



A MONTHLY PUBLICATION OF CSOSA

Volume 3, Issue 3

March 30, 2003

Voice of the Director



Paul A. Quander, Jr.

For several weeks following my appointment as CSOSA Director, I spent much of my days visiting various offices and field sites and talking directly with staff at all levels of the agency. My goals were clear. First, I wanted to get a sense of who the CSOSA staff was – why they chose this particular line of work, where they had come from, how they felt about their jobs and what they wanted for themselves and the agency. Second, being somewhat of a neophyte in community supervision, I needed a realistic, ground level understanding of the complexities involved in supervising 16,000 offenders in the nation’s capitol.

Luckily, with a little coaxing, most everyone I spoke with was willing to share openly. My unofficial polling yielded several consistent themes. Most pronounced among staff was a general satisfaction with their chosen line of work. From the facilities management, budget and finance and procurement team to the information technology staff, to the various units within CSS, and at every stop in between, I came away with a sense that the agency is replete with individuals who

enjoy their work and who would make the same professional choice again. Many of the staff I spoke with expressed a real commitment to the community and a desire to do good in the world.

Always a prosecutor at heart, however, I was not content to end my inquiry there. Upon further examination, and as staff became more comfortable with my presence and my incessant questioning, a second theme emerged. In sharp contrast to my initial impressions, I was surprised and disturbed to learn that many staff felt that morale was low and that, while they enjoyed their work, they weren’t feeling good about the agency. Some of this feeling I attributed to lingering growing pains resulting from the transition to a federal agency, the implementation of SMART, and major leadership changes all within a few short years.

My next task was to deconstruct the morale issue and figure out what could be done to improve it. My first stop was the dictionary. Webster defines morale as “a strong sense of enthusiasm and dedication to common goal that unites a group.” There was clearly no shortage of enthusiasm in the agency and it was apparent to me, both from conversations with staff and

(Continued on page 13)

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 9</i>
<i>EMPLOYEE FOCUS</i>	<i>Page 10</i>
<i>VARIETY PAGES</i>	<i>Page 11</i>

Special Points of Interest:

- *First ever SMART demonstration given to Virginia and Maryland community corrections agencies*
- *CSOSA Hosts Bulgarian Delegation: Offering first hand information on probation supervision*
- *Honoring Women’s History Month: The Agency recognizes key women within MPD*
- *The Director’s Office offers a new way to provide answers to staff questions*
- *Lost on your career path? Learn more about CSOSA’s new Career Development Program*

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

FIRST EVER SMART DEMONSTRATION

Submitted By Debra Kafami, Interim Executive Assistant

On Thursday, March 13th, CSOSA presented its first ever demonstration of the Supervision and Management Automated Record Tracking (SMART) system to our community corrections counterparts from the Virginia Department of Corrections and the Maryland Division of Parole and Probation. Both agencies are in the process of developing an information system within their own respective agencies to supervise and track their offenders. Virginia is developing its own system, while Maryland is customizing a commercial off-the-shelf product from Syscon. Thomas H. Williams, Associate Director of Community Supervision Services (CSS) extended the invitation to these agencies to come and observe SMART and, more importantly, hear about CSOSA's experience in developing and using it. Our guests included five representatives from Virginia and six from Maryland.



Representatives from local community corrections agencies seeking tips on developing their own automated systems

The meeting began with Associate Director Williams providing some background information about CSOSA and the reason why the agency needed a new information system. Next, the group heard from Acting Chief Technology Officer David Stevenson, who discussed the challenges of developing SMART. Then, Information Technology (IT) Service Development Manager Frank Lu, discussed SMART's technical requirements and platform.

The focal point of the presentation, however, was the software demonstration of SMART, which was co-conducted by Intake Manager, Morgan Massey and Supervisory Community Supervision Officer (SCSO) Lorenzo Harris. Supporting their demonstration were several CSS staff who took time from their busy schedules to attend the demonstration. These staff included: CSO Nicole Smith, CSO Denise Washington, CSO Jorge Sun, and SCSO Richard Lamb. From them, our guests heard first hand how SMART has changed the way they do business for the better. The presentation wrapped up



Intake Manager, Morgan Massey demonstrates how the offenders' basic information is entered into SMART

with a brief discussion of future plans for SMART, lead by Project Manager, Ginger Lynch and Interim Executive Assistant, CSS, Debra Kafami.

