



## Living Our Values Overview, Milestones and Next Steps



The Living Our Values initiative was and will continue to be a key element of our strategic plan. Our values affect how we treat one another, the public, and how we

shape and intentionally create the environment in which we work everyday. The values initiative has been underway at the DC Courts since 2014 and as we draw closer to the end of the calendar year, it is a good time to take stock of the tremendous progress that we have made. In the small amount of time that the project has been active, significant positive progress has been seen in both quantitative feedback as well as qualitative observations. At the same time, there remains ample opportunity for the court community to improve relative to living the values and the leadership principles on a more consistent and regular basis. The purpose of this article is to summarize the work that has been completed, share progress to-date, and outline what's next for the initiative.

### Initial Values Assessment

In Spring 2014, ChangeFusion conducted an initial values assessment designed to understand the extent to which the values were being lived at DC Courts. In conducting this assessment, 28 senior leaders were interviewed and 22 focus groups with managers and staff were conducted. Taken together, 178 DC Courts employees provided their in-

put and perspectives to the assessment. Results revealed five main themes related to the culture at DC Courts:

- A fear of retaliation
- Perceptions of inconsistency in leadership
- Outward focus - a focus on the public / customer – with employees as an afterthought
- A belief that the culture is improving
- A shared desire to live the values

In addition to the qualitative data, results from survey data showed large gaps between the perspectives and views of senior leaders and those of staff and middle managers when it came to beliefs around the extent to which the values were being lived.

*In order to close the perception gaps, address thematic concerns, and support the DC Courts in living the values more frequently and fully, several court-wide work streams were initiated in 2014. These work streams are described below and provide results to-date.*

**First DC Courts Leadership Meeting.** In December 2014, Anne Wicks, Executive Officer, invited 170 managers (including any leader with people management responsibility) to attend and participate in a leadership summit. The purpose of the summit was to build alignment on the importance of consistency in management approach and philosophy. Out of this summit the DC Courts six leadership principles were born.

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## **Federal Benefits Open Season November 13 – December 11, 2017**

### **What to Consider During the Federal Benefits Open Season**

Open Season is the time of year when you have the opportunity to make decisions about your benefits under the Federal Flexible Spending Account Program (FSAFEDS), the Federal Employees Dental and Vision Insurance Program (FEDVIP), Ameritas Dental and Vision coverage and the Federal Employees Health Benefits (FEHB) Program.

If you already have an FSAFEDS account, **it will not** continue automatically: you must re-enroll for 2018.

If you take no action, your current enrollment in FEDVIP, Ameritas and/or FEHB will continue automatically for 2018. You will be subject to any changes in premiums, benefits, and service areas.

We strongly recommend you evaluate your current enrollment status in the programs. We have listed three basic questions to ask yourself. All are equally important and should be considered carefully.

#### **1. What are my and/or my family's expected health care needs for 2018?**

##### **Federal Flexible Spending Account Program (FSAFEDS)**

- What are my out-of-pocket expenses going to be (e.g., deductibles, co-pays, co-insurances, daycare and elder care expenses, over-the-counter drugs and medicines [prescription required except for insulin] and other over-the-counter products)? Does my child need braces or use acne treatments? Will I send my children (under age 13) to a non-overnight summer camp next year?

##### **Federal Employees Dental and Vision Insurance Program (FEDVIP) and Ameritas**

- Do I only need routine dental care? Will I need a crown or a root canal? Does my child need braces?
- Do I need glasses and/or contact lenses? Am I considering Lasik surgery?

##### **Federal Employees Health Benefits (FEHB) Program**

- Am I expecting a new baby? Do I need surgery? Will my medication needs change?

*See more on page 6*

# DC Courts Announce New Technologies that Enhance Accessibility for the Public

The District of Columbia Courts have recently launched a number of new initiatives to enhance electronic court access and provide more information to the public. The initiatives include:



Justice Commission to encourage attorneys in DC to volunteer their services for those with cases before the courts who lack legal representation,” said Court of Appeals

Chief Judge Blackburne-Rigsby.

