



A MONTHLY PUBLICATION OF CSOSA

Volume 3, Issue 6

July 2003

Voice of the Director



Paul A. Quander, Jr.

“All roads lead to the community.” I doubt that the employee who casually uttered that statement to me realized how aptly those few words captured the essence of CSOSA’s mission. Nor could she have known that I would continue to reflect back on her quiet pronouncement for weeks afterward -- mulling it over, considering it from different angles and eventually adopting it as a sort of adage to remind myself of who we work for and why.

The single, most important factor in my decision to accept the appointment as Director of CSOSA was the opportunity to lead an organization that was making a direct and tangible impact on the community where I grew up, raised my family and continue to live. Most of us who have been in the workforce for more than a few years can recall at least one experience of working in an organization where there was only a vague connection between our day-to-day work and the people it was supposed to benefit. If we were lucky, the job was a temporary means to an end or a bridge to more satisfying employment. If we were not,

we may have struggled to find enough meaning in the work to allow us to continue showing up every day.

Not so at CSOSA. On any given day we need not look far to identify an individual whose life has been made better by the services we provide. Be it the offender who flourishes under the structure of supervision and over time becomes a contributing member of the community or the senior citizen who no longer feels threatened by illegal activity in the neighborhood because of our efforts to remove those who would detract from the community by their criminal behavior.

CSOSA continues to expand the meaning of community supervision with every new organizational partnership, each new program and every one-on-one relationship with a community member we establish and foster. Maintaining these partnerships requires that we have a presence in the community, not only from CSO desks in the field sites, but from the police district community rooms, church fellowship halls, recreation centers and the various other places where the community meets. I have attended numerous Community Justice Advisory-

(Continued on page 18)

Inside This Issue:

<i>CSOSA EVENTS</i>	<i>Page 2</i>
<i>OFFICE UPDATES</i>	<i>Page 6</i>
<i>SMART UPDATES</i>	<i>Page 11</i>
<i>EMPLOYEE FOCUS</i>	<i>Page 13</i>
<i>VARIETY PAGES</i>	<i>Page 14</i>
<i>HEALTH & FITNESS</i>	<i>Page 16</i>
<i>BULLETIN BOARD</i>	<i>Page 17</i>

Special Points of Interest:

- *CSOSA makes strides toward helping offenders obtain Non-Driver's Identification*
- *Remembering this year's CSO Week event*
- *Human Resources Info Tip of the Month*
- *FAQ about the Drug-Free Workplace Program*
- *Helpful Help Desk Tips*
- *CSOSA Success Stories*

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



**CSOSA AND PROJECT EXCEL
PARTNER TO PROVIDE OPPORTUNITIES**
*Submitted by Robert J. Murphy, Jr., Media Specialist
Office of Legislative, Intergovernmental and Public Affairs*

On Tuesday, June 24, 2003 CSOSA's Vocational Opportunities for Training, Education and Employment (V.O.T.E.E.) Unit joined with the Excel Institute to give a group of 16 young men under community supervision a chance for a better future.

The Excel Institute, founded by its President, George Starke, former Washington Redskin, is a two year automotive technician training program that includes basic literacy, workplace counseling and on-the-job training as part of its basic curriculum. The Excel Institute will offer these young men the opportunity to train for a career, earn a high school equivalency diploma, and obtain an unsubsidized job in the automotive industry. Mr. Starke in his continuing efforts to reach out to young men waived the normal fees attached to the two-year program, amounting to about \$30,000.

CSOSA Director Paul A. Quander, Jr. attended the luncheon held at the New Commandment Baptist Church in Northwest Washington, along with young men who will soon begin the automotive training program. His remarks before the men and invited guests centered on the opportunity this program held for their future and the need to take advantage of it. The Reverend Sharon Best, also a guest speaker at the luncheon, had a more directed wish for the future graduates. She told them that she expected her car to be serviced properly upon their graduation in 2005. The young men were given certificates and a new wrench to symbolize the beginning of their training program.

The Department of Employment Services for the District of Columbia also partnered with CSOSA and the Excel Institute by agreeing to provide the reference books, shop wear, tools and transportation needs of the enrollees.

3RD ANNUAL TASTE OF CSOSA

TANTALIZES OUR TASTE BUDS

*Submitted by Arla Scott, Management Analyst
Office of Management & Administration*



On Thursday, June 26, 2003, the Special Observances Committee hosted the third annual Taste of CSOSA. Amidst good food, camaraderie, laughter and music, the staff members of CSOSA and PSA, once again, demonstrated, what it's like to work hard and play hard. The event was a culinary festival of culture and family history. We had dishes from as far as the Dominican Republic to the small town of Ringgold, Virginia, and many points in between. Some dishes reflected strong family history with recipes coming from grandmothers or great grandmothers, while others were a reflection of cultural heritage.

The event allowed CSOSA staff a special opportunity to sample from various dishes cooked up by their colleagues, which were ultimately categorized as entrees, salads and desserts to determine the winners for "Best Taste", "Best Ethnic/Historical Theme", and "Best Overall". Deputy Director, Adrienne Poteat served as Mistress of Ceremonies. She made sure the festivities were exciting and lively, and stayed on schedule.

Special thanks to this year's judges; Susan Schaffer, Director Pretrial Services; Jim Williams, Associate Director, Management & Administration; McKinley Rush, Deputy Associate Director, Community Supervision Services; Linette Lander, Assistant General Counsel, Office of General Counsel; Linda Mays, Associate Director, Office of Human Resources; Valerie Collins, Branch Chief, Community Supervision Services; and George Pruden, General Counsel, Office of General Counsel.

