

Full Court Press

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Supreme Court Justice Sandra Day O'Connor Visits D.C. Courts to Speak to Jurors

By Melissa P. Tanguay, Executive Office Intern

On Thursday, December 9, U.S. Supreme Court Associate Justice Sandra Day O'Connor visited the D.C. Courts to address a group of jurors and speak to the press to introduce the American Bar Association's (ABA's) draft standards to reform the jury system as part of the American Jury Initiative. ABA President Robert J. Grey, Jr. established the Commission on the American Jury and the American Jury Project to encourage participation in jury service and promote the improvement of the jury system. Honored guests at the ABA event included Supreme Court Justice O'Connor, the Honorary Co-Chair of the ABA's Commission on the American Jury; Chief Judge Judith Kaye of New York, Co-Chair of the Commission on the American Jury; ABA President Grey; and Patricia Refo, Phoenix, Arizona trial attorney and chair of the American Jury Project.

Court of Appeals Chief Judge Annice Wagner opened the program and introduced Justice O'Connor, who made remarks to a group of 70 prospective jurors in the Jurors' Lounge. Justice O'Connor spoke of the importance of the American jury system, calling jury service one of the highest civic duties, along with voting. She said that juries are necessary for due

process and to ensure the effective administration of justice. D.C. Superior Court Chief Judge Rufus King closed the event with a brief overview of some of the innovative services that are available to jurors at the Superior Court, including the Child Care Center, an ATM that dispenses juror compensation and a Juror's Business Center, where jurors have access to the Internet, a copier and fax machine in the workspace.

The second component of the event was a press conference sponsored by the ABA and



Justice O'Connor addresses prospective jurors.

held in the Superior Court's Board of Judges Conference Room. Over a dozen national and local media outlets covered the event, including CNN, ABC, The New York Times, and Associated Press. ABA President Robert Grey opened the press conference by explaining the American Jury Initiative and describing jury service as a privilege in the American democratic system. Then Justice O'Connor talked about her own experience with the jury system as a former trial judge in Arizona and introduced the three areas of attention that the ABA will focus on: creating uniform conditions for jury service, improving services for jurors, and making the process of jury selection more efficient. Justice O'Connor commended the Superior Court of the District of Columbia for the numerous services that are provided to jurors. The Justice then left to hear afternoon oral arguments before the U.S. Supreme Court.

During the press conference, the ABA outlined its draft juror principles. First, Chief Judge Judith Kaye talked about the goal of the Commission on the American Jury to reach out to the public and encourage the Commission's motto: "Jury service – everyone plays a part". She said that the ABA would promote events like Law Day and Juror Appreciation Week and

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Chief Judge Wagner welcomes Justice O'Connor to the D.C. Courts.

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Reception Recognizes Family Court Artists

By Melissa P. Tanguay, Executive Office Intern

On Wednesday, October 13, students from D.C. Public Schools and Oak Hill Youth Center were recognized for creating over 400 pieces of artwork that now decorate the walls of the new Family Court space. The students, ranging in age from pre-kindergarten to 12th grade, gathered with their parents and teachers in a ceremony to show the Courts' appreciation for



Tolando King
4th Grade, Martin Luther King Elementary
Untitled

their efforts. Senior Judge Stephen Milliken organized the ceremony and reception. Chief Judge King, Judge Satterfield and Judge Josey-Herring spoke at the ceremony and D.C. Public Schools Art Director Paula Sanderlin was also in attendance. "This artwork represents a collection that children of all ages can appreciate," said Judge Milliken.

"I would like to thank Judge Milliken for organizing this

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Richard Jackson
11th Grade
Duke Ellington School of Arts
Untitled

Social Services Division to Participate in 2005 D.C. Chill Learn-To-Snowboard Program

By Anthony Gonzalez, National Chill Coordinator

With the winter season rapidly approaching, the Social Services Division is gearing up to participate in the 2005 D.C. Chill Learn-to-Snowboard Program. Last winter was the Social Services Division's first season in the Chill program. Mark Jackson, Supervisory Probation Officer and the Social Services Division Chill Coordinator, led a group of pre-teens and teenagers in the six-week program from January to February 2004. This year's program will begin January 3, 2005, and the Social Services Division has increased the number of juveniles participating.

