

Full Court Press

Newsletter of the District of Columbia Courts

October 2010

Open To All, Trusted By All, Justice For All

Volume XXVI Number 6

CASTILLO IS NEW CLERK OF COURT OF APPEALS

By Tom Feeney Jr., Executive Office Intern

Julio A. Castillo saw an opening he couldn't pass up when the Clerk of the D.C. Court of Appeals position became available last winter. Castillo has had a distinguished professional career that is highlighted by an unwavering dedication to public service. Now, as the new Clerk of the D.C. Court of Appeals, Julio has a brand new opportunity to serve the District of Columbia community.

"I've always viewed serving the residents of D.C. as a privilege and an honor," Julio said. It is a belief reinforced with nearly 30 years of public service that began when Julio was enrolled at Georgetown University Law School. While finishing his law degree, he served as a Student Litigator, defending and prosecuting misdemeanants in the D.C. Superior Court. Upon graduation, he worked for three years as a Law Clerk for the Federal Trade Commission.

In the early 1990's, Julio became a key member of the D.C. Public Schools administration. He was both the Executive Assistant to the Superintendent of Schools, and the Acting Director of the Labor Relations Branch. Aside from advising the Superintendent on complex matters in the area of general administration, Julio was also a chief negotiator in contract negotiations with various unions.

In May of 1995, Julio was named to his longest-tenured and most esteemed position, Executive Director of the D.C. Public Employee Relations Board (PERB), a position he held for 15 years. His chief re-



Julio A. Castillo

Photo by Lou Shack

sponsibilities at PERB will be the most immediate skill set Castillo hopes to apply in his new position at the Courts.

As the Clerk of the D.C. Court of Appeals, Julio sees new challenges, and is excited to continue the success of an operation that is "doing excellent things." He will bring a flexible management style that has been cultivated in previous positions where budgeting and staff were limited. According to Julio, both he and the team he managed "learned how to wear different hats" in order to get the job done. His leadership ability will translate well to the demanding responsibilities

of the Clerk, which includes managing five divisions.

Julio attributes his commitment to the public to the influence of his parents. Julio and his parents moved from their native Dominican Republic to the United States when Julio was a young boy. His parents settled in New York and he was raised in Harlem. As hard-working immigrants, Castillo's parents inspired him to make the best of his education and the opportunities available in this country, while also making sure to give back.

After graduating in 1974 from Columbia University with a B.A. in Economics, Castillo bid farewell to New York City, and began his career in D.C. It was a move that Castillo appreciates to this day. "D.C. gave me an opportunity at a young age to gain experience," he said.

Relishing opportunities and experience is a fundamental key to success that Castillo wants to instill as Clerk of Court of Appeals, and outside of his job as well. He believes more people need to know the benefits of the judicial system, and how many services it can offer to both residents of D.C. and throughout the country. He also wants more awareness in elementary school all the way to high school about the benefits of law and public service.

The experience and wisdom Castillo brings will continue to grow the Court of Appeals. The Clerk hopes a new era will be marked by a healthy relationship with the people of the District of Columbia, as well as a rewarding experience for court employees, who dedicate their careers to public service.

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SELF-HELP CENTERS – ASSISTING THOSE WHO ARE UNASSISTED BY COUNSEL

By Morgan Block and Tom Feeney Jr., Executive Office Interns

The Sixth Amendment of the U.S. Constitution guarantees criminal defendants the right to representation by counsel when facing loss of liberty or other criminal penalties. There is no such guarantee, however, in most civil cases. The D.C. Superior Court's self-help centers help to fill that gap, offering people assistance in representing themselves.

Litigants who take advantage of the Superior Court's self-help centers get help navigating the legal system and are occasionally referred to legal service providers that can give more in-depth assistance and/or legal representation. Obtaining legal counsel is a luxury that many District residents cannot afford, especially

in the current economic climate. The self-help centers are resources that help litigants understand often unfamiliar court rules and procedures, all at no cost.

The Family Court Self-Help Center is run by Avrom (Avi) Sickel and his well-trained team of staff and volunteers. Information about the Family Court Self-Help Center (FCSHC) is available at <http://www.dccourts.gov/dccourts/superior/family/self-help.jsp>, though most of the clients are referred from a judge, the Family Court's Central Intake Center, or the Superior Court's Information Desk. As a result of these referrals and an excellent reputation, the FCSHC is often very busy, helping over 600 people a month. Each customer receives help from a staff paralegal facilitator or from one of the volunteer attorneys, who work in tandem.

One of the most common public misconceptions of the self-help centers is that they can offer free legal advice. The centers are more like legal roadmaps, showing clients their destination and explaining the various possible routes in getting there. Some perceive the service as a GPS, offering step-by-step directions on how they should navigate the legal

process; however, as Avi notes, "The Family Court Self-Help Center is there to explain what litigants can do, not what they should do." There is a range of questions that the FCSHC receives daily, but Avi says that the three most common issues are child custody, divorce and child support.