Overall, our guests were very impressed with SMART and its capabilities. They especially appreciated our frankness and the time we took to share our experiences. Many thanks to all who took the time to showcase SMART and make CSOSA shine.



Social Work Interns Eniola Olawoyin (far left) and Patience Ebini (far right) pictured with Treatment Specialist and Event Coordinator Kim Barry (middle)

HONORING NATIONAL SOCIAL WORK MONTH

*Submitted by Treatment Specialist Kim Barry
Branch III*

National Social Work Month was acknowledged at CSOSA on March 11, 2003 with a special workshop held at the Taylor Street Field Unit. The theme for this year's observance was *"The Power of Social Work: Preserving Rights and Strengthening Voices."* As the year 2003 marks the 20th annual (official) celebration of the social work profession, CSOSA was proud to welcome Ms. Robin Jenkins, Senior Staff Associate from the National Association of Social Workers (NASW) who addressed our Social Work Interns on the topic of licensure and certifications with a presentation entitled, **"Enhancing your Professional Identity"**.

The Interns found the information presented to be tremendously useful and they wish to thank the entire agency for allowing them the opportunity to simultaneously serve the offender population and practice their skills. I would personally like to thank all those staff members who assisted in preparing for the workshop as well as those who took time to recognize the significance of the social work profession during the month of March.

**Social Workers enhance our community
and serve those in need.
Thank you for all you do!**

CSOSA HOSTS BULGARIAN JUDGES

Submitted by Cedric R. Hendricks,
Associate Director, OLIPA

On March 13, 2003, CSOSA was host to a delegation of seven Bulgarian Judges visiting the United States under the auspices of the Department of State's International Visitors Program. The purpose of their trip is to learn about our nation's system of probation. Probation is not presently a sentencing option in Bulgaria. However, it is to be instituted for the first time during the coming year. The U.S. Department of Justice and the National Institute of Corrections (NIC) are assisting the Bulgarian Ministry of Justice with the development of probation policy and rules, and with training. The visit to CSOSA was arranged by NIC to give the judges first-hand information about our innovative probation supervision model. After leaving Washington, the delegation will meet with probation officials in Dallas, Reno, Phoenix, Hartford and New York City.



Bulgarian Delegates were met with a wealth of Information on Agency operations

The delegation stopped first at CSOSA headquarters for a briefing by Agency Director Paul A. Quander, Jr. They also heard from Associate Director Thomas H. Williams, and Pretrial Services Agency Deputy Director Peter Krauthammer. An overview of agency operations was provided. The aspect of community supervision that appeared to intrigue the judges the most was our utilization of electronic monitoring technology.

Next, the delegation traveled D.C. Superior Court where they briefly met with Chief Judge Rufus King, Criminal Division Presiding Judge Noel Kramer and Judge Harold Cushenberry. The three Superior Court judges talked about the principles that guide their respective sentencing decisions, about their use of pre-sentence reports, and their workloads. The Bulgarian judges revealed during this encounter that, at present, their pre-sentence reports are prepared by the prosecutor's office, which obtains background information on the defendant from the police. In addition, they advised that until certain reforms were instituted two years ago, all cases went to trial.



Bulgarian Delegates meet with Community Supervision Services Staff at 25 K Street, NE

A trip to CSOSA's new field unit at 25 K Street, NE, came next. There, the delegation received a detailed briefing on CSOSA operations from Branch Chiefs Tanya Ray and John Milam, along with a group of Supervisory Community Supervision Officers (SCSOs) and Community Supervision Officers (CSOs). Presentations were made about our special supervision activities in the areas of domestic violence, sex offender and substance abuse. SCSOs Curtis Sessoms, Paul Brennan, and John Robertson along with CSOs Valerie Canady, Rodney Carter, Kim Lewis, and Lead Drug Testing Technician Sammy Sohrab each did an excellent job presenting and responding to our guests' questions.

Finally, the delegation spent some time watching arraignments in Courtroom C-10. Pretrial Services Officer Demond Tigs explained the process and arranged for the delegation members to talk with both the Assistant U.S. Attorney and defense counsel.

Each of the seven judges expressed appreciation for the excellent learning experience that CSOSA provided. They said it helped prepare them for the challenges ahead.



DID YOU KNOW?

Bulgaria is situated in Southeast Europe and occupies the eastern part of the Balkan Peninsula. To the north it borders on Romania, to the west on the Republic of Macedonia and the Federal Republic of Yugoslavia, to the east on the Black Sea, to the south on Greece and to the southeast on Turkey's European part. Bulgaria is governed as a parliamentary republic and the population is approximately 8,428,006. Bulgarian is the native language.



