



North Carolina Department of Public Safety

Prevent. Protect. Prepare.

Pat McCrory, Governor

Frank L. Perry, Secretary

October 1, 2013

MEMORANDUM

TO: Joint Legislative Oversight Committee on Justice and Public Safety

FROM: Frank L. Perry, Secretary

RE: Report on Public Safety Training

Pursuant to Section 16 A.5 of Session Law 2013-360, the Department of Public Safety is required to report on its training facilities and programs in accordance with the schedule that follows:

(1) No later than October 1, 2013, the Department shall submit a report that includes an examination and analysis of all of the following:

- a) The current training practices of the Department in each of its divisions;
- b) A list of Department training facilities by division, including the location, capacity, purpose, and level of utilization of each facility; and
- c) Efforts by the Department to consolidate its training facilities across and within divisions.

Below are the details of that report. If there are any questions regarding, please contact Ryan Combs at ryan.combs@ncdps.gov

Division of Adult Correction and Juvenile Justice

The professional training for the more than 23,000 employees of the Division of Adult Correction and Juvenile Justice (DACJJ) ranges from basic and in-service training for certified officers to specialty training required for professionals in support roles. In addition to these core requirements the Division's Office of Staff Development and Training provides training to professionals in both the adult correction and juvenile justice arenas in such diverse areas as healthcare, engineering, food service and firearm operations.

With the consolidation creating the Department of Public Safety, the Division of Adult Correction brought together the basic and in-service training of the prisons and community corrections operations. As a result of the recent merger between the Division of Adult Correction and Juvenile Justice, some of the required training for Juvenile Justice operations were incorporated into the Division's Office of Staff Development and Training (OSDT) curricula. Initial efficiencies were reached by consolidating Juvenile Justice certified basic training with training components already in place at OSDT. These efforts are ongoing.

For the Division of Adult Correction and Juvenile Justice, the bulk of basic and in-service training for certified staff is provided by OSDT. The aforementioned specialized training needs are met

through a combination of instruction provided by OSDT, section adjunct instructors and by trainers contained within various sections. Those training needs are also included in this report.

Office of Staff Development and Training

The mission of the Office of Staff Development and Training (OSDT) is to provide training and education for the more than 23,000 employees of the NCDPS Division of Adult Correction and Juvenile Justice workforce, using direct and indirect learning experiences, ensuring training needs for both entry level and career employees are fulfilled. With mandated training and standards required by the North Carolina Criminal Justice Education and Training Standards Commission, a comprehensive training program is required to meet the Division's needs.

Statistics:

- Number of employees: 63
- Number of Regional Training Centers: Five, with one satellite office at the N.C. Justice Academy in Salemburg

Central Region Training Complex: Located in Apex, the Central Region Training Facility is a 131,305 square foot facility, plus a 75,000 square foot warehouse used by Correction Enterprise, that sits on more than 26 acres that are agency-owned. It includes offices for 40 full-time employees, including OSDT management, Curriculum, Administration, Technology Services, the Central Region Basic Correctional Officer, Probation and Parole Officer, Juvenile Justice training teams, and Career Development. Training space includes five technology-equipped classrooms including a large psychomotor skills room and a fully functioning computer lab with wired and wireless Internet connectivity. An inmate-staffed test kitchen is located onsite, along with a staff fitness area.

Eastern Region Training Center: Located in Greenville, the Eastern Region Training Center was established at this location on Aug. 16, 1999. This leased facility encompasses more than 10,000 square feet, providing employees and stakeholders with access to training resources, including three academic classrooms, mock cell, staff fitness area and a large psychomotor skills training area. The Eastern Region Training Center is staffed by six full-time employees.

Piedmont Triad Region Training Center: Located in Asheboro, the Piedmont Triad Region Training Center is a leased property that features 7,700 square feet of training and office space, including four classrooms (including a large psychomotor training area) and a conference room. The Piedmont Region Training Center is staffed by five full-time employees.

Southern Coastal Region Training Center: Located in McCain, the agency-owned Southern Coastal Region Training Center has a variety of facilities within 28,000 square feet of classroom, gym and office space that sits on 50 acres. It is the only regional training site with an on-site firearms range. The most recent addition to Southern Coastal is the modular search trailer that provides a realistic training environment for probation/parole officers to use in training for searches of occupied dwellings. Southern Coastal's training facilities are in high demand, often used by the military as well as DACJJ special teams to include PERT and SORT. The Southern Coastal Region Training Center is staffed by six full-time employees.

Western Region Training Center: Located in Lenoir, the Western Region Training Facility is a leased property that features 7,927 square feet of training and office space, including two

classrooms, one large psychomotor training area, and a library. The Western Region Training Center is staffed by six full-time employees.

*Annual operating budget: \$5.3 million

*Projected number of Basic Training Schools for 2013 is 87, with a total number of seats available 2,354.

