

MECKLENBURG COUNTY SHERIFF'S OFFICE

FY17 ANNUAL REPORT



www.mecksheriff.com



MISSION AND VISION

Mission Statement

To protect the citizens of Mecklenburg County by operating professional and secure rehabilitative detention facilities, enforcing civil and criminal laws, providing outstanding public service with integrity and upholding the constitutionality of the Sheriff's Office.

Vision Statement

Being recognized as a leading and professional organization committed to customer service and improving the quality of life in our community.

Guiding Principles

Integrity and credibility

Respecting the rights of individuals through ethical and humanitarian practices

Recognizing the importance of each employee

Creating an environment where employees can learn and grow professionally

Fiscal responsibility and accountability

Forming partnerships to improve our community

Opportunities for citizen and volunteer involvement

Opportunities for inmate change

Recognizing the Sheriff's Office works for the citizens of Mecklenburg County

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MCSO DEPARTMENT LISTING & CONTACT INFORMATION

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

Jail Information: (704) 336-8100

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

Arrest Processing	Gun Permits
Asset Management	Human Resources
Business Management	Information Services Division
Civil Judgments/Domestic Violence	Inmate Finance and Property
K-9	Jail Central
Classification	Jail North
Communications	Inmate Programs
Community Service	Legal Counsel
Court Security	Office of Professional Compliance
Deputy/Detention Officer Recruiting	Research and Planning
Facility Development	Training
Field Operations	Transportation
Funeral Escorts	

MCSO ADMINISTRATION

Sheriff Irwin Carmichael



Sheriff Irwin Carmichael was born in rural Long Creek, a few miles north of Charlotte, North Carolina. He started karate lessons at an early age, and through hard work, practice, and training, earned his first Black Belt at the age of fourteen. Since then, he has achieved a master level, ninth degree Black Belt in Kempo Karate. He has put his knowledge, love, and expertise for karate into a business and oversees several karate schools.

In 1986, Irwin joined the Mecklenburg County Sheriff's Office and was elected as the Sheriff in November of 2014. Through his work, he has had the opportunity to interview hardened criminals and analyze the minds behind crimes. He has gathered information for his crime prevention programs through his profile transports of prisoners such as Henry Louis Wallace, Van Brett Watkins, and Rae Carrouth. He saw

a way to merge his skill in the martial arts with his knowledge of crime to develop a personal safety and awareness program, Women's Awareness Response. As a courtesy of the Sheriff's Office, he presents this program to organizations, businesses, and groups throughout the country and state.

In an attempt to further educate the public on crime prevention and self-defense, Sheriff Carmichael has written a book, Women's Awareness Response, and has produced a child safety and abduction video, Kid's Awareness Response. In addition, he uses his martial arts proficiency to teach defensive tactics and ground fighting at the Mecklenburg County Sheriff's Office Training Academy, Charlotte-Mecklenburg Police Academy, and other law enforcement agencies, including the North Carolina Justice Academy and the North Carolina Highway Patrol Training Center. The class that took him the farthest from home was the one he taught the Australian Federal Police.

Sheriff Carmichael's knowledge of karate has made it possible to impact almost every segment of our society as he teaches kid's karate classes, women's self-defense classes and ground fighting seminars.

He is also a retired Engineer/Firefighter for the city of Charlotte. He has fulfilled every little boy's dream of becoming a policeman, fireman, and a karate master. Sheriff Carmichael has a wife, and a son, Rodney, who is already following in his father's footsteps.

MCSO ADMINISTRATION

Chief Deputy Rodney 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, the Courts Division, the Public Information Office, 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 organizations 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.

Chief Deputy Thomas Plummer



Chief Deputy Mike Plummer joined the Mecklenburg County Sheriff's Office in 1986 as a security officer assigned to the main jail with administrative duties, which included property control. Over the last thirty years, his responsibilities have included assignments in almost every division within the Sheriff's Office, including multiple federal taskforces. From security officer, Chief Plummer rose through the ranks and was promoted to Major in 2008. He was initially assigned to the Arrest Processing Center and later, Jail Central.

Sheriff Carmichael promoted him to the rank of Commander in 2015, leading all detention operations, as well as Recruiting and Training divisions. With his promotion to Chief Deputy in December 2016, he continues to manage all detention operations, as well as Inmate Programs, Training, Recruiting, Human Resources, and serves as the Commander of SRT (Sheriff's Response Team). He is a 1999 graduate of the 199th Session of the FBI National Academy and the Southern Police Institute Executive Leadership Program. Chief Plummer is a native Charlottean, is married and has one son.

MCSO EXECUTIVE STAFF



Major D. Johnson
Office of Professional
Compliance



Major T.E. White
Jail Central/Classification



Major D. Hill
Jail North/Arrest Processing



Major C. Young
Field Operations/Courts



Marilyn Porter
Legal Counsel



Dorian Johnson
Director of Inmate
Programs



Rachel Vanhoy
Director of Business
Management



Anjanette Flowers Grube
Public Information Manager



Beverly Gordon
Executive Assistant
to the Sheriff

AMERICAN CORRECTIONAL ASSOCIATION (ACA) ACCREDITATION

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



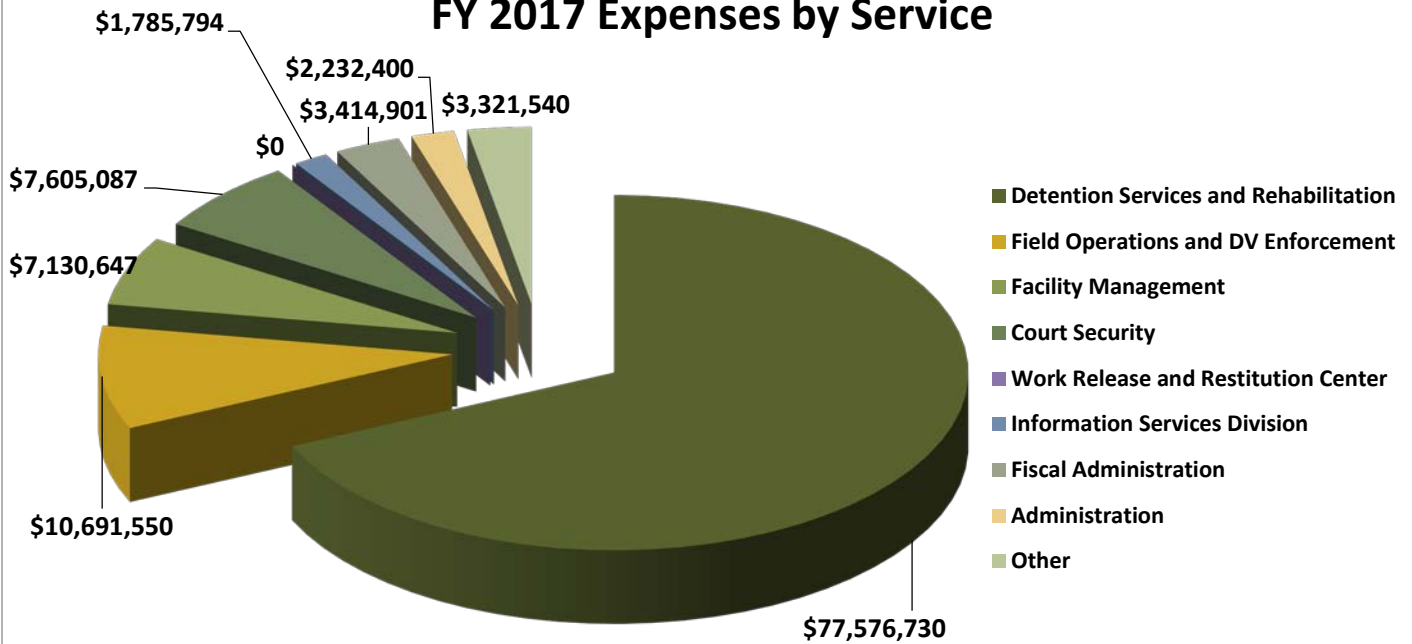
To achieve accreditation, the jails undergo a comprehensive audit of their operations to determine compliance. Accreditation is effective for a three-year period. MCSO conducts annual internal audits of supporting documentation to evaluate operations in order to maintain accreditation.

