



Newslink



A MONTHLY PUBLICATION OF CSOSA

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Voice of the Director



Paul A. Quander, Jr.

Vincent Van Gogh once said that, "Great things are not done by impulse, but by a series of small things brought together." Just as Van Gogh created masterpieces one brush stroke at a time, I believe

we are transforming the criminal justice canvass one good idea and one offender at a time. I had a few moments to reflect on this thought at our recent Agency cookout. Somewhere between the fried fish and the peach cobbler, I looked around the park and noted the vast pool of talent we represent. In a moment that was both gratifying and humbling, a series of images flashed across my mind, confirming for me our position as the leading innovator of criminal justice practice in the District of Columbia and the standard bearer for community corrections in the nation.

My mental ticker tape began with the headline 'Technology That Works' from the July 2004 issue of *Corrections Today*. Written by our own Dr. Frank Lu and Dr. Laurence Wolfe, the article outlined the development of SMART as the model for the next generation of criminal justice information systems. It generously included a listing of our core business

requirements, modules and functionality. I suspect that community corrections agencies across the country will use this article as a baseline for evaluating their existing case management systems or as a launching point for discussions about new automation efforts.

As my random musings continued, the image of a CSO and a metropolitan police officer conducting an Accountability Tour at the home of an offender filled by head. Although I couldn't make out the faces, the feeling of cooperation between the CSO and the police officer was clear. Perhaps it was the experience of participating in accountability tours with various CSOs that brought this image to mind. More likely, however, it was a recent conversation with ANC 5B10 Commissioner Kathy Henderson that caused the mental picture to stick with me. Known for her passion for her community, she implored the Agency to continue conducting accountability tours and assured me that they were making a difference in her Ward. Scheduled to open in March 2005, our new field site in the Rhode Island Avenue Metro area will give us an even greater presence in the 5th District.

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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.

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Gaining momentum, my thoughts moved from the offender's home to the image of a massive communications satellite orbiting the earth. I recognized it as the graphic from the July 10, 2004 CBS Evening News story on our use of Global Positioning System (GPS) technology to monitor sex offenders. National exposure of our creative use of this powerful technology reinforced for me the importance of our continuing to think unconventionally for the benefit of the community and the offender population.

Several months ago our Office of Research and Evaluation developed a set of extremely specific demographic data on the offenders residing in the Sursum Corda community following the tragic death of Jahkema Hansen. From that data I developed a PowerPoint presentation that I often use in meetings with the community. It briefly appeared to me at that moment, reminding me of our ability to provide near real-time information to the community and our law enforcement partners. This capability has been invaluable to MPD as they tailor crime control and prevention plans in specific communities.

My reverie was interrupted by a call to demonstrate my skills on the basketball court. Unlike CSOSA, I have definite (hoop) limitations and so I declined the invitation. Walking back across the park, however, I continued to think about the many ways CSOSA is pushing the envelope in order to improve the safety of the community and the prospect of successful reintegration of our offenders. Our recently signed Memorandum of Understanding with the DC Housing Authority to conduct Accountability Tours and establish on-site offices in some of the city's public housing developments will likely result in measurable improvements in the quality of life in those communities. Our arrangement with the Department of Motor Vehicles to provide identification to recently released offenders has eliminated a major barrier to offenders beginning the process of reestablishing themselves upon release from prison. Implementation of SMART Lite to allow CSOs to access caseload information from the field is imminent and our new Day Reporting Center recently began operation. Perhaps most telling of all, our rearrest rate remains one of the lowest in the nation. Let's continue creating our masterpiece.

SPECIAL NOTE

Since its inception, and particularly during my tenure as Director of the Agency, *Newslink* has been an extremely valuable tool for sharing information within the CSOSA family and with the external community. Through it we have re-lived Special Observance Committee celebrations, kept abreast of CSOSA events, learned of new developments in the Agency and changes in federal regulations. Each month we've celebrated births and birthdays, anniversaries and new additions to the CSOSA family. We've been moved by stories of offenders' success and congratulated each other on our personal triumphs. In many ways *Newslink* put a human face on the Agency, connecting us to each other, the local community and those who know us only through the Internet.



