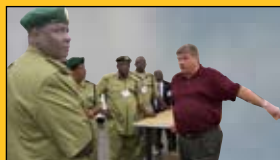
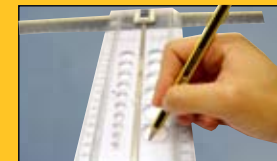


2007 Annual Report



This annual report was proudly printed and assembled
by working inmates at the DOC Correction Enterprises
Print Plant at Nash Correctional Institution.
A total of 1,000 copies were printed
at a cost of \$2,023.28, or \$2.02 per copy.

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North Carolina Department of Correction

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Greetings!

The North Carolina Department of Correction is proud of its contributions to public, employee and inmate safety and effective offender management in 2007. Prison facility improvements, innovative program developments, technology-based supervision strategies and employee contributions all highlight a remarkable year for us and ultimately for citizens who call North Carolina home.

As construction continued on Tabor Correctional Institution during the year, plans were implemented to expand its original objective to help meet the projected need for increased prison space. Medium custody housing is being added to the close custody compound.

Money appropriated by the General Assembly allowed us to begin construction of two vital new facilities within the Central Prison complex in Raleigh. First, a new hospital is rising, to replace an aged, inefficient structure. Second, a separate structure is being built to address the growth of the mentally-ill portion of the inmate population.

Last year also saw the initiation of the process to obtain American Correctional Association (ACA) accreditation for the Division of Prisons' Central Office and 10 of its largest institutions. Integrating professional correctional practices as recommended by the ACA and ensuring policies and procedures comply with North Carolina laws and agency requirements is expected to bring us the coveted accreditation distinction. Indeed, the Central Office received accreditation in January 2008.

We also gave new priority in 2007 to programs and services aimed at preparing offenders to succeed lawfully in their communities. The new Office of Transition Services, created last year, developed an innovative model that focuses on risk identification, individualized case plans, effective interventions and community support and partners.

The year 2007 marked first full year of operation for the Division of Community Corrections' Sex Offender Management Office. With public concerns about sex crimes and their perpetrators, the Office has pulled the Division's programs and supervision strategies under a single, efficient and effective umbrella. Included in the purview is the legislatively-mandated sex offender satellite tracking system.

In the following pages, we proudly present to you a closer look at the Department of Correction's progress toward its mission in 2007. Thank you for taking time to learn more about our facilities, our programs and, most importantly, our people.

Sincerely,

Theodis Beck

North Carolina Department of Correction

Secretary / Theodis Beck



The Association of State Correctional Administrators named Secretary Beck the most outstanding correctional administrator in the country for 2007.

General Counsel / Lavee Hamer
EEO / Cheryl Fellers
Grants & Program Development / Mike Evers
Internal Audit / Vickie Haddock
Public Affairs / Keith Acree

Chief Deputy Secretary / Dan Stieneke

Division of Alcoholism & Chemical Dependency Programs / Virginia Price
Division of Community Corrections / Robert Lee Guy
Division of Prisons / Boyd Bennett
Extradition / Sycret Evans
Victim Services / Sandy Dixon

Deputy Secretary / Tracy Little

Controller / Byron Harris
Purchasing & Services / Barbara Baker
Human Resources / Ron Gillespie
Research & Planning / Nicole Sullivan
Staff Development & Training / Dan Lilly
Clemency / Barry Jenkins
Federal Legislation / Joe Chandler
Legislative Affairs / Mildred Spearman

Deputy Secretary / Bill Stovall

Correction Enterprises / Karen Brown
Central Engineering / Jake Freeman
Chief Information Officer / Bob Brinson
Combined Records / Judy Sills
Management Information Systems / David Keys
Safety, Occupational & Environmental Health / Joe Simpson



Mission Statement

The mission of the North Carolina Department of Correction
is to promote public safety
by the administration of a fair and humane system
that provides reasonable opportunities
for adjudicated offenders
to develop progressively responsible behavior.

Vision Statement

We, the employees of the Department of Correction,
envision an organization respected by the citizens in North Carolina
for its effectiveness in responding to the problem of crime in our society
and in working collaboratively with others
to prevent crime through community involvement.
We see an organization providing public safety,
opportunities for offenders to become productive citizens,
and growth and development for employees.
We see ourselves contributing to the creation of a society
of law-abiding, responsible citizens.

Code of Ethics

It is the policy of the North Carolina Department of Correction that no person connected
with the Department will use his or her official position
to secure real or perceived special privileges or advantages.
Entrusted and empowered by the people of North Carolina,
we, the employees of the North Carolina Department of Correction, individually and collectively,
adopt our Code of Ethics, obliging us to diligently strive to:

- Be committed to excellence.
- Promote and facilitate teamwork.
- Perform my job to the best of my abilities.
- Be consistent in the application of my duties.
- Be trustworthy, honest, and straight-forward.
- Engage in efforts toward mutual understanding.
- Be accountable to the citizens of North Carolina.
- Uphold the principles and traditions of my profession.
- Provide quality service to my customers and stakeholders.
- Enhance my job performance by maximizing learning opportunities.
- Embrace diversity, promote inclusiveness and respect human dignity.
- Promote positive change that is beneficial to the Agency and the State.
- Comply with all laws, regulations and rules governing the Department, and policies of the Department.
- Protect the safety and welfare of the public, fellow-employees, offenders, and myself,
cautiously guarding against injury or loss.

Division of Prisons

The Division of Prisons set out to reach higher and achieve more in 2007, and successfully moved its operations to new levels of excellence.

American Correctional Association Accreditation

In order to demonstrate a higher level of professionalism and achieve higher recognition in the corrections field, the Division began the steps necessary to obtain ACA Accreditation for the Central Office and 10 institutions – Alexander, Bertie, Central Prison, Foothills, Lanesboro, Marion, Maury, NCCIW, Pasquotank and Scotland.

With accreditation involving every aspect of prison management, two accreditation manager positions were established to assist division, region and institution staff by coordinating policy development, researching and recommending revisions to policies and procedures, integrating professional correctional practices as recommended by the ACA, and ensuring policies and procedures comply with North Carolina laws and agency requirements. The Central Office was accredited in January 2008.

National Incident Management System (NIMS)

The Federal Emergency Management Administration (FEMA) mandated that all federal, state, tribal, county and local governmental agencies adopt the standard "Incident Command System." Approximately 1,400 employees statewide were trained in compliance with the mandate.

The Division trained selected staff members through the National Incident Management System (NIMS) based on their roles as first responders in an emergency. Also, a list of job classifications was established to identify those who were required to attend selected NIMS training.

Involving three on-line courses, the training offered the Division its first broad attempt at such instruction. The experience was valuable for future employee training, which is expected to become increasingly Web-based.

Prison Rape Elimination Act (PREA)

Effective July 2, 2007, the Division implemented its Inmate Sexual Violence Policy in response to the Prison Rape Elimination Act (PREA) of 2003. In addition to establishing a zero-tolerance policy for sexual assault or abuse of inmates, either by staff or by other inmates, the policy provides guidelines for prevention, detection, response, investigation, prosecution and tracking. Training and education directives are also included for staff, volunteers, vendors and inmates.

Between April and December 2007, the Division trained more than 25,000 employees, volunteers, and vendors on the new policy and on the recognition, reporting and prevention of inmate sexual violence. Specialized training was also offered to investigative staff at each facility and to PREA support staff.

In addition, more than 47,000 inmates have attended the Division's PREA Inmate Education program since the policy implementation on July 2, 2007.

Continued



Construction continues at Tabor Correctional Institution in Columbus County, with completion expected in the second quarter of 2008 and inmate occupancy in the third quarter. It is the sixth 1,000-bed prototypical design prison that has been built since 2002. After the facility is turned over to the Division of Prisons, 500 cells will be upfitted to allow double-celling of medium custody inmates, increasing the total inmate population capacity.

