



# **Mecklenburg County Sheriff's Office**

**FY 2019 Annual Report**

# Table of Contents

Table of Contents.....	1
MCSO Department Listing & Contact Information.....	2
MCSO Administration.....	3
Sheriff Garry McFadden.....	3
Chief Deputy Sheriff R. Collins .....	4
Detention Chief T. White.....	4
MCSO Executive Staff .....	5
Accreditations.....	6
American Correctional Association (ACA) .....	6
Prison Rape Elimination Act (PREA).....	6
Sheriff McFadden's First Year Accomplishments .....	7
Finance/Budget .....	8
Detention Statistics.....	9
Detention Statistics (Con't) .....	10
Arrest Processing Center (APC) .....	11
Permits & Registration Division .....	12
Detention Center Resident Property & Finance.....	13
Field Operations.....	14
Civil Process .....	14
Domestic Violence Processes .....	14
Court Security.....	15
Detention Center Resident Programs.....	16
Adult & Re-entry Programs .....	16
Chaplain Services.....	18
Library Programming & Services.....	19
Youthful Offender Programs.....	20

# MCSO Department Listing & Contact Information

Mecklenburg County Sheriff's Office  
700 E. Fourth St.  
Charlotte, NC 28208  
(980) 314-5001  
Fax: (704) 336-6118  
[www.mecksheriff.com](http://www.mecksheriff.com)

**Detention Information: (704) 336-8100**

**Specific Inmate Information, VINE System: (800) 247-9658**

Arrest Processing	Information Services Department
Asset Management	Inmate Finance & Property
Business Management	Detention Center Central
Civil Judgments/Domestic Violence	Detention Center North
K9	Resident Programs
Classification	<ul style="list-style-type: none"><li>• Adults</li></ul>
Communications	<ul style="list-style-type: none"><li>• Youthful Offenders</li></ul>
Community Engagement	<ul style="list-style-type: none"><li>• Re-entry Programs</li></ul>
Court Security	<ul style="list-style-type: none"><li>• Library Services</li></ul>
Deputy/Detention Officer Recruiting	<ul style="list-style-type: none"><li>• Chaplains Services</li></ul>
Facility Development	Legal Counsel
Field Operations	Office of Professional Compliance
Funeral Escorts	Research and Planning
Gun Permits	Training
Human Resources	Transportation

# MCSO Administration

## Sheriff Garry McFadden

On May 8<sup>th</sup>, 2018 the voters of Mecklenburg County, North Carolina elected Garry L. McFadden as their next Sheriff, making him the first African-American Sheriff in the history of the County. On December 4<sup>th</sup>, 2018 Sheriff McFadden was sworn in as the 45<sup>th</sup> Sheriff of Mecklenburg County.

Sheriff McFadden came to his new position as a thirty-six-year veteran of the Charlotte Mecklenburg Police Department (CMPD) and is one of the most decorated law enforcement officers in the history of CMPD. He spent thirty years as a detective and twenty years in the homicide unit. After a stellar career, Sheriff McFadden retired from CMPD on July 31, 2011 and was immediately re-hired by the City of Charlotte and assigned to work in the Office of the Chief to the Community Relations Unit to help implement programs within the community.

In 2015 while working for CMPD, Sheriff McFadden and three local barbers created a community initiative called, “Cops & Barbers.” The initiative captured the attention of “The President’s Task Force on 21st Century Policing” and as a result, President Obama invited the group to the White House. President Obama considered this vision as one of the top-ten initiatives in creating meaningful relationships in local communities.

As a detective, Sheriff McFadden has been featured on *American Most Wanted*, *The First 48* and *The Justice Files*, and as a contributor to *People Magazine* and other national media outlets.



On June 14, 2016, *Investigative Discovery* channel presented “I Am Homicide,” a docuseries highlighting a few of Sheriff McFadden’s most complex homicide cases as a homicide detective with CMPD that he worked over the span of three decades. The début of this national and international television show allowed Sheriff McFadden to be the first African American Law Enforcement Officer to have his own television show.

Garry has been married to Cathy G. McFadden for the past 30 years with three adult children and one amazing grandchild.



## Chief Deputy Sheriff R. Collins



Chief Deputy Collins joined the Mecklenburg County Sheriff's Office in January of 1994 and was promoted to his current rank in December of 2016. As Chief Deputy, he oversees the Field Operations Division, Training and Recruiting, the Courts Division, the Public Information Office, the Community Engagement Unit, Information Services, and the Office of Professional Compliance (Internal Affairs).

The Mecklenburg County Sheriff's Office is involved in many community-based initiatives. Chief Deputy Collins serves on the Board of Directors for the *Right Moves for Youth*, the *Police Athletic League* and is an active member of the *National Sheriff's Association*.

Chief Collins holds a Bachelor of Science degree in Criminal Justice and a Master of Business Administration (MBA) from Pfeiffer University. He is also a graduate of Northwestern University School of Police Staff and Command.

## Detention Chief T. White

Chief Telisa White is a 25-year veteran of the Mecklenburg County Sheriff's Office and is currently the highest-ranking female within the agency. She was the first Detention Officer to be promoted to the rank of Captain, the first Detention Captain to be promoted to the rank of Major and the first Detention Major to be promoted to the rank of Chief.

Chief White began her career with the Sheriff's Office in 1994. She was promoted to the rank of Sergeant in 1997 and served in the roles of Facility Training Coordinator, Administrative Sergeant, Reality Sergeant and Direct-Action Response Team Sergeant (DART). She was promoted to the rank of Captain in 2003, serving 5 years at the Office of Professional Compliance (Internal Affairs). She also served as DART Commander for 6 years and Training Commander for 3 years. Chief White was later promoted to the rank of Major in 2015 and in December of 2018 she was promoted to the newly created position of Chief of Detention, where she oversees all Detention Center operations.

Chief White graduated from Gardner-Webb University in 1992 with a Bachelor of Arts in Sociology. She is a Charlotte native and married with one son.