Chill is an intervention program for underprivileged and at-risk inner-city youth between the ages of 10 and 18. Chill takes these kids out of the city once a week for six weeks to learn how to snowboard and provides them with all the tools they need to be a success on the slopes: bus transportation, instruction, lift tickets and head-to-toe gear. During the program, participants are able to experience a sense of accomplishment from learning to snowboard, which builds their self-confidence in other areas.

Last winter, Mark Jackson's group of D.C. Chill participants braved the snow and cold every Thursday afternoon for



six weeks and headed up to the Whitetail Mountain Resort in Mercersburg, PA on the Chill bus for their snowboarding adventure. The Social Services Division group, along with other D.C. youth groups and chaperones, took snowboarding lessons, learned to ride the chair lift and made many new friends. Through hard work and dedication (and a little help from Chill volunteers), the participants all learned how to snowboard over the course of the program. The lessons gained from

their experiences with Chill – patience, persistence, courage, respect, responsibility and pride – are lessons that each participant will take with them as they move toward a successful future.

"Our kids really enjoyed their participation in the Chill program," said Mark Jackson. "Not only did they learn how to snowboard, but they had fun doing self-esteem-building activities while traveling to and from the ski resort. They are definitely looking forward to returning this year!"



The Full Court Press is published by the District of Columbia Courts to provide information about the D.C. Courts. Inquiries should be submitted to Room 1500.

Leah Gurowitz, Editor

Festival of Lights



Santa's greeters: Hazel Dent, Denise Coates and Lula Cox-Raye.



Willard Stephens and Eleanor Nazareno raffle off holiday prizes.



Carroll Boswell serves the holiday fare.



Dr. Cheryl Bailey and Preola Lee dance while Willard Stephens emcees.



Now that's customer service! J. L. Brown, Mildred Smith and Anita Alexander do it with style.



The Research & Development Division enjoying the occasion.

Judge Christian Discusses Bioethics at Conference

By Andrea Sloane, R.N., Probate Attorney



Judge Kaye K. Christian, Andrea J. Sloan and John J. Lynch, M.D.

Superior Court Judge Kaye K. Christian presided over a moot court in a session entitled "Bioethics in the Classroom: Advocating for the Vulnerable" at the annual Educational Conference of The American Association of Nurse Attorneys held in Orlando, Florida in October. Joined by local probate attorney Andrea J. Sloan, R.N. and Washington Hospital Center physician John J. Lynch, M.D., Judge Christian used a fact pattern common in probate cases to demonstrate how the Probate Division uses the Superior Court Bioethics Visitors Program to identify bioethics issues and provide unique advocacy for some of the city's most vulnerable citizens. Appointing members of the audience to act as advocates for various individuals in the case resulted in a lively and interactive program.

An Author in the Courthouse: Judge Ferren Publishes Biography of Supreme Court Justice

By Melissa P. Tanguay, Executive Office Intern

D.C. Court of Appeals Senior Judge John M. Ferren recently published a biography of Supreme Court Justice Wiley Rutledge called *Salt of the Earth, Conscience of the Court*. *The Washington Post* called the book "first rate" in its depiction of one of the most interesting, but often overlooked, Supreme Court justices.

Justice Rutledge was appointed to the U.S. Supreme Court by President Roosevelt in 1943, where he was a strong influence on civil liberties, defendants' rights and race and gender discrimination. Unfortunately, Justice Rutledge's term ended in 1949 when he died suddenly at the age of 55. His intellectual and influential opinions were largely forgotten until Judge Ferren began researching the life and work of Justice Rutledge, including over 160 interviews to contribute to the book. Congratulations, Judge Ferren!



Senior Judge Ferren

Cont. from page 1.

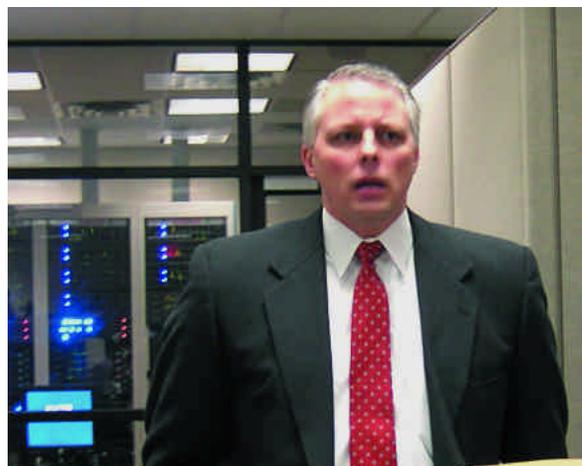
is working with the U.S. Postal Service to create a stamp commemorating the American jury. American Jury Project Chair Patricia Refo discussed the nineteen new juror principles that the ABA House of Delegates is scheduled to vote on in 2005. These new standards will reform the jury system by updating the selection process; creating uniform standards for juror privacy, rights, notification, and compensation; and providing guidelines for juror questions and note taking.

