



It is exciting to finally see some signs of spring as we move into 2009! Spring is a time of revitalization—a season of renewed inspiration and hope for positive changes. Emerging from a winter filled with discussions about the stalled economy and seemingly insurmountable challenges everywhere we look, a fresh outlook is certainly something to welcome.

The most intense topic of discussion locally and nationally in 2009 continues to be the economy, and its persistent and negative affect on our budgeting efforts. I wish I could share that the financial picture is looking better with the onset of a New Year; however, that is just not the case. Managing systems and services for accomplishing our many missions continues to be a struggle, as well as a balancing act, with ever diminishing fiscal and human resources. While resources are on the decline, it seems that expectations are as high as they have ever been for our Department to contribute to comprehensive solutions within the state's criminal justice system. The PPP executive management team meets regularly to examine our financial situation and our strategies for moving forward. While we can plan for the future with our current level of information about the state's economics, we know any of our plans could be significantly affected by further budget cuts or any additional legislative mandates placed

on our Department.

Hopefully, we will have opportunities for accessing grant funding this year. While the promise of additional funding sounds like a solution to pressing problems, we must remember that by design, this type of funding is slated for a finite amount of time, after which there must be a definitive plan for sustainability of the project should it be determined to be a viable one for the long term. A taskforce of PPP staff members met in early March to identify an exhaustive list of potential grant-funded projects in order to place the Department in a proactive stance to apply for available grant monies as notifications are published.

I have confidence that we will continue to be diligent in analyzing options and implementing strategies to help us weather our state's economic situation. Everyone has a leading or supporting role as we traverse, and hopefully overcome, these challenges in South Carolina. Our success as a Department hinges on the support of our staff through these difficult times. I offer my continued and heart-felt thanks and appreciation to each of you for your hard work and commitment to the goals of our Department.

**Sam Glover**



## *A Force for Positive Change — Where do we Stand?*

By Stephanie Garrick, Richland County Agent-In-Charge

The South Carolina Probation and Parole Association hosted the American Probation and Parole Association 2009 Winter Training Institute in Myrtle Beach on February 8th-11<sup>th</sup>. SCPPA hosted the hospitality booth where we had the opportunity to greet over 350 guests from all over the United States and welcome them to the beach. The conference kicked off Sunday with Illinois' U.S. Congressman Danny K. Davis' "Everybody Deserves a Second." Congressman Davis introduced the 2nd Chance Act in the 110th Congress. The Act is designed to rehabilitate and prepare offenders for a healthy and positive reentry into normal society once released from correctional facilities. After the opening session, everyone was invited to visit with friends and meet other participants at a reception while exploring the many exhibits in the Resource Expo.

Over 50 exhibitors presented the latest products, innovative services, and state-of-the-art

technologies to meet the challenges of keeping communities safe. Everyone had the chance to see, test, and compare products and services while being able to discuss specific agency needs with experts in areas such as correction software applications, drug testing technologies,



**Tony Dukes, Angie Salley, Ken Wagner and Scott Norton support the APPA Training Institute recently held in Myrtle Beach.**

offender monitoring systems, training and curriculum development, substance abuse and behavioral health programs. Exhibitors provided a variety of door prizes and “goodies” which everyone stocked up on.

Bart Lubow, Director of Programs for High-Risk Youth, Annie E. Casey Foundation, presented practical and relevant strategies for reducing the criminal justice systems’ reliance on incarceration - focusing on what probation can do. Attendees participated in a variety of workshops which provided them the opportunity to learn about new ways to approach issues such as supervising diverse populations, using cognitive behavioral and motivational interviewing techniques to help offenders help themselves to better behaviors and lifestyles, and maintaining safety in the field.

SCDPPPS staff conducted several workshops, including: “Managing South Carolina Sex Offenders - What a Difference a Year Makes”, by Scott Norton and Ken Wagner; “Gangs and Guns: Involving Probation and Parole in Firearm Interdiction”, by Chris Stepp, Jennifer Meador, and Sharon Sheehy; and “How to Avoid an Explosion in the Paint Locker, Geographic Case Assignment”, by Tony Dukes.

