



Full Court Press



Newsletter of the District of Columbia Courts

June 2014

June Update from the DC Courts Executive Team: Performance Management, New Initiatives and Employee Feedback and Action Plans

We want to start out by thanking everyone who came to the Executive Team forum in June. In addition to our formal feedback surveys, we find these gatherings very helpful in terms of hearing from employees and, at the same time, enabling us to share updates and information.

Performance Management

As you know, one of our strategic goals is a strong judiciary and workforce. An important success factor in achieving this goal is performance management, which continues to be a top priority. We remain firmly committed to addressing concerns

regarding fairness and consistency in the current process. Over the last several months, a lot of work has been done to make the process better.

Pamela Hunter, our Performance & Employee Relations Manager, has been working with supervisors across all levels of the organization to address performance management issues. As of this month, supervisors have been trained or received guidance on process improvements and best practices.

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DC COURTS HOSTS FIRST PUBLIC SERVICE RECOGNITION WEEK RALLY

By Anita Jarman

On Friday, May 9th, the DC Courts hosted the first Public Service Recognition Week Rally to celebrate the outstanding work of DC Courts' employees and their exemplification of the Courts' values: accountability, excellence, fairness, integrity, respect, and transparency. More than 200 Court staff and judges were welcomed as military veterans and families were honored by the Courts' Executive Officer Anne Wicks. "As a new mother-in-law to a marine who will be deployed to Afghanistan, I am pleased to express my appreciation to the families of our soldiers," Wicks stated.

Both Clerks of the Court, Julio Castillo, Court of Appeals, and Duane Delaney, Superior Court, spoke of how the Courts connect to DC residents daily through various resources and the dedication of employees, all of which is

instrumental in supporting the Courts' mission of delivering justice. Mr. Delaney stated that being a court employee is

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Closing the rally with a balloon drop

Open To All Trusted By All Justice For All

Mini-Taste of the Courts: Highlighting Cross-Training at the DC Courts

By LaKesha Williams

On Thursday, May 1, on the third floor atrium of the Moultrie Courthouse, the DC Courts held a grand event, flavorfully described as the “Mini Taste of the Courts.” This informational bazaar hosted by the Center for Education and Training (CET), offered representatives from divisions throughout the Superior Court, the Court System, and the Court of Appeals the opportunity to showcase the services they offer, answer questions and provide point of contact information to attendees.

event were the five divisions who are hosting the pilot. The turnout was exceptional and really offered an up-close and personal view of how proud employees are of their divisions, as well as their willingness to share useful information with their colleagues throughout the court.

The Mini Taste of the Courts constituted, what the Cross-Training Committee deemed as “Track I” of the pilot. “Track II” will consist of a total of 45 Job Shadowing opportunities and 15 Intensive Cross-Training opportunities available with: The Court of Appeals, Criminal Division, Family Court, Administrative Services Division and the Crime Victims Compensation Program.



A mini-taste of the Courts.

The purpose of the event was to highlight the DC Courts Cross-Training Pilot, currently scheduled to launch this summer. Among the more than fifteen divisions represented at the



Patrice Irick and LaKesha Williams at the Court of Appeals table.

White House Drug Policy Director Speaks at DC Drug Court Intervention Program Graduation

By Anita Jarman

In celebration of National Drug Court Month, President Obama’s top Drug Policy Advisor, Michael Botticelli, delivered the keynote address at the DC Superior Court’s Drug Intervention Program Graduation and Progression Ceremony.

“Twenty-six years ago I sat in the same place, but I made that very wise decision to seek help and get treated,” stated Botticelli. For the past twenty years, the DC Superior Court Drug Intervention Program (SCDIP) run by the Pretrial Services Agency has provided an intensive sanctions and incentives

based substance abuse treatment program for certain defendants charged with misdemeanors and non-violent felonies.

SCDIP is a special court calendar created on the premise that criminal justice and addiction treatment systems can be mutually reinforcing. It is designed to achieve a reduction in recidivism and substance use disorders among nonviolent substance-abusing defendants. The program strives to increase defendants’ likelihood of successful habilitation through early, continuous, and intense judicially-supervised treatment, man-

Public Service Recognition Week Rally article from front cover



Chief Judge Lee Satterfield greets the speaker, DC Metropolitan Police Department Assistant Chief Patrick Burke.

