



# Newslink



A Monthly Publication of CSOSA

Volume 2, Issue 7

July 28, 2002

### Special Points of Interest:

- *Introducing the new Community Supervision Officers Class 02-1*
- *CSOSA acknowledges CSOs during National Probation, Parole and Community Supervision Officers' Week 2002*
- *What is water-loading? The Drug Testing Lab offers some answers*
- *E-Mail Etiquette*
- *Health & Fitness: Working out during work*



## Voice of the Interim Director

On July 31, the first cycle of performance-based employee evaluation will conclude. As we developed the evaluation process, the idea of accountability was consistently stressed as the primary reason for the new evaluation system. Certainly, accountability is now on everybody's mind. How is it measured? Who sets the standards? What does it mean to the individual and the organization?

As an agency, CSOSA is accountable to the public and to Congress, the public's elected representatives. The upcoming budget process is an annual demonstration of that accountability. The term "budget justification" means that we have to explain to Congress why we need funding and what improvements we can achieve if we get it. We must continually demonstrate our effectiveness, and when we fail to do what we promised, we have to explain why.

Each of you contributes to our organizational accountability. In developing the evaluation criteria used in performance-based management, we defined each person's contribution in terms of his or her day-to-day tasks. If an employee completes those tasks successfully, he or she makes a positive contribution.

Accountability is a two-way street. Just as staff are accountable for doing their jobs, managers are accountable for providing the necessary information and resources. Throughout CSOSA's development, we have stressed the need to give supervision officers more and better tools. From decreased caseloads to a new information system to enhanced training, we continue to explore ways to make our officers more effective.

Such improvements don't happen overnight. No matter how carefully we set goals and measure progress, we can't guarantee that all outcomes will be positive. On the contrary, one of the most important things accountability shows us is where we need improvement. If we know where our weaknesses lie, we can address them on both the individual and organizational levels.

We have made great progress in building the structures that support accountability. Our evaluation process will measure whether those structures hold up under everyday pressures. I am confident we will continue to demonstrate that CSOSA provides a positive return on the investment that has been made in it.

*Jasper Ormond*

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## 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 FOOD FAIR WINNERS ARE RECOGNIZED

Submitted by David Orr, Associate Director  
Office of Human Resources

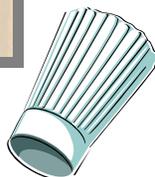


Last month's winners in the CSOSA Ethnic Food Fair, received special recognition during a certificate presentation ceremony held on July 9, 2002.



Right to left: Barbara Matthews Beck (EEO Director -Judge), Marie Asike (CSS), Willie Hassan (CSS), Maryam Muhammad (OHR), Noble Ihezue (CSS), David Orr (OHR), Marie Hall (IT) and Peter Krauthamer, PSA Deputy Director-Judge) (not pictured, Gladys Dorgett, Uyen Pham)

Pictured below is Gladys Dorgett, CSS, along with Judge Barbara Matthews Beck. Gladys and Uyen Pham (who recently left the Agency) were the only winners in all three categories: *Best Tasting*, *Best Ethnic Theme* and *Best Overall*.



Congratulations once again to all our winners, and thanks to all the participants who helped make this event a tasty celebration of culture and diversity. We look forward to more wonderful cuisine next year!

### BASIC SKILLS FOR COMMUNITY SUPERVISION OFFICERS GRADUATION CEREMONY

Submitted by Rhonda P. Lewis  
Human Resources Specialist



Interim Deputy Associate Director Jim Morris administers the Oath of Office

On Friday, July 12th, the Training and Career Development Center held a graduation ceremony to welcome the newest additions to our CSOSA family. After six weeks of training in the classroom and in the field, 19 new CSOs are now ready to help achieve the Agency's mission. They are well prepared for their new assignments and excited about this next step in their careers. If you see one of them in need of help, please offer your assistance - I'm sure they would really appreciate the support.

It gives me great pleasure to present to you the **Community Supervision Officers Class 02-1**.