During the closing session, former Washington Post reporter and three time New York Times best-selling author, Pete Early, discussed his family’s struggles with his son who was diagnosed with bipolar disorder and who became entangled in the criminal justice system. He also discussed the findings of a nine-month investigation he undertook inside the Miami-Dade County Jail’s psychiatric cellblock where he followed a handful of psychotic inmates in jail and in the streets to observe first-hand how they were treated. He explained why jails and prisons have become our new asylums and discussed successful alternatives to

incarceration and innovative ways for states to fund mental health services.

APPA’s mission statement is “to serve, challenge and empower our members and constituents by educating, communicating and training; advocating and influencing; acting as a resource and conduit for information, ideas and support; developing standards and models; and collaborating with other disciplines” which were accomplished during the Winter Institute, “Working Together - Partners for Change”.

Mark your calendar for the SCPPA Spring Conference, May 7-8, at the Hyatt, in Greenville. Get information on all upcoming SCPPA events by logging on to our website at [www.scppa.net](http://www.scppa.net).



SCPPA served as host for the APPA Winter Training Institute. Shown here are (from left to right) Angie Salley (Field Operations Programs), Katherine Moore (Chester AIC), Stephanie Garrick (Richland AIC), Missy Rodgers (OVS) and Paige Mathias (Field Operations Programs).

## Keeping Up With Gang Activity

by Cheryl Cooper, Asst. Agent-in-Charge, Richland County

The PPP Richland County office, along with various law enforcement agencies, will be participating in networking meetings to share information, obtain the latest in gang identification signs, and other gang-related topics. Probation and Parole Agent Shaun Insley is the Richland County representative for this joint effort. He will gather pertinent information that will aid in identifying areas of commonality as well as highlighting those individuals that potentially pose a greater threat to the community due to their gang affiliation and propensity for violence. Following each meeting, Agent Insley will share information that he collects from these meetings with our office staff to broaden our awareness.

I would like to encourage each office to form an attachment to a local gang network, even if it is only with the local sheriff’s department. In turn, those PPP local representatives could join in sharing information and make it a state-wide venture.

## C.O.D.E.

### Connecting Our Deployed Employees

By Jodi Gallman, Director of Community Affairs

Let’s continue to show support to those coworkers who protect and defend the freedoms we hold so dear with their sacrifices. They represent our country and the Department in such a noble way.

Robert Ayers [robert.h.ayers@us.army.mil](mailto:robert.h.ayers@us.army.mil)

Antonio Vaught [antonio.vaught@us.army.mil](mailto:antonio.vaught@us.army.mil)

Tim Williams [james.t.williams@usmc.mil](mailto:james.t.williams@usmc.mil)

Ricky Padgett [ricky.padgett@us.army.mil](mailto:ricky.padgett@us.army.mil)

Remember, May is National Military Appreciation Month. This is a special time to recognize deployed men and women for their sacrifices as they serve our country.

*Your words of encouragement are always appreciated.*

# Highlighting Pickens County...

By Peter O'Boyle, Public Information Director

Cooperation is the key word in describing the success of the Pickens County office – cooperation among the staff and cooperation with other law enforcement agencies. They all have the common goals of reducing crime and helping offenders achieve success with supervision. “With everyone working together as a team, so much more can be accomplished,” says Pickens AIC Debbie Arledge, a 33-year veteran of SCDPPPS. The Pickens County staff, she points out, has a total of 116 years of experience.

“Having an excellent relationship with local, state and federal law enforcement as well as with service providers, contributes not only to the achievement of our mission, but helps fulfill the expectations of service and protection for the citizens of our community,” shares AIC Arledge.

The Pickens office enjoys an especially close relationship with the Sheriff's office, which has really paid off in tough budget times. The Sheriff's Department assists in serving warrants and even transporting offenders who have been arrested. “We are proud of the cooperative working relationship we have with the PPP Agents in Pickens county,” said Sheriff C. David Stone. “Our deputies have found these agents to be a great resource for information in attempting to locate wanted persons and are very helpful in working with our detectives and narcotics agents on active investigations involving people that are on probation. Working together, we have been able to better serve the people of Pickens county,” adds Sheriff Stone.

That relationship recently paid off big time. The local newspaper published an article about the arrests of two persons on multiple charges related to drugs and thefts. One of the arrests was of an offender already on probation. Pickens Agent Brandon Faris said agents originally went to the offender's house to do a surprise drug test. While there, they noticed an abundance of home stereo equipment so they called an investigator with the PCSD. Guns and a quantity of marijuana were located as well, so members of the narcotics division were notified. The search that ensued ended with the seizure of more than 400 grams of methamphetamine, roughly 100 grams of marijuana and over \$16,000 in cash, a truck, three motorcycles and many other items valued at \$12,000 that the sheriff's office believe had been traded for drugs.

