



# NewsLink



A MONTHLY PUBLICATION OF CSOSA

Volume 3, Issue 5

May / June 2003

## Voice of the Director



Paul A. Quander, Jr.

A universal experience of early childhood is the mortal fear of being branded a classroom tattletale. High school changed the vocabulary, but the behavior necessary to avoid being

labeled a “snitch” remained essentially the same. Justify. Rationalize. Excuse. Avoid. Ignore. As adults, many of us have worked in places where we treated the poor performer the same as the kid who cut the line at the sliding board or taped test answers to the bottom of his shoe. We looked the other way, thought about speaking up but didn’t, or decided it just wasn’t our problem or our business.

Like all organizations, CSOSA has its share of employees who regularly function below standard. Fortunately, this number is small. Limitations in the performance management system, unrelenting workloads and the natural human tendency to avoid conflict have made it possible for some staff to succeed at mediocrity while their coworkers suffer in relative silence, find creative ways to compensate for their fellow workers’ shortcomings or simply wait for the consequences to unfold.

Between January 1 and March 31, 2003

approximately 650 cases were transferred from one CSO to another. More than a few CSOs have taken advantage of my open door policy to express their frustration at being assigned cases that were out of compliance, poorly managed or inadequately documented in SMART.

Case reassignments are a way of life at CSOSA and most occur with little, if any, advance notice. As distressing as it is to the receiving CSO to be assigned a case that is out of compliance, it should be equally embarrassing to the CSO, SCSO and Branch Chief originally responsible for the case.

The Case Exception Report (SMART Note 39), implemented on April 29, 2003, makes case management data available to all CSOs, SCSOs, Branch Chiefs and Executive management staff. This long awaited report equips CSS staff with another tool for effectively managing their caseloads and ensuring that problem cases are identified and corrected quickly.

I take great pride in the work that we accomplish everyday often under challenging circumstances. We must however, continue to look honestly at ourselves and determine whether we’ve done everything  
*(Continued on page 15)*

### Inside This Issue:

<i>CSOSA EVENTS</i>	<i>Page 2</i>
<i>OFFICE UPDATES</i>	<i>Page 6</i>
<i>“ASK THE DIRECTOR”</i>	<i>Page 9</i>
<i>EMPLOYEE FOCUS</i>	<i>Page 10</i>
<i>VARIETY PAGES</i>	<i>Page 11</i>
<i>HEALTH &amp; FITNESS</i>	<i>Page 13</i>
<i>BULLETIN BOARD</i>	<i>Page 14</i>

### Special Points of Interest:

- *A look back at this year’s Asian Pacific American Heritage Celebration*
- *SCSOs Retreat to the Mountains*
- *A look ahead at National Probation, Parole & Community Supervision Officer’s Week*
- *More SMART Updates*
- *What is Leadership?*
- *This month’s health focus: Laughter can be the best medicine*

## CSOSA’s Mission Statement

The mission of the Court Services and Offender Supervision Agency for the District of Columbia is to increase public safety, prevent crime, reduce recidivism, and support the fair administration of justice in close collaboration with the community. The Agency will enhance decision-making and provide effective community supervision, thereby ensuring public confidence in the criminal justice system.

## CSOSA Events



### CULTURES OF PAKISTAN AND KOREA SHARE THE SPOTLIGHT AT CSOSA'S ASIAN PACIFIC AMERICAN HERITAGE MONTH CELEBRATION

*Submitted by Maryam Muhammad, Assistant Director for OHR Policy and Chair of the APAH Program Committee*

On May 29, 2003, CSOSA's Special Observances Committee joined forces once again to deliver yet another culturally insiring program to help recognize National Asian Pacific American Heritage Month. This year's celebration featured *Glimpses of Pakistan* presented by Community Supervision Officer Saher Khan and *Personal Insights of a Korean Arranged Marriage* presented by Joyce Ghu, Training and Development Specialist from the U.S. Postal Service. CSO Saher Khan explained the Pakistani wedding ceremonies that consist of three parts: Mehndi (the henna party), Nikah (the religious ceremony – the actual wedding), and Valima, (the reption, which is held the day after the wedding and paid for by the groom). Joyce Ghu shared personal insights about her traditional Korean marriage, which was arranged by her parents and the parents of her husband before they ever meet.



A koto is a string harp-like instrument that originated in China and migrated to Japan in the 7th-8th century. It is traditionally

The Special Observances Committee has always done a superb job of incorporating the cultural experiences and interest of CSOSA staff in its programs, further supporting the Director's desire to ensure cultural awareness and sensitivity throught the agency. In honor of Asian Pacific American Heritage Month, Committee Chair Willie Hasson presented information about the Japanese Koto (pictured left), a harp-like zither about six feet long; Deputy Director Adrienne Poteat presented guest speakers and students from R.H. Terrell Junior High School with certificates of appreciation; during closing remarks, Susan Shaffer, Director, DC Pretrial Services Agency shared her own family cultural background as the daughter of an Indian born mother; and following the program, attendees were invited to peruse a Cultural Artifacts Room, specially created

to showcase various artifacts from Japan, Korean, China, Pakistan, and other Asian Pacific American countries. Artifacts were graciously contributed by SCSO Gladys Dorgett, CSO Saher Khan, Management Analyst Arla Scott (Management and Administration), Records Manager Roy Nanovic (Office of General Counsel), Peter Lee, Inlan Lo and Mary Anderson (Information Technology).