"We are honored to host this significant event at the District of Columbia Courts and to have as our special guest Justice O'Connor, who is admired greatly as a jurist and for her distinguished career in public service," said Chief Judge Wagner. "The presence of Justice O'Connor and our other honored guests, Chief Judge Kaye, ABA President Grey and American Jury Project Chair Refo, underscored the importance of jury service to our system of justice," she said.

Court Reporting and Recording Division Open House

By Melissa P. Tanguay, Executive Office Intern

On Tuesday, November 9, the Courts held an Open House to celebrate both the installation of the new digital audio recording system, CourtSmart, and the new renovations in the Central Recording and Transcription Branch workspace. The new recording system will facilitate transcript production while reducing operating costs and time-consuming tasks. Numerous court employees gathered for a brief ceremony, reception and tour of the renovated facilities. Before the program began, attendees had



Assistant Director Gregg Poss speaks to the gathering.

the opportunity to view the CourtSmart control room and learn about the new recording system from CourtSmart technicians.

Chief Judge Wagner began the ceremony with remarks applauding the Division for achieving an

objective of the Courts' Strategic Plan. She commended the Division for upgrading to a system that will enhance the swift administration of justice. Chief Judge King commented on the advanced technology of CourtSmart, which offers a more efficient system to court employees so that they may improve the service to the public. Executive Officer Anne Wicks shared her enthusiasm for the new recording system, congratulated the Court Reporting and Recording Division on their renovated facilities and technology, thanked the Administrative Services Division for the renovation, and recognized all Court employees for their cooperation.

Gregg Poss, Associate Director of Court Reporting and Recording, also shared his remarks on the successful transition to CourtSmart and the exciting changes taking place in the Division with the new recording system. He recognized several courtroom clerks for their assistance in



implementing the CourtSmart system. After the speakers were finished, attendees enjoyed a delicious lunch and the opportunity to win door prizes. Overall feedback for the new recording system was very positive. Civil Division Courtroom Clerk Andrew Moore said, "CourtSmart is much easier to use than the former system."

HR Update

Federal Employee Group Life Insurance (FEGLI)

There will be a slight increase in the FEGLI Option B premiums for those over age 65. Below is a chart of 2005 premiums, which will go into effect with the first 2005 paycheck

Age Group	Biweekly	Monthly
65-69	\$ 0.72	\$ 1.56
70-74	\$ 1.20	\$ 2.60
75-79	\$ 1.80	\$ 3.90
80 and over	\$ 2.40	\$ 5.20

Federal Employee Health Benefits (FEHB)

The 2005 FEHB year will begin January 9. Premium increases will be seen in the January 28th pay check (February 2nd for employees who receive their check by mail.)

Paychecks and W-2s

For the 2004 tax season Court employees may register to receive their W-2 forms online at www.theworknumber.com. Employees will receive their electronic W-2 forms in mid-January. Employees who elect not to receive their W-2 forms online will receive them by mail by February 15, 2005.

Turning Houses into Homes: 18th Annual Adoption Day in Court

By Melissa P. Tanguay, Executive Office Intern

On Saturday, November 20, the Superior Court and the D.C. Child and Family Services Agency (CFSA) cosponsored the 18th Annual Adoption Day in Court Ceremony. The festivities on Adoption Day, a nationally-recognized day during which adoptions are finalized publicly, are designed to encourage people to consider adoption. Twenty-three new families were created as judges signed 30 adoption decrees during the ceremony. The celebration is a special day for the families created by adoption and helps promote knowledge throughout the community of the continuing need for loving parents to adopt children. During the past fiscal year, 482 children became part of new families as houses became homes through adoption, an increase of more than 30% over the 360 adoptions completed in the previous year.



Judge Satterfield thanks all those who made Adoption Day possible.