CSOSA's 2ND ANNUAL NATIONAL WOMEN'S HISTORY MONTH CELEBRATION

*Submitted by CSO Emesha James
Branch IIA, Team 21*

Sponsored by the Special Observances Committee, CSOSA's second annual Women's History Month Program was a huge success! The event encouraged both men and women to recognize and celebrate the special achievements of all women. To mark this year's occasion, On March 18, 2003 at the Taylor Street Field Unit, the committee planned an International Women's Tea Party with the theme "**Paying Homage to the Past through the Future**". The event included a "Visual Room" coordinated by Community Supervision Officer Denise Thomas, which displayed arts, crafts, poetry and pictures created by the women of CSOSA.

The program's Mistress of Ceremonies was our very own Deputy Director Adrienne Poteat. Ms. Poteat shared a few heartfelt words that illustrated how she "put in her sweat" to overcome many trials and tribulations that have helped her to move forward in her own career. She recalled being the only female on an all male cellblock when she worked for the D.C. Department of Corrections and being passed over for promotions although she had the talent, knowledge and skill to get the job done. She encouraged us all to do our best at what we do and she encouraged the women in attendance to believe that hard work really does pay off in the long run. Ms. Poteat also stated that our Director, Paul Quander, had awarded her the first major promotion she received and that he is a man who has expressed a strong commitment to promoting qualified women.

This year, CSOSA also recognized several female officers within the Metropolitan Police Department (MPD) who assist us in keeping the MPD/CSOSA Partnership going. Commander Cheryl Pendergast of the Third District was recognized for her leadership and assistance in making the collaboration between CSOSA and MPD a success. She shared some of her experiences as a recruit in the academy, admitting that obtaining her position was not easy in an agency where there were very few women and many men who did not want women there. She stated that she overcame many obstacles and often times encouraged other women to join the police force. Commander Pendergast introduced the guest speaker Ms. Shannon Cockett, Assistant Police Chief. Ms. Cockett shared some insight on how she achieved her goals in the law enforcement profession. Ms. Cockett challenged attendees to strive for more than what people merely expect you can handle. Director Quander gave closing remarks commending women's steadfast ability to soar for higher achievements.

Just saying the words "thank you" will never be enough to really express how much heartfelt gratitude I have for the people who helped make this event a success. This year's Women History Month committee members included Treatment Specialist Kim Barry, Personnel Management Specialist Maryum Muhammed, CSOs Chanea Carey and Denise Thomas, and Management Specialist Arla Scott. The committee would like to thank the Office of Equal Employment Opportunity and CSOSA Staff members Mary Anderson, Damilla Adams, Dale Douglas, Michelle Gaskins, Pete Gomez, Eric Jones and Thomas Walker for all their assistance in making this event possible.

"Paying Homage to the Past Through the Future" *Women's History Month 2003*



From left to right: CSO and Event Chair Emesha James,
Deputy Director Adrienne Poteat,
CSOs & Committee Members Chanea Carey and Denise Thomas



DIRECTOR SPEAKS TO BLOOMINGDALE RESIDENTS

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

On the evening of March 17, 2003, the same night that our nation went to war with Iraq, CSOSA Director Paul A. Quander, Jr. appeared before the Bloomingdale Civic Association and spoke about our agency and its work in that community. The Association meeting was held at St. George's Episcopal Church, 120 U Street, NE. Also attending the event were Deputy Director Adrienne Poteat, Associate Directors Cedric Hendricks and Jasper Ormond, CSS Deputy Associate Director McKinley Rush, Branch Chief Valerie Collins, Intergovernmental Relations Specialist Margaret Quick, and Community Relations Specialists Gregory Thomas and Elba Gonzalez.

Association President Cleopatra Jones praised our efforts to improve public safety in the District of Columbia. Association members expressed interest in CSOSA's partnership with the Metropolitan Police Department (MPD), as well as the CSOSA / Faith Community Partnership.



Director Quander presented Ms. Jones with a certificate of appreciation for her past support of CSOSA's efforts to establish our field unit at 25 K Street, NE. The Director noted that it is through partnerships with community leaders such as Jones, and with organizations such as the Bloomingdale Civic Association, the MPD, and the faith-community, that CSOSA will succeed in helping the offenders that we supervise improve their lives.

