



The CCPS All-Points Bulletin

Mission: To reduce crime, enhance public safety and assist victims throughout North Carolina.

February 2009

Message from the Secretary

One of my initial goals as secretary of the Department of Crime Control and Public Safety is to talk with our employees to learn more about the challenges they face every day. The past few weeks, I have traveled to Greenville, Fayetteville, Lexington and Greensboro to recognize and honor several of our state troopers who put service and sacrifice above themselves.

In August, Troopers Crumpler and Bunn performed the Heimlich maneuver on a choking passenger who was traveling on U.S. 70 in Carteret County. That same month, Trooper Fred Demuth rescued two citizens from two burning houses in Tarboro. In October, Trooper R.E. Cannaday rendered first aid to a lady whose vehicle had overturned and was submerged in a creek. Trooper David Deal found an unconscious man at the rear of a burning house and administered CPR. Trooper J.R. Sharlow administered life-saving first aid to a man at a crash scene.



Our troopers put their lives on the line every day to keep motorists safe. At a time when our nation struggles with difficult economic conditions, leaving many of us longing for better days, recognizing the heroic acts of troopers like these gives us hope and promise that the American spirit will prevail. Their actions are significant not just because they saved lives, but they serve as a reflection of their character and commitment to service.

Reuben Young

Secretary Young Presents Awards to Seven Troopers

Secretary **Reuben Young** recently presented the Department's Commendation Award and the Highway Patrol's Samaritan Award to several troopers who put service above themselves.



Trp. Bunn

Trooper Matthew Bunn & Trooper Leonard Crumpler

On August 6th, Trooper Bunn and Trooper Crumpler observed a lady choking in a vehicle on US 70 in Carteret County. Both Troopers assisted the lady by administering the Heimlich maneuver. The awards were presented on February 10th in Greenville.



Trp. Crumpler

Trooper R. E. Cannaday

On October 14th, Trooper Cannaday was stopped by two people who told him a vehicle was overturned in a creek with a lady submerged under water. Trooper Cannaday went into the creek, opened the back door and lifted the lady's head out of the water and continued to render aid until EMS arrived. The awards were presented on February 12th in Fayetteville.



Trooper David H. Deal

On April 5th, Trooper Deal responded to a fire call at a residence on Peach Orchard Road in Rowan County. He located a man unconscious at the rear of the house and administered CPR until EMS arrived. The awards were presented on February 17th in Lexington.



Trooper J. R. Sharlow

At a crash scene on I-85 in Alamance County, Trooper Sharlow pulled a man from underneath a vehicle, moved him to a safe location and began to administer first aid. He noticed the man was not breathing properly; he opened his airway and continued to administer first aid and provided comfort until EMS arrived. The quick response and life-saving actions that Trooper Sharlow exhibited undoubtedly saved Mr. Riley's life. The awards were presented on February 18th in Greensboro.



Trooper Fred Demuth

On August 27th, Trooper Demuth helped rescue two people from separate homes that were engulfed in flames in Tarboro. His heroic actions helped save one of those residents. The awards were presented February 25th in Raleigh.



Trp. Demuth

Trooper Leonard McLeod

Trooper McLeod developed and implemented a commercial motor vehicle safety program that promotes truck safety to members of the trucking community. He presented the program to hundreds of citizens last year. The awards were presented February 25th in Raleigh.



Trp. McLeod



Congratulations!

CCPS Fiscal Section

Over the course of several months, the CCPS Fiscal Section underwent several audits and received high marks on every audit.

“Our folks have worked very hard to implement various improvements to our systems and procedures which has resulted in improved efficiency, accuracy, timeliness of processing and compliance with state and federal regulations,” said **Bennie Aiken**, Manager of the Fiscal Section. “I am extremely proud of the work they have done.”

The Department’s Single Audit, which included Homeland Security, Public Assistance and Juvenile Accountability, were all completed with no fiscal audit findings. **Kris Hudson**, who oversees federal grants, and her staff worked on these audits.

The National Guard Bureau Audit of the Tarheel Challenge project also received good marks with no fiscal audit findings. The audit touched on all fiscal areas, but primary responsibility fell to the general accounting area under the supervision of **Patricia Harris**, assistant controller, and the budget area supervised by **Elaine Freeman**, budget officer.

The Fiscal Section received excellent scores on an audit review of purchasing procedures by the Department of Administration’s Purchase and Contract Division. **Lisa Roberts**, purchasing officer was responsible for overseeing the work done on that audit.