- Projected Basic Correctional Officer (BCO) Schools: 72; 1,982 training seats
- Projected Basic Probation/Parole Officer (PPO) Schools: 11; 276 training seats
- Projected Basic Juvenile Justice Officer/Juvenile Court Counselor (JJO/JCC) Schools: 4; 96 training seats

*Tuition assistance and reimbursement provided to qualified DPS-DACJJ employees during FY 2012-2013: \$51,000

- Total amount of tuition assistance and reimbursement committed to qualified DPS-DACJJ employees for FY 2013-2014 (as of Sept. 23, 2013): \$67,559.35
- From May 2012 to May 2013, the statewide average wait time for Correctional Officers to complete basic training was 137 days or 4.5 months.
- From May 2013 to September 2013, the statewide BCO Backlog was reduced by 30 percent, from 728 to 507, due to BCO Add-On Schools.
- In 2012, OSDT graduated 43 General Instructors, 43 Firearms Instructors and 34 CRDT Instructors.
- In 2012, 300 participants from throughout DPS completed one of three OSDT Management and Leadership Development Programs.

Training by Category

Category	# of Trainees	# of Contact Hours
ACDP Training	859	3,888
Administrative	1,316	7,632
Annual In-Service	215,914	523,419
Basic Training	1,762	290,710
Career Development	5,008	51,820
Cell Extraction	649	5,172
Dental	49	241
Emergency Operations	601	2,067
Facility Specific	283	993
Firearms	59,050	124,029
Health	20,313	45,554
Instructor Training	1,736	16,554
Juvenile Justice	80	850
Offender	3,712	26,825
Online Training: Ext. Sources	2,217	10,862
OSDT eLearning	35,602	48,458
PREA Office	15,232	18,387
Safety	11,943	26,475
SCC Evidence-Based Practices	1,523	7,222
SCC Special Teams	8	64
Security	5,613	14,905
SOP Special Teams	3,340	23,315
Video Conference	6	12
GRAND TOTAL	386,816	1,249,454

Certified Training Programs:

These programs are mandated by the N.C. Criminal Justice Education & Training Standards Commission and governed under North Carolina Administrative Code:

- **Basic Correctional Officer Training (160 Hours):** The basic training course for correctional officers consists of 160 hours of instruction delivered in four consecutive weeks, designed to provide the trainee with the skills and knowledge to perform those tasks essential to function as a correctional officer. Officers receive training in firearms; controls, restraints and defensive techniques; legal issues for correctional supervision; emergency procedures; prisons' operational processes such as classification, search and seizure, health services and contemporary correctional theory.
- **Basic Probation Officer Training (216 Hours):** The basic training course for probation/parole officers consists of 216 hours of instruction, delivered in five consecutive weeks, designed to provide the trainee with the skills and knowledge to perform those tasks essential to function as a probation/parole officer. Officers receive training in firearms; controls, restraints and defensive techniques; court processes; case processing and management; arrest, search and seizure; officer/offender relationships; basic life support; employee wellness; professional ethics; personal and professional conduct; and contemporary correctional theory.
- **Basic Juvenile Justice Officer Training (160 Hours):** The basic training course for juvenile justice officers consists of a minimum of 160 hours of instruction delivered in four consecutive weeks. This course is designed to provide the trainee with the skills and knowledge to perform those tasks essential to function as a juvenile justice officer and includes training in topics such as roles and responsibilities of juvenile justice officers, interpersonal communication skills, counseling skills, behavior management, treatment program operation, restraints and defensive techniques, basic life support and contemporary delinquency theory.
- **Basic Juvenile Court Counselor Training (162 Hours):** The basic training course for juvenile court counselors and chief court counselors consists of 162 delivered in four consecutive weeks. This course is designed to provide the trainee with the skills and knowledge to perform those tasks essential to function as a juvenile court counselor and a chief court counselor and includes training in topics such as juvenile law, roles and responsibilities of juvenile court counselors, interpersonal communication skills, report writing, counseling skills, risk and needs assessments, restraints and defensive techniques and transportation procedures.
- **General Instructor Training (80 Hours):** The instructor training course required for general instructor certification consists of 80 hours of instruction delivered in two consecutive weeks. Each instructor training course is intended to provide the trainee with the skills and knowledge to perform the function of a criminal justice instructor.
- **Firearms Instructor Training (80 Hours):** The instructor training course requirement for corrections specialized firearms instructor certification consists of 80 hours of instruction delivered in two consecutive weeks. Each corrections specialized firearms instructor training course provides the trainee with the skills and knowledge to perform the function

of a corrections firearms instructor in the "Basic Training–Correctional Officer" course, "Basic Training–Probation/Parole Officer" course, and in-service training courses for correctional and probation officers

- Controls, Restraints and Defensive Techniques Instructor Training (80 Hours): The instructor training course requirement for corrections specialized controls, restraints and defensive techniques (CRDT) instructor certification consists of 80 hours of instruction delivered in two consecutive weeks. Each CRDT instructor training course provides the trainee with the skills and knowledge to perform the function of a CRDT instructor in the "Basic Training–Correctional Officer" course, "Basic Training–Probation/Parole Officer" course, and in-service training courses for correctional and probation officers.
- Restraints, Controls and Defensive Techniques Instructor Training (70 Hours): The instructor training course requirement for the Juvenile Justice specialized Restraint, Control and Defense Techniques (RCDT) Instructor certification consists of 70 hours of instruction delivered in two consecutive weeks. Each specialized RCDT Instructor training course is designed to provide the trainee with the skills and knowledge to perform the function of a criminal justice RCDT Instructor in the "Basic Training for Juvenile Justice Officers" course and the "Basic Training for Juvenile and Chief Court Counselors" courses, as well as in-service training courses for juvenile justice officers and juvenile and chief court counselors.

