



North Carolina Department of Public Safety

Division of Prisons

Roy Cooper, Governor
Erik A. Hooks, Secretary

Timothy D. Moose, Chief Deputy Secretary
Todd E. Ishee, Commissioner of Prisons
Brandeshawn Harris, Assistant Commissioner

MEMORANDUM

TO: Chairs of the Joint Legislative Oversight Committee on Justice and Public Safety

FROM: Todd E. Ishee, Commissioner of Prisons

THROUGH: Erik A. Hooks, Secretary *SAN for EAH*
Timothy D. Moose, Chief Deputy Secretary *[Signature]*

RE: Prison Reform Report

DATE: August 1, 2020

Pursuant to Session Law 2019-223 Section 1.2 the Department of Public Safety (Department) shall report quarterly beginning November 1, 2019, and continuing quarterly until the end of the 2019-2021 fiscal biennium to the Joint Legislative Oversight Committee on Justice and Public Safety on the Department's prison reform initiatives, including:

- (1) All modifications to Department rules, policies, and procedures related to disciplinary actions against correctional officers and other correctional staff.
- (2) All modifications to Department rules, policies, and procedures related to disciplinary actions against inmates.
- (3) The amount, content, quality, and frequency of staff training.
- (4) Modifications to inmate work assignments, including assessments of the appropriateness of particular work assignments based on inmate classification.
- (5) Facility infrastructure improvements made to emergency communication, location tracking capabilities, and installation of additional cameras.
- (6) Increased availability of staff personal safety equipment and institutional safety equipment.
- (7) Adequacy of staffing of prison facilities and actions taken to increase staffing levels.
- (8) Actions taken to increase retention efforts of staff.
- (9) Changes to the hiring and orientation processes and procedures for correctional officers.
- (10) Methods used to prevent delivery of contraband items of offenders, including illegal drugs and mobile phones, and an evaluation or summary of the effectiveness of the methods.
- (11) Modifications to housing capacity to meet prison staffing requirements.

In addition to the statutory reporting requirements, this report includes an update on plans for all institutions within the Division of Prisons to become accredited by the American Correctional Association (ACA). Finally, the report details the Division's plans to release a five-year strategic plan later in August 2020.

(1) All modifications to Department rules, policies, and procedures related to disciplinary actions against correctional officers and other correctional staff.

Prisons continues to use the Employee Relations System (ERS), an automated centralized disciplinary/investigation system developed to track staff job performance and personal conduct issues in the workplace.

DPS continues to follow the Office of State Human Resources (OSHR) Disciplinary Action Policy.

(2) All modifications to Department rules, policies, and procedures related to disciplinary actions against inmates.

As of June 30, 2020, Prisons has a total of ten (10) offenders with heightened sanctions. Six (6) heightened sanctioned offenders are still housed in North Carolina with four (4) additional heightened sanctioned offenders housed out of state in other state correctional agencies.

As part of our systemic plan to increase the safety of our prisons and reduce offender misconduct, an incentive program was implemented during this quarter that allows offenders to earn up to four days of sentence reduction credits per month for good behavior. Under this initiative, offenders must remain free of any violation of prison rules. Since its inception on May 1, 2020, our system has seen offender misconduct drop by approximately 54% during the first 60 days of the program. Initial results are very encouraging and will be monitored closely. Our prison system is safer as a result of this and other safety initiatives.

The Department continues to review existing policies to determine if additional modifications may enhance the safety and security of facilities. Twenty-two (22) policies have been reviewed, modified and re-issued during this quarter. Prisons continue to review policies for possible updates in preparation for American Correctional Association (ACA) accreditation.

(3) The amount, content, quality, and frequency of staff training.

In June 2020, DPS' Office of Staff Development and Training (OSDT) began delivering the six-week Correctional Officer Basic Training (COBT) in two phases. Phase One, consisting of two weeks of psychomotor training, which replaced Pre-Basic Training, and Phase Two, four weeks of training which includes firearms training for new officers. Cadets who complete Phase One return to their facilities "post ready," and, under the guidance and supervision of their Field Training Officer, are able to assume limited duties in their assigned facilities that do not require the issuance of a firearm. A total of 71 Phase One classes have so far been scheduled for 2020, with the capacity to train 1,692 new officers. Once those officers return to complete the final four weeks of training, the number of Phase Two seats should increase the total seats available for COBT in 2020 to 2,518.

Also, in June 2020, the first COBT class incorporating telepresence technology began with new employees from Tabor Correctional. Future expansion of telepresence is planned to integrate OSDT sites with Prison facility training hubs, which will allow greater training capacity while also saving the agency costs associated with providing overnight meals and housing for trainees, and enabling more officers to train at their facilities.

From April 1, 2020 to June 30, 2020, OSDT began 31 classes with a capacity to train 594 students. During those three months, 38 classes graduated with a total of 620 students successfully

completing basic training. In the first six months of 2020, 1,097 students graduated basic training.

In June 2020, OSDT delivered the first 40 hours of basic training to noncertified staff who have offender contact, to include medical, maintenance, and Correction Enterprises employees to staff at Tabor Correctional Institution. The training includes topics such as situational awareness, control restraints and defensive techniques, gangs, and communication skills. This course was developed through the work of staff from across Adult Correction and is designed to increase staff safety and awareness when dealing with offenders in a correctional environment. The class is next scheduled to be offered to Eastern Regional Prisons staff in August 2020.