The Division of Emergency Management, Governor’s Crime Commission and NC National Guard participated in these audits, also with excellent results.

Aiken explained that because of the level of federal spending, certain sections within CCPS are audited on an annual basis. The Purchase and Contract audit is done periodically, every four or five years.

CCPS Information Services and ALE Partner to Earn International Award from Microsoft

In the summer of 2007, then deputy director of Alcohol Law Enforcement, Bill Chandler, and then head of IT, David Nicolaysen, saw an opportunity to improve ALE’s mobile case management system. The goal was to streamline and automate the application, inspection and licensing processes for sites that sell alcohol and tobacco.

Information Services took a computer customer tracking program designed for the private sector and adapted it to make a new case records management system for ALE agents.

The project involved nearly the entire IT staff and took over a year to complete. **Greg Jones** lead the project and worked with his staff in developing the new system. **Geof Toner** helped to manage the project with **Tony Schiro, Ed Bottum, Sarah Wray, Chris Fuquay** and

Danny Barnes all working on various aspects to develop the ALE Case Records Management, or CRM, program. Together, the team designed and built Microsoft Dynamics CRM 4.0 forms, Alcohol Beverage Control Commission and N.C. Education Lottery interfaces and reports.

Their efforts paid off, and the program was awarded Microsoft's Industry Customer Excellence Award in the Public Sector category. Microsoft presents these awards annually to customers who take existing Microsoft applications and programs and build upon them to improve their business.

They bested numerous entries from around the world for their innovation and design of the ALE system. Several of the other finalists include U.S. Department of Health and Human Services, Chicago's Department of Public Health, Affiliated Computer Services in San Antonio and AustCham in Shanghai.

ALE IT Systems Administrator, Kelton Brown, who helped develop the program, said that the Case Records Management system tracks complaints, reports, investigations, use of force, compliance checks, witnesses, suspects and evidence. He said it has a built-in work flow component to move information around to agents and supervisors, with the ability to download and synchronize files offline in the field. ALE agents are able to perform their duties and record their data while in the field. They can go to secure locations with VPNs to upload their work.

"The time savings are immense," Brown said. "Since some agents work two hours from their office, driving in to pick up work was extremely inefficient."

The CRM program gets agents out of the office, into the field to become more productive and efficient. For instance, using the old system, agents would first print out forms used to complete their investigation or compliance check, then log onto the computer, type in the information and submit those files to their supervisor for the necessary signatures and approvals. From start to finish, the process took at least five days. By comparison, using CRM means the same work can be completed in a matter of hours.

The beauty of the CRM solution is that data can be shared between agencies from a centralized system, allowing instant access to much needed information from patrol cars. Future phases of the project may include adding other reports that can be automated from other divisions within the department.

The system launched in Raleigh last April and was uploaded to all field offices by December.

"This is a tremendous resource," Brown said. "Agents are seeing the benefits and promise in the program."

Microsoft noted Information Services' innovation and design of the Department's Alcohol Law Enforcement mobile case management system in making their award.

"Our IT project ranked first among several national and international public sector finalists," Secretary Reuben Young said.



Milestones, Comings and Goings

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The following employees celebrate significant service milestones in their state careers:

30 years

Alcohol Law Enforcement: **Bill Chandler**

25 years

State Highway Patrol: Trooper **Sally Patterson**

20 years

State Highway Patrol: Trooper **Maurce Gravley**

Welcome to our new employees:

Butner Public Safety: Sean Hogue; Christopher Perry; Joseph DePrisco

Highway Patrol: Ann McKoy; Michael Silver; Charles Winter

Best wishes to our recent retirees:

Highway Patrol: Larry Chappell and Rodney Robles

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Active for Duty

A new employee wellness program -- called "Active for Duty" -- is designed to help Crime Control and Public Safety employees get healthy and stay healthy. The program is led by the Active for Duty Team which is comprised of representatives from each division. The team will offer periodic suggestions or opportunities to promote healthy behaviors or lifestyle improvements in nutrition and physical fitness. Understanding health and fitness levels is the key to improving weight, blood pressure, abdominal girth, cholesterol levels and other health factors.

The guiding vision is to help the Department of Crime Control and Public Safety demonstrate that we have the healthiest workforce in state government. This accomplishment will be measured by a reduction in the prevalence of cigarette smoking, improvements in abdominal girth, and improvements in stress management and mental well-being.

Each month, the team will share health tips, suggest other tidbits or perhaps recipes that employees can use to improve their health. We also hope you will participate in the programs coming to a division or district office near you. In the meantime, if you have questions or suggestions about the program, please contact one of the team members.