<i>Jamika Bell</i>	<i>Charles Kirkland</i>	<i>Kim Padilla</i>
<i>Carmen Boone</i>	<i>Tiffany Kirkland</i>	<i>Michael Penders</i>
<i>Keith Cromer</i>	<i>Ericka Law</i>	<i>Ashley Sims</i>
<i>Kalaveeta Dean</i>	<i>Trenita McGee-Byrd</i>	<i>Kimi Tucker</i>
<i>Shantell Diggs</i>	<i>Emily McGilton</i>	<i>Pascual Velarde</i>
<i>Anne Gorman</i>		<i>Patrick Wenum</i>
<i>Juana Hill-Turner</i>		<i>Gretchen Wright</i>

*Congratulations and welcome aboard!*

## CSOSA'S FIRST CELEBRATION OF PROBATION, PAROLE & COMMUNITY SUPERVISION OFFICERS' WEEK JULY 14-20, 2002

On Friday, July 19, 2002, CSOSA's Community Supervision Services held its very first honor ceremony in recognition of Community Supervision Officers, commemorating the 3rd Annual Probation, Parole and Community Supervision Officers' Week proclaimed by the American Probation and Parole Association. The theme of this year's event was

*"Recognizing the Invaluable Public Service Probation, Parole and Community Supervision Officers Provide to our Community".*



The Honorable Judge Noel A. Kramer; United States Parole Commission Chief of Staff, Tom Hutchinson; and United States Attorney's Office Deputy Chief, Tom Hibarger, were among the invited guests who attended the program and offered words of appreciation and encouragement to our Agency's hardworking CSOs. Branch Chiefs McKinley Rush (General Supervision, Branch IIA) and Tanya Ray (Special Supervision, Branch IV) were also on hand to provide remarks. The message was unanimously clear; the justice system relies heavily on the work performed by Community Supervision Officers and they are an important factor in our society's efforts to deter crime and make our communities safe. Special thanks to Associate Director Thomas H. Williams and the Coordinating Committee for taking the first step toward what we hope will be a standing tradition of acknowledging our Agency's dedicated Community Supervision Officers.



**"The Court puts all faith in Community Supervision Officers - sometimes asking them to perform miracles. The amazing thing is that often times, they do."**

**- Judge Noel A. Kramer**

**"The CSO wears many hats... my advice is for you to know the importance of your job and perform your duties well."**

**- Branch Chief McKinley Rush**



### *A message from the American Probation and Parole Association (APPA)*

July 14-20, 2002 was observed nationally as Probation, Parole and Community Supervision Officers' Week, a time to reflect upon the significant accomplishments of America's invaluable public servants. These line officers are at the heart of the probation and parole and community supervision profession. They are responsible for supervising and monitoring offenders day and night, working to ensure a safe community.

At the end of 2000, the number of adults on probation and parole was nearly 4.6 million. In addition to supervising adults in the community, these officers were also supervising over 600,000 juveniles in the community at the end of 1999.

The challenge these officers face is to oversee the rehabilitation of offenders, support and protect crime victims, oversee reparation of the harm done to the community and to victims, be accountable to the public, conduct home visits, supervise resistant offenders, administer drug tests, and in some cases, be on call 24 hours a day. These officers must become experts in areas such as: drug abuse, sex offenders, child abuse, domestic violence, mental health, and field officer safety.

These dedicated individuals work hand in hand with community groups and social service agencies to provide offenders and victims with the support they need. They maintain partnerships with law enforcement agencies so that both agencies and the community can benefit from the expertise of each other and share information on criminal activity.

CSOSA offers a number of programs and services that help offenders turn their lives around and assist them in becoming law abiding citizens who can contribute to the community in a positive manner. We are pleased to join CSOSA in recognizing and honoring their Community Supervision Officers, who are truly the unsung heroes.



## Office Updates



### NO FEAR ACT BECOMES LAW AND REQUIRES AGENCIES TO PAY

Submitted by  
Kenya M. Gregory,  
Assistant General  
Counsel, Office of the  
General Counsel

After two years before Congress, with one single stroke, the President signed the Notification and Federal Employee Anti-discrimination and Retaliation Act, H.R. 169 (No FEAR) into law. Under the No FEAR law, agencies are now required to pay for discrimination and harassment settlements that reach district court out of their own funds. Likewise, the new law requires agencies to post equal employment opportunity data on their Web sites.

Prior to this recent legislation, the payment of final money judgments and awards against agencies which were “not otherwise provided for,” 31 U.S.C. § 1304(a)(1), were paid from the “Judgment Fund.” The fund was enacted by Congress as a permanent indefinite appropriation that would be used as a mechanism to: alleviate the procedural burdens of judgment payment; allow for prompt payments; and reduce the assessment of interest against the United States during the period between the rendering and payment of an award. In 1961, Congress modified the law to allow payment from the fund of the Justice Department for compromise settlements of actual or imminent litigation, as well. With the passing of the No FEAR law, agencies will now be required to reimburse the Judgment Fund for any judgments paid.