## MCSO Executive Staff



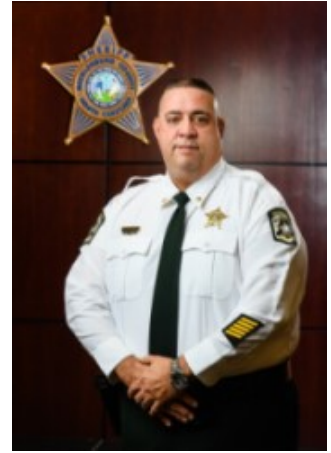
**Major D. Johnson**  
Office of Professional  
Compliance



**Major Magwood**  
Arrest Processing



**Major Youngblood**  
Juvenile Detention  
Center



**Major Eason**  
Detention Center Central



**Major Beebe**  
Field/Courts



**Marilyn Porter**  
Legal Counsel



**George Guise**  
Legal Counsel



**Rachel Vanhoy**  
Director of Business  
Management



**Dorian Johnson**  
Director for  
Adult Programs



**Keith Cradle**  
Director for  
Juvenile/Youth Programs



**Shelby Jones**  
Executive Assistant  
to the Sheriff



**Dejah Gilliam**  
Public Information  
Manager

# Accreditations

## American Correctional Association (ACA)

The Mecklenburg County Sheriff's Office (MCSO) proudly distinguished itself in 2003 as the first nationally accredited local jail system in North Carolina by the American Correctional Association (ACA). According to the ACA, the national standards serve as benchmarks in the operations of correctional facilities, necessary to ensure that facilities are operated safely and professionally.



To achieve accreditation, jails undergo a comprehensive audit of their operations to determine compliance. Accreditation is effective for a three-year period. MCSO conducts annual internal audits of supporting documentation to evaluate operations in order to maintain accreditation.

The accreditation process examines services, programs, and operations essential to superior correctional management. While the primary purpose of accreditation is to protect jail staff and offenders, many additional benefits are also derived. Examples of such benefits include:

- Minimizing the potential for expensive and time-consuming litigation from negligence and other liability.
- Assessing the strengths and weaknesses of the jail to maximize available resources and implement positive change.
- Contributing to public and professional recognition of good performance.
- Contributing to improvement of staff moral and inmate behavior.

## Prison Rape Elimination Act (PREA)



The Prison Rape Elimination Act (PREA) was passed in 2003 with unanimous support from both parties in Congress. The purpose of the act was to “provide for the analysis of the incidence and effects of prison rape in Federal, State, and local institutions and to provide information, resources, recommendations and funding to protect individuals from prison rape,” (Prison Rape Elimination Act, 2003). In addition to creating a mandate for significant research from the Bureau of Justice Statistics and through the National Institute of Justice, funding through the Bureau of Justice Assistance and the National Institute of Corrections supported major efforts in many state correctional, juvenile detention, community corrections, and jail systems.

The act also created the National Prison Rape Elimination Commission and charged it with developing draft standards for the elimination of prison rape. These standards were published in June 2009 and were turned over to the Department of Justice for review and passage as a final rule. That final rule became effective August 20, 2012.

The Mecklenburg County Sheriff's Office went through its first PREA audit in October of 2016 and was officially accredited March of 2017. Audits are conducted every 3 years and we are required to maintain full compliance in all standards areas. There is zero tolerance pertaining to any form of sexual abuse, sexual harassment, and sexual assaults within our facilities. PREA covers resident/resident abuse and staff/resident abuse.



# Sheriff McFadden's First Year Accomplishments

Sheriff McFadden was sworn in on December 4, 2018 to begin his term as the 45<sup>th</sup> Sheriff of Mecklenburg County.

Below are highlights of his many accomplishments during his first year in office:

- Immediately upon taking office, Sheriff McFadden terminated the MCSO participation in the voluntary 287(g) Program. Immigration and Customs Enforcement (ICE) recently complied with an MCSO request and issues official judicial orders to hold someone that has reentered the country and committed a violent crime.
- The Community Engagement Team was formed to become involved in community outreach activities and build a stronger relationship with County residents, community leaders and businesses.
- Restored in-person visitation at both detention facilities and working with our phone vendor, introduced one-free remote video call per week for all residents of our detention facilities. The proof is in the numbers. For the year ending September 2019, there was an overall increase in visits of 63% compared to the year ending September 2018. Maintaining the family connections cannot be understated.
- Contact visits were also started for families in 2019, this program will be expanded through the new fiscal year.
- Sheriff McFadden submitted his first departmental budget FY2020 in the amount of \$132.5 million. Although not all requests were funded, additional compensation for recruiting and retention of detention officers and deputy sheriffs was approved.
- MCSO partnered with the Charlotte Fire Department, the Charlotte-Mecklenburg Police Department and MEDIC to host the first annual Charlotte-Mecklenburg Diversity, Equity and Inclusion Conference in Charlotte, April 14-17, 2019. Another conference will be held in 2020.
- There were two career fairs hosted by MCSO for residents. These career fairs have provided a great opportunity to connect residents with employers so they can be successful once released. In addition, the first-ever Haberdashery was opened to provide professional attire to residents during these career fairs.
- On April 1, 2019, the Barber School at Detention Center – North for Youthful Offenders was opened.
- The Youth Programs division hosted “Camp Cradle” in the Summer of 2019 that provided outside activities for youthful offenders.
- We eliminated solitary confinement for youthful offenders which was a primary concern I had before becoming Sheriff given the systemic issues it presents to that population.
- During the Summer of 2019, after months of planning and preparation, the Behavioral Health housing unit was opened to work more closely with residents experiencing serious behavioral issues.
- The Adult Programs staff have created digital literacy classes for residents, as well as partnering with Central Piedmont Community College (CPCC) to offer an accelerated culinary school for residents. The “You Can Vote” initiative was also implemented for residents.
- An LGBTQ committee was formed for MCSO employees to provide additional support and outreach.
- Effective November 1, 2019, a reduction of 61% in local and intrastate phone rates was implemented for residents and their families who were paying for phone calls. The at-home video visit rates were also reduced. As part of the agreement, the facilities will also be receiving 1,175 tablets for residents to utilize for programs.
- Field Operations has been involved in several multi-agency operations including Summer Breeze and Pumpkin Patch. In addition, a Dignitary Protection unit has been formed and Field Operations completed a successful sex offender operation and Operation Watchdog. Field Operations has also started the Commission on Accreditation for Law Enforcement Agencies (CALEA) certification for the MCSO's to achieve Triple Crown status.
- Detention Center North is now the Mecklenburg County Juvenile Detention Center and houses juvenile residents as part of the North Carolina “Raise the Age” legislation which took effect December 1, 2019.



