCAR mold. Impressed by the student’s academic ability and the professionalism he displayed during the interview process,

the admissions representative from NTI conveyed then and there that the young man had earned his position in the next semester.

North Carolina has a rich heritage in the motor sports industry, which has grown over the years into a high-tech profession dominated by engineers and precision. The I-77 corridor runs through the heart of North Carolina and is headquarters to nearly every NASCAR race team today, and why NTI, this one-of-a-kind, highly-competitive education facility for people seeking lucrative, exciting careers in racing, is based in Mooresville.

Operated by the Universal Technical Institute (UTI), the NTI offers this highly specialized course of study and doesn’t let just anyone enter the year-long program. Safety is of utmost concern at the institute, as the lives of its most popular and decorated drivers often balance on a micron here or a kilogram there in the finely-tuned vehicles. Acceptance is highly competitive and only a few talented individuals (from all around the nation) enter the rigorous curriculum to emerge skilled automotive technicians.

“My ambition is to become one of the youngest technicians to ever work on a NASCAR pit crew,” stated the young man. “I am extremely thankful for the opportunity to participate in this program.”

John Dotson, VP of Business Alliance at NTI developed this specialized curriculum for the school, and said, “We look for hands-on, tactile learners with the intellect to find a career in this demanding and innovative field. I look forward to seeing this young man successfully complete our rigorous curriculum and fulfill his dream.”

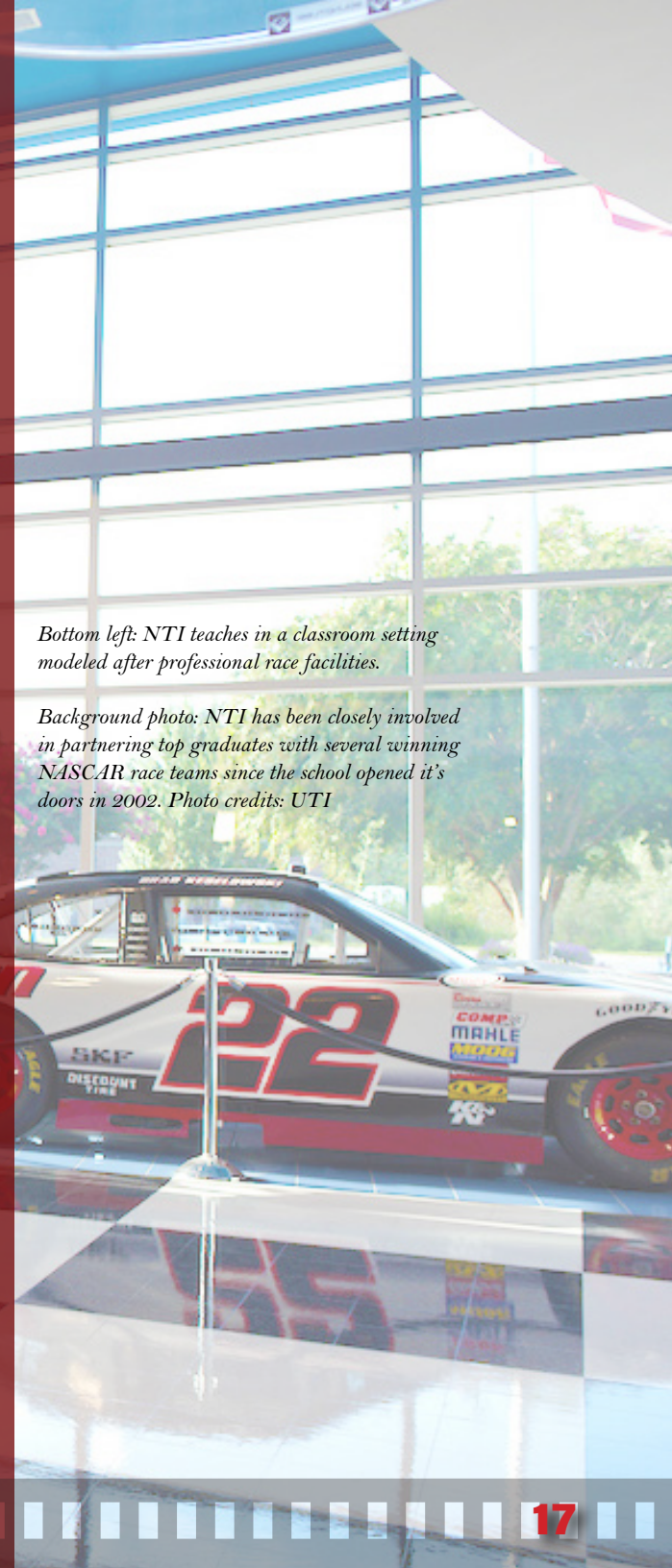
Currie, SJYDC facility director Peter Brown and social worker Henry Lee completed and submitted the necessary paperwork to secure the financial aid necessary to cover the student’s entire cost of tuition and fees for the next 11 months. Based on his classroom scores, he’s eligible for additional aid, so SJYDC staff also arranged for him to participate in a supplemental scholarship event on Saturday, March 7, providing additional funding for the 15-month, phase 2 training.

