



# The Advocate

March 2008

## COMMUNITY ACCOUNTABILITY JUSTICE

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### PSA'S MISSION

To assess, supervise and provide services for defendants, and collaborate with the justice community, to assist the courts in making pretrial release decisions. We promote community safety and return to court while honoring the constitutional presumption of innocence.



Susan W. Shaffer  
Director

### FROM THE DIRECTOR

This issue of the *Advocate* has some great pictures that I know you will enjoy. Because a number of you heard me say that

it was something of a transition to return from my three week sojourn to South America, Linda [Christian] insisted that we add these pictures from Argentina. And since she is the editor of this great publication, I could not veto her decision. So here I am riding a horse in the hills above an estancia, and trekking on and standing near a spectacular glacier in Patagonia called Perito Moreno. Needless to say, particularly because I was traveling with my 23-year old son who currently teaches in Buenos Aires, it was an amazing experience. We not only saw Patagonia, but also managed to take an unexpected trip to Peru--visiting Lima, Cusco, and Machu Picchu. It is hard to describe the beauty of these places, but I can easily say that I returned to work feeling peaceful and renewed.

There is so much going on at PSA, however, that it's hard to hold on to that sense of relaxation for long! After the Continuing Resolution was over this January, we were authorized by Congress and the President to hire 12 new positions in order to reduce caseloads, and to initiate the utilization of cellular EM and GPS technology. New hiring requires new offices, but it is difficult to find available space near the courthouses. We are doing the best we can to redesign space and add cubicles at 601 Indiana as well as to utilize the space in Hearing Rooms 207 and 208 in DC Superior Court. This challenge will be heightened if we are successful in getting Congressional approval for our FY 2009 budget's additional 23 positions that



were approved by OMB. We are very pleased that OMB has been so receptive to our budget requests, but the reality of finding the space to accommodate all this hiring is extremely difficult.

The positions that OMB has authorized us to request from Congress in the FY 2009 budget are primarily supporting a new initiative to assist the DC Misdemeanor and Traffic Court with linking defendants to substance abuse and mental health services that will be provided by the city. We will undoubtedly focus our efforts on the various drunk driving-related charges as well as some of the DC misdemeanor charges that rotate continually through the court system. We will be working with the Court, the Office of the Attorney General, the Department of Mental Health and the Addiction Prevention and Recovery Administration (APRA) to determine how to best design this initiative in order to supplement what has already been started and help fill in the gaps. APRA and the Department of Employment Services have already located some staff in the DC Superior Court, and the Department of Mental Health is planning to open an urgent care clinic in the next few months. It is exciting

DIRECTOR —  
Cont'd on following page...



Clifford T. Keenan  
Deputy Director

*Hello, PSA!* Knowing how busy we all tend to be getting the work done, I'm sure it's been a week or two (!) since you last had the chance to re-read the PSA Vision: **"To thrive as a leader within the justice system by developing an empowered workforce that embodies integrity, excellence, accountability, and innovation in the delivery of the highest quality services."** Our goal: to deliver the **highest quality services** everywhere within the Agency. For example, in Operations, that will be in the reports we prepare for court and the services (drug testing, supervision and treatment) we provide to our defendants. In IT, it will be in ensuring our systems are top-notch, working to their maximum, and that our users have what they need to get their jobs done. In the Lab, it's providing the science, technology and results that remain above reproach given our attention to detail. In F&A, it's getting funding from Congress, keeping the bills paid on time, keeping the facilities running, and (as Johnny [Cahn] often reminds us) keeping the Agency out of any "hot seat" because we may have missed one of those pesky procurement rules. In HCM (formerly HR), it's keeping our vacancy rate to a minimum, getting us paid, our benefits processed, and tending to the wide array of personnel matters that go along with being a Federal agency. In RAD, it's helping us look at, measure, and evaluate what we're doing to see if we're doing it as well as we can. In Training, it's providing us all with the additional tools to further improve our delivery of such high quality services. And so on – you get the idea.

As you can see, we're like a jigsaw puzzle; we need each other in order to completely realize our vision. Some of us, at times, may feel as if what we're doing is not appreciated or is not valued or doesn't make that much of a difference to the whole of PSA. What each of us does, or doesn't do, really does have an impact on all of PSA. That is why our vision states that the way we will thrive as a leader is by **"developing an empowered workforce that embodies integrity, excellence, accountability, and innovation."** We'll give you the tools (and continue to let us know how you think that may be enhanced!), and each of us needs to deliver to the best of our ability.

Sometimes we hear that one Office or unit or team that is really trying to help realize our vision is being hampered in doing so by the "bureaucracy" or "management" or the "red-tape" that are, in fact, the rules: promotion or hiring rules, procurement rules, security rules, or whatever. When we address those seemingly conflicting issues, it often turns out to be a miscommunication or lack of communication, so it's vitally important for us all to keep the lines of communication open.