Other Training Programs Offered by OSDT:

- Equal Opportunity Employment Institute
- Cell Extraction Instructor
- Expandable Baton Instructor
- Karbon Arms Ice Shield and REACT (Stun Belt) Electronic Control Device Instructor
- DACJJ Fitness Instructor
- Conflict Resolution Through Teambuilding
- Multi-Generational Workforce
- Understanding Workplace Differences
- New Staff Integration
- Understanding the Correctional Environment
- Unlawful Workplace Harassment Instructor
- Staff and Offender Relations/Undue Familiarity Instructor
- Stress Management
- First Steps for First-Line Supervisors
- Enhancing Skills for Peak Performance
- Correctional Leadership Development Program

Consolidation of training programs:

Prior to 2011, probation and parole officers were required to attend four weeks of Basic PPO certification training, which did not include any firearms training or advanced tactical skills training. After completion of this basic training, usually within a period of six months, probation and parole officers were required to attend an additional two week Intensive Officer Certification training program. This course focused heavily on tactical skills such as firearms training, advanced unarmed self-defense training and other courses intended to promote officer safety, such as weapons retention and disarming techniques.

OSDT was charged with reviewing the curriculum and identifying ways to streamline and consolidate these two programs into one, resulting in a more efficient way to provide training services to employees who supervise offenders within the community. A Curriculum Consolidation Committee was created in 2010 and following a nine month collaborative process involving training staff within the Office of Staff Development and Training and the Division of Community Corrections, a consolidated curriculum was approved. This new curriculum combined the Basic Training (160 hours) with the Intensive Training (80 hours), and based on the elimination of redundancies which were intended to bridge the six month gap between basic and intensive, the new program consisted of a five week (215 hour) training program. This training now meets the certification requirements for all newly hired probation and parole officers.

Newly hired probation and parole officers are now able to attend a five week basic training program administered by the Office of Staff Development and Training and upon completion of this course, these new employees are sworn in as state certified probation and parole officers, fully certified to supervise their assigned offender case load.

In 2012, following the creation of the Department of Public Safety, the Juvenile Justice basic training programs were placed under the guidance of the Office of Staff Development and Training. Juvenile Justice Officers were required to attend Juvenile Justice Officer Basic Training (160 hours) and those who worked as Juvenile Court Counselors were required to attend Juvenile Court Counselor Basic Training (144 hours).

A similar analysis was completed to identify recommendations that might result in the consolidation of Juvenile Justice training. A Juvenile Justice Curriculum Consolidation Committee was formed and following a nine month collaborative process between OSDT, Juvenile Justice management, and Criminal Justice Standards Division staff, these two certified basic training programs were combined in a common core curriculum (102 hours) that all certified Juvenile Justice employees (Juvenile Justice Officers and Juvenile Court Counselors) were required to complete as part of their certification training. The additional training requirements that focus specifically on roles and responsibilities unique to the designated job class must then be completed (JJO - 58 hours and JCC - 60 hours).

The efficiency is based in part on the fact that these two classes of Juvenile Justice employees now attend the common core curriculum (102 hours) together and the class is divided by job class to complete the remaining training requirements (58 and 60 hours) respectively. An advantage of this approach is that the employees are able to learn from one another and gain a better understanding from the "other side of the house," which results in cross-pollination and helps to improve cohesion within the organization. This approach also allows for course credit based on the employee's existing certification for the 102 hours of common core curriculum that exists in both training programs. Accordingly, when an employee is promoted from a certified Juvenile Justice Officer position to a certified Juvenile Court Counselor position, which occurs frequently, the employee need only complete the remaining training requirement. This eliminates the need for the employee to be pulled from their new job for an additional four week period, only to attend portions of training they have already received.

Current OSDT Training Initiatives:

- Identification of Samarkand Manor as the home of the future DPS Training Academy. The OSDT Piedmont Triad Training Center, a leased facility, will be relocated to Samarkand Manor upon its completion, allowing for the termination of that lease at an annual cost savings of \$103,950.
- Consolidation of Western Region Prisons Office and OSDT Western Region Training Office.
- Preparation of trainees for real-world situations by incorporating realistic situations and environments into training, including recently-constructed mock cells, carrying "blue guns" and the installation of a modular search trailer at McCain.
- Implementation and management of iPad tablets and laptops used by DPS Basic BCO and PPO students for curriculum manuals to reduce cost of printing paper manuals/books.
- Development and implementation of the new statewide learning management system (LMS) for DPS staff.
- Reorganization of OSDT to incorporate responsibility for Adult Correction and Juvenile Justice In-Service Training Programs.
- Incorporation of "Safety and Function Evaluation" in DAC Basic and Annual In-Service Training, resulting in a significant reduction in negligent discharges within the agency.
- Participation in the Eastern Region pilot delivery of COPAT (Correctional Officer Physical Ability Test) with the goal to expand statewide.

OSDT Sections

Administration

- Participate in planning, organizing, staffing, directing and controlling the overall activities of OSDT.
- Personnel management and administration.
- Fiscal planning, management and administration.
- Facility maintenance and security, including oversight of the NCDPS Apex Complex that houses Central Region OSDT Administrative Offices, Central Pharmacy and an Inmate Vocational Training Kitchen and regional training sites in Asheboro, Greenville, Lenoir and McCain.