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:

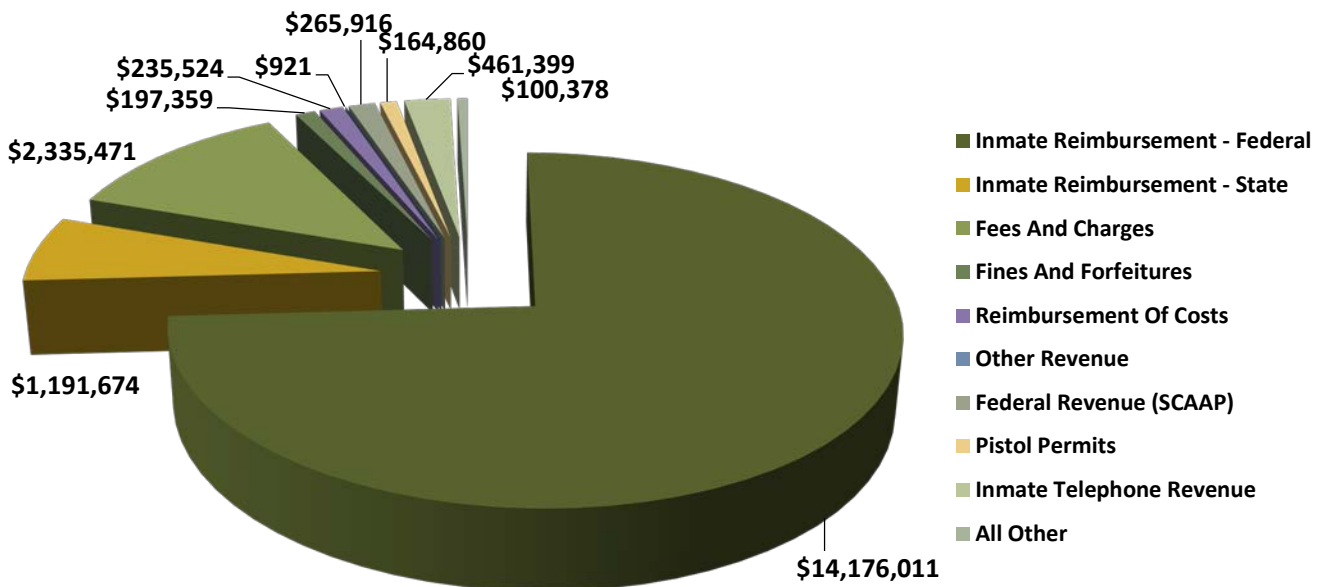
- Minimizing the potential for expensive and time consuming litigation from negligence and other liability.
- Assessing strengths and weaknesses of the jail to maximize available resources and implement positive change.
- Contributing to public and professional recognition of good performance.
- Contributing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