Inmate Population Expansions

In 2007, the Division expanded its maximum operating capacity at six locations by increasing the inmate population as listed below.

Facility	Beds Added	Custody
Brown Creek CI	64	Medium
Lumberton CI	94	Medium
Harnett CI	84	Medium
Tillery CC	56	Minimum
Tyrrell PWF	72	Minimum
Dan River PWF	70	Minimum

Additional custody and programs staffing was approved by the legislature to manage the additional inmates at these locations.



These 18,000-square buildings use a prototypical design for 40 cells to house minimum custody inmates. They are being built at Caldwell Correction Center -- scheduled for October 2008 completion -- and Orange Correctional Center -- set for completion in November 2008. Using Inmate Construction Program labor and Central Engineering design services is expected to cut costs 20%-30%.

Central Prison Regional Medical Center and Mental Health Facilities Project ...



... provides the cornerstone of a new era in inmate medical and mental health treatment. The Medical Center -- a five-story, 190,000-square-foot building -- is designed to provide both significant outpatient clinical facilities as well as 120 medical cells/beds in an inpatient hospital component. The outpatient clinic includes exam and procedure rooms, diagnostic services, radiology, pharmacy, emergency rooms, operating rooms, endoscope room, dental, dialysis, physical therapy as well as appropriate support functions. The hospital component consists of 120 single-patient medical cells designed for staff efficiency and flexibility in patient status (surgery, hospice, contagious, chronic, etc.). Each cell is fully equipped as a hospital room while maintaining the secure, abuse-resistant prison cell design concepts. The Mental Health Facility is also a five-story structure of approximately 140,000 square feet, arranged to provide a central core of treatment areas surrounded by groupings of single mental health cells, separated into treatment levels labeled crisis, intensive and residential. Each level addresses a specific treatment program and inmates "graduate" through them. Comprehensive treatment areas and staff offices are provided as close to housing as possible for efficiency and security.



Worldwide interest in NC DOC

A portion of the international community sat up and took notice of what DOC is doing to lead the way in corrections. Developments that followed the 2006 American Correctional Association meeting in Charlotte prompted prison leadership in Nigeria (above and right) to begin a long-term study of North Carolina corrections as they begin revamping their penal system. The United Kingdom also sent a highly ranked delegation (4th, 5th & 6th persons from left below) to glean the best corrections practices found in North Carolina, meeting with both prison and probation/parole officials.



NC DIVISION OF PRISONS STANDARDS OF EXCELLENCE

Abide by the law and practice the highest level of ethical and moral behavior at all times.
Strive for proficiency and excellence in my work performance.
Be diligent in all that I do because my actions affect the safety and security of others.
Report inappropriate actions and conduct.
Treat everyone with respect, fairness, honesty, impartiality and dignity.
Communicate honestly and appropriately.
Recognize and respect the similarities and differences in those who work with me and those I serve.
Pursue continuous professional growth and development, seek self-improvement and accept constructive criticism.
Celebrate others' successes.
Accept change as necessary for growth.
Refuse to take unfair advantage of others or circumstances.
Hold myself accountable in words and actions.

Each Division employee received a pocket-sized copy of the mission statement, core values and standards of excellence.

NC DIVISION OF PRISONS MISSION STATEMENT

The mission of the North Carolina Division of Prisons is to protect the public by providing a safe, secure, and humane environment and offering services that prepare offenders for transition into society.

CORE VALUES

- Professional** - We seek to provide outstanding public service by honest, ethical employees who are well trained and well-respected.
- Progressive** - We value innovation, collaboration and flexibility that lead to outstanding management.
- Accountable** - We are publicly accountable for our actions and outcomes.
- Security Focused** - We are committed to public safety and institutional security.
- Change Oriented** - We are committed to improving offender behavior through effective interventions and best practice.

New Uniform & Patch and Standards Of Excellence Poster & Pocketcard

In addition to sporting new, dark blue uniforms, officers in the Division will soon be wearing a new division emblem.

Produced by the Employee Morale Workgroup, which was formed by the Division Director, the new patch design updates and more accurately reflects the professionalism and identity of each section of the Division than did the previous 30-year-old emblem. The design was slated to begin appearing on patches on new uniforms in February 2008.

In conjunction with the new design, the morale workgroup also partnered with the Division's Professional Ethics Workgroup to develop a poster to showcase the division's mission statement, core values and standards of excellence. Professional, progressive, accountable, security-focused and change-oriented traits are stressed in the core values statement.

Each employee received a pocket-sized copy of the mission statement, core values and standards of excellence, and posters containing the same information were distributed for display at each facility.

Transition/Re-entry

The purpose of the transition and re-entry process and programs is to provide a standard, coordinated release program based on known risk factors and needs. The programs also promote effective community links; enhance employability and job readiness; promote healthy family and interpersonal relationships; and address the critical adjustment period between incarceration and returning to the community.

Numerous training conferences were conducted to teach staff about the various aspects of the formal, structured transition and reentry process.

Transition/Re-Entry program deployment

Program	Number of Facilities	Program Capacity	Inmates assigned during 2007
Job Start	25	226	884
Going Home Initiative	10	167	091
Re-entry Life	24	416	2,089

Nigerian Prisons Service Project

After the 2006 American Correctional Association Conference in Charlotte, where attendees had opportunities to visit North Carolina's prison facilities, the Controller General of the Nigerian Prisons Service (NPS) struck a partnership with the Department to gain knowledge and insight that will help him reform his country's system.

Beginning in November 2007, five managers from Nigeria Prisons Service spent four days in North Carolina touring prisons and meeting with DOC managers. Five NPS Managers per month plan to come to Raleigh for an orientation on the practices and procedures we observe in the management of our prisons. A total of 60 NPS managers are expected.

Thirty-five Division employees, who have family ties to or other special interest in, Nigeria are also involved in the project, serving as tour guides and hosts for the Nigerian delegation.

British Corrections Delegation Visit

The United Kingdom sent a delegation in search of best methods for improving its prison system. The British delegation was seeking information about sentencing reform and population projections, as well as our recent prison expansion.

Lord Carter of the British Parliament, along with two other representatives, met with DOC representatives, members of the North Carolina Supreme Court and the Sentencing Commission, as well as a law professor from Wake Forest University. Following a lengthy roundtable discussion, the delegation toured Maury and Greene correctional institutions, as well as the Wake County Jail annex.



The 2007 Correctional Officers of the Year

Front row, Sgt. Ray Price and COs Charlie Stegall, Ronald Monroe, James Mock, Fulton Parham and James Coney. Back row, COs Cynthia Thomas and David Johnston; Lt. Larry Dunston; and COs Kelly Howell, Timothy Ingle and Charles Underwood.

Other Significant Accomplishments

► ***Division Transition Workgroup***

This panel was created to develop a formal, structured transition and re-entry process and program. The workgroup consisted of 18 Division employees and a representative from the Division of Community Corrections and from the Office of Transition Services.

The group completed the proposal and presented it to the central management team in October. The process coordinates program and service delivery to inmates, and its design focuses on inmates' most imminent needs and custody status.

► ***Inmates' Voting Rights Education and Awareness Procedures***

In February, pro-active measures were taken to educate inmates about their voting rights. Case managers provided to inmates a "Know Your Voting Rights" brochure. Also, in compliance with state legislation, the procedure was modified to provide voter registration forms and voter education for felon inmates whose citizenship rights were to be restored.



Top Superintendent
Hoke Correctional Institution leader Terry Bulluck, left, was the 2007 Superintendent of the Year, presented by Secretary Theodis Beck.



Top Prison Volunteer
Homer Smith, front center, at age 91 has been a volunteer at Craggy Correctional Institution in Asheville since 1964. With him, from left front, are: Steve Bailey, Western Region director; Richard Elingburg, assistant superintendent-programs; Mike Ball, assistant superintendent-custody; and Terry M. Bellamy, Asheville mayor.

