



# NSO TIMES



## Norfolk Sheriff's Office Newsletter

April 2015



Voted: Best Places to Work  
Inside Business

HAMPTON ROADS

2010 ★ 2011 ★ 2012

★ Norfolk Sheriff's Office

★ 2012 BEST OVERALL COMPANY



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Non-violent inmates clean up Blake Rd. park for Easter Egg hunt.

Sgt. Noggle trains our narcotics dog Kilo every week to find drugs inside the jail and courthouse.



**New Academy Class begins. We're hiring deputies!  
Visit our website for job applications.**

**[www.norfolk-sheriff.com](http://www.norfolk-sheriff.com)**

# Sheriff's Message

The leadership of our deputies is front and center in this month's newsletter.

Local media covered the story of Deputy Erica Williams who risked her own life to put out a fire at a gas pump.

Our deputies are there for the community day in and day out, keeping close relationships with our senior citizens. Recently, two deputies were doing routine checks, when they helped save a woman's life.

The good stories continue inside our Norfolk City Jail. I'm proud of Deputy Stephen Brown whose actions prevented further damage and expense to taxpayers after a Norfolk City Jail Flood.

We also recognized our Deputy of the Year, Daryl Williams, for becoming a true leader to help us roll out new online booking software.

Our technology department continues to impress me, with launching a new website and planning more upgrades to help our deputies do their jobs better.

I hope you will be inspired by the stories about the good work of the men and women of the Norfolk Sheriff's Office.

Warm regards,

Sheriff Bob McCabe



*Robert J. McCabe*

Sheriff McCabe is the only Sheriff in the U.S. certified as a Court Security Executive

We plan to have an article on ODU football Coach Bobby Wilder soon, hopefully next month!

*NSO Times*

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# Deputy prevents catastrophe

Deputy Stephen Brown was riding inside a Norfolk City jail elevator, when he heard what sounded like rushing water.

“Instead of just ignoring it, he reported it right away,” Sheriff Bob McCabe said.

Because of his actions, crews uncovered the problem: an old pipe had burst, with water coming up nearly seven feet in the jail basement.

Crews worked all night to pump out the water, and replaced the electronics that control the water pumps into the new courthouse.



Thanks to Deputy Brown, a major catastrophe was avoided.

If the water went up another two inches, the jail would have lost power. This means elevators wouldn't work, so crews would have trouble delivering food to nearly 1,300 inmates, and taking inmates to court appearances. The automatic locking system would shut down, so deputies would have to use keys for the more than 300 doors inside the jail. Workers would have to book inmates into jail by hand since the computers wouldn't work.

It's part of the reality that the Norfolk City Jail is 53 years old, with an 18-year-old addition.

Recently, Sheriff McCabe alerted city officials that the jail needs about \$2.5 million for a new master control system, a half-million-dollar update to its fire alarm system, and about a \$200,000 kitchen floor replacement. These upgrades are needed in order for the jail to pass state Department of Corrections inspections.



# **“Swat School Mentality” helped Courthouse Opening**

Security cameras scan and zoom nearly every angle, and electronic keys open cell doors.

Norfolk’s new \$123 million courthouse is state-of-the art, but an excellent Sheriff’s Office team made it even better, under the leadership of Major Larry Carter.

To understand why, you’ve got to look back at Carter’s past.

“Everyone said I would be in jail; I would never amount to anything,” he said.

As a child, Carter was overweight, shy, and insecure. He grew up in an abusive environment.

“I could hardly read and write. I couldn’t concentrate at school because when I got home I would get beat, called names,” he recalled.

But deep down, Carter knew he could do better. His hope and desire to escape his past led him to enlist in the United States Marine Corps.

“The Marine Corps was the basic school of life; what you set your mind to, you can accomplish. You’re not going to fail. You’re not going to quit,” he said.

With that mantra, Carter conquered physical challenges in boot camp, and he stretched his mind as well, staying up late at night teaching himself to read so he could rise up in rank.