On an annual basis, both certified and non-certified employees complete 40 hours of in-service training. Due to the COVID-19 pandemic, in-service training was suspended as of March 16, 2020.

A new Correctional Leadership Development Program (CLDP) class began on September 26, 2019 with 24 participants. This is a year-long class designed to prepare staff for executive-level leadership in the agency, which culminates with a capstone group project.

Expanding supervisory training continues to be a priority, with additional front-line supervisor and mid-level manager classes scheduled by OSDT. Seventeen (17) employees completed the pilot offering of Credible Leadership, a new online program developed in partnership with Wake Technical Community College and the International Academy of Public Safety. The course, hosted by Wake Tech, is offered at no cost for certified staff and is designed to be delivered in three phases. Ultimately, the course will help to reinforce and enhance the leadership lessons learned in traditional classroom environments. A second offering of the course concluded in June with fourteen (14) employees successfully completing the course.

Prisons - New Managers Orientation: No newly promoted wardens completed the New Managers Orientation this quarter due to COVID-19. One Prison Manager completed the Advanced Skills Management Training Course. This course is the pre-requisite for the NC Certified Public Manager Program.

Appendix A provides a summary of training classes, hours, and number of students from April 1, 2020 to June 30, 2020.

(4) Modifications to inmate work assignments, including assessments of the appropriateness of particular work assignments based on inmate classification.

Revisions to the Offender Assignment Manual are approved and made available to facility staff. The manual and associated forms were posted in the fall/winter of 2019. The training was scheduled for the first quarter of 2020, but has been delayed due to COVID-19. It will be rescheduled when COVID-19 restrictions are lifted.

In addition, the offender custody classification instrument is being revalidated with training. Programming changes to the offender computer system are nearly complete and an internal workgroup has developed a webinar orientation for all applicable staff to be conducted at the end of July, 2020. Prisons and MIS plan to implement the revised Classification tool which includes a new female instrument on August 5, 2020. The Offender Custody Classification policy, Chapter C .0100 has been revised and is awaiting final approval through Power DMS. The National Institute of Corrections provided technical assistance for the revalidation process.

(5) Facility infrastructure improvements made to emergency communication, location tracking capabilities, and installation of additional cameras.

The Department is working to upgrade its security infrastructure and technology on several fronts:

Man-Down Technology

DPS continues to work toward deployment of personal alarm “man-down” technology through Prisons’ existing radio network. Currently the NXDN Radio System is up and running in final testing phases at NCCIW, Central, Franklin and Nash. Preliminary system upgrades being completed at Warren, Bertie, Pasquotank. Cabling and Structure upgrades started at Maury, Eastern, Anson, Lanesboro, Polk, Craven, Tabor City and Caledonia.

Cameras

Nearly 2,725 cameras have been installed within Prisons, including 325 between April 1, 2020 and June 30, 2020. To date, approximately \$1,380,000 of the \$1.5 million allocation and \$2,872,000 of the \$5 million allocation has been spent on camera projects.

Construction has slowed on multiple projects due to COVID-19. Construction began on camera projects at two sites in the second quarter of 2020. Once completed these three sites will result in the addition of 200 cameras at a cost of \$360,000. Several additional projects have been designed and Central Engineering job orders were issued in the 2nd quarter. Installation is being delayed due to COVID-19 and it is currently difficult to forecast construction start and completion dates for these projects. These four planned projects will result in the installation of 500 cameras at a cost of \$755,000.

Global Tel* Link (GTL) Contract Extension

Our current Global Tel* Link (GTL) contract has been extended through June 30, 2025. The GTL contract extension will include:

- Amend GTL’s existing Inmate Payphone contract to include enhanced services.
- GTL will install advanced hardware/software on the payphones currently in place (technology infrastructure) that DPS will own and manage.
- Enhancements will provide for secure Wi-Fi systems throughout all prisons, building a foundation for a position-based man-down alarm system.
- Cell phone detection surveillance aimed at increasing safety of our correctional staff.
- This secure Wi-Fi network will also serve as the technology infrastructure for tablet access by each offender at all Division of Prisons facilities.
 - GTL will provide wireless tablets that incorporate a learning management system, enabling each offender to have ready access to a variety of programs we choose to make available to them, such as educational programs, health-focused/self-help programs, music, and selected entertainment and leisure activities, to name a few.
 - Access to an electronic law library will be made available.
 - Tablets also afford the capability of video visitation, communication between offenders and their family members also will be enhanced.

Telemedicine

The establishment of a telemedicine program provides physical health services to offenders in correctional facilities. Telemedicine allows doctors to examine offenders from a safe distance. It

enables correctional officers to keep potentially dangerous offenders behind bars for treatment rather than bearing the cost and security risk of transporting them to hospitals. During this quarter the telemedicine program included:

- May 2020 - Telehealth and telephone services to include Surgery, Infectious Disease, Orthopedics, Cardiology, and Hepatology only
- June 1, 2020 - Specialty clinics at UNC to include ENT, Orthopedics, Cardiology, General Surgery, Infectious Disease, Hepatology, Dermatology, Nephrology, Urology, Gastroenterology, Endocrinology, Gynecology, and Oncology started telehealth.
- DPS telehealth scheduler went LIVE to the field for scheduling all telehealth encounters.
 - Estimate of \$65,000/week savings with medical and custody costs - based upon 150 encounters a week (low estimate).
- The overarching goal of telemedicine is not to completely replace in person visits but to rather triage patient complaints and maximize the efficiency and effectiveness of the eventual in person visit.