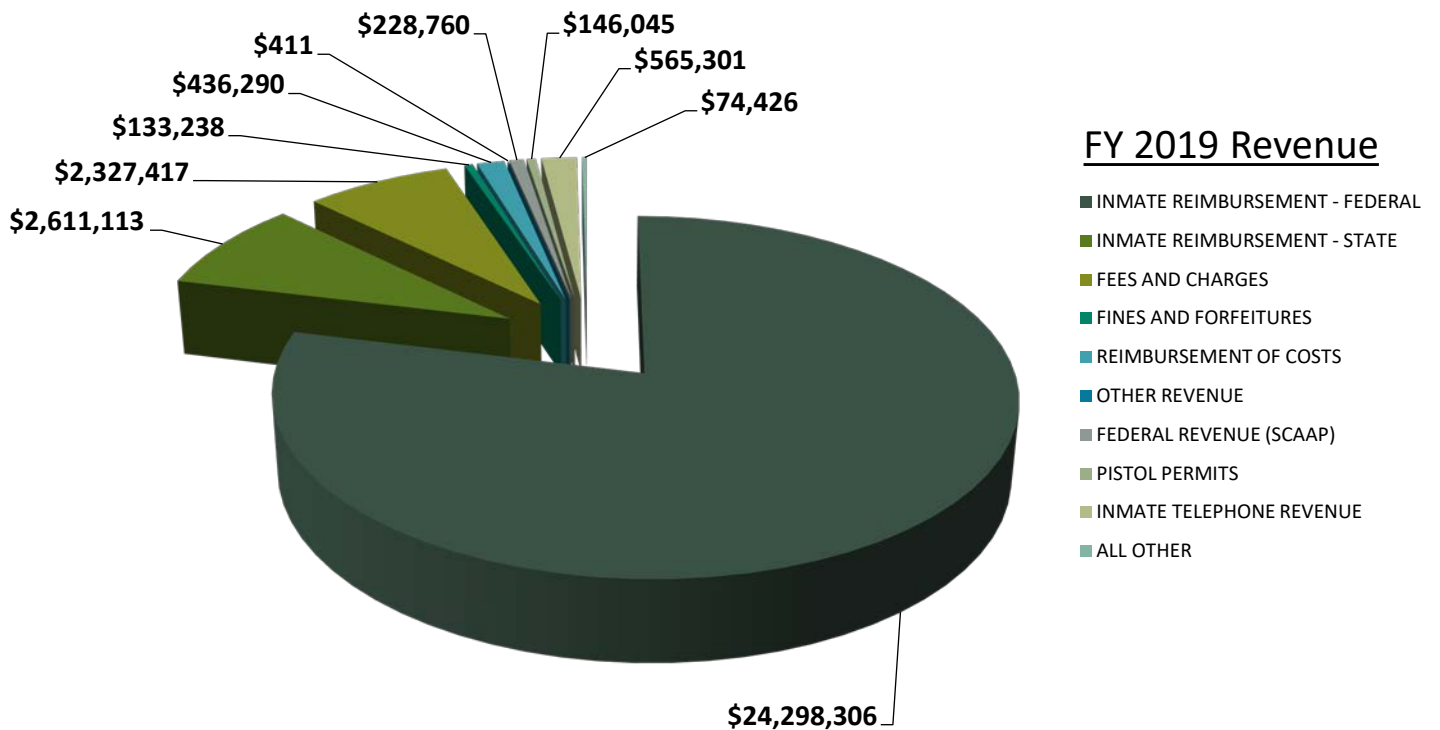
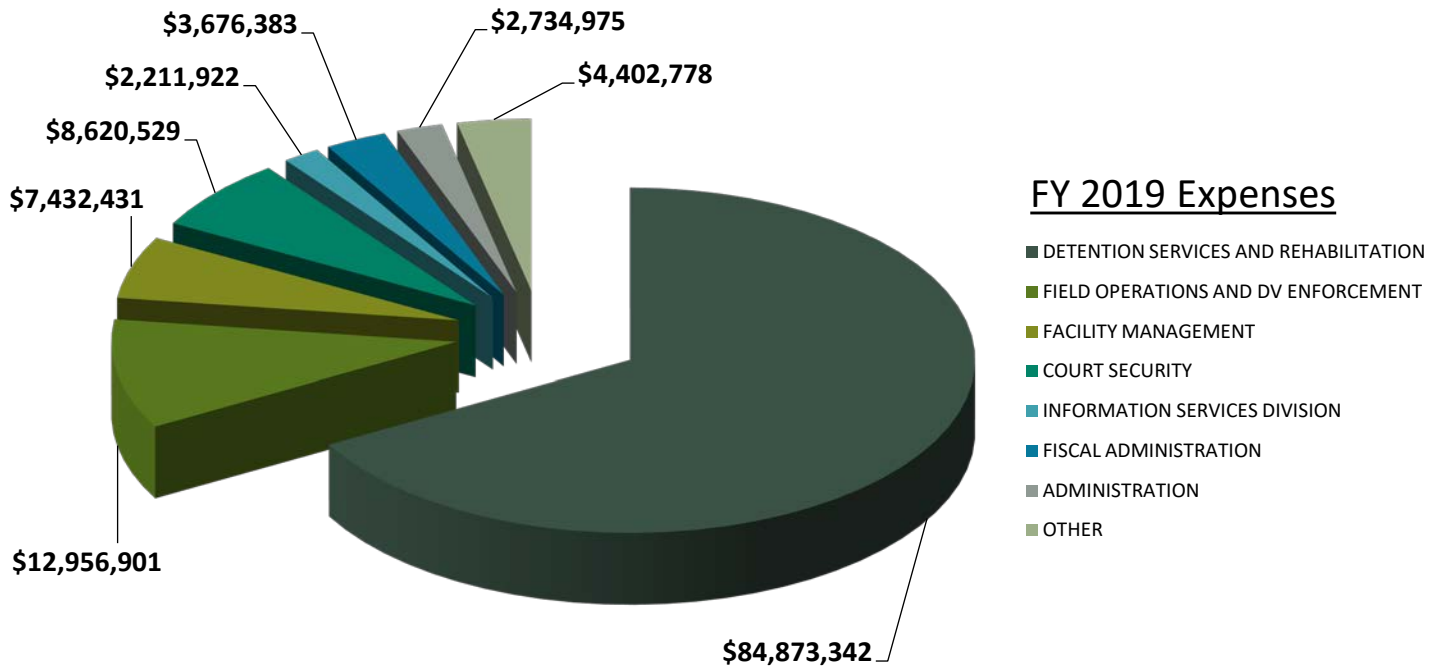
**Working to Influence  
Change by Being**