Theresa Chaklos, Vera Stanley, Anna Roque, and Branch Chief Avi Sickel of the Family Court Self-Help Center.

Photo by Tom Feeney, Jr.

To access the many services provided by the FCSHC one visits the Center in JM-570. The Center is not able to provide assistance over the phone. Meetings tend to last between 15 and 30 minutes and sometimes as long as 45 minutes or more. The FCSHC operates on a first-come, first-served basis.

The Probate Division Self-Help

Center (PDSHC) is useful and rather unique here at the D.C. Courts. Probate's center is run by Susan Blumenthal, an attorney with the law firm Bryan Cave, on Tuesdays from 12:30 PM to 4:30 PM. Ms. Blumenthal has been working for the PDSHC for three years in conjunction with the D.C. Bar. The PDSHC has strong relationships with many non-profits in the D.C. area, receiving many of its clients through referrals from organizations such as Bread for the City.

The PDSHC operates a bit differently from the other resource centers due to a different variant and number of clientele. To meet with Ms. Blumenthal or a member of her staff, you must fall under certain financial guidelines. The Probate Division's webpage says, "Services are offered for free by appointment only to those who fall within certain income and asset guidelines" and only if you register for an appointment beforehand. Individuals having difficulty going through the process of transferring property to their beneficiaries, understanding their obligations if they are to be a personal representative, or completing the petition for probate documents, should contact the resource center at (202) 737-4700 ext. 3293.

See Self-Help, continued on Page 10.

MEET THE RESEARCH AND DEVELOPMENT DIVISION

By Tom Feeney Jr., Executive Office Intern

The Research and Development Division, better known as “R & D,” contributes, often anonymously, to many different court programs and operations. Led by Director Joanne Pozzo, the Division conducts best practices research, undertakes evaluation studies on court operations and administrative functions, and prepares grant applications and proposals.

Working with Chief Judge Satterfield, the Office of Strategic Management, and the Information Technology Division, R & D has made it a priority to bolster court-wide performance measures in an effort to improve the D.C. Courts’ accountability to the public, an effort that never rests for the Courts. The Division is currently assisting in the procurement of business intelligence software which will enable the Courts to track and collect data, and produce reports on court performance of interest to management, other government entities, and the general public.

Created in 1982, R&D was an office known as “Research, Evaluation and Special Projects.” Focus at that time was on maintaining statistics on court operations and creating and evaluating special projects, such as the Multi-Door Program (with mandatory arbitration & settlement week), the Sentencing Guidelines project, and the legal assistance project. Joanne was the office’s first Research Associate, and she attributes the Division’s expansion to the drastic increase in grant availability. The R & D Division as we know it today is the result of a focus on the many opportunities that grants provide local courts to initiate innovative programs, and to the development of an expertise in



Research and Development Division members Seated are Director Joanne Pozzo and Deputy Director Kim Beverly. Standing are Qin Wang, Michelle Kuamoo, Ryan Cotter, Julie Klier and Iris Edmonson-Reeder.

Photo by Tom Feeney, Jr.

grant proposal writing.

Given her start as a research associate and long tenure as the Division’s Director, Joanne takes pride in R&D’s growth into an effective partner with other divisions, leading a talented team that has worked to enhance court operations. “The subject matter [we’re dealing with] changes so often and there is always something of interest. That’s fantastic.”

R & D’s grant-seeking responsibilities have given birth to some of the D.C. Court’s most successful programs, such as juvenile drug court, community courts and fathering court. On a day-to-day basis, the Division is tasked with monitoring possible funding sources, and alerting the Courts’ divisions of grant opportunities. According to Joanne, the R & D Division is “well aware of the Courts’ priorities,” and aware of new initiatives that managers are anxious to implement.

The Fathering Court is an example of a program that benefited from R & D’s efforts. The Research and Development teams’ hard work just a year and a half ago on a successful application for a competitive grant led to matching funding from both the U.S. Department of Justice and U.S. Department of Labor for a new fathering court program. With that funding, the D.C. Fathering Court was launched and has addressed the needs of fathers reentering the work force, so that

they can pay child support and re-establish emotional bonds with their children. Services include job skills training, resume writing, job interview training, parenting skills, and time management. The Fathering Court has been such a success that the Courts are attempting to expand it. The program currently as-

sists 45-50 fathers, and that number may increase next year. Joanne says that a “performance culture” is what the R & D Division strives for, realizing that their efforts help the Courts meet the evolving needs of the D.C. community.

Another project being managed by R & D is the evaluation of the East of the River Community Court (ERCC). The ERCC was created in September 2002 by the Superior Court to adjudicate misdemeanor crimes – such as drug possession, sexual solicitation, etc. - that occur in the District’s Sixth and Seventh Police Districts. Community courts are designed to hold defendants accountable, to repair damage incurred by the community through community service, and also to address the underlying problem causing the criminal behavior. The ERCC evaluation will compare defendants involved in ERCC with a control group of defendants not involved in ERCC to assess the effectiveness of ERCC in lowering recidivism rates. The project, contracted to Westat, is anticipated to produce a preliminary analysis report in October. This is just one more way in which Research and Development strives to help the Courts implement effective programs and keep them on a successful path.