“SJYDC staff have also collected items for the student’s new apartment and classroom supplies list,” stated Currie. “Those items are going to be a big surprise for the student and his family.”

March 16, 2020. That is the date (online) classes began and the SJYDC student officially left his old life, which brought him to the DPS system, to start his new life on a fast track to an exciting future career. ■



#WeAreNCDPS



Bottom left: NTI teaches in a classroom setting modeled after professional race facilities.

Background photo: NTI has been closely involved in partnering top graduates with several winning NASCAR race teams since the school opened it's doors in 2002. Photo credits: UTI



Law Enforcement Officers & First Responders Receive **ENHANCED TRAINING** To Better Understand AUTISTIC Behavior.

The department launched its autism awareness initiative HEART, which stands for Helping Enhance Autism Response Training, with an online briefing on April 2. HEART was established to raise awareness and further safe contacts among law enforcement, first responders and individuals with autism.

It includes training for law enforcement and first responders, a community involvement program and a decal notification program. The initiative is important because 1 among 54 children are identified as having autism, and the social, communication and behavioral issues associated with the disability may present unique challenges during an emergency or other stressful situation.

The online briefing on April 2 provided insight into autism spectrum disorder and focused on best practices for safely interacting with individuals on the spectrum and responding to wandering related emergencies. It also helped kick off National Autism Awareness Month and celebrated World Autism Awareness Day.

“In North Carolina, we recognize autism spectrum disorder affects all genders, races and socio-economic backgrounds and the important role law enforcement and first responders play in keeping all of society safe,” said DPS Secretary Erik

A. Hooks. “We are proud to recognize World Autism Awareness Day and National Autism Awareness Month with this important training and launch of our HEART initiative.”

National expert and author Dennis Debbaudt delivered the hour-long briefing to participants from state, county and city agencies across North Carolina. An originally scheduled in-depth, day-long training by Debbaudt was postponed due to the COVID-19 outbreak, and plans are being finalized to reschedule the in-person training. Please contact [DPS Communications](#) to be added to the mailing list.

DPS representatives will participate in community events to continue engaging and building relationships with North Carolinians with autism spectrum disorder and their families. The first event was the 4th Annual Holly Springs Autism Awareness Day (scheduled for April 18) which was

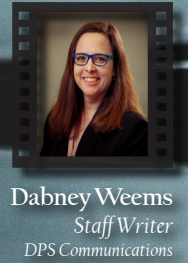
postponed to Sept. 26. Plans are in the works for participation in more events across the state.

During the community events DPS participants will distribute decals to persons with autism and/or their caregivers, which will notify law enforcement and first responders that an occupant of a vehicle or home has autism.

DPS will also distribute decals following the in-person training to law enforcement and fire departments. The decal will distinguish a room at their facility as an autism sensory-safe space to help reduce over-stimulation.

The department was scheduled to present in March at the Autism Society of North Carolina’s annual conference. Secretary Hooks and Chief Deputy Secretary Casandra Hoekstra were both asked to speak about the HEART initiative to attendees. Unfortunately, the event was canceled.