**“The Difference”**

**Sheriff Garry L. McFadden**

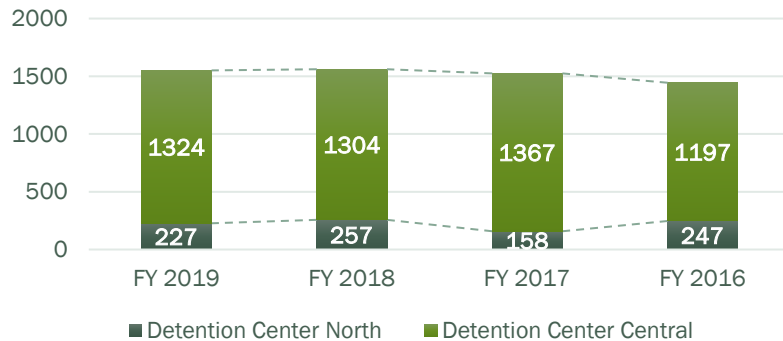


# Finance/Budget

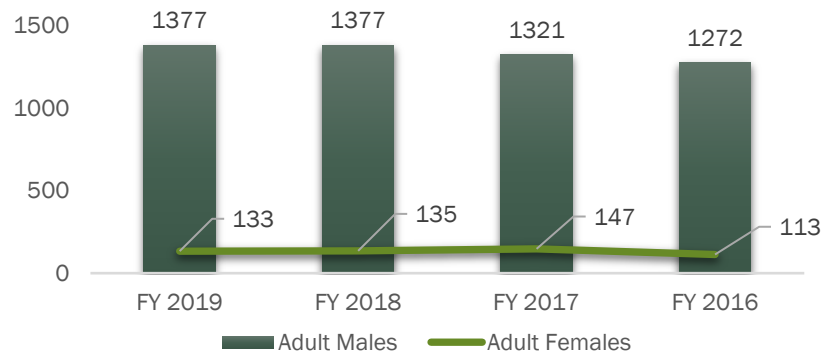


# Detention Statistics

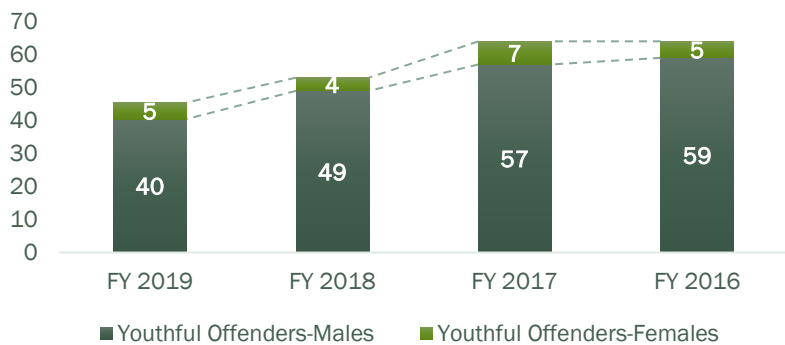
## Average Daily Population by Facility



## Adult Average Daily Population by Gender



## Youthful Offender Average Daily Population

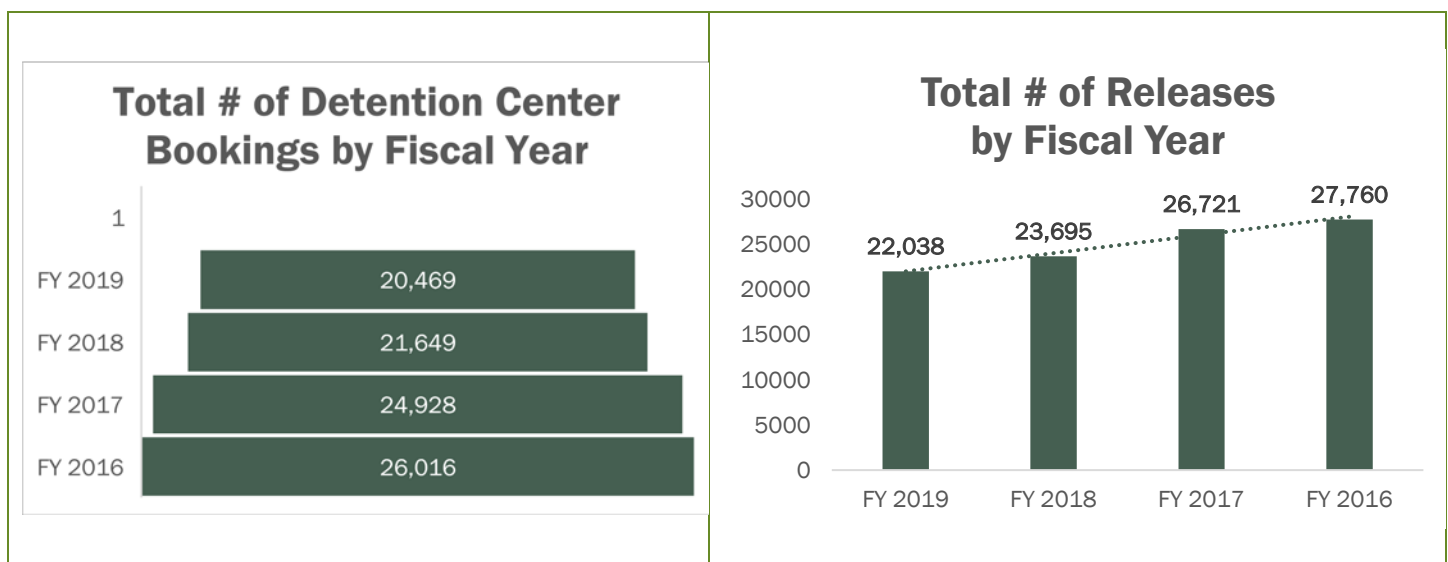


Youthful Offenders are age 16 or 17 years of age.



## Detention Statistics (Con't)

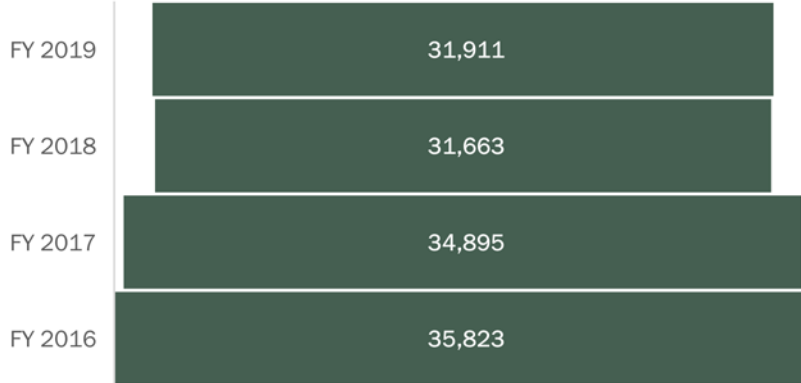
Average Daily Population Profile by Status:	FY2019	FY2018	FY2017	FY2016
Federal	433	353	309	362
Number of Weekenders	14	15	17	22
Pretrial Local Population	910	1,010	1,057	956
Probation Quick Dips	3	3	3	3
Sentenced to Sheriff	55	67	78	66
State Misdemeanant Confinement Program	151	130	79	58



