

# CSOSA Newslink



A Monthly Publication of the Court Services and Offender Supervision Agency

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## Voice of the Interim Director

Moving from “fortress probation” to “community supervision” has dispersed CSOSA

employees throughout the city. Though physical separation exists and individual responsibilities vary, we maintain a virtual interdependent organization. We must devote our assets to strengthening both our intra-office

links as well as CSOSA’s links with the D.C. community. Hopefully, by gaining a better understanding of the roles our colleagues play, we can better appreciate the importance of our collective roles and better serve the community.

When I think about the word “newslink,” I think about the link between each CSOSA employee as well as CSOSA’s link with the community. That link perpetuates our common goal

of increasing public safety and reducing crime. I am confident that this newsletter, the unit updates and other articles within will illustrate the critical roles each of us play in accomplishing CSOSA’s goals.

I urge each of you to read all of the articles at your leisure and to consider how the activities of each office contribute to achieving CSOSA’s mission. This newsletter is your voice, as well as your colleague’s voice. Listen . . . Speak.

I would also like to extend thanks to Geneva Queen, a CSA in Branch V, for suggesting the name “CSOSA Newslink” as the name for our new and improved agency newsletter.

*Jasper Ormond*

## Efforts Ongoing to Establish New Northeast Field Unit

By Cedric Hendricks,  
Special Assistant to the Interim Director

In its FY 2001 appropriation, CSOSA received funding to establish additional field units to improve post-conviction offender supervision in the community. As a result, CSOSA launched a search last August for a site in Northeast D.C. to serve our clients living in that area. After investigating a handful of possibilities, we focused on a building located at 118 Q Street, N.E. In late January of this year, however, significant community opposition surfaced regarding the location of a field unit at this site.

In an effort to address community concerns, in January 2001, CSOSA held a meeting with representatives of the community, including the staff members from the offices of the North Capitol Area Business Association, XM Satellite Radio, Mayor Anthony Williams, Congresswoman Eleanor Holmes Norton, and Councilmember Vincent Orange. Collectively, the group took the position that

CSOSA’s occupancy of the Q Street location would be inconsistent with the District’s goal of developing the New York & Florida Avenue area as a “technology corridor.” While not abandoning interest in the Q Street site, CSOSA agreed to become part of a working group led by the Mayor’s office that would seek to identify suitable alternative sites.

In February, CSOSA extended its search for alternative sites. Two additional sites were proposed, only one of which was responsive to our solicitation and which we are considering.

On March 19th, CSOSA Interim Director Jasper Ormond addressed the status of the field unit search while appearing as a guest speaker at the Bloomingdale Civic Association meeting. Interim Director Ormond told the audience that CSOSA’s success as a public safety organization depends upon the strength of the partnerships we are able to establish in the communities that we serve. He emphasized the fact that our field units are the primary vehicle through which we connect with

the community, and the defendants and offenders we supervise. Thus, because the units are vital to our operation, CSOSA will continue its efforts to establish additional field units within the District of Columbia community.

### FEATURING . . .

- Training & Conference Information, page 6
- CSOSA Family Focus Interviews, pages 7, 11
- Anniversaries, page 8
- New Employees, page 9

# Partnerships with Police are Growing: Do You Know How Much?

By Bryan Young, Senior Program Analyst  
Community Justice Programs

Did you know that your colleagues are training 3,600 members of the Metropolitan Police for the District of Columbia (MPDC) on how Community Supervision Officers (CSOs) and police can work together to prevent crime and reduce drug related and violent crime recidivism? The training sessions emphasize how Community Justice Partnerships work. The police department divides the city into seven districts, which are divided into a total of 83 Police Service Areas (PSAs). CSOSA assigns cases to CSOs on a PSA basis, so that CSOs have their caseloads concentrated in one or a small number of PSAs. The CSO is now in a position to share information and to work together with police also assigned to that PSA. Through this system, CSOSA is able to continue to take supervision out of centralized offices into the neighborhoods where offenders will find resources to succeed as well as challenges that may require a CSO's intervention. Community Justice Partnerships demonstrate one of the creative ways in which CSOSA is replacing "fortress probation" with "community supervision."

Since October 2000, Community Justice Programs (CJP) and Community Supervision Services (CSS) have been facilitating workshops at the MPDC academy. CSOs Karen Farmer, Malik Waleed, Cheryl Pettus-Mack, and Laquisha Jones-Campbell and CJP staff members Rochelle Durant, Kweku Toure, Alice Harper, Jim Berry, Greg Thomas, and Bryan Young take turns conducting four workshops each week for groups of twenty to thirty CSOs and police officers. The sessions will conclude in late May 2001. By that time, CSOSA will have introduced all of the MPDC's uniformed officers to the agency's Community Justice Partnerships. Enhanced coordination between CSOSA and MPDC remains a top priority to make sure that the partnerships reach their potential.

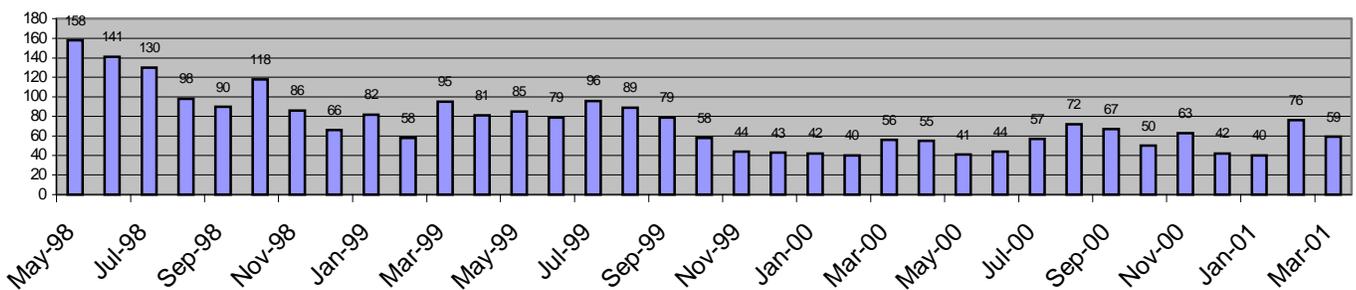
At the workshops, participants learn how the partnerships enhance community supervision and community policing. Facilitators emphasize how CSOs and police share information on high-risk offenders and conduct accountability tours, in which police and CSOs work together to visit offenders at their homes or on the streets. CSOs and police learn strategies to join forces with residents and other community stakeholders to address public safety problems. In addition, participants learn about offender orientations, in which CSOs invite offenders and their families to an evening meeting where CSOs and police talk about how they work together and offer resources that can help ease offender reintegration.