(6) Increased availability of staff personal safety equipment and institutional safety equipment.

Safety Package

Certified staff across all facility security levels continue to carry batons, radios, and increased concentration OC pepper spray. This includes custody staff and programs staff. Non-certified staff such as maintenance, medical, and Correction Enterprises, are approved to carry OC pepper spray upon completion of training. In addition, non-certified staff are issued safety whistles as a method to alert other staff for assistance when no other means of communication, such as radio or telephone, is available.

Stab-resistant Vests

Prisons have provided stab resistant vests for its employees. Correction Enterprises is in the process of manufacturing polo shirts and BDU style pants for all Prisons custody staff. The fabric chosen for the shirts offers staff the highest degree of comfort and cooling in hot summer months. The fabric incorporates EvoChill cooling technology and wicks away moisture from the body, stretches to ensure comfort, and maintains a waterproof finish. Staff have responded favorably to the polo shirts which improve comfort when paired with the vest. Prisons ordered an additional bulk order of stab-resistant vests and the vests will be distributed to staff upon arrival.

Tasers

In addition to Maury, Scotland, Marion, Pasquotank, Bertie CI, Alexander CI, and Tabor CI, Tasers have arrived for Southern CI, Eastern CI, Central Prison, Foothills CI, and Polk CI. Training was delayed, due to COVID-19 safety precautions, however, instructor (train-the-trainer) schools for those facilities were held on July 23, 2020. In the days/weeks following the instructor's training, Southern CI, Eastern CI, Central Prison, Foothills CI, and Polk CI will be assigned their allotted Tasers and training will begin for their staff to carry the Taser. All supervisory staff will be trained and issued Tasers at all close custody facilities.

Portable Towers

Portable towers that span 14 feet have arrived for nine (9) close and medium security facilities. Appropriate policies and trainings have been developed to address the safety requirements. A Staff Training module has been developed and is available through LMS to supplement the on-site training for the towers. The use of portable towers has been cleared for use at medium and close custody facilities.

Restraints

Prisons has ordered a bulk order of mechanical restraints for offender transport. The additional restraints will allow prisons to properly restrain all offenders during transport. This will make offender transports more secure and safer for the offenders, our staff and the public.

(7) Adequacy of staffing of prison facilities and actions taken to increase staffing.

Recruiting and retaining staff across multiple disciplines continues to present challenges for Prisons, as well as other sections within DPS and state government. The statewide vacancy rate for correctional officers was 15.3% at the end of June 2020 which is a 0.7% decrease when compared to the last quarter (January - March -16.0%) and a 4.2% decrease from the previous quarter (July – September – 19.5%). While the position vacancy rate is close to 15%, the actual “functional” vacancy rate is approximately 28.4%. In addition to vacant positions, the functional vacancy rate takes into account those new Correctional Officers who are working, but are awaiting certification and therefore cannot perform all the duties of a Correctional Officer. It also takes into account those Correctional Officers who are on a leave of absence.

During the 2nd quarter of 2020, we’ve received a total of 2299 Correctional Officer job applications as compared to a total of 3317 during this same period in 2019. This represents a decrease of 31%. Likewise, during the 2nd quarter of 2018, a total of 3440 applications were received which represents 33% more than have been received during the current reporting period.

It appears the uncertainty of the COVID-19 pandemic is resulting in a hesitancy on the part of potential applicants to take life-changing actions. Fortunately, this also appears to be working to our advantage as we suspect Correctional Officers may be resigning at a slower place as evidenced by the slight reduction in the current vacancy rate despite the fact that fewer applications have been received.

As explained in previous reports, employees at 13 facilities (now 12 since Tyrrell has been temporarily closed) identified as high-need facilities based on criteria set by the General Assembly, began receiving monthly salary supplements of \$208, \$416 or \$625 per month.

Recruitment

Recruiters are continuing to utilize alternative recruitment methods such as: virtual career fairs, WebEx events, MS Teams – based events, as well as placing greater reliance on social media and other electronic platforms. A DPS-wide virtual career fair was hosted by an outside vendor on July 22- 24th. All agencies within DPS were invited to attend.

Since March 2020 all recruitment has been done virtually with 48 events in April, 99 in May and 120 in June. Recruiters have engaged with nearly 16,000 potential applicants during this reporting period which is down slightly from the 17,700 contacted last quarter.

In conjunction with the Communications Unit, marketing and social media efforts continue to target those who may have been recently laid off due to the pandemic. Efforts are continuing, however, to find new and creative ways to market and advertise these career opportunities in light of concerns during the current pandemic. A significant number of applicants voluntarily drop out

at various points during the screening process. An effort has been made this quarter to reach out to these applicants in an effort to reengage with them in hopes they will reconsider their decision. Over 2,000 emails were sent in May to applicants in an effort to persuade them to continue in the process. Opportunities are provided to these applicants to continue in the process where they left off rather than start at the beginning. Those who respond as interested in continuing are being tracked separately to determine the effectiveness of this program. These results should be available during the next quarter.