Division of Alcoholism & Chemical Dependency Programs

The most significant accomplishments during 2007 for the Division of Alcoholism and Chemical Dependency Programs are in the clinical realm. The division has experienced growth and development with its clinical program, as represented in its 2007 accomplishments.

During 2007, the DACDP undertook several projects, with the goal of providing substance abuse treatment programs that are effective, efficient and consistent across all program populations within the Division of Prisons.

In an effort to enhance the effectiveness of treatment, DACDP created the Clinical Development Team (CDT), which promotes the implementation of "Best Practices" for Drug Abuse/Addiction Treatment for Criminal Justice Populations, as established by the National Institute on Drug Abuse. Through the provision of counselor training, clinical supervision and program development, the CDT collaborates with DACDP Division management to effectively deliver and evaluate these programs.

In addition, the clinical counselors of DACDP demonstrate a strong commitment to the counseling profession, with 91% of the team registered, certified or licensed with the North Carolina Substance Abuse Professional Practice Board. Indicative of the division's commitment to staff and program development, more than 4,000 hours of "board-approved" clinical supervision were provided to the clinical staff.

On two occasions in 2007, DACDP brought management and program supervisors together in seminar format, with a focus on leadership development and program evaluation. Using information gained from workgroups in these activities, efforts were launched that will result in a more efficient model of service delivery for the outpatient services of intervention, aftercare and pre-release treatment. In addition, workgroups meeting throughout the year have continued to improve efficiency in the initial assessment design and the effective use of peer counselors in treatment assistance roles throughout the service continuum.

In the spring of 2007, the DACDP completed full implementation of "A New Direction" across all adult male treatment programs. This curriculum is a cognitive behavioral intervention-based substance abuse treatment path, emphasizing the relationship between substance abuse and criminal thinking, and reflects the acceptance of Cognitive Behavioral Intervention found throughout national criminal justice programs. In an effort to improve the consistency of programs for women and adolescents, consultants met with the division management team, and the Division continues to research available national curriculum designs for these special populations.

Reflecting management's commitment to utilize the insight of direct care staff, DACDP brought together more than 75 clinicians in 2007, in two separate planning events. It was encouraging to work in this format, as together they assessed the strengths, challenges and obstacles in service delivery, while remaining consistent with our mission, vision and strategic values.

Looking ahead to opportunities in 2008, the Division hopes that the programs it provides will continue to reflect the highest in clinical standards, contributing to the mission of the DOC, striving to positively affect the lives of the service receivers.

Division of Community Corrections

Community Corrections in 2007 met the challenge of a growing offender population, adjusting its organization to meet changes in the types of supervision and fulfilling a state legislative mandate.

In addition to the Community Service Coordinator positions that handle Community Service Work Program cases, DCC uses three classes of officers – community, intermediate and intensive – in providing case management to offenders under its supervision.

Community Service Work Program

CSWP provides oversight of offenders placed under the supervision of the Division and ordered to perform community service hours for criminal violations, including driving while impaired.

Offenders are assigned to perform service to local communities in an effort to promote rehabilitation and restore or improve the community. More than 3,700 agencies use community service offenders.

CSWP in 2007

- ▶ 136 Coordinators
- ▶ 60,732 offenders
- ▶ 1,774,390 hours of work by offenders
- ▶ General, skilled, clerical and professional labor and litter pick-up
- ▶ \$10.9 million labor value, based on type and hours performed



Community Corrections Employee Stats

Employees.....	2,572*	Certified Officers.....	2,012
Supervised Offenders**...	118,406	Unsupervised Offenders***...	10,078
Total Offenders.....	128,484		

* Authorized full-time positions. ** Probation, parole and post-release.

*** Community Service Work Program.

2007 Probation/Parole and Community Supervision Officers of the Year

From left, David Carter, Karen Wilson, Michael Stokes, Erica Hawkins, Danny Heath, Brandi Renfro, Bert Turner and Paul King.



Criminal Justice Partnership Program

The Criminal Justice Partnership Program was stable in 2007, with 93 counties participating in 83 programs.

The 2nd Annual Program of Excellence winners were selected from Criminal Justice Partnership Programs in each division. A tie in the rating scores resulted in two winners from Division III:

- Division I** | Onslow County Day Reporting Center
- Division II** | Cumberland County Day Reporting Center
- Division III** | Iredell County CJPP and Stanly County CJP Satellite
- Division IV** | McDowell County Resource Center

Domestic Violence Program

DCC has more than 46 specialized Domestic Violence intermediate officers in 45 districts statewide. A total of 3,036 offenders were supervised under the Domestic Violence Program at the end of 2007.

Drug Treatment Courts

Drug Treatment Courts are operational in all four judicial divisions and are sanctioned by the Administrative Office of the Courts.

The DCC Monthly Unit Population survey for the year showed that 699 offenders began the sanction of Drug Treatment Court. During the same period, 596 offenders completed the sanction.

Drug Treatment Court Presence

- Division I** Courts in Carteret, Craven, New Hanover and Pitt counties.
- Division II** Seven courts operating; six AOC-sanctioned courts in Caswell, Cumberland, Durham, Orange, Person and Wake counties; one court, not AOC-sanctioned, in Bladen County.
- Division III** Courts in Forsyth, Guilford and Randolph counties.
- Division IV** Courts in Avery, Buncombe, Burke, Catawba, Mecklenburg and Watauga counties.

Substance Abuse Screening and Intervention Program

This program has been successful in its mission by assisting Probation Officers in the identification of offenders with substance abuse problems. By using drug screening as a supervision tool, officers have been able to assist and guide offenders through the recovery process.

The laboratories screened 233,686 specimens, and 104,843 specimens were screened with onsite tests. A total of 338,529 specimens were screened during this calendar year. The total includes Division of Community Corrections offenders, Division of Prisons inmates, and all outside agency specimens.

Technology Center

The Technology Center is the information processing headquarters for Electronic House Arrest Monitoring.

The center is staffed around the clock to monitor and operate the host computer systems. Center staff maintains constant communication with officers in order to enroll new offenders on the system, update curfew schedules and respond to violation situations.

During 2007, 19 outside agencies plus the Department of Juvenile Justice and Delinquency Prevention contracted with the Technology Center to monitor their offenders. Outside agencies were invoiced for a total of \$121,288.

The average daily population of Community Corrections offenders monitored was 895 and the average daily population of outside agency offenders was 259. The total daily population for 2007 was 1,154.

Sex Offender Management Program

The Division established a Sex Offender Task Force in 1997 to develop a strategy to supervise sex offenders as a specific group of offenders in need of special management practices.

To remain on the forefront of ever-changing strategies, sex offender case management practices were reviewed and new and creative strategies -- including risk assessment -- that emphasize individualized case management were initiated. The approach improved the management of sex offenders in the community, consistently holding them accountable for the damage caused by sexual abuse.

Mission

Assess the risk level in order to determine appropriate case management plans.

Provide management of sex offenders in the community that will enhance public safety.

Create public awareness and prevent further victimization through collaboration with victim groups, the treatment community and criminal justice agencies.

Provide appropriate treatment and behavior modification for identified sex offenders.

GPS/Satellite Based Monitoring

With enactment in 2006 of House Bill 1896 came the establishment of a satellite-based monitoring program for certain sex offenders. The law categorized these sex offenders as sexual predators, aggravated offenders and recidivists.

A Division task force wrote policies and procedures and conducted staff training. Case assignments began in January 2007, and by year's end 83 offenders were under active GPS monitoring.

GPS technology is an extension and enhancement of supervision for the community or intermediate-punished offender through 24-hour real time tracking, with exclusion zones and immediate notification of restriction violations.

By way of a coordinated community effort involving the division, judicial system, local law enforcement and victim service providers, the focus of GPS/Satellite Based Monitoring is to enhance public safety.