A Glimpse into the Future...

CSOSA ON THE GROW

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

On April 1, 2003, CSOSA Director Paul A. Quander, Jr., CSOSA staff, and many guests celebrated the opening of the agency's new office space on the ground floor of 633 Indiana Avenue, NW. Officially designated Suite 120, the office is located in the space formally occupied by CVS. Suite 120 will house CSOSA's Traffic Alcohol Program (TAP) and STAR/HIDTA substance abuse supervision teams.

Director Quander thanked all those responsible for the quality and timeliness of the redesign and renovation work that went into Suite 120. He pointed out that the new space would enable us to more effectively supervise offenders in the community, thereby increasing public safety. CSS Associate Director Tom Williams complimented the Facilities staff for delivering such high quality workspace. He noted that a person's physical work environment can have a direct effect on their productivity, and that this new facility would certainly inspire quality work. M&A Associate Director Jim Williams praised the Facilities, Financial Management, Security, and IT staff and consultants for their contributions toward the successful completion of this project.

Following these remarks, Director Quander cut a ceremonial ribbon opening the office for tours. He also cut a cake, kicking-off the celebration of yet another CSOSA achievement.



Among the special guests attending the Opening Ceremony were Magistrate Judge Richard Ringell, who handles traffic and alcohol cases and works closely with our TAP Team, PDS Director Ron Sullivan, and Pretrial Services Agency Director Susan Shaffer.

Thanks to all the CSOSA staff involved in planning and hosting the ceremony. Your jobs were all well done. Everyone attending was made welcome, and had the opportunity to see the space and fellowship.

The expansion of our offices at 633 Indiana Avenue became necessary to meet the needs of CSOSA's growing workforce. Over the course of this year, the agency will bring onboard 53 new Community Supervision Officers, and related support staff. In July 2003, CSOSA will open yet an additional office at 800 North Capital Street, NW. Efforts are also ongoing to locate a site for a Far Northeast Field Unit.

Office Updates

OFFICE OF THE DIRECTOR INTRODUCES A NEW SEGMENT IN THE CSOSA NEWSLINK:

"Ask the Director"



Have you always wondered why we have a dress code policy? Are you baffled as to why you have to take Ethics Training every year? Or perhaps you would like to know how the Agency comes up with specific policies and procedures?

**WELL, IF IT'S ANSWERS YOU WANT,
IT'S ANSWERS YOU'LL GET!**

CSOSA is proud to announce a new feature of the Newslink entitled "Ask the Director". The purpose of this new segment is to allow all CSOSA staff direct access to the Director via the agency's monthly publication. Each month, the Director will select from a pool of questions 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.

Questions need not be approved through the chain of command, and if you so choose, your question will be published anonymously (only the Newslink Editor and the Director will know the origin of the question submitted). All questions must be forwarded directly to the Newslink editor via e-mail on or before the deadline for regular submissions.

"Ask the Director" is a part of our ongoing efforts to make the Newslink an effective and meaningful communication tool for all staff. We encourage you to support our publication and submit your questions on an ongoing basis. Remember, **YOU ARE THE NEWSLINK!**

PLEASE NOTE: Questions concerning personnel actions, employee/supervisor disputes, labor/union disputes, or involving any matter that is a pending subject of litigation against the agency will not be considered for publication. The editor reserves the right to edit all questions for clarity and space considerations.

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

OFFICE OF GENERAL COUNSEL UPDATE: You Mean I Have To Pay for This?!

by Renee Barley, FOIA Officer

While most employees have only heard of the Freedom of Information/Privacy Acts (FOIA/PA) through training, it is a big business to those outside of the federal government. Most people will use these statutes to gain access to employee records, agency policies, government contracts, or in the case of criminal justice agencies, offender records. Basically, any information that an individual believes the government maintains, can be requested, but it does not necessarily mean that it will be provided.

Most citizens are willing to make a request under FOIA, but are hesitant to pay the fees. Companies, on the other hand, will pay only to a certain extent. However, if the request deals with a contract, no price is too high for a company!