Plans for the implementation of “one day hiring events” have been delayed since these events rely heavily upon “in-person” contact with potential applicants. The emphasis has shifted to virtual career events to provide information and encourage applicants to apply on-line. The possibility of implementing the one day hiring events will be discussed when current restrictions are lifted. Likewise, facility visits used to strategize and implement processes for the recruitment of new correctional officers from the surrounding community were suspended during April and May due to COVID-19. These have been reinstated in June, but are now being done virtually through MS Teams. Eleven (11) virtual facility visits took place in June.

In light of the current pandemic, advertising is being switched to emphasize the use of social media (Facebook, Instagram and LinkedIn) along with other web-based platforms such as YouTube.

(8) Actions taken to increase retention efforts of staff.

Retention is key to stabilizing the prisons workforce. Retention initiatives during this quarter include:

- Implementation of legislatively enacted salary increases is anticipated to improve retention. All Prisons employees will receive 2.5% salary increases, effective July 1, 2020.
- Prisons has implemented an Employee Recognition Program to honor Prisons employees for exemplary service on the job and in the community. Staff members will receive the 2019 Employee of the Year awards in various categories during a statewide recognition event. The presentation of the awards has been delayed due to the COVID-19 pandemic.
- Prisons has created a Chief of Retention position to assist with initiatives to help stabilize Prisons’ workforce. The Chief of Retention has joined recruiting consultants during recruiting events to assist with recruiting new Correctional Officers. The Chief of Retention has also started an Easy & Low Cost Initiative to purchase movie theater popcorn machines for staff. The Chief of Retention is working on a host of other activities to improve the quality of life for staff. The Chief of Retention has also started post chart reviews, pursuant to G.S. § 143B-709, for Prisons and plans to complete post charts for all prisons by the end of the 2020 calendar year.

(9) Changes to the hiring and orientation processes and procedures for correctional officers

Due to COVID-19, the DPS regional employment offices and prison facilities have taken measures during this timeframe to reduce the risk of exposure through social distancing efforts and PPE supplies. As noted in previous reports, the hiring process for correctional officers has been reviewed and modified many times during the last decade. This process is multi-faceted and contains many Criminal Justice Education and Training Standards (CJETS) requirements for certification as well as shared responsibilities between DPS Human Resources and Prisons facility, region, and central administration staff. The hiring process continues to be reviewed and

modified. There have been no changes in the hiring process since last quarter.

The Correctional Officer Field Training Program continues to pair a new basic training graduate with a field training officer (FTO) for three weeks of facility-based "hands-on" experience before a new officer is assigned to work a post independently. As of June 30, 2020, there were 380 FTOs and approximately 2,364 new correctional officers have completed the three-week training program.

(10) Methods used to prevent delivery of contraband items to offenders, including illegal drugs and mobile phones, and an evaluation or summary of the effectiveness of the methods.

DPS continues to deploy technology to detect, intercept and block the use of unauthorized cell phones in the facility. Prisons has implemented two methods of managed access systems: stationary systems and mobile. Scotland and Maury correctional institutions both have fully operational stationary managed access systems.

The following contraband detection and deterrent measures were implemented during this quarter:

- Additional fencing and razor wire was installed at Catawba CI to assist in preventing throw overs and escapes.
- A cost assessment was completed for the installation of security netting at Columbus CI and Johnston CI. Construction is underway at Johnston CI and construction will begin within the next 45 days at Columbus CI.
- The electronic mail system (Text Behind) continued at all female facilities. Prisons is currently evaluating this technology for all male facilities.

Prisons has received 22 desktop level detection systems that scan suspected substances for close custody facilities, drug interdiction teams and the Prison Emergency Response Teams to utilize in scanning any substance suspected of being an illegal drug/material.

(11) Modifications to housing capacity to meet prison staffing requirements.

The high number of staff vacancies continues to impact DPS' ability to accept new offenders who are being sentenced to serve active prison sentences through the state court system. As a result of taking housing offline due to vacancy rates in some prisons, there is a backlog of offenders in county jails awaiting transfer to the state prison system. During this quarter the jail backlog reached 2,000 due to the COVID-19 pandemic and associated suspensions of state court proceedings. As of June 2020, the jail backlog was reduced to under 500 offenders. Prisons has an aggressive plan to reduce eliminate the jail backlog by the fall of 2020.

Additional noteworthy efforts undertaken by the Division of Prisons include:

American Correctional Association (ACA) Accreditation of all Division of Prisons institutions and headquarters. This year, we are working to accredit four different areas within the Division of Prisons. We plan on having two Correctional Enterprises factories audited, the Prisons Central Office in Raleigh, and Sanford Correctional Center. It is our goal over the next seven (7) years to have all institutions within the Division accredited. ACA Accreditation is intended to improve facility operations through adherence to clear standards relevant to all areas/operations of the facility, including safety, security, order, offender care, programs, justice and administration. Benefits of ACA Accreditation include:

- Assessment of program strengths and weaknesses.
- Establishment of measurable criteria for upgrading operations.
- Performance-based benefits.
- Improved staff morale and professionalism.
- Safer environment for staff and offenders.
- Defense against lawsuits.
- Reduced liability costs.

