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Voice of the Director



Paul A. Quander, Jr.

It's official. Home Depot has moved the barbecue grill display to the front of the store, confirming Spring's long-awaited arrival. So, in addition to planning the first big backyard blast, many of you should be submitting your requests for summer conference travel. I am a firm believer in training, networking and learning from our peers and I strongly encourage all staff to take advantage of the opportunity to attend national conferences and to participate in specialized off-site training as the Agency's budget permits.

In addition to the benefit we derive as individuals from interacting with others in our professions, our participation in conference and training activities contributes greatly to the body of knowledge that exists in our respective fields. Many a new innovation -- be it a slightly different way of performing a manual function, or a major technological advancement -- was first introduced at a national conference and subsequently adopted, whole or in part, by other organizations doing the same or similar work.

In just a few short years CSOSA has matured to a place where it has implemented several innovations that have put us, in some cases, light years ahead of our community corrections peers. Admittedly, some of our

progress has been due to an influx of funds unheard of in many jurisdictions. However, I believe that CSOSA's rapid growth has been primarily the result of our willingness to look critically at ourselves and continually question how we might do what we do better. It is this creative spirit that has fueled technical advancements such as SMART to practical innovations such as our near agreement with the DC Department of Motor Vehicles to provide non-driver identification cards to offenders returning from incarceration.

Quite often we take for granted what we do from day to day, rarely stopping to appreciate how far we have come or how our steady progress contributes to the offenders we serve, the community we protect or the criminal justice partners we support. Mass orientation, community justice advisory networks, faith based partnership, sanctions based treatment and accountability tours have all become entrenched in our organizational lingo. We will soon add the global positioning satellite (GPS) monitoring of high-risk offenders to the lexicon and before long electronic submission of pre-sentence investigation reports will be as common as paper transport once was.

Until now, we have been content to attend conferences and training events as spectators, learning from our peers and sharing informally among our old and new friends in

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Special Points of Interest:

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- *CSOSA staff launch mentoring program at Rivers Correctional Institution*
- *IT offers staff more SMART updates*
- *Why aren't CSOs armed? See what Director Quander has to say*
- *Calling all Chefs! The Special Observances Committee announces the annual "Taste of CSOSA"*

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'S VICTIM SERVICES PROGRAM CONVENES NATIONAL CRIME VICTIMS' RIGHTS WEEK SEMINAR

*Submitted by Robert J. Murphy, Jr.
Media Specialist*

On April 8, 2003, Community Supervision Services held a training seminar for CSOSA staff dealing with important issues involving crime and its victims. Bonnie Andrews, Victim Services Program (VSP) Manager, ably put the training seminar together. CSOSA staff was able to listen and learn from a number of experts on Crime Victims' Rights. The theme of the day's training session was "Fulfill the Promise." This theme is consistent with the theme selected by the Justice Department's Office for Victims of Crime (OVC). Each year OVC disseminates literature for Victim Service Providers for use in trainings, public awareness programs, and ceremonies.

VSP has partnership with the US Attorney's Office on many projects, including the Victim Services Roundtable Discussion, the Breaking the Silence East of the River Committee of WEAVE Inc., Domestic Violence Candle Light Vigils and community trainings.

CSOSA puts great emphasis in marking **National Crime Victims' Rights Week**, as it is a large part of our mission to have a close relationship with the various communities here in the District. By addressing the many issues ex-offenders face upon their return to society; such as domestic and substance abuse, we can reduce the number of new victims in our city.

CSOSA staffers were able to listen to Dr. Lorraine Chase, Ms. Maria Shumar and Ms. Tracey Yeldell, from the United States Attorney's Office, Washington, D.C. They discussed topics ranging from, "Domestic Violence" to "Victims of Sexual Assault." Additionally, Ms. Jan Withers, Maryland Crime Victim's Resource Center, spoke on the, "Impact of Crime," and Ms. Stephanie Snowden, with Women Empowered Against Violence, talked about "Advocacy for Domestic Violence Victims." Finally, CSOSA staff heard from Ms. Celeste Bryant, President of C. Lever Consultants, about "Youth Violence and How It Impacts Our Community."

In 1982, President Ronald Reagan assembled a task force of nine national leaders to travel the country and listen to service providers, criminal justice professionals, and victims. The Task Force's Final Report listed 68 recommendations for meeting victims' needs, including the need for a Federal constitutional amendment. The momentum generated by this report helped spur passage of the Victims of Crime Act of 1984, which now supports thousands of assistance programs throughout the Nation. The Victim and Witness Protection Act of 1982 and other laws have given victims of Federal crimes many important rights.

The present administration supports passage of the bipartisan Crime Victims' Rights Amendment which will provide victims of violent crime the right to reasonable and timely notice of any public proceedings involving the crime or release of the perpetrator, and the right to be heard at public proceedings regarding the criminal's sentence or potential release. It will also assure that such victims receive timely notice of any escape of their attacker. Under this amendment, decision makers will duly consider the victim's safety and payment of restitution from the offender to the victim.