With all of this being said, I would like for each of us to reflect on our mission and vision and realize just how important the work is that we do every day, for the court, the community, and the defendants whom we supervise. Let's remember that we're all part of the same team – we must continue to work **together** to move PSA forward to where we need to be: THE leader in pretrial services.

DIRECTOR —  
Cont'd from previous page... to see this increased level of collaboration, particularly around the intractable issues of mental health and substance abuse.

Other areas of collaboration are also encouraging. PSA is very involved in many of the initiatives of the Criminal Justice Coordinating Council that are intended to more broadly share information and thereby enhance public safety. We are looking at a number of areas, including a focus on repeat gun charges and outstanding warrants, just as we are also concerned in assuring that unnecessary detention is minimized and defendants who can be monitored safely in the community are able to stay in the community. Within PSA, we are working to identify how we can best capture our data in a format that allows us to evaluate what is working and what is not working for us. We are also undertaking a major research initiative with Abt Associates to look at what works in pretrial supervision. Additionally, we are supporting other research initiatives that are under consideration by the National Institute of Justice, which, for the first time, is undertaking a concerted effort to fund considerable research in the pretrial field. Our own RAD is also producing research of its own, and Spurgeon Kennedy is about to publish some interesting data about our domestic violence population. We still have a tremendous amount to learn, but it is an exciting time to be part of pretrial services!

Please save May 7, 8 and 9 on your calendars for what will be PSA's 10<sup>th</sup> Annual Agency-Wide Training Program. This program is mandatory because it is so important to take some time away from the demands others place on you and treat yourself to expanding your horizons. Everyone at this Agency could benefit from training, which is also why we require mandatory professional development hours. In order to be the best in the business, we have to make sure we have every opportunity to obtain the knowledge and skills that we need in an increasingly interrelated and complex world. This year's conference will open the afternoon of May 7 at the Shakespeare Theater, and I can almost guarantee that you will enjoy it, and all that will come in the following two days. So get ready to learn!



Johnny Cahn  
F&A Director

## Office of Finance and Administration

### A Look at Some of PSA's Internal Budgeting Issues ...

I thought it might be interesting and appropriate to provide you with a slightly more in-depth discussion of one aspect of the Agency's financial status—our overall staffing levels and their relationship to the budget cycle and space.

At this writing (January), we find ourselves coming out of the Congressional Continuing Resolution (CR) for fiscal year 2008. The Congress has passed an Omnibus spending bill that approved PSA's budget request to increase our staffing level from **338** employees to **350**, i.e., an increase of **12** positions. This increase was the second installment of the caseload reduction initiative which started in FY 2007 with an initial increase of **13** positions (for a two year total of **25**). In anticipation of the new higher 2008 levels, PSA had already started the recruitment process and some hiring has been ongoing.

For fiscal year 2009, OMB has authorized PSA—through the *passback* process-- to request funding and staffing from Congress for a new initiative to provide pretrial services to about one-quarter of the defendants in the DC Misdemeanor and Traffic Court. This initiative will authorize PSA to hire yet an additional **23** FTE for a total of **373**.

When I first arrived at PSA almost three years ago, the Agency's FTE ceiling was **325**. It has been immensely gratifying to participate in the growth of this dynamic agency at a time when other agencies are experiencing flat growth, if not actual cuts. If the FY 2009 proposed ceiling of **373** FTE materializes, the Agency will have grown by almost **15%** in the past three years.

### ... And a Look at Facilities' Issues Resulting From the Agency's Growth:

So where will we put all of these people? Well, the process of finding seats for our expanding staff started last summer when we expanded room **C-225** in the Courthouse with four new work stations. We then signed a new ten-year lease for the **10<sup>th</sup> floor of 601** Indiana Avenue and are finalizing the buildout of that area to give us an additional 19 workstations. We are in the process of conducting space alterations on the **second floor of 601** Indiana to add two more offices in that space. We also signed a three-year lease extension for space on the **first floor of 300** Indiana Avenue (the MPD building) thereby keeping the space we had recently been told to vacate. As a result of our expansion in 601 Indiana, PSA and CSOSA now fully occupy that building and will jointly convert the ground floor of that building into a secured building entrance much the same as the entrance at 633 Indiana. We have also acquired new space in **Hearing Rooms 207 and 208** in Superior Court in exchange for some space we had to vacate. We will still need to look for additional space for the FY '09 new hires—that will be an interesting challenge!

In another matter directly related to space, our lease at 633 Indiana Avenue will be expiring next year. We have been in high level negotiations (with CSOSA) with the General Services Administration (GSA) to keep us right here and to renew our lease. GSA has indicated that they are required to make our space needs known to the real estate community in a directed effort to be fair to all real estate offerors in the immediate area. It is our opinion that our operational imperative to be close to the Courthouse and the scarcity of vacant space in the area, will ensure that we will, indeed, be successful in remaining at our current location.