“...not merely an achievement, but an ongoing responsibility. Our court users need to understand the process [and] court employees contribute to their understanding every day.”

The Rally was also full of surprises – including performances from the Courts’ band “Just Us.” Midway through the program, a special video highlighted employees from every division, and even judges, explaining their inspiration to serve the public.



“Just Us” performing at the rally.

Some related their motivation to their upbringing in an urban environment where public service is often utilized, while others told how their job duties have an impact on the community. The second featured presentation was an upbeat video of employees singing and dancing along to the hit song “Happy” by Pharell Williams. “It was definitely great to see everyone enjoying themselves – gives a better look at how we are a big family working together,” said Laurel Simon of the Domestic Violence Unit.

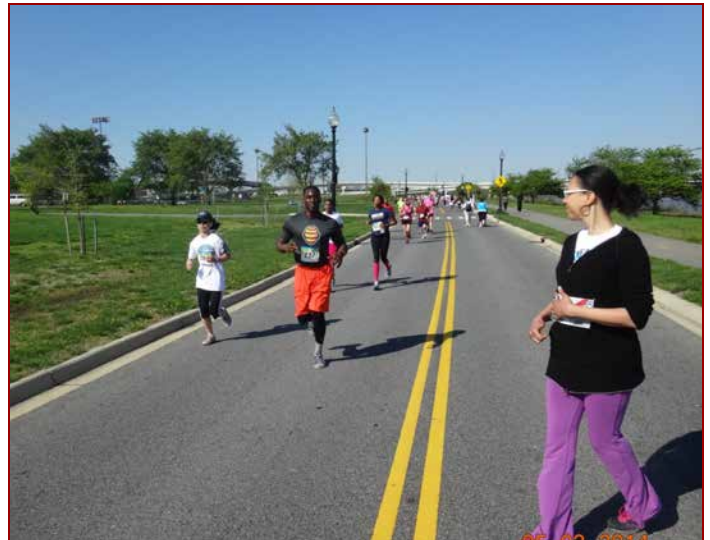
Welcomed by Superior Court Chief Judge Lee Satterfield,

Assistant Chief Patrick Burke, of the DC Metropolitan Police Department, delivered the keynote address. Chief Burke’s speech was an inspiration to public servants as he not only touched on the dynamics of dealing with traumatic situations but the constant motivation to be a positive influence in our communities through our duties.



Public Service Recognition Week also featured a 5K in Anacostia Park.

As Court of Appeals Chief Judge Eric Washington concluded the Rally festivities by thanking employees for their public service, attendees enjoyed another selection from the



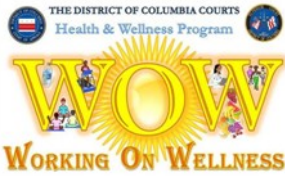
Court employees participate in the 5K, as Public Service Recognition Week Committee Chair Monica Slade (right) cheers them on.

band and a cascade of colorful balloons fell from above. “This was truly a day of appreciation and celebration of our commitment to excellence as we take pride in our work of providing valuable service to our community,” stated Monica Slade of the Crime Victims’ Compensation Program, who chaired the Courts’ Public Service Recognition Week activities.

Working on Wellness: Making

An Interview with

By Suzanne



Well, here we are midway through another year and the beginning of the summer. Beginning a new season, most of us will use this opportunity to set new goals- by getting our finances in order, achieving

work/life balance, aligning our spiritual selves with our physical beings, or leading a healthier lifestyle. I sat down recently with Herb Rouson, Jr., Director of the DC Courts' Special Operations Division, to discuss his goals and ambitions.

Suzanne Bailey-Jones: Can you please tell us about your resolutions for this year, Herb?

Herb Rouson, Jr.: Going back to the beginning of the year, I took a somewhat modified approach to the whole "New Year's Resolutions" thing. And what became clear to me is the fact that resolutions, by definition, point to us having made some firm decision to follow a particular course of action. But historically, for most of us, that *firm decision* is based more on what we say...and less on who we really are. And so what happens is that we tend to let ourselves off the hook long before we've actually followed through on the stated course of action that we said we would.