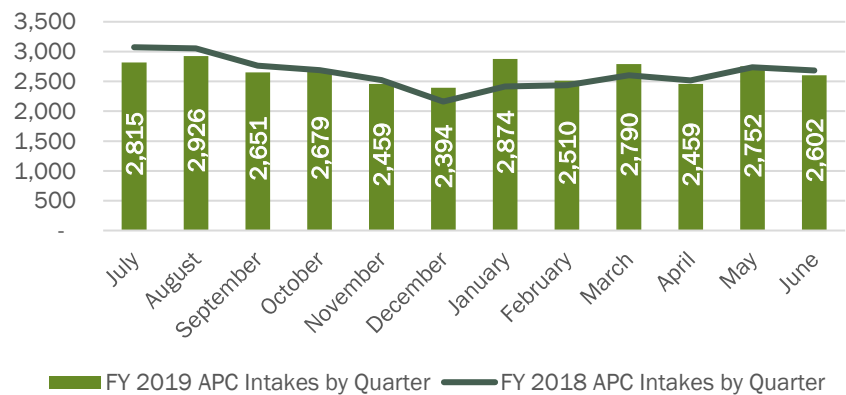
Detention Center Releases by Type:	FY2019	FY2018	FY2017	FY2016
Release Per Court	206	170	230	230
Other not captured above	216	235	240	293
Compliance	241	235	232	354
Probation/Parole	375	405	460	475
Dismissal	1,139	1,414	1,192	1,092
Federal & ICE	1,193	1,482	1,368	1,320
PreTrial Services	1,785	1,285	1,180	1,176
Time Served	2,789	3,404	3,394	3,600
Other Jurisdiction	2,936	3,519	3,537	3,060
Unsecured (Co-signer, WPA, Custody)	5,012	4,617	6,204	6,138
Signed Bond (Bondsman, Property, Cash, etc.)	6,146	6,928	8,621	10,014
<b>Total:</b>	<b>22,038</b>	<b>23,695</b>	<b>26,721</b>	<b>27,760</b>