### ... And While All of This is Going On, We Are Being Audited:

The last financial audit undergone by the Agency was the audit for the 2004 fiscal year. We are currently being audited by the auditing firm of KPMG for fiscal years 2005, 2006, and 2007. We have provided approximately seven gazillion documents to the auditors in an effort to prove that we are good stewards of the assets that the nation has entrusted to us. I am pleased to report that preliminary information indicates that we will receive an "unqualified opinion" (i.e., a clean bill of health) for 2005 and 2006. The audit period for FY 2007 has just ended, so no audit information is yet available. My special thanks goes to the staff of the Accounting office who provided endless support to the audit while working through almost insurmountable transition issues in our migration to the new Oracle financial system while all of this was going on.

### ... On a Personal Note:

As we entered the New Year, I communicated the message below to my staff in F&A; I thought I would share part of it with you as we reflect on our careers:

"I wanted to take a moment to share a thought with you concerning our individual responsibilities in the workplace. We are all very familiar with our responsibility to conduct our work in a professional manner, and in F&A I am delighted and extremely grateful that our work products are consistently top quality and reflect your solid commitment to the mission of the Agency. As Agency employees we also have institutional responsibilities which are peculiar to the Federal workforce. These institutional responsibilities include such things as willing and proactive participation in mandatory training, thoughtful participation in surveys which assist the Agency in making sound management decisions, and attendance at special observances which reflect the positive values we all share and that elevate us as individuals. It has been my experience and observation in Government that those individuals who meet both their professional as well as their institutional responsibilities tend to become leaders over time. I hope this observation is helpful to you" ... and I wish you all a healthy, safe and productive New Year.



## Office of Operations

Kim Whatley, Director

I hope everyone enjoyed the holiday season and returned to PSA with a renewed sense of purpose and dedication. The work we do is so vitally important in the criminal justice system and I often get so many unsolicited reports of your extraordinary efforts. Among several New Year's resolutions I made this year, I have resolved to make 2008 the best year ever in PSA! How? By continuing our work this year on a number of significant initiatives designed to improve operations and create needed efficiencies.

As you know, Michelle Consuegra left us at the end of the year, but our work to fully define the functional requirements for PRISM 3.0, the Diagnostic Module, continues. Under the able leadership of Michael Williams (who wears two hats—deputy operations director and acting branch manager for the Court Services Branch) and David Mullings (Office of Information Technology), we are full steam ahead. We have solicited the programmatic assistance of Janeth Munoz, Malaika Williams and others, and we have completed the requirements gathering phase. This means our efforts now turn to fully define the requirements in a written product. You will hear lots more about this as I will be convening meetings over the next few months to brief you on this project and to solicit your feedback on a proposed redesign of the case filing process, along with the proposed requirements for the interview instrument, the criminal history module, the risk assessment and recommendation modules, and new proposed model reports.

Also, we continue our work on the new protocols for the investigation and preparation of pretrial services reports led by our partner in RAD (Research, Analysis & Development) Brian Rybicki and Operations Program Analyst Demond Tigs. I am grateful for the time put in thus far by the diagnostic work group. We also continue our work on the new protocols for the supervision of pretrial defendants led by Darren Gowen, Michelle Amos, Eric Holder, and Terrence Walton. A few months ago, all PSOs were briefed on Chapters 1 and 2 of the protocols. Darren, Michelle, Eric and Terrence continue their work on Chapters 3 and 4, along with new proposed standard court reports. PSOs will be briefed on Chapters 3 and 4 in the coming months. Both protocol groups are also working to streamline release conditions and in turn release recommendations to give us greater flexibility in supervising defendants. You can expect to hear more about these important initiatives in the near future.

There are also a number of other initiatives underway, including a treatment group services content review and redesign. The objective of this initiative is to evaluate treatment group services provided by PSA and determine whether recommended changes are needed based in part on best practices in the substance abuse treatment field. Another initiative underway is the process review of the SSU (Specialized Supervision Unit). The purpose of this review is to evaluate the work flow and processes associated with SSU placement, connections with local mental health service providers, defendants awaiting competency restoration hearings and those defendants dually diagnosed, and to make recommendations for improvements.

Operations staff have also begun new initiatives this year to evaluate the effectiveness of our C301 release services operations, including the FTA function, in the Court Services Branch, and to evaluate the citation process, including a study to determine how the new citation criteria is working. In addition, efforts are underway to examine and explore new drug testing technologies, such as oral swabs and sweat patches, and random drug testing protocols.