If you haven't had a chance already, please be sure to view the [CSOSA Web](#) for a closer look at this year's winners. The link also provides more information about our annual tradition, along with some recipes, other culinary resources, and a photo gallery to display all the delectable fun! Congrats again to the winners - we look forward to seeing you and many more staff members at next year's event!



CSOSA LEARNING LAB TO ANCHOR NEW COMMUNITY SUPPORT CENTER

*Submitted by Cedric Hendricks, Associate Director
Office of Legislative, Intergovernmental and Public Affairs*

Because of the Court Services and Offender Supervision Agency's (CSOSA) continuing commitment to partner with entities working to make the District of Columbia a better and safer place to live, important new services will soon become available to residents of the community surrounding our South Capitol Street Field Unit.



On July 7, 2003, CSOSA's Director, Paul A. Quander, Jr., joined Reverend Anthony J. Motley and Mayor Anthony A. Williams to break ground on the Bellevue Homebuyers, Housing Counseling Resource Center. The Center, located at 4415 South Capitol Street, SW, will also house CSOSA's fourth Learning Lab.

Rev. Motley, who pastors Redemption Ministries and also serves as President of Inner Thoughts, Inc., conceived the idea for the Resource Center. Its principal mission is to develop affordable housing opportunities for low and moderate income households, improve and preserve existing housing stock in the neighborhood, and help area residents build wealth, increase their education and achieve independence. To realize this dream, Rev. Motley pulled together a coalition of faith-based organizations, local businesses, community organizations, CSOSA and the D.C. Housing Finance Agency.

CSOSA is leasing space inside the Resource Center where it will operate a computerized Learning Lab. The Learning Lab will primarily provide CSOSA's supervised offenders with job assessment and placement services as well as GED and other educational instruction. It will also be available to non-offenders seeking to improve their lives.



(Pictured Left to Right)
Director Quander, John McMahon of
Miller & Long, Mayor Williams and
Rev. Motley

During the groundbreaking ceremony, Director Quander stated, "The Reverend Anthony Motley is leading the way in the revitalization of his community. CSOSA is pleased to join with him to make possible the creation of the Bellevue Homebuyers,

Housing Counseling Resource Center. This facility will not only benefit the men and women that we supervise, but the larger community of which they are a part."

Among the other key partners in the Resource Center are Miller and Long Construction Co., Inc, the Historical Society of Washington D.C., Freddie Mac, Urban Ed. Inc., the Brandywine/Chesapeake Street Co-op, Wm. C. Smith Co. and Stern Properties.

Special recognition for this major accomplishment is due to M&A and to CJP. Congratulations to all who contributed!

CSOSA AND DMV SIGN MOU TO PROVIDE OFFENDERS WITH NON-DRIVERS' IDENTIFICATION

*Submitted by Cedric Hendricks, Associate Director
Office of Legislative, Intergovernmental and Public Affairs*

On July 10, 2003, CSOSA Director Paul A. Quander, Jr., and D.C. Department of Motor Vehicles (DMV) Director Anne Witt, signed a Memorandum of Understanding (MOU) covering the provision of official personal identification (ID) to certain offenders who need it. This will help to address a major problem that especially confronts men and women returning home from prison whose ID have either been lost or have expired.



The lack of ID can impede an offenders' ability to obtain employment, as well as obtain various benefits to which they might be entitled. Many of CSOSA's Community Supervision Officers (CSOs), and offender support groups, have identified this as a frequent and difficult problem in the re-entry process. In fact, Senator Richard Durbin (D-IL) asked Director Quander about possible solutions during his Senate confirmation hearing.

The Catch 22 that all too often confronts those offenders, or advocates, trying to solve this problem, however, is that you need ID to get ID. And on top of that, you need money to pay application fees or relieve holds that may block the issuance of ID. The CSOSA / DMV MOU eliminates several, though not all, of these obstacles, making a Non-Drivers' Identification Card accessible to many offenders who desperately need one. The MOU provisions do not apply in the case of offenders seeking a Drivers License. Implementation of the MOU will begin

(Continued on page 4)

(Continued from page 3)
on August 5, 2003.

The MOU applies to offenders on supervised release or under parole supervision, who have been incarcerated for at least one year, and who do not have adequate official personal identification. In such cases, an offender's CSO can contact CSOSA's Data Management Group (DMG) and request the issuance of a letter from Tom Williams, Associate Director, Community Supervision Services, to DMV Director Anne Witt requesting the issuance of a Non-Drivers' Identification Card.

The request letter will include the offender's photo and physical description, as well as the birth date, Social Security number, and current address reflected in the Agency's records. This key aspect of the MOU will assist those offenders who don't have a birth certificate, Social Security Card, or a lease, deed, or utility bill to establish their residence. In addition, the request letter will be imbedded with CSOSA's seal for authentication purposes.

The offender can pick up their request letter at the DMG office, as well as a Non-Drivers' Identification Card Application, and take them to the DMV Service Center at 301 C Street, NW, for processing. The offender will be required to pay the standard \$20 application fee, and clear up any outstanding dishonored checks.

The MOU provides that offenders seeking Non-Drivers' Identification Cards will not be subject to a hold for outstanding child support arrearages. In addition, pursuant to the MOU, the DMV will establish a special payment plan for offenders seeking Non-Drivers' Identification Cards that will enable delinquent traffic and parking tickets to more easily be paid off over time.

The execution of the CSOSA / DMV MOU is due to the collaborative and effective work of staff from OLIPA, CSS, OGC and CJP. Thanks to all who contributed to this important achievement.