Technology

- Serves as the Learning Management System (LMS) administrator for the management and administration of the Cornerstone OnDemand Learning Management System to the Division of Adult Correction and Juvenile Justice.
- Supports the current Staff Training System (STS) and other technology as it relates to OSDT, including student iPad and laptop management.
- Develops and manages the delivery of eLearning content for DACJJ.
- Communicates and collaborates with MIS and ITS in regards to technology.
- Develops, maintains and updates the OSDT webpages to include online OSDT policy manual and training coordinators' manual, lesson plans and other shared training documentation.

Basic Training

- Basic Training is conducted in five regional training sites, with overnight housing provided by additional schools run at the N.C. Justice Academy East & West Campuses.
- Under regulatory guidance of the N.C. Criminal Justice Education and Training Standards Commission, OSDT schedules and delivers certified basic training programs in each regional training center.
- Career Development
- Develops and delivers training programs based on both mandatory requirements and training needs as requested by the divisions.

- Provides technical guidance, consultation and support to the field training coordinators and training specialists.
- Researches, develops, coordinates and delivers Corrections Specialized Instructor Training.
- Maintains and administers three levels of supervisory/leadership training courses.
- Responds to additional training needs as requested by agency management by developing and delivering training based on their needs.
- Maintains and manages the appropriate delivery of training throughout the agency through quality assurance.

Curriculum

- Approves, validates and maintains all DACJJ lesson plans, including basic and in-service training.
- Develops and administers all aspects of state certification examinations.
- Approves, validates and conducts quantitative and qualitative analysis of SOP promotional examinations.
- Approves all applications and renewals for instructor certification and maintains files on more than 700 DACJJ instructors.
- Processes academic assistance requests, professional certificates and instructor professional recognition certificates.
- Processes training requests for DACJJ.

Additionally, the Division of Adult Correction and Juvenile Justice uses the N.C. Justice Academy's training facilities at the Salemburg and Edneyville locations.

During the period of January through December 2012, OSDT conducted 36 classes at the N.C. Justice Academy, training 719 students at the Salemburg and/or Edneyville locations. The specific course information with the number of training participants is listed below.

Correctional Officer Basic Training

10 Classes at Salemburg with 240 students

1 Class at Edneyville with 22 students

Probation and Parole Officer Basic Training

9 Classes at Salemburg with 180 students

Juvenile Justice Officer Basic Training

6 Classes at Salemburg with 120 students

Juvenile Court Counselor Basic Training

2 Classes at Salemburg with 15 students

Firearms Instructor School

2 Classes at Salemburg with 42 students

Firearms Instructor Pre-Qualification Course

2 Classes at Salemburg with 47 students

CRDT Instructor School

1 Class at Salemburg with 16 students

1 Class at Edneyville with 13 students

RCDT Instructor School

1 Class at Salemburg with 11 students

Cell Extraction Instructor School

1 Class at Edneyville with 13 students

Other Training

Below are other types of training being conducted with and by sections within the division, outside the scope of training provided by OSDT, all of which are based on specific compliance, statutory or unique needs. More detail can be provided regarding this training, upon request.

Community Corrections

Training provided to staff includes basic training, technology/application training, specialty training and in-service training. Classes are held primarily at community colleges, probation office conference rooms, DPS OPUS trailers and via webinar (phone and computer). As a practice, training is conducted by various training instructors to include OSDT staff, adjunct instructors from Community Supervision, community corrections analysts, field specialists and subject matter experts. If new policies and procedures need to be disseminated to staff, a group of peer trainers are brought in to receive concentrated instruction on delivering the training to their co-workers. This aids in sustaining the message and places experts in the field to train new staff as they are hired.

Special Policy Training

The Justice Reinvestment Stakeholder training is a meeting of local stakeholders in order to review the Justice Reinvestment Act along with the correct processes and procedures as dictated by the law. This meeting provides a forum for all parties to discuss any local issues or processes related to the Justice Reinvestment Act. Since February 2013, 18 Justice Reinvestment Stakeholder meetings have been conducted across North Carolina. Participants have included assistant clerks, deputy clerks, judges, assistant district attorneys, probation staff, jail administrators and defense attorneys.

To date, stakeholders from at least 30 counties have attended the meetings. Each class has averaged 20 to 25 participants. The Justice Reinvestment Stakeholder meetings are ongoing with the goal of completing as many as possible in order to enhance the implementation of the Justice Reinvestment Initiative.

Other

- OPUS (offender management system)
- Electronic Monitoring
- Static 99 (Risk-Needs Assessment)
- CSAS (Community Service Automated System)
- CJLEADS (Criminal Justice Law Enforcement Automated Data Services)
- NCAWARE (North Carolina Arrest Warrant Repository)
- CTG (Community Threat Group – gang recognition)
- GangNet
- EBP (Evidence Based Practices)
- MI (Motivational Interviewing)
- Justice Reinvestment (Stakeholder and staff)

Prisons

- OPUS (offender management system)
- Fiscal training (budget, purchasing, cashless canteens, inmate banking)

- Incident Reporting
- Site Security
- Prison Rape Elimination Act (PREA)
- Health, education, chaplaincy, programs, food services

Juvenile Justice

For Juvenile Justice, district chiefs, area administrators and the in-service training coordinator work collaboratively with community resources to provide additional needed training in areas such as motivational interviewing, trauma informed care, as well as other training needs identified through supervision and quality assurance processes. For facilities, Juvenile Justice conducts training in CPR; restraints, controls and defensive techniques training; juvenile minority sensitivity training; and staff and juvenile relationships/maintaining professional boundaries training.