CSOSA staff interested in further information on these topics should contact Bonnie Andrews @ (202) 585-7360.

DIRECTOR SPEAKS AT THE FOURTH DISTRICT CITIZENS ADVISORY COUNCIL

*Submitted by Elba Gonzalez, Community Relations Specialist,
Community Justice Programs*



From left to right: Staley Mayes, CAC 3rd District; Elba Gonzalez, CJP; Director Paul A. Quander, Jr.; George Ferguson, CAC 4th District; and James Berry, Jr., PDS

On the evening of April 17, 2003, CSOSA Director Paul A. Quander, Jr. appeared before the 4th District Citizens Advisory Council (CAC). The Director spoke about CSOSA's mission and our work in collaboration with MPD and other stakeholders in the community. He stressed to those in attendance that one of the keys to success is keeping

offenders accountable during their time under CSOSA supervision. During his presentation, he also explained CSOSA's efforts to provide residents of the District of Columbia a better place to live through improving public safety and supporting offenders. Attendees were reminded that offenders have a number of programs available to them in order to improve their chances of successful reintegration into the community.

The meeting was held at the 4th District Police Precinct headquarters. Attendees included Ward 4 Councilmember Adrian Fenty; Norm Neverson, Chair for the D.C. Democratic State Committee; Teresa Howie, 4th District Chief of Homicide/Major Crimes Section for the US Attorneys Office; Stanley Mayes, CAC for the 3rd District; James D. Berry, Jr., Chief of the Community Defender Program, Public Defender Services for DC; Captain Bigelow, representing the 4th District Commander Larry D. Mc Coy; and many other community activists and representatives.

George Fenderson, Chairman for the Citizens Advisory Council praised our efforts to help the residents of the 4th District. He invited Mr. Quander to use the forum of the Citizens Advisory Council to promote any special programs or events that CSOSA will plan in the future.

CSOSA HOSTS ITS 2ND ANNUAL CONFERENCE FOR ADMINISTRATIVE PROFESSIONALS



In recognition of **Administrative Professionals Week 2003** (April 20-26), CSOSA held its second annual conference for Secretaries, Administrative Assistants and other support staff on Thursday April 24th at the Charles Sumner School Museum and Archives located in Northwest D.C. The is year's theme, "The Changing Role of the Administrative Professional", reflected the growing demands of the administrative profession and the need for those who work in the field to consistently enhance their skills. As with last year's conference, the event not only gave the agency an opportunity to acknowledge the important contributions of administrative support staff but it also gave participants a chance to network with their colleagues and to learn more about the growing advantages of an administrative career.

Some of the highlights of this year's program included a series of morning and afternoon workshops designed to address a variety of challenges faced by the administrative professional on a day-to day basis. One of the workshops provided an overview on nutrition and energy foods. Guest Speaker Rhonda Lewis (Training and Career Development Center) gave attendees tips on how to maintain healthy eating habits under stressful conditions. Ms. Juanita Young, a professional massage therapist representing Back Rubs, USA shared strategies for administrative staff to make the best use of 'down time' by relaxing the mind and body.

Guest Speaker
Rhonda Lewis



Guest Presenter
Juanita Young



Among the attendees were Community Supervision Services' Levon Rice, Secretary for Associate Director Thomas H. Williams. Ms. Rice found the conference extremely purposeful. "I especially appreciated the overview given by Deputy Associate Director McKinley Rush who stressed the importance of taking advantage of technology to improve job performance. He reminded conference participants to learn as much as we can about automation processes by taking full advantage of training opportunities geared toward current trends in technology."



Carlitta D. Thorne, Secretary for CSS Deputy Associate Director and Chairperson for this year's event, would like to thank the entire planning committee and all others who assisted in helping to ensure the success of this year's conference.

**Once again, CSOSA would like to extend heartfelt appreciation to all our
Secretaries, Administrative Assistants and other support staff
for their hard work and dedication to the agency's mission and the customers we serve.**

Keep up the great work!

BUILDING BRIDGES: CSOSA STAFF LAUNCH MENTORING PROGRAM AT RIVERS

*Submitted by Cedric R. Hendricks,
Associate Director, OLIPA*

A team of CSOSA staff spent two days during the month of April at the Rivers Correctional Institution, in Winton, NC, briefing case managers and inmates on the benefits of the agency's faith-based mentoring program. The successful trip produced an agreement with Warden



Willie Scott, Gary Templeton, Director of Programs at Wackenhut Corrections Corporation, and the Federal Bureau of Prisons to let us match inmates in the Release Preparation Program with mentors from local faith institutions. A total of fifty-one inmates expressed interest in participating. Twenty-three of them were determined to be eligible for the mentoring program. The remaining twenty-eight inmates were referred directly to our faith partnership's Cluster Coordinators for other services.

The mentor/mentee matching process will be completed by the Transitional Intervention for Parole Supervision (TIPS) staff and the Cluster Coordinators in early May. Teleconferencing equipment will be used to facilitate the initial meeting between the mentors and mentees later in the month. Subsequent contacts will also be made using this technology. However, we hope that the mentors will correspond with and visit their mentees. The relationships will continue after the mentees are released.