Operation "Lights Out" 2007

Each Judicial District implemented strategies to deter contact between supervised registered sex offenders and children participating in "Trick or Treat" activities. Sex offenders were instructed to stay home on the night of October 31, with their front porch light off. They were to anticipate a face-to-face contact by a probation/parole or law enforcement officer or to attend scheduled treatment during that evening. Some districts also required offenders to report to the local sheriff's department for registry verification/updates that included having a new ID picture made.

An increase in treatment participation is attributed to prior notice to providers. Responses to non-compliance varied from verbal warnings to immediate arrest.

The Sex Offender Management Office remained open until 9 p.m. to assist with operational issues or inquiries by the community or media.

Home/Curfew
Compliance
Contacts
2,602

Treatment
Participation
589

Warrantless
Searches
Prompted
395

Found
Non-Compliant
32



International interest in North Carolina corrections

As did the Division of Prisons, Community Corrections also welcomed international visitors who wanted to study the corrections model they found in North Carolina. A delegation from Singapore had a primary interest in day reporting centers and drug and alcohol abuse treatment programs. Before visiting facilities, they were welcomed and briefed in Raleigh by DCC staff. From left: Jacqueline Lim, senior policy officer, Singapore Rehabilitation, Protection & Residential Services; Tim Moose, DCC special assistant to the director; Nancy Ng, deputy director, Singapore Probation Services Branch; Kevin Wallace, DCC field services chief; Allison Jourdan, DCC programs chief; Karen Pardue, DCC assistant programs chief; Catherine Smith, DCC administrative officer; Abdul Karim, superintendent, Singapore Prison System; and Adrin Teo, assistant director of Rehabilitation for the Singapore Ministry of Home Affairs.

Victim Notification Program

In addition to notification, it is the Division's goal to provide advocacy for the victim community. The victim advocate coordinators in the four judicial divisions act as liaisons between our agency and the victims, handling concerns for all high profile cases, including domestic violence and sex offenses, offering comprehensive answers to victims' questions about probation, parole and post-release supervision.

The Victim Notification Program generates 25 types of letters notifying victims of changes in the offenders' supervision. The central office processing assistants send out approximately 100 victim letters each day and usually receive 30-40 victim calls each per day.

One of the new goals of this program has been to improve outreach to more victims after offenders are adjudicated, by expanding the use of court restitution sheets to register the victims listed.

Emergency Management

DCC has approximately 100 first responders throughout the state of North Carolina ready to assist in a county's emergency. Each division has 20 responders with an additional 20 officers within Wake County.

Limited-English Proficient (LEP) Offender Program

The Division has recognized the need to develop an effective means of supervising our limited-English proficient offenders. The Hispanic Services Committee was formed in 2004 to examine ways to improve services to the Hispanic population.

Although most of the Division's limited-English proficient offenders are Hispanic, the Committee also recognizes the needs of other ethnic language groups. DCC developed the Limited-English Proficient Program, which studies the offender populations and develops programs accordingly. Its accomplishments:

- ▶ A training curriculum for field staff.
- ▶ Efforts to increase the number of bilingual staff in the division.
- ▶ Circulation of the Spanish version of the Division's brochure "Completing Probation Successfully" to offenders, offenders' families and friends, Hispanic community leaders and the judiciary. Feedback from field staff has been positive.
- ▶ Contracted with a telephone translating service for officer contacts.
- ▶ Frequently-used DCC forms translated into Spanish.

Correction Enterprises

Correction Enterprises experienced another banner year in 2007 in both production and, most importantly, inmate rehabilitative opportunities. Total sales exceeded \$84 million with over \$6.5 million in retained earnings being transferred to the North Carolina General Fund, the Crime Victims Compensation Fund and the Department of Correction.

Inmate Job Training

During 2007, Correction Enterprises' pursuit of increasing and enhancing inmate job training opportunities translated into meaningful employment for more than 2,200 inmates across 31 diverse plants. The work these inmates perform is much more than "busy work."

In most cases, they are solid, marketable jobs located in high-tech, state-of-the-art industrial facilities under the supervision of well-trained, professional staff. Inmates are continually exposed to mainstream industrial work practices, safety compliance, teamwork concepts, quality-mindedness and customer expectations. In addition, they experience and develop the attributes sought, not only in excellent employees, but in a responsible citizen: integrity, the value of hard work, patience, communication skills, tolerance, respect and the self-gratification of a job-well-done.

All of these skills and character traits contribute to an effective and lasting transition upon release from incarceration.

Employee Purchasing

To further the mission to train inmates, the 2007 General Assembly passed new and defining legislation specifically for Correction Enterprises that allows for expansion of inmate work opportunities through the Prison Industries Expansion Program (PIE) and the sale of their products to state employees.

Apprenticeship Expansion

Throughout 2007, Correction Enterprises focused on providing documented educational experience for inmates that translates into better employment opportunities upon release from incarceration. In cooperation with the Department of Labor and other partners, Correction Enterprises expanded its inmate apprenticeship opportunities to two new programs in 2007:

- ▶ In collaboration with College of the Albemarle and Pasquotank Correctional Institution, established a Digital Design Apprenticeship program in support of our Embroidery Plant operation.



Embroidery machines at Pasquotank Correctional.

- ▶ With the participation of Pamlico Community College and Pamlico Correctional Institution, a vocational training program was established to support the Department of Labor-sanctioned on-the-job training program previously established at the reupholstery plant at Piedmont Correctional Institution. This new program offers a full journeyman level apprenticeship in reupholstery for the inmate graduates.

Plant Expansions

Additionally, during the past year, Correction Enterprises expanded operations and inmate training opportunities through the opening of three new plants and as well as a major equipment expansion:

- ▶ A 30,000-square-foot Woodworking Plant at Alexander Correctional Institution, employing 60 inmates and nine Enterprise staff.
- ▶ A 15,000-square-foot Upholstery Plant located at Alexander Correctional Institution, employing 40 inmates and six Enterprise staff.
- ▶ A new state-of-the-art 80,000-square-foot Janitorial Products Plant at Warren Correctional Institution, employing 100 inmates and nine Enterprise staff.
- ▶ Correction Enterprises upgraded its printing processes through the implementation of new computer-to-plate technology, allowing for greater efficiencies and higher quality, as well as providing modernized inmate training opportunities for the workers at the Nash Print Plant.

Partnerships

Another 2007 focus was on expanding collaborative partnerships with several other state agencies, providing a cost savings to the taxpayers of NC. Some of these new partnerships included:

- ▶ Establishment of two new optical (prescription eyewear) contracts, one with the N.C. State Health Plan/NC Health Choice encompassing children ages 6 to 19 and one with the N.C. Department of Public Health pertaining to the Early Childhood Vision Care Program.
- ▶ Expansion of the clothing product lines to include female inmate clothing.

Printing Excellence

The Printing Industry of the

Carolinas recognized the Nash Print Plant with two awards for excellence in the industry.

Correction Enterprises' commitment to providing the best job training programs possible combined with a business attitude built around savings to North Carolina taxpayers, is the mainstay of Enterprises' working culture and the motivation for the Division to continue its on-going efforts to improve, to contribute to the Department of Correction's mission, and ultimately to the citizens in North Carolina.



Research & Planning

The Office of Research and Planning (R&P) provides planning, decision-support, research and program development services for departmental staff as well as several external stakeholders. Over the past year, R&P has focused time and attention to educating agency staff about improving results through evidence-based practices and implementing effective offender interventions throughout the agency.

Decision Support

The Decision Support section is responsible for such major annual projects as DCC Population Projections, DOP Custody Projections and the Annual Statistical Report. During the legislative session, team members assisted divisions in providing data, preparing reports, fiscal notes and answering questions concerning the impact of proposed legislation.

Risk Assessment

R&P worked with the Division of Community Corrections in the development of a risk/needs assessment process. The next phase involves validating the instrument by analyzing assessment results and intermediate outcomes of offenders under DCC supervision. R&P staff also assisted DCC with developing outcomes measures for the sex offender program and helped DCC identify appropriate risk assessments tools for sex offenders. Supervising officers will use these results to address the supervision and treatment needs of this special population.