Erika N. Evans

This issue of *Newslink* is the last to be produced under the expert editorial direction of Ms. Erika Evans. Ms. Evans is leaving CSOSA to attend the William Mitchell College of Law in St. Paul, Minnesota this fall. For the past three years she has worked tirelessly to produce a quality publication that represents the professionalism for which CSOSA is known, while simultaneously serving first as a Community Supervision Officer and later as Special Assistant to the Associate Director, CSS. It has been a monumental task, which she performed with enthusiasm, grace and excellence.

Erika, it has been a privilege to work with you and I'm sure I speak for the rest of the Agency when I say that you will be greatly missed. Best of luck in law school and in all of your future endeavors.

- Director Paul A. Quander, Jr.

CSOSA Events

CSOSA CELEBRATES PROBATION, PAROLE AND COMMUNITY SUPERVISION OFFICERS WEEK

"Agents of Change"



In the annual tradition of celebrating and acknowledging the contributions and efforts of our hard working CSOs, during the week of July 19-23, CSOSA joined organizations across the country in celebrating Probation, Parole and Community Supervision Officers Week 2004. Among the events held were an "Ask the Director" Bag Lunch, a "Team Poster" contest and an all-day training seminar at the Holiday Inn on the Hill. We are very proud to say that for the third consecutive year, the Agency has used this special occasion to pay homage to the men and women who remain the backbone of the agency's ability to fulfill its mission to increase safety in the DC Community. Thomas H. Williams, Associate Director of Community Supervision Services, would like to thank this year's planning committee for all their efforts to host such a meaningful event for our CSOs. We look forward to your support and participation next year.

CSO WEEK WINNING CSO POSTER TEAM 40 -DOMESTIC VIOLENCE SUPERVISION



Being *one* of the winners of the CSO Appreciation Week Poster Contest, was an honorable distinction; however, winning proved secondary to the harmonious team collaboration that was rekindled in the process.

The design of our team poster was the result of shared ideas that highlighted the central functions of domestic violence supervision, focusing on offender accountability and victim safety. Our poster, embroidered by the color purple (the national insignia of domestic violence), featured traced hands of the members of Team 40, each holding one of the critical success factors. This symbolized the strategic importance of the Agency's mission as well as such diverse themes as, "Restorative Hands of Justice Working Together To End Domestic Violence" and Lend a Hand to Support the Victims of Domestic Violence".

I congratulate all of the teams who rose to the challenge to enter this contest with vigor and enthusiasm. If a picture is worth a thousand words, then a poster is worth a million!

*Submitted by Gladys Dorgett, SCSO
Special Supervision Branch IV*



HIGHLIGHTS FROM THE CSOSA COOKOUT JULY 23, 2004

Good food, good friends and really good fun!
Special thanks to the event planning committee for a special day away from the office we'll all remember.



Office Updates



MANAGEMENT & ADMINISTRATION UPDATES:

Security

On July 6, 2004, the **Federal Service Impasse Panel** issued a decision settling all bargaining unit proposals to alter the **Agency's Drug Free Work Place Program**. There were 19 issues presented to the Panel. Some were resolved through agreements and/or withdrawals. The FSIP made a determination on the remaining 5 issues. The Office of Security is now making minor adjustments to the DFWP policy, which must be resubmitted to the Department of Human Services. Full implementation is planned for October after all bargaining unit employees have attended training.

Over the past two months, the Office of Security has been developing a **CSOSA Hostage Response Plan**. Several meetings have been held with CSS, OHR and Facilities. The document has also been reviewed by the FBI Joint Terrorism Task Force Crisis Response Group. The Hostage Response Coordinator for the Washington Field Office of the FBI provided feedback on our plan. On July 9th, the policy was distributed for formal agency wide management comment.

Financial Management

The Office of Financial Management is preparing the Agency's FY 2006 budget. Program offices have submitted all requests and senior management meetings have been held to assist the Director in making final agency decisions. The budget and performance plan is due to the Office of Management and Budget by September 13, 2004.

The FY 2004 Mid-year budget reviews, outlining surplus amounts and newly requested funding initiatives were completed and reviewed by the Agency Director.

After completing the OMB FY 2005 budget justification and appeal, Finance also completed and submitted the Agency's FY 2005 Performance Budget to Congress. The budget request contains funding for 77 new positions.