We expect to see these mentors assist their mentees with the development and implementation of release plans, just as other mentors have been doing over the past year with offenders who have returned to the District to reside in community corrections centers. Mentors can help mentees with many of their needs, including job development, locating affordable housing and family reunification.

Critical to the long-term development of this partnership between the Rivers Correctional Institution and CSOSA, and the ultimate delivery of mentoring services to the inmates, will be the active involvement of Rivers' case management staff. Even though the prison's administrators strongly support the mentoring program, it is the case managers upon whom we must ultimately rely to recruit inmates and to obtain all of the necessary information about them to make the appropriate mentor/mentee matches.

During the April visit, Rivers' case managers joined our TIPS staff during the "Functional Assessment" interviews that were conducted with many of the inmates. This helped to make the interviews go smoothly, and introduced the case managers to our assessment tools and techniques. Warden

Scott invited CSOSA to provide his staff with more focused training in the future to enhance their skills and their overall familiarity with our assessment process.

The Rivers' Education and Case Management staff put on a presentation for us about their Release Preparation Program. We learned that its core curriculum consists of eight hours of instruction covering such topics as Health and Nutrition, Personal Finance, Personal Growth and Development, Community Resources, Employment and Release Requirements. While we had been previously informed that participants in the program were enrolled 6 to 12 months prior to release, we found the reality to be that most were actually going to be released in less than four months. While this won't provide the mentees as much time as we had hoped for mentoring at the institution, we can, nonetheless, begin these very beneficial, and perhaps lasting relationships.

The experience with this pilot group of Rivers' mentees will be evaluated in a few months in order to determine the impact, and determine whether changes are needed in any of our procedures. When it is appropriate, a CSOSA team will travel to Rivers again to take the steps necessary to continue the program. If all goes well, we hope to launch a similar mentoring program later this year for the women incarcerated at the Federal Correctional Institution at Alderson, WVA.

CSOSA's team at Rivers consisted of Deputy Director Adrienne Poteat; CSS Deputy Associate Director McKinley Rush; TIPS Supervisors Mary Anna Portner and Sharon Mays Jacks; TIPS Officers Sharon Jackson, Jacinda Henderson, Noble Ihezue, and Ayeola Owens; and myself, OLIPA Associate Director Cedric Hendricks. Accompanying us on the trip was James Beck from the U.S. Parole Commission, and Faith Initiative Cluster Coordinators Reverend Sharon Best and Abubakr Karim.



A LOOK AHEAD....

**The CSOSA Special Observances Committee
is sponsoring an
Asian Pacific American Celebration
Thursday, May 29, 2003**

Please mark this date on your calendar and come and join us to celebrate and learn about the Pakistani and Korean cultures and traditions, and to share ethnic samples from Japan, Korea, and Thailand. The celebration is being held at 633 Indiana Avenue, 6th Floor Training Room from 11:00 a.m. to 1:00 p.m. on Thursday, May 29th. We invite you to visit the CSOSA website to learn more about the Asian Pacific American countries, cultures, and customs.



Office Updates

OFFICE OF GENERAL COUNSEL UPDATE: “Dear L. Ann Lander”

Dear L. Ann:

Can I use my government credentials (leather-bound badge) or my employee photo ID (access card) at the airport when I travel?

- Frequently Flying Fred the Fed

It depends. When you are on official travel, it is appropriate to use either your government credentials or your photo ID at the security checkpoint and/or when boarding the flight when you are on official travel. It is not permissible to use either of these credentials when you are on personal travel.

Dear L. Ann:

Businesses sometimes donate items such as food to community groups for community events the groups are holding. A community group that I am working with suggested that we seek donations for a worthy cause: an offender community resources fair. Can CSOSA staff ask a grocery chain or other business for donations?

- FreebiesRUs.

CSOSA/PSA has statutory authority to accept certain in-kind contributions, including space, hospitality, equipment, and vocational training services, provided that they support offender/defendant programs. Having said that, however, a donation cannot be “solicited or coerced” by CSOSA/PSA employees. The term “solicit” is defined in the federal ethics regulations as “to request contributions by personal communication or by general announcement.” 5 C.F.R. § 2635.303(e). If you initiate a conversation about any donation, you have probably “solicited” a contribution in violation of the ethics regulations. This is true even if the item would be consumed or utilized by someone outside the Agency (i.e., offenders). It is important to remember that community groups and local government agencies are not bound by the federal ethics rules and many other federal laws. As a consequence, you may see these entities doing things that federal employees cannot.

Dear L. Ann:

Last week, an FBI agent came into my office for information on the whereabouts of an offender who is a suspect in the agent’s ongoing investigation. I know that under CSOSA’s Privacy Act regulations, we can provide certain non-sensitive information to law enforcement agents to aid them in an ongoing investigation. Since I already had SMART or DTMS up on my computer monitor when the FBI agent entered my office, could I have retrieved the record of the offender she wanted and shown it to her on the screen?

- Friend of G Woman.