This year's program also afforded attendees an opportunity to enjoy a cultural sampling of food from various Asian cultures, including Thai Ginger Chicken, Japanese-Style Shrimp Fried Rice, Spring Rolls, Chicken Tikka, Shish Kebabs, Curry, and Nann (flat bread).

Special thanks to the Asian Pacific American Committee and to everyone else who helped to make this program a success.



Special Guest Joyce Ghu,  
Training and Development Specialist  
U.S. Postal Service



Records Manager Roy Nanovic



SCSO Gladys Dorgett



Lan Technician Peter Lee



(Left to right) Director Paul Quander, Jr.  
with CSO Saher Kahn  
and her husband, Asif Saeed

## “ALIGNING WITH THE MISSION – MANAGING FOR RESULTS”

### SCSOs Retreat to the Mountains

*Submitted by Beverly S. Hill, Chief of Staff*

In January of this year the Director began hosting a series of Brown Bag Luncheons in his office with small groups of Supervisory Community Supervision Officers. The purpose of the meetings was threefold. First, Director Quander wanted an opportunity to dialogue with SCSOs, in a relaxed setting with no specific agenda, about their individual challenges, successes and vision for the Agency. Still relatively new to CSOSA, his second objective was to give these first line supervisors a sense of his personal goals for the organization, his participatory management style, and his history in and commitment to the D.C. community. His third objective was to enlist the SCSOs as informal scorekeepers as he charted the Agency’s progress during his six-year tenure as CSOSA Director.

A number of consistent themes emerged throughout the Brown Bag Luncheons and it quickly became clear that SCSOs needed time away from the worksite to dialogue as a group on issues of mutual concern, to coalesce as a team and to receive training specific to their role as first line supervisors. “Aligning with the Mission/Managing for Results” was the theme for the SCSO Retreat which took place May 13-15, 2003 at the Rocky Gap Lodge and Golf Resort in Cumberland, Maryland.

The Rocky Gap Lodge is situated on a lake within the Rocky Gap State Park in Maryland’s Allegheny Mountains. The lodge provided a tranquil setting for the event, far enough away from the District for staff to clear their heads and begin thinking in new and creative ways.



**Dr. Calvin Johnson , Director  
Research and Evaluation**



**CSS Managers got a chance to  
learn what the figures really  
mean**

Following opening remarks by the Director and Tom Williams, Associate Director for Community Supervision Services, the retreat agenda began with a presentation by Dr. Calvin Johnson, Director, Office of Research and Evaluation on “Using SMART to Monitor Critical Success Factors.” Dr. Johnson opened with a detailed discussion of performance measurement that focused on understanding, measuring and monitoring inputs, outputs and outcomes. Part II of the presentation provided SCSOs with a detailed discussion of the logic underlying the Critical Success

Factors and how each element in community supervision contributes rationally to the agency mission of reducing recidivism. In the third segment of the presentation, SCSOs were provided with a sample SMART Management Report and engaged in a lively discussion of the interpretation, varied uses and limitations of SMART statistical data.

Associate Director for Human Resources Linda Mays and Assistant Director for OHR Policy Maryam Muhammad followed Dr. Johnson with a presentation on Performance Management and Incentive Awards.”

In addition to providing an overview of the performance management process, SCSOs were given valuable guidance for communicating with employees about performance issues and addressing performance problems. The session concluded with training on recognizing and rewarding good performance. Linda Mays and Maryam Muhammad also provided a comprehensive overview of the recently implemented Incentive Awards Policy and the procedures for making employee awards.



**Associate Director for HR, Linda Mays  
(Right) and Assistant Director for OHR  
Policy, Maryam Muhammad (Left)**



**Keith Holt, Managing Director of  
Eyeneye Concepts, Inc.**

The second day of the retreat was devoted entirely to a session on “Managing Workgroup Dynamics.” The workshop was facilitated by Keith Holt, Managing Director of Eyeneye Concepts, Inc., a DC-based management consulting firm that provides training in organizational and human capital development. The opening exercise for the day required

each participant to share with the group an event or accomplishment that they were proud of but of which the group members were likely unaware. At times both humorous and poignantly moving, the exercise provided participants with a new perspective on their co-workers as not merely fellow SCSOs, but as sons and daughters, parents, citizens, spouses and individuals with varied interests and experiences. Other workshop exercises focused on working successfully in groups comprised of individuals with different perspectives and interpretations of the same information and understanding the agency’s work from vastly different stakeholder viewpoints.