Hundreds of children and parents gathered in the Atrium of the Moultrie Courthouse for the ceremony along with judges, court employees,

members of the press, and the public to celebrate the joy of adoption. The morning began with the presentation of colors by the JROTC Color Guard from Eastern Senior High School and the national anthem performed by Domestic Violence Courtroom Clerk Renard Reinhart. Family Court Presiding Judge Lee Satterfield welcomed the adoptive parents and Adoption Day participants and introduced 12-year-old Denzel Talbert. Denzel captured the true spirit of the day by reading a letter he had written thanking the court for making his adoption possible. Since his

placement and adoption, Denzel has overcome learning difficulties, become an honor roll student and made several new friends. He finished his letter by saying, "Thank you so much for getting me adopted."

The ceremonial segment of the morning followed. Chief Judge King delivered his opening remarks and introduced the special guests of the event: Sarah Maxwell, Deputy Director for Program Operations at CFSA, and Renette Olkewicz, Manager of Community Relations at the Freddie Mac Foundation. Family Court Deputy Presiding Judge Anita Josey-Herring introduced the mistress of ceremonies and Adoption Day veteran Barbara Harrison, NBC 4 news anchor and host of the "Wednesday's Child" segment. Barbara Harrison introduced each of the 30 children who were adopted during the ceremony and shared their stories while judges signed their decrees and made 23 new families official. After the live adoptions were completed, Family Court Magistrate Judge Tara Fentress performed the heartwarming song, "I Can Do Anything."

To finish the ceremony, Judge Satterfield recognized another 31 children who were adopted in the past year. His closing remarks celebrated all the adoptive families in attendance and throughout the District and also commended members of the Adoption Day Committee, CFSA, and the Freddie Mac Foundation for making the day possible. A reception followed with food and fun activities for all of the new families, guests and attendees to enjoy. The adoptions celebrated on Adoption Day included children of many ages, needs and races but had one common goal: turning houses into homes because every child deserves a loving family.



Denzel Talbert reads his poem, inspiring the audience with his words.



Barbara Harrison interviewing some of the newly-adopted children.

Some of the Twenty-three Adoption Day 2004 new families!



Cont. from page 2.

event and the Administrative Services Division for creating the beautiful new Family Court space," said Chief Judge King. "Most especially, we thank all of the kids who contributed their talents to make the JM-level a more positive environment for the children and families y who come through this Court."



Senior Judge Stephen Milliken welcoming students, parents and teachers to the ceremony.

*Yan Yan Chan
3rd Grade
Walker Jones Elementary
Clown*



Meet New Employees at the Courts

By Melissa P. Tanguay, Executive Office Intern

Paul Vann is the new System Security Administrator in the Information Technology Division. He is originally from Westland, Michigan, and he received his degree from Schoolcraft College in Livonia, Michigan. Before coming to the Courts, Paul served as Network Administrator for Credit Union ONE in Michigan and then Director of Information Systems for the 35th District Court in Plymouth, Michigan. He aspired to work for a bigger court system and heard of an opportunity with the D.C. Courts. Paul really enjoys working with a large group of knowledgeable individuals at the Courts. In his free time, Paul loves to spend time with his wife and two-year-old twins. He also likes to stay active by playing sports, including golf, although he says his time on the green has been cut short since his twins were born!



Bethesda and then went to work for the United Nations High Commissioner for Refugees, where she worked with Afghan refugees at the border between Iran and Afghanistan. Once she returned to the U.S., Sohaila worked for the Income Maintenance Administration and the Office of Management and Budget in Maryland before transferring to the District of Columbia's Office of Budget and Planning as a Senior Budget Analyst. Sohaila was looking for a new direction in her career and took her current job in budgeting at the Courts. She is impressed with her colleagues here and is proud to be part of such a professional team. Besides her enthusiasm for budgeting, Sohaila enjoys movies, traveling and her new hobby: gardening.

Charlene Crafton is the new Secretary for the Deputy Register of Wills. A native of Washington, D.C., Charlene received a degree in Criminal Justice from Prince George's Community College. Before choosing a job with the Courts for a new experience and more opportunity, she worked with substance and alcohol abuse inmates in the Prince George's County Corrections Day Reporting Program. Charlene says she is enjoying working with the friendly and helpful employees at the Courts. In her free time, she loves to spend time with her family, go to plays, read books and take part in religious activities.