Strategic Plan for Prisons - A five-year strategic plan based upon our new mission, vision and core values will be published in August 2020. This plan came about as the result of input from line staff to the leadership of the division. There was a conscious effort to dedicate this strategic plan to the memories of the five staff members murdered in 2017. A significant portion of the plan provides for enhanced security for all staff and offenders. The plan's ten goals encompass all areas of prison management incorporating health services and correctional enterprises as an integral parts of the division. There is a realization that evidence-based programs can reduce recidivism especially if partnered with community agencies. The need for creditable and meaningful substance use and mental health treatment make up significant parts of the plan. These goals have been developed as areas needing attention, implementation and monitoring. The plan will provide an avenue to review implementation of these good ideas and monitor their completion.

Conclusion

COVID-19 – Active totals, current testing results, and actions taken in our response to COVID-19 can be found at www.ncdps.gov.

The Department appreciates and values the support of and collaboration with the General Assembly to fund and enact meaningful reform. Additional details regarding prison reform can be found at www.ncdps.gov/prison-reform.

Appendix A
Training Offered April 1, 2020 – June 30, 2020
Courses Managed by Office of Staff Development and Training

Course Title	Course Description	Total Classroom Sessions Completed	Training Hours	Total Completions (*Note 1)
OSDT - Basic Correctional Officer Training	This is the 220.5-hour (6 week) basic training program for Correctional Officers and Case Managers.	38	220.5	620
NCDPS - Fire Safety (Classroom Only) (In-Service)	This training is equivalent to the online training course for all certified and non-certified Prisons in-service training. The purpose of Fire Safety Training is to identify the actions that should be taken by the North Carolina Department of Public Safety – Division of Adult Correction and Juvenile Justice (NCDPS - DACJJ) personnel in the event of a fire or similar emergency situation. In addition, actions are identified which must be implemented and documented, where required, in order to maintain fire protection systems and assist in the prevention of fire on the NCDPS - DACJJ premises. The Fire Safety Training covers fire prevention, evacuation and emergency response.	34	1	117
OSDT - Staff & Offender Relations - Maintaining Professional Boundaries (Participants) (In-Service)	The purpose of this course is to provide the NCDPS – DACJJ staff with the skills and knowledge regarding maintaining professional boundaries in their relationships with offenders and juveniles.	154	2	292
OSDT - Unlawful Workplace Harassment (UWPH) -	The purpose of this course is to provide the NCDPS - DACJJ employees with a clear understanding of the NCDPS' zero tolerance for unlawful workplace harassment. This is the initial training course provided to all newly hired NCDPS employees with the exception of certified staff.	50	4	188

Initial Participant Course (In-Service)				
OSDT In-Service - Controls, Restraints and Defensive Techniques (CRDT) Phase I - Annual Refresher Training	This course is designed to provide NCDPS Adult Correction officers with refresher training in Controls, Restraints and Defensive Techniques (CRDT) which helps them handle violent offenders, withstand personal attacks and work effectively in emergency situations.	4	4	17
OSDT In-Service – Prisons /Community Corrections Block of Professional Ethics: On & Off Duty	The purpose of this course is to provide trainees with an understanding of ethics, ethical conduct and practice with making ethical decisions. This course can be used for new hire orientation and annual in-service training for all North Carolina Department of Public Safety – Division of Adult Correction and Juvenile Justice (NCDPS - DACJJ) Sections.	154	2	292

Course Title	Course Description	Total Classroom Sessions Completed	Training Hours	Total Completions (*Note 1)
OSDT In-Service - Unlawful Workplace Harassment (UWPH) - Refresher Course for NCDPS - DACJJ Staff	This class provides the NCDPS - DACJJ employees with a clear understanding that the NCDPS has a zero tolerance for harassment of any kind and is committed to prevention and eliminating of all workplace harassment behavior and retaliation.	72	1	104
In-Service-Occupational Exposure to Infectious Diseases (BBP)	The purpose of this course is to assist the NCDPS – DACJJ employees and offender workers in eliminating or minimizing occupational exposure to blood borne pathogens and tuberculosis through education and training in compliance with Occupational Safety and Health Administration (OSHA) Rule 29 part 1910.1030, NC Tuberculosis Control Program (10ANCAC 41A.0205) and recommendations from the Center for Disease Control and Prevention (CDC). Every instructor tasked with teaching this course has successfully completed the eight (8) hour Occupational Exposure to Infectious Diseases (BBP) Instructor Training Program taught and coordinated by the NCDPS Safety, Occupational and Environmental Health Office located at 2020 Yonkers Road, Raleigh, NC 27604, 919-716-3590.	170	2	386
Prisons- OC Pepper Spray (SOP Refresher) (In-Service)	The purpose of this course is to provide Prisons personnel with a review of Pepper Spray (Oleoresin Capsicum), its chemical make-up, its correct application, legal considerations of application, first aid procedures for OC exposure and decontamination procedures.	13	2	18
Prisons In-Service - Expandable / Rigid Baton: Refresher	The purpose of this course is to provide the employee with a review of all skills learned during the Expandable / Rigid Baton: initial training or Correctional Officer basic training. This course will also review the escalation of trauma chart as well as the Prisons Use of Force Policy. This lesson plan will also cover the basic drawing techniques for use with the Monadnock Expandable / Rigid Baton for facilities which still use equipment.	0	4	0