In addition to the payment and dis-

closure requirements, the No FEAR law also requires agencies to inform employees about their EEO and whistleblower protection rights. The impact of this new legislation could be onerous because agencies, in general, do not have a lot of discretionary funding. Therefore, it could prove to be quite a burdensome financial task for agencies to find the money to pay for illegal discriminatory actions.

Yet, despite this new law, the burden of proving discrimination still remains with the employee at all times. Absent direct evidence, in order to prove discrimination the employee must establish a *prima facie* case (a legal presumption which means “on the face of it” or “at first sight” or “at first face”) of discrimination by demonstrating an inference of discrimination. Essentially, the employee must show through circumstantial evidence that because of his or her protected class (i.e., race, color, national origin, religion, sex, age, or disability) the agency took an adverse employment action against him or her. The agency has the burden of rebutting the *prima facie* case by articulating a legitimate, nondiscriminatory reason for the disputed conduct. Once the agency has met its burden, the employee has the difficult task of proving the agency’s reason to be pretext.

Thus, although the law puts a financial burden that will bear more directly on agency funding, the burden of proof for proving discrimination remains the same. Whether for good or for bad, the impact of this new legislation will have an effect that will likely be felt by agencies and their respective employees.

In short, the Notification Federal Employee Anti-discrimination and Retaliation Act, Public Law 107-174, requires:

- Agencies must reimburse the Judgment Fund for any discrimination or whistleblower related settlement or judgment reached in district court.
- Agencies must post Equal Employment Opportunity complaints filed against it on their Web sites.
- The Equal Employment Opportunity Commission will post data on the number of hearings requested, appeals made and issue rules on the posting of EEO information on agencies Web sites.
- Agencies are not permitted to conduct reductions-in-force, cut benefits or staff in retaliation for a judicial decision or settlement or as a means of reimbursing the Judgment Fund.
- Agencies must repay the Judgment Fund within a reasonable amount of time.



## WATER-LOADING : ATTEMPTS TO AVOID DETECTION BY DILUTION

Submitted by Dr. James W. Jones  
Director, Forensic Toxicology  
Drug Testing Laboratory

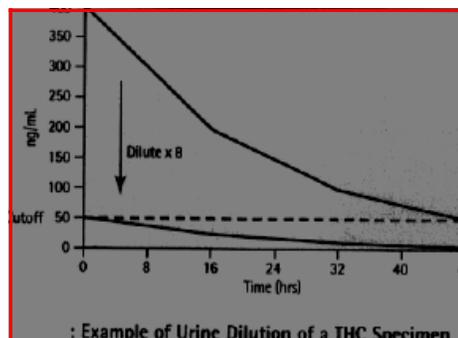
Forensic Toxicologists are acutely aware of drug users' attempts to thwart drug use detection. Drug users have a misguided conception that consuming excessive amounts of fluid, a few hours prior to submitting a urine specimen, will flush the drug from the body. Instead, the elimination of excess water dilutes the concentration of drug in the urine specimen despite the fact that the kidneys filter the same amount of drug. Effectively, a combination of low urine drug levels and excess fluid consumption shortly before testing may sufficiently dilute specimens so that test results fall below the specified immunoassay cutoffs and get a NEGATIVE test result. This is a delight for the offenders who are drug users.

### DID YOU KNOW?

Marijuana urine concentration is usually in the hundred of nanograms per milliliter. Using the immunoassay cutoff of 50 ng/ml, even a recent marijuana user may avoid detection by dilution.

Studies of kidney function in response to fluid intake show that drinking a liter bottle of fluid over a relatively slow time period (i.e. 30 minutes) effectively dilutes a urine specimen 8-fold.

Urine production rate can easily and quickly increase 10 to 20-fold shortly after an acute water load of 1 to 2 liters. The urine rapidly becomes diluted with in 30 minutes and can remain highly diluted for several hours.



The top solid line represents the concentration of THC in a urine specimen that is not diluted.

The bottom solid line represents the concentration of THC after the offender drank a liter bottle of fluids.

## E-MAIL ETIQUETTE

Submitted by Michelle L. Gaskins, IT Trainer

When we talk, we expect other people to observe certain rules of behavior. The same is true online. Here are some pointers to help you communicate more effectively.