So, this year – my prayer has been, "God - these are the things that I want to change in my life. But I already know going into the New Year...that none of them will change... unless first there's a change in my heart and in my mind concerning how I think about these things. My personal motto for the year is "Get Fit or Get Fat"; and the choice for me between those two extremes, is applicable to every one of those areas that you mentioned: Health/wellness? I want to choose to Get Fit; Financially? I want to choose to Get Fit; Spiritually? I want to choose to Get Fit. Because the alternative, at this stage of the game, is neither profitable nor acceptable.

SBJ: What was your incentive to make these changes?

HR: Well, I think as you get older, you start evaluating where you are...and you ask yourself, "What will the quality of my life be moving forward?" And so, as it relates to health and wellness, and in the spirit of transparency (one of our Court values!), I just came to grips with the fact that my body felt older than I thought it should. There's a saying that

"comparison is the root of all inferiority", and being a pretty active participant in social media circles, I was noticing that many of my friends (some older than me) were eating well, living healthy lifestyles, and doing all sorts of things, like running 5Ks, marathons, cycling, and stuff like that. And my immediate thought was, "Herb – you could *never* do any of that stuff..." And then I began asking myself, "Well, why can't you do any of that stuff?" And the resounding conviction that came charging back at me was that my sedentary



Herb Rouson

lifestyle and dietary decisions (both a choice) demand otherwise!!" Well, that sobering realization convinced me that I need to bring the same level of discipline and determination that I exhibit in other areas of my life to establishing and maintaining a healthier lifestyle. So I think it was positive peer pressure that has led to the change.

SBJ: From a health and wellness perspective, the WOW committee is always looking for useful tips on reaching your personal best. What specifically have you done to achieve the goals you have set for yourself?

HR: The primary thing that I've tried to do is set small, realistic, measurable, and achievable goals for myself. Like most people, I tend to be motivated/encouraged by success...and so, I've tried to "set the table" so that I can see, celebrate, and be inspired by my achievements along the way.

Another approach that I've taken to ensure that I follow through is to: (1) make the investment first; and (2) commit to the companion activities that go with the investment; and then (3) expect the return on the investment. Most of us tend to do the first and third without doing the second. So, for example, I've never been a big fan of vegetables; but knowing that they're a vital part of my overall plan, I went out and invested in huge bags of vegetables, and a NutriBullet for making smoothies. So now that I've made the investment, I have to commit to coming up with ways to get a return on

Big Lifestyle Changes to Get Fit with Herb Rouson

by Bailey-Jones

that investment. And so far, that's been a really fun and creative process for me. I think I've taken in more spinach in the past three weeks than I have in my entire life! Finally, I'm trying to be more honest about the common excuses that I've used in the past for why I couldn't make a lifestyle change...and that have served as an impediment to achieving a healthier lifestyle.

SBJ: I'm told that lifestyle changes work best when you engage a "buddy" or "partner" to keep each other motivated. Do you plan on using this strategy to stay on track?

HR: Absolutely! One of the things that I've tried to do is to get plugged-in with a support group, via social media, who are equally committed to issues around health and fitness. We swap war stories, accomplishments, healthy recipes, information about upcoming health-related events, as well as any set-backs that we might be experiencing...or questions that we might have for the group. So, in this way, I've tried to make myself accountable to a community of similarly like-minded individuals. And what I'm finding is that the group really does keep me motivated...and in some instances I've even been personally challenged by the group to set and work towards goals beyond those that I had previously set for myself.

SBJ: Let's look at your resolutions strategically. As a Division Director, you are well aware that performance needs to be measurable. How do you measure your progress as you work towards adopting a healthier lifestyle?

HR: I think you have to make it as fun and exciting as you can. I absolutely love technology and gadgets. So, one of the things that I'm trying to do around my personal and lifestyle goals (as is the case in my role as Division Director), is to leverage the use of technology for the purpose of measuring how well I'm doing.

This will allow me to both celebrate results, as well as make adjustments where needed. This past Christmas, my wife gave me a device called the UP band that I wear every day. And it has been an amazing tool in terms of measuring not only my daily steps, calorie intake, and calories burned; but it also monitors and tracks my sleep patterns. It even has a vibrating alert whenever I've gone a set amount of time with-

out any movement during the day. Additionally, I have quite a few cool apps loaded on my iPad that have some guided 8-minute workouts. Finally, for my other fitness goals like jogging and working out, I use an app called RunKeeper to establish my distance goals, and to measure the progress I'm making towards achieving those goals. So, I try to incorporate technology as much as possible.