Director Quander and Director Witt (front) pictured with (left to right) DMV Customer Service Manager Jackie Stanley, OLIPA Associate Director Cedric Hendricks, and Deputy Director Adrienne Potat

SIXTH DISTRICT COMMUNITY SERVICES AND CAREER FAIR A SUCCESS

*Submitted by William Ashe, Supervisory Community Supervision Officer
Branch (?) Team #31*

Two of the operational strategies for meeting the goals of the agency as set forth in our Mission are: (1) providing appropriate treatment and support services, as determined by the needs assessment, to assist defendants and offenders in reintegrating into the community; and (2) establishing partnerships with other criminal justice agencies and community organizations.

SCSO Melody Piper (Team #6), SCSO Sondra Harris (Team #14) and I discussed ways to maximize our ability to accomplish this, presented those ideas to the AFU staff as well as to Traquel Butler and Gene Groves of the V.O.T.E.E. Unit, and from there a plan was set in motion that would enable us to bring vendors, employers, and service providers to a central location allowing our offenders, their families and residents of the 6th District to take full advantage of area resources.

Thanks to the efforts of the Staff at the Anacostia Field Unit (Teams #6, 14, and 31), Traquel Butler and Gene Groves, the Sixth District Community Services and Career Fair held on Thursday, June 26, 2003 proved to be a huge success. In an effort to reach as many people as possible, two sites were planned for this event (Anacostia Garden Park-directly across from the Field Unit and St. Luke's Church). The AFU staff concentrated their efforts on service providers while Ms. Butler and Mr. Groves utilized their resources to bring in employment, education and vocational vendors to the St. Luke site.



The event was from 10:00 a.m. – 3:00 p.m. and by the end of the day we had in excess of 300 offenders, family and friends in attendance and approximately 45 event participants (vendors). This proved not only beneficial to the offender population but gave staff the opportunity to network and develop new contacts and resources for future use. The enthusiasm by all was such that the major question confronting us at this time is “semi-annual or

(Continued on page 5)

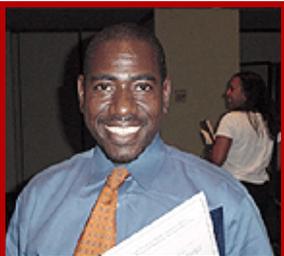
(Continued from page 4)

annual?" A number of vendors expressed their appreciation for being invited and asked to be sure that their agencies be placed on the invitation list for the next event. Maybe they'll hear from us again in the fall. We shall see!!

On behalf of the AFU staff, Ms. Butler and Mr. Groves, we give Special Thanks to Branch Chief Jody Tracey (IIB), V.O.T.E.E. Interim Program Manager Wil Parker, the CSOSA family and the residents of the Sixth District for their support, cooperation and assistance. We also give a huge "shout out" to the food and decorations committees for all of their efforts in making the sites look nice and keeping the staff and participants well fed.



*Director Paul A. Quander, Jr.,
Associate Director for Community Supervision Services
Thomas H. Williams,
and this year's Planning Committee
would like to thank all
Community Supervision Officers
who participated and contributed to the success of
CSOSA's National Parole, Probation and
Community Supervision Officers' Week
event held on July 16, 2003.*



Special Thanks to Workshop Facilitators:

Mr. McKinley Rush

(Community Supervision Services)

Mr. Deandro Baker

(Substance Abuse and Treatment Branch)

Ms. Denise Burris

(Department of Employment Services)

Dr. Sharon E. Kirkland

(University of Maryland Counseling Center)

Mr. Tim Johnson

(U.S. Department of Justice)

Ms. Alice Yeager

(Spirit Creative Services, Inc.)



*Office of Financial Management
and Office of General Counsel*

*for helping to realize our goal of providing
CSOSA's Supervision Officers with a meaningful
day of training and opportunity to congregate
with fellow public servants.*



Office Updates

OGC UPDATE:

“I SWEAR TO TELL THE TRUTH”

Submitted by Kenya M. Gregory, Assistant General Counsel



“I, John Doe do solemnly swear to tell the truth ...” We are all familiar with these words whether based upon our experience of reciting these words as a witness or from having heard them on our favorite courtroom television drama. These words, or a variation of them, are usually used when an individual is sworn in to testify in a court of law. Testifying can be an intimidating experience because as the witness, your responses are being scrutinized by the attorneys, the judge, and in some cases a jury. Even though testifying can at times be a daunting task, applying some basic tips can be the key to providing competent testimony.

✓ **Provide Responsive Answers:**

Your job as the witness is to answer questions posed to you in a truthful and responsive manner. To be an effective witness you should speak in a clear, audible manner. When answering a question try to provide succinct, accurate responses. Below are useful tips to follow when testifying:

- Think before you speak.
- Answer the question posed and nothing more.
- Provide testimony that refers to the events as you recall them, and not what you have heard from someone else.
- Do not guess when testifying.
- Do not answer a question that you do not understand. Instead, inform the attorney if you do not understand the question.
- Listen carefully to the whole question and pause before answering to give your counsel a chance to object.
- Respond in full, complete sentences.
- When testifying about conversations, make it clear whether you are paraphrasing or quoting directly.
- If information is in a document which is an exhibit, ask to see the document.
- Do not answer a compound question unless you are certain that you clearly understand both parts of the question. If you are interrupted, let the lawyer finish his interruption and then firmly, but courteously state that you had not finished your answer to the previous question.
- If you are finished with an answer and you are satisfied that your response is complete and truthful, remain quiet and do not expand upon it.
- If there is an objection to the question, listen to the objection very carefully, but don't answer until you are instructed to do so.