FINANCE: EXPENSES & REVENUE

**Mecklenburg County Sheriff's Office
FY 2017 Expenses by Service**



**Mecklenburg County Sheriff's Office
FY 2017 Revenue**



MCSO EMPLOYEE APPRECIATION EVENTS

Friends and Family Day



MCSO Retiree Social



MCSO Christmas Party



MCSO Easter Party



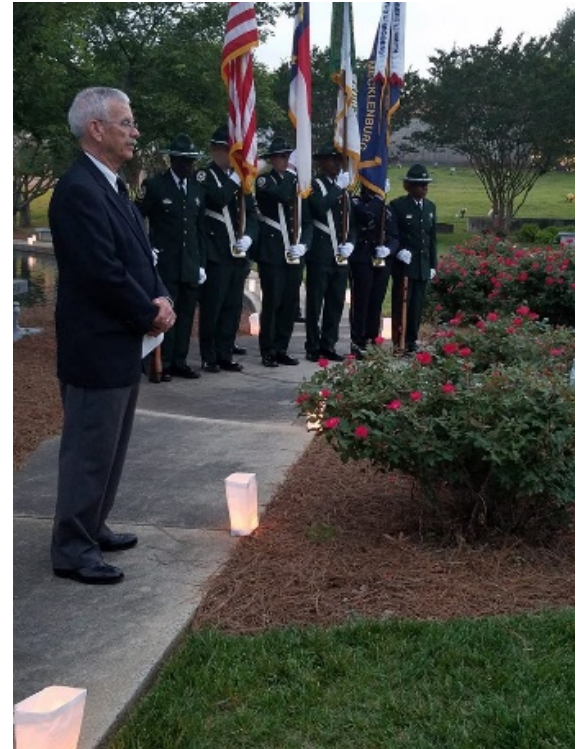
National Corrections Officer Week



MCSO IN THE COMMUNITY

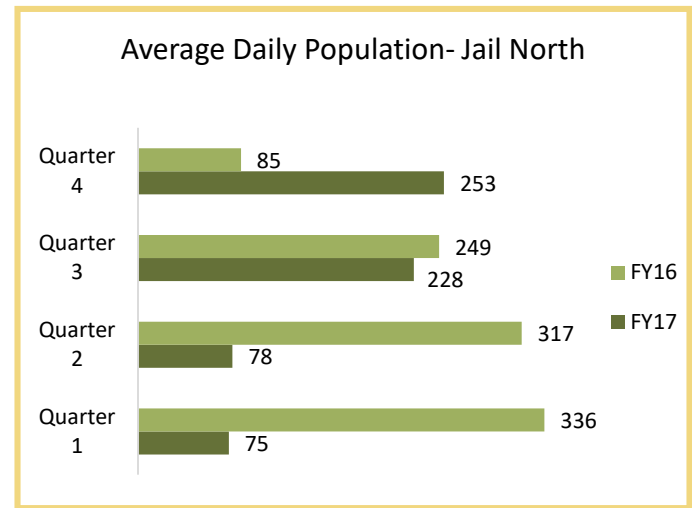
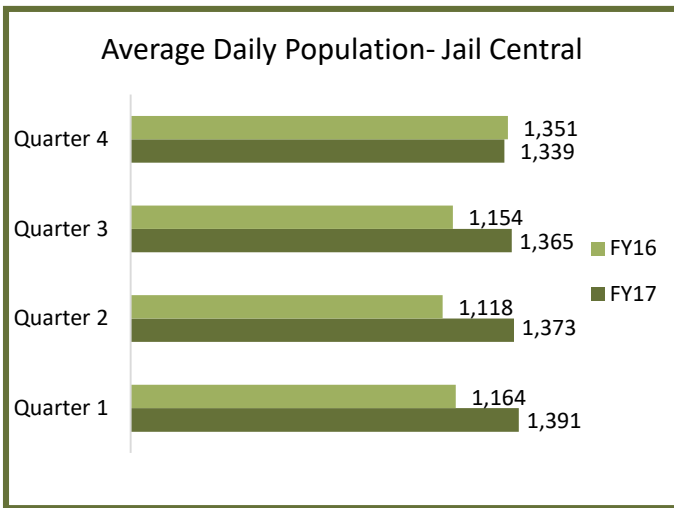
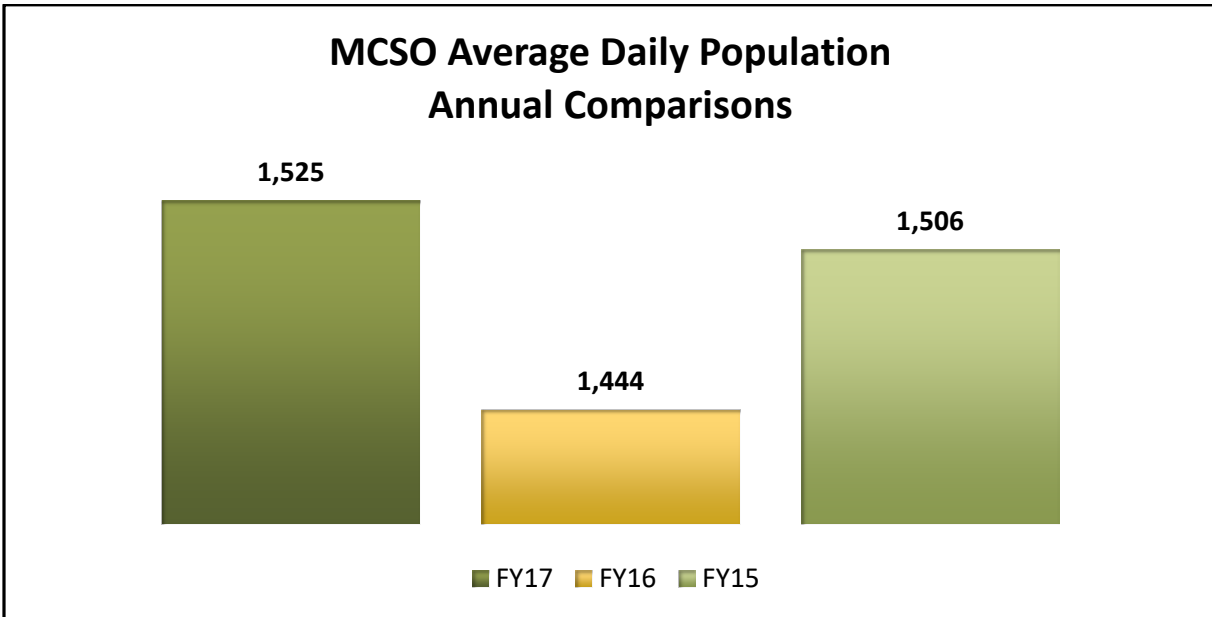
MCSO is committed to being actively engaged in our community. Throughout the year, MCSO participates in numerous community and neighborhood events, some of which are listed below:

- Safe Kids Coalition Board Member
- Huntersville Community Development Festival
- CMS career days and static displays
- National Night Out events in the following neighborhoods and communities: Northwest Community and Woodbridge Community
- Charlotte Aquatic Center
- Hickory Grove Elementary School
- Right Moves for Youth Twilight 5K Sponsor
- St. John's Baptist Church
- Keith Larson's "Ride for the Kids"
- Hornets' Nest Girl Scouts
- Operation MED Drop
- Coulwood Middle School Career Day
- Hometown Heroes Christmas Tree lot
- Charlotte Cobras Football Team
- Area Parades: St. Patrick's Day, Matthews Alive, Mint Hill.
- Annual Salute to Heroes hockey game
- University Child Development Center
- Payton's Place – Safety Fair
- Autism Speaks Walk and Laugh It Up Blue fundraisers
- Hornets' Nest Community Heroes Day
- MCSO Helping Hands Golf Tournament