“I have worked here for almost 18 years and your agency at Pickens has always worked together as a team with our Sheriff's Office,” notes Sgt. Anthony Massingill of the PCSD. “Your agents are very respectful and professional; other probation agencies would benefit from training with your officers and team.”

Agents also recently participated in Falcon 2008 with the U. S. Marshals Service and other area law enforcement agencies, resulting in the arrests of some 100 fugitives throughout Pickens, Anderson and Oconee counties. The Pickens office also works closely with service providers to serve the needs of offenders. The office enjoys a close relationship with the local

Voc Rehab office, and other agencies, such as Behavioral Health Services. Agent Nancy Ford and Supervisor Mark Simmons are on the Women's Intensive Outpatient Board. “We meet quarterly and share ideas and network together,” said Simmons. “BHS has allowed and picked up the cost for ongoing training for our agent staff regarding addictions and management of addicted offenders. Several of our agents have benefited from this opportunity.”

Voc Rehab Area Supervisor Sandi Ghrist is thankful for the close relationship. “Together we have accomplished both of our Mission Statements, which is serving the citizens of South Carolina in the most professional and efficient manner. “We look forward to our continued partnership for many years to come,” Ghrist adds. “Together we all make a difference in the lives of the South Carolinians we serve.”

Agent Christy Epperson has worked with offenders to obtain low cost medications from local retail outlets and to obtain the SC Drug Card. She also helps offenders obtain low cost groceries through Angel Food Ministries.

Finally, the 11-person Pickens staff, which is housed in the county courthouse, enjoys a close, cooperative relationship in the office as well. “Having transferred here from a much larger office, I must say that the level of camaraderie in the Pickens office is second to none,” says Human Services Specialist Dawn Mielke. “We genuinely care about one another. This is a great working environment and I really enjoy being here everyday. I couldn't ask for better co-workers and friends.”

**Pickens County Staff Knows PPP. The Pickens County staff has a total of 116 years of experience supervising offenders for SCDPPPS. (From left) are: Travis Smith, Vickie Lake, Debbie Arledge, Christy Epperson, Nancy Ford, Amy Metcalf, Mark Simmons, Dawn Mielke, Amanda Donald, Brandon Faris (not pictured Veronica Gist).**





# Ignition Interlock Device Program Kicks-Off

Submitted by the Office of Executive Programs

On June 15, 2007, Governor Sanford signed into law the *Prevention of Underage Drinking and Access to Alcohol Act*. Contained within this Act was the Ignition Interlock Device Program (IIDP) to be administered by PPP, DMV and DAODAS. The legislation requires persons convicted of a second or subsequent DUI offense to have an Ignition Interlock Device (IID) in any vehicle the offender operates. It specifies the length of time the interlock device must be used by the offender (second offense - two years, third offense - three years and fourth or subsequent offense - the remainder of the offender's life).

The use of ignition interlocks for convicted drivers is not new across America. In fact, this anti-DUI device has been in use for as many as 15 years in other states. However, the use of ignition interlock devices (IID) is a new approach to addressing the issue of impaired driving in South Carolina. Many people have asked if the use of IID's actually reduces the frequency of impaired driving. According to Mothers Against Drunk Driving "...interlocks are proven to be up to 90 percent effective."

Since PPP was given the opportunity of implementing this new program many, many meetings have taken place between the three Departments as well as within PPP. The end results of these meetings can be seen on the PPP website under the "Ignition Interlock" tab. Procedures were developed, frequently asked questions were posted, vendors were identified, an automated reporting system was developed and numerous presentations were made to inform all of the constituency groups about the program.

Needless to say, the IIDP is still a work in progress as there are issues that arise that we have not dealt with before. It is anticipated that the impact on field supervision will be extremely minimal as the vast majority of the affected drivers are not under supervision. However, there will be the occasional offender we supervise who is ordered to have an IID installed and when that happens, please call Ken Wagner so he can help you through the process. Also, take time to read the information on the PPP website regarding this program. Specifics regarding the length of time an offender must be in the IID program, the violation point system, appealing points, etc., are all on the website.