✓ **Demeanor:**

The way you dress and present yourself is a reflection of you and unfortunately, can be at times all that some people use to evaluate you. When testifying, it is important to appear aware and astute. You should be clean and dress in business attire. Also, while testifying it is important to have good posture and make eye contact with the lawyer or, as in some instances, the judge who is asking you questions. Also note the following:

- Dress neatly and conservatively for court. Normal business attire is appropriate.
- Once in the courtroom, or in the view of others, avoid behaviors such as joking, chewing gum on the stand, making racial slurs or swearing.
- Be professional.

✓ **Be Courteous and Remain Calm:**

While the act of testifying in itself can be nerve wracking - it is important to be courteous when providing your responses and to remain calm. Remember you are there as a witness to provide testimony about your personal knowledge of the subject matter. Do not allow opposing counsel to rattle you. Avoid becoming combative. Instead, stay cool and answer the questions. Also:

- Avoid expressing anger or arguing with the examiner.
- If you are caught in an inconsistency do not collapse or fall apart.

(Continued on page 7)

(Continued from page 6)

✓ **Tell the Truth:**

We have all heard the saying “the truth will set you free”, well this saying could not be more fitting than when testifying. Always, always, tell the truth. Telling the truth is not only morally and ethically correct, but it will also allow you to avoid the pitfall of being impeached or caught not telling the truth. Sometimes the truth might not make us look the most redeeming, but nonetheless providing truthful testimony is not only necessary, but also is one of the primary keys to successful testimony. Therefore, when testifying, remember the following:

- Tell the truth. Be as specific or as vague as your memory allows, but stick to your true recollection.
- If asked whether you discussed your testimony with agency counsel or the government attorney, say yes, as this is your right.

As you can see, there are many tips to consider when testifying, but they are all commonsensical and easy to employ. These tips will lessen the pressure of testifying and will help prepare you for the uncertainty of what to expect during your examination.

EVERYTHING YOU ALWAYS WANTED TO KNOW ABOUT TELECOMMUTING, BUT WERE AFRAID TO ASK

*Submitted by Janice Haughton, CSO
Branch I - Team 12*

Sleeping in and working in pajamas are only a couple of the misconceptions people have about telecommuting. Telecommuting as a work schedule alternative, is gaining popularity among staff at CSOSA, and I’m certain those of us who telecommute can easily testify to it’s advantages and disadvantages. But allow me to share some of the things I have come to like about telecommuting:

- 1) It saves money on travel and lunch expenses.
- 2) It saves money on clothes, hair, and nails... (“Why should I comb my hair, when I know I’m not going anywhere”.... so says singer Natalie Cole.)
- 3) You can kill two birds with one stone...in other words, when you become a real pro, you can do reports and laundry at the same time!
- 4) Ladies and gentlemen, you get creative. You can think of a bunch of new descriptive words to use in a report when you’re sitting on your deck basking in the sun.
- 5) If I have a cold, I can still go to work.



So while there can be some disadvantages, like increased utility bills, tendency to procrastinate, family turf problems, and “water cooler withdrawal”, the good definitely outweighs the bad. Having said that, on behalf of all of my fellow “Telecommunicators”, thank-you CSOSA!!!!

**Office of Human Resources
INFO TIP OF THE MONTH:**



TSP “CATCH-UP” CONTRIBUTIONS FOR FEDS AGE 50 AND OVER

Submitted by Fran Hagan, Special Assistant to Associate Director

Among the many positive aspects of reaching age 50 is that’s when Federal Thrift Savings Plan (TSP) participants can sign up to make special tax-deferred catch-up contributions to their TSP accounts.

The catch-up contributions are supplemental contributions for those eligible who would like to increase their contributions above the maximum contribution they could otherwise make to the TSP.



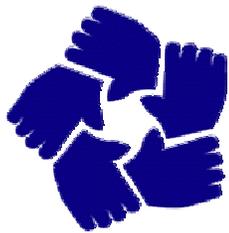
Besides the age requirement, you must be currently employed in pay status and contributing the maximum dollar or percentage allowed on TSP investments (currently 8% for CSRS and 13% for FERS). This year TSP investors 50 and older (or those who will turn 50 before year end) can make catch-up contributions up to \$2,000, and next year up to \$3,000.

Sign up is required, using form TSP1-C (civilians). The sign up forms are available from your helpful Office of Human Resources (OHR) or via the TSP website at www.tsp.gov. (Click on “Catch-up Contributions” or “Forms and Publications.”) Submit the sign up form to OHR to the attention of Benefits Officer Tony Mitchell.

After you sign up, CSOSA will begin making your catch-up contribution by payroll deduction. The TSP says “after July eligible participants may make elections whenever they desire; they are NOT limited to the TSP open seasons.” CSOSA will make these elections effective no later than the first full pay period after receipt, but no earlier than August 10, 2003.

Call Benefits Officer Tony Mitchell at (202) 220-5610 for more information or visit the TSP website.

OFFICE OF SECURITY UPDATES:



DRUG FREE WORKPLACE PROGRAM (DFWP) FREQUENTLY ASKED QUESTIONS

Why do we have a Drug-Free Workplace Program? On September 15, 1986, President Ronald Reagan signed Executive Order (E.O.) 12564, mandating a Federal Drug-Free Workplace. Former President Reagan found that drug use has serious adverse effects upon the national workforce and results in billions of dollars of lost productivity every year. The E.O. states that the use of illegal drugs, on or off duty, by Federal employees impairs the efficiency of Federal departments and agencies. Illegal drug use undermines public confidence in federal employees, makes it difficult for other employees, who do not use illegal drugs, to perform their job effectively and pose a serious health and safety threat to members of the public and to other Federal employers. Therefore, Former President Reagan ordered the head of each Executive agency to develop a plan for achieving a Drug-Free Workplace Program (DFWP).