“This training and initiative are very important to the safety of North Carolinians,” said State Capitol Police Chief Chip Hawley. “Not only is it a growing segment of the population, but there is also a higher rate of contact with law enforcement due to wandering-related emergencies. Officers must use best practices during such interactions for the safety of all involved.” ■



Promotions

Lateisha Thrash, chief programs services (DOP), Rehabilitative Prgms & Services
Michael Kurczek, DOC shipping/receiving supervisor III, Purchasing & Logistics
Eric Pierre, electronics technician III, Facility Management
Debra Staton, personnel technician I, Ps Hr Admin
Esther Person, administrative assistant II, Correction Enterprise Admin
Torrey Leach, correction enterprise manager V, Meat Processing Plant
Michael Roach, warden II, Dan River PWF
Denise Jackson, warden V, Central Prison
Caroline Riddick Taylor, warden IV, Caledonia CI
Melanie Moog, administrative secretary II, Southern CI
Judith Hardin, personnel technician I, Judicial Division 4 Admin
Katherine Barefoot, accounting technician, Pasquotank CI
Penny Nowell, correctional programs supervisor, Pasquotank CI
Johnny Sessoms, correctional sergeant II, Maury CI
Reginald Selby, correctional sergeant III, Maury CI
Deborah Tyndall, personnel technician I, Maury CI
Jacquelyn Brown, correctional case manager, Piedmont CI
Aquesta Ward Majors, accounting technician, Polk CI
Tisha Edwards, personnel assistant IV, Wake CC
Byetis Evans, accounting technician, Nash CI
Christopher Georgi, correctional officer II, Craggy CC
Cassandra Kemp, accounting technician, Scotland CI
Samantha Britt, correctional case manager, Scotland CI
Amelia Lowery, correctional officer II CFTO, Lumberton CC
Evelyn Grady, correctional programs supervisor, Pender CI
Jonathan Parker, correctional officer III, NCCIW
Sylvia Dunston, social work supervisor III, NCCIW
Karen Martin Powell, nurse supervisor, Prisons Admin
Mark Nall, chief probation/parole officer, Judicial District 3
Tinayla Hyman, office assistant IV, Judicial District 18
Brady Williams, probation/parole officer, Judicial District 23
Leslie Clothier, chief probation/parole officer, Judicial District 19-B
Paul Walp, probation/parole officer, Judicial District 19-B
John Boone, probation parole field specialist, Judicial District 24
Jenna Sorkin, chief probation/parole officer, Judicial District 27
Jody Knox, probation/parole officer, Judicial District 12
Dena West, nurse supervisor, Anson CI
Armah Vincent, correctional sergeant II, Albemarle CI
James Nicholson, correctional lieutenant II, Piedmont CI
Gabriel Gulyas, correctional lieutenant I, Piedmont CI
Teressa Turner, correctional lieutenant II, Piedmont CI
Willie Fisher, correctional food service supervisor II
William Applewhite, correctional housing unit manager II, Polk CI
Anthony Frink, correctional lieutenant III, Polk CI
Laricia Rascoe, correctional food service officer II, Nash CI