Soon enough, Carter’s superiors saw something in him that he didn’t yet see in himself; Carter was a leader. “I was nominated for drill instructor school. There were 167 candidates, only 19 of us graduated,” he said. (continued pg. 5)



Major Larry Carter when he enlisted in the U.S. Marine Corps in 1971



The Virginia Values Veterans (V3) Program is an official Commonwealth of Virginia, Department of Veterans Services Program. © 2014

We are always looking to hire veterans at the Norfolk Sheriff's Office!

Carter's confidence kept on growing, and he decided to leave the Marines to join the Norfolk Police Department. He was put in charge of starting the city's first, true SWAT team. "I was putting people through hell; the hours were very long, and most of these people weren't volunteers," he said.

After two months of intensive training, Norfolk's newly formed SWAT team graduated. On that very same night, they were put to the test.

It was April 14th, 1984 when the horrifying call came in; a suspect shot and killed a police officer and a pregnant woman.

It was the kind of situation SWAT teams are made for, and coincidentally, Norfolk Police now had a team to respond.

The heavily armed suspect had barricaded himself inside a home. After seven hours of negotiations and creating diversions, the SWAT team took down the suspect.

The story gained national attention, and the following year, the Marine Corps recognized two agencies to train SWAT officers nationwide: Los Angeles Police on the West Coast, and Norfolk Police on the East Coast.

After serving nearly 30 years on the police force, Carter joined the Norfolk Sheriff's Office. In 2015, he oversaw creating a different sort of team: a group to open the City's new courthouse.

"It was like planning a SWAT school times five," Carter said.

That's because the courthouse crew had to juggle extensive training on running all aspects of the new facility, while still operating the old courthouse until opening day.

"They reminded me of that first SWAT team in many ways," Carter said.

And like that last team, this group also found surprises. By studying blueprints, they noticed some of the doors were lacking the proper security alarms and locks. Even worse, it was easy for guests to sneak past the metal detectors at the front entrance.

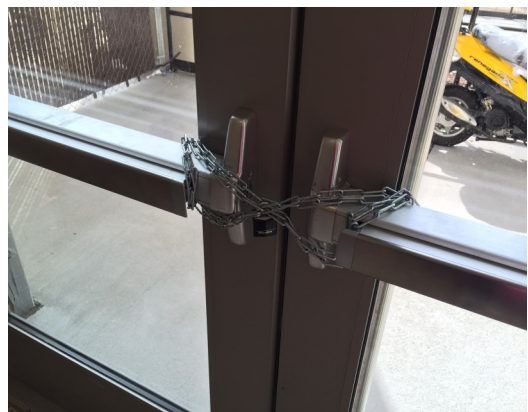
Those problems were all fixed before any threats could ever arise.

Carter's habit of teaching to "expect the unexpected" made Norfolk's courthouse even stronger, but his humility laid the foundation.

"I couldn't have accomplished this on my own. It was all about having a great team," Carter stressed.



Major Larry Carter at new Norfolk City Courthouse, showing new security gates added to prevent guests from sneaking past metal detectors.



Lock placed on door that lacked proper alarm, until permanent fix made at Norfolk City Courthouse



# **“Jail alternative” cleans up community**

Instead of serving time in jail, people charged with misdemeanors or traffic offenses can help clean up the community.

It's called the “Weekender Work Program,” where offenders serve out their sentences by doing community service.

The average offender spends about 10 weekends, cleaning up trash in Norfolk neighborhoods. Deputies are always out supervising the groups.

The weekend of March 14<sup>th</sup>, the crews visited 18 schools, 6 parks and 6 major streets, collected a total of 279 bags of trash.

Offenders pay \$30 per weekend to participate because they'd rather serve the community than sit in jail. The fees collected, as required by state code, help pay for the program's transportation and supplies costs.

NSO has had the weekender program since 1996, with an average of 50 people serving every weekend. For the past five years, the Weekender Work Program has averaged 24,000 plus bags of collected trash a year.