The partnerships, which are continuing to expand to additional PSAs, represent a significant part of the agency's goal to reduce the drug-related and violent crime recidivism rate among supervised offenders by 50 percent over the next five years. Commendation is deserved in many quarters of community supervision services as considerable progress has been made in expanding the partnerships to new PSAs.

- During the first quarter (Oct. 1-Dec 31, 2000), offender orientations occurred in 17 PSAs. (11 of which had new partnership activities).
- As of March 19, 2001, during the second quarter, CSOs completed 11 orientations (10 in new PSAs).

A large amount of work remains to be done to make sure that information sharing and accountability tours occur on a regular schedule in the PSAs that have already had an offender orientation. In the coming months, Community Supervision Services and Community Justice Programs will continue to refine strategies to expand the partnerships to new areas and to make sure the partnerships remain vital in PSAs where collaboration has begun.

**DC Parolees Arrested On New Charges: May 1998-March 2001**  
**CSOSA's overall efforts are working to reduce crime!**





## CSOSA Office of Financial Management

By Paul Girardo, Acting Director

The Office of Financial Management manages Agency funding and provides Agency decision-makers and regulatory bodies with relevant financial information. Critical functions include: Preparation of Agency budget requests, monitoring and reporting current and prior year funding, and ensuring compliance with laws and regulations. The Office of Financial Management records valid obligations, processes vendor payments and provides reimbursement to employees for work related expenses, such as travel.

### How to contact the Office of Financial Management

The Office of Financial Management has one Budget Analyst assigned to each CSOSA component. Please contact your Budget Analyst if you have questions concerning vendor payments, travel, or the current status of obligations in your organization. If you are unsure of the Budget Analyst assigned to your unit, please contact the Office of Financial Management at 202-220-5715.

"The ideals that have lighted my way and time after time have given me new courage to face life cheerfully, have been Kindness, Beauty and Truth." - **Albert Einstein**

### DID YOU KNOW???

By Kathleen J. Ferte'

Director, Office of Procurement

Did you know that the pen you are using might have been manufactured or assembled by a blind or severely handicapped person? The Javits-Wagner-O'Day program (JWOD), enacted by Congress, provides employment opportunities for approximately 34,000 Americans who are blind or have other severe disabilities. Our Agency's procurement policy requires consideration of JWOD products when purchasing office supplies. JWOD provides a wide variety of products including steno notebooks, pencils, postable ("sticky") notepads, file folders, pens, markers, calendars, address labels, and cleaning supplies. By ordering JWOD items, you will be contributing to a very worthy program that provides jobs and increased independence to thousands of people. Please remember to review the JWOD catalog when choosing office supplies. If you need a copy of this catalog, please call the Office of Procurement at 220-5703.



## LEGISLATIVE UPDATES



From the Office of Legislative, Intergovernmental and Political Affairs

by Michael Lawrence,  
Associate Director

### Interim Director Jasper Ormond Testified before Congress

On April 3, 2001, Interim Director Jasper Ormond testified before the House Committee on Appropriations, Subcommittee on the District of Columbia to discuss CSOSA's Budget Request for Fiscal Year 2002.

### Senate Hearing on the Drug Abuse Education, Prevention and Treatment Act of 2001

On Wednesday, March 14, 2001, the United States Senate, Committee on the Judiciary, held a hearing on Senate Bill 304 (S.304), "Drug Abuse Education, Prevention and Treatment Act of 2001." S.304 was introduced in February by Senators Orrin Hatch, Patrick Leahy, Mike DeWine, Joe Biden and Strom Thurmond. The hearing, "Treatment, Education, and Prevention: Adding to the Arsenal in the War on Drugs," included panelists Dr. Alan Leshner, Director, National Institute on Drug Abuse; Donnie Marshall, Administrator, Drug Enforcement Administration; Dr. Robert DuPont, Former White House Drug Czar and Carroll O'Connor, Actor and Drug Prevention and Treatment Advocate.

S.304 provides funding for federal demonstration projects for successful re-entry of offenders into local communities. Title VI, "Offender Re-entry and Community Safety Act of 2001," Sec. 613, "District of Columbia Intensive Supervision, Tracking, and Reentry Training (DC ISTART) Demonstration" authorizes an appropriation of \$13.8 million over three years to help high-risk offenders under CSOSA's supervision successfully transition into the community.

### D.C. Appropriations Subcommittee

On March 7, Chaka Fattah\* of Pennsylvania was named Ranking Member of the House Appropriations Committee, Subcommittee on the District of Columbia. The Subcommittee is chaired by Joe Knollenberg of Michigan, and includes the following members: Ernest Istook (R-OK), Alan Mollohan (D-WV), Randy (Duke) Cunningham (R-CA), John T. Doolittle (R-CA)\*, John E. Sweeney (R-NY)\*, David Vitter (R-LA)\* and John W. Olver (D-MA)\*.

\*New Members of the DC Subcommittee on Appropriations in the 107<sup>th</sup> Congress.

## D.C. Sex Offender Registry Now Online

By Bill Erhardt,  
Associate Director of the  
Office of Special  
Criminal Justice Projects



One activity of the Office of Special Criminal Justice Projects that has been recently in the public eye is the Sex Offender Registry for the District of Columbia (D.C.). In 1997, D.C. enacted its first “Megan’s Law”. Under the 1997 law sex offenders were required to register with the Metropolitan Police Department. The Police Department was empowered to provide notice to the community of sex offenders who reside, work or matriculate in the District of Columbia. The initial Megan’s Law was very cumbersome and was never fully implemented. Last year the initial law was repealed and replaced by the District of Columbia Sex Offender Registration Act of 1999. Under the new law the sex offender registration function is placed in CSOSA and the community notification function remains with the Police Department. Placement of the sex offender registry in CSOSA was logical since most, but not all, persons subject to registration as sex offenders are also under either parole or probation supervision by the Agency. The sex offender registration office resides in the Office of Special Criminal Justice Projects.