No. You are correct that CSOSA’s Privacy Act regulations permit staff to provide non-sensitive offender information necessary to law enforcement officers (LEOs) conducting an investigation. As you also know, however, SMART and DTMS contain sensitive information, such as drug/alcohol and mental health treatment notes, as well as other health information, which LEOs generally cannot see or obtain. The best way to respond to the impromptu visit of an LEO seeking information on an offender is to verify her/his credentials, get a phone number, and get back to the person, once you determine which information you can provide. If you need advice on information disclosure issues, you can always call CSOSA’s Freedom of Information Act (FOIA) Office at 220-5355.



Remember, no question is inappropriate, particularly when ethics questions are a source of concern. If you have any doubt in your mind about what you should or should not do, ask for advice. Acting without guidance can potentially land you in a regrettable situation that could have been avoided. Feel free to contact the Office of General Counsel when you need clarification on the rules that govern your conduct as a CSOSA employee. We’re here to help.



L. Ann Lander, a.k.a. Linette A. Lander, Assistant General Counsel

MANAGEMENT & ADMINISTRATION UPDATE:
NEW POLICY - OCCASIONAL USE OF AGENCY FACILITIES
Submitted by Arla Scott, Management Analyst



Policy Statement 5400, Occasional Use of Agency Facilities has been submitted for Director approval. This policy establishes the authority and guidance under which non-CSOSA entities may request use of CSOSA facilities (conference rooms, etc.), and prescribes the procedures and guidelines governing such use.

It is the policy of the agency to allow non-CSOSA entities to use CSOSA facilities as long as:

- a) The usage will facilitate a relationship between CSOSA and the outside entity which supports accomplishment of the agency mission; and
- b) The request is submitted by a CSOSA employee, who agrees to oversee and be present throughout the duration of the event.

Allowing non-CSOSA entities, such as Advisory Neighborhood Commissions or members of CSOSA's Faith Based Initiative, to use our facilities supports our mission and our community.

The policy includes detailed information on the application process, responsibilities, and the basis for approval. When approved by the Director, the policy and the application, will be placed on the CSOSA website. For additional information or for an application, please call the Office of Facilities Helpdesk at (202) 220-5740.

OFFICE OF HUMAN RESOURCES UPDATE:
REASONABLE ACCOMMODATIONS SUCCESS
Submitted by Jack Jackson, Human Resources Specialist

Congratulations to Supervisory Community Supervision Officer Karen Ferguson. Karen is the Agency's first recipient to receive what is called a "reasonable accommodation". In order to continue effectively performing her work duties using the computer, she needed a large screen monitor that boasts superior images and large print for reading and writing purposes. With the assistance of the Office of Human Resources and the Information Technology Staff, Karen received the specialized monitor through the interagency agreement with the Department of Defense and the Computer/Electronic Accommodation Program at **NO COST** to the Agency.

The areas identified under reasonable accommodations are Blind/Low Vision, Cognitive, Communication, Deaf/Hard of Hearing, and Dexterity. To learn more about reasonable accommodations and how they can help you, log onto <http://www.opm.gov/er/accommodations.asp> or contact the Office of Human Resources to get answers to your questions.

Again, congratulations to SCSO Karen Ferguson!!



Thrift Savings Plan Open Season

The Thrift Savings Plan (TSP) open season begins April 15 and ends June 30, 2003. During the open season, you may begin contributing to the TSP or change the amount of your contributions.

Where can you get more information about the TSP?

The booklet entitled "Summary of the Thrift Savings Plan for Federal Employees" describes the TSP in detail and contains information about contribution elections, contribution allocations, and inter-fund transfers. The latest version of this booklet is dated May 2001 and is located on the TSP Web site (www.tsp.gov).

If you have additional questions about the TSP, contact Agency Benefits Officer Toni Mitchell at (202) 220-5610.

SMART Updates

Submitted by Ginger Lynch, Field Support Manager
IT Service Delivery

As you know, we are continuing our efforts to provide staff with updated information regarding our Supervision & Management Automated Record Tracking (SMART) system. This segment of the Newslink will help end-users to track recent repairs and enhancements made to the system. This month's "SMART Updates" will cover changes made between March 3, 2003 and April 9, 2003. Please contact your supervisor if you feel that a problem still exists with any of the defects listed below.

WEEK ENDING 03/2/03

Treatment:

<u>Defect:</u>	<u>Date Corrected:</u>
Duplicate records ate created when Extensions are approved.	02/26/03

Supervision:

<u>Defect:</u>	<u>Date Corrected:</u>
Each date on the window (going from top to bottom), needs to be greater than or equal to the previous entered date on the AVR Tracking window.	03/02/03

If Disposition Type is selected (at the bottom) then the Initial Violation Hearing Date and Date Hearing Concluded fields are required. Email after COTR Approval - Now includes additional information such as the Vendor Location (main address only), transport type, and pickup date and location.	03/02/03
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CCs (carbon copies) were incorrect on the AVR.	03/02/03
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WEEK ENDING 3/16/03

Supervision:

<u>Defect:</u>	<u>Date Corrected:</u>
In the AVR, do not display the "The case number is ." sentence if the supervision period is Parole. The case number will almost always be null for parole.	03/10/03

Treatment:

<u>Defect:</u>	<u>Date Corrected:</u>
Cancelled Placement should not be able to be edited. This causes bad statuses.	03/11/03
Placement cancellations do not always delete Invoice records	03/11/03
Incorrect Activity is displayed when clicking on the activity date.	03/11/03
Pending Fund Totals are sometimes out of sync in production	03/11/03

WEEK ENDING 03/30/03

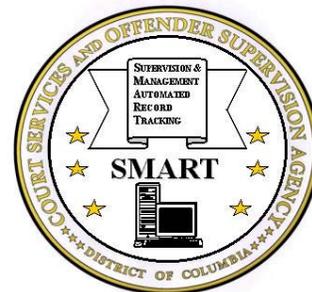
Treatment:

<u>Defect:</u>	<u>Date Corrected:</u>
Disable "reason for canceling" field after a Placement is cancelled	03/24/03
Placements that cross into following Fiscal Year are now operational	03/25/03
Use current FY to determine available funds even if placement is for next FY	03/24/03

WEEK ENDING 4/6/03

Treatment:

<u>Defect:</u>	<u>Date Corrected:</u>
Do not allow user-entry of Treatment Rate on the Invoice record	04/04/03
When a Termination of non-residential is done, the field (number of sessions NOT attended) only displays if they selected an UNsuccessful Termination. Display this field regardless of the type of termination.	04/02/03





Ask the Director

QUESTIONS SUBMITTED IN MARCH/EARLY APRIL 2003



Dear Director:

Is it possible to have work stations set up at various other field sites similar to the work station referenced in Mr. Williams e-mail message dated 1/22/03? If, for example, I am conducting home visits in Southeast and my work site is located at 300 Indiana Avenue, NW, it would be helpful if I could report to the Southeast Field Unit to enter my field visits in SMART, check e-mails, make necessary phone calls, etc. A sign in and out sheet could be stationed at the worksite in the event that a supervisor becomes concerned about a CSO's time. If necessary, a CSO can e-mail his/her supervisor as to her arrival at the satellite center and then e-mail the SCISO when he or she departs. (Each e-mail message is automatically stamped with the date and time).

Anonymous

Dear Anonymous:

As you know, we are severely limited in space at our South Capitol Street field office and, as we continue to hire new staff, unused space at our other field sites is rapidly disappearing. Given these space constraints, establishing dedicated touch down stations for CSOs at the field sites is not feasible at this time. On any given day, however, there is usually a vacant office that could be temporarily used by staff working in the area to complete field entries, check email and make phone calls. CSOs are free to contact the Branch Chief to make arrangements to temporarily use a vacant office. It is important that the CSO working from the field give sufficient notice to the Branch Chief, so that the vacant office can be identified and the CSO regularly assigned to the office can be informed that his or her space will be used by another CSO in his absence. The CSO is expected to inform his supervisor of his whereabouts as you have suggested.

The Office of Information Technology is actively working on a solution to the issue of CSOs needing to access and enter case data from the field. Within the next several months, we hope to equip CSOs with handheld devices that will allow you to download SMART data to the device before departing for the field and update the database from the field as needed. Our goal is to utilize technology to eliminate redundancies in your work so that your time is spent efficiently.

Dear Director:

As Federal Law Enforcement Officers, who supervise convicted felons as well as many violent offenders (some with outstanding warrants), why aren't CSOSA's Community Supervision Officers armed?

**CSO Chris Smith
Branch IIB, Team 14**

Dear CSO Smith:

I understand and share your concern for the safety of our Community Supervision Officers. I am, however, not in favor of arming CSOs for several reasons. As indicated by the law enforcement officer designation, the work of Community Supervision Officer does involve inherent risks. CSOSA has been fortunate in that we have never had an officer seriously injured in the performance of his or her duties. I believe that our safety record is due to the fact that we rely heavily on the training, skills and good judgment of our CSO staff as well as the safeguards that the agency has put into place to mitigate those risks. A firearm would provide no additional protection for CSOs or guarantee a higher degree of safety. We have all seen situations, both locally and nationally, where law enforcement officers were injured or killed in the line of duty despite being armed.

I am greatly concerned that the presence of a weapon could easily lead to a false sense of security by the CSO, placing him or her in situations which they might normally avoid. I also believe that the presence of weapons promotes the use of weapons. Once firearms are knowingly introduced into the supervision arena, situations that would normally be diffused without violence could potentially escalate and result in the injury or death of an officer.

Unlike other jurisdictions, our CSOs are not responsible for making arrests, apprehending or transporting prisoners or responding to law enforcement emergencies. Our limited mission to provide effective community supervision of offenders should not normally require that CSOs be armed. While I take seriously all suggestions to improve the safety of our officers, I believe that firearms ultimately introduce more risk than they prevent.

