



Court Services and Offender Supervision Agency for the District of Columbia

Office of the Director

March 9, 2010

MEMORANDUM

TO: National Council on Federal Labor-Management Relations

FROM: Adrienne Poteat
Deputy Director

SUBJECT: Executive Order 13522, Creating Labor-Management Forums to Improve
Delivery of Government Services

RE: Agency Implementation Plan

The Court Services and Offender Supervision Agency for the District of Columbia (CSOSA) provides community supervision to offenders on probation, parole and supervised release in the District of Columbia. The Agency was established by the National Capital Revitalization and Self-Government Improvement Act of 1997 [the Revitalization Act] and certified as an independent Federal agency on August 4, 2000. Under the Revitalization Act, CSOSA assumed the probation function from the District of Columbia Superior Court and the parole supervision function from the DC Board of Parole. The Revitalization Act also placed the DC Pretrial Services Agency (PSA) as an independent entity within CSOSA. As of March 8, 2010 CSOSA had 865 employees of which 363 are represented by the American Federation of Government Employees (AFGE), Local 727. Of the 363 bargaining unit members, 338 hold law enforcement positions in the Agency's Community Supervision Services Division and 25 are employed in the Office of Information Technology.

Pursuant to Executive Order 13522, Creating Labor-Management Forums to Improve Delivery of Government Services, the following is the Court Services and Offender Supervision Agency's plan for implementing the requirements of the Executive Order. Our implementation plan was developed jointly by agency management and AFGE Local 727 officials as part of our Labor-Management Forum deliberations. The implementation plan for the Pretrial Services Agency is included as an attachment to this report.

Describe how the department or agency will conduct a baseline assessment of the current

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state of labor relations with the department or agency.

CSOSA will conduct an employee survey to measure the current state of labor relations. The survey instrument is being developed by the Labor-Management Forum and will be validated by our Office of Research and Evaluation and administered to employees electronically. The anonymous survey will be supplemented by a series of focus group meetings to be held at the Agency's various field locations. Data gathered from the survey instrument and focus group meetings will be combined to form the Agency's baseline assessment.

Report the extent to which the department or agency has established labor-management forums, as set forth in subsection (a)(i) of this section, or may participate in the pilot projects described in section 4 of this order.

CSOSA held its first Labor-Management Forum on March 5, 2010. Participating in the forum were:

Representing Labor

Carolyn Brown, President, AFGE Local 727
Richard Beckwith, Second Vice President, AFGE Local 727
Yolanda Kent, Chief Steward, AFGE Local 727

Representing Management

Thomas Williams, Associate Director, Community Supervision Services
Jennifer Epps, Deputy Director, Office of Information Technology
Beverly Hill, Chief of Staff
Delilah Calvert, Director, Employee and Labor Relations
Marcia Murray, Employee and Labor Relations Specialist

CSOSA does not currently have a Director. The Agency Deputy Director opened the forum with greetings during which she communicated her support of the President's labor-management goals, her commitment to an effective process and her appreciation for the time and effort of the participants. She did not remain for the Forum's deliberations.

CSOSA's Labor-Management Forum will meet quarterly. The next meeting is scheduled for June 10, 2010. Each side will be allowed a maximum of five participants.

Address how the department or agency will work with the exclusive representatives of its

employees through its labor-management forums to develop department-, agency-, or bargaining-unit specific metrics to monitor improvements in areas such as labor-management satisfaction, productivity gains, cost savings, and other areas as identified by the relevant labor-management forum's participants.

As indicated above, over the next several weeks the Labor-Management Forum will be developing a survey instrument to measure the current state of labor-management relations. The survey will be supplemented by focus group meetings for bargaining unit staff at our various sites. The data gathered from the surveys and the focus group meetings will be used to form the baseline assessment of Agency labor-management relations and inform the initial metrics the Agency will use to periodically measure our progress in this area. Additionally, CSOSA has an extensive case management system and a highly evolved Enterprise Data Warehouse and Business Intelligence Portal that allow us to leverage data for performance measurement and monitor activities along mission-critical operational processes. These systems currently provide productivity and other data. We will use these systems, with additional programming as required, to measure and monitor productivity gains, cost savings and other areas as identified by the Labor-Management Forum.

Explain the department or agency's plan for devoting sufficient resources to the implementation of the plan.

CSOSA is fully committed to the success of the Labor-Management Forum and has sufficient resources to implement our plan. As indicated above, our data management systems are already in place and we have staff on board to perform additional programming as needed. Our Office of Information Technology maintains survey software to periodically poll our employees, and we have sufficient space to hold Forum meetings, focus groups and any other related activities. Executive Order 13522 will be posted on the Agency's intranet and we will use our intranet to provide regular updates on the Labor-Management Forum's activities.

Attachment:

Pretrial Services Agency Implementation Plan