CSOSA officially assumed the sex offender registration function on October 1, 2000. The staff of the Office of Special Criminal Justice Projects work closely with the sex offender supervision units in Community Supervision Services to identify sex offenders who must register under the Act and effect registration. The actual registry is maintained in a state-of-the-art database developed by CSOSA Information Technology staff. Information on active registrants is transmitted electronically to the Police Department. The D.C. Sex Offender Law is an offense based law. Sex offenders are classified as A, B or C offenders based upon the seriousness of the offenses of which they were convicted.

In early March, days before the Police Department was planning to implement community notification of sex offenders, the Public Defender Service petitioned the U.S. District Court to enjoin the community notification process pending resolution of a Constitutional challenge to D.C.’s offense based law. The Court granted the Public Defender’s petition in part, barring any community notification of offenders sentenced under either the Federal Youth Corrections Act or the D.C. Youth Rehabilitation Act, and limiting passive community notification over the Internet to those designated Class A, the most serious offenders. On March 5, the Police Department fulfilled their community notification function by launching their sex offender

website with information on all actively registered Class A offenders. Information on Class B and C offenders can be obtained by the public at the various police districts.

In the meantime, the sex offender registration process continues and the Court will consider arguments on the Constitutionality of the District of Columbia offense based Megan’s Law. Stay tuned.

You Can Visit the Registry at <http://www.mpdc.org/>

**“Appreciation is a wonderful thing: I t makes what is excellent in others belong to us as well” — Voltaire**

## Facilities Management Division

By Wikita Hoffman, Associate Director

CSOSA’s Facilities Management Division supports the Agency through a variety of functions. Some of them include lease negotiation for new field units, building maintenance and repairs of existing facilities, alterations of space, furniture and equipment acquisition, fleet management, and move coordination. Presently, we lend this support to at least fourteen locations, and we are always looking for future expansion sites.

### How to contact Facilities . . .

The CSOSA Facilities Management can be reached through two sources. All non-emergency requests, such as custodial, maintenance, plumbing, parking management, etc. should come to Facilities via e-mail. Any request from the Field Units should come via e-mail from the staff person through the supervisor of the division. Supervisors will forward the requests to the CSS Helpdesk e-mail address [CSSHelp@csosa.gov](mailto:CSSHelp@csosa.gov). Staff at 633 Indiana should e-mail [facilities@csosa.gov](mailto:facilities@csosa.gov). Emergency requests, such as floods, should be called in to the Facilities Emergency Line at 202-220-5740 and followed up with an e-mail for tracking purposes.

### How can we serve you better?

Facilities staff are notified of all requests and schedule the services accordingly. We can help expedite your request when they are directed through the facilities help desk or the help emergency line as outlined above. This is our measure of monitoring our performance and response time on the initial request through our “Facilities Tracking System.” When contacting us via email always include your building location, room number, and phone number as well as a description of the request. Please give us advanced notice of moves and new additions to staff, so that we can serve you better. We look forward to improving our existing level of support for everyone within the Agency.

# CSOSA Training and CSS Conferences Updates

*Information provided by Pereuna Johnson, Director of Training and Career Development  
and Frances Washington, Training Manager, Community Supervision Services*

## Gearing up for Third Quarter

The staff of the John A. Carver Training and Career Development Center is gearing up to announce its third quarter course offerings. A slight change in the formatting of the announcement is planned to include course descriptions, the target audience, and any prerequisites required. Look for the announcement on the CSOSA web and in hard copy around April 2<sup>nd</sup>. Several new courses will be offered which include Effective Presentations Techniques, Teambuilding, Ethics Follow-up, Anger Management, EEO Training for Managers, Adult CPR, Basic Self Defense and Communicating Across Gender to name a few. In addition to the new classes, the Leadership Development Program continues in the new quarter as does Pharmacology of Drugs and Alcohol for first and second year Community Supervision Officers and the Writing Skills Review.

## For more information about these conferences, please contact Frances Washington, 585-7409

National Association of Alcoholism  
and Drug Abuse Counselors  
25th Annual Conference  
May 23, 2001 to May 26, 2001  
Portland, Oregon  
www.naadac.org/

Volunteers in Prevention, Probation  
& Prisons, Inc.  
April 25th - 27th  
Park City, Utah  
www.vipmentoring.org

National Association of Sentencing  
Advocates  
June 6, 2001 to June 9, 2001  
Nashville, Tennessee  
www.sentencingproject.org

Nat'l. Assoc. of Drug Court Prof.  
May 31st - June 2nd  
New Orleans, Louisiana  
www.nadcp.org

American Correctional Association  
August 12th - 16th  
Philadelphia, Pennsylvania  
www.corrections.com/aca

Nat'l. Assoc. of Blacks in Crim'l Justice  
July 22nd - 26th  
Cincinnati, Ohio  
www.nabcj.org

Middle Atlantic States Correctional  
Association  
June 3rd - 6th  
Renaissance Hotel  
Washington, D.C.  
www.corrections.com/masca

American Probation and Parole  
Association  
August 26th - 29th  
St. Paul, Minnesota  
www.appa-net.org

"Women in Criminal Justice"  
— April 19-20, 2001

"Cross-Gender Communication"  
— May 11, 2001

"Train the Trainer"  
— May 11-15, 2001

"Advanced Hostage Negotiation"  
— May 21-25, 2001

"Maximizing the Internet"  
— June 27, 2001

## Birth Announcements – CONGRATULATIONS!!!

### Branch I

- 1 On March 18, 2001, **Kenitti Pinkett** from the Transitional Intervention for Parolees, Supervision (TIPS) Unit gave birth to **Warren Pinkett Jr.**, an eight pound six ounce baby boy, at 4:45 am.
- 2 **Frances Weekes**, from Diagnostic Team 26, gave birth to a baby girl, **Aunjelia Weekes** on February 19, 2001, at 10:45 a.m. The baby weighed 4 pounds 7 ounces.

### Branch IIB

On March 21, 2001, Community Supervision Officer **Valerie Yancey-Rogers** (Team 6) and her husband, **Anthony**, brought a baby girl, **Amber Gwendolyn Rogers**, into the world. **Amber** was born at 2:34 a.m. at Prince George's Hospital. She weighed 7 pounds, 11 ounces.

### Community Justice Programs

On March 30, 2001, at 4:04 a.m., Research Analyst **Dena Hanley** and her husband, **Eric Jefferis**, brought little miss **Hanley Raquel Jefferis** into the world. **Hanley** weighed in at 9 pounds, 11 ounces and is 21.5 inches long.