On March 23rd, Herb completed his first 5K! Herb ran to benefit Bright Beginnings, an organization dedicated to ensuring that homeless children have the support and resources they need to succeed.

SBJ: Lastly, how are the resolutions that you made this year different from those you have made in the past?

HR: For starters, I'm ditching the use of the word "resolutions" - in favor of "Goals/Growth-Points." So, the largest difference would be that I actually achieve the "Goal" as opposed to just stating the resolution. But perhaps even more importantly, what we've tried to do as a family is to build in a system of accountability. So all of our "Goals" are posted on the refrigerator for everyone to see. So, if one of my goals is to complete two 5Ks (in other than last place), my wife and kids can say to me, "Herb/Dad - is eating that *entire* Ledo pizza moving you closer to...or further away from your goal?" So, I think having those systems of accountability in place are going to be key for me this year.

SBJ: Well, Herb, it sounds like you have a pretty sound strategy for maximizing your personal performance. On behalf of the WOW Committee, I wish you good luck in the months ahead achieving the goals you have set for yourself.

datory periodic drug testing, community supervision, and use of appropriate sanctions, incentives, and other rehabilitation services. Judge Gregory Jackson is the presiding judge of SCDIP.

This month's ceremony celebrated all those progressing from Phase I to Phase II, from Phase II to Phase III, from Phase III to Phase IV...and most significantly, the five individuals who successfully completed the program and had their cases dismissed. Former Drug Court graduate Cathy Hurt encouraged those in the program to "be still, pray, and listen...ask for help and help will come" as she explained how SCDIP dramatically changed both her personal and professional life as a dance instructor. Hurt also challenged the graduates to "step up to the plate and show that we do recover." As Judge Jackson announced the names of the graduates, each gave moving words of how the program had given them a new chance in life. Mr. Botticelli closed the program stating, "We all make mistakes...[but] we all should have an opportunity to recover to become a productive member of society." He served as an incredible example of just how that can be done.

Among the attendees were: friends and families of the graduates and participants, Judge Robert Morin,

Superior Court; Clifford Keenan, Director of Pretrial Services Agency for the District of Columbia (PSA); Nancy Ware, Director of the Court Services and Offender Supervision Agency (CSOSA); staff from the Office of National Drug Control Policy; representatives from National Association of Drug Court Professionals, and staff from CSOSA and PSA.



Pictured (left to right): Judge Gregory Jackson, Drug Court Judge; Michael Botticelli, Acting Director - Office of National Drug Control Policy; Clifford Keenan, Director - Pretrial Services Agency for the District of Columbia.

Executive Team update continued from front cover

Over the coming months, Pamela and her team will be reaching out to all employees to discuss this initiative in greater detail. Our goal is to foster a culture of collaboration around performance management. This cannot happen without employee input and support. If you have any concerns, questions, or ideas, please reach out to the HR Performance Management Team.

New Court Initiatives

Along with our goals of increasing access to justice and leveraging technology to serve the public, the Court of Appeals recently video-streamed live oral arguments. DC residents were able to observe the Court of Appeals in action. The first session was a success, with over 1200 viewers tuning in during the broadcast period. As technology continues to change the way we work and serve the public, we will continue to focus on technology initiatives to meet the present and future needs of the courts.

Another court initiative that is now officially underway is the cross training pilot program, which was originally proposed by one of the teams in our Management Training Program. The following five units are offering job-shadowing opportunities: Court of Appeals (Public Information Branch), Criminal Division, Crime Victims Compensation Program, Administrative Services Division, and Family Court.

Employee Feedback and Action Plans

We recently completed several major feedback initiatives, through the Federal Employee Viewpoint Survey and the Living Our Values focus groups. We are not only looking at the data but starting to think of action plans that we can put in place to create change and ingrain our values more consistently in our behaviors and day-to-day operations. As we think of the action plans, we would like to incorporate substantive employee participation in the design of those plans - to avoid a simple top-down approach and ensure that the plans truly address employee's concerns.