The WORD Is . . .



MONTHLY NEWS FROM THE
OFFICE OF EQUAL EMPLOYMENT
OPORTUNITY

WHY "HANDICAPPED" IS NOT COOL

The word "handicapped" was first used in Great Britain after the Crimean War. Medicine had advanced to a point where large numbers of soldiers were returning home with injuries that would have proved fatal in earlier wars. To aid the severely disabled men, Parliament made it legal for war veterans to beg on the streets; they could keep a "cap handy" to accept donations from passers-by; thus, the word "handicapped."

Because the word "handicapped" implies making beggars out of people with disabilities, the term is no longer acceptable. The preferred term is "people with disabilities." There is a difference between "handicapped" and "disability."

Disability is a condition, either emotional or physical. A handicap is the cumulative result of obstacles, which a disability interposes between individuals and their maximum functional level. Therefore, not all disabilities are handicaps. A person using a wheelchair is not handicapped in an environment where there are no steps. A person who is deaf is not handicapped when using a TDD. People who are blind are not handicapped in jobs where they use voice-output computers. The real handicap is often the built environment, e.g., stores with steps into them, inaccessible taxis.

Help change the 19th century language habits. Increase equal treatment, community awareness, acceptance, and access. Be concerned: take the time to be vigilant about your own language. Language does play an important role in shaping ideas and attitudes.

**"Our words affect our thoughts
Our thoughts affect our beliefs
Our beliefs affect our feelings
Our feelings affect our behavior and
Our behavior affects our world"**

HOW IT CUSTOMER SUPPORT REINVENTED ITSELF

Submitted by Sean Polk, Customer Support Manager, Office of Service Delivery-Customer Support and Jocelyne Williams, Senior Technical Writer, Office of Service Delivery-Infrastructure



How many of us, enthusiastic and reluctant computer equipment users, have ever wondered what our work lives would be like if we were suddenly left to our own wits to answer our software questions and also fix our PCs and other assorted computer devices? Most of us would agree that this is a scary and unpleasant prospect. Fortunately, we know that we can rely on the help and expertise of those “computer geeks” from the IT Customer Support group. Customer Support undoubtedly plays a very crucial role in the overall good functioning of the Agency. It is also the most visible group within the IT division, and maybe the most likely to be noted for its shortcomings. Because of the very nature of its activities, IT Customer Support is also a group that is faced with the challenge of constantly keeping abreast of new technologies to fulfill its support role and providing top-notch service to its customers.

A few months ago, CSOSA IT managers came to the realization that IT Customer Support was experiencing “growth” problems linked to the evolving complexity of the business processes at the Agency. It was clear to many that these difficulties were starting to affect IT Customer Support’s efficiency and changes were needed to maintain its users’ confidence. These issues needed to be addressed in earnest in order to improve overall customers’ perception of IT Customer Support and its functions, including meeting the new technological and enterprise deliveries. How was this to be achieved? A restructuring based on “industry best practices” turned out to be the answer to the problems and challenges.

Essentially, the restructuring efforts turned into an extensive investigative, problem-solving, and even soul-searching exercise, not unlike the classic identity crisis that leads to a change of direction in one’s life. First, the IT Customer Support folks took a long, hard look at the organization’s strengths, weaknesses, and needs. Hard questions had to be asked: Which steps do we, IT Customer Support people, need to take to transform our group into a first-class support organization that meets CSOSA’s increasingly sophisticated business objectives and provides the best quality of support to IT customers? More precisely: how do we match our IT Customer Support approach to the Agency’s needs and how do we leverage our current strengths to change the organization? And the most important question of all in its implications: how do we build upon the trust of our CSOSA IT customers to gain the benefits of the changes for our customers and the Agency?

Once the right questions had been asked, pondered on, and turned into action items, IT Customer Support management was ready to tackle all the key issues, which it did in a head-on manner: in a nutshell, the old organization was taken apart and rebuilt all the way up according to a set of recommendations based on industry best practices. These recommendations, essentially practical and realistic solutions, were issued after discussion with a group of CSOSA advisors consulted for guidance and input. They were formalized and then immediately implemented by the IT Customer Support team.