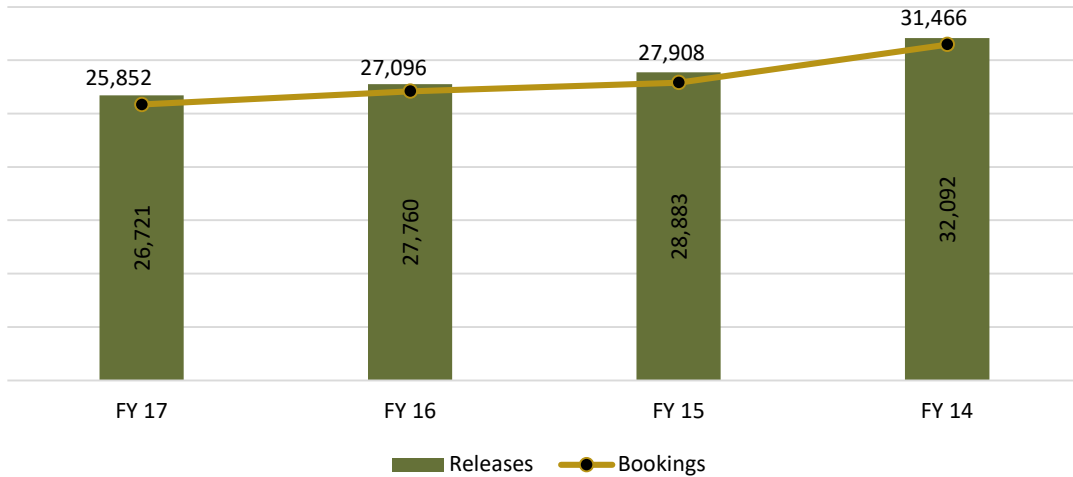


DETENTION STATISTICS

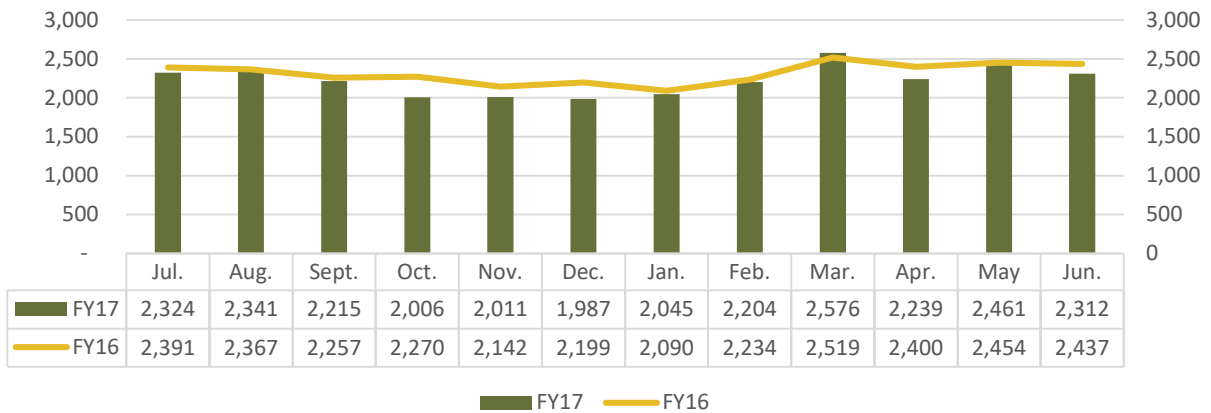


Average Daily Population Breakdown	Q1	Q2	Q3	Q4	FY17	FY16
Adult Male Offenders	1,272	1,268	1,378	1,368	1,321	1,272
Adult Female Offenders	141	131	152	163	147	108
Male Youthful Offenders	53	52	63	61	57	59
Female Youthful Offenders	8	8	6	4	7	5
Average Number of Weekenders	20	18	16	16	18	22
Federal Inmates	338	305	290	303	309	362
Sentenced to the Sheriff	70	68	86	90	79	66

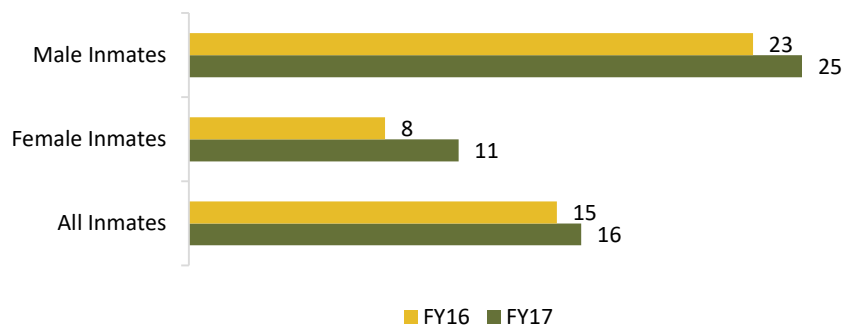
Bookings and Releases: Fiscal Year Comparisons



Inmate Releases by Month-Fiscal Year Comparisons

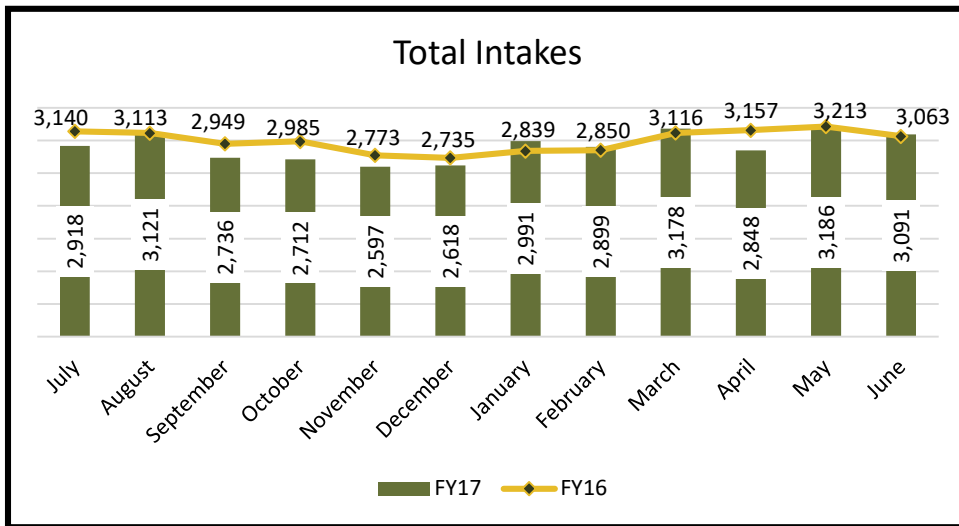


Average Length of Stay (Days)



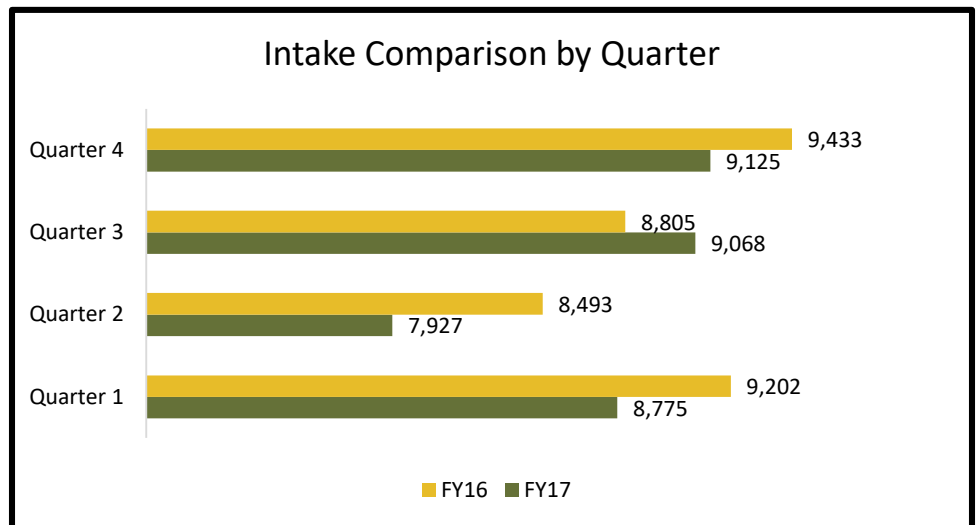
During FY17, the average length of stay for all inmates was approximately 16 days.