Prisons In-Service - Fire Safety (822 Part III)	This training is designed to refresh each employee on the basics of using fire extinguishers to put out a fire.	131	1	319
Prisons In-Service - Prison Emergencies: Prevention and Response (822 Part II)	The purpose of this course is to prepare correctional staff to deal with prison emergencies in a safe, effective and lawful manner.	166	2	455
Prisons In-Service - Safe Search Practices (816-B)	The purpose of this course is to provide correctional employees with a comprehensive understanding of safe searching techniques as well as providing them with the necessary skills to conduct searches on offenders and searches within a facility.	2	2	7

Court Title	Course Description	Total Classroom Sessions Completed	Training Hours	Total Completions (*Note 1)
Prisons In-Service - Security Risk Groups within Adult Correction	The purpose of this course is to present Division of Adult Correction personnel who have a responsibility of supervising offenders assigned to the Prisons or Community Corrections a general working knowledge of Security Risk Groups presence, origins, characteristics and identifiers used by these groups in their working environment.	13	3	70
Prisons In-Service - Suicide Prevention / Self-Injurious Behavior	The purpose of this course is to familiarize the participant (usually a non-Mental Health staff member) with the changes in the policy, the risk factors usually present in cases of self-injury and the actions required of them in cases where the risk factors indicate preventative measures are necessary, to provide Prisons staff with a clear understanding of the Suicide Prevention Program and the causes and procedures for dealing with offenders with self- injurious behavior tendencies.	174	2	499
Prisons In-Service Firearms - 501 Part I - Law & Policy Concerning Use Of Deadly Force	The purpose of this course is to provide the Prisons officer with a review of applicable law, department and section policy concerning the use of deadly force.	8	1	29
Prisons In-Service Firearms - 501 Part II - Firearms Safety	The purpose of this course is to provide the Prisons officer with a review of Firearms Safety Procedures and the knowledge, skills and ability to handle firearms in a safe manner when on duty.	13	1	42
Prisons In-Service Firearms - 501 Part III - Handgun Proficiency / Requalification Training	The purpose of this course is to review and recertify the Prisons officers annually with the standard issue handgun.	5	3	16
Prisons In-Service Firearms - 501 Part V - Shotgun Proficiency Training	The purpose of this course is to review and recertify the Prisons officers annually with the standard issue shotgun.	2	2	4

Prisons - Reasonable Accommodations for Inmates with Disabilities (ADA)	This course presents to the personnel of Prisons, the Reasonable Accommodations for Inmates with Disabilities Policy and Procedures.	68	1	157
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Course Title	Course Description	Total Classroom Sessions Completed	Training Hours	Total Completions (*Note 1)
PREA - Sexual Abuse and Sexual Harassment 101	The purpose of this course is to provide the NCDPS - DACJJ employees with an understanding of their role in preventing and responding to sexual abuse and harassment. This training will provide the NCDPS staff with a clear understanding of North Carolina General Statute 14.27.7, the Prison Rape Elimination Act and the NCDPS policies relating to offender / juvenile and staff sexual abuse and harassment.	185	1	445
OSDT - Situational Awareness	This course provides correctional staff with the knowledge and skills that will assist them in improving job performance as it relates to officer safety by increasing situational awareness during the course of their daily duties.	11	4	63
OSDT - First Steps to Supervision Leadership Course	The purpose of this course is to provide first line supervisory training to selected supervisory staff. "First Steps" is a 40-hour NCDPS - DACJJ training program for first-line supervisors, focusing on the transition from staff member to supervisor and developing the skills necessary to become a successful manager. The blocks of instruction are designed to assist supervisors in building the foundation that allows you to become a confident and effective supervisor.	2	40	17
OSDT - Peak Performance	The purpose of this course to provide mid-level management training to selected supervisory staff. "Peak Performance" is a 40-hour Department of Public Safety training program designed to provide supervisors with a solid foundation for achieving proficiency in dealing with people. Peak Performance is an adult learning course requiring workgroup dynamics, participant interaction and individualized reading/writing assignments. Classroom involvement is instructor dedicated to open discussion and forums focusing on instructors and participant's knowledge, experience and expertise.	1	40	8
	Total (from A-1 to A-4)	1,470		4,165

Courses Managed by Human Resources
(Courses are open to all Department of Public Safety employees, except where noted otherwise)

Course Title	Course Description	Total Classroom Sessions Completed	Training Hours	Total Completions (*Note 1)
DPS-HR Introduction to Disciplinary Actions & Policy <i>(Modified version Web-Ex – Virtual- classes begin in July 2020)</i>	This training is to assist staff with understanding the progressive disciplinary process for dealing with employees when job-related performance and/or behavior does not meet expectations and communicated performance standards. Course Objectives: develop and enhance the knowledge and skill level of participants in the disciplinary process, demonstrate an understanding of the sequence and procedures necessary to complete a disciplinary action, understand the grievance process and participate in class activities which will assist participants in administering discipline.	0	8	0
Coaching for Leaders: Creating an Engaged Workforce <i>(Modified version Web-Ex – Virtual- classes begin in July 2020)</i>	The results of coaching benefit organizations because they improve the speed of decision-making, free up management time for higher-level activities, and increase job satisfaction among team members. Leaders need to develop coaching qualities, skills and competencies that include core elements. This course will help develop skills and competencies needed to successfully coach staff to create an engaged workforce. Course Objectives: learn how a performance management culture can drive both employee and organizational success, understand the nature of coaching, know the difference between coaching and other forms of engagement, use effective techniques to maximize your employee's/ team's performance and use skill practice to reinforce coaching techniques.	0	4	0
Employment Interviewing <i>(Modified version taught via Web-Ex – Virtual)</i>	This course is to provide the NCDPS employees designated to participate in employment interviews with appropriate laws and federal acts regarding the hiring process, legal interviews and skills needed to make the interview effective. Course Objectives: identify the key landmarks that are the basis of applicant rights, define structured interview, develop interview questions and benchmarks, use the interview guidelines DPS-Internal Policies & Procedures to conduct an interview and document interview results using DPS forms required during the interview process.	3	4	55