Central Engineering

In addition to the in-service training provided by OSDT DPS IT Section, the following training is provided internally as described:

- New hire orientation and training is presented in the Central Engineering offices at 2020 Yonkers Road to all newly hired employees. This familiarizes all employees with policies and procedures and permanent employees with the benefits offered by DPS and/or the state. This training generally requires 5-6 hours.
- Job site safety training is presented at the work site to employees and inmate work crews. These are on topics or equipment as required by the specific project. Most are presented by our safety officer or consultant at no charge but some courses do require a fee for certification such as crane operators.
- With any major changes to building and/or construction codes, Central Engineering has brought in instructors to provide specialized training for groups of employees. This training is conducted at the Yonkers Road facility in an available conference room.

One office at 2020 Yonkers Road has been equipped with three computers and sufficient seating for up to six employees to be used for the new hire orientation and training. This room and the computers are also used by field staff to complete any required online training. The room is used approximately 20 hours each month.

Conference rooms at 2020 Yonkers Road offer capacity training rooms of varying sized according to the size of the group and the space available. Rooms are used approximately 1-3 days each year.

Job Site Safety Training is completed in the job site office trailer, on the construction site itself or by using facilities at the institution.

Central Engineering employees required to complete the 40 hours of American Correctional Association's training have participated in the training provided by Prison staff at designated locations.

Central Engineering has included Facility Maintenance personnel whenever possible and practical in specialized training programs such as National Electric Code Update training.

Combined Records

In addition to the in-service training provided by OSDT, due to its unique responsibilities as the department’s repository of inmates’ records, the Combined Records Section conducts its own specialized training, as indicated below:

Training Type	Training Description	Comments
Sentence Auditor Training	Utilize the Combined Records Sentence Auditor's Procedure Training Guide for all new Auditors onto the Auditing Section - curriculum for both new admissions and additional sentences	Probably no opportunity for consolidation as this process is unique to Combined Records
Additional Sentence workgroup	Combined Records in conjunction with the Diagnostics Services, DOP. Curriculum involves the processing of additional sentences through field staff, etc.	There may be some opportunity as it relates to training key diagnostic centers, regional wise. First initial training roll-out is 9/25/13 in Asheboro (40 students from Piedmont CI, etc.)
Justice Reinvestment Act (Sentence Auditing)	Curriculum involves JRA impact on processing inmate sentences in OPUS as it relates to JRA aspects - SMCP, CRV and ASR	May be some opportunity as it relates to training teams that embrace JRA daily. Both Combined Records staff and Community Supervision staff perform these functions with Clerk of Courts and Diagnostic Centers.
Electronic Data Management System OMNIDOCS (Inmate Records File Repository)	Electronic Inmate Records File Repository	This is as a result of Combined Records currently converting completely to a paperless records operation. There is an opportunity to consolidate, depending on the schedule to roll-out EDMS across the agency. Combined Records has already trained the Parole Commission, the Community Supervision Office and Victim Services.

Correction Enterprises

Correction Enterprises consolidates training with the Office of Staff Development Training, other divisions of NCDPS, the Office of State Human Resources, state universities, community colleges and the Department of Public Instruction to meet the professional needs of the division, retain talented employees and lower costs.

- New Hire Orientation – Day One

It is the practice of Correction Enterprises for all employees to receive formalized orientation prior to undertaking a job assignment. All new hires that meet employment approval begin work on a Monday and spend their first day in orientation training in Raleigh at 2020 Yonkers Road in the office of the staff development specialist. This training is designed to prepare employees to face the complexities of correctional work.

- New Hire Orientation – Day Two

Training Consortium – Enterprises and the Division of Prisons

All new full-time and contractual employees of Correction Enterprises that have day-to-day contact with inmates are enrolled into 40 hours of formalized orientation training prior to undertaking a job assignment. This training is conducted regionally, specific to the location where the employee will work. This is done through a collaborative effort between the regional, institutional training specialist for each region and prison unit, community colleges and the staff development specialist for Correction Enterprises. This training is conducted at the following Division of Prisons region offices and community colleges.