What is the status of implementation in CSOSA? Currently, the DFWP plan has been fully implemented for Pretrial Services Agency only. CSOSA is only conducting pre-employment drug testing. Upon completion of union negotiations, the DFWP plan will be implemented for CSOSA.

Who will be tested? An employee in a Testing Designated Position (TDP) involved in an accident on or off duty; an employee in a TDP under the suspicion of using illegal drugs while on or off duty; an employee in a non TDP involved in an accident on duty; an employee in a non TDP under the suspicion of using illegal drugs while on duty; an employee in a non TDP who volunteers for random testing; an employee who is part of a counseling/rehabilitation program and applicants are subject to drug testing.

Will employees be notified before the DFWP is implemented? Yes. On July 15, 2003 a 60-day notice was issued to all employees announcing that the Agency has a DFWP plan and the testing of illegal drugs will be conducted. Also, a 30-day notice will be issued to employees who's position has been designated as a testing designated position (TDP) that their position is subject to random drug testing and testing will be begin in 30 days.

What happens if the random drug test is comes back negative? The employee is entered back in the random pool and subject to being selected for testing again.

What happens if the random drug test comes back positive? Should a laboratory report a positive drug test result to an Medical Review Officer (MRO), the MRO will contact the employee directly. This contact is to interview the employee for any medical evidence to justify the positive result, which could have resulted from legally prescribed medication. Should the MRO determine there was justification for the positive report, this is reported to our Agency as a negative result. If there is not a medical justification, the MRO reports the drug test result to the Agency as a positive, at which time the employee will be referred to the Employee Assistance Program and administrative action will follow.

PERSONNEL SECURITY POLICY

As you are aware, Director Quander signed the Court Services & Offender Supervision Agency (CSOSA) Personnel Security Policy on May 28, 2003. The policy applies to all applicants, employees, contractors, consultants, interns and volunteers. The pre-appointment process is clearly outlined along with any associated forms that are required at the hiring stage. The background investigation adjudicative process is also outlined. The type of investigation conducted on each CSOSA employee along with the reinvestigation timeframe is clearly explained. An important portion of this policy is the section that explains each CSOSA staff's responsibility; it outlines what each office is responsible for under current policy. All CSOSA personnel are encouraged to review this policy on the CSOSA intranet. If you do not have access to the intranet or you have questions regarding this policy please call the Office of Security at 202-220-5750.



HELPFUL HELP DESK TIPS

Submitted by Gary Hernberg
IT Help Desk

HOW TO GET THE MOST EFFICIENT RESPONSE FROM THE IT HELP

These tips of course may not apply to all cases but are a good rule of thumb.



I'm having a computer hardware or printer problem.

Call the IT Help Desk from your desk. Having someone else call or e-mail slows down the process. Our number is 220-5377.

What's my computer name and why do you need it?

Well, I call mine Bob, but if I had to call the IT Help Desk, I would give them that wacky number under the **My Computer** icon. It uniquely identifies your computer on the CSOSA network. The IT Help Desk needs it to connect to your machine with our remote control software.



I need toner for my printer or fax machine.

Call or e-mail the IT Help Desk with the type of printer and toner. In most cases we can send it via inter-office mail the same day. Users at 633 Indiana Ave can usually pick up their toner on the 7th floor, but please notify the IT Help Desk first.

I'm not sure how to do something in

In most cases, a call is best. We can assist you with any CSOSA software.

I can't log into SMART.

A call is quicker, but an e-mail works well too. It only takes us a minute to log you out of SMART. We call it a "Force Logout". Impressive, huh?



MORE HELPFUL HELP DESK TIPS

I need SMART data corrected.

E-mail the IT Help Desk with the corrections needed. Make sure to put the client name and PDID (or CSOSA#) in the e-mail and the subject line. This will make it easy for you to identify the ticket. If you want to send a screen shot or attachment, that is helpful too. *Remember that case openings and closings need to come from the SCSO per SMART Note 37.

I'm having problems when telecommuting.

All of the suggestions apply to telecommuting also. We have similar remote control capability when you are telecommuting.

Some other good tips:

Tell us your name! Sounds obvious, but folks often work at someone else's desk. It's also worth noting that we have 20 Johnsons, 18 Smiths, 18 Joneses, a handful of Estrills, Alstons and Leggetts, and 1 Hernberg.

You should receive an e-mail confirmation for most tickets. If you don't within 4 hours, call the IT Help Desk.

If we need to contact you for more information, please get back to us as soon as possible so we can fix your problem in a timely fashion.

I think the power went out?

Generally this is a problem that should be directed to the Facilities Help Desk (220-5740), but you can call us and we can help you determine if it is indeed a power problem, or a problem with your computer.

IT HELP DESK QUICK REFERENCE CARD

Phone: 220-5377

E-Mail: ITHelp@csosa.gov

Computer Hardware or software problem: Call x5377

Computer Name: Located under the My Computer icon

Toner: Call or e-mail type of printer or fax and toner.

SMART Correction: Email Name, PDID and problem.

CLIP AND SAVE!!!

SMART Updates

Submitted by Ginger Lynch, Field Support Manager
IT Service Delivery

As we continue 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 between June 1, 2003 and July 3, 2003. Please contact your supervisor if you feel that a problem still exists with any of the defects listed below.