**1. Clearly summarize the contents of your message in the subject line.** Properly titled messages help people organize and prioritize their e-mail.

**2. Don't use CC (Carbon Copy) to copy your message to everyone.** This is particularly true at work. These days everyone receives too many e-mails. Unnecessary messages are annoying. If only a few people really need to receive your message, only direct it to them. Similarly, when responding to e-mail, do not respond to all recipients. By choosing **Reply to All** or a similar button when responding to a message, you may end up broadcasting your response to your entire company.

**3. Use BCCs (Blind Carbon Copies) when addressing a message that will go to a large group of people who don't necessarily know each other.** Just as it is not polite to give out a person's telephone number without his or her knowledge, it is not polite to give out someone's e-mail address. For instance, when you send an e-mail message to 30 people and use **To** or **CC** to address the message, all 30 people see each other's e-mail address. By using **BCC**, each recipient sees only two -- theirs and yours.

**4. Keep your messages short and focused.** Few people enjoy reading on their computer screens; fewer still on the tiny screens in cell phones, pagers and other mobile devices that are becoming increasingly popular. Recipients tend to ignore these long messages.

**5. Avoid using all capital letters.** USING ALL CAPS MAKES IT LOOK LIKE YOU'RE SHOUTING! It's also more difficult to read.

**6. Don't write anything you wouldn't say in public.** Anyone can easily forward your message, even when done accidentally. This could leave you in an embarrassing position if you divulge personal or confidential information. If you don't want to potentially share something you write, consider using the telephone.

**7. As a courtesy to your recipient, include your name at the bottom of the message.** The message contains your e-mail address (in the header), but the recipient may not know that the return address belongs to you, especially if it is different from your real name.



*E-mail etiquette may take time to learn. Don't let your fear of making mistakes inhibit you. All Internet users were beginners at one time, so most people are quite forgiving.*

## Employee Focus

### AT THE TOP OF THEIR CLASS

Submitted by Erika N. Evans

Office of the Associate Director, CSS

Of the 19 new Community Supervision Officers that graduated from Basic Skills Training this month, two of them received special recognition for their high academic achievement. These honor students earned exceptional grades on their tests, quizzes and written assignments, making them leaders in the CSO Class 02-1.

#### Community Supervision Officer Trenita McGee-Byrd



Native Californian, Trenita McGee-Byrd received her Bachelors of Science from Maryland's Bowie State University, with a major in Criminal Justice. After graduating from Basic Skills with high honors, she is definitely ready for the challenges she will face as she joins the ranks of several other

dedicated Community Supervision Officers at CSOSA. Trenita has had previous work experience with the Maryland Parole and Probation Department and says that she is looking forward to the added benefits that a federal agency has to offer in the field. She believes that CSOSA's mission-orientated policies and procedures combined with the abundance of staff support is both impressive and encouraging. Modest and sincere, when asked about her future plans Trenita replied, "I plan to be a good employee, ultimately progressing in my field and creating a long-lasting career with CSOSA." CSO Trenita McGee-Byrd is currently assigned to General Supervision Branch IIB, Team #6 located at Good Hope Road.

#### Community Supervision Officer Patrick Wenum



A graduate of Marymount University in Virginia, with a major in Political Science and a Minor in Criminal Justice, CSO Patrick Wenum first heard about CSOSA becoming a federal agency while he was working at the Department of Justice in the Department of Navy's Military Courts Office.

Reflecting on his past experience with the judicial system, he is most looking forward to the hands-on experiences he will have with the offender population. He speaks empathetically and energetically about helping offenders to re-adjust in the community. "Ultimately, I would like to work closer with vocational training", he says. He's one step ahead of his game and has already learned about CSOSA's V.O.T.E. program. Patrick hopes to become involved in the effort to extend opportunities to returning offenders. Originally from Minnesota, Patrick calls himself an extrovert who has good leadership abilities and a willingness to work collaboratively with a team to get the job done. CSO Patrick Wenum is currently assigned to the Interstate Compact and Detainers Branch, Team # 23.

*CSOSA Congratulates you on your Success!  
Keep up the great work!*

## EMPLOYEE MILESTONES

### ONE YEAR ANNIVERSARY WITH CSOSA AS OF 06/30/02



Tanzania Battles  
Gina Daye  
Kendra Gray  
Michelle Lee  
Jackie Moore  
Karen Wallace



## HEALTH & FITNESS

### WORKING OUT AT WORK

*(Adapted from Health.com)*

#### *How can you burn calories and keep your legs from falling asleep during work hours?*

For many people, a sedentary work environment can prove a problem with circulation and exercise. To prevent your legs or feet from going to sleep, try stretching or flexibility exercises. Many of the exercises only take a few minutes and can be done at your desk.