# Arrest Processing Center (APC)

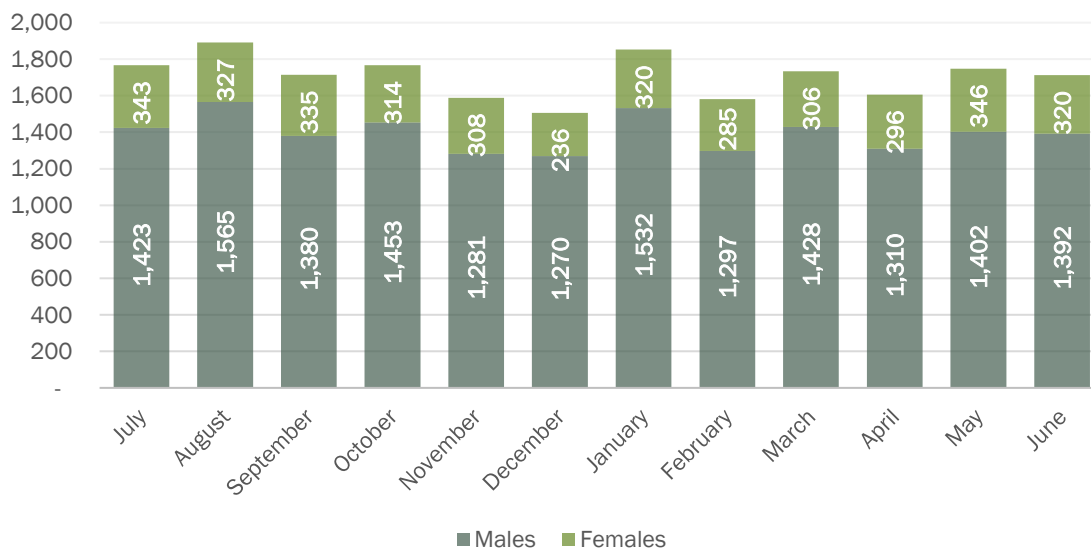
## APC Total Intakes by Fiscal Year



## APC Intake by Month Annual Comparison

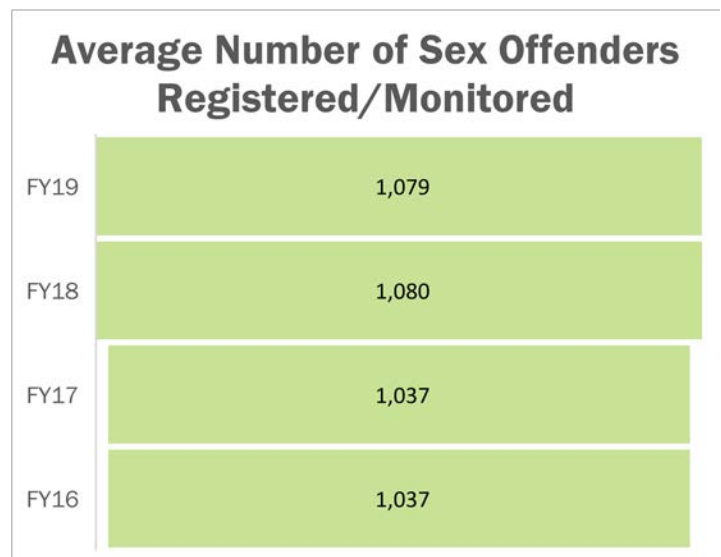
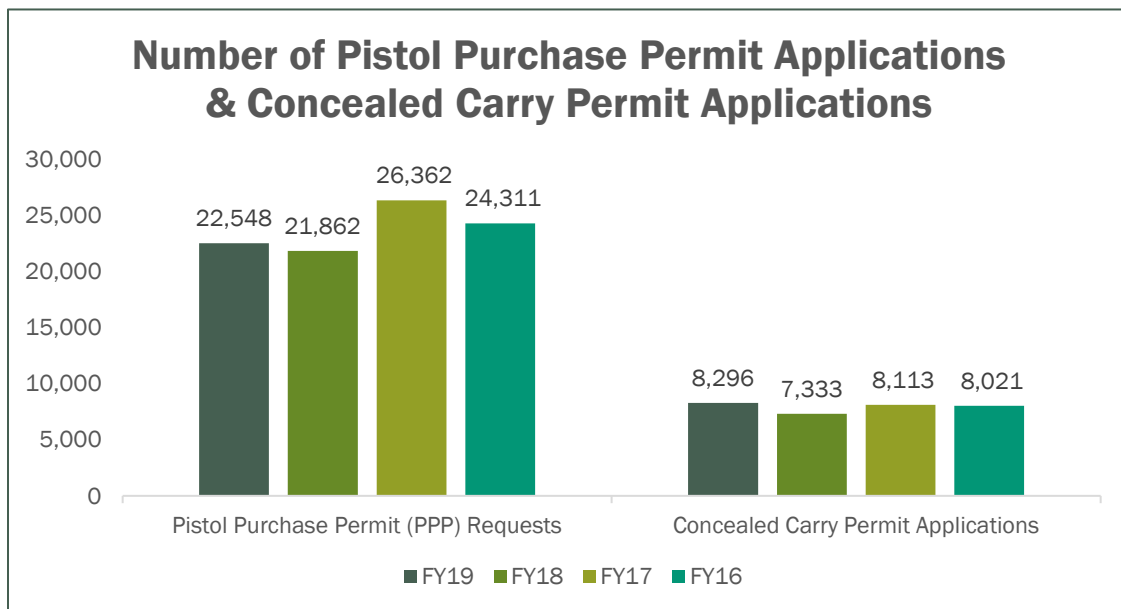
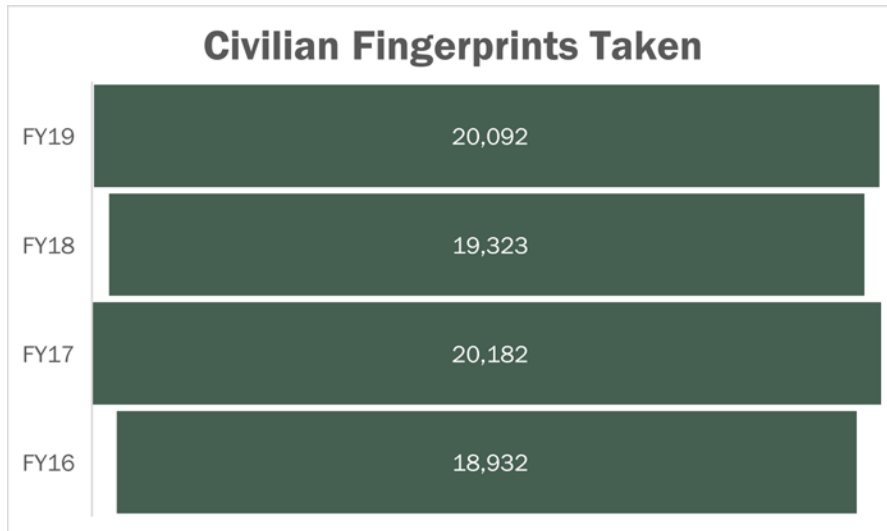


## FY19 APC BOOKING BY GENDER





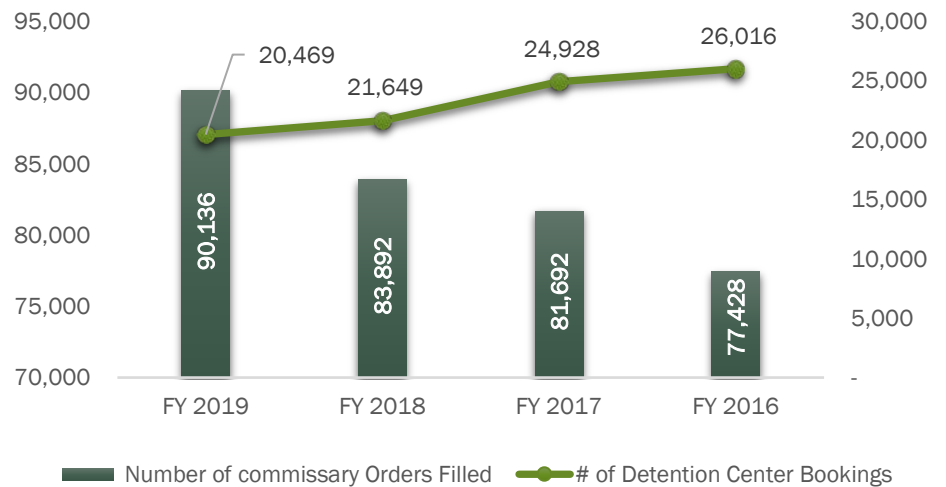
# Permits & Registration Division



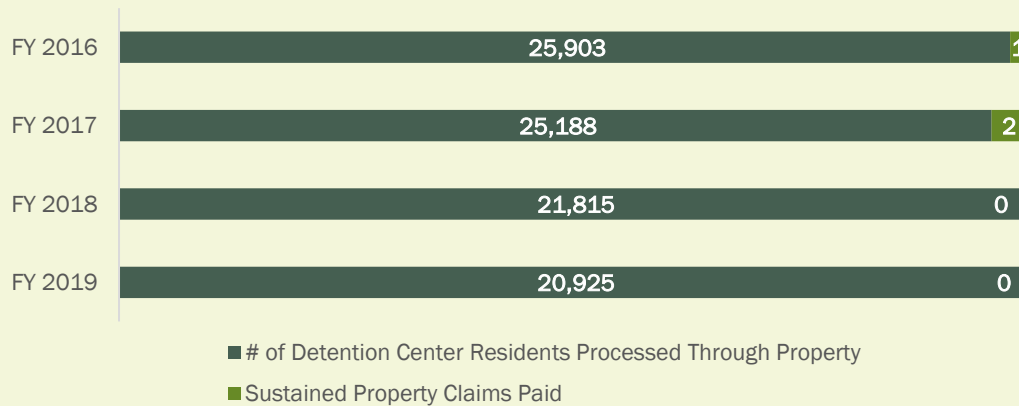
# Detention Center Resident Property & Finance



## Commissary Orders Filled by Fiscal Year



## Number of Individuals Processed Through Property and Sustained Property Claims



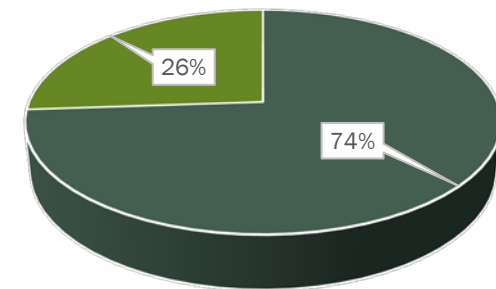
*Between FY16 and FY19, approximately 93,831 individuals were processed through property with hundreds of thousands of pieces of property. Thanks to the hard work of those in Property & Finance only 3 claims for missing property were paid during this period.*

# Field Operations

## Civil Process

Civil Processes	FY2019	FY2018	FY2017	FY2016
Number of Papers Received	92,515	94,707	98,429	89,479
Number Served	67,759	68,208	81,299	67,836
Service Attempts Conducted	127,732	133,741	124,453	114,323

Civil Processes



■ Serviceable Papers ■ Unserviceable Papers

26% of all Civil processes received were deemed Unserviceable.