Reorganization Highlights and Benefits for CSOSA Customers

The changes with the most immediate impact are the ones that are affecting positively the relationship between IT Customer Support and its CSOSA customers. Sean Polk, Customer Support Manager, pointed out that a very good summary of the new philosophy developed to reshape and improve the interactions between Customer Support and its CSOSA customers, is contained in the “Ten Customer Expectations” by which IT Customer Support employees live and abide:

1. Be accessible.
2. Be courteous to the customer.
3. Be responsive the customer’s needs and wants.
4. Do what the customer asks promptly.
5. Provide well-trained and informed employees.
6. Tell the customer what to expect.
7. Meet your commitments and keep your promises.
8. Do it right the first time.
9. Follow up.
10. Be socially responsible and ethical.

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The Help Desk, a unit of Customer Support, was heavily restructured to address all these expectations. Renamed the IT Call Center to better represent its mission, it now also offers a wider range of improved information, advice, and assistance to its customers in addition to providing straightforward technical support.

Because technical skills and expertise are fundamental to high-quality Customer Support, a special emphasis has been put on knowledge and continuing education in order to improve and keep technical skills current. Technical training (and cross-training) has been stepped up for all staff members, who are now encouraged by their management to be more proactive with training and development activities. Technical Leaders, who now also focus on specialized areas of Customer Support, provide senior-level technical expertise to their staff. Technical Specialists are expected to expand their knowledge base through new tasks that include elements of IT research, development, and deployment.

The ticketing system has also been revamped and customers will notice that reporting IT problems has been made easier. Improving the equipment quality and working with better and standardized operating systems will also contribute to faster service, more technical efficiency, and customer satisfaction. And to better ensure rapid and dedicated response to CSOSA executive staff requests, the Executive Response Team was created to support and quickly address the needs of the Agency Director and his executive staff.

Joi Modlin, Senior Technical Lead, emphasized that winning customers' confidence is the cornerstone to overall improvements. To accomplish this fundamental objective, IT Customer Support management is working on getting more visibility and involvement with IT customers and their projects by attending meetings with the CSS branches and other IT-related meetings and taking the time to develop relationships with other groups. In fact, if you have not seen them yet, you will soon meet Sean Polk and Joi Modlin, who are committed to visiting every IT customer locations, including field sites, to become better acquainted with CSOSA customers' IT service and technical needs. Brown bag question-and-answer sessions are scheduled twice a month at different field sites to address customers' questions and concerns.

When talking to different IT Customer Support staff members, one strongly gets the sense that they are excited about the changes and that they are absolutely dedicated to making their organization a first-class customer-oriented and a top-notch service organization. "Absolutely" is the key word: there is no going back. This is very much an affirmation of their commitment to be customer-focused and for doing the right thing for their customers.

OGC UPDATE: PUBLIC SERVICE AND THE PRINCIPLES OF ETHICAL CONDUCT: PUBLIC OFFICE / PRIVATE GAIN

By *Linette A. Lander,*
Assistant General Counsel



This article is the first of an occasional series of articles that will expand upon the 14 ethical principles that guide the conduct of employees in the Executive Branch of the Federal Government. In encouraging agency and department heads to stress the importance of the principals to their employees, a former director of the U.S. Office of Government Ethics (OGE) underscored that:

“[t]hese ethical principles embody core values of trust, impartiality and equal treatment. They set a high standard for executive branch employees in which actions that would create even the appearance of a violation of ethics laws or regulations are to be avoided. They provide strong support for the message that public service presents a special opportunity to serve the American people with dedication and integrity.”

12/20/02 OGE Memorandum to Heads of Executive Departments and Agencies (emphasis added)

This first article in the series will address the 7th principle: **“Employees shall not use public office for private gain.”**

First, what is meant by the term “public office”? The trappings of public office include such things as the name of the government agency and/or the influence wielded by it, the power of the agency to take actions or make decisions on matters within its jurisdiction, government property, and nonpublic government information.

And what is meant by the term “private gain”? Private gain means financial or other benefits that are received by a federal employee, or the employee's friends, relatives, or other associates, or organizations with which the employee is affiliated.

What are some examples of “prohibited” use of public office for private gain?