## **Drug Rehab program helps inmates, saves tax dollars**

Sheriff Bob McCabe's Drug Rehabilitation program is showing great results.

Previously, the city's Community Services Board ran the drug rehab inside the jail at an annual \$150,000 cost.

Sheriff McCabe decided to start his own the Cognitive Drug Rehab program in 2010. He was able to cut the cost significantly to about \$40,000 a year, hiring a licensed clinical therapist to lead the charge. Even better, Federal grant money covered the cost of the program initially.

For five days a week over three months, inmates undergo intensive drug and alcohol treatment. Much of the focus is finding healthier ways to deal with stress and frustration.

"It's been a great success. We have had a number of people go through the program, and the courts released them early," Community Corrections Director Mike O'Toole said.

It's a win-win for taxpayers, since it costs about \$59 a day to house an inmate.

In 2014, 242 inmates enrolled in drug rehab and 166 of them earned early release from jail because of participating in the program.

"We're not seeing a lot of them come back. "Circuit Court judges love it. Defense counselors are making it part of their sentencing. That shows the confidence in the program," O'Toole explained.

## Deputy called a "Hero"

Sheriff Bob McCabe is honoring one of his own for her brave actions.

When a car caught on fire at a Norfolk gas station, Deputy Erica Williams heard cries for help.

"I'm hearing the car is on fire. I looked at pump number one, and I saw the fire. I couldn't let it burn," Williams said.

She saw the driver escape the white Subaru, but flames were still shooting up from underneath the vehicle dangerously close to a gas pump.

"I didn't want the car to blow up," Williams recalled.

She knew a larger explosion could potentially threaten lives at the nearby McDonalds and apartments behind the Shell Gas Station at 418 St. Paul's Blvd.

"I was really, really scared. I panicked," cashier Kiara Edwards recalls. She came running out with a fire extinguisher. "I could not pull the pin out, my hands were sweating," she said.

Deputy Williams took charge, calmly removing the pin, and extinguishing the fire.

"She saved my life, and the lives of others," Edwards said.

If it weren't for Edwards, you wouldn't be reading this story. She wrote to the Norfolk Sheriff's Office to tell us about Deputy Williams's actions.

"She was risking her own life. I felt like if she wasn't there, I wouldn't know what would have happened," Edwards said.

It was just by chance that Deputy Williams was working a part time security job at the gas station that night. She was filling in for another worker who couldn't make it.

So after her normal eight hour shift at the Norfolk Sheriff's Office, she started her second job. She never imagined it would be so chaotic, but she was able to handle the challenge.

"It was the skills I learned at the Norfolk Sheriff's Office on how to react. Your training just kicks in and you just do what you have to do," Deputy Williams remarked.

As a single mother of two teenage boys, she has mastered managing many things at a time. "I love what I do. When you leave your job, you just want to go home to your family. I kept thinking put the fire out, and get home to my kids," Deputy Williams said.



# Deputies save woman's life

Sheriff McCabe is proud of two of his deputies for saving a life.

It was March 12<sup>th</sup>, when Cpl. Tracie Mitchell and Master Deputy Brian Williams went to visit 63-year-old Virginia Page.

They check on her normally, as part of the Norfolk Sheriff's Office "Senior Watch" program. But this time, they both noticed that Page didn't look well.

"We pushed the door open to walk in and she passed out. We caught her before she actually hit the floor," Cpl. Mitchell explained.

Deputy Williams went to the kitchen to find juice for Page to drink, while Cpl. Mitchell called 911. They knew that Page suffers from diabetes, and she probably had low blood sugar. After Page drank two cups of juice, she started to become more coherent. That's also when the emergency responders arrived.

"The paramedics told us if we weren't there, Ms. Page would have likely gone into a diabetic coma and died," Cpl. Mitchell said.