Sohaila Alemi-Loaiza recently joined the Courts as a Budget Analyst in the Budget and Finance Division. She is originally from Iran and is fluent in Farsi. Sohaila has lived in the U.S. for the last 26 years and received her education at the University of Tennessee in Knoxville. She started her career as an Accountant at the Marriott International Headquarters in



Meredith Hofford – New Director of the Center for Education and Training

Meredith, who goes by 'Merry,' joined the D.C. Courts on December 13th after spending nearly 20 years at the National Council of Juvenile and Family Court Judges in Reno, Nevada. Merry began her tenure there providing technical assistance to courts on family court issues and then founded the Family Violence Department within NCJFCJ. That project got off the ground, Merry says, after she began looking at children in families in which domestic violence had occurred and discovered that very little was being done for the victims of domestic violence, much less their children. Merry devoted much of her career to righting that wrong, including establishment of demonstration courts on how to handle domestic violence cases, drafting model legislation (enacted in some version in all 50 states and several other countries), developing public policies on domestic violence based on input from multidisciplinary groups, establishing a resource center at NCJFCJ to address domestic violence, child protection and child custody issues, and training over 4000 judges and court staff a year.

Merry came to D.C. to set up the NCJFCJ's Washington Office and once that was up and running she retired so that she could stay in D.C. She is pleased to be at the D.C. Courts, saying that she appreciates "the huge potential to make a difference - in the lives of court employees and court customers alike." Merry says that she is thrilled with her new hometown, "Washington is a very vibrant city and I'm enjoying that - I feel like a Washingtonian already." She is excited by the challenge of working for a large court system and appreciates the warm welcome she has received from everyone she has met so far.

Merry received her undergraduate degree in psychology from Clemson University and her masters in counseling at the George Washington University. In her free time, she enjoys cooking and dining out, traveling, skiing, sailing and reading. Welcome aboard, Merry!



Profile of Anthony Patterson, JISP Probation Officer

By Melissa P. Tanguay, Executive Office Intern

Anthony “Tony” Patterson is a Probation Officer in the Social Services Division. He is part of the Juvenile Intensive Supervision Program (JISP) team, which is made up of seven probation officers: Anthony Patterson, Nathaniel Henry, Evelyn Hernandez, Carl Johnson, Ted Middleton, Regina Yorkman and supervisor Fannie Barksdale. Mr. Patterson would not allow this article to be published without his fellow JISP teammates being mentioned first. “The JISP team is small,” he said. “But it is made up of outstanding people who work very well together to make a difference in the lives of the kids we handle.” He explained that JISP is the highest-level sanction in the system other than detention. Each person on the JISP team usually carries a caseload of 15-25 juveniles and the team members are in charge of various components of the program. Mr. Patterson is in charge of employment for the JISP probationers, which is an instrumental part of the program. In addition to handling their caseloads, the JISP team does night curfew checks in which each field unit sends the team referrals to check homes of probationers four times a month to make sure the kids are there.

Mr. Patterson was born and raised in Washington, D.C. After advancing through the D.C. Public School system, he attended Oakwood College in Huntsville, Alabama where he majored in Criminal Justice with a minor in Sociology and played basketball and baseball. After college, he returned to Washington, D.C. and began an eleven-year career with the D.C. Department of Corrections (DOC), serving as a Probation Officer, Treatment Specialist and Unit Manager. At the DOC, he ran a program called Home Detection Electronic Monitoring, where he dealt with D.C. traffic and alcohol cases and became acquainted with the Courts. In 1995, he made the switch to the Courts as a Probation Officer in



the JISP program. He said that he has an interesting perspective on D.C.’s justice system because corrections works from the inside out and probation works from the outside in.

In 1996, Mr. Patterson took on the responsibility of employment for the JISP program. He works with the Mayor’s Office of Employment Services in the summer and the D.C. Department of Employment Services throughout the year to place kids in jobs. Every summer, he organizes a job fair to allow about 100 teenagers to register for summer employment around the city and he also handles referrals for the Job Corps, which is vocational rehabilitation. Mr. Patterson said that the problem is that many of the kids before the Court have limited job skills and an under-developed work ethic. Many of these kids do not have adults at home who teach them to appreciate the importance of these lessons. Mr. Patterson focuses on teaching kids life skills, such as how to act and dress at work, in order to educate them not only on getting in the door, but also keeping their jobs.