**We wish all mothers and the fathers a lot of patience and sleep.**



*Pictured above: (front row, left to right) CSOs: Kisha Patterson & Calvin Hargrove, SCSO Melody Piper, SCSP. Richard O'Brien, CSOs: Peggy Sandifer & Marie Asike; (back row) Michael Gunn, CSOs Darryn Gomes & Lisa Adams-Robinson*

### **5th District Mass Orientation**

*By Lisa Adams-Robinson,  
Community Supervision Officer, Branch IIB*

On March 19, 2001, a standing room only Mass Orientation for PSAs 502, 504, 505 and 507 was held at the 5th District Headquarters, 1805 Bladensburg Road. The purpose of the Orientation was to reinforce CSOSA and the Community Justice Partnership's missions of increasing public safety, preventing crimes, reducing the recidivism rate and supporting the fair administration of justice. The offenders were made aware that Community Supervision Officers, Police Officers and the Community of the 5th District are working together to make and keep our communities safe.

### **OFFICE OF SECURITY**

*by David LeVeck, Director of Security*

If you work at CSOSA, the Office of Security helped you to be hired as an employee. The Office of Security, along with the Office of Human Resources, works hard to turn applicants into CSOSA employees. Some of the Office's many responsibilities include conducting applicant preliminary background checks, initiating employee background investigations, issuing Agency proximity cards and credentials, providing guidance on the safeguarding of sensitive information, managing security guard forces, and implementing physical security measures at all CSOSA sites. In addition, the Office administers the Drug Free Workplace Program (DFWP), which includes applicant pre-screening, employee random drug testing, training and education, and rehabilitation.

The following individuals are assigned to the Office of Security: Dave LeVeck, Director; Carol Synder, Assistant Director; Tresa Grosshans, Manager, Drug Free Workplace Program; Voni Ross, Security Specialist, and Andrew Thomas, Security Specialist. The Office is located on the 7<sup>th</sup> Floor, 633 Indiana Avenue. Our telephone number is (202) 220-5750 and our fax number is (202) 220-5726. In future newsletters, we will present articles on crime prevention and personal safety, as well as DFWP related issues.

### **Family Focus on a Hard Working Queen . . .**

*By Uyen P. Pham,  
Program Analyst,  
Community Justice Programs*



The competition to name the CSOSA Newsletter was won by Geneva Queen. Her submission was "Newslink." The Newslink committee decided that she should have the honor of being the first person to be interviewed for this section.

Geneva maintains the title as being "the person [in CSOSA] with the longest original tenure from the old D.C. Board of Parole" (she smiles as she reminds me she is not the oldest person in CSOSA). Geneva serves as staff assistant to the Branch Chief/Deputy Compact Administrator and carries out a variety of administrative functions, including providing assistance in administrative procedures to implement the Interstate Compact for the supervision of parolees and probationers in Branch V, the Interstate Compact and Detainers Branch.

Geneva began her career in the criminal justice system as a summer worker in a juvenile court where she was inspired by a mentor to make a career within the system. Since that time, Geneva has spent approximately thirty years being a devoted public servant. She believes her career has been rewarding and fulfilling. She views herself as an "information dispenser center," and she constantly helps people find the information they need or directs them to a knowledgeable source. In the past, she has helped distraught parents learn more information about their children who are currently under CSOSA's supervision. Even though she receives challenging phone calls at times, Geneva remains professional by being open-minded and sensitive to each caller. However, she says you definitely "cannot be thin-skinned" in this business, as many people who contact her are not exactly concerned with telephone etiquette as they are often frustrated and upset.

Geneva remains loyal to the things she values the most in life: family, good health, and a great job. She has been happily married for 31 years and is delighted to have her two adult daughters also living in the D.C. area. Geneva's two daughters, like her, were educated in the D.C. public school system. Geneva earned an Associate's Paralegal degree and would like to further her education. Her daughters value education as well and are currently finishing up their advanced degrees while also pursuing careers that better the community.

Geneva ends the interview with zen-like advice. She says people should stop resisting change, let things flow and watch what will happen. In speaking about CSOSA, Geneva believes it is "just like a flower, [one] must plant it, be patient and wait until it gets stronger."



CSOSA IT Help Desk Staff (L-R): Gertie Crawley, Cheryl Hatcher and Marie Hall

## Your friends at Field Support

By Ginger Lynch, Field Support Manager

Field Support, a unit under Information Technology (IT) Service Delivery, is responsible for the Help Desk Operation and Desktop Support. We support all 600+ employees of the Court Services and Offender Supervision Agency across all 15 sites located throughout the area. Below is a brief description of the Help Desk function in Field Customer Support.

### Help Desk

The IT Help Desk, located at 633 Indiana Avenue, responds to all IT-related issues initiated by you, our user community. Telephone problems are also logged by the Help Desk, then reported to the vendor. The Help Desk hours are 8:00 a.m.-5:30 p.m., Monday through Friday. We currently have two help desk technicians and a help desk manager on staff.

There are two methods available for reporting problems: by phone at 202.220.5377 or by email to user "IT HelpDesk." Our Help Desk Technicians try to resolve your questions or concerns at the time of the call by employing troubleshooting techniques or simple instructions. If the problem persists, the matter is referred to the Desktop Support Team.

IT is not responsible for the support of some applications used by the Agency such as DTMS, WALES and CIS. In those instances, the Help Desk Specialists refer the problem to the proper support entity. In any case, a ticket is logged into the Help Desk software application. This application is the heart of the Help Desk operation. When you call or send an email requesting IT assistance, a ticket is opened. This ticket contains the user's name and office information as well as a description of the problem. A priority is assigned to the ticket and placed in the appropriate Team's queue. The date and time of the request is also entered. When the problem has been solved, the ticket is modified to reflect the date of resolution along with the solution.

The importance of calling or emailing the IT Help Desk to report your problem cannot be emphasized enough. By using this process, Information Technology can readily identify trends and measure response time, as well as build a knowledge base of solutions so that we can resolve your problems effectively and efficiently.

## Government Service ANNIVERSARIES (2/01 & 3/01) CONGRATULATIONS & THANKS TO ALL!



### One Year

Austine C. Clagett

Lavette M. Crosby

Atiya E. Epps

Raquel Martinez-Niles

James G. Smith (21 with Govt.)