Under FOIA an agency can charge for duplication, search, and review time. CSOSA charges the following fees:

\$.25 per page for duplication
\$7.00 per quarter hour for clerical search/review time
\$10.00 per quarter hour for professional search/review time
\$14.00 per quarter hour for managerial search/review time

Although we are a relatively small FOIA office, last fiscal year we expended \$200,920.30 to administer the FOIA/PA statutes. While the total fees billed was \$5,173.15, we collected \$5,135.90, almost all of our fees. By comparison, in FY-00, the total cost for all FOIA-related activities throughout the federal government was \$253,049,516.37. More than \$11,000,000 of this was reported as spent on litigation-related activities. Of the total cost for administering this Act, only \$7,169,084.25 (or 2.83%) was reported to have been recouped by the government. Agency expenditures for FOIA/PA processing can include staff salaries, costs of obtaining special items needed to process requests, contractor fees, etc. By law, all money collected must go the U.S. Treasury.

Under the FOIA statute, an agency has 20 workdays to respond to a request for records. We can extend this time limit by 10 days for good cause. In FY-02, CSOSA received 632 requests under FOIA/PA compared to 598 requests in FY-01. The average processing time in FY-02 was nine days compared to 19 days in FY-01.



I would like to pass on a note of thanks to the Community Supervision Officers. The majority of our requests deal with offender files and we regularly send out requests to the CSOs for records. While I realize that your workload may be heavy, the records usually arrive within a short period of time. On behalf of the FOIA staff, I would like to thank you for the assistance provided!!

TRAINING UPDATE:

Drug Testing Technicians serve as Pilot Group for CSOSA's Career Development Program

*Submitted by Pereuna Johnson, Director
Training and Career Development*

The employees of the Illegal Substance Collection Unit (ISCU) were the first group of employees to participate in CSOSA's formal **Career Development Program**. Last June, all of the Drug Testing Technicians (DTTs) from 300 Indiana Avenue, Taylor Street, South Capitol and 25 K Street were invited to begin the program, which included the opportunity to identify their individual **Career Paths**.



(From left to right)
Lead Drug Testing Technician
Cherrell Strange and
Drug Testing Technicians
Michael Craig and Carla Hodge
were among the pilot participants

What is the Career Development Program?

The Career Development Plan is described in Human Resources Directive 410.5, which can be found on the CSOSA Intranet. It's an ongoing process designed to align employees' individual career goals with the organization's goals. The aim is to empower employees so that they can make a greater contribution in their current and future positions.

The objectives of the program are to:

- ✓ Strategically link the career goals held by each employee with those work force competencies called for by CSOSA performance standards
- ✓ Provide employees opportunities to effectively fulfill their responsibilities for their own development in a structured environment
- ✓ Develop a sufficient number of highly qualified employees who are prepared for advancement to higher-level positions so that management has the option of promoting from within when vacancies occur

What is a Career Path?

A **Career Path** is a road map for employees to use to move up in an organization.

"Career Pathing" is the process of developing employees to their maximum potential, and planning their future career movement. CSOSA has identified a career path for Drug Testing Technicians, through the use of **Individual Development Plans**.

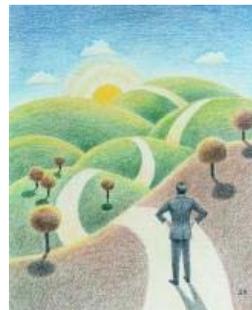
An Individual Development Plan (IDP) is a written schedule or plan designed to assist employees in systematically planning for training and experience in order to develop the specific knowledge, skills and competencies they may need. It's a logical framework for assessing the needs of both the employee and the organization by merging individual goals with the organization's mission. (It is important to note that the IDP is not a performance appraisal, it is simply a career plan.)

DTTs will make plans to develop or gain competencies needed to move into positions such as Lead Drug Testing Technician, Drug Testing Operations Manager, Community Supervision Officer and Pretrial Services Officer, to name a few. DTTs are also encouraged to develop competencies to move into other occupations within CSOSA should they have that desire.

When can YOU get involved?

Eventually, all CSOSA employees will be able to participate in the Career Development Program. The staff members of the Training and Career Development Center, in collaboration with Director Quander, are in the process of identifying the next group(s) of participants. After the identification of the next group(s), each employee will be invited to an orientation session to further discuss:

- ☞ A detailed description of the process
- ☞ Issues that career development programs address
- ☞ The amount of commitment and homework required
- ☞ Sample career strategy plans
- ☞ Questions and/or comments
- ☞ How to enroll in the program



For more details on the DTT pilot program, feel free to contact program coordinators Charlene Brooks, Yolanda Perry or Thomas Walker in the Training and Career Development Center.