- An employee uses nonpublic information such as the prospective but unannounced location of a new half-way house, to make business investments or sell products or services that benefit his or her associates.

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- A federal employee attempts to obtain a favorable decision or service from his government agency for his brother by intervening in or attempting to influence the agency's decision-making process.
- An employee uses federal property while on official time to produce brochures for his personal use or the use of his family-owned business, or non-profit organization
- A training contractor attempts to get a federal training contract by using a letter from a federal employee that praises the contractor's past performance at the employee's agency.

Finally, here are some examples of activities or actions that would be permissible under the Standards of Employee Conduct:

- Writing a reference letter to a federal agency on agency letterhead that expresses the employee's personal opinion about an individual the employee has worked with in an official federal government capacity, but does not express any opinion on behalf of the agency itself.
- Use of one's federal title in a publication or in a training course with a disclaimer stating that the views expressed are the employee's and not the federal agency's, and ensuring that the title or position is no more prominent than other biographical information provided.

To review all 14 ethical principles, please see http://www.usoge.gov/pages/daeograms/dgr_files/2001/do01004.pdf. As always, we encourage you to address questions that may arise on ethics matters to any attorney in OGC.

CSOSA Success Stories

A LETTER FROM AN OFFENDER

Submitted by CSO McQucio Moore

General Supervision Branch IIA, Team #17

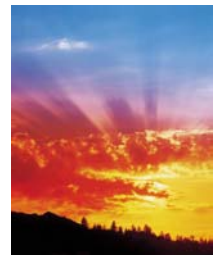
(Names and specific references have been omitted to maintain privacy)

"I am writing this letter to explain my addiction to drugs and what it has done to me. I started drinking wine and beer at the age of 12. I started using marijuana because that's what everyone was doing in the 70's. I thought it was okay, but as I got older, I experimented with cocaine on special occasions like my birthday, holidays and weekends. Then one day I was introduced to heroin. Heroin made me feel like one of the fellas. My mother tried to warn me to leave that stuff alone, but soon I had caught a habit and began using needles. I had to use the drug on a regular basis because I didn't want to get sick. Things started to get rough for me. Before I knew it, I was selling drugs to support my habit and I ended up in jail serving time. I would get out of jail and end up right back in. I wasn't ready to stop. One day I got caught selling to an undercover officer and I was sentenced to 4-12 years incarceration. At that point I decided to get into a program at the facility where I was locked up. I talked a lot about what made me use. And I began to take a good look at my situation.

I was paroled in 1995. I was doing okay for years until life started showing up and tragedy struck. I lost my wife. Her death really tore me up. All the people I could depend on (since my parents had died years before) were no longer around to help me when I was in need. So I started drinking and drugging again. I was in violation of my parole and I almost got sent back to jail for a long time. But God stepped in and he touched my parole officer's heart.

My parole officer, Mr. McQucio Moore, helped me by sending me to treatment. He knew I wasn't a bad guy, I just needed help. I was sanctioned by CSOSA and sent to Seaton House at Providence Hospital. When I first got there, I admit, I didn't want to be there. But I wanted to change my life. I went to my room at the treatment center and cried out for God to help me. I surrendered. I knew I had to change because I didn't want my son looking down on me in a casket as a result of drugs and alcohol. I thought about what that would do to his life and the kind of example I would be setting.

I successfully completed the treatment program Seaton House in 2003. The day I left, I went to see my parole officer and I had to thank him for saving my life. I am currently going to AA and NA groups regularly. I share whatever I am feeling with people just like me and I have a sponsor. I work a job that I like and I make my money legally. My relationship with my son has gotten better, I sing with a gospel group and I like what I see in the mirror. It was hard for me in the beginning, getting use to dealing with my feelings and getting off drugs and alcohol. I know I didn't get to where I am today on my own, so I thank God every day for giving me the chance to make my life right. With the help of my parole officer Mr. Moore, I have found a new way of life and I will always remember him for that."



Employee Focus



SPOTLIGHT ON LAURA COLON- MARRERO

*Submitted by
Reyna Cartagena, SCSO*

Many people have had the pleasure of meeting Laura Colon-Marrero. As a Treatment Specialist with the

Central Intervention Team, Laura has assisted countless offenders in their quest for sobriety, and has worked with many CSOs to meet that end. She is a dedicated employee who extends every effort to make sure services are provided to those in need. Those who know her are well aware of her zest for life, her good-natured humor, and her loyalty to Brooklyn, NY. However, what many people *don't* know about Laura is that she has a personal passion that she has cultivated since her college days: FENCING!