<p>LAAL-S: Leading Teams for Supervisors (NCDPS)</p> <p><i>(Due to COVID-19 Pandemic – OSHR’s not offering the LAAL series – Discussion underway for OSHR to convert content to a virtual format)</i></p>	<p>This is a basic course for those individuals who currently have formal supervisory for frontline employees. Objectives include: Identifying the characteristics of high performing teams, explaining five dysfunctions of low performing teams; describing the four stages of team development; communicating techniques that promote constructive discussion of diverse perspectives; describing how change agents create continuous learning environments to inspire excellence.</p>	0	8	0
<p>LAAL-S: Managing People (NDCPS)</p> <p><i>(Due to COVID-19 Pandemic – OSHR’s not offering the LAAL series – Discussion underway for OSHR to convert content to a virtual format)</i></p>	<p>This is a basic course for those individuals who currently have formal supervisory responsibility for frontline employees. Objectives include: Explaining the principles & strategies of managing people and applying the skills to achieve a better work environment with increased cooperation & productivity; learning and understanding how your personality type speaks, gives and receives feedback; gaining a better understanding of employees’ responses, conflicts and motivations based on their personality type; learning and implementing a simple 5-step process to conflict resolution.</p>	0	8	0

<p>LAAL-S: Supervisory Foundations (NCDPS)</p> <p><i>(Due to COVID-19 Pandemic – OSHR’s not offering the LAAL series – Discussion underway for OSHR to convert content to a virtual format)</i></p>	<p>This is the initial leadership training course for those individuals who currently have formal supervisory responsibility for frontline employees. Lead workers and those who have more informal leadership roles should attend LAAL courses for individual contributors. Course Objectives: describe the scope and responsibilities of a frontline supervisor, identify supervisory competencies and success factors, demonstrate the three steps to ethical decision making, set and maintain standards of accountability for your team, define your customer network and customer satisfaction metrics, describe how effective supervisors lead change and use a structured two-way discussion model to ensure communications are clear, efficient, results- focused and respectful.</p>	0	16	0
<p>NCVIP New Supervisor Performance Management Training</p> <p><i>(Modified version taught via Web-Ex – Virtual)</i></p>	<p>This course is mandatory for supervisors / managers and will provide an overview of the Performance Management / NCVIP. Detailed information will be given to allow managers to effectively manage and conduct performance evaluations. Course Objectives: cover the three Performance Management stages – WP, Interim, & APE; cover how supervisors /managers should effectively communicate with staff by using discussion tools provided in the training. Ensure employees have a clear understanding of their performance expectation & core values and the importance of documentation and feedback and ensure employees have a clear understanding of how their performance expectations & core values contribute to the agency goals /mission.</p>	3	8	31
<p>Timesheet Training for Supervisors</p> <p><i>(Modified version taught via Web-Ex – Virtual)</i></p>	<p>The purpose of this training is to provide the knowledge and resources needed for supervisors to accurately document the attendance and absence of employees ensuring that all compensation and leave benefits are correctly administered. Course Objectives: familiarize staff with the basic steps of the time administration Process, identify the policy and laws governing attendance, absence and overtime compensation, define the methods used to document attendance and absence, identify procedures to document attendance ensuring proper credit for premium hours is applied and understand leave functions and the procedures to document absences properly.</p>	1	8	21

<p>DPS Equal Employment Opportunity Diversity Fundamentals</p> <p><i>(Due to COVID-19 Pandemic – OSHR’s was not offering the EEODF classroom version during the months of March – June). Discussions that OSHR will convert the content and begin Offerings in August 2020)</i></p>	<p>This course, as mandated by G.S. 126.16.1, is required for all state government employees who were hired, promoted or appointed to the position of supervisor or manager on or after July 1, 1991. Managers and supervisors hired, promoted or appointed prior to July 1, 1991 are strongly encouraged to attend the Institute. This course is designed with the latest information needed to help managers and supervisors understand federal and state equal employment opportunity/affirmative action laws in the context of daily work situations. The course is offered in a blended format, 3.5 hours of online training which includes a final assessment and one full day of instructor-led classroom training. Course Objectives: upon completion of this training, participants should be able to explain equal employment opportunity, affirmative action, protected classes and other concepts and principles related to EEO, understand standards courts and investigators use to determine if and when illegal discrimination has occurred in the workplace, describe federal and state laws related to EEO and the scope and responsibilities of supervisors / managers for enforcement of these laws, engage in legally defensible hiring practices, recognize, prevent and correct unlawful workplace harassment, understand employees’, supervisor’s and manager’s rights and responsibilities with regards to upholding EEO policies and practices; create / maintain an inclusive and productive environment where all employees feel valued and respected and identify best practices for working in a diverse work environment.</p>	0	8	0
<p>COFT – Correctional Officer Field Training</p> <p><i>(Session scheduled for August 2020 to be conducted Virtually using Cisco Telepresence Equipment)</i></p>	<p>The FTO (Field Training Officer) program provides a process to motivate, guide, and support new correctional officers by providing individual professional development. This is done by pairing the new C.O. with an FTO for 120 hours (three-week period). By completing the 24-hour FTO instruction, the learner will be able to serve as a trainer, advisor, guide, and role model to new C.O.’s. Objectives include: defining the Role of an FTO; providing tools for developing integrity & making ethical decisions; identifying techniques to use for cultivating initiative and building enthusiasm; defining leadership; learning qualities of an effective leader; and assessing personal leadership skills; identifying elements of effective communication; and providing tools to aid with effective communication; identifying the benefits of a Diverse Workforce; presenting methods & techniques that FTO’s use to instruct new C.O.’s to perform job related task.</p>	0	24	0