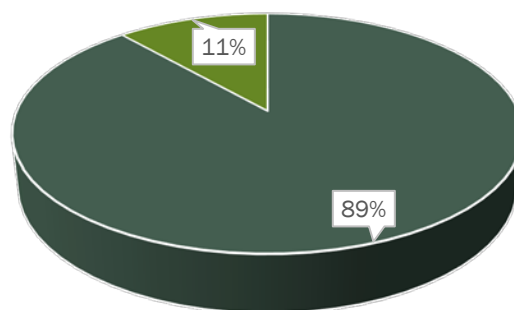


## Domestic Violence Processes

Domestic Violence Processes	FY2019	FY2018	FY2017	FY2016
Number of Papers Received	5,535	5,261	4,746	4,430
Number Served	3,635	3,507	3,421	3,208
Service Attempts Conducted	8,363	8,867	7,218	7,094

Domestic Violence Papers

11% of all Domestic Violence processes received were deemed Unserviceable.



■ Serviceable Papers ■ Unserviceable Papers

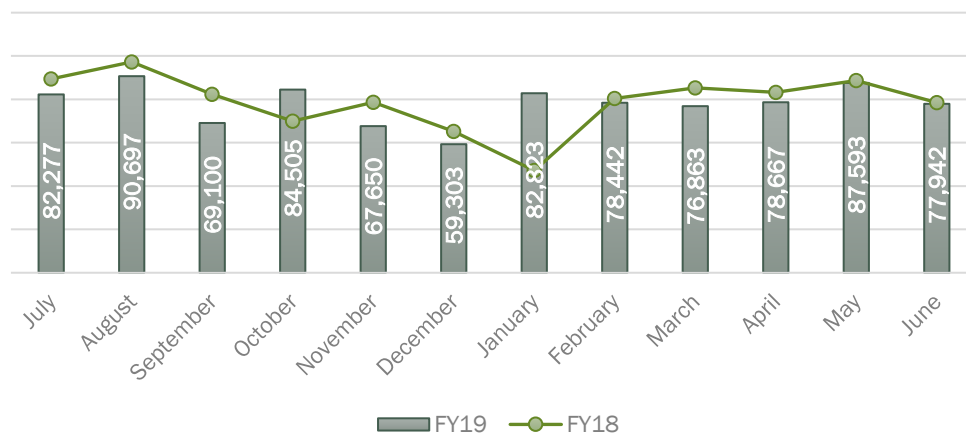
# Court Security

Recovered Contraband	FY2019 Totals
Sharps/Edged Weapons	6,387
Cameras/Recording Equipment	1
Firearms	4
Bullets	242
Stun Gun	69
OC Spray	816
Laser Lights	47
Handcuff Keys	122
Glass Items	5,787
Tools	1,084
Toy Gun	42
Miscellaneous	630
<b>Total</b>	<b>15,231</b>



Court deputies successfully screened 935,862 visitors through the courthouse checkpoints in FY19

## Mecklenburg County Courthouse Visitors

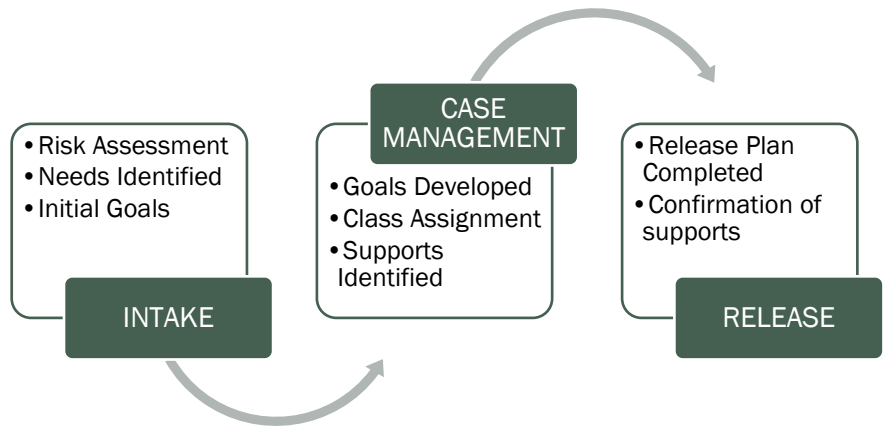




# Detention Center Resident Programs

## Adult & Re-entry Programs

Re-entry therapeutic pods are provided to male and female residents. The pods operate on a structured daily schedule. These voluntary programs prepare individuals for re-entry to their community through vocational services, education, life skills training and cognitive skills development. Participation in these programs during incarceration is a critical step for residents' successful reintegration.



### Every re-entry resident receives

- ☐ Risk/Needs Assessment
- ☐ Rehabilitative Programming
- ☐ Case Management
- ☐ Transition Planning

Adult Programming (Vocational, Re-entry, Spanish)	Q1	Q2	Q3	Q4	FY19 Total
# of Participations	1,177	966	974	1,042	4,159
# of Completions	1,020	791	822	953	3,586
# of Classes in Session	140	98	113	89	440
Completion Rate %	87%	82%	84%	91%	86%

### Sample of Classes/Certifications Offered

#### Digital Literacy

The computer workshop introduces the basics and introductory skills needed for participants to become comfortable with accessing and using computer programs and the internet. Participants are taught the basic components of a computer, internet search engines, internet security and a host of other critical skills. Participants of this program receive a free laptop upon successful completion.

#### Employment Readiness

The employment readiness program helps re-entry participants understand the process of planning for a career and career advancement. By exploring their willingness to learn, understanding their areas of interest and evaluating their skill sets, participants prepare for the job application and interview process.

#### Horticulture

This program prepares participants for various careers in horticulture. Participants learn skills related to horticulture, greenhouse operations, and use of hardscape products for landscapes and gardens.

#### National Center for Construction Education and Research (NCCER)

This industry-recognized construction credential provides students and craft professionals with national portability of skills. Students receive core curriculum through an accredited trainer.

#### Serv Safe

A food and beverage safety training and certificate program is administered by the National Restaurant Association. The program is accredited by the American National Standards Institute (ANSI) and the Conference for Food Protection.

FY19 Completions Certifications	
Digital Literacy:	34
Employee Readiness:	80
Horticulture:	98
NCCER:	35
Serve SAFE:	80
Working Smart:	90
WRAP:	167

### *Working Smart*

A 16-lesson soft skills curriculum in which participants receive certificates only after they demonstrate competency using self-awareness, self-management, communication, and problem-solving skills. They must also demonstrate aptitude in their work ethic.