ACA Accreditation

In conjunction with the Division of Prisons' ACA accreditation process, the Research section developed a comprehensive manual that outlines the proposal submission and review process, a monitoring protocol for approved research projects, and the use and dissemination of research findings to agency leadership.

Other research activities include analysis of risk scores for the evaluation of the Department's Sex Offender Accountability and Responsibility (SOAR) Program and the use of the Correctional Program Assessment Inventory (CPAI). A multi-divisional team lead by R&P staff will evaluate all rehabilitative programs and services offered throughout the agency. The Division of Prisons will be the first major operational division where the CPAI will be used to evaluate its programs.

Office of Transition Services

R&P continues to provide support and guidance to the Department's transition and re-entry initiatives through the newly created Office of Transition Services (OTS). Based on lessons learned from previous transition/reentry projects, OTS developed a four-phased model which has been adopted by the Department.

OTS staff will help educate and train agency staff on the model which focuses on identifying risk and needs, developing individualized case plans, delivering effective correctional interventions and engaging community supports and partners for long-term success.

Central Engineering

In two ways, Central Engineering continues to leverage its capital for the "best value to the state" and to assist inmates preparation for successful reintegration into society. First, Engineering uses DOC staff to design new facilities, and, second, the Inmate Construction Program (ICP) builds the facilities required by the department's 10-year capacity expansion plan.

The construction of the 40-cell segregation facilities at Caldwell and Orange correctional centers by ICP is proceeding toward an on-schedule completion in the fourth quarter of 2008. ICP currently uses more than 300 inmates, with 80 inmate apprentices working toward their journey-level certification.

Other significant projects undertaken by the ICP

- ▶ Perimeter fence installations at Tabor and Caledonia correctional institutions.
- ▶ Upfit of the industry area at Lanesboro Correctional for Correction Enterprises' Case Goods Plant
- ▶ Installation of fire alarm systems at various correctional facilities.

The Department received a 2007 allocation of \$8.9 million for repair and renovation projects for updating existing facilities. Central Engineering is proceeding with the development of a guaranteed energy savings performance contract for N.C. Correctional Institution for Women and Nash and Harnett correctional institutions.

The Investment Grade Audit identified the energy conservation measures to be constructed/installed and will be carried to the Council of State in early 2008 for contract approval. This contract will provide approximately \$13 million of improvements to be funded from savings generated by the improvements.

The Violent Offender Incarceration/Truth in Sentencing Federal Grant of \$82,860,311 ended on December 31, 2007. Projects funded by this grant were:

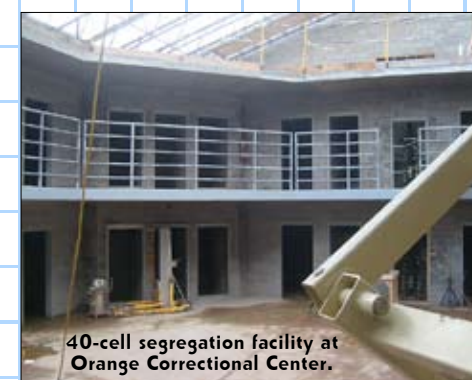
- ▶ Central Prison diagnostic/death row housing
- ▶ Central Prison medical center and mental health housing (design only)
- ▶ NCCIW 208-bed dorm and food service facility
- ▶ NCCIW healthcare facility (design only)
- ▶ Design of 1,000-cell facilities 1-5
- ▶ 40-cell segregation facilities at Caldwell and Orange correctional centers (partial funding)
- ▶ Warren Correctional Phase III expansion
- ▶ Western Youth Institution modular for SARGE offenders (State Alliance for Recovery and General Education of chemically dependent young offenders)

In 2007, the Central Engineering Division staff completed 56 design projects and the ICP completed six construction projects with a value of \$5.5 million. The division completed a total of 91 projects with a value of \$56.7 million and has 313 active projects in progress.

Funding for the first two projects of the 10-year plan (Scotland CI medium dorm and Alexander CI minimum dorm) was received in the 2007 legislative session. Also received was partial funding for advanced design for four additional units and funding for the initial site preparation of NCCIW's health care facility.

The construction manager at-risk contractor for the Central Prison Medical Center and Mental Health project was selected and is progressing toward a construction start date of early 2008.

Construction of Tabor Correctional, the sixth unit in the Prototypical 1,000-Cell Close Custody Program, is scheduled for completion in the second quarter of 2008.



40-cell segregation facility at Orange Correctional Center.

Office of the Controller

The Controller's Office is responsible for budgetary, financial and accounting management of the Department of Correction's fiscal resources and ensuring that the department adheres with generally accepted accounting principles, N.C. General Statutes and other policies and procedures applicable to its financial operations.

Also included under the Controller's Office are Purchasing, Transportation and Communication and Central Supply Warehouse.

General Accounting

During the FY 06-07 the General Accounting Section received an operating budget of \$1.1 billion in appropriated funds. In addition, General Accounting was responsible for the receipt and proper classification of \$72 million in deposits.

A total \$441 million was used for goods and services and \$787 million for payroll purposes. A mere \$1.71 was reverted at the end of the year in unspent funds.

Forty General Accounting employees reviewed, audited and processed 9.5 million lines of accounting data during FY 06-07. This data included quantity purchased, cost of the goods/services, proper account and center classification and 1099 classification.

A total of 68,099 paper checks were generated and 14,924 payments were sent electronically.

General Accounting and the DOC Help Desk have worked together to encourage vendors to participate in E-Commerce. A paper check will cost the department \$1.80 to produce while sending funds electronically will cost less than one penny per item.

Work Release Accounting

Work Release Accounting secured \$14.8 million in wages earned by inmates on work release. This section enforces dependent support orders, restitution, judgments, per diem and transportation charges and other special payment requests. This year, inmates paid out nearly \$1.1 million in court ordered payments for restitution, judgments, fines, court costs and attorney fees and more than \$617,400 in child support.

Medical Claims Management

Medical Claims Management processed nearly 64,500 claims. Total reimbursement was \$69.6 million.

Purchasing

During 2007, departmental purchasing agents used the state's internet-based purchasing system, E-Procurement, to issue more than 25,000 purchase orders and contracts totaling over \$300 million. Departmental Purchasing insures open market competition for purchases exceeding \$1,000 and Internet posting of all purchasing of commodities more than \$2,500 and services going past \$5,000.

Departmental Purchasing received special delegation from State Purchase and Contract to procure construction goods for the 40-bed segregation addition capital projects at Orange and Caldwell correctional centers.

Purchasing worked with DOP and MIS to purchase video conferencing equipment and supplies. DOP will pilot video conferencing for medical screening via East Carolina School of Medicine, first court appearance and distance learning.

The lease property section manages 167 leases with an annual budget of \$6.7 million.

Contract Negotiations

Competition is the cornerstone around which public contracting is built. One of many job duties purchasing agents have is to conduct intensive negotiations with vendors whose contracts contained renewal clauses, which could have permitted a price increase equal to the Consumer Price Index (CPI) change. Purchasing was successful in many cases in obtaining annual renewals with no increase, thus saving the state and the department a substantial amount of funding that would have been required if the CPI increases had been granted.

HUB Contracts

The Department is proud to report that 15% of the total purchases in the last year were derived from North Carolina's Historically Underutilized vendors. Historically Underutilized Businesses (HUB) are those that are at least 51% owned and operated by minorities, women or the disabled. Also included in this category are disabled business enterprises and non-profit work centers for the blind and severely disabled.

Transportation and Communication Shop

The Transportation and Communication Shop has set up new voice communication for special teams in the Division of Prisons.

During 2007, 15 repeater systems were installed in the five regional special response vehicles used throughout the state. These repeater systems increase the quality and range of communication in the Division of Prisons.