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

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

Employee Focus



David Orr

**THE END OF AN ERA:
DAVID ORR**
FORMER ASSOCIATE DIRECTOR OF
THE OFFICE OF HUMAN RESOURCES
*Submitted by Erika N. Evans
Special Assistant for Communications*

Webster's Dictionary defines an "era" as a period of time measured from some important event. When you consider that David Orr served as CSOSA's first

Associate Director of the Office of Human Resources, during the first days of the agency's conception, and that he has now decided to retire from the position, it might be obvious why I chose to interview him for this month's Employee Focus. But, if you're still baffled as to why David Orr's retirement could be considered the end of an era, consider this: When David Orr joined the CSOSA family not only were there significantly fewer employees, but there was no Office of General Counsel. Can you imagine that? (No offense to the lovely folks in OGC) Notably, David's retirement marks the end to yet another interesting chapter in CSOSA's history book, and I'm so glad that he welcomed my request to share his story in the NEWSLINK before his final departure.

David Orr began his government career as an Intern at the U.S. Naval Oceanographic Office in 1970. After graduating from Ohio State University (and he proudly reminded me that the Buckeyes won the National Championship last year), like many of his peers, David knew was interested in working for the government, but he hadn't figured out in what capacity. He went on to attend graduate school at the University of Cincinnati, never expecting that applying for a non-specific government internship would land him at the starting point of a successful career in "the personnel business". David had been a psychology major as an undergraduate, but it was his first government internship that gave him the foundation on which to build from his studies. Spending that summer performing meaningful work and living just over the District line in Suitland, Maryland turned out to be one of his most valued work experiences. After he finished his graduate degree, that same agency offered him a job. David had found his niche.

David joined the Defense Mapping Agency in 1972, and became the Branch Chief of Labor Relations and the Training Division. Three years after that experience, in 1975, David was hired at an agency formally known as ACTION, which at the time was the federal agency that ran the Peace Corps and all the domestic volunteer programs. Working for ACTION, David got an opportunity to work among many socially committed individuals doing very wonderful things for society.

David then moved on to his first job experience in law enforcement. He began working for the U.S. Customs Service as Deputy Director of Labor Relations, an experience that he now recognizes as having prepared him for the work

performed at CSOSA. But before he made the transition to CSOSA, he made a short stop (18 years to be exact) at the Federal Elections Commission (FEC) where he served as Personnel Director. At the FEC David said he had to learn some things he hadn't previously been strong in. Labor relations, employee relations and training had been his specialty, but at the FEC David had to learn more about staffing, recruiting and position classification.

Just when everything in his professional career seemed relatively happy and stable, David got the infamous call from former Trustee, Jay Carver. He and I laughed about his call from Jay Carver, because after interviewing several of the agency's first leaders, I could recall most of them reporting receiving that same "call to action". But not even the Trustee could clue David in on what to expect as the agency was first being formed. Full of uncertainty, yet up for the challenge, David decided to take a chance, and in September of 1998 he came on board as CSOSA's Associate Director of the Office of Human Resources.

David and an initial staff of only 4 or 5 other people, including Deputy Associate Director Linda Mays, were charged with the awesome task of helping to creating the agency's personnel office. There were unimaginable administrative challenges, but he said thanks to the leadership of both Jay Carver, and later Interim Director Jasper Ormond, he felt inspired to get the job done. Even though David worked on the administrative side of the house, he said he has always been acutely aware of the important work being undertaken by the agency and maintains tremendous respect for our Community Supervision Officers. When asked to describe his tenure at CSOSA, he said it was one of the most challenging of his work experiences, but also the most rewarding.

Many of us knew David Orr well. He was one of our most visible leaders; a consummate professional dedicated to the agency and the people within it. And over time,

some of us became more familiar with David personally. We discovered he was as a kind, talented, die-hard Buckeye fan with a chili recipe to die for and a sense of humor that could make you laugh even when you were having 'one of those days'. Talking with David about the 32 years and two months of government service he was retiring with, I learned of a bit more about the secret of his success. A willingness to learn new things, coupled with the courage to take risks, clearly shaped David Orr's superb work ethic and prepared him to rise above the challenges he met at the end of his career. The reward? "Not having to work on another Monday", he jokingly said. "But seriously," he followed, "I feel fulfilled."

Congratulations Mr. Orr on your retirement and thank you for your noteworthy contributions to the agency!

"YOU COULD ALWAYS COUNT ON DAVID TO BE PROFESSIONAL AND PROVIDE QUALITY LEADERSHIP. HE WILL BE MISSED."

**- FRAN HAGAN
SPECIAL ASSISTANT
TO THE ASSOCIATE DIRECTOR
OFFICE OF HUMAN RESOURCES**

David will continue living in Silver Spring, Maryland with his family and has plans to work as a consultant and trainer while remaining active in several personnel professional groups.