As an employee of the Department, YOU are our most precious resource. So take care of yourself and let's all hope for a happy, healthy, and disaster-free 2009!

Active for Duty Team members

Thomas Caves, Chair	Deborah Miller, Emergency Management
Blake Taylor, Vice Chair, Fiscal	Trooper Pete Nielsen, Highway Patrol
Terri Butler, Organizational Effectiveness	Carolyn Penny, Emergency Management
Teresa Creech, Human Resources	Lt. Scott Strickland, Butner Public Safety
Jewel Davis, NC National Guard	Bob Stocks, ALE
Antonette Douglas, Victims Compensation	Melvin Williams, GCC

February's Health Tip: Listening to favorite music akin to a workout

Michael D. Miller, MD and his team at the Center for Preventive Cardiology, University of Maryland Medical Center, discovered that when people listen to their favorite tunes for 30 minutes, blood flow through the arm's brachial artery increases by 26 percent-- an effect comparable with that of an aerobics session. That's because pleasing music triggers the release of endorphins, feel-good brain chemicals that dilate blood vessels. Resulting perks include more energy and improved concentration.

Employee Spotlight: Walter Haynes



Walter Haynes retired in 1992 from the Dept. of Transportation after 30 years building their computer section. During his time at DOT, he also worked as a part-time soldier for the NC National Guard until 2000.

When Hurricane Floyd struck North Carolina in 1999, the Guard sent Haynes to the Emergency Operations Center in Raleigh where he met Paul Latham, administrative officer for the logistics section of the Division of Emergency Management. He told Paul that he wouldn't mind helping Emergency Management build their logistics section, and so he started as a volunteer and became a full-time employee through Temporary Solutions in January 2000.

Today, Haynes is the supply acquisition and inventory specialist for the Logistics section of the Division of Emergency Management. He wears many hats in addition to ordering office supplies and making emergency purchases.

Haynes said he has seen a lot of growth in Emergency Management. "We were able to create a database to keep up with the issues and resupply. (The job) keeps me busy all the time. It never slows down."

Haynes said working for the Division of Emergency Management has been an asset for him. "It keeps me moving."

Haynes supervisor, Sheldon Tennian, said that Haynes' modest demeanor is deceiving. "He can run heavy equipment like a fork lift, or go on a mission with a bigger truck. He monitors Web EOC. He fills in for the receptionist when needed. He has lots of duties that he keeps up with. He's very gifted to be able easily to adapt to a new procedure. He is a pleasure to work with."

"Walter has proven to be a key member of our logistics team," said Mike Sprayberry, deputy director of the Division of Emergency Management. "His motivation, technical expertise, and inter-personal skills are second to none. He's a true gentleman, always willing to help, works hard, is focused and very dependable. He's old-school. We, in NCEM, are fortunate to have him on our team."

Haynes was born in Raleigh, and graduated from Broughton High School in 1959. He attended Campbell University for two years, then went to a private computer programming school. In 1962, he joined the NC National Guard and spent most of his Guard career playing the trumpet for the 440th band. The 50-member band played for special events such as the governor's inauguration and the ball. While most states have bands, the 440th was asked twice to fill in at West Point for two weeks.

"It was a lot of work, but quite an honor to play there," Haynes said. "The head of the trumpet section had to review you, first. We played for the raising and lowering of the flag each day." The ceremonies were complete with cannon fire and a bugle call.

The NCNG band traveled out of the country five times as US ambassadors to play in the Virgin Islands for the inauguration of their president, to Italy to celebrate the opening of the tunnel between France and Italy, and to Costa Rica and to Guatemala.

In Guatemala, the US was having relationship troubles, and the 440th band was sent to help. And help they did. First they played regular band music, then they played an hour of beach music. "We had people dancing in the streets when two weeks earlier they were burning the US flag," Haynes said.

Haynes continues to practice his instrument, playing in his church orchestra. "It's my hobby and recreation."

Haynes, and his wife Patricia, have four grown boys and six grandchildren. "I've learned how to play again," Haynes laughed. "They love to come and dance with me to Lawrence Welk on the weekend."

Haynes' parents grew up in Durham before moving to Raleigh. His father was a photographer and owned Haynes Studio in downtown Raleigh near the main post office. Haynes himself is a member of the Masons.

The *All-Points Bulletin* is your newsletter! If you have information you would like included, please contact the Public Affairs Office at 919-733-5027 or send e-mail to pmcquillan@nccrimecontrol.org before the 15th of each month.