Steven G. Steinberg

Andrew M. Thomas

Gregory S. Thomas

Tonya R. Turner

Jeffrey A. Walker

Rolanda N. White

Thomas H. Williams

### Five Years

Marie Asike

Deborah Pinchback-Cook

Dana Robinson

### Ten Years

Alicia Holder

Lori Huff

### Fifteen Years

John Jones

Robert Manuel

Valerie Yancey

### Twenty Years

Frances Weekes

### Thirty Years

Maetta Brown

Etheleen Harris

Sylvia Lee

David Orr

### Thirty-Five Years

Rochie McQueen, Jr.

(started in 09/65)

## Please Welcome The Following New Employees To CSOSA (February & March 2001):

### Community Supervision Division

Damila Adams  
Andrea D. Alexander  
Chanea M. Cary  
Laura E. Colon-Marrero  
Sylvia Covington  
Michelle C. Dunwoody  
Erika Edwards  
Danielle M. Epps  
Marcia C. Freeman  
Keith Hook  
Emesha T. James

Saher Kahn  
Mia F. Mimms  
Nikkia C. Pitts  
Patrice Richardson  
Willie Sanders, Jr.  
Michael A. Scoloveno  
Chris D. Smith  
Phil J. Simpson  
Angela D. Oliver  
Rasheed J. Tahir  
Tosha Trotter

### Planning and Evaluation

Joyce McGinnis

### Financial Management

Denise Elliott

### Information Technology Staff

Gertie Crawley

W E L C O M E a b o a r d !

## THE ILLEGAL SUBSTANCE COLLECTION UNITS

*By Michael L. Gunn*

The mission of CSOSA's Illegal Substance Collection Unit (ISCU) is to contribute to improved public safety by ensuring integrity in the initial and on going phases of the drug testing process. It exists to help deter District of Columbia parolees and probationers from posing a threat to public safety and to help Federal and local judicial officers make informed decisions regarding offender supervision.



### **CSOSA-PSA**

The CSOSA-PSA ISCU opened on April 10, 2000. The unit is located at 300 Indiana Avenue, N.W., Room 2001. Michael Gunn, Branch Chief, manages the unit along with a staff of 13 dedicated drug testing technicians. Twenty-six CSO teams are assigned to this site, and the unit averages about 600 offenders per day.

Our probation statistics for February indicate that staff performed 694 spot-tests, 755 placements and collected 12,187 samples. Since conducting the initial drug tests at the point of intake are valuable for screening purposes, staff identified 334 as the initial spot-tests from intake and 46 as the initial pre-sentence investigation tests. Our parole statistics indicate staff performed 200 placements and 20 initial spot-tests.

Our staff provides a variety of other services to Community Supervision Officers and offenders. Photographs of first time clients are taken and placed into DTMS. This system uploads the photos to the Info-Web. ISCU staff at other collection sites use the Info-Web for client identification to process the correct person reporting for drug testing and being escorted to the bathroom. Offenders reporting with Central Intake Team appointments are directed to report for assessments in Room# 2001 for treatment. Our staff adheres to rigid chain of custody policies and delivers samples in a timely manner to the Forensic Toxicology Laboratory, located on the sixth floor. Jerome Robinson, the Director, and Dr. James Jones, the Deputy Director operate the Forensic Toxicology Laboratory.

### **1230 Taylor Street**

The Taylor Street ISCU opened in June, 2000. The unit is located at 1230 Taylor Street, NW, Washington, D.

C. It is managed and supervised by Barbara Spencer and her hard working staff of 7 drug testing technicians. Six CSO teams are assigned to this site and the staff provide a variety of services, such as sample collection, offender placements, client identification, delivery of samples to the Forensic Laboratory, and monthly data collection. They process offenders through DTMS and collect samples for about 275 offenders per day.

For February 2000, the Taylor Street ISCU collected 4,376 samples, conducted 225 spot-tests and performed 390 placements.

### **3850 South Capitol Street**

The South Capitol Street ISCU opened on March 20, 2000. It is located at 3850 South Capitol Street, SE, Washington, D.C. It is also managed and operated by Barbara Spencer, and her hard working staff of 6 professional Drug Testing Technicians and a Community Supervision Assistant (CSA). The CSA assists all the ISCUs. Six teams are assigned to this site, and Ms. Spencer's staff provides a variety of services. These include sample collection, check-ins, placements, client photo-identification, pick-up of samples from the Assessment Orientation Center, and delivery of samples to the Forensic Toxicology Laboratory.

For February 2000, the staff at South Capitol ISCU collected 5,377 samples, conducted 497 spot-tests, and performed 433 placements.

### **Future Sites, Management & Policy Updates**

We appreciate everyone's assistance in helping us to build and develop collection sites within communities. We believe we can improve public safety by ensuring integrity and accountability through drug testing.

## Work Out Near Work

By Denise Elliott, Budget Analyst,  
Office of Financial Management

Did you know that there is a gym right outside our back door? "JOHO" is the Justice Occupational Health Organization. CSOSA employees can join for a very reasonable fee: \$300 a year for a non-DOJ employee, with a bi-annual fee of \$20 for CSOSA employees. You can even have the fee payroll deducted.

The gym has free weights, step machines, tread mills, rowing machines, and mats to for stretching and floor work. JOHO also has extensive group exercise programs which include yoga, spin classes, step aerobics, kick boxing, controlled impact, mat pilates, specialized classes to work your abs and lower body. There is also a "fit circuit" class which utilizes the Cybex machines in the weight room on alternating intervals. Classes run on a full schedule, some from as early as 7:00 a.m. to as late as 6:00 p.m.

The JOHO staff consists of fitness professionals who are certified in CPR and First Aid. They are committed to providing all members personalized instruction for maintaining a healthy and active lifestyle. For an additional fee, you can also join the Personal Training Program that provides one-on-one training and assistance to help you develop and/or improve your personal exercise program.

So, now that you are all excited and want to get fit, how do you join? You can call (202) 514-3930 for more information or just go to the Fitness Center, on the LL level of the Justice Building at 601 D Street. The JOHO is open from 6:30 a.m. to 8:30 p.m. daily.

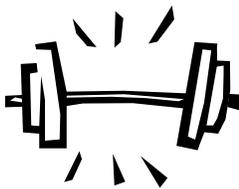
I joined the gym on my second day of employment with CSOSA and it is indeed a "perk" in my opinion. Hope to see you all there!