To burn more calories while at work, walk upstairs instead of taking the elevator; take packages personally to the office next door instead of putting them in inter-office mail; and, instead of using the phone or e-mail to relay a message, walk to the person's office and talk to him/her in person.

Another option to make your workday more active is to find an active way to commute. If you live close to the office, ride a bike or walk to work. Researchers at Glasgow University have concluded that choosing an active journey to work can improve a commuter's mental and physical quality of life.



Here are a few stretching exercises to try:

- † **Feet:** While seated, raise your legs straight and pull your toes towards you and release.
- † **Knees:** While standing up, hold onto your desk with both hands, straighten back and slowly squat downwards, knees bent. Then straighten out again.
- † **Back:** While seated, raise both arms above your head and stretch backwards while bending back.
- † **Neck and Shoulders:** Straighten back while seated and move shoulders in circular motion. Also roll head in same motion.

### NATIONAL IMMUNIZATION MONTH

National Partnership for Immunization (NPI) has designated August, 2002 as National Immunization Awareness Month (NIAM). Each year, this commemorative month increases awareness about immunization across the lifespan as parents and children prepare for the return to school, and the medical community begins preparations for the upcoming flu season. NIAM 2002 activities are taking place across the country throughout the month of August. NPI is highlighting the work of their immunization partners to promote immunization across the lifespan.

#### *DC Chartered Health Plan Educates the Community on the Importance of Immunizations*

DC Chartered Health Plan offers a monthly community support and discussion series that provides members and the surrounding community with a forum for dialogue and education on topics of interest. The Family Empowerment Series (FAS) celebrates National Immunization Awareness Month this month with a free, interactive educational session on Immunizations. The FAS will be held on August 6, 2002 in Washington, DC, and will focus on the immunizations of school aged children and reiterate to families the importance of immunizations. The families will receive free immunization information and record books to assist them with tracking their children's immunizations and other important health related information. Alden Lord, EPSDT Coordinator will also inform the families of the dangers of missing immunizations, and answer any other questions that the families might have. Lunch will be provided.



For more information, please call **Ms. Murray at (202) 408-2032.**

# Bulletin Board



## July Birthday Celebrations



**Happy Birthday to  
CSO Renard Brown  
(7/29)**

**“Although the 29th wasn’t declared an  
official holiday, thanks for  
making our lives just a little better!”  
(BIG SMILE)**



*- Love from You Know Who*

**CSOSA sends Birthday Wishes to**

**HR Deputy Associate Director  
Linda Mays  
(7/31)**

**Associate Director, CSS  
Thomas H. Williams  
(7/15)**

**Branch Chief  
Tanya Ray  
(7/14)**

**Happy Birthday to  
Special Assistant  
Erika Evans  
(7/15)**



**“Grow stronger and learn  
from whatever life brings”**

*Much Love,  
Gad-Mather Shelly*

**COMING SOON!!**

**CSOSA’s  
Hispanic Heritage Month Celebration  
September 2002**

The Special Observance Committee  
is currently looking for staff willing to showcase Hispanic food dishes to help celebrate  
this special event. Please contact Reyna Cartagena @ 585-7733 for more info.

See future editions of the **Newslink** for more announcements!



## Newslink Quote of the Month

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“We must not, in trying to think about how we can make a big difference, ignore the small daily differences we can make which, over time, add up to big differences that we often cannot foresee.”

- Marian Wright Edelman

Do you have an interesting quote you want to share? Contact the Newslink and spread the word!

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*This concludes yet another edition of the CSOSA NEWSLINK. Thanks to all those who suffered the District's mind-boggling heat, submitted articles and helped make July's publication more than just an imagined oasis. As we open our doors and our minds to CSOSA's first Director, Paul A. Quander, Jr., I look forward to continuing the tradition of our newsletter. Please continue to offer your ideas and your support, as we strive to maintain balance in our hectic work environment by providing staff with a meaningful source of communication. If you would like to submit an article, have an announcement, or know of an event you would like to see covered in the next edition, please feel free to contact me.*

*With warmest regards,*

*Erika N. Evans*

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