Employee Milestones

NEW EMPLOYEES FOR THE MONTH OF APRIL

Office of Community Supervision Services

Daynelle T. Allison	John L. McLean
Sonya M. Atkinson	Flonisha R. Merritt
Tyrone E. Brittingham	Antoinette J. Murfree
Traquel N. Butler	Stephanie M. Ocepek
Tamika L. Ellis	Robert O. Pelott
Anthony J. Hinton	Yanira Z. Sanabria
Karen A. Holston	Lisa M. Silor
Kimberly S. Howard	Tigist N. Tarekegn
Amos B. Huron	Jennifer L. Thompson
Heather A. M. Jearld	Milton D. Whittington, III

Tanesha L. Williams
Martina D. Wright
LaShaun A. York

1 YEAR ANNIVERSARY WITH CSOSA AS OF 3/30/03

Vanietta N. Barksdale
Claudia G. Fagoaga-Araujo

5 YEARS OF GOVERNMENT SERVICE AS OF 3/30/03

Jorge M. Sun

20 YEARS OF GOVERNMENT SERVICE AS OF 3/30/03

Gloria Hendricks-Johnson
Anthony F. Chesley

25 YEARS OF GOVERNMENT SERVICE AS OF 3/30/03

Norman Hurwitz
Gradie D. McCray

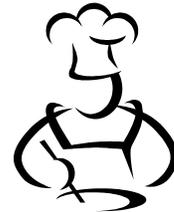
30 YEARS OF GOVERNMENT SERVICE AS OF 3/30/03

Carolyn D. Brown
Delores J. Haynesworth
Regina R. Taylor-Scruggs

35 YEARS OF GOVERNMENT SERVICE AS OF 3/30/03

Carol E. Fleming

CALLING ALL CHEFS!!!



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

DETAILS

Date: **Thursday, June 26th**

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

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

Prospective participants are asked to provide a platter, crock pot or casserole of their favorite dish, and if possible, copies of the recipe and any historical information associated with the food. Historical information could include how a family recipe was passed down through different generations, the impact of the dish on the development of a culture, the economic value of the dish, its social significance, etc. The dish does NOT necessarily have to be from a foreign country – it just has to reflect a culture or ethnic group. The space is limited so we are only accepting the first 30 cooks.

Attendees will get a taste of our in-house chefs' concoctions, and, in addition, a special panel of CSOSA celebrity judges will select the cream of the crop and formally recognize the winners. The competition categories are as follows: **Best Tasting** (flavor); **Best Ethnic Theme** (this will be based on the chef providing the history of the dish and its significance to the country, region or culture of origin); and **Best Overall Dish** (flavor, presentation, ethnic history, etc.)

Start thinking now about the dish of your choice. Entrants should e-mail Arla Scott with the name of their dish ASAP! Good cooking is becoming a lost art, so share your skills and show off a little! Remember, we can only accept the first 30 chefs, so send in your entry right away!



Congratulations to the CSOSA Family!

Variety Pages

ENJOYING NATURE'S ABUNDANCE: A HEALTHY ANTIDOTE FOR TERRORIST THREATS, FAMILIAL FRICTION, OR WORKPLACE WOES *Submitted by Linette A. Lander, Assistant General Counsel*

Coinciding with the 33rd Earth Day celebrated in the United States (April 22, 2003), this article is being submitted to encourage you all to explore and enjoy the natural wonders easily accessible in our immediate area. For instance, did you know that there are as many as seven species of owls in Rock Creek Park/D.C.? Recently, when I participated in an officially permitted nighttime owl survey (owls are nocturnal – only active at night), the MPD officer who asked what we were doing in the Park was surprised to learn that owls made their home there. The rufous morph of the Eastern Screech-Owl shown is one species of owl that presented itself to us that evening.



Eastern Screech Owl

Did you know that the area of Rock Creek near the National Zoo serves as an annual spring spawning ground for River Herring? Or that there are rare species of wildflowers growing near Great Falls on the Virginia and Maryland sides of the Potomac River? Or that Bald Eagles have nested on the VA shore of the Potomac just up river from Great Falls for some years and have also been seen along the Anacostia River? Have you ever watched the Great Blue Herons and Double Crested Cormorants fishing in the Potomac not far from Georgetown? What about the outrageously colorful Wood Ducks that nest along those same shores? While kayaking, I once found the well-bleached skull of a White-Tailed Deer along the urban Roslyn, VA shore of the Potomac. And Teddy Roosevelt Island has some beautiful dragonflies. In the Chesapeake and Ohio (C&O) Canal in Montgomery County, MD, huge turtles of at least three species will dash off their sunning perches when you startle them or approach too closely. And if you go there now, you will hear the lustful songs of Pickerel Frogs and Spring Peepers (another type of frog) eager to mate.

My colleagues, this is a limited time offer! We are nearing a very active period in nature, during which stunning Neotropical birds from South and Central America and the Caribbean Islands are passing through our area to nest further north, or staying here to raise their latest offspring. Wild bird stores, Audubon Societies, and other nature stores are great sources of books that can lead you to these wonderful natural treasures. Whether you attribute these wild things to a Great Creator or to evolution, in the words once sung by the jazz genius, Louis Armstrong, "And I think to myself, what a wonderful world!"



TOO MUCH OF A GOOD THING: WHAT'S THE DIFFERENCE BETWEEN PURSUING EXCELLENCE AND PERFECTIONISM?