### *Wellness Recovery Action Plan (WRAP)*

A self-designed prevention and wellness plan that anyone can use to get well, stay well and make their life the way they want it to be. This program is used extensively by people in all kinds of circumstances, by health care and mental health systems, and at MCSO to address all kinds of physical, mental health and life issues.

### *General Education Degree (GED)*

In 2019, 33 adult residents earned a GED during their stay within the Mecklenburg County Sheriff's Office. For those that graduated, it took an average of 133 days to complete their GED. Graduation ceremonies are held for graduates and their family members as a show of support.

GED Graduates	#
Number of Graduates	33
Average Days to Earn GED	133
Average Age of Graduates	33



### *Detention Center-Central Career Fair*



In March 2019, MCSO held its first onsite career fair within Detention Center Central with 25 MCSO Re-entry Program Residents participating. All participating residents were within 90 days of their release date. Participants worked extensively with a career advisor to create a resume and develop interview skills. Residents were also provided tailored interview attire and received haircuts for the event.



The MCSO is thankful to the 15 employers who attended the event and provided living wage career opportunities to participants. Of the 25 participants, 22 were offered jobs upon release from custody.

The MCSO is excited to offer more of these events and strengthen existing partnerships with employers to assist residents as they prepare for successful re-entry into the community.

## Chaplain Services



FY2019 was marked by the change from the Chaplains Unit to Chaplain Services to exemplify the desire to serve the Sheriff's Office community. During the past year, Chaplain Services was a time of forming a new team with new approaches to serving both our residents and staff.

For the residents, there was an expansion of responses to their needs by conducting more wellness checks on family members and providing more materials for the Islamic community. During FY2019, MCSO Chaplains and volunteers responded to approximately 38,296 resident requests.

To help manage the stress of a demanding detention career, it became the official duty of Chaplain's Services to serve the spiritual needs of detention professionals and administrative staff. This change was highlighted by providing lunch to staff at both the adult detention center and the youthful offender center. To ensure all MCSO staff are served, Chaplain Services staff have been assigned areas of responsibility across the Sheriff's Office. As part of this effort, a system of support services offered to staff is referred to as "Code Purple," created to ensure intentional staff contact and follow up.

Opportunities for more churches to volunteer to serve the resident population were expanded during the fiscal year. Chaplain's volunteers provided approximately 5,079 hours of service to the residents in custody, providing various classes and spiritual services. Chaplain Services also continued the tradition of providing gifts to the residents for Christmas.

Lastly, Chaplain Services initiated partnerships with Pfeiffer University and Atrium Health to provide training and workshops for both staff and volunteers. These partnerships will aid Chaplain Services by not only providing the best services to staff and residents but also by having access to cutting edge practices in the field.

Chaplain's Services	Q1	Q2	Q3	Q4	FY19 Total
# of Requests	10,460	9,103	9,754	8,977	38,294
# of Participations in Programs	257	303	262	119	941
# of Completions in Programs	208	253	202	109	772
# of Classes in Session	29	33	33	27	122
Completion Rate %	81%	83%	77%	92%	82%
Average # of Volunteers per Month	110	103	103	94	103
# of Volunteer Hours	1,331	1,184	1,352	1,212	5,079

# Library Programming & Services

The mission of the MCSO Library is to provide a service that exposes the resident population to reading, programming and legal information in an attempt to ease tension and promote literacy. In FY19, the library provided books and reading materials to 13,524 borrowers and processed approximately 27,488 library loans.

The library offers a Library Assistant Vocational Training Class. This is a 20-hour vocational training class for Library Assistants. Residents interested in the program submit applications and are then interviewed. If accepted into the program, they receive the training necessary to become a library assistant. They are given a final exam and a final interview. Some of the graduates have an opportunity to work in the library as assistants. These assistants have a regular work schedule and handle the circulation of leisure reading materials. The skills they learn can reach far beyond the library when seeking employment after incarceration. In FY19, 17 individuals completed this program and served as library assistants.



Library Services	Q1	Q2	Q3	Q4	FY19 Total
# of Library Patrons (Borrowers)	3,283	3,514	3,755	2,972	13,524
# of Loans (Transactions)	7,537	7,143	7,028	5,780	27,488
Borrow Rate per 1,000 Residents	661				
Transaction Rate per 1,000 Residents	1,343				

## Law Library Statistics



Law Library	Q1	Q2	Q3	Q4	FY19 Total
# of Requests	1706	1697	1754	1715	6872
# of Appointments	173	155	198	182	708
# of Document Deliveries	692	719	778	653	2842
Requests per Staff Average per Quarter	853	848.5	877	857.5	3436



# Youthful Offender Programs

## Youthful Offender Class Completions

Youthful Offender	Q1	Q2	Q3	Q4	FY19 Total
# of Participations	416	263	309	246	1234
# of Completions	201	112	160	133	606
# of Classes in Session	39	35	41	40	155
Completion Rate %	48%	43%	52%	54%	49%



## MCSO- Barber School Detention Center North



On April 1, 2019, The Mecklenburg County Sheriff's Office official opened the MCSO-Barber School located within Detention Center North.

The school is the first barber school inside in a detention center/jail in the state of North Carolina. The school is operated by trained barbers and has 5 chairs with a capacity of 5 students per session.

Youthful Offenders (YO), ages 16 and 17 will be able to learn, study and test for the NC State Barbers License to become fully licensed barbers. This program provides YO residents the opportunity to gain a valuable certification that will provide them access to a career that provides a living wage upon release.

## Communities In Schools

In 2009, Communities In Schools (CIS)-Charlotte-Mecklenburg formed a partnership with the Mecklenburg County Sheriff's Office and Charlotte-Mecklenburg Schools (CMS) in order to better support students who are temporarily housed at the County's detention center facilities. The program provides incarcerated students with continued education and counseling to get back on track with healthy behaviors and connects resources that help support a successful transition back into educational settings.



During the 2018-19 school year, 65 students participated in the program. Participants received a total of 955 services ranging from academic assistance, life/social skills, case management, college and career preparation, and professional mental health/physical health services. Of the 65 participants, 72% either enrolled back into CMS or an alternative academic setting upon release.

## Art Class

Art classes are taught by the Bechtler Museum to develop art and coping skills to at-risk youth. Youth go through a 2-week art program taught by an artist-in-residence using modern techniques and they develop a canvassed based project for display.

During FY2019, 41 Youthful Offenders participated in this innovative program.