Sen. Joel Lourie and Director Sam Glover announce implementation of the DUI Ignition Interlock program at a December news conference held on the parking deck of the central office.



Program Manager Ken Wagner demonstrates how the ignition interlock keypad works.



## *Cashier Training Manual Available*

Submitted by Shatika Spearman, Fiscal Management

Exciting News! The complete [Cashier Manual from A-Z](#) along with a PDF Index is now located on the "P" drive in the "OMS Manual" Folder.

The **ORDERS AND CASES** and **TRANSACTIONS** folder is presently ready for your referral needs, easily assessable and printable in PDF format.

Please explore these new additions that complete the Cashier Manual. Procedural questions can be answered regarding the proper way of setting up and closing Orders and Cases and detailed assistance is immediately available for account transactions inquiries.

Please contact the Help Desk for any corrections that might be needed.

The media were extremely interested in a demonstration of the ignition interlock device during the news conference held in January.



# CHOLESTEROL: KNOW THE FACTS



Knowing the facts about cholesterol can reduce your risk for a heart attack or stroke. But understanding what cholesterol is and how it affects your health are only the beginning. To keep your cholesterol under control:

- .. **Schedule a screening**
- .. **Eat foods low in cholesterol and saturated fat and free of *trans* fat**
- .. **Maintain a healthy weight**
- .. **Be physically active**
- .. **Follow your healthcare professional's advice**

Cholesterol itself isn't bad. In fact, cholesterol is just one of the many substances created and used by our bodies to keep us healthy. Some of the cholesterol we need is produced naturally, while some of it comes from the food we eat. The female sex hormone estrogen tends to raise HDL cholesterol, and as a rule, women have higher HDL (good) cholesterol levels than men do. Estrogen production is highest during the childbearing years. This may help explain why premenopausal women are usually protected from developing heart disease. Women also tend to have higher triglyceride levels.

Cholesterol can be both good and bad, so it's important to learn the facts about what cholesterol is, how it affects your health and how to manage your blood cholesterol levels. The American Heart Association has an online resource that lets you manage your heart health. **Heart360™** is a collection of tools that help you track and monitor your blood pressure, cholesterol, blood glucose, diet and physical activity. Participants will also receive helpful advice and information about living a healthier lifestyle.

With **Heart360™** each participant enters their important health information in an easy-to-use tool. Over time, you create a valuable profile of your health. Each participant's health information is stored in Microsoft HealthVault™, a secure and private place for your records. Use of the American Heart Association's Heart360™ requires you to have a Microsoft® HealthVault™ account and record. If you've never used HealthVault before then you can get started by visiting <https://www.heart360.org/visitor/prereg.aspx>.

Source: American Heart Association

## ONGOING OMS AND PIC DEVELOPMENT

Submitted by Rebecca Timmons, ITSS

OMS and PIC are unique applications specific to the needs of the South Carolina Department of Probation, Parole and Pardon Services. They have grown out of the transition from OIS and PIC to the web-based OMS and PIC. The transition to a web-based application has been a long process. Four years ago the procedure of transforming these two applications started with the help of TiBA Solutions. The initial stage involved the extensive documentation of the two original applications. This was a lengthy process which dealt with recording all processes within both applications. The databases also were defined as they would be going through a major transition as well. Over ten years of application changes and enhancements were documented with the help of many subject matter experts throughout the agency.

The next step in the transition was to design and develop the two new web-based applications themselves. During this time many new features were added, most notably the Violation Wizard. This new functionality replaced the warrant and citation log as well as manual entry into templates of many types of forms. The addition of this violation feature provides the

user with not only the ability to have these documents in a more timely manner, but also helps ensure that the data included is more accurate. Enhanced gang tracking and the recording of physical features were also included in the new web-based OMS.

Since OMS went live in June of 2007 and web-based PIC in July 2008 there have been regular new builds. These builds have included many fixes as well as numerous upgrades and enhancements. A build in late 2008 included many additions to better track sex offenders and the most recent OMS and PIC builds addressed over 60 issues. The members of our programming section continue to take an active part in analyzing issues as they occur and are increasing their involvement in the programming phase using the newly learned .Net platform.