*Submitted by Michelle L. Gaskins,
Information Technology Trainer*

Most people try to do their best at work, sports and hobbies. There's nothing wrong with pursuing excellence. Having high expectations of yourself and striving to do your best are positive, healthy qualities." But for perfectionists, being good is never good enough.

People committed to excellence will do their best, take satisfaction in their achievements and admit to and learn from their failures. Most important, they don't depend on what they *do* to define who they *are*. Perfectionists tend to think they *are* what they *do*. Winning promotions, trophies and community recognition, consistently getting the best assignments or tables in restaurants, having the best clothes or the best body, playing sports to win and berating oneself when performance is not the best - these are demanding goals of perfectionists. Even when they achieve these goals, though, they feel they don't do as well as they could have.

This is problem enough, but perfectionist can actually make themselves ill in their unending efforts to be perfect at everything. They may constantly deprive themselves of sleep in order to work, deny themselves time to relax and play, paralyze their lives with procrastination (if they don't attempt something, well, they can't fail at it!) or turn to alcohol or other drugs, hoping for relief from the constant pressure they put on themselves.

TIPS FOR AVOIDING BURNOUT

Could it be that our entire society is suffering a touch of perfectionism? Most of us can use the following reminders for a healthier life.

1. **LEARN HOW TO SAY NO.** Give yourself permission to stop something you do with the sole purpose of pleasing others.
2. **LEANT WHEN TO SAY YES.** Say yes to commitments that are personally rewarding and that genuinely contribute to the greater good.
3. **PRIORITIZE YOUR ACTIVITIES.** Decide what's important then balance the time allotted to various activities.

Preventing perfectionism begins with the realization that it's OK to be human. You can be a great person with great purpose without always having to be the greatest at every single thing.

Bulletin Board



The clock is ticking!

**Submissions for
CSOSA's Tuition Reimbursement Program
Spring Semester, FY03
are due by
Friday, May 16th.**

For more information, contact the Training and Career Development Center.



Congratulations to
**Community Supervision Assistant
Berline Dean**



On April 28th, Berline celebrated
25 combined years of service
with D.C. Superior Court
and CSOSA

Congratulations and Welcome Back
to
Project Manager Kendra Gray
from the Office of Facilities

Kendra recently gave birth to a
beautiful baby boy
Kaleb Isaiah Gray



Farewell to all the SCSOs and Branch IV Staff



Even though I'll just be a phone call
away, I just wanted to say thanks for
all your hard work and patience. I'm
very proud to have been a part of such
an outstanding Branch!

From Secretary Deborah Nicholson

Welcome Aboard
to
Ted Cooper
Building and Facilities Support Specialist

From the Office of Facilities



Happy Birthday
To
**Supervisory Security Specialist
Joe burns**
(4/15)

From the Office of Security



Office of Information Technology
would like to wish

Rande Young (4/2)
Jean Haynesworth (4/21)
&
Andre Teku (4/22)



A VERY HAPPY BIRTHDAY!

(Continued from page 1)

the industry. I believe that we have a moral obligation to the wider criminal justice community to begin sharing our successes in a more formal way so that others can learn from our challenges and benefit from our experiences. It is time to move boldly from the sidelines and assume our place as a leader in the field of community corrections. As the details for 2004 conferences are announced I expect to see presentations by CSOSA on a variety of topics.

CSOSA has been greatly favored with brilliant minds and committed hearts. We must let that light shine.

- Director Paul A. Quander, Jr.

NEWSLINK QUOTE OF THE MONTH

**“...The thoughts of the earth are my thoughts,
the voice of the earth is my voice, the feather of the earth is my feather.
All that belongs to the earth belongs to me, all that surrounds the earth surrounds me
...It is lovely indeed.”**

- From the Navajo

NOTE FROM THE EDITOR:

This concludes yet another edition of the CSOSA Newslink. A sincere thanks to all staff who contributed to this month's publication. I'm continuously inspired by the growth and successes of CSOSA and I'm always thrilled to help showcase so many interesting events and ideas being embraced throughout the agency on a month to month basis. A staff member recently commented to me in passing how much she enjoyed reading the newsletter. She expressed that she was a "faithful reader". Of course I was elated to hear such positive feedback, but I couldn't help wonder just how many other people consistently read the Newslink. Understanding that the work we perform at CSOSA can be very demanding, its hard to even imagine when we set aside time to catch a breath before the next report is due, the next appointment arrives, or the next meeting is scheduled. At some point or another, we've all probably gotten into the habit of working too late, or stressing ourselves out over deadlines. But when was the last time you made a conscious decision to add a new *healthy* habit to your professional life? A healthy habit is simply a habit that produces positive benefits, actions and attitudes. I encourage each of you, if you haven't already, to make reading the Newslink your new healthy habit. After all, positivity is infectious, and we could all use more of it.

If you have an idea or an event that you would like covered in future editions, please feel free to contact me. In the meantime, be safe and be kind.

Erika N. Evans

Editor & Coordinator

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



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

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