More than 3,000 mobile and portable radios were repaired at the Communication Shop, and 575 mobile radios were installed. A total of 2,000 radios were transferred and 3,500 radios were programmed. Performing these functions in-house resulted in a cost savings of approximately \$550,000 to the Department.

In 2007, more than 80 replacement vehicles were purchased at a cost of \$2.7 million. The vehicles ranged from transfer buses to roving patrol trucks.

The Department achieved an 8% fuel displacement over the previous year. The goal is 11% by 2010. This 8% was achieved by purchasing vehicles that use alternative fuels and through the use of E-10 ethanol/bio-diesel fuels.

Central Supply Warehouse

In 2007, the Central Supply warehouse completed a 33,000-square-foot warehouse expansion, which enabled the Warehouse to expand its stock of items to include female inmate clothing and increased inventory for the new 1,000-bed facilities.

The warehouse also worked with the Division of Prisons and the Division of Community Corrections to exchange all revolvers in the Department. More 5,700 revolvers were processed through the Warehouse in the exchange process.

The Central Supply Warehouse stores and distributes the Department's dry foods, janitorial supplies, office supplies, inmate and officer clothing. The warehouse operates a fleet of long-distance transport vehicles that delivers goods to more than 250 locations throughout the state. Last year, these vehicles traveled in excess of 517,000 miles, delivering more than 4.1 million pieces of freight.



Office of

Internal Audit

High rating

Internal Audit began 2007 having just received the highest rating awarded for a Quality Assessment Review (QAR) based on the Office's performance. This assessment, conducted by an independent validator, endorsed the Office's compliance with the Institute of Internal Auditors'

(IIA) International Standards for the Professional Practice of Internal Auditing.

Additionally, Internal Audit received recognition from the vendor, MGT of America Inc. in its report "Establishing an Internal Audit Program in North Carolina's State Agencies" generated for the General Assembly. The recognition was for the operational information the Office provided to the vendor during its study process.

Key Improvements

Continued focus on the IIA Standards, has generated improvements in several key areas:

- ▶ The Office increased the professional development of its auditors.
- ▶ The audit staff incorporated the associated IIA Standards and risk statements into its audit programs. Staff improved the reliability and consistency of its audit work papers and promoted effective communication by revising its audit rating scale.
- ▶ In addition, several training sessions were presented to Division staff in the areas of internal controls and best practices to increase knowledge of efficiency and accountability over all departmental operations.

Audits

Internal Audit completed 82 audits in 78 different departmental locations. The Office also completed or directed 27 special reviews based on referrals from the State Auditor's office or calls and letters received by Internal Audit.

New Auditing Legislation

The Office participated on the Statewide Internal Control Task Force Committee, chaired by the state controller. This committee assisted in the writing of a house bill to improve accountability and efficiency in state government through internal auditing.

The passage of the House bill created the establishment of an oversight board, the Council on Internal Auditing. DOC Internal Audit will be required to report to this board on a periodic basis. Also, all reports published will be maintained on file with the board.



Division of

Information Resources

Desktop PC Replacement

With the help of the Secretary's Office and DOC financial managers, the Division has formalized a replacement program for desktop PCs and critical agency technology components.

While individual divisions are still responsible for buying the initial PC for an employee, beginning in 2007, the Division took responsibility for replacing that PC on a four-year cycle. This process will put the agency in a much better position to meet the increased demands of statewide initiatives like BEACON.

New Human Resources / Payroll System

Because the new system drives timekeeping and maintaining personnel information down to the individual level in the organization, delivered via computer to the desktop, the Division ensured that computers were ready, that the software necessary to run the system and to train for it was on the right computers, and that network settings were correct to meet security needs.

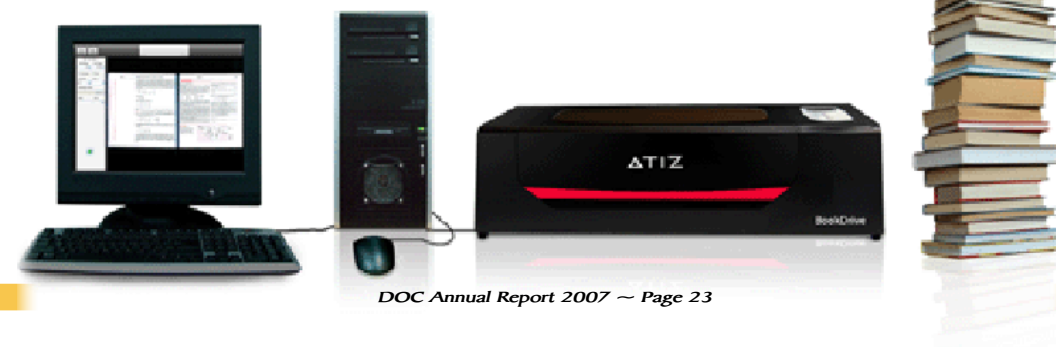
New Standards

As the state places increasing emphasis on technology standardization, agencies have been required to change their networks to meet new state standards. While some agencies have encountered difficulties implementing the new standards, Enterprise Services Access Point (ESAP) architecture is nearly complete at the Department of Correction, and is recognized as having managed the transition well.

Combined Records

Combined Records has begun a project to scan all paper inmate files. In addition to the obvious space-saving benefits, images of these important records will greatly improve access for staff across the agency, reducing the cost of operation.

Many groups around the agency also have paper files they are interested in scanning, and the Combined Records project will serve as the template to expand this technology to those other groups.



Division of Human Resources

Preparations for the launch of the BEACON HR/Payroll system have been a major focus of the DOC Human Resources division this year.

The personnel office provided the department with a deployment lead and several functional leads for the project, as well as a large number of trainers to meet

the project's vast training requirements. DOC began using the BEACON system on April 1, 2008



Operations

The Operations Section joined forces with the Office of State Personnel to create a Correctional Officer Recruitment Project Team to improve recruiting processes for correctional officers. The section worked with the Public Affairs Office to create a new "Careers" page on the DOC Web site and a recruitment video for correctional officers. The video can be seen on the Web site and YouTube, and is used at job fairs and recruiting events and on the State OSP Web site.

Pre-employment tests were administered to more than 15,000 correctional officer applicants and evaluated by regional and central operations staff. Each regional employment office is in the process of adding electronic scanning equipment for pre-employment tests, which will help reduce the time required to process test results.

Operations section staff implemented the electronic employment eligibility system and provided staff training on the system and related laws and regulations.

Classification / Compensation

The Classification/Compensation Section completed \$7.9 million in salary adjustments for approximately 5,000 employees, to make salaries more competitive and improve employee retention in targeted job classifications.

Classification staff also worked with the Office of State Personnel to develop career banding criteria for nursing and accounting classifications and completed banding of all Information Technology classifications. Staff also worked to resolve most work-against situations in preparation for BEACON implementation and to eliminate most salary T-grades that were in use.

Staff established approximately 900 new positions, mostly for new prisons, and made recommendations for a step system for correctional officer salary administration in order to resolve longstanding recruitment and retention issues.

Benefits and Training

Staff in the Benefits and Training Section conducted statewide training for the Division of Prisons conversion to 12-hour shifts.

Trainers from DOC Personnel also obtained certifications for BEACON training and have carried a large portion of the BEACON training load – training employees from DOC and other state agencies. This training will be ongoing through BEACON.

Employee Relations

Staff in the Employee Relations Section conducted multiple awareness campaigns to make managers and employees more aware of the benefits offered by Deer Oaks Employee Assistance Program. Employee Relations has also been involved in the implementation of the mediation program, which began in June 2006 as the first step in the grievance process for certain employee grievances. The program has been well received and is producing favorable results.



Post-Release Supervision & Parole Commission

The North Carolina Post-Release Supervision and Parole Commission is responsible for considering parole for inmates who were sentenced prior to the Structured Sentencing Act and for establishing the conditions under which parolees will be supervised.

For Structured Sentence inmates who have a post-release supervision requirement, the Commission establishes the conditions under which they will be supervised. Post-release supervision is typically for nine months and begins at the completion of the mandated incarceration period for an inmate.