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DC Superior Court's Crime Victims Compensation Program Receives Special Recognition on Capitol Hill

On April 10, 2014 the DC Superior Court's Crime Victims Compensation Program (CVCP) was recognized by the Congressional Victims' Rights Caucus "for their work in the immediate response and aftermath of the Washington Navy Yard shooting on September 16, 2014." The award was received by Laura Banks-Reed, CVCP Program Director, along with Donald Younger, and Carmella Gonzalez. "The work of the Victim Action Network (VAN), that we are part of with other agencies and non-profits, was so coordinated and seamless in response to the Navy Yard shooting that I felt a great sense of pride to belong to the victim services community," stated Banks-Reed. The CVCP team joined with other organizations that fateful day in our Nation's Capitol to help victims and their families cope with the travesty that occurred in their workplace.

The Congressional Victims' Rights Caucus is a bipartisan committee, led by Congressman Ted Poe (TX) and Congressman Jim Costa (CA) to "be a voice for victims' rights in Congress and before the Administration." In celebration of National Crime Victims' Rights Week, the Caucus awards national programs and individuals who have made significant contributions in assisting victims of crime. "Your job is to fight for those who can't..." stated Nancy O'Malley, District Attorney of California and recipient of the Lois Haight

Award of Excellence and Innovation. During the presentation of the Special Recognition Award to those organizations involved with the Navy Yard Crisis Response Team, the Court's Crime Victims Compensation Program was noted not only for their availability on the scene, but also for helping victims understand how to deal with the aftermath as they recover.



Laura Banks-Reed (center) receives the award with Donald Younger (right) and Carmella Gonzalez (left).

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Based on the feedback, our culture is evolving. Two themes that have emerged and are becoming clear from the feedback are: (1) how can we improve our management practices and the way we work together to become more consistent across the organization? And (2) how can we work



From left to right: Court of Appeals Clerk Julio Castillo; Executive Officer Anne Wicks; Deputy Executive Officer Cheryl Bailey; and Superior Court Clerk Duane Delaney.

more innovatively to empower employees, as we seek to improve work processes? As we reach out to design action plans, we look forward to feedback from managers and employees.

One of the highlights in recent months has been the celebration of Public Service Recognition Week. This was a week of appreciation and celebration of our commitment to excellence as we take pride in our work of providing valuable service to our community. In that vein, we want to, once again, thank everyone for your commitment and dedication to public service.

DC Courts Executive Team

Anne B. Wicks, Executive Officer

Cheryl Bailey, Deputy Executive Officer

Julio Castillo, Clerk of the Court of Appeals

Duane Delaney, Clerk of the Superior Court

Kabe Reviews

Evelyn Smith — Special Operations Division

I had to fly to Washington DC to file an amendment to my son's birth certificate at the Superior Court division on Monday February 24th. Ms. **Evelyn Smith** was working the front desk that day and could possibly be the most courteous and helpful individual I have ever had interaction with in a Governmental organization. Ms. Smith, despite being pulled in numerous directions at the same time, still had time to answer all my questions and help me understand the process and what would be expected of me as I navigated through the process.

In addition to making me feel like an individual she was very compassionate and understanding as my situation was a very emotionally charged one for me. I also noticed that she took the same time and care for every person who came through the door. Ms. Smith is a wonderful steward of efficiency and customer service. I do hope you will take the time to recognize and thank her for her daily efforts.



Evelyn Smith



Erika Thompson

Evelyn Smith and Erika Thompson — Special Operations Division

I would like to give praises and thank you to two of your employees, **Evelyn Smith** and **Erika Thompson**. They are very courteous and knowledgeable about the court system procedures. Also, when they are asked questions, they are very cooperative answering them.

I would like to personally thank them for their excellent attitude and service to the public.

Jarina Darby — Criminal Division

I am writing to let you know of the excellent service that **Jarina Darby** provided to the jury on which I served. She was professional, courteous and kind. My fellow jurors and I were fortunate to have her as courtroom clerk. In addition, she was very helpful in responding quickly to written requests I prepared for the judge as the jury's foreperson.

You are lucky to have Jarina Darby on your court team.



Jarina Darby