WEEK ENDING 6/6/03

DEFECT:

DATE CORRECTED:

Supervision

CSS Case Exception Report for Teams 5 & 23 producing an error message. **6/3/03**

Treatment

Error displayed when user clicked 'NO SHOW' button on the New Attendee screen for a non-CSOSA funded placement **6/5/03**

WEEK ENDING 6/13/03

Re-work continues on the Supervision Module, the Housing & Employment Screens and the Running Record reports. These changes will be available by the end of the Fiscal Year.

WEEK ENDING 6/20/03

Defects resolved this week involve the testing of various Treatment Termination scenarios. Since these scenarios were not submitted by the user community, they will not be listed individually.

WEEK ENDING 6/27/03

DEFECT:

DATE CORRECTED:

Treatment

Error when selecting 2003 program for 2004 dates. **5/08/03**

WEEK ENDING 6/27/03

DEFECT:

DATE CORRECTED:

Supervision

Force entry of CSO Referral Date by removing the default. **6/23/03**

Move PDID and CSOSA Ids to the top of the page of the Profile Screen. **6/23/03**

Should not be able to close a case with an open supervision periods/status (i.e., warrant) **6/23/03**

Treatment

Complete a Termination for non-res. treatment and user goes back and clicks on the termination Activity. The # of sessions not attended should display. **6/23/03**

Inability to enter a CSOSA-Funded Extension Request that overlapped with another CSOSA-funded treatment (a placement) with the same Treatment Type. **6/27/03**

WEEK ENDING 7/3/03

DEFECT:

DATE CORRECTED:

Supervision

If no CSA is assigned to a Team then when you process the intake it does not print the Address for the Team. This has been changed so that the Address is linked to the SCSO instead since there must always be an SCSO identified but not necessarily a CSA identified. **6/30/03**

Area code duplicated for CSO Phone Number on PSI Report **7/02/03**



CSOSA SUCCESS STORIES



OFFENDER VS. UNEMPLOYMENT

Submitted by Denise C. Thomas, CSO

Branch IIA - Team 30

(Names have been changed to protect privacy rights)

On May 7, 2001, I resumed community supervision responsibility for Offender Joe Smith through a team transfer. The offender was ordered to serve a 5-year probation term. Mr. Smith had years of experience as a security officer and he worked for two security companies between 2001 and 2002 while under my supervision. During the offender's tenure at these security offices, I spoke with the supervisor several times to verify employment. The supervisor confirmed that he and the company's corporate headquarters knew about the Mr. Smith's probation offense.

In May 2002, however, Mr. Smith notified me that he was not able to re-certify for his security license. He was also eventually terminated based on his probation charge. I asked Mr. Smith could I review his termination information and a copy of the policy under which he was terminated. After careful review of the company's policy to re-certify, the only way the offender could re-certify was to receive a "Good Moral Letter" from the Mayor of the District of Columbia. I used the Internet to locate the appropriate office address and proper procedures for requesting such a letter. I wrote a letter of compliance for Mr. Smith as an attachment to the correspondence.

Sadly, that following month the offender reported he was denied the Good Faith Letter. I advised the offender to appeal, write Eleanor Holmes Norton and draw a petition to have people sign to verify his good character. The offender completed all these tasks. In August 2002, the offender was granted a court date to appeal the decision. Mr. Smith subsequently won his case and the Mayor signed a Good Faith Letter on his behalf. Mr. Smith's security license was re-instated and he began working again at his former security office in October 2002, with a pay raise.

In March of this year, The Honorable Judge Eugene N. Hamilton approved my request for the offender to awarded inactive supervision. They say good things come in threes.

PRAISE FROM THE COMMUNITY

Submitted by Mari Lynn Douglas, CSO

Branch IIC -Team 49

(Adapted from a Letter of Commendation forwarded to Supervisory Community Supervision Officer Vincent Agubokwu dated June 3, 2003)



Dear Mr. Agubokwu,

This is in regard to one of your employees, Mari Lynn Douglas. This letter is long overdue. Ms. Douglas' responsibilities include our neighborhood (1800 Irving St., NE) and we can visibly see the results of her work. Her diligence in following up on warrants and parolees has physically removed individuals from our community who were carrying on drug related and other negative activities on our block around-the-clock.

She is one hard working lady. I'm not sure when she sleeps. She has been here day and night. We are now reaping the benefits of a quieter street because of her efforts. I, as well as my neighbors, are very appreciative of what she has done. She recognized some of the reasons for our problems and committed her time and resources to do something about it. We have thanked her and shown our appreciation with her, but we want you to be aware of what she has done and how grateful we are to her for helping improve the quality of life in our neighborhood and making our street just a little nicer place to live.

Sincerely,
Imogene P. Stewart
 PSA 503

Employee Focus



**CONGRATULATIONS AND
WELCOME ABOARD
TO THE
COMMUNITY SUPERVISION
OFFICERS
CLASS 03-1**



Geisha Clay
Deborah Coles
Wilfredo Cornelio
Artishia Dasher
Brian Davis
Phillip Davis
Anthony Desjardins
George Eatmon
Ivy Gilliam
Derek Hawkins
Randall Holley
Stacey Keaton

Monica Key
Eric Olson
Janielle Powell
LaFoyia Sabb
Ray Smith
Daniel Spatafora
Darrin Stewart
Leah Sutherlin
Charles Williams
Russell Williams
Trifari Williams
Tamara Zorub



CSO Graduation Ceremony - July 24, 2003



Chief of Staff Beverly Hill offered greetings to the new officers during their graduation ceremony