**A completely restructured and user-friendly website** with improved access to information. It is a service-oriented site that allows users to search for and find information more easily and includes a new section for self-represented litigants.

**A new electronic court schedule information board** in the lobby of the Moultrie Courthouse that lists all Superior Court cases to be heard in the courthouse that day, organized by party name, indicating the judge, courtroom and time of hearing; and

**A new online case information system for DC Superior Court** that allows online access to criminal, probate, and civil case dockets, as well as images of documents in all civil cases and lower level criminal cases. The Court anticipates adding more cases and case documents over the next few years.

“I am pleased that these new technologies will make court information more readily available to the public. Our goal is a system that increases transparency, while respecting privacy rights of parties before our court,” said Superior Court Chief Judge Morin. “More information is now available online, including court documents for the first time, and daily case information is provided on a real-time basis in the lobby of the Moultrie Courthouse.”

The website can be found at [www.dccourts.gov](http://www.dccourts.gov) and the new online docket system is at [www.dccourts.gov/eAccess](http://www.dccourts.gov/eAccess). A User Guide with information on the Superior Court’s new online docket system, eAccess, including how to do searches and which documents are available, may be found at <http://bit.ly/2xHl1op>, Frequently Asked Questions are answered here: <http://bit.ly/2wXmjPc> and a video tutorial on the new system is here: <http://bit.ly/2upT7jx>

“The DC Courts are ensuring access to justice for all who use our court system. To that end, we have made a number of improvements to ease access to information about the courts. Specifically, these improvements include online dockets in both the DC Court of Appeals and DC Superior Court, with a new multi-lingual website that is more user-friendly. This is in addition to no-cost dispute mediation in both appellate and trial level cases, legal service resource centers, interpretation services, and working with the DC Access to



## **Living our Values —** *Continued from front cover*

Over the course of the following several months, they were further defined and refined before being published and rolled out to the court community.

### **QuickStart for Managers**

Another vehicle to drive leadership and management consistency was the launch of the QuickStart for Managers program. This nine-module manager development program is laser-beam focused to give division directors, deputy directors, branch chiefs, and supervisors at the DC Courts the critical skills for managing people in the spirit of the DC Courts values and leadership principles. Ten cohorts have been completed as of October 31, 2017 with over 170 managers having completed the program. New managers will be able to participate in the program on a bi-annual basis.

**Leadership 360:** In addition to receiving QuickStart training, managers at the DC Courts also participated in a 360 feedback process starting in 2015. The intention of the 360 was to collect feedback for each leader on his or her demonstration of the values and leadership principles. The data was collected via an online survey platform, anonymously, and then provided back to each leader by an external coach. To-date, 120 leaders have completed the 360 assessment.

**Conversations at the Core:** *Conversations at the Core* is a two-day employee training program designed to shift mindset and build capability to have conversations in challenging and tough situations with colleagues and managers. As of October 31, 2017, 11 sessions have been offered with 172 employees having participated. Feedback has been overwhelmingly positive about the session content and its relevance and applicability to the court culture and values initiative.

**Values Pulse Check:** During initial focus groups employees often asked: “How are we going to

measure progress on the values?” The Values Pulse Check is a simple questionnaire that provides a baseline and ongoing measure of values at the Division and Branch levels. Pulse checks are intended to be an ongoing measure of progress and will take place on an annual basis with the first check having taken place in 2016, and the second pulse check in 2017. Results from 2017 when compared to 2016 show significant improvement in several values.

**Values Leadership Council:** In addition to the initiatives discussed above, a key accomplishment has been the creation of the Values Leadership Council (VLC). The VLC is comprised of staff and managers from divisions across the Courts. The VLC comes together on a monthly basis to discuss on the ground values related challenges, support court-wide values initiatives (such as those described above), and enable values adoption in their respective divisions. Each member serves as a change agent and communication bridge between the organization-wide values initiative and the divisional values change efforts.