Because of the actions of Deputy Williams and Cpl. Mitchell, Ms. Page is feeling more grateful than ever to be alive.

"She said thanks for helping her," Cpl. Mitchell said.

The Norfolk Sheriff's Office visits about 150 seniors in their homes to make sure their needs are being met. If you know anyone interested in joining the "Senior Watch" program contact: Community Affairs at 757-441-1066

PHOTO: (on left) Deputy Brian Williams, Cpl. Tracie Mitchell, Jennifer Carpenter, Attorney General Mark Herring, Tammy Lindquist, and Sgt. Don Brumfield at 20th Virginia TRIAD conference, a partnership to reduce the criminal victimization of senior citizens and the elderly.

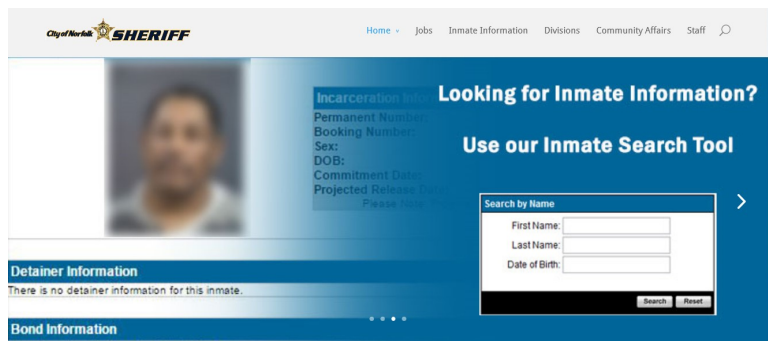




## New NSO Website

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## Inmate Lookup



The screenshot shows the Norfolk Sheriff's Office website. At the top, there is a navigation bar with links: Home, Jobs, Inmate Information, Divisions, Community Affairs, and Staff. Below the navigation bar, there is a header section with a mugshot of an inmate on the left and a search tool on the right. The search tool is titled "Looking for Inmate Information?" and "Use our Inmate Search Tool". It includes a "Search by Name" section with input fields for "First Name", "Last Name", and "Date of Birth". There are also buttons for "Search" and "Reset". Below the search tool, there are sections for "Detainer Information" and "Bond Information". The "Detainer Information" section states "There is no detainer information for this inmate."

The Norfolk Sheriff's Office has debuted a new website [www.Norfolk-Sheriff.com](http://www.Norfolk-Sheriff.com), which includes a new "Inmate Lookup" tool.

You can find incarceration information and mug shots for all inmates currently housed in the Norfolk City Jail in this searchable database.

"This allows anyone to find out if a friend or family member is in jail, their charges, bond information, next court date, and potential release date. It's also a great tool for Bondsmen and Attorneys to see information regarding their clients," Norfolk Sheriff's Office Information Technology Director Tim Baker said.

The technology update also allows other Law Enforcement agencies to quickly find information on an inmate. Previously, officers relied on calling the jail, and asking for a printed roster for new inmates.

In 2012, Sheriff Bob McCabe assembled a new IT unit led by Director Tim Baker. Since that time the team has overseen the transfer of IT operations from the City of Norfolk to the Sheriff's office which resulted in a savings of \$500,000.

"I've talked about having a new website with an inmate look up tool for at least 12 years. Now that we have our own standalone server system we are able to make these types of technological advances," Sheriff Bob McCabe said.

Currently, the IT unit is working to implement wireless connectivity throughout the entire Norfolk City Jail to support a future wireless handheld project. The change will allow deputies to take jail counts electronically and snap pictures to document problems instantly, saving them time to focus on public safety.

# Deputy of the Year

When NSO first started a new online booking system, we struggled with delays of booking inmates into jail, and police had a hard time receiving mugshots.

Deputy Williams stepped up as a leader! He used his past experience in booking and willingness to learn new software to help fix the problems. The VFW Tidewater Post 4809 honored him as Deputy of the Year!