IT UPDATE:**Fax and Printer Toner**

*Submitted by Beverly Hamilton, Program Manager
Office of Information Technology*

The Office of Information Technology (OIT) is responsible for the purchasing and distribution of all fax and printer toner and repair services. Please call or e-mail the IT Help desk (220-5377) when your printer or fax:

- ⇒ Is not functioning properly
- ⇒ The **TONER LOW** message appears or the toner has run out (NOTE: Only one cartridge per printer will be distributed).

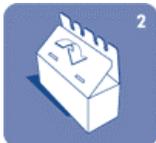
Before contacting the IT Help desk, make sure you have the following information:

1. Printer or Fax type (i.e. HP1200, HP 2200 etc.)
2. Printer or Fax serial number
3. Description of the Problem (for printer or fax repair request)
4. Printer or Fax location

Also, recycling bins for printer and fax toner have been placed at several CSOSA sites. Used printer and fax toner cartridges should be placed in these bins. This toner will be picked up periodically and recycled. Please follow these steps when disposing used fax and printer toner:



1 Place used cartridge in the bag and box which came with your new HP toner cartridge.



2 Close box using flaps.



3 Place the UPS sticker on the outside box as illustrated. (Sticker is located on instruction sheet inside the toner box)
4 Then place the box in the recycle bin.

**The recycling bins are at the following locations:**

633 Indiana NW, 7th Floor Copy Room
3850 S. Capitol St. SE, Main Level Copy Area
1230 Taylor NW, 2nd Floor Copy Room 209
1418 Good Hope Rd, SE, 1st Floor Copy Room

25 K Street, NE 2nd Floor Copy Room
1707 Kalorama, NW CSOSA Copy Room 203
401 New York, NE 1ST Floor Copy Room
300 Indiana Ave, NW Admin Office & Room 2148
1900 Mass Ave, SE 3rd Floor Copy Room



**For all other sites, please send used toner to 633 Indiana Avenue, OIT 7th Floor.*

OFFICE OF THE EXECUTIVE ASSISTANT UPDATE:**Upcoming Training Opportunities**

Submitted by Patrice Richardson, Management Analyst

Please visit the websites listed for more information.

April 14, 2003

Management Skills for Secretaries,
Administrative Assistants and Support Staff (Local)
Website: www.pryor.com

April 16, 2003

Rules & Regulations of Workplace Safety and
OSHA Compliance (Local)
Website: www.pryor.com

May 1-2, 2003

Sex Offender Registration Management for Law
Enforcement & Corrections Agencies (Local)
Website: www.performanceweb.org

June 2-4, 2003

4th Annual Innovative Technologies for
Community Corrections Conference (Local)
Website: www.appa-net.org

July 20-24, 2003

30th Annual Conference and Training Institute
National Association of Blacks in Criminal Justice
(St. Louis, Missouri)
Website: www.nabcj.org

SMART Updates

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

Last month, we introduced you to a new section of the Newslink created to highlight repaired defects of our Supervision & Management Automated Record Tracking (SMART) system. Hopefully this segment will continue to be a useful resource to staff attempting to track repairs and enhancements made to the system. This month's "SMART Updates" segment will cover changes made between 1/29/03 and 2/16/03. Please contact your supervisor if you feel that a problem still exists with any of the defects listed below.

Week Ending 2/2/03

Treatment Tracking:

<u>Defect:</u>	<u>Date Corrected:</u>
Only show one Activity choice for Closed Treatments	1/31/03
Expand Termination Reason when displaying the activity	1/31/03
Wrong actions when "Treatment recommended" and no Referral record exists	1/31/03
Early Term not giving correct de-obligations	1/31/03

Week Ending 2/9/03

Treatment Tracking:

<u>Defect:</u>	<u>Date Corrected:</u>
Discharge Placement Notification email is not working.	2/5/03
Major Edits Needed for Discharge Placement Notification email	2/5/03
Deb funds are coming out of wrong month.	2/9/03

Week Ending 2/16/03

Treatment Tracking:

<u>Defect:</u>	<u>Date Corrected:</u>
The Planned Discharge date is supposed to calculate automatically for a Residential program and it did not. The fields for additional cost and new cost showed too many decimal points when clicking on the button for Calculate Cost.	2/13/03
Trying to save an extension is giving SQL error.	2/13/03
Discharge date saved to placement incorrectly.	2/13/03
TERM: get warning msg before user has a chance to enter value.	2/13/03

Supervision:

The following cosmetic changes were made:

UnEmployment to Unemployment	
Treatment Mod Change Reason to Treatment Modality Change Reason	2/14/03
Community Service Unavailable to Community Service Unavailability Reason	



Employee Focus

FAREWELL & BEST WISHES TO PSA EMPLOYEE DERRICK GERVIN



The Office of Equal Employment Opportunity (OEEO), Diversity and Special Programs would like to say farewell and best wishes to one of its most valued EEO Counselors, Derrick Gervin, of the Pretrial Services Agency. When Derrick first came to the Agency, he sought out the OEEO, and expressed an interest in becoming one of our EEO Counselors. Derrick, having already received the 32-hour training, as required by the Equal Employment Opportunity Commission, was immediately put to work - assisting us in the informal stage of the EEO process. Derrick was always available to take on challenging cases and successfully resolved most of his assigned cases. Not only did Derrick accept cases from PSA, but also became familiar with CSOSA staff and assisted us when EEO Counselors assigned to CSOSA were not available to do so. When asked to assist our office in training during the New Employee Orientation, Derrick (along with another EEO Counselor, DeAndrea Peters) met the challenge and created a scenario that portrayed what an employee could expect during the interview process when filing an informal EEO complaint. He also acted as a mentor to other new EEO Counselors.

A big **THANKS** goes out to Derrick Gervin for all of his hard work and effort in assisting the OEEO. *Derrick, we congratulate you on your new career in Atlanta, Georgia, and wish you well. You will be missed!!!*

Employee Milestones

NEW EMPLOYEES FOR THE MONTH OF FEBRUARY

Office of the Director
Janice E. Fletcher
Debra A. Fulton

Office of Procurement
Elijah Anderson
Leslie L. Dockery-Ford
Chris D. Young

Office of Security
Marketia Davis

One Year Anniversary with CSOSA as of 2/28/03



Stacy Abraham
Elba Gonzalez
Kenya M. Gregory
Maria Cristina Villamarin



5 Years of Government Service as of 2/28/03

Handy E. Gloster
Shawon Parker

10 Years of Government Service as of 2/28/03

Bonnie E. Andrews
April C. Jones

15 Years of Government Service as of 2/28/03

Lavette M. Crosby

Congratulations to the CSOSA Family!

Variety Pages

PROFESSIONALISM : A MUST HAVE BUSINESS ATTIRE

Submitted by Thomas A. Walker,
Employee Development Specialist



Webster's dictionary defines the word professional as engaging in a specific occupation for pay or as a means of livelihood. However, this doesn't go to the heart of what makes a true professional. Anyone can show up, and collect a check, pass around business cards and call him or herself a professional. Many may well live up to the title, while others fall far short of standards that truly mark them as a professional. We view doctors and lawyers as professionals. We see those individuals as working under a code of ethics, oaths, creeds and public opinion. But we don't always hold ourselves in that same light.

“Can we talk here for a moment?”

The most important part of professionalism is **competency**, the art of being well qualified, capable or fit. As an employee, one must be able to deliver the goods, services or productivity they are being compensated for. It's not an easily quantifiable commodity, but we all know it when we see it.

Next on the list is **conduct**, my personal favorite. The way we behave while conducting our daily work activities with co-workers or the clients we serve tells a lot about who we are as professionals and as human beings. The term “unprofessional behavior” has been around a long time and can be rightfully applied to more than a few people in the workplace.

Third on the list is **honesty**. There are so many ways that a professional is duty bound to tell the truth, the whole truth and nothing but the truth, so help you _____. Lies comes in a variety of shapes, forms and sizes, but they all have one thing in common, they

are non-truths and lying is not becoming of any professional person..

Fourth on the list is **appearance**. “First impressions are lasting impressions” is an over-used cliché, but never the less, very true. Your physical appearance and mannerism is the first impression people have of you and believe me, they quickly judge who you are and what you are about using that small amount of information. While this may not adversely affect your social stands, in the workplace it could make a difference in project assignments and promotions. If you look and act like an idiot, most folks are going to believe that's who you are, until you can prove otherwise, and you may not get a chance to.

The final keyword here is **responsibility**. We can assume an Professional position brings many responsibilities. You personally owe a duty to your employer, your clients, those who see your work, and importantly to your fellow professional colleagues.

Professionalism isn't just about how much money we make. As professionals, we are expected to move forward the business of the organization that compensates us. Therefore, our personal values, pet peeves and egos should be set aside in order to get the job done. At the close of the day, a code of professional conduct and an understanding of what that means bound us all. Being a professional isn't just about having your name printed on some fancy business card, it's about everything we say and everything we do in our day-to-day working lives that projects responsibility, good appearance, honest, a code of conduct and competency.