He explained that D.C. is unusual in that it has no factories, which means fewer jobs available for unskilled laborers. So a kid in D.C. who turns eighteen and has no marketable skills has a hard time getting a job and may resort to crimi-

nal activity because he or she sees no other choice. Mr. Patterson hopes that more vocational training will be available for D.C. youth in the future. He said that while college is the key for many kids, for some vocational training is much more appropriate.

Mr. Patterson considers his role with the Courts not as a case manager, but as a life manager. He works hard to try to fill voids in his probationers’ lives in order to make a difference for their future. He puts his probationers on a clock where he tries to occupy as much of their time as possible through school, therapy, monitoring, athletics and, if necessary, drug and alcohol counseling. Mr. Patterson believes that it is important to show probationers that there are alternatives to bad activities; he sees his role as demonstrating the advantages of constructive activity. To find an outlet for the kids, you must relate to their points of reference, which can be a challenge. For example, teenagers in D.C. cannot relate to electrical or mechanical factory work, but they may be able to relate to culinary or barbering work.

Though Mr. Patterson stays very involved with his job at the Courts, he also enjoys practicing his new hobby, golf (though he says he has a long way to go!) and spending time with his son, who is a senior at his dad’s alma mater, Oakwood College. As for a personal motto, Mr. Patterson said that he approaches his work with this rule: “You can’t treat a body unless you have a body.” This means that you cannot help a kid if you are not spending time with him or her; you need to have the kid in front of you. He said that if a troubled kid needs secure detention in order to best address their problems, then that is what must be done, because the most important thing is to make a difference in that kid’s future. With passionate employees like Mr. Patterson and the JISP team at the Courts, there are many kids in D.C. who can look forward to a brighter future!

2004 Hispanic Heritage Month Celebration

By Melissa P. Tanguay, Executive Office Intern

Saludos! Each year the Courts recognize all that the Hispanic culture has brought to the American culture through a celebration of Hispanic Heritage Month, September 15 to



October 15. This year the Hispanic Heritage Celebration Committee once again assembled a series of events, both informative and entertaining, to expand our knowledge of different aspects of the Latino cultures.

On Friday, September 24th, a group from the Courts visited the Inter-American Development Bank for a guided tour of

their new art exhibit, **“Folk Art in Bolivia: Celebration of Everyday Life.”** From the Andes to the lowlands of Bolivia,



the exhibit displayed the beautiful artwork of the indigenous people of Bolivia in the form of traditional clothing, baskets, masks, furniture, household items and even jewelry. The tour included an overview of Bolivian celebrations and methods of worship and explored the great presence that folk art holds in everyday Bolivian life.

Next, on Friday, October 1st, the Courts hosted a pre-

sentation called **“Latin-American Crafts - Treasures in D.C.”** Bolivian artist Gelitza Saavedra talked about the many materials she uses to produce art that imitates nature as she exhibited several pieces from her collection. Then, a representative from a new Mexican craft store in Washington, “100% México Hecho a Mano,” showcased several of its handmade crafts created by Mexican artisans.



Then, on Friday, October 8th, the Inter-American Development Bank (IDB) presented a discussion on the subject of **“Economic and Social Development & Enhancing the Administration of Justice in Latin American and the Caribbean.”**

Following a brief welcome by Chief Judge Wagner, the program began with an overview of the mission of the IDB as it relates to the Latino culture in Washington, D.C. A talk followed about the need for justice reform in Latin America and the work that the IDB is doing to improve the administration

of justice in Latin America. Superior Court Judge José López, a native of the Dominican Republic, led an open forum for questions after the IDB presentation.

Finally, on Friday, October 15th, the annual **CORO Awards Ceremony** was held as a

culmination of a month of Hispanic Heritage festivities. *Coro*, the Spanish word for choir, stands for Community, Outreach, Recognition and Opportunity. The CORO awards were presented to several people from the Courts and the community in recognition of their exemplary work to enhance the lives of Latinos. Both Chief Judge Wagner and Chief Judge King shared remarks on Hispanic Heritage Month and then several judges presented the awards.

The **Community Agency Award** was presented to *Calvary Bilingual Multicultural Center* for its continuous commitment to providing bilingual and multicultural educational services to children and families in the D.C. area.

The **Community Outreach Award** was presented to the *Intake Services Office of the Social Services Division* for its excellent work in processing juvenile cases, providing services to the families of juvenile offenders and acting as a bridge between the Courts and the D.C. community.