The final day of the retreat opened with a presentation by McKinley Rush, Deputy Associate Director, Community

*(Continued on page 4)*

*(Continued from page 3)*

Supervision Services entitled, “Caseload Management Strategies: Five Critical Policies.” In the presentation, Mr. Rush drew on his decades of experience to communicate the nuts and bolts of effective case management. Both new and seasoned SCSOs benefited from his practical and proven approach to managing caseloads in accordance with agency policy.



SCSO Karen Banks

SCSO Karen Banks conducted a session on “Team Management Using Microsoft Outlook” drawing upon her experience in implementing a technological solution for managing time, cases and paper within her own supervision team. Her concrete suggestions for working closely with Information Technology staff, implementing changes gradually, providing training and

working through staff resistance gave the other SCSOs a clear roadmap for implementing the strategy in their own units.



The retreat allowed seasoned & first-time SCSOs an opportunity to receive meaningful training specific to their roles.

The final workshop for the day, entitled “The Disciplinary Process: An Overview”, was conducted by Assistant Director for Employee Labor Relations, Frank Jacquette. The session covered just cause, the differences between disciplinary and adverse actions, informal and formal disciplinary action and new procedures for bargaining unit discipline.

Although the formal retreat agenda kept the participants busy well into the evenings, a few daylight hours were reserved for recreation and relaxation. Many took the opportunity to explore the natural beauty of the surroundings. Late evening hours were spent winding down after the long work days and enjoying the accommodations. Several hardy souls answered the Director’s bid whilst challenge and instigated friendly rivalries that will likely persist for years to come.



The SCSO Retreat was a success in bringing the SCSOs together to connect and share with each other, in strengthening their understanding and commitment to the CSOSAs mission and direction and in providing new tools for effective team management. Special thanks to all the retreat presenters for their outstanding presentations, to the SCSOs for their open, honest and fully engaged participation, and to the Director and Associate Director for Community Supervision for their vision and support. Very special thanks goes to Freddie Burnette, Kathleen Ferte, Michelle Gaskins, Denise Gaston, Kathy Glover, Pereuna Johnson, Eric Jones, DeAndrea Peters and Sheryl Wallace for their invaluable behind-the-scenes assistance.



CSOSA’s Supervisory Community Supervision Officers



*Best wishes for continued success!*

# TASTE OF CSOSA

The CSOSA Special Observances Committee event for June is the "Taste of CSOSA – An Ethnic Food Fair." You are invited to share the culinary skills of your colleagues as part of our celebration of the wonderful world of ethnic cuisine.

Date: **Thursday, June 26<sup>th</sup>**

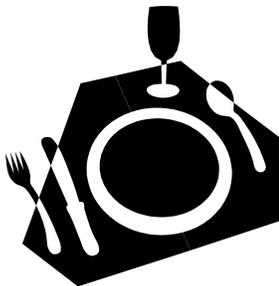
Place: **Room 2066 at 300 Indiana Avenue**

Time: **11:00 a.m. until 1:00 p.m.**

Attendees will get a taste of our in-house chefs' concoctions, and, in addition, a special panel of CSOSA celebrity judges will select the cream of the crop and formally recognize the winners. The competition categories are as follows:

- ❖ **Best Tasting** (flavor);
- ❖ **Best Ethnic Theme** (based on the chef providing the history of the dish and its significance to the country, region or culture of origin); and
- ❖ **Best Overall Dish** (flavor, presentation, ethnic history, etc.)

**Don't miss the tasty fun and excitement of this CSOSA tradition!**



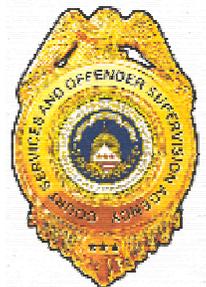
## A LOOK AHEAD...

### National Probation, Parole, and Community Supervision Officer's Week July 13-19, 2003

July 13th-19th is Probation, Parole and Community Supervision Officers' Week – a time for the nation and the District of Columbia to recognize the men and women who work each and every day on the front lines with probationers and parolees to hold them accountable for the crimes they have committed against our families, our friends, our neighbors, and our communities. They are exposed to many of the negative aspects of life, they deal with the trauma offenders cause victims, as well as deal with stress and sometimes unsafe conditions in which they work. Yet each day they continue to work to make our communities a safer place.

These officers provide protection to our communities. They are often the silent partners, yet they spend the most more time with offenders than other agencies. Their services are vital....they are the "home land security"...if we don't feel safe in our homes, world safety will mean little to us.

Join CSOSA and the nation in honoring these invaluable public servants during the week of July 13th-19th. Please be sure to look for future announcements from CSOSA's Probation, Parole and Community Supervision Officer's Week Planning Committee, detailing our agency's celebration of this noteworthy event.



## Office Updates

### BY ALL MEANS, GUARD YOUR PROPERTY

Submitted by Lisa Terry, Assistant General Counsel  
OGC



Lately, CSOSA has suffered a number of thefts of personal property at the office. Theft is an unfortunate incidence, but nevertheless an unavoidable fact of life. Some have had to learn the harsh reality that in most circumstances, the Agency will not be responsible for the loss, theft, or damage of personal property in the workplace. That may seem unfair, but when you consider the circumstances under which such losses occur and the rationale behind the Agency's policy, you will understand. So the purpose of this month's article is to provide you guidance on circumstances under which the Agency will and will not reimburse employees for the loss, theft, or damage of personal property in the workplace.