ARREST PROCESSING CENTER (APC)



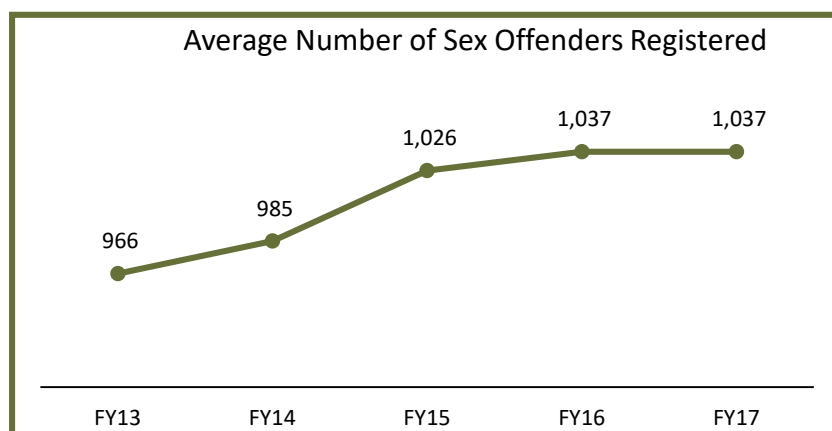
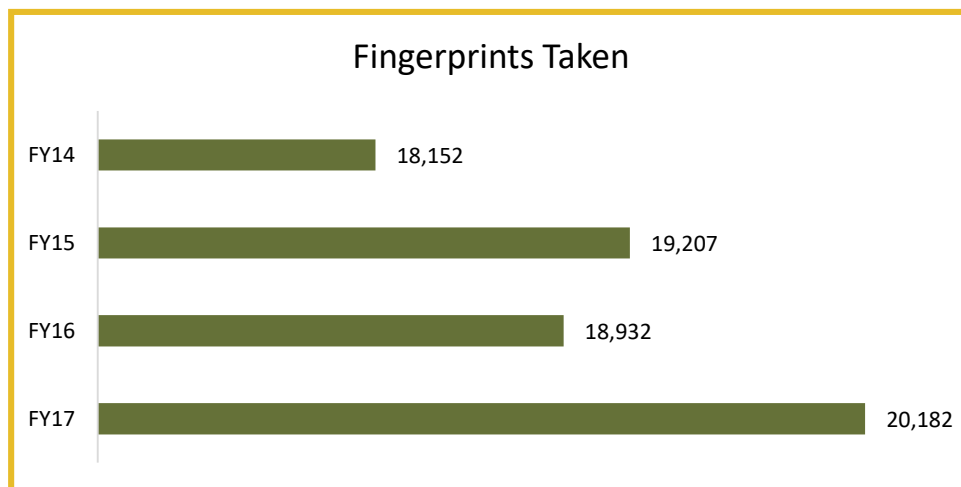
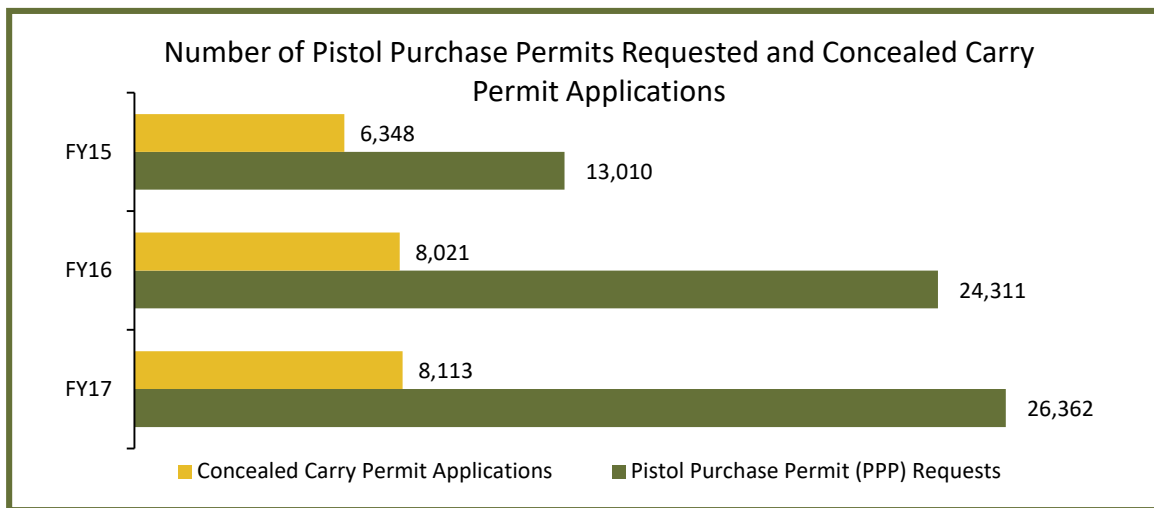
In FY17, MCSO processed 34,895 individuals through the arrest processing center (APC).

In FY17, Quarter 3 had the highest number of intakes processed through the APC, compared to Quarter 4 in FY16.



The percentage of arrestees booked into jail in FY17, remained relatively similar to FY16.

REGISTRATION DIVISION



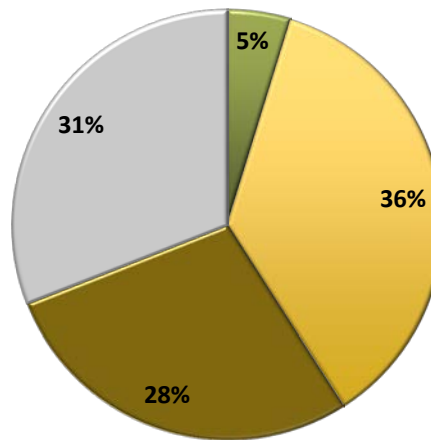
During the FY17, there were increases in the number of pistol purchase permit requests received, concealed carry permit applications processed, and fingerprints taken, when compared to FY16. Average number of sex offenders registered remained the same, when compared to FY16.

INMATE PROPERTY & FINANCE

Finance/Property Statistics	FY 2017	FY 2016
Number of Commissary Orders	81,692	77,428
Total Credits	40,235	38,239
Number of Inmates Released from Property	30,802	32,604
Number of Inmates Dressed Out in Property	25,188	25,903

During FY17, there was an increase of approximately 5.5% in the number of commissary orders processed, when compared to FY16.