Our efforts to improve quality remain ongoing. Our QA (Quality Assurance) Team in the Supervision Branch has made significant strides since the QA retreat last summer to convert all of the ideas developed at the retreat to a "to-do list," with specific goals to be accomplished within the next 12 to 18 months. Since the retreat, the Supervision Branch QA Team has met weekly. Their work has really paid off with the development and implementation of an improved audit process complete with identified benchmarks and measures. I encourage other QA Teams to meet with the Supervision Branch QA Team and share ideas. Also, I suspect we will return to our efforts to develop quality assurance plans for all branches and the DTCU (Drug Testing and Compliance Unit) this year. This will give us a road map as we move ahead to improve PSA work products and processes.

Continued on next page...  
OPERATIONS



Norma Scott  
Human Resources Spec.  
Training and Career Dev.

## That Mentoring Bug!



It's that time again! Everyone is talking about the mentoring program! Our 4<sup>th</sup> Iteration is lining up to look like our best yet! The Mentoring Steering Committee recently met to grapple with the difficult process of pairing so many deserving protégés with mentors. The Training and Career Development Center originally planned to sponsor 20 mentoring pairs. We expanded that number to 25 because of the immense interest that the PSA workforce showed. Fifty people will make up our formal mentoring contingent for 2008! We are excited to welcome back 13 of our seasoned mentors! In addition, we have 12 premier mentors who stepped up to the plate to ensure the maximum number of protégés could be placed. Thank you to all of our mentors! You are what makes this program work!

The Mentoring Steering Committee regrets that it was unable to place everyone who applied for the program. What is plain to us all is that PSA is, indeed, a learning organization. As we continue to mentor in our formal mentoring program, but also informally throughout the Agency when we see the need, we will only get better at learning!



## What's new with our Leadership Potential Program (LPP) Participants?

Our seven leaders in place have all returned from their two-week Leadership Potential Program seminar. They are currently in the process of drafting their LPP Employee Development Action Plan. In addition, they have attended their first Leadership Forum with our Director and have held their first book club discussion! They may be approaching many of you as they gather information to include in the detailed project plan required for their Leadership Potential Developmental Assignment. Their assignments (approved by the Leadership Potential Committee) are all very different in their deliverables but have one thing in common. They all benefit the Agency as a whole and simultaneously stretch our participants to continue to lead in place! Support them in their endeavors if you can!

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OPERATIONS

Also, I believe you have now learned that PSA received its FY 2008 budget. This resulted in Operations increasing its authorized staffing level by 11 more positions, bringing the total number of authorized Operations FTEs to 252. As you know, we started our recruitment effort at the end of the last fiscal year anticipating full funding in FY 2008. As such, we have ten new PSOs who have joined our Supervision Branch in January, having recently completed training. We also continue to bring on and fully staff DTCU. We will continue to evaluate our staffing needs as we move through FY 2008 and plan for FY 2009.

Of course we continue our efforts to improve communication Operations-wide. We recently updated our list of standing team and unit meetings and I am happy to report that supervisors are meeting regularly with staff to keep them informed and to solicit ideas and feedback. Also, our Operations' Supervisors roundtable meetings are well underway. We have held two such meetings so far. Each has offered our supervisors an opportunity to exchange information and ideas and discuss issues that are unique to Operations.

It is such a pleasure to work with the men and women of PSA. I hope I get to play some small role in making 2008 the best year ever in PSA! Happy New Year!



Donald Brady  
Director, Office of  
Human Capital  
Management

## Applying for a Position

In the past few months, we have announced several positions and have been fortunate to have a number of best qualified candidates. Some applicants have had questions about the process that leads up to an interview; this is a good time to review the application screening and rating process that we are required to follow as a Federal agency for “promotion” opportunities within the agency and all external hiring. This is in contrast to a “reassignment” where management has the right to move employees, at their same grade with no greater promotion potential, from one position to another if the employee is basically qualified for the position.

In applying for a vacancy announcement, you must clear two distinct steps: 1) HR’s review of your application to determine that you meet basic Office of Personnel Management requirements, and 2) a panel of subject matter experts rating of your application against a crediting plan. After step two, all of those who are rated Best Qualified are referred for an interview.

Your written application is the key to both these steps. Some suggestions for preparing your application are:

- ⇒ Follow all of the instructions in the announcement and provide all required information. HR staff members do not review your records for additional information. The rating panel cannot consider things they know about you unless they are on your application
- ⇒ Your application should be the very best showcase of your experience and accomplishments. All parts of the application should be free of grammar, spelling or other errors
- ⇒ Include all relevant experience and/or education. Volunteer experience can be considered if it is relevant

Knowledge, Skill and Ability (KSA) responses are not technically mandatory, but failure to provide them greatly reduces your ability to compete for the position. Suggestions for KSA responses:

- ⇒ Be as direct as possible and address all parts of each KSA; include all relevant information, but do not use “fluff” or unnecessary words
- ⇒ Write specifically to each KSA. You may have great qualifications, but you need to relate them to the target position and its KSA’s
- ⇒ When making the statement that you have a particular skill or ability, back this up with specific duties or projects that you did that gave you this skill or ability
- ⇒ Try not to use the same information for more than one KSA. You can use the same job but talk about different aspects of it
- ⇒ Think outside the box: if you do not have the exact work listed in the KSA, think of something in your background that may be relevant. For example, almost any kind of writing may be relevant to a KSA on written communication
- ⇒ KSA responses and resumes cannot be written quickly; think of them as research papers and do as many drafts and versions as it takes to get a good product

**Not interviewed.** If you are not rated Best Qualified, you are not interviewed. You can check with the HR Specialist who processed the action to find out how you were rated on each KSA.

**Interviewed.** If you are interviewed, this is an opportunity for you to demonstrate other skills such as communication, thinking on your feet or your vision and understanding of the position. Prepare for the interview by learning all you can about the position in advance of the interview. Think of questions you might ask if you were an interviewer.

**Interviewed but not selected.** If you are not selected, you may want to speak to the interviewers to get valuable feedback. The key is to not be discouraged if you are not referred for interview or not selected. Continue to apply for positions that interest you and improve your application each time, as you become more familiar with the process. Also, you may be competing with a different group of applicants. There are times that positions are announced again without interviews; this is usually because we did not have enough applicants who rated best qualified.

Information on KSA’s can be found on HR’s website and look for the KSA course at PSA’s Training Days in May.



## The Giving Project

by Lauren Pinto  
Pretrial Services Officer, U.S. District Court

As the holiday season approached this year, room C225 in Superior Court began to resemble the North Pole - decorated with Christmas Trees, lights, garland, bows, and brand new TOYS. Members of the Court Services Branch went from hardworking PSOs (Pretrial Services Officers) to Santa's helpers!

Several months ago, a number of PSOs started a small book club that put an emphasis on reading books that are positive and that motivate and inspire change. Chosen by the members of the group, *Giving* by Bill Clinton, became the first book selection. After reading *Giving*, the group met and discussed the implications of the book.

As a group, they decided to give back to the DC community by adopting a family through the Children's Law Center (CLC). CLC helps to provide health, social services, and education to children involved in the foster care system in the District of Columbia. The annual Adopt-a-Family program attempts to aide foster families in providing a memorable holiday for each and every child. With the help of former branch manager, Michelle Consuegra, "The Giving Project" was underway in Superior Court and in US District Court!

The requirements of the Adopt-a-Family project seemed, at first, a bit overwhelming. The group was expected to purchase two of each child's wish list toys (each child listed 3), a new outfit with shoes, a gift card to Giant or Safeway, and all of the wrapping supplies. Additionally, the project leaders had a major time constraint of two weeks for the project deadline.

The family that the branch adopted included 9 year old Tatyanna, 3 year old Omari, and 2 year old Lonnie. These siblings were abandoned in a shelter by their parent after witnessing domestic violence in their home. The children were found dirty, hungry and in tears in the family room. The three children were placed into a foster family in DC.

The Court Services Branch truly came through for this project! Staff members expressed concern, empathy, and an overwhelming sense of responsibility to make the holiday season as memorable as possible for these three children. Not only was the group able to purchase the two required toys, they were able to buy all three of the wish list toys for each child! On Christmas morning, Lonnie would unwrap a huge box of blocks, a guitar that sang in English and Spanish, and a toy train. Omari would receive blocks, a Disney car, and a musical fire truck. Tatyanna was given a Cabbage Patch Doll, a Barbie doll, and a Disney Princess Easy Bake Oven. Each child received a brand new outfit with shoes to match! The group purchased a \$100.00 gift card to Giant and all of the wrapping supplies for the presents provided. Additionally, another bag of new clothes and a new pair of sneakers was donated to give to another child in need.

Barbara Bush once said, "Giving frees us from the familiar territory of our own needs by opening our mind to the unexplained worlds occupied by the needs of others." Instead of buying that extra gift for a family member or their own children, staff opened their hearts (and their wallets) for three young children who they will never even get the opportunity to meet. Members of the Court Services Branch truly embodied Mrs. Bush's sentiment this holiday season and made "The Giving Project" a huge success!

### Combined Federal Campaign (CFC) Results

PSA Goal: \$28,000

Contributions: \$40,200.89

*Outstanding! Thank you, PSA!!*



## 2008 Annual Training Needs Assessment

Stephanie Campbell, HR Specialist

The federal government **requires heads of agencies to review, at least annually, organizational, occupational, and individual needs for training** through *Executive Order No. 11348, §303*. In order to remain in compliance and adequately prepare for your training needs, each year the Training and Career Development Center conducts training assessments at all levels of the organization. We asked our top level managers to identify the training they believed mid-level managers and 1<sup>st</sup> line supervisors need to attend in order to better meet, maintain or enhance current performance. We also asked the managers and supervisors themselves to identify what training they believe they need in order to better meet, maintain or enhance their current job performance. Next, we asked 1<sup>st</sup> line supervisors to identify the training they believe their direct reports (non-supervisory employees) need in order to better meet, maintain or enhance current performance, and of course, we asked you to identify what training you believe you need to better meet, maintain or enhance your current performance and this is what you said! Amazingly, all of the courses that were most identified by employees were the same courses supervisors requested for their direct reports!