In order to recover for lost, stolen, or damaged (collectively, "lost") property, three criteria must be met. *First*, the loss must be incident to the employee's service with CSOSA *and* the possession of the property at the office or in your possession must have been reasonable under the circumstances. In other words, the loss must have occurred while in the performance of your duties and there must be a good reason for you to have had the property at the office or in your possession in the first place. Therefore, an employee who keeps, for example, a valuable antique clock on his/her desk will not be reimbursed by the Agency if the clock is stolen. While it is reasonable to have a clock on your desk, it is neither reasonable nor necessary for it to be a valuable antique clock; a basic "Radio Shack" clock will do! Another example would be a CD player. While there is nothing wrong with keeping a CD player in your office, such an item is not required for the performance of the job and is used primarily for the enjoyment of the employee. Therefore, a claim for theft of the item would be denied, especially since CSOSA computers already provide the capability of playing CDs. *Second*, the employee cannot be at fault for the loss of the property. Therefore, if your negligence was the reason an item was stolen, such as jewelry from an **unlocked** desk, you will not be reimbursed by the Agency. *Finally*, the damage must be substantiated (i.e., you must provide written proof of its value).

A claim for loss of personal property is allowable only if it is presented in writing to the Agency within *two years* after the claim accrues. Therefore, it would behoove you to

make a claim as soon as possible. Such claims, and supporting documentation, must first be submitted to a supervisor who is responsible for reviewing and forwarding the claim to the Office of Financial Management. All claims are processed through that office. If a claim is denied, the employee may seek reconsideration by the Office of the General Counsel (OGC) within fifteen (15) calendar days of receipt of the decision. However, the decision of OGC is final.

The Agency's policy on employee claims is based upon federal statute. While the Agency has statutory authority to pay employee claims for loss of personal property, that authority is nevertheless discretionary. Although the Agency is processing claims, our formal written policy is currently awaiting review by the Union and therefore not available on the Intranet. If you have any questions about a potential claim, you may contact any of the attorneys in the OGC or an employee in the Office of Financial Management.

Just remember, **if you value it, keep it at home**. If you must bring it, protect it!

### TRAINING & CAREER

#### DEVELOPMENT CENTER UPDATE:

### Congratulations & Good Luck to 2003 New Leader Program Participant Shawon Parker



Shawon Parker is a Community Supervision Assistant in the Special Projects Unit. In March of this year she was selected to participate in the 2003 New Leader Program, Session II. The New Leader Program (NLP) is a rigorous six-month developmental program sponsored by the USDA Graduate School that provides solid training and developmental experiences for federal employees. The program is designed for employees who have just entered leadership positions or who have a high potential for leadership in positions including team leaders, project leaders, and administrative support. Shawon will attend at least three separate residential seminars before she graduates from the program in December 2003.

## CSOSA DELEGATES TRAVEL TO INDIANAPOLIS :

### PROJECT SAFE NEIGHBORHOODS

*Submitted by Community Supervision Officer  
Tosha Trotter, Branch IIB – Team 6*



Indianapolis, ID

Project Safe Neighborhoods (PSN) is a nationwide commitment to reduce gun crime in America by networking existing local law enforcement programs that target gun crime and providing those programs with additional tools necessary to be successful. PSN involves an unprecedented partnership among all levels of government working to increase accountability within our justice system, and send a clear message to criminals -- you will do hard time for gun crimes. In April 2003, a Washington D.C. PSN delegation of 9 people, which included staff from the United States Attorney's Office, the Metropolitan Police Department, CSOSA (represented by myself and Community Justice Programs' Greg Thomas) and a research assistant from American University, traveled to Indianapolis, Indiana to observe various components of the successful Indianapolis Violence Reduction Partnership (IVRP).

The IVRP in Indiana began six years ago and has become a widely represented working group that meets bi-weekly to share information and coordinate violence reduction initiatives. This group offers a model of innovative law enforcement initiatives supported by coordination among law enforcement agencies and the community. Project Safe Neighborhoods incorporates and builds upon similar successful programs all across America. The Bush Administration is devoting nearly half a billion dollars over the next two years to hire new federal and state prosecutors to support investigators, provide training, and develop and promote community outreach efforts.

As a group, myself and the other members of the D.C. delegation were able to attend an IVRP meeting. It was amazing and quite exhilarating to observe so many different agencies coming together and reviewing recent homicides and aggravated assaults for intelligence gathering, case closure, and identification of "hot areas" in need of interventions.