## Sheriff McCabe hosts technology conference

From booking inmates into jail to releasing them, every step of the process happens online in the “Offender Management System.”



The Norfolk Sheriff’s Office rolled out the software in July 2014, becoming one of nearly 20 correctional facilities in Virginia to implement the system.

But like any technology tool, there are always ways to make things better. That’s why Sheriff Bob McCabe hosted the first ever “Virginia OMS user group.”

It was a chance for representatives from correctional facilities across the commonwealth to share experiences and knowledge.

“If we all come up with an idea, the software company could implement it in the next upgrade. It’s one, large voice, opposed to just one, lone facility saying it’s a great idea,” NSO Network Engineer Neil MacDonald said.

**Community Affairs and the Sheriff Bob McCabe Foundation announce 2015 Camp Dates**

**Norfolk Youth Sports Week—June 22-26, 2015**

**Norfolk Youth Summer Camp—July 6 - August 7, 2015**

# Employee Service Awards

**Celebrating a Service Anniversary in April:**

**Master Deputy Robert Hoose—25 Years**

**Master Deputy Arturo Castro—20 Years**

**Sgt. Michael Dudek —20 Years**

Many thanks to NSO employee Anna Decker. She asked about 50 of her friends to “like” the “Norfolk, VA Sheriff’s Office” Facebook page.

The more people who “like” our page, will see the cool videos and pictures showing the good work of the NSO team. Please tell your friends to “Like” our page.

Tell PIO Karen Hopkins about your effort and she’ll mention you here next month!



## May Birthdays

1 Giovenco-Montano, Samantha	11 Scott, Vincent	23 Moore, Karen
2 Morgan, Felicia	13 McCoy, Lisa	25 Griffin, Kevin
4 Bailey, Christopher	14 Cohen, Damien	25 Johnson, John
4 Freeman, Jessica	15 Edwards, Kathleen	25 Lacey, Cynthia
4 Pena, Evelyn	16 Reed, Tracy	26 Roberts, Bryant
6 Steffen, Davin	17 Walton, Michael	27 Owens, David
7 Cowley, Andrew	19 Salazar, Shane	30 Ray, Anthony
8 Dempich, Michael	21 Flores, Artemis	30 Walters, Timothy
10 Baylor, Vicki	21 Jordan, Robert	30 Wilkins, Kim
11 Perkins, Dwight	22 Jackson, Richard	31 Tillery, Logan



# Employee News



Sgt. Jason Giovenco is back at work after battling stage III Non-Hodgkin's Lymphoma. He has been in remission since December, after receiving a stem cell transplant. "According to the doctors in Richmond, only one percent of people who receive the transplant are successful. I fell into that one percent category," Sgt. Giovenco explained.

In every step of the process, he has beaten the odds, even returning to work two weeks earlier than expected. Doctors are still keeping a close watch on Sgt. Giovenco, but he hopes to be back on full duty by June.

Most of all, he wants to say thanks to the NSO staff, family, friends and FM99 who put together a Poker Run to help his family cover medical expenses.

"It was amazing everyone coming together, the support they showed me, my family and wife. It really showed me how much people care, and how many friends I have here at the Sheriff's Office. There is nothing I can do to pay them back, but say thank you. I'm pretty much speechless about it because it was overwhelming," Sgt. Giovenco said.



Major Larry Carter has left the Courts, and now is starting a new "NSO Leadership program," which will include daily mentoring to make our supervisors better leaders.



Public Information Officer Karen Hopkins got married at the United States Naval Academy in Annapolis on March 21st.

## NSO Times

Your ideas and suggestions are always welcome.

Please submit photos and subject matter to Karen Hopkins,  
Public Information Officer ([Karen.Hopkins@norfolk-sheriff.com](mailto:Karen.Hopkins@norfolk-sheriff.com)) X44344

Thank you for the help of Jennifer Worden, Dee Minor, and Captain Joe Baron for the meticulous proofreading skills. Your expertise is appreciated!