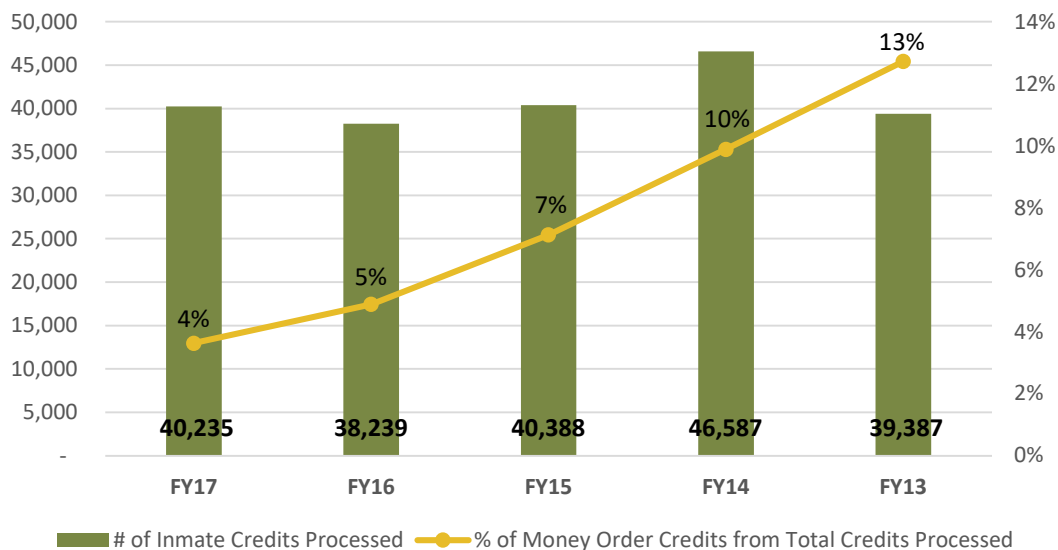
TouchPay Credits by Type



- Number of ITP Credits (via Phone)
- Number of KTP Credits (via Kiosk)
- Number of WTP Credits (via Web)
- Number of Booking Deposits

41% of money deposits made into inmate accounts were completed via a TouchPay kiosk.

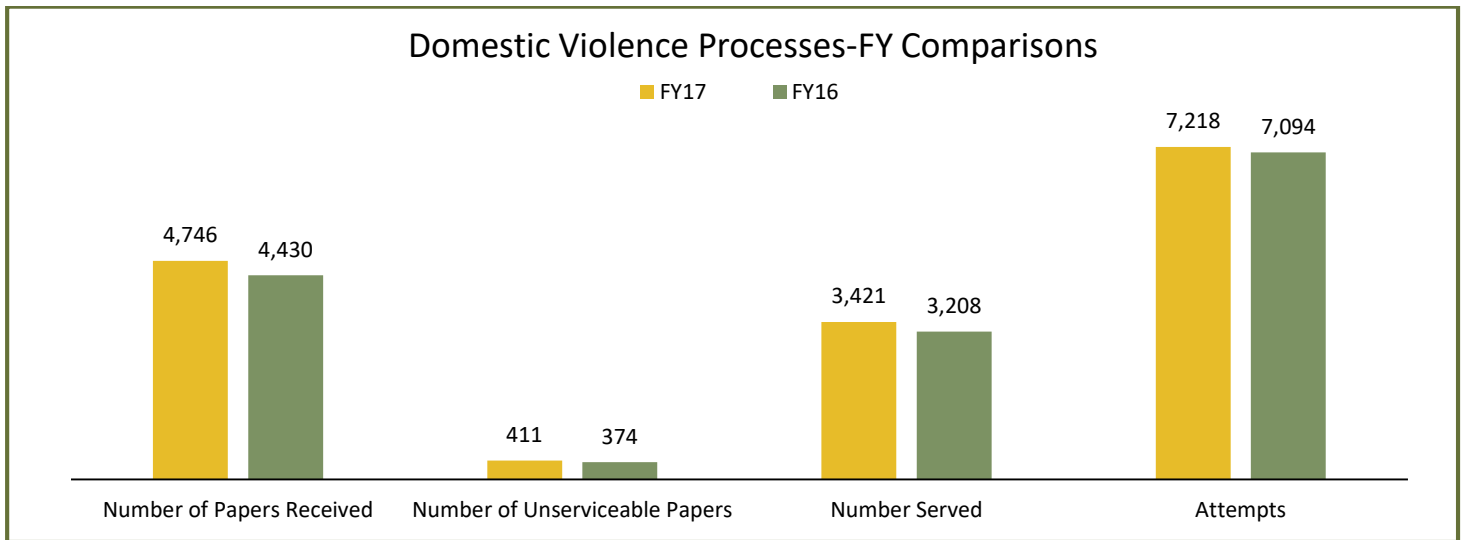
% of Money Orders Processed



The number of paper money orders processed has decreased from 13% in FY13, to 4% in FY17.