Some other highlights of the Indianapolis Partnership were the "Lever Pulling Meetings", which are similar to CSOSA's mass orientations except the probationers and parolees are targeted from select groups (i.e. violent offenders in a particular neighborhood, associates of known violent offenders, gang members) and called in for a required meeting (held in the city courthouse). At the meetings, pictures of deceased offenders are placed in random seats. The presenter explains that the pictures are of offenders who attended previous "lever pullings" but have died due to gun violence. Federal and local law enforcement agents and prosecutors deliver messages about the consequences of violating their probation or parole and being involved in violence. Community members who offer a message of support through services, including job training and counseling for rehabilitation, also address the offenders during the meetings. The lever pulling meetings are targeted on geographic areas that have become hot-spots for violence and where retaliation may be likely on the offenders and/or associates who are believed responsible for a particular outbreak of violence. Upon completion of the meeting, the offender has been presented with a wealth of information and choices.

Indianapolis also conducts warrant sweeps by a multi-agency task force that responds to violent trouble spots to execute outstanding warrants. The purpose of the task force is to arrest and debrief offenders, as well as to maximize law enforcement visibility in the area. The sweeps are followed by city services personnel who address nuisance problems in the area (removing trash, replacing lights, etc). Members of the media are invited to cover the sweep to prevent misinformation to the community.

Over the course of our 3-day trip, we met separately with the United States Attorney's Office for the Southern District of Indiana, Faith Based Community Leaders, the IVRP working group, and Probation and Parole Community Prosecution. Overall, the visit to Indianapolis was very informative and it gave me an unexpected excitement to be able to gather new ideas to help promote the mission of the agency.



# SMART Updates

*Submitted by Ginger Lynch, Field Support Manager  
IT Service Delivery*

Continuing our efforts to provide staff with updated information regarding our Supervision & Management Automated Record Tracking (SMART) system, this segment of the Newslink will help end-users to track recent repairs and enhancements made to the system on an ongoing basis. This month's "SMART Updates" will cover changes made between April 10, 2003 and May 23, 2003. Please contact your supervisor if you feel that a problem still exists with any of the defects listed below.

<b>WEEK ENDING 4/11/03</b>	<b>DATE CORRECTED:</b>	<b>WEEK ENDING 5/23/03</b>	<b>DATE CORRECTED:</b>
<b>DEFECT:</b>		<b>DEFECT:</b>	
<i>Treatment</i>		<i>Supervision</i>	
Print VRL button should not show on cancelled placements	4/11/03	When saving a record in Running Record, the "Contact With" field is truncating the code to only two characters.	5/20/03
Cancel Comments should show when user is canceling a placement	4/11/03	The following disclosure statement should be added to the report: "The information contained is for official use only and is protected by the Federal Privacy Act of 1974, 5 U.S.C. §552a (2000)"	5/20/03
<b>WEEK ENDING 4/18/03</b>	<b>DATE CORRECTED:</b>		
<b>DEFECT:</b>			
<i>Treatment</i>		<i>General</i>	
Placement was allowed on Partial year program and should not have been	4/14/03	Prevent Error page when running the Exception report for a CSO with no cases	5/22/03
A CSO received 7 copies of the Evaluation "no show" e-mail	4/16/03	Purpose dropdown contains duplicate entries in RR	5/20/03
Do not allow user-entry of Treatment Rate n the Invoice Record	4/14/03	<i>General</i>	
Wrong years displaying on FY Dropdown on Invoice screen	4/17/03	Performed a detailed search using the following: *any*. No results were returned but should have.	5/20/03
<b>WEEK ENDING 5/2/03</b>	<b>DATE CORRECTED:</b>		
<b>DEFECT:</b>			
<i>General</i>		<i>Treatment</i>	
Detailed Search is not returning results when using wildcard.	4/30/03	When signed in as an admin the reference table page displays first	5/20/03
<b>WEEK ENDING 5/19/03</b>	<b>DATE CORRECTED:</b>		
<b>DEFECT:</b>			
<i>Treatment</i>		<i>Treatment</i>	
Error when selecting 2003 program for 2004 dates.	5/08/03	When VRL is printed wrong contract # sometimes appears if the vendor has more than one contract.	5/22/03





# "Ask the Director"

FROM QUESTIONS SUBMITTED IN MAY 2003

Dear Director:

Why does the Office of Human Resources classify Drug Testing Technicians under two different numbers since the job descriptions are identical within CSOSA? Pretrial Services Agency Drug Testing Technicians are classified under GS101, whereas CSS Drug Testing Technicians are classified under GS303.

- DTT Leonard Dunning  
Southeast Field Unit

Dear DTT Dunning:

OPM has established classification standards that cover numerous occupations; however, there are many unique positions in the federal government that do not have a specific classification standard. Such positions are classified under one of the general classification standards such as "102" or "303."

The position of Drug Testing Technician (DTT) falls into this category because it involves work that is not covered by a specific classification standard or series. OPM allows classification specialists in federal agencies the flexibility of using any appropriate general series classification standard in cases where there is no specific standard. Therefore, the DTT position could be classified with the "102" or "303" series, or any other general series classification standard with similar duties and responsibilities.

The drug testing technician position in Pretrial Services Agency (PSA) is classified in the 102 series, whereas the drug testing technician position in CSOSA is classified in the 303 series. During the Agency's transition period there were two classification consultants working independently (one for PSA and one for CSOSA) who made different choices as to which series to place the DTT position in. Both of these series cover technical support positions and both DTT positions have the same career ladder or promotion potential.