Communicating Persuasively  
 Communicating w/Defendants  
 Developing Effective Report Writing Skills  
 Effective Time Management  
 Eliminating Stress  
 How to Handle Difficult People  
 Leadership Skills for Non Supervisors  
 Microsoft Excel  
 Microsoft PowerPoint  
 Presentation Skills

Writing Skills  
 Project Management  
 Transgender Sensitivity  
 Updating Criminal History Records  
 MI 2203: Warrant and Criminal History  
 Record Checks  
 Reading FBI Reports  
 Courtroom Testimony  
 Courtroom Representation

Now that we know what you need, we will begin working to bring these classes to you this fiscal year.

Oh, and don't forget, there is still time to earn those mandatory professional development hours. You have until July 31, 2008 to get the requisite hours. Your requirement can be fulfilled a number of ways; attending formal training classes (like those listed above), attending a conference, shadowing, on-the-job training, completing a detail, conducting an informational interview, or completing an on-the-job project. For more information about how to complete your mandatory professional development hours' requirements, contact your Training Liaison, Norma Scott or me.

Happy Developing!

PSA's 10th Annual  
 Mandatory Agency-Wide Training Program  
 May 7-9, 2008



Left to right:  
Saul Atencio, Dagmar Torres, Janeth Munoz

## The LEP Corner

by Saul Atencio  
Pretrial Services Officer  
General Supervision Team 1

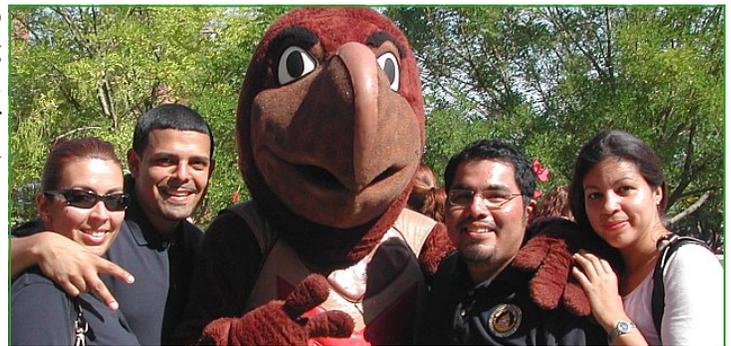
Late last year, members of the Limited English Proficiency Group (LEP), participated in two events directed at recruiting potential minority candidates. As many of you know, PSA still lacks sufficient staffing to accommodate all our Spanish speaking defendants. In an effort to curb that need, the LEP Group decided it was best to be proactive and attend university / college recruiting events.

One of our most recent collaborators with this effort has been with the University of Maryland (College Park Campus). Why Maryland you ask? Well to start off we have quite a few alumni that are part of our PSA bilingual staff that include: Roger Hernandez (Social Services and Assessment Center), Ana Caro-Dominguez (Quality Assurance Officer, Treatment Branch), and Marvin Contreras (Court Services). This past year, we also had two students from the UMD, who interned in U.S. District Court. I heard that their Spanish speaking abilities came to good use with of our LEP federal clients. Our participation with the University of Maryland events is attributed mostly to Ana and Roger, who have been instrumental in connecting us with the Maryland Campus Community. On September 21, 2007, the LEP group attended the University's annual Hispanic Heritage Day, and on October 3, 2007, the University's Career Fair. I must say that we had many students stop by our booth and inquire about Pretrial Services. We also had a list of students interested in interning with us during the next upcoming semesters.

I hope we continue to maintain our relationship with the University Maryland for years to come. The LEP also hopes to move on to other campuses or career events, in an effort to continue looking for not only Spanish speakers, but other bilingual speakers as well. We also need to keep in mind that the deaf/ mute community is another population that is underrepresented here in the District. We will work diligently this year with the Human Resources Community, in an effort to look for potential sign speaking candidates. The LEP would like to thank Donald Brady, Valerie Taylor, and Kim Whatley for their ongoing support with this recruitment project. I also would like to thank the following PSA staff for volunteering during these past two events: Janeth Munoz (Special Assistant, Court Services), Dagmar Torres (Court Services), Roger Hernandez, and Ana Caro. And for those Maryland Alumni in our ranks: **GO TERPS !!!**