Points To Remember!

- Always represent well for your superiors
- Never degrade or devalue a co-worker
- Keep your eyes on the mission
- Treat every person you meet with respect
- Scan the horizon and stay well trained
- Always reset the copy machine after using it
- Watch successful people and learn from them

This has been a Thomas A. Walker Public Service Announcement (*Smile*). Thank you kindly for your attention. May you always have a dollar in your pocket, the wind at your back and Lady Luck as your best friend!

Bulletin Board



Please Note An Important Date Change

Adjunct Appreciation Day
has been rescheduled from
May 13, 2003
to
September 25, 2003

Congratulations to
Alfreda Johnson-Jackson
who was promoted to the position of
Supervisory Community Supervision Assistant
in the File Management Unit of
Community Supervision Services.

*Best of luck Alfreda!
- From Erika*

Don't Forget About Your Support Staff!
April 20-26, 2003 is Administrative Professionals Week



MARCH Birthdays



Office of Information Technology
would like to wish

**Web Content Manager
Mary Anderson (3/18)**
&

**Lan Technician
John Jones (3/20)**

A Very Happy Birthday!

Birthday Wishes to

CSO Angela Davis (3/20)
&
CSO Rosmery Mejia (3/22)

From their TAP Family

The Training and
Career Development Staff
would like to wish

**Career Development Specialist
Rhonda P. Lewis (3/3)**

A Happy 30th Birthday

Happy Birthday to

CSO Nicquita Robinson (3/9)

Love your friend,
Shannon Gibson

The Sex Offender Unit -Team 13
wishes

SCSO Paul Brennan (3/4)
&

CSO Tiffany Hill (3/5)
Happy Birthday

A Special Happy Birthday Wish
to
SCSO Joseph Alston (3/12)

From Michelle Alston

(Continued from page 1)

the agency's exceptional work product, that staff were on-board with the agency mission and goals. That left only unity as the remaining hurdle.

Over time I began to understand that some staff were feeling isolated in their work units, constrained by the chain of command in their efforts to communicate their concerns, in need of more time for quality interactions with their peers in their own and different disciplines and voiceless in both major and minor agency decisions. What I had originally thought was a morale issue turned out to be primarily an issue of communication.

Many families have been destroyed because of a failure to communicate effectively. That is not the legacy I want for CSOSA and since September, I have been working diligently to improve communications in the agency. We've instituted brown bag luncheons wherein small groups of SCSOs meet in my office for lunch on Wednesdays in an informal atmosphere to share their concerns, suggestions and success stories. I've established senior staff meetings to provide managers from throughout the agency an opportunity to interact and discuss issues of mutual concern. Based on repeated reports from staff, we have established work groups to look at both our intake and our drug treatment referral processes. Both of those work groups were the result of concerns raised by front line staff.

I have an 'open door' policy which I intend to maintain throughout my tenure with this agency and which I have encouraged all of our senior managers to adopt. Although not all of the information I have received as a result of that policy has been positive, I remain committed to keeping the lines of communication open between the Director's office and every other office in the agency. It has always been my belief that, like in a marriage, it is not the things that we talk about that ultimately hurt us, but the things that we don't.

Our work is demanding, often stressful and vitally important to the health of this community. I firmly believe that those who work hard deserve to play hard. To that end, the holiday party planning committee has been charged with putting together an off-site, evening event that will allow staff to bring their spouses and friends to dine, dance and celebrate in a relaxed atmosphere away from our place of business. A sub-group of the holiday committee is also planning a summer event where staff can bring their families and spend a day together outdoors enjoying the sun, food and the camaraderie.

Let's keep talking.

- Director Paul A. Quander, Jr.

NEWSLINK QUOTE OF THE MONTH

"There are two ways of meeting difficulties.
You alter the difficulties or you alter yourself to meet them."
- Phyllis Bottome (1884-1963), American Novelist

NOTE FROM THE EDITOR:

This concludes another edition of the CSOSA Newslink. Thanks to all staff who contributed to this month's publication. It may be cold outside, but CSOSA is heating up! I am so excited that more and more staff are expressing interest in submitting articles and many are coming up with great ideas for further developing the agency's publication. Special thanks to CSO Aprille Cole for lending her assistance. 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**