.....

*"Ask the Director" is a part of an ongoing effort to make the Newslink an effective and meaningful communication tool for all staff. Each month, Director Paul A. Quander, Jr. will select from a pool of questions submitted to the Newslink Editor and provide responses that will serve to enhance your knowledge and understanding of how and why decisions are made within the Agency as well as the Director's position on your issues of concern.*

*If you have any questions, feel free to contact  
Editor & Coordinator, Erika Evans @ (202) 585-7356.*

## Employee Focus

### CSOSA AND DCDC RETIREES AT PLAY

Do you ever wonder what some retired CSOSA employees do to occupy their new-found free time?? Well, they play golf, of course!!

Late spring marks the annual Marshall Heights Community Development Organization (MHCDO) Charity Golf Tournament. CSOSA retirees Elias Kibler and David Orr are regular participants, as are Marvin Tisdale and Clint Boyd, retired from the D.C. Department of Corrections. MHCDO is a non-profit organization that raises funds for youth scholarships and summer jobs, and leads other economic development opportunities for the citizens of Ward 7. The 2003 tournament was played at Marlboro Country Club.

Once a community servant, always a community servant...no harm in having a little fun while you're at it!



Pictured left to right:  
Former Deputy Associate Director of CSS Elias Kibler,  
Former Associate Director  
of the Office of Human Resources David Orr,  
Marvin Tisdale and Clint Boyd of DCDC



## Employee Milestones

### NEW EMPLOYEES FOR THE MONTH OF APRIL

*Office of Community Justice Programs*

**Stephen W. Winn**  
**Linwood Wright**

*Office of Facilities*  
**Roosevelt T. Cooper**

*Office of Human Resources*  
**Frank Jacquette, III**  
**Delilah Scott**

*Community Supervision Services*  
**Derrick D. Johnson**  
**Donna C. Register**

### 1 YEAR ANNIVERSARY WITH CSOSA AS OF 4/30/03

**Monika Brown**  
**David E. Huffer**  
**Quentin F. Miner**

**Marcia A. Murray**  
**Abdul R. Salaam**  
**Sheleta O. Slye**

### 5 YEARS OF GOVERNMENT SERVICE AS OF 4/30/03

**Patrice R. Matthews**  
**Lastell D. Minor-Creighton**  
**Imari R. Niles**  
**Sonya T. Hayer-Williams**  
**Denise M. Tennant-Bryan**

### 10 YEARS OF GOVERNMENT SERVICE AS OF 4/30/03

**Rodney Barnes**  
**Kim S. Lewis**

### 15 YEARS OF GOVERNMENT SERVICE AS OF 4/30/03

**Connie R. Carrell**  
**Sandra A. Wingfield**

### 25 YEARS OF GOVERNMENT SERVICE AS OF 4/30/03

**Berline E. Ball-Dean**

*Congratulations to the CSOSA Family!*

## Variety Pages



### LEADERSHIP: "DON'T LEAVE HOME WITHOUT IT!"

*Submitted by Thomas Walker, Training Specialist  
Training and Career Development Center*

Leadership is the art and ability to gain the willing cooperation of subordinates to accomplish a given task. The question is, "Are Leaders Born or Created?" Within most organizations, employees who perform their duties in an outstanding manner are promoted to supervisory positions. The organization will usually prepare these selected individuals by sending them to "How To Be A Good Supervisor School". However, time and experience has shown us that not all *productive* employees make good supervisors. Surprisingly, I have seen some poor and marginal performing employees turn into excellent supervisors. So what are the signs to look for in determining who would make a good supervisor?

Captain James T. Kirk of the USS Enterprise (yes, from the Star Trek television series) was the first person I ever recognized as having leadership qualities. Setting aside the fact that Captain Kirk was an exceptional pugilist and a suave interplanetary lover, he also possessed other outstanding characteristics that made him a great leader. For instance, the manner in which he commanded his Starship truly defines leadership. During a crisis or while being attacked by the dreaded Klingons, he would poll the crew for possible options, make a decisive choice and successfully execute the necessary course of action all within an hour. There are four leadership traits in that sequence- effective communication, using the knowledge resources of the crew, problem solving and decisiveness.

#### *What are some of the traits of a good leader?*

**Courage** - It takes real courage to be a leader, because sometimes leaders have to make unpopular choices. Try having to fire a disgruntled employee.

**Decisiveness** - A good leader must be decisive. The quickest way to lose the confidence of subordinates is being indecisive. As the great Yogi Bear once said, "When you come to the fork in the road, take it!"

**Dependability** - Dependability is also important because people need to feel confident that they can depend on their leader through thick and thin.

**Sound Judgment** - Being able to exercise sound judgment is another necessary quality, because a leader must be able to look at the glass and determine if it is half empty or half full.

**Loyalty/Trust** - If subordinates know that their leader will stand up for them, they will always do a good job for him or her. Also, a leader must exhibit trust in his or her subordinates to accomplish tasks. (Besides, Micro-Managers can be mean people!).