Over time OMS and PIC will continue to be enhanced and improved. As new areas of interest arise or legislation is passed, improvements will be incorporated into both of these applications to allow the agency to provide better service to the community. For more information concerning new build features, OMS or PIC please contact the ITSS Help Desk.



## Victim Service Providers Are Now Certified Providers

Submitted by Carol Woodard, Director of Victim Services

Effective January 1, 2009, Office of Victim Services staff and Field Operations Victim Services Coordinators became certified victim services providers in South Carolina. A Bill signed by Governor Mark Sanford on June 4, 2008, created the Office of Victim Services Education & Certification (OVSEC) within the Office of the Crime Victims' Ombudsman. OVSEC's mission is to establish certification and continuing education requirements for victim services providers and to authorize and promulgate necessary regulations.

This new legislation supports victim service providers' efforts toward providing consistent and effective services to victims of crime throughout the state of South Carolina. More information can be found at [www.oep.sc.gov/ovsec](http://www.oep.sc.gov/ovsec).

## Leadership Greenville Visits PPP

The Greenville office hosted Leadership Greenville recently for a presentation on probation and parole supervision for the group. On the far left is Jimmy Batson (retired from PPP, volunteer) and Jeremy Windle is standing beside Assistant AIC Hardy Paschal on the far right.



## How Does This Work?

(From left) York AIC Margaret Parrish and Agents Alicia Richardson and Willie Sellers practice the proper installation of the new, one-piece GPS units that the department has obtained during training at the Central Office.

## SCPPA NEWS – MARK YOUR CALENDARS

By Brent Metcalf, SCPPA President-Elect



SCPPA is in the process of planning the 2009 Spring Training Conference which will be held in Greenville on Friday, May 8, 2009, at the Hyatt Regency.

Please visit the SCPPA website at [www.scppa.net](http://www.scppa.net) for additional information about the conference as it is finalized.

### Call for Presenters

SCPPA is pleased to issue a call for presenters. Presentations should relate to the following topics: local issues, staff health and safety, juvenile justice, victims, gender issues, mental health, diversity, technology, direct supervision/line staff issue, restorative justice issues, offender programs, and organizational development. The above suggested topics are not all inclusive. Other topics related to the field of community supervision and corrections are acceptable.

### Submission Guidelines:

Persons interested in submitting a proposal for consideration should contact W. Brent Metcalf by e-mail at [william\\_metcalf@scp.uscourts.gov](mailto:william_metcalf@scp.uscourts.gov). Workshops must be at least 60 minutes in length.

## *Award Winning Agent*

Submitted by Gerald Black, AIC, Anderson County

Law enforcement officials from Anderson, Oconee and Pickens counties gathered in January at the Civic Center of Anderson to honor fellow officers at a banquet. The event, co-sponsored by Anderson University and Tri-County Technical College, drew more than 300 and included South Carolina Attorney General Henry McMaster as the keynote speaker following an awards ceremony honoring the top officers from Anderson, Oconee and Pickens counties.

Agent Charley Holden working in the SCDPPPS Anderson County office since 2000 was named the Anderson, Oconee and Pickens Counties Probation Agent of the Year. During the ceremony, it was recognized that Agent Holden has been an outstanding agent since beginning her career. Agent Holden is well regarded by her peers and supervisors and is always willing to lend a helping hand to colleagues, both inside the Department and with other law enforcement agencies. It was further acknowledged that Agent Holden takes on extra duties in the

office, is frequently helpful to others and she is known for having a positive attitude and a smile.

Local jazz vocalist and Anderson County Agent Wanda Johnson raised the roof with her acapella rendition of "The Star-Spangled Banner."



## 2009 SERVICE PINS

(March 1, 2008 - February 28, 2009)

**Congratulations to all our Service Pin recipients. Thank you for your dedication to the State of South Carolina.**

### 10 Year Pins

Natarsha Adams  
Tamara Altman  
Debbie Arnold  
Carl Atkinson, Jr.  
Michelle Baughcome  
Deborah Belcher  
Nanyamka Bennon  
James Bingley, Jr.  
Dwight Burns  
Adam Callahan  
Robert Caulder, Jr.  
Larissa Chess  
Kevin Cleveland  
Ralph Culbertson, III  
Natasha Days  
Tammy Elsey  
Andrea Fogle  
Jerry Hamberis  
Lisa Hawkins  
Kescia Holmes  
Rhonda Hucks