Roger Hernandez and Ana Caro-Dominguez



Left to right: Dagmar Torres, Roger Hernandez, Saul Atencio, Janeth Munoz

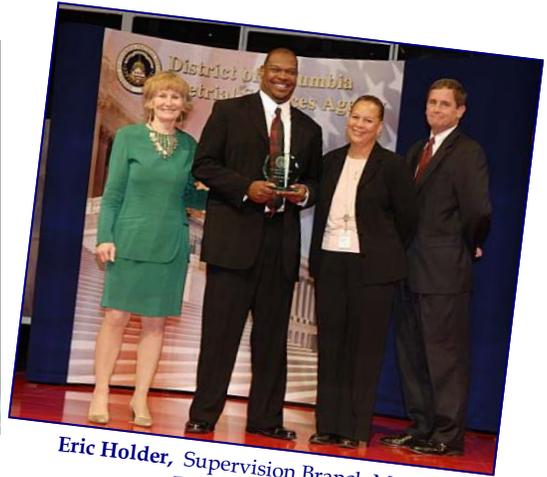
PSA's 3rd Annual Awards Ceremony (October 2007)  
Congratulations Honorees!



**Pamela Brown**, Drug Testing and Compliance  
Supervisor of the Year  
(on right—Operations Director Kim Whatley)



**Susan W. Shaffer**  
PSA Director



**Eric Holder**, Supervision Branch Manager  
Director's Award



**Gwenneth Corujo**, Treatment Branch  
Employee of the Year



**Clifford T. Keenan**  
PSA Deputy Director



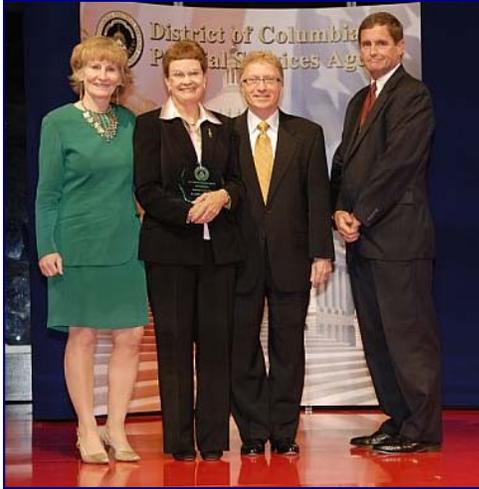
**Janeth Munoz**, Court Services Branch  
Employee of the Year



**Jennifer Boyer**  
Supervision Branch Employee of the Year



**DeAndre Tyler**, Drug Testing and Compliance  
Employee of the Year  
(Recently moved to Diagnostic Evening Shift)



**Faye Redding**, Office of Human Capital Management  
Administrative Employee of the Year  
(on right – Human Capital Director Donald Brady)



**Charlene Andrews**, U.S. District Court Unit  
Support Employee of the Year



**Adrinna Smith**, Drug Testing and Compliance  
Unsung Hero



**Sunil Taneja**, Office of Information Technology  
Unsung Hero (on right – IT Director Ron Hickey)



**Bruce Adams**, Office of Finance & Administration  
Unsung Hero (on right – F&A Director Johnny Cahn)



**Shavon Butler**, Office of Human Capital Management  
Unsung Hero



**Christopher Talley**, Diagnostic Unit  
Customer Service



**Michael Baksis**, Court Reps Unit  
Customer Service



**Kaito Banguidi**, Specialized Supervision Unit  
Integrity



**Rebecca Childress**, Office of Research, Analysis & Dev.  
Teamwork (on right – RAD Director Spurgeon Kennedy)



**Kendra Anderson**, Forensic Toxicology Drug Testing Lab  
Teamwork



**Towanna Beard**, General Supervision  
Initiative



**Darius Reed**, Drug Testing and Compliance Initiative



**Miranda Boozer**  
Superior Court Drug Intervention Program Initiative



**David Mullings**, Office of Information Technology Respect



**Shirley Drayton**  
Superior Court Drug Intervention Program Respect



**Corey Baker**, General Supervision Work Ethic



**Christine Schuck**, Diagnostic Unit Work Ethic



**Rita Adu**, Specialized Supervision Unit  
Work Ethic



**Monica Bermudez**, Diagnostic Unit  
President's Volunteer Service Award (Bronze)



**EEO Counselors**

Masharia Holman, Tiffany Manley, Vaughn Wilson, Ana Caro-Dominguez, LaTonya Lipford-Proctor, and Towanna Beard. (Also pictured – PSA Director Susan Shaffer, PSA Deputy Director Cliff Keenan, and Jacqueline Bacchus, Special Assistant to CSOSA Deputy Director). EEO Counselors not pictured: Tracey Palmer and Nikki Rawls.