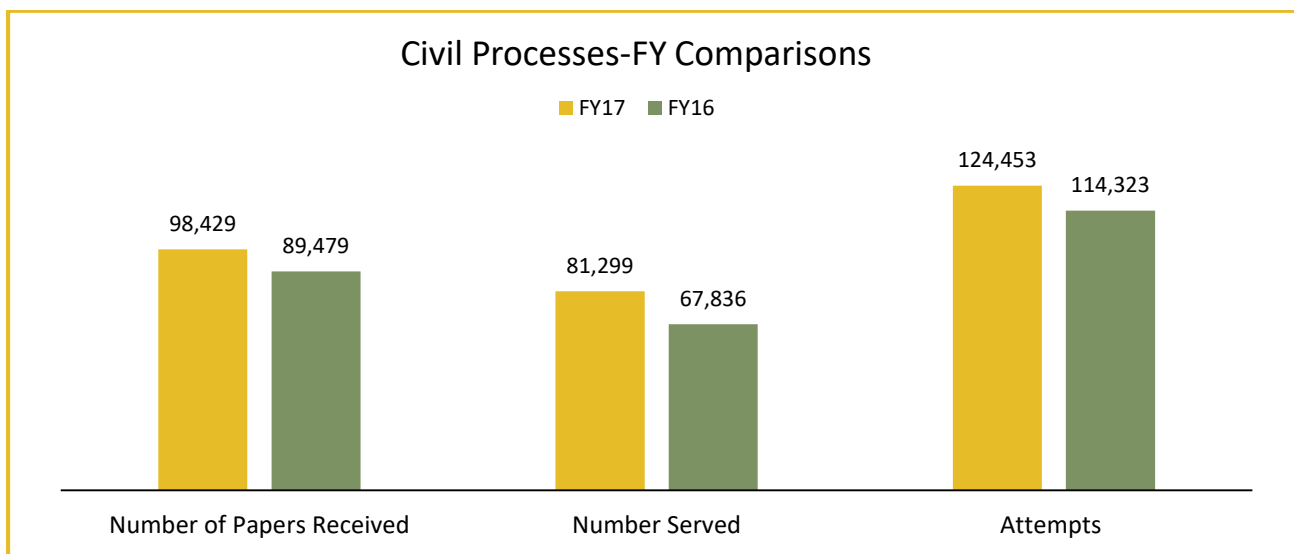
FIELD OPERATIONS

Domestic Violence



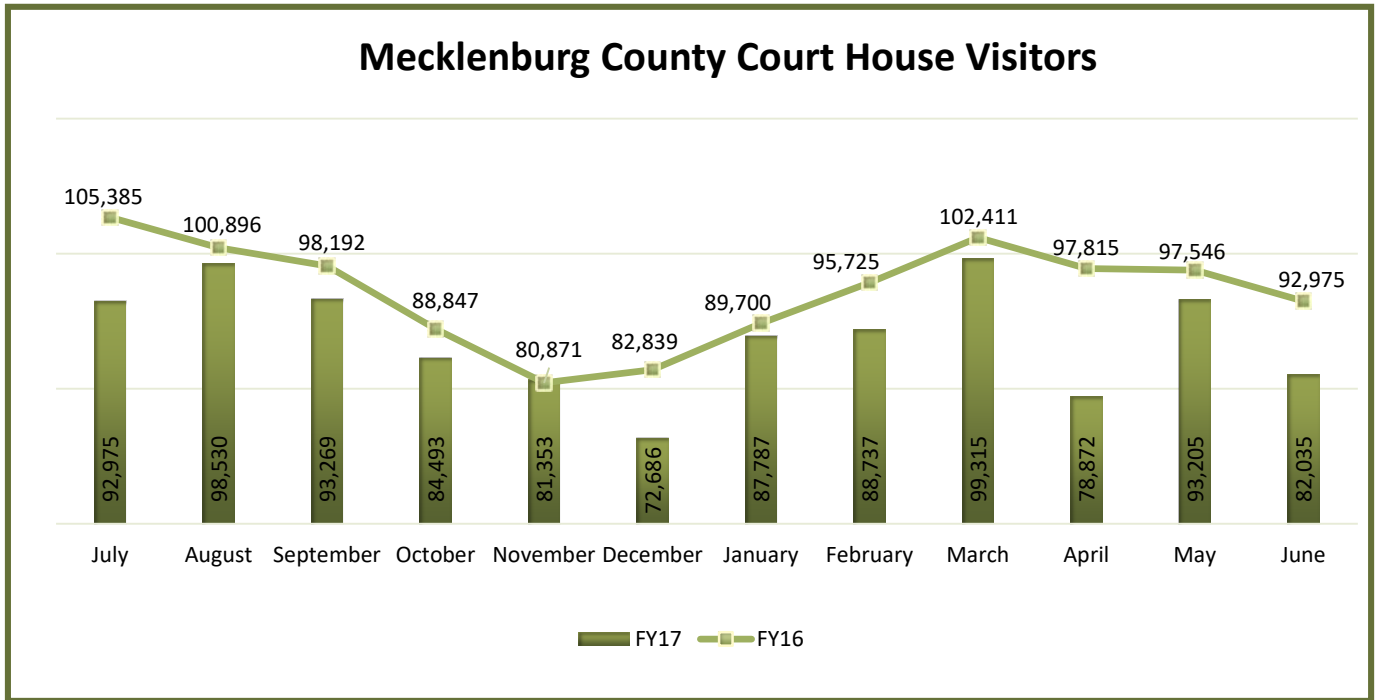
During FY17, approximately 9% of all Domestic Violence processes received were unserviceable, compared to 8% in FY16.

Civil Processes



In FY17, there was an increase of approximately 10% in the number of civil processes received, when comparing to FY16.

COURT SECURITY



In FY 2017, MCSO Deputies provided screening and security to approximately 1,053,257 courthouse visitors, a decrease of approximately 7% when compared to FY 2016. Compared to FY 2016, there was an increase of approximately 3% in the number of contraband items turned back or confiscated in FY 2017.

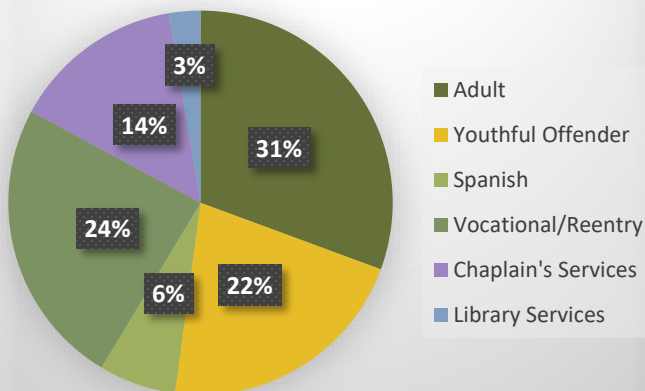
Fiscal Year	Total Contraband Items Turned Back or Confiscated
FY 2017	14,777
FY 2016	14,340



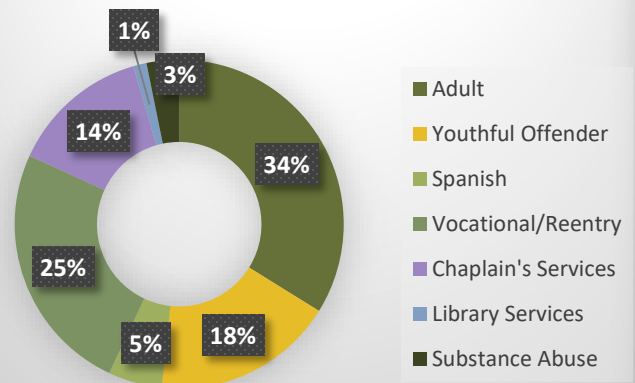
INMATE PROGRAMS

Inmate Programs Overview Stats	FY17	FY16
Number of Requests	93,497	90,792
Number of Participations	11,188	9,478
Number of Individual Participants	2,168	2,309
Number of Completions	8,339	6,599
Completion Rate	75%	70%
Substance Use Recidivism (12 Month)	34%	48%