## Office of Professional Responsibility

By James Smith, Director, OPR

The Office of Professional Responsibility (OPR) conducts administrative investigations on issues of misconduct that are brought to the attention of the office by one or more complainants. The OPR is responsible for conducting reviews and/or investigations on possible instances of internal violation of laws or regulations, mismanagement, gross waste of funds, abuse of authority, substantial and specific danger to public health and safety, and allegations of employee misconduct.

It is widely believed that OPR's investigations are not objective. Thus, during its FY 2001 first quarter performance plan, OPR set a goal of providing information about the complaint program to supervisory and non-supervisory personnel of the Pretrial Services Agency (PSA). Thus, OPR presented information about the program to Pretrial



## DID YOU KNOW ?

By Lisa Terry, Assistant General Counsel

Did you know that as a CSOSA employee, you could actually be sued in your personal capacity for work that you perform on behalf of CSOSA? In other words, a plaintiff, most likely an offender under supervision, would attempt not only to sue the Agency, but also you as an individual to make you financially liable for his/her "losses." But do not fret. In these types of cases, it is rare for an employee of the federal government to be held personally liable for actions taken in the context of his/her duties. Nevertheless, it can happen and you need to know what the legal standards are and what to do if you are named in a lawsuit. Remember, you cannot avoid being named as a defendant, but you can certainly try to avoid being held liable for your actions. If you would like to reduce your chances of seeing your name in a court pleading with a monetary judgment next to it, read this carefully.

First, you need to understand that as long as your actions were **within the scope of your employment, there is a strong likelihood that** you won't be held personally liable. Basically, this means that at the time the defendant's claim "arose," all you were doing was performing your job, at the time and place you were instructed to perform it, and for the purposes of serving CSOSA. If, on the other hand, you were engaged in conduct that does not primarily serve the Agency, or which is different from the job you were hired to perform, your conduct is outside of the scope of your employment and could get you in trouble. This is all thoroughly explained in the applicable Agency policies, as well as during our training sessions. It is important that you read and understand these policies and absorb the information taught to you during training.

Second, if you are served a subpoena in which you have been sued, bring the documents to the Office of General Counsel immediately. Time is of the essence. It is difficult, although not impossible, to reverse a default judgment entered by a court because the Agency has failed to respond to the complaint. In appropriate cases, the OGC will seek representation on your behalf from the U.S. Department of Justice. In the great majority of cases, DOJ will provide representation for you. In all cases, you will be advised by OGC staff on how to proceed.

Services Agency personnel, senior managers of CSOSA, and first line supervisors and non-supervisory CSOSA personnel during the months of November and December 2000.

Training was also provided to new employees during the January "New Employee Orientation" and the March "Community Supervision Officer's Class". The training provided the attendees with an overview of the daily functions and duties of the office and discussed employee obli-



## From Intern to CSO: Interview With Walter Hagins

By Lisa Terry,  
Assistant General Counsel

Walter Hagins believes he made the right decision in joining CSOSA. As a CSO in the Domestic Violence Intervention Program for the past year and a half, Walter finds his job both challenging and rewarding. He provides counseling to 25 offenders on a weekly basis on issues related to domestic violence. This is no easy feat: as Walter modestly explains, his clients are often in denial about their violent tendencies and may not even show remorse for their past actions. When this happens, Walter turns up the heat and tries to give that client one-on-one attention. In the end, Walter explains, he tries not to pass judgment in order to build a more trusting relationship with his clients. He finds this is especially difficult with the older generation of offenders who tend to be domineering and controlling, and who, as Walter amusingly points out, are old enough to be his father. With these clients, he says he tries to “clear the air” with open communication before any resentment builds. Walter says he also relies upon his team members a great deal for support.

Walter came to CSOSA from the National Naval Medical Center where he served as a benefits advisor for 8 years. Prior to that, he was a police officer in the Air Force. It was then that he realized he wanted to pursue a career in law enforcement, but that he wanted to serve in a rehabilitative capacity. Walter is especially suited for his job since he holds two degrees in social work and was a former intern with CSOSA’s Domestic Violence Supervision Unit. It was in that capacity that Walter decided to pursue a career at CSOSA. Determined to be a CSO, Walter worked to turn his internship into a permanent position with CSOSA.

Walter has a solid understanding of his job and client base. The only question he seems to have trouble answering is his age, pausing and counting from his date of birth to try to figure it out! Fortunately for Walter, however, he remembers the name of his wife (Cynthia) and his two children (Jonte and Dominique).

In concluding the interview, I asked Walter if he could say one thing to our readers, what that would be? “To supervisors and managers,” he responded, “I would say it’s very, very important to get input from line workers when policies are being drafted . . . line workers should be considerate of the policies and protocol that are drafted.” “Neither party,” Walter added, “should take it personally.”

## What’s in, with Intake?

By Marigold Henderson,  
Supervisory Community Supervision Officer, Intake Diagnostic Evaluation Resource Branch

### Letter of Commendation to CSO Paul Washington

In a letter dated January 22, 2001, the Honorable Jose Lopez sent Community Services Officer (CSO) Paul Washington a letter of commendation on a Sex Offender Presentence report completed by CSO Washington. It should be noted that CSO Washington only recently joined CSOSA when he entered the CSO Academy on September 11, 2000. He was subsequently assigned to Diagnostic Team 43 on October 31, 2000. Judge Lopez wrote in part, “I just want to compliment you for such a thorough and clear report. It was very helpful to the Court.” It is not everyday that judges take time to compliment Community Supervision Services on a job well done. We congratulate Mr. Washington on his success. Keep up the good work!

### New Diagnostic Intake Procedures Manual

Over the past year the Branch has been diligently working on drafting a new Diagnostic Intake Procedures Manual for Branch I. This manual is almost complete and marks the start of a restructuring of services in Branch I. The process started with meetings with the judiciary staff, United States Parole Commission and the Bureau of Prisons to determine how to make this important document more useful and beneficial to all. Branch I is in the process of making major changes to the format and substance of all of the Presentence Reports. These changes will provide a more comprehensive report which will include information and activities not previously reported. The changes will allow us to focus on meeting our Critical Success Factor (CSF) goals. We are looking forward to a positive response to this major initiative.