Krystal Barlow, correctional behavioral specialist II, Central Prison
Michael Johnson, hvac supervisor I, Caledonia CI
Patrina Williams, correctional food service officer II, Caledonia CI
Tabitha Moody, correction food service officer II, Warren CC
Alison Yarborough, correction food service officer II, Warren CC
James Cuthbertson, hvac supervisor I, Marion CI
David Fretwell, hvac mechanic, Marion CI
Lisa Rose, correctional food service supervisor III, Alexander CI
Edward Jernigan, juvenile court counselor supervisor, Piedmont Region-District 20
Jalil Kendall, juvenile court counselor, Piedmont Region-District 19
Millicent Williams, chief court counselor - District 11, Central Region-District 11
Ricky Seeley, correctional programs supervisor, Wilkes CC
Mary Lowery, correctional food service officer III, Scotland CI
Jamar Scales, youth counselor supervisor, Edgecombe Ydc-Admin
Melissa Puszynski, charge nurse, Scotland CI
Trystean Davis, youth counselor, Stonewall Jackson Ydc-Clinical Services
Jaylin Murray, youth counselor associate, Stonewall Jackson Ydc-Clinical Services
Cody Locklear, trainee correctional officer III, Tabor CI
Lee Cummings, correctional officer III, Tabor CI
Ryan Fields, correctional sergeant III, Tabor CI
Joseph Quispe, correctional food service supervisor II, Pender CI
Jennifer Kennedy, correctional case manager, New Hanover CC
Laderrick Butler, correctional officer III, Southern CI
Dennis Nicholson, correctional officer III, Southern CI
Selina Proffitt, correctional sergeant I, Swannanoa CCW
Dillon Ledford, correctional sergeant I, Swannanoa CCW
Joe Edwards, correctional sergeant III, Eastern CI
Rakeesha Howell, correctional lieutenant III, Eastern CI
Quamayne Johnson, correctional Ssergeant III, Eastern CI
Marisa Gurganus, trainee correctional officer III, Eastern CI
Veleka Manley, correctional sergeant I, Wake CC
Velma Campbell, correctional sergeant I, Wake CC
Rodrique Rivers, correctional lieutenant III, Central Prison
Latisha Harvey, correctional sergeant III, Central Prison
Michelle Partin, administrative officer II, State Highway Patrol
Eugene Moses, network analyst I, State Highway Patrol
Charles Lewis, radio engineer, State Highway Patrol
Michael Freeman, correctional sergeant I, Gaston CC
Stephen Anderson, correctional food service supervisor III, Southern CI
Juan Moody, correctional officer III, Pasquotank CI
Raymeare Rice, trainee correctional officer III, Pasquotank CI
Deantre Richardson, correctional housing unit manager I, Bertie CI
Thomas Millard, correctional sergeant I, Greene CI
Jacqueline Norris, correctional officer II, Anson CI
Troy Taylor, correctional sergeant I, Johnston CC
Kelly Barbour, correctional sergeant I, Johnston CI
Jeffrey Burnette, correctional officer III PERT, Marion CI

Andrew Mccall, correctional officer III, Marion CI
Christopher Surratt, correctional captain III, Marion CI
Robert Campbell, correctional sergeant III, Foothills CC
Eric Price, correctional housing unit manager III, Foothills CC
Jerry Ingram, correctional captain III, Scotland CI
Amy Mcelveen, correctional officer III, Scotland CI
Latisha Mclean, correctional officer III, Scotland CI
Rosaline Asbury, correctional officer III, Scotland CI
Sasha Thomas, correctional officer III, Scotland CI
Christopher Jackson, correctional sergeant III, Scotland CI
Bryan Edge, correctional officer II, Pender CI
Susan Smith, trainee correctional officer II, Pender CI
William Valls, correctional sergeant II PERT, Pender CI
Michael Painter, correctional associate warden, Sampson CC
Tiffany Roundtree Mcmillan, correctional officer II, Sampson CC
Sandra Chavis, correctional officer II, Columbus CC
Timothy Strickland, correctional sergeant II, Columbus CC
Judy Taylor, correctional officer II, Columbus CC
Kelvin Walker, correctional sergeant I, New Hanover CC
Steven Cockrell, correctional sergeant II, Nash CI
Jason Fowler, correction training coordinator I, ACJJ Management
Ivy Mcmillan, SBI special agent in charge, Sbi Special Operations
Jennifer Pendergraft, processing assistant V, Sbi Special Operations
Deborah Griffin, accounting technician, Burke Crv
Donna Wilkins, lead worker IV, Inmate Records
Saunceea Walker, youth center shift supervisor - Cabarrus DC-Admin
Aaron Trent, correction food service officer I, Mountain
Jimmy Miller, assistant special agent in charge, Dps Office Of The Secretary
Ronica Foster, substance abuse counselor clinical, Alcohol And Chemical Dependency