**Special Observances Committee Members**

Masharia Holman, Charmaine Mitchell and Gwenneth Corujo. (Also pictured – PSA Director Susan Shaffer, PSA Deputy Director Cliff Keenan, and Jacqueline Bacchus, Special Assistant to CSOSA Deputy Director).



# Congratulations Peer Awards Recipients



January-February 2008

**Kendra Brown—3rd Nomination!**  
*Teamwork* (Drug Testing and Compliance)

**John Copes**  
*Respect* (Diagnostic Unit)

**Rasheba Eason**  
*Respect* (Diagnostic Unit)

**Michele Emerman**  
*Customer Service, Initiative, Teamwork*  
(Court Representatives)

**Sylvia Jones**  
*Teamwork* (Drug Testing and Compliance)

**Katelyn Rowe**  
*Teamwork* (Diagnostic Unit)

**Irene Wyche**  
*Teamwork* (Diagnostic Unit)

December 2007

**Monica Bermudez**  
*Teamwork, Customer Service*  
Diagnostic Unit

**Tonya Davis**  
*Work Ethic*  
Drug Testing and Compliance

**Bonita Massey—3rd Nomination!**  
*Teamwork, Work Ethic*  
Training and Career Development

**Rufus Parker**  
*Teamwork, Work Ethic*  
Drug Testing and Compliance

November 2007

**Saul Atencio**  
*Customer Service, Initiative, Teamwork*  
General Supervision

**Corey Baker**  
*Initiative, Teamwork, Work Ethic*  
High Intensity Supervision

**Willette Benyard—3rd Nomination!**  
*Initiative, Teamwork, Work Ethic*  
Supervision Branch

**Chenequa Dixon**  
*Initiative, Teamwork, Work Ethic*  
Diagnostic Unit

**Maria Douglas**  
*Initiative, Teamwork, Work Ethic*  
General Supervision

**Sheena Hungerford—3rd Nomination!**  
*Teamwork, Work Ethic* (Diagnostic Unit)

**Claire Johnson**  
*Customer Service, Initiative, Work Ethic*  
Director's Office

**Janeth Munoz**  
*Customer Service, Initiative, Teamwork*  
Court Services

**Agnes Ossolinski-Gooder**  
*Initiative, Teamwork, Work Ethic*  
General Supervision

**Tracey Palmer**  
*Teamwork, Work Ethic*  
Training and Career Development

**Lauren Pinto**  
*Initiative, Teamwork, Work Ethic*  
Diagnostic Unit

**Christine Schuck**  
*Teamwork, Work Ethic* (Diagnostic Unit)

**Demond Tigs**  
*Customer Service, Initiative,*  
*Teamwork, Work Ethic* (Operations)

**Simone Tindall**  
*Initiative, Teamwork, Work Ethic*  
Diagnostic Unit

**Renee Toye**  
*Teamwork, Work Ethic* (General Supervision)

**Vaughn Wilson—3rd Nomination!**  
*Teamwork, Work Ethic* (District Court Unit)

**Irene Wyche—3rd Nomination!**  
*Teamwork, Work Ethic* (Diagnostic Unit)

# *From the Photo Album PSA's 2007 Holiday Party*







**CONGRATULATIONS TO THE RECIPIENTS OF LENGTH  
OF GOVERNMENT SERVICE CERTIFICATES**

**20 YEARS**

*As of November 2007*

Willie Agnew

**15 YEARS**

*As of January 2008*

John Hall

Christopher Talley

*As of December 2007*

Steve Bell

**10 YEARS**

*As of November 2007*

Anthony Davis

**5 YEARS**

*As of January 2008*

Rasheba Eason

*As of December 2007*

Wesley Branch

Derrick Johnson

*As of November 2007*

Deon Cobbs

*As of October 2007*

Jennifer Hall

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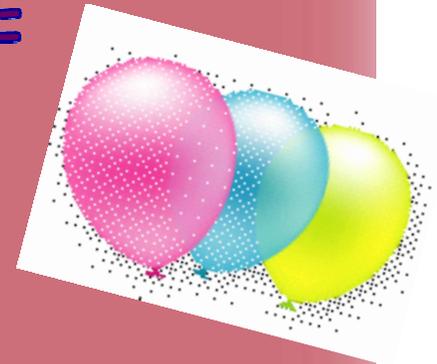
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Susan W. Shaffer, Director  
Clifford T. Keenan, Deputy Director  
Linda Christian, Editor

# GET READY TO CELEBRATE!

PSA'S 10<sup>TH</sup> ANNUAL TRAINING & PROFESSIONAL  
DEVELOPMENT CONFERENCE

MAY 7-9, 2008



ALL LEAVE  
RESTRICTED!!

Conference  
Kick-Off  
MAY 7, 2008  
2:15PM

EMBRACING OUR PAST  
VALUING OUR PRESENT &  
PREPARING FOR OUR FUTURE