### Representation at Sex Offender Training I

The sixth annual Sex Crimes-Sex Offenders Current Issues in Investigation, Assessment and Supervision conference was held February 7-9, 2001, in Las Vegas, Nevada. Diagnostic branch CSOs Karmilla Blackmon and Paul Washington attended this conference. The theme of this year’s conference was A Gathering of Leading Experts. The conference was organized into several presentations that included topics such as “Determining Sex Offender Risk,” “Sexual Deviation,” and “Child Molesters- A Behavioral Analysis.” As CSOs Blackmon and Washington are new to the Sex Offender Diagnostic Team, the conference was very beneficial to them. The information from the conference make CSOs Blackmon and Washington better able to provide more accurate sentencing recommendations, in support of CSOSA’s primary mission of increasing public safety.

## Branch II - A Update

By Dorian Sanders, Supervisory  
Community Supervision Officer,  
Adult Probation



A mass orientation for PSA 303, 311 and 312 (Team #10) was held on January 31, 2001, at the New Bethel Baptist Church in the 3<sup>rd</sup> District. Offenders, CSOs, Metropolitan Police Department (MPD) officers and lieutenants, community partnership participants and stakeholders were present. Mass orientations are held every three months. All offenders who have been placed on probation within the three month period are informed of CSOSA's expectations of them while on probation or parole and the services offered by CSOSA and the CSOSA community partnerships (i.e., city agencies, social service providers and key stakeholders). The community justice partnership with MPD is also explained. Offenders are informed of the sharing of information between CSOs and the MPD and accountability tours between CSOs and MPD. The purpose of this partnership is to increase the accountability of

the offender, improve the criminal justice system's accountability to law-abiding citizens, and to enhance public safety.

In February 2001, a meeting was held with Assistant Chief McManus and the lieutenants for the PSAs in the 1<sup>st</sup>, 3<sup>rd</sup> (Team #10) and 5<sup>th</sup> Districts. The lieutenants were informed of the CSOSA Community Justice Partnership with MPD. They also received a CSO listing with the names and telephone numbers of the CSOs who were supervising offenders in their prospective PSAs. A tentative mass orientation (Team #10) is being scheduled for April 2001. A mass orientation for PSA 102 and 302 (Team #41) occurred on March 29, 2001.

CSOs supervising offenders in PSA 201-209, 308, 309, 310 & 402 (Team #21) have received initial training with the MPD regarding the community justice partnership. PSA 201- 209, 308, 309, 310 & 402 case presentations are now being scheduled. During case presentations, CSOs meet with MPD officers in their prospective PSAs to identify offenders who are on bench warrant status and who are at high risk for recidivism.

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## OFFICE OF THE GENERAL COUNSEL

By Lisa Terry,  
Assistant General Counsel

Since this marks the first issue of the CSOSA newsletter, OGC thought we would take the opportunity to introduce ourselves and let you know a little bit about what we do. In future articles, we will feature some of the exciting issues that cross our desks.

The Office of the General Counsel has grown considerably since the Agency's inception in 1997. It now consists of the general counsel, 3 staff attorneys, a Freedom of Information Act (FOIA) Officer, a FOIA paralegal, a records manager, a management assistant, and an administrative assistant.

The attorneys provide legal advice and services to the leadership and staff of CSOSA, as well as the Pretrial Services Agency, on a wide range of issues affecting the Agency. On any given day, the attorneys may be called upon to handle such issues as ethics, labor and employment law, tort liability, appropriations law, contracts, confidentiality and privacy, and correctional law. You are probably most familiar with the attorneys through the many training sessions conducted throughout the year for current staff and new CSO classes. It is safe to say that at this point in time, all CSOSA and PSA employees (that's approximately 800 people) have been trained by OGC staff.

By far, some of the most challenging and rewarding issues facing attorney staff have been those concerning the development of Agency policies that relate to the supervi-



sion of offenders. Currently, we are working with staff from the office of Community Justice Programs to find a way to allow members of the community to volunteer to serve as mentors to our offenders. There are some legal and other obstacles that we will have to overcome but we believe that this policy will significantly contribute to CSOSA's mission of successfully reintegrating offenders into society.

### Records Manager

As for the "records manager," that is a deceptive title. One might think that our records manager spends his time organizing and maintaining files. However, what he actually does is ensure that our policies, regulations, and forms comply with federal law. Even though he's not a lawyer, he effectively keeps the Agency out of trouble - a very important endeavor.

### Freedom of Information Act (FOIA)

Our FOIA office is our highest volume unit with a very labor intensive responsibility. In addition to other tasks, the FOIA staff respond to approximately 50 FOIA requests per month. These requests require the FOIA specialist to review hundreds of files and to reproduce copies for the requestor. They have processed approximately 526 FOIA requests to date and reproduced approximately 27,008 pages of copies. Anyone would agree that these are mind-boggling numbers.

If you are curious about what we do or need advice on a specific problem, please do not hesitate to call the OGC staff. We are here to serve you.

## Branch IV Update - Special Supervision

By Tanya G. Ray, Branch Chief

On March 10, 2001, and March 11, 2001, I represented CSOSA at the Peaceful Families Training Workshop, sponsored and directed by Sharifa Alkhateeb. My purpose was to inform the Muslim and other ethnic community leaders of the process of an individual's entry, judicial status subsequent to Court action, and community and CSOSA's therapeutic/counseling services, particularly in the area of Domestic and Family Violence/Intervention. A comprehensive handout/booklet was prepared and distributed during the training workshop, as well as for the writer's presentation.

The information and training was well received by the attendees. This effort represented a concerted attempt to bridge the gap between D.C. Court Services and other ethnic communities/organizations. I demonstrated the agency's mission and goals; explaining the system using the Department of Justice's flow charts of court intervention, and acts of therapeutic intervention in the areas of domestic and family violence.

*CSO Walter Hagins submitted the following summaries:*  
**3/14/01 Howard Univ. Domestic Violence Seminar**

This seminar was geared toward 2nd year MSW (Masters of Social Work) students who may be interested in working in the field of Domestic Violence. Joyce Thomas, a renowned authority in the field, presented statistics on domestic violence (especially for the minority community). Mr. James Gray (a panelist) thanked CSOSA and the Domestic Violence Intervention Program (DVIP) for assisting him with research subjects for his dissertation. In addition, Dr. Annie Brown applauded the efforts of CSOSA and the DVIP for mentoring and preparing MSW students for careers in Criminal Justice and Domestic Violence. In conclusion, Dr. Annie Brown gave special recognition to those of us who graduated from the MSW program and who went through the Domestic Violence Project (most of whom interned with CSOSA's DVIP and Domestic Violence Supervision Unit).