- Eastern Region Office #2074, Courier: 01-39-02, 401 W. Belvoir Rd. Greenville, NC 27834
- Western Region Office # 2071 Courier: 15-30-01, 613 Harper Avenue SW, Suite B, Lenoir, NC 28645
- Piedmont Region Office # 2072, Courier: 13-18-02, 771 Park Centre Drive, Suite A, Kernersville, NC 27284
- South Central Region Office # 2073, Courier: 14-17-04, 180 Sandhills Drive, Bldg. A., Raeford, NC 28376
- Wake Technical Community College, Western Wake Campus at Millpond Village, 3434 Kildaire Farm Rd. Cary, North Carolina 27518
- James E. Sprunt Community College, PO Box 398, 133 James Sprunt Drive, Kenansville, NC 28349

All new Correction Enterprises employees attend training with the sister agency and receive instruction in the following areas: Purpose, goals, policies & procedures of the Division of Prisons and the facility; a general overview of the field of corrections; universal precautions and hazardous materials communication; occupational exposure, bloodborne pathogens precautions, and personal protective equipment; lock-out, tag-out; Fire safety; Self injurious behavior prevention; Staff-inmate relations – professional boundaries; Unlawful Workplace Harassment; Prison Rape Elimination Act orientation; Security and Contraband Control regulations and practices; Hostage situations;

Emergency Procedures; Tool and Key Control; Ethics and Professional Conduct and Orientation to Individualized Job Responsibilities.

All support employees who have regular or daily contact with inmates receive 40 hours of training during their first year of employment and 40 hours of training each year thereafter.

- Basic Training II

The Basic Training II program provides essential training specifically related to job tasks of all industry supervisors, maintenance mechanics, truck drivers and support personnel. This program is an approved curriculum and helps employees to understand the interdependent nature of the Department of Public Safety, the Division of Adult Correction and Juvenile Justice and the Section of Prisons.

Basic Training II is conducted at the Warren Janitorial Plant, 231 Soul City Blvd., Norlina adjacent to Warren Correctional Institution #4290, Address: P.O. Box 399 Manson, N.C. 27553.

Warren Janitorial Plant has a training conference room with a seating capacity of 40. This location is used every 90 days for Basic Training II. Staff meetings, in-service training sessions, employee safety training, inmate orientation and inmate safety training are also conducted at this facility.

Each newly hired Correction Enterprise employee, industry supervisors and other support personnel whose work requires day-to-day contact with inmates completes 40 hours of specialized training in addition to the 40 hours of orientation. Every new hire receives this training within the first 90 days. The Basic Training II program is developed by the Basic Training Sub-Committee for Correction Enterprises and approved by the Office of Staff Development Training.

The new Correction Enterprises employee receives specialized instruction in the following areas: Inmate Supervision, Safety, Supervisory Competencies, Wellness, Correction Enterprises Security Functions and Procedures, Ethics and Professional Judgment, Communications, CPR and Report Writing.

- In-Service Training

All Correction Enterprise employees that have day-to-day contact with inmates receive a minimum of 40 hours in-service training each year in subject areas relevant to their position. This is a training consortium between Enterprises, the Division of Prisons, the Office of Staff Development and Training, other divisions of NCDPS, the Office of State Human Resources, state universities and community colleges.

This training is conducted regionally, specific to the location where the employee works. The Correction Enterprises employee trains with DOP personnel. In-service includes Fire Safety, Unlawful Workplace Harassment, Contraband Control, Staff Inmate Relations-Undue Familiarity, Ethics and Professional Conduct, Emergency Procedures, Bloodborne Pathogens and Self Injurious Behavior.

Correction Enterprises Employees attend Interview Training, TAP Training, EEOI Training, First Steps to Supervision, and Peak Performance Training, which is conducted by OSDT and the Human Resource Office, Organizational Development and Performance in the five training regions:

- Central Training Region
- Western Foothills Training Region
- Piedmont Triad Training Region
- Eastern Training Region
- Southern Coastal Training Region

- Safety Training

Safety training is a part of Enterprises' ongoing in-service program that provides its employees with comprehensive, up-to-date safety policies, practices and procedures. The purpose and scope of the use of the following facilities is to meet this need for training geographically and with lower training costs.

- Wake Technical Community College, Western Wake Campus at Millpond Village, 3434 Kildaire Farm Rd. Cary, North Carolina 27518 – (usage) a minimum of twice per year
- Catawba Valley Community College, 2550 Hwy 70 SE, Hickory, NC 28602-0699 – (usage) a minimum of twice per year
- Fayetteville Technical College, 410 Ray Ave, Fayetteville, NC 28301 - (usage) a minimum of twice per year
- Johnston Community College, 245 College Rd, Smithfield, NC 27577 - (usage) a minimum of twice per year

Managers Safety Training is conducted twice per year, 3010 Hammond Business Place, Raleigh, N.C. 27603

Division of Law Enforcement

Alcohol Law Enforcement (ALE)

Alcohol Law Enforcement conducts one training academy each year. It is a 12-week residential academy held at the N.C. Justice Academy in Salemburg. The academy is for new agent training and consists of more than 500 hours of specialized training focused on the job requirements and responsibilities of ALE agents. The training includes comprehensive training in the areas in which ALE specializes: alcohol laws, drug laws, undercover investigations, interview and interrogation, officer survival, physical training, legal issues and many other subjects that the agents deal with on a routine basis. The training does not duplicate classes taught in Basic Law Enforcement Training; rather, it is job-specific and much more detailed, with many of the hours dedicated to hands-on, practical training. The only cost for this training is for meals.