(Left to Right) New CSOs Ray Smith, Deborah Coles, and Russell Williams are now well equipped with knowledge and eager to gain experience



Deputy Associate Director, CSS McKinley Rush swore the graduates into their official roles as officers



New CSO Ivy Gilliam was one of two graduates to give 'reflections' on the six-week intensive training program

Employee Milestones

**NEW EMPLOYEES FOR THE MONTHS OF
MAY AND JUNE 2003**

Office of Training & Career Development
Meredith E. Armour

Office of Community Supervision Services
Luceann M. Hitchman

**1 YEAR ANNIVERSARY WITH CSOSA
AS OF 5/30/03**

Feng F. Lu

AS OF 6/30/03

Jamika P. Bell
Carmen T. Boone
Teresa M. Cheseldine
Kalaveeta K. Dean
Anne C. Gorman
Calvin C. Johnson
Tiffany S. Kirkland
Ericka D. Law

Trenita D. Mcgee-Byrd
Emily A. McGilton
Kim Padilla
Michael J. Penders
Hassan S. Shahid
Kimi Tucker
Pascual Velarde
Gretchen E. Wright

**5 YEARS OF GOVERNMENT SERVICE
AS OF 5/30/03**

Lisa Terry

**10 YEARS OF GOVERNMENT SERVICE
AS OF 5/30/03**

Leslie M. Combs
Paul T. Girardo
Roderick A. James

AS OF 6/30/03

Edmond L. Pears

**15 YEARS OF GOVERNMENT SERVICE
AS OF 5/30/03**

Stephanie M. Gray
Sheryl Jones
Cecelia F. Melvin-Scott

Monica E. Montgomery
Cheryl G. Pettus-Mack
Toni Y. Suggs

AS OF 6/30/03

Joseph J. Burns

**20 YEARS OF GOVERNMENT SERVICE
AS OF 5/30/03**

Trevola Singletary-Mohamed

AS OF 6/30/03

Felicia A. Bynum
Valerie W. Canady

Sherry W. Harrison

Antoinette M. Gorham - **25 YEARS AS OF 6/30/03**
Adrienne R. Poteat - **30 YEARS AS OF 6/30/03**
Bernard W. Davis - **35 YEARS AS OF 6/30/03**

Variety Pages

“The Ten CSO Commandments”

(Adapted from SCSO Reyna Cartagena’s Graduation Message to the new CSOs on July 24, 2003)



SCSO Reyna Cartagena offers her wisdom to the next generation of Supervision Officers

The Ten CSO Commandments

1. Eat, drink, and sleep your policies and procedures.
2. Respect your chain of authority.
3. Always be a team player BUT don't get hung up on what folks are or are not doing...worry about YOUR WORK.
5. Always look toward your classmates for support - this is your first network at CSOSA.
6. Understand that CSOSA is a family, and like ANY family, we have some members who differ in opinion and philosophy. Regardless of these differences, *respect* your colleagues ESPECIALLY in Open Forums.
7. DO NOT get caught up in office gossip... Not only is it unprofessional, it serves only to disrespect and belittle.
8. Leave work AT work.. As long as you are DOING your work, you will breathe easy at home while watching the NEWS!
9. Be proud of your commitment to the citizens of this fine city and understand that the only thing separating you from the offender you supervise is YOUR DESK.
10. Know that you are the core of this agency and that as long as your honor, integrity, and dedication drive your commitment to your career, there is no limit to how high you will soar.

CSOSA CONGRATULATES THE PROUD PARENTS OF CLASS OF 2003 GRADUATES...



Laurence A. Douglas, son of **Mari Lynn Douglas**, graduated from Lake Braddock Secondary School in Burke, VA on June 17, 2003.

Jibrail L. Anderson, son of **Darryl Anderson**, graduated from Bowie State University on May 25, 2003 (Criminal Justice Major)

James A. Taylor, II, son of **Susan Clark Taylor**, graduated from Archbishop Carroll High School with a 4.21 GPA and will be attending Morehouse College in Atlanta, GA this Fall on a FULL scholarship.

Traci L. McKenzie, daughter of **Rochell Toyer**, graduated from Morgan State University on May 18, 2003 with a B.S. in Information Systems Sciences.

Joseph A. Piper, son of **Melody Piper**, graduated from Eastern Senior High School on June 10, 2003 and will attend North Carolina A&T State University in the Fall.

Meredith N. Armour, daughter of **Laurence and Meredith Armour**, graduated from Rockville High School on June 12, 2003 and will attend the United States Air Force Academy at Lackland AFB in San Antonio Texas in the Fall.

Tiera C. King, daughter of **Arvetta King**, graduated from Hardy Middle School on June 16, 2003 and will matriculate to Benjamin Banneker Academic High School next Fall.

Wynsday P. Jenkins, daughter of **Patrice Mathews-Hall** graduated from Archbishop Carroll High School on May 29, 2003 and will attend Johnson C. Smith University in the Fall.

Jahlil M.J. Rivers, son of **Erika Evans**, graduated from Kindergarten at Howard University Early Learning Program on June 27, 2003.

Kenneth McKinney, son of **Gina Daye**, graduated from Kindergarten at Quality Time Early Learning Center on June 28, 2003.

BALANCE & ORDER IN YOUR SPACE

Submitted by *Wikita E. Stegman*
Office of Facilities

How do we manage our lives? Often due to the hustle and bustle of multiple responsibilities, we tend to leave little time for balance and organization.