**Divisional Values Efforts:** While several work streams are occurring at the court level, each division is undertaking its own values adoption effort. These efforts all began with a visual explorer exercise to articulate the current state of the values being lived within the division and the “desired future” of the values to be lived within the division. From there, a values action plan was identified to move from the current state and towards the desired future state. In many cases, these efforts have resulted in divisional values teams – increasing participation in the VLC and creating a broader base of engagement for the entire values project.

*Much positive progress has been seen; yet there is still quite a ways to go. Moving forward, we will need to continue our efforts on the activities described above. This, however, will not be enough. We must continue to shift our mindset and build capability to living the values and leadership principles in every interaction, every day.*

*In order to do this we will additionally focus on key pillars, shared below:*

**Reinforce a strong leadership culture -**

Work will continue to focus on building manager and leadership consistency. Opportunities such as division director round-tables and manager forums will be offered for leaders to converse about people management approaches and philosophies. QuickStart, 360, On-Call support, quarterly leadership meetings, and Division Director meetings will continue.



**Shift employee mind-**

**set and capabilities** – Work will focus on shifting mindset and building capability to have conversations and interacting in a manner consistent with the values in everyday contact and exchanges. New opportunities such as a Conversations@Core Refresher course will be offered as well as an organization-wide engagement called Project X – Building Our Narrative. Existing offerings such as Conversations@Core will continue to be offered.

**Focus on divisional change** – Much focus in 2018 and beyond will be within the divisions to support concrete, visible, tangible change. Support for divisional values teams will continue as well as leadership and management team support. Progress will be monitored by annual Pulse Check data.

**Align organizational practices with values and leadership principles** – In order to support the previous three pillars, a fourth pillar will focus on aligning day-to-day practices to enable tangible change.

It is true – much work has been done – but there is still a ways to go and it will take all of us to make the values and leadership principles really come to life. Please ask your division director how you can get involved in the values initiative today.



## **2. What benefits are available in 2018?**

Now that you have an idea of what services you may need, the next step is to determine what benefits the plans provide in 2018.

### **FSAFEDS**

- Should I enroll in a health care account and/or a dependent care account? How much should I contribute to my FSAFEDS account(s)?

### **FEDVIP, Ameritas and FEHB**

- Are there plan limitations (i.e., number of visits or dollar maximums) which will result in out-of-pocket expenses?
- Are any services I may need (such as chiropractic care or Lasik surgery) not covered?
- What is my share of the cost of prescription drugs? (FEHB only)
- What deductibles, copays, and coinsurances must I pay?
- Do I have enough coverage for extensive dental work?
- Do I have enough coverage for glasses, exams, contact lenses, or other vision services?

## **3. How much will it cost?**

Now that you have an idea of what services you may need and what types of benefits are provided by FSAFEDS, FEDVIP, Ameritas, and/or FEHB plans, the third consideration is cost.

Enrolling in FSAFEDS is free to you. You just have to decide how much (from a minimum of \$100 to a maximum of \$2,600 per participant for a health care account and/or \$5,000 per household for a dependent care account) to contribute from your salary, which you'll get back when you incur eligible expenses.

**Look at the 2018 premiums** for the FEDVIP and/or FEHB plan you are already enrolled in or considering enrolling in. You can find the premiums in the 2017 FEDVIP and FEHB brochures and on our website at [www.opm.gov/insure](http://www.opm.gov/insure).

## **4. What do I do now?**

Now that you have considered these questions, you are on your way to making more informed decisions about your benefit choices for 2018. If you want to participate in FSAFEDS for 2018, you must make a new election. If you are satisfied with your FEDVIP plan and/or FEHB plan, you do not have to do anything. Your FEDVIP and/or FEHB enrollment(s) will continue for 2018. If you are not satisfied with your current enrollment status, please visit the following website and look at the following resources to assist you in making decisions.