**Fairness** - Fairness is another extremely important trait because everyone wants to be treated equally, and subordinates are constantly on guard to see if someone is being treated special. State Troopers hear from speeders all the time, "The car in front of me was going faster and you did not stop them!"

**Ability to Motivate** - Sometimes subordinates need a hug or a swift kick in the pants (not literally), because they are dragging for one of a thousand reasons (you business majors should remember that from the XYZ Theory). One way or another, leaders need to be able to move their subordinates into action for the sake of reaching the common goal.

**Communication** - In my estimate, communication is the most important trait of effective leadership. A good leader must be able to communicate instructions clearly and concisely. A good leader understands how to communicate without offending a person; this is a huge problem among a lot of leaders. Failure to talk to people with dignity and respect or using sarcasm is a very poor quality that can alienate people and cause them to do a poor job.

In closing, few people expect the workplace to be stocked with Captain Kirks, but effective leadership is extremely valuable in a successful working environment. Hopefully anyone reading this article will understand that Captain Kirk is a fictitious character and his success was based solely upon the writer's imagination. Nevertheless, until we meet again my Vulcan friends, **"Live long and prosper!"**

## MPDC CLARIFIES 2002 CRIME STATISTICS FOR DC

MPDC News Release 6/16/2003

The Federal Bureau of Investigation's Uniform Crime Reporting (UCR) Program released preliminary Part I crime data for 2002 on Monday, June 16, 2003. Upon review by the Metropolitan Police Department, it was discovered that the data reported by the FBI for Washington, DC, did not reflect the correct totals submitted by the MPD and, therefore, were inaccurate.

The MPD submitted final 2002 UCR crime data to the FBI on May 1, 2003. The MPD received official notification that the FBI had accepted these data as the official totals for 2002, as recorded on the FBI's "Return A Record Card," dated May 2, 2003.

The correct numbers for the District of Columbia for 2001 and 2002 are as follows (the incorrect numbers reported by the FBI are included for comparison):

UCR Offense Category	2001 Official Data	Incorrect 2002 Data Reported by FBI	Correct 2002 Data
Murder	231	264	264
Forcible Rape	181	272	262
Robbery	3,777	3,731	3,731
Aggravated Assault	5,003	5,262	4,854
Burglary	4,947	5,167	5,167
Larceny / Theft	22,274	20,903	20,903
Motor Vehicle Theft	7,970	9,168	9,168
Arson	104	109	109
<b>TOTALS:</b>	<b>44,487</b>	<b>44,876</b>	<b>44,458</b>

The primary difference between the incorrect data reported by the FBI and the correct numbers is in the aggravated assault category. The MPD identified a classification error, which resulted in numerous "simple assaults" being incorrectly recorded in the "aggravated assault" category. The MPD is requesting that the FBI update its preliminary 2002 UCR totals with the corrected data for Washington, DC.



### FEATURING

- 80** educational sessions address your issues and questions in **15** diverse areas.
- Test** and compare the newest products in the Resource Expo.
- Learn** "what works" while you network with your peers.
- Build** your career - continuing education available!



For more information  
visit APPA's website:  
[www.appa-net.org](http://www.appa-net.org)

## Asian Pacific American Heritage Month

### TEST YOUR KNOWLEDGE!

#### Question #1

What island was nicknamed "Ellis Island of the West" because it was a major immigrant processing station in the early part of the twentieth century?

- Goat Island
- Angel Island
- Alcatraz Island

#### Question #2

What is a "picture bride"?

- An Asian woman who agrees to an arranged marriage through the exchange of photographs
- A traditional ceremony in which a bride is prepared for her wedding day
- Any woman of Asian descent who marries interracially

#### Question #3

What was the purpose of the Chinese Exclusion Act of 1882?

- To increase taxation of the wages of Chinese laborers
- To prohibit the immigration of Chinese laborers to the U.S.
- To establish greater trade controls with China

#### Question #4

What is the name of the Asian American cultural movement in the 1960s that advocated self-acceptance and fought racism and ethnic prejudice?

- Brown Power Movement
- Yellow Power Movement
- People's Power Movement

#### ANSWERS:

#1) *Angel Island, the largest island in San Francisco Bay, W. California, processed mainly Asian immigrants from 1910 to 1940. The island is now a state park.*

#2) *A "picture Bride" refers to an Asian woman who agrees to an arranged marriage through the exchange of photographs. Picture brides, still common today, often did not see their new husbands until their arrival in the United States. More than 20,000 picture brides came to Hawaii between 1907 and 1924, primarily from Japan and Korea.*

#3) *The purpose of the Chinese Exclusion Act of 1882 was to prohibit the immigration of Chinese laborers to the U.S. Before 1882, anti-Chinese sentiment had increased and riots occurred in San Francisco due to the quantity of cheap Chinese labor. The Chinese Exclusion Act banned immigration of Chinese laborers for 10 years. Subsequent laws expanded this power, and were finally repealed with new immigration laws in 1943.*

#4) *The name of the Asian American cultural movement in the 1960s that advocated self-acceptance and fought racism and ethnic prejudice was The Yellow Power Movement. This movement was inspired, in part, by the Black Power Movement of the 1960s. The driving force of the movement were second-generation students who refuted the idea of the "passive Oriental" and established a new Asian American identity.*

## Health & Fitness

### JOKE OF THE MONTH:

A woman brought a very limp parrot into a veterinary hospital. As she lay her pet on the table, the vet pulled out his stethoscope and listened to the bird's chest. After a moment or two, the vet shook his head sadly and said, "I'm sorry, Polly has passed away".