Supervision conditions were mandated for 2,224 post-release supervision cases.

The Commission paroled 1,006 pre-structured inmates and established supervision conditions.

Parole types in 2007

► Community Service.....	88
► 90-Day Mandatory.....	109
► Misdemeanor Re-entry.....	42
► Pre-Fair	19
► CYO Conditional.....	1
► Regular.....	90
► DWI School	634
► Safekeeper	3
► Declined to Revoke.....	19
► Community Service MAPP	1
► Post Release	2224
► Parole refused.....	162

The Commission is also responsible for determining, in the case of alleged violations, whether an offender should be revoked and imprisoned or continued under supervision.

In 2007, the supervision office requested 812 warrants for offenders who violated the conditions of their supervision. The Commission issued 475 warrants. The remaining 337 warrant requests resulted in the inmates either being simply continued on supervision or with supervision being modified. The Commission conducted 47 revocation hearings.

MAPP

A total 506 inmates were participating in a Mutual Agreement Parole Program plan at the end of calendar year 2007. The Commission is waiting for the Division of Prisons' decision on 38 cases that were recommended by the Commission for MAPP at the end of 2007. In 2007, 98 inmates who participated in the MAPP were released under supervision.

Psychological Evaluations

As an additional tool for making parole decisions, the Commission requested 145 comprehensive psychological evaluations that were completed by the Commission's psychologist. The Commission requested in-depth medical information on 45 inmates. Psychological and mental health information was gathered on all applicable inmates to assist in determining aftercare needs to be mandated under supervision.

The Commission conducted 129 hearings with offender advocates and 91 with victim advocates. The Commission posted 174 media notifications.

2007 Dispositions

Cases Presented*
6,804

Favorable Action
3,435

Favorable Action Denied
2,178

Suspended
583

Incomplete
526

**Comprehensive reviews from the analytical staff.*

The Commission (appointed by the Governor)

Chairman
Charles L. Mann Sr.
(full-time)

Commissioners
(both part-time)

Willis J. Fowler
Andrew P. Terrell

Office of Staff Development & Training

Our Mission

To train North Carolina Department of Correction workforce in correctional

related subjects by providing direct or indirect learning experiences of a pragmatic nature, ensuring that both entry level and career level employees' training needs are fulfilled.

OSDT is dedicated to offering quality training to all DOC employees and continuously strives to deliver professional training products to our stakeholders.

Throughout 2007, OSDT provided a vast array of educational opportunities to DOC's workforce in both certified and non-certified arenas. New initiatives undertaken in 2007 continue to focus on creating non-traditional instructional opportunities within DOC.

2007 DOC Training Institute

First Lady Mary Easley welcomed more than 150 trainers from DOC and the North Carolina Community College system to the department's first training institute, hosted by OSDT in Sunset Beach. The institute provided trainers the opportunity to participate in three days of workshops, seminars and open discussions regarding trends in DOC training, new training initiatives and training concerns. The institute was widely received as very successful and beneficial.

On-Line Training

On-line training curriculum is being developed to provide quality training to DOC staff with an unprecedented amount of convenience. Opportunities to receive training without the burdens of travel, limited availability and time constraints will increase the potential for developing the most knowledgeable DOC staff ever.

Non-Certified Staff Training

Workgroups have been designated to establish a training curriculum for DOC non-certified staff members who supervise or provide services to the offender populations. Concepts of Understanding the Correctional Environment, Safety Awareness and Interpersonal Communications are being developed to provide insight and direction for those "new" employees on the distinctive atmosphere within the correctional setting.

OSDT Apex Complex Learning Center

Computer/internet access for guests and plasma screen class schedules were established as part of the development of the Apex complex into a DOC "learning center." Guests are urged to use the classrooms, atrium and public areas as resources in their educational experience.

On-going upgrades include the creation of a center that will enable DOC to conduct training workshops, seminars and meetings statewide via the use of teleconferencing technology.

ACA Accreditation

OSDT assisted DOP in meeting national requirements of ACA Accreditation by developing new in-service training curricula and revising existing curricula to meet and surpass the standards set out by American Correctional Association.



First Lady Mary Easley (2nd from right) is welcomed to the training institute by Gwen Norville, OSDT assistant director; Tracy Little, deputy secretary; and Secretary Theodis Beck.

OSDT 2007 by the Numbers

BCO & PPO Classes.....	87
OSDT Instructor Instructional Hours.....	30,000+
Students	
Basic Correctional Officer	1,874
Probation/Parole Basic.....	174
Probation/Parole Intermediate.....	159
Career Development*	
Classes	70+
Students.....	+1100

*Instructor Level (Firearms, CRDT, Straight Baton, etc.)
Spanish, EEOI, PREA, Conflict Management, Promotional Exam Review, etc.



Extradition / Fugitive Section

In 2007 Extradition has facilitated the safe return to North Carolina of 1,253 offenders.

The offender breakdown is:

Parole Violators.....	36
Probation Violators.....	464
Escapees.....	3
Local Law Enforcement Cases.....	567
Interstate Agreement on Detainers.....	91
New Admissions.....	37
Inmate Movements	3

Extradition is expanding and improving the Extradition Tracking System to include local law enforcement cases.

Inmate Grievance Resolution Board

The Inmate Grievance Board administers and monitors the Department of Correction's Administrative Remedy Procedure.

The board's five members, appointed by the governor, are the chairman, the Rev. Dr. Reginald E. Midgett Sr.; attorneys Bradley J. Bannon, Lucien Capone III and John E. Gehring; and the Rev. Matthew Rouse Jr.

Staff members help the board perform its statutory duties by reviewing, investigating, mediating and resolving inmate grievance appeals at the third and final level of the appeal process.

During this past fiscal year, the board issued 11,729 disposition orders in response to appeals from adjudicated offenders and 975 letters. In addition, staff researched and responded with appeal records and documents to the N.C. Department of Justice.

The Board's most significant accomplishments in 2007 year include:

- ▶ The Governor's appointment of a new Board member.
- ▶ The opening of a new office at DART-Cherry in Goldsboro.
- ▶ A revision to the grievance procedure affecting appeals to the third and final level.
- ▶ The completion of a successful Board and staff training and retreat event.



Office of Victim Services

The Office of Victim Services (OVS) is the foundation of the NC Department of Correction for meeting the needs of a growing population of crime victims, for educating and guiding those involved with critical victim assistance issues, and for seeking out and implementing new and restorative victim services.

Special projects promote and improve collaborations in victim assistance

In 2007, the Office of Victim Services faced several challenges. However, OVS staff was able to collaborate on several significant projects both inside and outside the Department. Among the numerous committees and task forces on which OVS staff served:

Prison Rape Elimination Act

OVS participated on the Department's Prison Rape Elimination Act (PREA) Committee, helping highlight the importance of training in victim sensitivity and victim service delivery. OVS was instrumental in obtaining assistance from N.C. Coalition Against Sexual Assault.

DOP Accreditation

OVS helped the Division of Prisons Central Administration achieve ACA accreditation and revise its victim services policies.

Combined Records

Combined Records now has a policy that summarizes measures taken for victim notification letters which that section generates.