Class Sessions by Program Type



Class Participations by Program Type

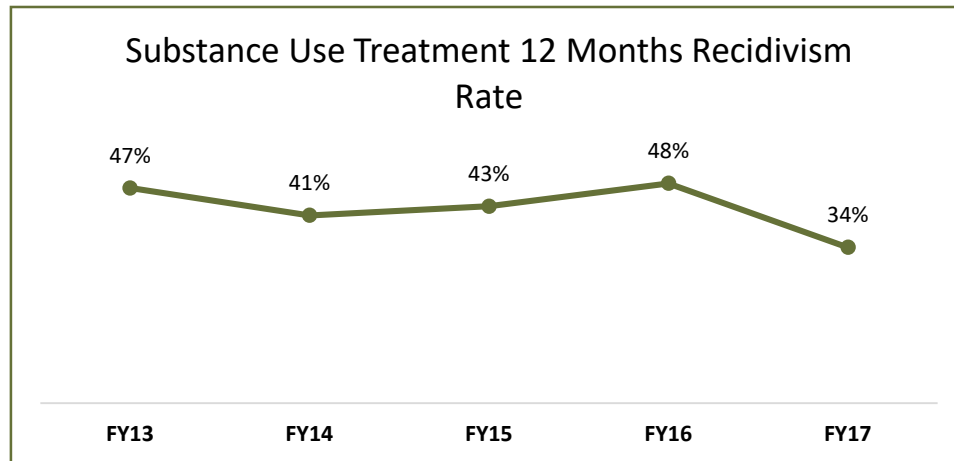


In collaboration with Charlotte Works, the Mecklenburg County Sheriff's Office (MCSO) has opened a CARE3 site within the Mecklenburg County Jail. This site provides Charlotte Works' resources to targeted inmates housed in the MCSO Jail Re-Entry pod. Each site is equipped with computers, software, and staffing to offer inmates convenient access to employment resources to find work pre and post release. The focus of this site is to reduce or eliminate barriers to employment. Employment workshops are provided to inmates on a daily basis (M-F, 8:30am-11:15am), to include resume building, interview skills, and employer expectations. Additionally, local employers come into the jail to speak with inmates that have upcoming releases and potentially schedule interviews.

Adult Programs

Adult Programs	FY 17
Number of participations	4,033
Class Completion Rate	85%

Adult GED	FY 17
Number of GED participants	375
Number of GED graduates	27
Average days to graduate	139



Spanish Programming	FY 17
Number of participations	631
Number of program completions	580
Completion rate	92%

Substance Use Treatment	FY 17
Number of participations	1,093
Number of program completions	294
12 month recidivism rate	34%



Youthful Offender Programs

Pro-Social Services Delivered	Number Served
Academic Assistance Provided	63
Basic Needs/Resources	397
College/Career Preparation	19
Enrichment & Motivation	16
Family Engagement/Strengthening	72
Life Skills/Social Development	299



Youthful offenders who are able to successfully utilize Community in Schools (CIS) programming, transition into alternative settings such as Charlotte-Mecklenburg Schools post release.

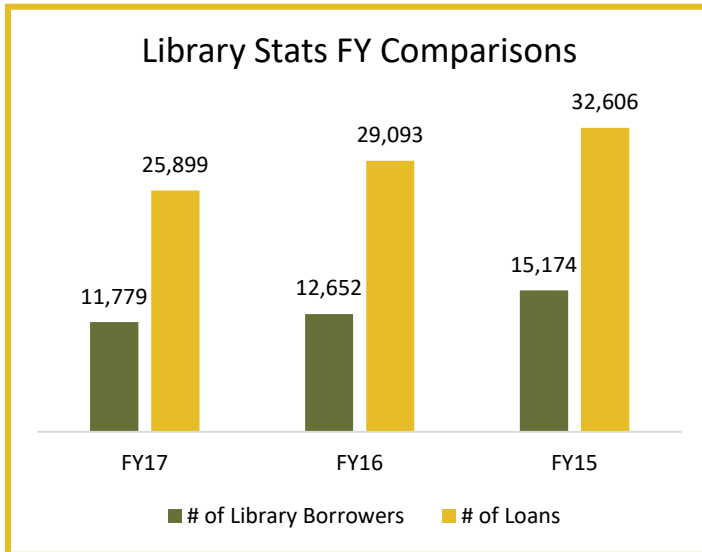
Communities in Schools (CIS)	Number Served
Number of Youthful Offenders in CIS	78
Successful program utilization	46
Successful program completion	7

Vocational/Re-Entry Programs

Vocational and Re-Entry Class Completions	FY17
Number of CARE3 Class Completions	341
Number of Employment Readiness class completions	180
Number of Working Smart	73
Number of Serve Safe class completions	45
Number of Horticulture class completions	22

During the course of FY17, Inmate Programs modified programming for re-entry and vocational services as highlighted on the previous page. These classes follow a new model of re-entry and vocational programming offered to the jail population.

Library Programming and Services



Library Programs had 155 class participations during FY17, with an 85% class completion rate.

Law Library	FY17
Number of requests received	6,333
Number of documents delivered	3,140
Number of appointments scheduled	677

Chaplain's Programs and Services

Chaplain's Services	FY17	FY16
Number of requests	46,279	43,135
Number of participations in programs	1,631	766
Number of volunteer hours	8,088	11,555
Number of classes in session	132	103

An average of 138 volunteers per month generated 8,088 volunteer hours in FY17. The Chaplain's Unit is thankful to all for their great contribution.

SUPPORT SERVICES

Research and Planning	Total
Request for Information Response Rate	100%
Requests for Information Response Rate Within 24 Hrs.	100%
Number of Requests for Information	47
Number of Official Reports	38
Customer Service Satisfaction	93%
Percent of Required Reports Completed Within FY17	97%
Facility Management	
Number of Service Requests	14,217
Work Order Completion Rate	96%
Customer Service Satisfaction	94%
Service Requests per Staff	1,292
Average Monthly Labor Savings for In-House Inmate Labor; Supervision	\$14,533.60
Legal	
Number of Requests Received	3,459
Legal Service Resolution Rate	97%
Customer Service Satisfaction	100%
IT	
Number of Work Order Requests	3,682
Work Order Completion Rate	93%
Percent Server Availability	98%
Percent Applications Availability	98%
Customer Service Satisfaction	98%
HR	
Number of Civilian Vacancies	30
Vacancy Fill Rate within 12 Weeks	40%
Customer Service Satisfaction	94%
Training Academy	
Number Enrolled in Mandatory Training	37,205
Average Number of Mandatory Training Hours per Month	11,346
Number Enrolled in Non-Mandatory Training	735
Average Number of Non-Mandatory Training Hours per Month	846
Customer Service Satisfaction	96%

EMPLOYEE OF THE MONTH

July



Sheray DeLeon-Brown

August



Hershell Britton

September



Kristie Hogbin

October



Myron Carn

November



Avis Henderson

December



Marissa Hudley

January



Steven Collichio

February



Dustin Elliott

March



Timothy Hill

April



Stan McGee

May



Fritzy Martinez

June



Cannon McFarley

RETIREES

Elizabeth Allison



Dennis Brown



Janine Cook



Jack Dunlap



Debra Edwards



Lesley Goodman



Shanetta Parks-Washington



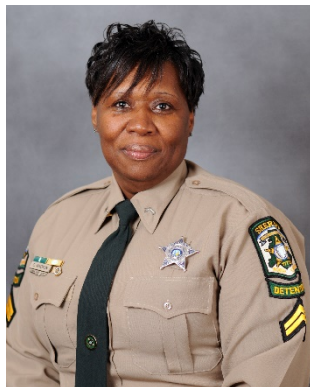
Flora Leath



Mark Lockamy



Cynthia Macklin



Felicia McAdoo



Calvin Morrison



Loretta Pagan



Donald Pillow



Jennifer Poston



William Robertson



Michael Smith



John Simmons



Garfield Williams





End of Report.