According to hickoksport.com, fencing originated as the practice of swordsmanship to prepare men for duels and warfare. A fencing match is depicted on an Egyptian temple that dates to about 1190 B.C. and the ancient Babylonians, Greeks, Persians, and Romans all had some form of fencing. There was fencing in the American Colonies, most notably in Virginia, where plantation owners carried on the genteel traditions of England. As part of its French heritage, New Orleans had a number of fencing masters at the time of the Louisiana Purchase in 1803.

Modern fencing was brought to the United States by the German Turners in the late 1840s. While the Turners emphasized physical training through gymnastics, fencing was also part of their regimen. After the Civil War, many colleges and athletic clubs adopted fencing along with the rest of the Turner gymnastics program.

Laura began fencing in January 1983 during her last gym class as an undergraduate at SUNY-New Paltz. She quickly realized that she truly enjoyed the sport. After graduation, however, she was unable to continue fencing due to the financial requirements it demanded (Fencing is NOT a cheap thrill!). It was not until August 2003 that she challenged herself to return to the sport, investing a great deal of time and money to fine-tune her original fencing skills.

Laura marked her return to fencing by participating in her first competition in September 2003—the Virginia Kick Off. Laura's goal was to use fencing to get back in shape and compete in the National Tournament, which, at the

time, was ten months away. Numerous competitions later, she qualified to fence at the Summer Nationals in Charlotte, North Carolina (which took place July 3rd to July 11th). Even after being bitten by a Black Widow Spider and being rushed to an area Emergency Room, Laura moved up 4 spaces in her Fencing Ranks AND received National Points for her athletic performance at Nationals. She also fenced at the Virginal Commonwealth Games in Roanoke, Virginia July 16-18th, where she participated in an Olympic-style fencing event at Hollins University. Laura Has placed 3rd in Women's Foil Novice in the VA Division & placed 3rd for unrated Women's Foil in the VA Division. She has also placed 6th place in the Virginia Division Championship Tournament.

Laura is dedicated to continuing her fencing, which is no small effort for a working mother at CSOSA. Her ability to add this demanding sport to her already-demanding schedule is amazing! So, next time you see her, congratulate her for a JOB WELL DONE! She truly deserves it!

SPOTLIGHT ON JOHN McLEAN

Submitted by Ivy Gilliam, CSO

John McLean, CSO, Mental Health Unit has a special talent outside of the agency that many don't know about. He plays in a Jazz Band! John and his band, OnKee Jazz, performed for the National Democratic Convention on July 25, 2004 and July 28, 2004. Specifically, they performed for the Pacific Asian, Hispanic and Black Caucuses under the umbrella of the National Education Association. They did a wonderful job and I am grateful to have a sample of their music. John is the same gentleman that performed at our CSO brunch for Branch III and at our agency cookout in Kenilworth Park. Kudos to John and the OnKee Jazz Band!



Variety Pages

GETTING ANGRY WITHOUT GETTING OUT OF CONTROL

(From the Drug-Free Workplace Program)

Submitted by Carol Synder, Office of Security



Anger is a natural emotion. When we deny that we are angry, we are denying something fundamentally human. Some of us deny anger because of messages we received as children, telling us about how we should and should not behave. Acknowledging to ourselves that we are, indeed, angry is a positive step. Here's how to release it and maintain the respect to others.

Admit When You Are Angry

The first step in dealing constructively with anger is to admit when you are angry. Trying to cover it up or pretend it isn't there will only make it come out some other way and distance us from other people.

Stop, Look and Listen

Stop. Try to identify what you are angry about. The cause of anger isn't always obvious.

Look. If you've identified the cause, think about it before you act. Could it have been avoided?

Listen. Anger is like an old friend reminding us what we like, what we want and what we need. It tells us when something has gone wrong.

Express Your Anger

By taking the time to survey the anger-making situation, you have the opportunity to cool off, and you can make expressions of anger a choice rather than a reaction. This gives you more control, and you'll be able to monitor what you say and how you say it.