The distressed owner wailed, "Are you sure? I mean, you haven't done any testing on him or anything. He might just be in a coma or something." The vet rolled his eyes, shrugged, turned and left the room returning a few moments later with Bailey, a beautiful golden Labrador Retriever. As the bird's owner looked on in amazement, Bailey stood on her hind legs, put her front paws on the examination table and sniffed the dead parrot from top to bottom. She then looked at the vet with sad eyes and shook her head. The vet led the dog out but returned a few moments later with Marvin the cat. Marvin jumped up on the examination table and also sniffed delicately at the bird. The cat sat back, shook its head, meowed, and ran out of the room.

The vet looked at the woman and said, "I'm sorry; but like I said, your parrot is most definitely, 100%, certifiably DEAD." He then turned to his computer terminal, hit a few keys, and produced a bill, which he handed to the woman. The parrot's owner, still in shock, took the bill. "\$150 just to tell me my bird is dead?"

The vet shrugged. "Well, if you'd taken my word for it, the bill would have been only \$20, but for the Lab Report and the Cat Scan...what do you expect?"

### HEALTH TIP:

You can remain serious about the values, ideals, beliefs, and responsibilities that are important to you and still enjoy the jokes in life. Laugh out loud at least once every day. Studies show that laughter triggers the pleasure centers of the brain and creates a sense of well-being. Find ways to put more laughter in your life. It makes you healthy and alert!

# Bulletin Board



## REMINDER!!

In accordance with CSOSA policy statement on the  
**“Use of Agency Vehicles”**,  
 Eating, drinking and smoking are prohibited in all Agency vehicles.

Employees are responsible for driving Agency-provided vehicles for official use only.  
 Vehicles should be returned clean with at least 1/2 tank of gas.



Congratulations to

**Kenya Gregory (OGC)**  
 &  
**Tony Mitchell (OHR)**



Both employees completed the  
 Cherry Blossom 10 mile race  
 in April 2003

Tony Mitchell also completed  
 the Bethesda Triathlon in April,  
 which benefited autistic children.  
 The event included a 500 yard swim,  
 a 10 mile bike and a 25 mile run.

*Way to go Tony & Kenya!!*

Congratulations to

**CSO Patrice Mathews (Branch IIA, Team #1)**  
 on the birth of her new baby girl April 11, 2003



*- from CSO Denise Thomas*



## MISSED BIRTHDAYS IN THE MONTH OF APRIL...

**HAPPY  
 BIRTHDAY!**

CSO Danny Knight (4/2)

CSO Shannon Gibson (4/14)

CSO Lavonya Douglas (4/19)

CSO Denise Thomas (4/19)

CSO Charles Kirkland (4/23)

CSO Julieta Attridge (4/30)



*(Continued from page 1)*

that we could contribute to the mission of the agency and whether our actions have supported our coworkers or increased their burdens.

Prior to April 29<sup>th</sup>, determining the general status of a caseload was a tedious and time-consuming process. The Case Exception Report was designed to eliminate most of that work and make critical data available with a few mouse clicks. I encourage you to use this tool regularly and to remember that any case assigned to you today could be someone else's tomorrow. We are all responsible to each other.

*- Director Paul A. Quander, Jr.*

---

---

### NEWSLINK QUOTE OF THE MONTH

---

"If you're gay and you can't hold hands, or you're black and you can't catch a taxi, or you're a woman and you can't go into the park, you are aware there's a menace. That's costly on a psychic level. The world should be striving to make all its members secure."

*- Tony Kushner, Playwright (wrote the plays "Homebody/Kabul" and "Angels in America")*

---

---

#### NOTE FROM THE EDITOR:

This concludes another edition of the CSOSA Newslink. Special thanks to all those who contributed to this publication. As we press forward as the District's premier Community Justice agency, the summer months that lie ahead are guaranteed to be rich with office updates, events and novel ideas from our staff. If you have an idea or an event that you would like covered in future editions, please contact me via e-mail or phone. In the meantime, be safe and be kind!

***Erika N. Evans***

***Editor & Coordinator***

***Voice: (202) 585-7356 / Fax: (202) 585-7374***

***Erika.Evans@csosa.gov***



**COURT SERVICES AND OFFENDER SUPERVISION  
AGENCY FOR THE DISTRICT OF COLUMBIA**

**633 INDIANA AVENUE, NW  
WASHINGTON, DC 20004-2902  
(202) 220-5300**