Yearly in-service training is conducted within each district. Since ALE has several instructors in each district, this allows training to be conducted locally to avoid costly travel expenses. Districts have the option of conducting their training within the district offices throughout the year or they may elect to attend a community college within their district and receive their training in that environment. Firearms qualifications are conducted annually in accordance with the

requirements set by the N.C. Training and Standards Commission. Each district has a firearms instructor who coordinates qualification and practice sessions within the district using ranges that have been made available through partnerships and relationships that have been developed. These ranges include the N.C. Justice Academy, community colleges and local police/sheriff's department ranges. ALE has no range use expenses for firearms. They have used the State Highway Patrol Driving track/instructors and may look to use the track during this coming year.

State Highway Patrol

The State Highway Patrol Training Academy is responsible for conducting Basic Law Enforcement Training Schools, Fast Track Basic Schools, Basic Telecommunicator Schools, Mandated In-Service Training, specialized training courses such as Motor Carrier Training, Firearms, Defensive Tactics, Driver's Training, SMI Training, Mobile Field Force, Emergency Medical Training and training for civilian support personnel as well as First Line Supervisor Training. Additionally, the Training Academy arranges for and coordinates certain training and educational opportunities for members in out-of-state locations. A wide range of training programs is also offered to municipal, county, state and federal agencies both inside and outside of North Carolina. A complete list of all classes taught by SHP personnel at the Training Academy and other facilities in 2012-2013 is attached.

The N.C. State Highway Patrol is located at 3318 Garner Road in Raleigh. It has approximately 357 acres of land that is shared with the State Bureau of Investigation. The Patrol occupies nine buildings on the main campus and in 1988 built a driving facility on 85 acres of land adjacent to the main campus. In 1992, a control tower and classroom were added. In 1995, a hangar was built adjacent to the tower for Helicopter Operations. In 2008 a garage facility was added to provide maintenance for the driving track cars and motorcycles. A list of the Academy classrooms and size of each classroom is attached to this document. The Patrol trains more than 5,000 people a year (in and out of state) with limited dorm rooms and classroom space on campus. SHP has formed partnerships with several state agencies and community colleges to provide training to its members statewide without requiring personnel to drive to Raleigh for the delivery.

The Training Academy has three designated dorms for students. Building #5 can hold approximately 62 students and is designated as the BLET dorm. Building #3 can hold approximately 32 students and is designated as the Fast Track dorm. Building #7 is designed as the administrative building and the second floor of the building can hold approximately 20 students. The campus can sleep comfortably 114 students.

Basic Law Enforcement Training

The Basic Law Enforcement Training (BLET) curriculum is designed to prepare entry-level individuals with the cognitive and physical skills needed to become certified law enforcement officers in North Carolina. The course is comprised of 36 separate blocks of instruction to include topics such as Firearms, Driver Training, Motor Vehicle Law and Arrest, Search and Seizure. The BLET course is filled with practical exercises and an extensive ethics section that is woven throughout the training experience. Criminal Justice Training Education Standards Commission mandated 620-hour course takes approximately 16 weeks to complete and concludes with a comprehensive written exam and skills testing. The Highway Patrol Academy includes an additional 700 hours of course curriculum and extends the school to 29 weeks. SHP school is authorized by Standards to deliver training to a maximum of 59 students per session.

Fast Track

The Fast Track curriculum is designed to prepare and provide instruction to current certified individuals that graduated from a BLET class or a police officer. The course is comprised of 646 hours that builds on the BLET curriculum and provides N.C. Highway Patrol-specific training to include advanced Collision Investigation, Defensive Tactics, Firearms and Driving. The current curriculum takes 15 weeks to complete and it also covers the annual in-service mandated by the Commission. There is no limit on the number of students that can attend, but is limited due to lack of bed space at the Academy.

NC National Guard

NC National Guard conducts training at several state and federal facilities throughout the state. At the Camp Butner Training Site (CBTS) units conduct weapons training and Qualification, individual training (land navigation, confidence course), and unit collective Training (Rapid Reaction Force, MOUT (Military Operations in Urban Terrain) Training Site). Additionally other State Law Enforcement Agencies use the facility for Weapons Training.

At Ft. Bragg, units conduct weapons training and qualification, individual Training (Land Navigation, Confidence Course), unit collective Training (Rapid Reaction Force, MOUT (Military Operations in Urban Terrain) Training Site), and Track Vehicle maneuver training, and Gunnery (unable to perform this training at CBTS).

At Snow Camp Training Facility units are limited to dismounted light infantry tactics training

Since the minimum security correctional facility at Camp Green in Charlotte closed many NCNG units have used this site for training and to conduct real world missions. NCNG units have conducted Annual Training at this location last two summers. In 2012 units conducted (Operation Panther) security support to the Democratic National Convention, in concert with other DPS agencies as well as Federal Agencies and in 2013 units conducted Rapid Reaction Force Training and validation in concert with other DPS agencies.

The Dupont Forest training area has been utilized for years by NCNG units, mainly for light Infantry tactics training, and Area Security Training (western MP Units and Special Forces Company).

Emergency Management

North Carolina Emergency Management (NCEM) has a vigorous training program. It conducts a new employee workshop class annually to orient new personnel on the agency. The NCEM Training Branch conducts additional emergency management training throughout the year for its own employees and for local emergency management personnel statewide. In 2012, the state and local emergency management training program included 282 class offerings for 6,543 students. Additionally, NCEM personnel paid with federal funds are required to take the FEMA independent study courses on a variety of emergency management topics, such as the National Incident Management System (NIMS).