The **Legal Community Award** was presented to *John Machado* for his outstanding representation of Hispanic clients in D.C. in civil, criminal, worker’s compensation and bankruptcy cases.

The **Alan Klein Special Recognition Award** was presented to *Matilde Springer* for her extensive contribution to the causes of domestic violence, child safety, gang and youth violence initiatives and other key social problems in Ward 1.

The **Achievement Recognition Award** was presented to *William Agosto* for his exceptional service to the Courts and the community as the Bilingual Attorney Negotiator for the Domestic Violence Unit and a family mediator for the Multi-Door Dispute Resolution Division.

¡Gracias por una celebración maravillosa del Mes Hispánico 2004 de la Herencia!

Thank you for a wonderful celebration of Hispanic Heritage Month 2004!



☆☆☆☆☆☆☆☆ **Rave Reviews** ☆☆☆☆☆☆☆☆

June 8, 2004

Clerk of the Court
ATTN: Mr. Duane Delaney
500 Indiana Avenue, Room 2500
Washington, DC 20001

Dear Mr. Delaney:

I would like to express my sincere gratitude and satisfaction with the customer service I received from **Ms. Jarmon** of the Wage Withholding Unit.

Ms. Jarmon has proven that one dedicated individual can make a difference in how a government entity may be viewed. I received my first child support check in years because she:

- Answered my calls, and if she was unavailable, she would return them
- She listened to, prevented and solved problems, and did not get offended or defensive when I expressed frustration
- She showed empathy and seemed genuinely interested in helping me—not leaving me to figure out the who, where, how, and why is its of the DC Child Support system.

In short, there should be someone like her at every work station in the DC Child Support Office.

Vanessa Sophir, Esq.

Ms. Nancy McKinney
D.C. Superior Court
500 Indiana Avenue, NW
Washington, DC 20001

Dear Ms. McKinney:

I served as Judge Iscoe's law clerk from November 2003 through August 2004. Thus, I had the pleasure of working with **Crystal Griffin** for almost a year. I did not want to leave without letting you know what an excellent job Crystal does.

First of all, Crystal is a lovely person with a great sense of humor. She is friendly, polite, and respectful whether she is dealing with me, or with the attorneys and defendants who come to the Clerk's Office for assistance. Secondly, she is very effective at handling a stressful and demanding job. As you know, the misdemeanor calendar is always very busy. Thus, Crystal has to deal with many jackets and many motions to process. A major part of my job was going through the jackets and making notations on the calendar the day before cases came up. It was a huge help that Crystal always had my jackets ready for me before lunch and always worked hard to find any missing jackets.

There are many other good employees in the clerk's office, but in my opinion Crystal is truly exceptional. As she knows, I was always overjoyed when Crystal came back to work after taking time off! Crystal is always willing to go the extra mile to locate a file or answer a question.

I hope you appreciate having such a great employee to supervise and thank you for letting me express my appreciation for Crystal!

Sincerely,

Vanessa Sophir
Vanessa Sophir

***** **Rave Reviews** cont. *****

June 30.04

Dear Ms. Butler,

I want to let you know how helpful **Keisha Bishop** has been. I came in to get 2 copies of my marriage license and was running a little late. She was so helpful and friendly and courteous and even waited 10 minutes past your closing time for me to get back from the line at the finance office #4201 to pick up my copies.

You run a great office and Ms. Bishop is a wonderful employee. Thank you for your benefic help.

9/30/04

Dear **Ms. Barnett!**

Thank you so much for allowing your clerks to go out of their way to assist me with filing my discovery request last week.

I appreciate the extra efforts you and your staff put forth.

The Clerk of the Probate Division

Beatrice [Barbour]

is one of your kindest & polite employees since that is my first time meeting her. I think her personality is magnetic

10-17-04

Dear Ms. Butler,

I would like to commend, with appreciation, **Mrs Beverly Stroud** and her colleague **Mrs Whittington** for their thoughtful and very efficient way to assisting me in getting the permission of the court to officiate at marriages. The issue demanded quick action and strict adherence to the rules of the court. The wedding did take place and the bride and groom

and their parents were thrilled. Your staff were there in spirit and I will always remember them. Sincerely, **Rabbi Leiny Stroud, Ph.D.**