Interagency Collaboration

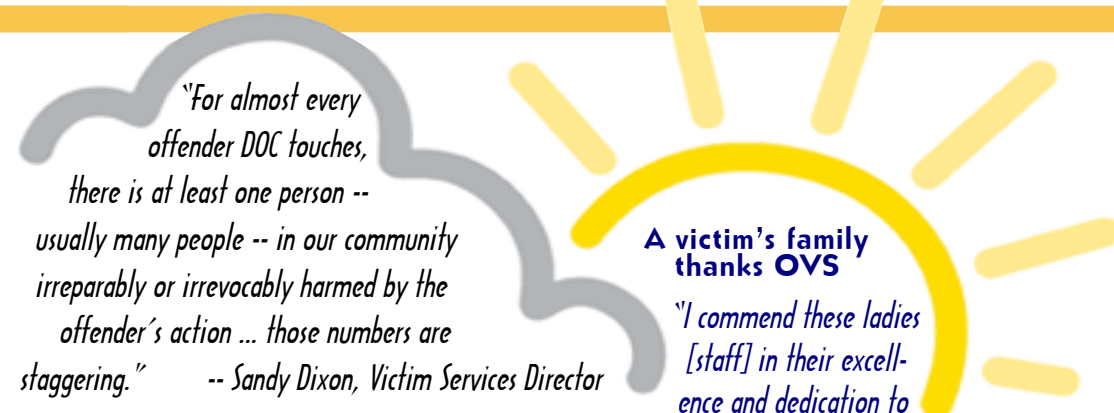
OVS, the new DCC Sex Offender Management Office, the N.C. Victim Services Interagency Council, the Attorney General's Office and the Conference of District Attorneys are collaborating to help criminal justice partners and allied victim services professionals have a broad perspective in efforts to improve safety and security against sexual assault.

STOP

OVS has also partnered with the STOP and Change Directions program at Albemarle Correctional Institute. STOP is a 20-week batterer's intervention program for offenders. In 2007, OVS provided Victim Impact Panels for the STOP program in the spring and fall classes.

Hispanic Outreach

Outreach and call volume will increase with the addition of an Hispanic outreach specialist, a new position granted by the 2007 General Assembly to meet the needs of Hispanic victims and their families in services provided to the traditionally English-speaking population.



"For almost every offender DOC touches, there is at least one person -- usually many people -- in our community irreparably or irrevocably harmed by the offender's action ... those numbers are staggering." -- Sandy Dixon, Victim Services Director

A victim's family thanks OVS

"I commend these ladies [staff] in their excellence and dedication to this matter. They both made sure all my questions and concerns were answered and didn't seem to mind when I called a million times a day ... Our hats are off to you ladies, and thank you isn't enough. You have given our family a sense of relief."

Outreach and Training Enhances Victim Services

Agencies and events contacted for training and victim outreach, involving approximately 2,625 people:

- ▶ Governor's Crime Commission Safe Communities Conference
- ▶ N.C. Coalition Against Sexual Assault Conference
- ▶ N.C. Association of County Directors of Social Services Conference
- ▶ N.C. Victim Assistance Network Annual Conference and Certification Academy
- ▶ N.C. Probation and Parole Association Annual Conference
- ▶ U.S. Attorney General, Eastern Region, Domestic Violence Conference
- ▶ Division of Prisons, New Managers Training and Victim Information Coordinators Basic Training
- ▶ Fall Conference of Elected and Assistant District Attorneys
- ▶ Conference of District Attorneys' Victim Witness Legal Assistant Annual Training Conference
- ▶ N.C. Victim Services Interagency Council, Sex Offender Management Training
- ▶ National Association of Correctional Record Administrators and Supervisors Conference



Almost 44,000 people have registered with DOC to receive critical notifications regarding changes to an offender's DOC status since the passage of the Crime Victim's Rights Act. The need for victim services continues to increase:

- ▶ Call volume to the victim services toll-free telephone line increased for the fourth year in a row in 2007.
- ▶ Average calls per month - 644 in 2007 / 555 in 2006.
- ▶ Record 748 calls in July 2007.
- ▶ Critical notification letters to victims topped 33,000 in 2007.
- ▶ OVS supported victims through 91 parole hearings.

Office of Safety, Occupational & Environmental Health



Investigations

Contractable Illnesses and Diseases

- ▶ 5 cases of latent tuberculosis infection and/or tuberculosis exposure for DOP and DCC employees. A new safety policy on Occupational Exposure to Tuberculosis was developed and implemented.
- ▶ 12 suspected cases of MRSA (staff infection) among employees; 11 confirmed. A new safety policy on MRSA Strategies was developed and put into effect.
- ▶ 24 training class students who had a known exposure to a classmate infected with Pertussis (whooping cough) were counseled; 4 class members quarantined.

Blood Borne Pathogens

- ▶ 85 employees investigated and counseled due to exposure from needles/ticks, other contaminated sharp objects or body fluids.
- ▶ Hepatitis B vaccinations were provided to 30 Central Engineering first aid responders and institutional plumbers.

Death/Injury

- ▶ An employee fatality due to toxic ingestion.
- ▶ An inmate drowning.
- ▶ A permanently disabling accidental injury.
- ▶ Several other serious accidents and three accidental weapon discharges.

The Office is responsible for protecting and preserving the safety and health of agency employees, working inmates, visitors and sentenced offenders from all recognized hazards in the work environment, and for protecting the property and assets of the agency and state from destruction and loss.

Web Page

During 2007, with the assistance of the Information Resources Management Division, the Safety Office established an internal Web page that gives access to DOC safety policies and procedures, written safety program templates, frequently used forms, contact information, emergency procedures, occupational health information, a wellness initiative and links to important occupational safety and health sites.

COOP & Pandemic Flu

The safety office staff assisted the Secretary's Office in the development of the agency's Continuity of Operations Plan & Pandemic Flu Plan, in compliance with FEMA and N.C. Emergency Management requirements.

A training program was developed and delivered to increase the awareness of farm employees and inmates regarding avian influenza issues in their workplaces. Staff conducted medical evaluations and fit testing for the strike team and developed a strategic plan in conjunction with farm management, N.C. Public Health and the N.C. Department of Agriculture on Contingency and Control Measures for Avian Influenza.

The occupational health staff is working in conjunction with DOP Health Services & DART-Cherry Health Services to develop an agencywide surveillance program to monitor pandemic influenza indicators both outside and inside of DOC institutions. The program will provide early warning and mitigation measures to minimize the effect on operations.

Other Illness Measures

The occupational health staff developed and delivered information presentations

and training on the topics of Laundry Communicable Disease, Food Borne Illness Prevention and N-95 Respirator Fit Tester Training and Respirator Use Medical Evaluations. Thirty-one medical evaluations were conducted for staff who are designated to use respirators.

The Safety Office established a draft policy on heat stress.

Wellness Initiative

The occupational health staff worked with the State Health Plan and the Physical Activity and Nutrition Branch to further develop the agency's wellness program. Information was provided to executive staff, gaining their support.

Training on the Wellness Toolkit has been provided to interested personnel. New wellness committees are being established at interested facilities and training was made available to them during the first quarter of '08. Links to wellness resources and information have been established on the Safety, Occupational and Environmental Health Web page.

The staff is managing the project to develop a correctional officer's physical abilities test for pre-employment testing of applicants. This tool will help reduce employee injury rates and occupational injury expenses for the agency by insuring that capable people are selected for correctional officer positions.

Inmate Toothpaste

In response to inmate complaints and questions about the potential health effects of toothpaste manufactured in China; and at the request of DOP, the occupational health staff worked in conjunction with the U.S. Food and Drug Administration and other agency stake holders in product analysis for diethylene glycol, regulatory compliant disposal of contaminated product, and selection of replacement product.

Inspections

Environmental Health

Twenty-eight industrial hygiene surveys/investigations were made into complaints about air contaminants, indoor environmental quality, mold, noise, lead based paint, heat stress and asbestos concerns.

Two tuberculosis isolation rooms were evaluated. Central Prison Hospital was in compliance with federal guidelines. McCain Correctional Hospital's negative pressure rooms were closed due to inadequate performance.

Occupational Health

Compliance inspections were conducted at 32 facilities; 64 violations were noted. Primarily employee medical records and documentation of TB testing, hepatitis B vaccinations, respirator use, etc.

Safety & Regulatory

A comprehensive inspection of 214 facilities found 3,202 regulatory violations and hazards to occupational and institutional safety.

An inspection of 148 contract inmate labor sites revealed 177 safety hazards and violations.

Forty-one shooting ranges were inspected; 19 did not meet agency safety standards.