**1/17/01 Georgetown University Law School**

This presentation focused on CSOSA's DVIP. The following topics were addressed: the process of how offenders are referred to DVIP; the length of the program; guidelines regarding the Contract of Participation; and the demographics of offenders referred to the DVIP. DVIP served as part of a consortium of domestic violence systems aimed to educate, prevent, alert, and treat victims and perpetrators of domestic violence offenses. This consortium also featured a presentation by Judge Brook Hedge who is involved with Domestic Violence Counseling.

## Retirement and Promotions in the Interstate Compact and Detainer's Branch



By Cheryl Merrifield, Supervisory  
Community Supervision Officer

Congratulations! In December 2000, Catherine Terry-Crusor was promoted to Branch Chief. Cathy was hired in 1988 as a Probation Officer for D.C. Superior Court. In 1996, she was promoted to supervisor of PPRC (Probation and Parole Resource Center). In addition, she was supervisor of the Young Adult Unit, Community Resource Program for Young Adults, and Supervision Team #21. Cathy enjoys her new assignment and looks forward to work toward continuing the goals of bringing the Branch into compliance with CSOSA's mission.

Two retirees will be sorely missed. The Interstate Compact and Detainer's Branch will have its second retirement party within the past four months. On December 31, 2000, Tim Carroll retired after almost thirty years of service. Tim started his career in 1971 as a Probation Officer at D.C. Superior Court. Shortly thereafter, he was promoted to supervisor. During his career he supervised the Southeast Field Unit, the first Adult Diagnostic Unit and the Juvenile Intake Office. In 1986, he became Deputy Compact Administrator, where he remained until his promotion to Branch Chief for the Interstate Compact and Detainer's Branch.

Throughout his illustrious career, Tim received numerous awards and citations. In 1999, he became president of the Parole and Probation Compact Administrators Association. Although Tim is retired, his legacy continues in the ratification of the new Interstate Compact Agreement, which he was instrumental in developing. Tim is now enjoying his retirement with his wife, Jean, on the beaches of Charleston, South Carolina.

Mr. Jeffrey Covell also recently submitted his retirement papers. Jeff is currently the supervisor for Team #25. As of the end of March, when he officially retired, he had almost 29 years of service in District government. Jeff's career started in 1972 with D.C. Parole and in 1989, he was promoted to supervisor of the Young Adult Unit. During the infancy of CSOSA, Jeff served as the Interim Deputy Associate Director of Community Supervision Services. Jeff was a key player in the successful merging of Probation and Parole.

The Interstate State Compact Branch wish both Tim and Jeff all the best.



## Building Seamless Systems: Supervision and Treatment

By John Milam, Branch Chief and Trudy A. Mitchell-Gilkey

The Substance Abuse and Treatment Branch (SATB) offers thanks to staff agency-wide for their generous support of and commitment to the treatment initiatives of SATB. Through your relentless and conscientious efforts, Community Supervision Services has made significant strides toward achieving the majority of our critical success factors. Notwithstanding our modest milestones, we still have a long way to go.

The SATB supervises and provides treatment intervention for individuals among the District's most volatile offenders. Whether the client is a Drug Court offender in need of additional judicial sanctioning or a paroled sex offender returning to the community after serving a lengthy sentence, sound supervision procedures and valid treatment intervention allow offenders to matriculate through a continuum of treatment, which is a mainstay for success in the Agency's mission.

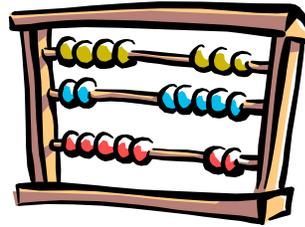
Applauded are the valiant and indefatigable efforts of the twelve Treatment Specialists and four Community Supervision Officers in the newly-developed Central Intervention Team. In the month of March 2001 alone, approximately 1,000 offenders participated in treatment facilitated by the treatment professionals and approximately 700 received some form of substance abuse intervention. Many of these offenders maintain sobriety in this program, which rivals many accredited treatment programs across the country.

Staff within the STAR/HIDTA and SAINT/HIDTA supervision teams focus their efforts on intertwining treatment and sanctions interventions. By distinguishing those offenders who are amenable to treatment from those who are resistant to it, the Agency can continue to exercise fiscal responsibility in securing contractual service providers. The success of this approach is evidenced by the continually high percentage of offenders who regularly test negative for illegal substances.

Similarly, the Mental Health teams have continued to be responsive to the ever-changing complexities of supervising mentally-challenged offenders. These teams have demonstrated considerable ingenuity and teamwork to address the diminishing number of mental health treatment providers by implementing on-site AIDS/HIV, mental health, and anger management groups. They have also instituted a comprehensive referral process utilizing public health service agencies and an on-site consulting psychologist.

The Sex Offender teams have made major strides toward providing the public with access to the Sex Offender Registry. They continue to work closely with the Metropolitan Police Department's Sex Offender Registry Office to ensure that accurate and current sex offender information is provided to the MPD and to ensure that sex offenders remain in

compliance with the law. The unit recently completed the comprehensive Sex Offender Manual that outlines the general practices and guidelines for the unit. Applause!



## CRUNCHING THE NUMBERS . . . (February)

- 1,463** . . . Total number of female offenders under supervision at the end of the month
- 8,901** . . . Total number of male offenders under supervision at the end of the month
- 617** . . . Number of offenders assessed within 28 days of initial contact with CSOSA
- 315** . . . Number of new accountability contracts (sanction based contracts)
- 5,980** . . . Total number of offenders employed full-time
- 1,201** . . . Total number of offenders employed part-time
- 259** . . . Total number of offenders attending a vocational or other type of school
- 7,379** . . . Number of internal placements for substance abuse (testing, surveillance, or treatment groups)

**KEEP UP THE GOOD WORK!!!**

◆ **Thanks to all of the staff who submitted updates and other articles of interest!**

◆ **Special thanks to the following people for editing, proofreading, interviewing, and photographing people and events:**

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Thank you all! See you next month,  
Paula Dee Marshall, Editor

Special Counsel, Office of the Director