Rosalie Hyatt  
Marilyn Inabinette  
Ricaldo Jagan  
Brenda Jolly  
Jennifer Long  
Richard Loskill, Jr.  
Christopher Moran  
Laurin Mullins  
Tamara Ratliff  
Danielle Reed  
Carol Rice  
Joan Ritch  
Sandra Roundy  
Tammy Simmons  
Shatika Spearman  
Cindy Stricklin  
Jean Stutler  
Johnny Thrower  
Myra Wells  
Charles Williams  
Charles Youmans

### 20 Year Pins

Harold Aiken  
Cynthia Bogan  
Donna Brummett  
Richard Davidson  
Joel Dennis  
Danny Drafts  
Loretta Goodwin  
Merritt Graves  
Catherine Guedalia  
Roosevelt Hicks  
P. Kay Hutson  
William Johnson  
Edward Kinsey  
Carrie Lake  
Jerry Rivers  
Jacquelyn Smith  
Marchar Stagg  
Greg Stewart  
Paul Tollison

### 30 Year Pins

Sue Bates  
Rhonda Grant  
Norma Thomas

### Retirees

Sandra Anderson  
Sue Bates  
James Boddie, Jr.  
Sherri Brice  
Ronald Chrisley  
Dena Clarke  
Jean Coleman  
Jacqueline Flynt  
G. Faith Hasty  
Jennifer Hornsby  
Willa Kirkley  
Barbara Lahrmer  
Michael Lee  
Lucy Murr  
Diane Partridge  
Cassandra Phibbs  
Ann Plemmons  
Kay Powers  
Miranda Scruggs  
Debra Shoemaker  
Mae Wilson

# 2008 Leave Donations

Submitted by the Human Resources Office

Robert Anderson	Florence	Hattie Halsey	Central	Donnie Rogers	Central
Renee Barrett	Central	Michael Herd	Jasper	Miranda Scruggs	Spartanburg
Patrice Boyd	Central	Stephene Johnson	Richland	Victoria Simmons	Greenville
Sherri Brice	Central	Teresa Knox	Central	Dan Snipes	Anderson
Jeff Cogdill	Central	Daniela McMillan	Richland	Christopher Stepp	Central
Charley Coleman	Central	Lynne Moldenhauer	Charleston	Lois Strickland	Florence
Mitchell Collins	Aiken	Lucy Murr	Oconee	Thomas Suber	Newberry
Dedra Dickson-Phillips	Edgefield	Robert Owens	Florence	Stephen Sutherland	Central
Carlene Glenn	Kershaw	Tiffany Presley	Central	Andrew Tomlinson	Spartanburg
Suezanne Foot	Beaufort	Randy Raybon	Lexington	Caldwell Wier	Laurens
Anthony Fowler	Union	Eric Reed	Calhoun	Elizabeth Williams	Central
Stephanie Garrick	Richland	Brenda Robinson	Greenville	Jacob Wilson, Jr.	Williamsburg
Rhonda Grant	Central			Carol Woodard	Central

## THE INFORMER

### South Carolina Department of Probation, Parole & Pardon Services

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**The Honorable Mark Sanford**  
*Governor*

**Samuel B. Glover**  
*Director*

**Rhonda Grant**  
*Director, Office of Executive Programs*  
*Newsletter Editor*

**Arnise N. Moultrie**  
*Office of Executive Programs*  
*Newsletter Designer*

## Mark Your Calendars

By Jodi Gallman, Director of Community Affairs

**APRIL**



National Crime Victims Rights week (25 Years of Rebuilding Lives: Celebrating the Victims of Crime Act) will be observed April 26 – May 2, 2009, to promote victims rights and awareness.

**MAY**

During the month of May, we celebrate National Public Service Recognition Week and State Employee Recognition Day. Those who work in public service are honored for their hard work and dedication to the citizens of the state of South Carolina.

**JUNE**

The National Fatherhood Initiative celebrates its partners who develop strategies that assist in connecting non custodial offenders to their families while strengthening family ties. "On-the-Outside Mentoring Program" participates with these partners.

### AGENCY MISSION

To **prepare** offenders under our supervision toward becoming productive members of the community;  
to **provide** assistance to the victims of crimes, the courts and the Parole Board; and  
to **protect** public trust and safety.

### AGENCY MOTTO

**PREPARE, PROVIDE AND PROTECT**