This holds true even in our work environments. Our schedules can sometimes get away from us, we may be held up on back-to-back meetings, or simply find ourselves consumed with meeting the demands of our positions. However, everyone must make time to balance their schedules, to balance those things that take up too much of their daily routine. Balance leads to a healthy outlook and less frustration expressed to our co-workers and colleagues.



The first area of balance or order should occur in our surrounding space. For example, our workspace is our home away from home. Some may find that they spend more waking hours at work, rather than at home. So why not begin to establish order in that space. Ask yourself, “Does my space reflect how I would want others to see me?” For those of you who can admit to having challenges in that area, let’s take this time to make a change. Let’s get organized, and allow our surroundings to reflect a properly maintained area. You will find that once a small amount of order materializes, you will feel less hindered by your workload, or even the clutter surrounding you. You may not realize that clutter really affects us emotionally and sometimes physically over a long duration.

Take inventory of the items in your work area. Are all of them contributing to your work? Damaged tools, obsolete equipment, favorite old chairs, and excess materials are not helping the cause. In fact, they are likely causing you frustration and inefficiency and may create even unsafe situations. Get rid of useless items by sending them out with the trash or recycling. Personal items can also clutter a work area. Unauthorized heaters, fans are fire hazards in addition to causing clutter. Never leave your workspace with a heater left on. Bulletin boards with yellowing cartoons and announcements of events long past also contribute to the overall messy appearance of a workstation. If you have access to a pantry, clean your cups and bowls as soon as you are done using them. Never leave them in the sink. Wipe the crumbs and splatters from inside the microwaves and off the counters. This is being courteous to your co-workers and avoids pest and rodent problems.

Try to arrange the materials essential to your job to flow efficiently within your space. It may take time to get to the place where you really have made a complete 180 ° change, however making the effort is the first step. Try placing the items that you use most frequently near at hand, and those, which have a lower priority in an offsite storage area, or out of sight. If you need help in discarding large items, the Office of Facilities is here to assist you.

Arrange your workstation the way you like to work - within the bounds of safety and office policy. As a federal government employee, you must follow the regulations identified in the Code of Federal Regulations – 29 CFR Part 1910.22 , which outlines the general requirements of housekeeping within a workspace.

Spiff up your work area to give yourself a lift. When you keep your workstation clean, tidy and well organized, you help yourself to work more effectively and safely. ”



Bulletin Board



DID YOU KNOW....

You can register online for fun activities you would like to participate in at this year's CSOSA/PSA Director's Summer Cookout !!

Visit the CSOSA Web and click on the event link to view:

The Director's Memorandum

The Event Flyer

The Site Coordinator's List

Activity Registration

and T-Shirt Info

DON'T MISS THIS EXCITING EVENT!!

FRIDAY, AUGUST 15, 2003

12 P.M. - 4 P.M.

KENILWORTH RECREATIONAL CENTER

4300 ANACOSTIA AVENUE, NE

Congratulations on Your Promotion
Kimberly McCrae

From Secretary Carlitta Thorne

Ms. McCrae was promoted to Branch Secretary and is now working in her new capacity under Branch Chief Valerie Collins at the Taylor Street Field Unit.



Congratulations to

Sean Polk

on the birth of his new son,
Sean Christopher Polk, II
born June 30, 2003.



*From
Information Technology Staff*

Happy Birthday Wishes

Sorry we missed you...

Happy Birthday to
Training Staff

Yolanda Perry (4/14)
Eric Jones (4/22)
Janice Fletcher (4/25)
& **Victoria Person (5/16)**

Happy Birthday
Stacy Funches (6/10)
From your TAP Family

Happy Birthday to
Kimberley Taylor (6/25)
From Interstate Team #24

M&A would like to wish
Jim Williams (7/5)
Arla Scott (7/1)
Joyce Bynum (7/11)
Orlando Williams (7/13)
& **Jennifer Lynn-Whaley (7/4)**
a Happy Birthday

IT would like to wish
Suzanne Fry (7/6)
Gertie Crawley (7/8)
& **Sean Polk (7/9)**
a Happy Birthday

(Continued from page 1)

Network meetings, program kickoffs, criminal justice panels and mass orientation sessions over the past year, most occurring during the evening hours or on week-ends. While I am always eager for the opportunity to meet with the community, attending these meetings has sometimes required that I tap into my reserve energy tank for enough fuel to carry me for another few hours. I'm sure many of you have occasionally felt the same.

For the most part, our evening and weekend events have been well attended, although I often see the same faces repeatedly. We all have family and other responsibilities to attend to and hopefully full lives outside of work. It is, however, critically important to the success of our mission that we make time to attend CJAN meetings, meet our offenders at mass orientation sessions, and show up at special CSOSA events planned by our

co-workers. Managers have been instructed to make the necessary adjustments to work schedules to allow staff to participate in evening meetings without lengthening their workday beyond the regular eight hours. Other adjustments can be made for weekend events.

All roads lead to the community. Whether we arrive to work from Maryland, Virginia or points beyond, or have a short commute from within the city, we are all a part of one common community with the same ideals and public safety goals. Let us not forget the 'COMMUNITY' in community supervision. Let us rededicate ourselves to being visible members and partners. See you at the meetings.

- Director Paul A. Quander, Jr.

NEWSLINK QUOTE OF THE MONTH

"The best prize that life offers is the chance to work hard at work worth doing."
-Theodore Roosevelt

NOTE FROM THE EDITOR:

This concludes another edition of the CSOSA Newslink. Special thanks to all those who contributed to this month's publication. If you have an idea or an event that you would like covered in future editions, please feel free to contact me via e-mail or phone. In the meantime, remember to 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**