- FSAFEDS brochures at [www.FSAFEDS.com](http://www.FSAFEDS.com)
- FEDVIP brochures at [www.opm.gov/healthcare-insurance/dental-vision/plan-information](http://www.opm.gov/healthcare-insurance/dental-vision/plan-information)
- FEHB brochures at [www.opm.gov/FEHBbrochures](http://www.opm.gov/FEHBbrochures)
- Ameritas at [www.ameritas.com](http://www.ameritas.com)
- OPM's plan comparison tool at [www.opm.gov/fehcompare](http://www.opm.gov/fehcompare)

## Mental Health Community Court Program Celebrates 10 Year Anniversary

The Mental Health Community Court program started in 2007 as a one-year pilot program bringing together collaboration between the DC Superior Court, the DC Pretrial Service Agency, United States Attorney's Office, defense bar, DC Public Defender Service, and the DC Department of Behavioral Health. In 2010, the program was expanded to include non-violent felony charges. Most recently, in September 2017, DCSC and Court Services and Offender Supervision Agency (CSOSA) developed a program for felony probationers who are at risk for future violations related to their mental health challenges.



DC Courts employees and their community partners gathered together Friday, September 29 to celebrate the ten-year anniversary of the program. Mistress of Ceremonies Doreen Gentzler (*pictured*) from NBC4 opened the program, sharing her desire to bring awareness to the topic of mental health in our community. "You all at the courts are way ahead of us in addressing this topic of mental health," she stated. She went on to speak about the impact of mental health on the lives of all residents.

Mental Health Community Court Coordinator Cleonia Terry expressed her gratitude to all the stakeholders, citing that 1,868 Mental Health Community Court graduates wouldn't have been able to accomplish all they had without the partner agencies. The new US Attorney for the District of Columbia, Jessie Liu, gave

remarks sharing that, as a former Assistant US Attorney, she knew firsthand how hard the Courts and community partners work to ensure the safety and well-being of DC residents. "We know as prosecutors in Mental Health Community Court that the best outcome is when participants graduate. I am so pleased to be able to celebrate with you all today."

Also in attendance were Pretrial Services Director, Leslie Cooper; Department of Behavioral Health Director Dr. Tanya Royster; and CSOSA Director, Nancy Ware. "We are really excited about the future of this program, making sure that we look at this population and truly see them, help them and be a beacon of hope for them," said Ms. Ware.

At the close of the program, Mental Health Community Court graduate Susan Carroll shared the moving story of her journey to mental health and stability. "I needed someone to have faith in me and that's what the Court did. I'm now able to live and not just exist. Freedom isn't free but it's worth everything."

See the Washington CityPaper article on the ceremony: <http://www.washingtoncitypaper.com/news/loose-lips/article/20977655/dcs-mental-health-community-court-celebrates-its-10th-anniversary>

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**Mark your calendars! The DC Courts' Open Season Health Fair and One Fund Drive will be held on Friday, December 1, 2017, in the Moultrie Courthouse Atrium from 10:00 am to 1:30 pm.**

# CONVERSATIONS @THE CORE



## 2017 - 2018 COURSE OFFERING

DC Courts' Center for Education and Training invites you to enrich and change your conversations and your results. We invite you to step into the unknown and discover a new way of dialogue. Join us and engage in the conversation.

### ABOUT THE TRAINING

In this session, participants will learn tools and techniques to support values adoption through building better relationships at all levels by engaging in conversations focused on sharing diverse perspectives and improving outcomes. We will practice conversations through role-play to improve capability and comfort in sharing perspective, giving and receiving effective feedback, and reduce stress associated with having difficult conversations.

### WHO SHOULD ATTEND?

All non-managerial / non-supervisor staff

### DATE & WHERE TO REGISTER

**REGISTER TODAY.** Go to CET's online registration calendar on the intranet.

September 27 and 28, 2017  
October 17 and 24, 2017  
November 20 and 22, 2017  
December 6 and 12, 2017

February 15 and 28, 2018  
March 13 and 27, 2018  
April 5 and 6, 2018  
May 17 and 18, 2018