NCEM shares training opportunities and facilities with several DPS agencies. NCEM is using the sound and video lab of the National Guard to develop online training courses, and personnel from both organizations are sharing their technical and knowledge skills. National Guard and

NCEM also conduct many joint exercises to enhance disaster response coordination. All DPS and many other state agencies use the modern facilities and audiovisual equipment of the new Joint Forces Headquarters and State Emergency Operations Center to conduct training and meetings. NCEM hosts courses on the Incident Management System, National Incident Management System and radiological response for DPS agencies, as well as for non-DPS state agencies. Additionally, NCEM works with the Highway Patrol to share training and exercise opportunities for interoperable communications, particularly the VIPER system.

Division of Administration

Office of Safety, Occupational, and Environmental Health

Director: Joe Simpson

The Department of Public Safety's, Safety, Occupational, and Environmental Health Office reviews regulatory information and policies; then, composes policies or lesson plans for trainers in the field to use in training appropriate staff on the Occupational Safety and Health regulations. These policies include training topics such as, but not limited to: asbestos awareness, asbestos flooring and roofing competent person, basic safety inspections, confined space entry, fall protection, fire extinguisher operation, fire safety, forklift operation, general radiation safety, hazard communication, job safety analysis/hazard assessment, occupational lead exposure, lock-out/tag-out, Methicillin-resistant Staphylococcus aureus, safe work practices for use of inmate labor, sprinkler inspection and maintenance, occupational exposure to bloodborne pathogens, occupational exposure to tuberculosis, OSHA recordkeeping, hearing conservation, personal protective equipment, respiratory protection, safety representative orientation, equipment / tractor operation, universal waste handler and emergency evacuation of inmates utilizing SCBA.

Training for these courses is provided by instructors at prisons, Community Corrections, Correction Enterprise, Central Engineering, Juvenile Justice, community colleges or through the Office of Staff Development and Training or its e-portal learning management system. The Safety, Occupational, and Environmental Health Office also provides train-the-trainer opportunities.

Office of Human Resources

The DPS Office of Human Resources has established an Organizational Development Unit that is responsible for the delivery of human resources training services and performance management to 25,000 employees. A goal is to provide quality and convenient learning opportunities consistent with identified student, facility and departmental needs. While policy forms the basis of content, the primary focus during delivery is on internal agency business practices and processes that are established for the ongoing implementation, administration and application of the policy within the department.

The Office of Human Resources is located at 214 West Jones Street in Raleigh. The Human Resource Office delivers training across the state using all available DPS classroom locations. The DPS Office of Human Resources, Organizational Development unit uses traditional, blended and e-learning experiences, ensuring training needs for both entry level and career employees are fulfilled. HR OD offers training services statewide in four regional offices:

- Eastern/Greenville
- Western Foothills/Lenoir
- Southern Coastal/Piedmont McCain

- Central/Raleigh

OD staff strategically located within geographic regions and using existing locations for training delivery results in cost efficiencies for subsistence and lodging associated with travel.

The Human Resource Office, Organizational Development Unit has provided Human Resources training services for 16,556 staff during fiscal year 2012-2013. The Organizational Development Unit has and is continuing to form partnerships with stakeholders to identify training needs and provide training services to DPS employees statewide without requiring travel to Raleigh for the delivery. Further, implementation of a new statewide learning management system will continue to result in efficiencies and cost reductions. A complete list of all Human Resources training services provided is reflected in the chart below:

North Carolina Department of Public Safety			
STS Training Query for NCDPS Human Resources			
From 07/01/2012 To 06/30/2013			
Category/Course Name	Nbr of Trainees	Nbr of Courses	Contact Hours
PERSONNEL			
EMPLOYEE RELATIONS COMMITTEE & DISCIPLINARY ACTION	2	2	8
EMPLOYEE SELF SERVICE OVERVIEW FOR EMPLOYEES	2385	546	7155
EMPLOYMENT INTERVIEWING	227	15	908
EQUAL EMPLOYMENT OPPORTUNITY TRAINING (EEOI)	349	21	4188
EXECUTIVE ORDER 113- MERIT BASED HIRING PROCESS	16	2	96
LEADERSHIP LEVEL 100 BASIC LEADERSHIP SKILLS TRAINING	10	2	240
MEDIATION TRAINING-MANAGEMENT/AGENCY REPRESENTATIVES	25	1	200
NCDPS PERSONNEL: HIRING PROCESS (4HRS)	441	13	1764
*NEW HIRE ORIENTATION : CORRECTION BENEFITS	2463	576	7389
*NEW HIRE ORIENTATION: CORRECTION POLICY	2494	583	4988
*NEW HIRE ORIENTATION: JUVENILE JUSTICE			
*NEW HIRE ORIENTATION: LAW ENFORCEMENT	88	19	704
PERFORMANCE MANAGEMENT FOR SUPERVISORS	20	3	160
THE APPRAISAL PROCESS (TAP)	441	23	5292
UNLAWFUL HARRASSMENT	40	2	80
VIOLENCE IN THE WORKPLACE	155	20	620
WORKPLACE VIOLENCE AWARENESS ON-LINE	7400	1	3700
Totals	16556	1829	37492
*New Hire Orientation listings are being consolidated during the 4th quarter of 2013.			