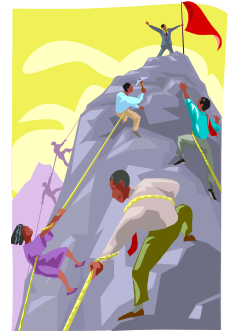
THINGS THAT HELP ME SURVIVE IN GENERAL SUPERVISION

Submitted by Denis Thomas, CSO

Branch IIA, Team 1

“MY HIGHER SELF”

I am the all possible who can do anything!
 I am the most high character made from the hands of the King.
 My mind is mighty with all power and force within.
 I'm in a race with the world and I'll do what it takes to win.
 I can do whatever I want when I want to do it.
 But only if it's positive, anything else does not exist.
 I think it's time to recognize what my true character holds.
 If I realize it now, then later I can look back down the roads.
 My life is real and real is what it will be.
 I must make it work, it's all up to me.



FEDERAL AND LOCAL OFFICIALS ISSUE URGENT PLEA FOR IMMEDIATE BLOOD DONATIONS AT PRESS CONFERENCE

(Adapted from the American Red Cross Press Release, August 11, 2004)

According to the American Red Cross, the community blood supply typically drops to critically low levels each summer. The demand for blood products from area hospitals and trauma centers, however, remains the same. In response to critical blood shortages occurring both region-wide and nationally, the Metropolitan Police Department and Admiral Kenneth Moritsugu, M.D., Deputy Surgeon General of the United States, joined together on August 11, 2004 to issue an urgent plea for an immediate response from blood donors. A press conference was held in conjunction with a community blood drive at the Metropolitan Police Department Headquarters located at 300 Indiana Ave., NW to address this issue and encourage the public to respond to this critical need. For more information, visit www.my-redcross.org.



Bulletin Board



CORRECTIONS:

The May/June 2004 edition of the Newslink featured an article on CSOSA's Asian-Pacific American Heritage Celebration, but failed to mention that Mr. Byron Daniels served as the event Chairperson. Mr. Daniels was responsible for securing the guest speakers and spent many hours devoted to this special project and deserves to be recognized.

Also, in the May/June 2004 publication (page 7) the article regarding Branch V, Team 25, entitled "Critical success Factor #4, was written by CSO LaShaun York. Thank you, Ms. York for your submission.

SAVE THE DATE...



UPCOMING EVENTS PRESENTED BY THE SPECIAL OBSERVANCES COMMITTEE:

THE ANNUAL TASTE OF CSOSA

September 2, 2004

National Hispanic Heritage Month

"Hispanic Americans: Making a Difference in Our Communities and Our Nation"

September 23, 2004

Both events will be held at 633 Indiana Avenue, NW, 6th Floor

11:00 a.m. - 1:00 p.m.



Birthday Announcements



Happy Belated Birthday to
CSO Artishia Dasher (6/18)

We love you!!

From Michelle Dunwoody and Lorraine Cly-

The TAP Unit
Wishes a Happy Birthday to
CSO Gary Harvey (7/15)
& **CSO Bridget Neamo (7/13)**

Happy Birthday to
Gertie Crawley (7/8)
Suzanne Fry (7/6) &
Sean Polk (7/9)

From IT

Happy Birthday to
Jim Williams (7/5)
Joyce Banum (7/11)
Arla Scott (7/1) &
Orlando Williams (7/13)
From Management & Administration

NEWSLINK QUOTE OF THE MONTH

“Where justice is denied, where poverty is enforced, where ignorance prevails, and where any one class is made to feel that society is an organized conspiracy to oppress, rob and degrade them, neither persons nor property will be safe.”

-Frederick Douglass

NOTE FROM THE EDITOR:

This concludes another edition of the CSOSA Newslink. This also concludes my service to the Agency and its wonderful publication. It's been a pleasure and a privilege serving as editor and coordinator and please know that I have learned more from your stories over the years than I could have ever hoped. Keep striving to connect with one another as you continue reaching out to the DC community and its citizens. As a united front with noble vision, I am confident your goals will be achieved. Farewell CSOSA! I will miss you.

Erika N. Evans
Newslink Editor & Coordinator
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