Retirements

Jeffery Thornton, shipping/receiving supervisor II, Purchasing & Logistics
Sandra Rushing, housekeeper, Air National Guard
Robert Leon, correction enterprise director III, ACJJ Administration
Alma Clark, substance abuse program coordinator, Alcohol and Chemical Dependency
Joseph Valliere, correctional facility superintendent I, Forsyth CI
Edward Thomas, correctional prison warden, Central Prison
Juanita Goodwyn, administrative specialist II, Prisons Administration
Robert Gianettino, correction enterprise manager II, Chase Laundry
Brenda Tillery, hr technician I, Odom CI
Glynn Martin, correctional officer I, Morrison CC
Lisha Pharr, chief probation and parole officer, Judicial District 27
Paul King, probation/parole officer, Judicial District 27
Kenneth Jones, chief probation and parole officer, Judicial District 13
Denise Mclean, probation/parole officer, Judicial District 10
Daniel Klein, HVAC mechanic I, Pasquotank CI
Jack Hardister, correctional officer II, Albemarle CI

Eddie Burris, correctional officer II, Albemarle CI
Billy Vaughn, correctional officer II, Piedmont CI
Gary Hicks, correctional officer II, Piedmont CI
Archie Campbell, correctional officer II, Piedmont CI
Roger Kennedy, correctional officer I, Randolph CC
Michael Tasto, correctional food service officer II, Harnett CI
Juliette Kennedy, administrative specialist I, Piedmont Region Admin
Charles Mallonee, juvenile court area administrator, Western Region Admin
Sharon Whitaker, administrative specialist I, Western Region Admin
Dane Cardwell, juvenile court counselor, Piedmont Region-District 17
Lynne Petersen, juvenile court counselor, Western Region-District 28
Shane Logan, juvenile court counselor, Western Region-District 29
Rene Pomeroy, juvenile court counselor, Central Region-District 13
Annette Mccoy, correctional captain III, Southern CI
Sherlyn Hopkins, correctional officer I, Tyrrell PWF
Ernest Poteat, correctional officer I, Dan River PWF
Kimberly Henry, correctional sergeant I, Dan River PWF
Anthony Graham, correctional lieutenant III, Central Prison
Violet Coleman, correctional officer III, Central Prison
Jacob Rogers, highway patrol trooper (master), State Highway Patrol
Michael Jenkins, correctional officer I, Caldwell CI
Nancy Collins, administrative specialist I, State Highway Patrol
Jason Perdue, highway patrol trooper (master), State Highway Patrol
Amy Nichols, accounting clerk I, Craggy CC
Daniel Jenkins, highway patrol sergeant, State Highway Patrol
Craig Carter, highway patrol trooper (master), State Highway Patrol
James Seagle, highway patrol trooper (aster), State Highway Patrol
Eric Naylor, highway patrol sergeant, State Highway Patrol
Jeffrey Emerson, correctional officer II, Lumberton CI
Avery Dunlow, correctional officer III, Bertie CI
Michael Long, correctional captain III, Marion CI
Jackie Huggins, correctional officer III, Marion CI
Felecia Maddox, correctional housing unit manager III, Foothills CI
Marietta Barr, correctional captain III, Scotland CI
Paul Munson, SBI agent III, Sbi Field Operations
Anthony Jernigan, SBI special agent in charge, Sbi Special Operations
Jimmy Bright, administrative specialist I, Tarheel Challenge
Van Frizzelle, correctional programs director III, Central Region
Eric Naylor, highway patrol sergeant, State Highway Patrol

Passings

Valeria Briddell Burns, correctional case analyst, Piedmont CI
Phillip Cox, maintenance/construction supervisor II, Tabor CI
Nolan Sanders, highway patrol trooper (Senior), State Highway Patrol
Billy Pierce, correctional officer III, Alexander CI
Jennifer Harris, correctional sergeant III, Scotland CI

APRIL 2020



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Know Someone Who:

Made an outstanding contribution to their community?

Created a more positive workplace?

Improved or increased customer service in their area?

Demonstrated outstanding judgement in an emergency, preventing injury or loss of property?

Voluntarily risked his or her life to save the life of another?

Significantly improved efficiency in their area?



Act Now! Nominations Accepted Until May 29

Contact **Margaret Ekam** at 919-733-5027 if you have questions about the Badge of Excellence nomination process.