DPS-HR VSL (Voluntary Shared Leave) ILT session	The target audience for this training is staff with the responsibility of processing voluntary shared leave applications or receiving donation forms at the Unit/Facility level. Objectives include identifying the policy, purpose, eligibility for participation, recipient & donor guidelines, and common terms utilized with VSL; showing participants how to utilize the NCDPS website to obtain VSL documents, complete VSL forms, and enter VSL into the Integrated HR Payroll System. Reviewing the VSL audit standards and the expiration process.	0	8	0
DPS – HR VSL – Online Training	This 1-hour on-line training is designed to assist you in becoming familiar with the Voluntary Shared Leave Policy and preparing you prior to attending the in-person training session. Objectives include: Policy and purpose of Voluntary Shared Leave (VSL); Eligibility for participation in VSL Program; Recipient and Donor guidelines according to policy. Defining the terms utilized with VSL; How to utilize NDCPS' Website to obtain VSL Documents; How to Complete a VSL application, worksheet and donation form; How to enter VSL in the Integrated Payroll System; explaining the VSL audit and expiration process.	1	1	7

DPS – HR Mediation for Respondent <i>(Modified Version via WebEx Virtual)</i>	DPS policy provides an Employee Mediation Process for employees to allow for the prompt, fair, and orderly resolution of appeals arising out of employment. The purpose of this training is to educate respondents representing the Department in the mediation process and to familiarize them of their role pertaining to the mediation process. Exec. Staff and Division Directors designate employees to serve as respondents in agency mediations. This training is required for all staff designated prior to serving as a respondent during the Appeals process. These individuals represent the agency and have been granted authority to reach an agreement on behalf of the Department to resolve an appeal. Objectives include: 1. Understand the Department of Public Safety Mediation Policy and Procedure; 2. Define the purpose of mediation; 3. Define the role of the Mediation Intake Coordinator; 4. Define the role of the respondent in the mediation process; 5. Identify the tools used to administer the mediation program; 6. Review, Discuss and Promote the mediation process and procedures	3	8	37
DPS – HR New Employee Orientation	<p>New Employee Orientation introduces new employees to the Department of Public Safety and the organizational policies that govern their work. This program also presents information on employee benefits and facilitates new employee onboarding.</p> <p>This program is generally completed within the first 2 weeks of employment. Objectives:</p> <ol style="list-style-type: none"> 1. Familiarize new employees with the Department’s mission and organizational Structure 2. Develop an understanding of the Department’s policies and procedures. 3. Review the benefits available to the employees of the Department. 	206	4	448
DPS HR - FFCRA Training for HBR’s	<p>The purpose of this training is to familiarize staff with the leave benefits outlined in the Families First Coronavirus Response Act. Topics covered will include eligibility, A/A codes associated with FFCRA, supplementing 2/3 pay, designating FML, and SOE Shift Premium.</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Understand the provisions of the Families First Coronavirus 	2	2	235

	<p>Response Act (FFCRA)</p> <p>2. Define the application of leave under the Emergency Paid Sick Leave Act (EPSLA)</p> <p>3. Define the application of leave under the Emergency Family and Medical Leave Expansion Act (EFMLEA)</p> <p>4. Understand the procedures for designating FML under COVID-19</p>			
DPS HR - Employee Self Service (ESS) Overview for Employees	<p>The purpose of this course is to provide NCDPS employees with an overview of the Human Resources Payroll System (Beacon) employee self-service (ESS) system, demonstrating how to use ESS and the various functions of each component. Objectives:</p> <ol style="list-style-type: none"> 1. Know where and how to log on and off of BEACON ESS 2. Go to "My Personal Data" in ESS to maintain and update address information, bank information, family member data, and W4 tax withholding information. 3. Go to "My Benefits" in ESS to display benefits information, make necessary changes to selected benefit plans, and access State Health Plan and related forms. 4. Go to "My Time" in ESS to view time statements and leave quota balances. 5. Go to "My Pay" in ESS to display your salary information, display total compensation data, print W-2 information, and print your paystub. 6. Know where to go to receive help with BEACON ESS. 	93	3	193
TOTALS		312		1,027

Note 1 – Includes Classroom and Online Completions