DARRYL LESENE NAMED NEW CHIEF AUDITOR

By Morgan Block and Tom Feeney Jr., Executive Office Interns

The *Full Court Press* is delighted to announce that Darryl Lesesne is the new Chief Auditor for the D.C. Courts. Darryl comes with a wealth of experience and a dedication to his field that is sure to make him an immediate asset to the courthouse.

Darryl is responsible for the D.C. Courts internal auditing activities and policies, as well as overseeing external auditors contracted to evaluate D.C. Courts' operations or programs. Darryl will head a new internal auditing team that will provide a fresh approach in helping the Courts meet high standards of performance in the most efficient and proactive way.

Darryl's approach is modeled after a consultant-client relationship, where the Auditor's Office serves as the consultant, and the audited department serves as the client. Through comprehensive independent research on the department he audits, Darryl's strategy will allow for strong, trusting relationships between the two parties. Darryl will "try to walk in their shoes" as he assesses his clients and provides solutions that help meet the goals of the D.C. Courts.

A Philadelphia native, Darryl grew up with an innate passion for mathematics and a drive to compete. For three years, Darryl played on the Overbrook High School soccer team, a squad of players known for their heart and enthusiasm. Despite his love for the game, Darryl put aside his soccer career to intern for Coopers & Lybrand, an accounting firm now known as PWC.

The work experience and exposure Darryl gained working at Coopers & Lybrand cemented his area of study when he attended Howard University as an accounting major. Despite the heavy courseload, Darryl also doubled as a bank teller during his college years, working at the local Riggs Bank. After graduating from Howard with his BBA degree,



Darryl continued to work at Riggs Bank as a Staff Internal Auditor. Darryl excelled at his position and quickly climbed the ranks of the accounting world, going from Staff Auditor to Senior Auditor to Audit Supervisor to Internal Audit Manager to Internal Audit Professional to Chief Internal Auditor and finally to Chief Auditor for the D.C. Courts.

Despite coming from a dissimilar professional background, Darryl has had some professional interaction with the court system before coming to the D.C. Courts. Darryl was once summoned to serve as a juror on a civil trial in his local Montgomery County courthouse; he was even nominated by the presiding judge to be the jury foreman, based on his "even-keeled nature." Darryl described his experience with the Montgomery County courts as "positive" in that he was able to get a better sense of the "responsibility" a juror needs to wield.

There was a variety of factors that attracted Darryl to the position with the D.C. Courts. Some of the best impressions he got from the Courts came from meeting with D.C. Courts representatives. Sitting down with Executive Officer Anne Wicks, Darryl admired how she was "very decisive in terms of her vision for the Courts." He became very eager to "share their [the Chief Judges' and Executive Officer's] vision." Darryl was also intrigued by "the challenge" that the Courts offer and the opportunity to establish a new operation from the ground up.

Despite his numbers orientation, Darryl takes pride in being "people oriented" and has an ability to "get a difficult concept across in an uncomplicated way." This ability has made him an asset at any job he has worked at in the past and is sure to complement the D.C. Courts.

Special thanks to the Employee Recognition and Awards Ceremony Committee for putting together a great event.

Front row (L-R) Wanda Johnson Starke, Beverly Barber, Eleanor Nazareno, Debra Swingon-Stokes, Edith Clipper, Crystal L. Banks, and Ernest Brooks. Back row (L-R) Brenda Ford, Darlene Ellis, Cynthia Davis-Logan, Willard Stephens, Jo-Ella Brooks, Billie Smith, Julie Klier, Alvin Milton, and Lou Shack. Not shown in picture: Fannie Barksdale, J. L. Brown, Leah Gurowitz, Kathy Holiday-Crawford, Donna Richardson, and Dennis Shipley.



NEW EMPLOYEES

By Tom Feeney, Jr., Executive Office Intern

Anthony Olabode

The D.C. Courts are happy to welcome new IT Specialist Anthony Olabode to the Information Technology Division. Anthony was born and raised in London, England, and received his undergraduate degree from London Guildhall University. Anthony is currently pursuing his MBA at University of Maryland, University College. He is an avid soccer fan, and claims to have watched nearly every match of this summer's World Cup. Anthony says the most exciting parts of his job at the D.C. Courts so far has been seeing new faces every day and getting into the ebb and flow of the judicial system. "It's been pretty humbling," Anthony said.



Photos by Tom Feeney, Jr.

Dr. Yolanda Segal

Yolanda Segal was recently hired as the Mental Health Diversion Court Coordinator in the Criminal Division. Yolanda was raised in Florida and received her undergraduate degree in criminology from Florida State University. She obtained her Doctorate at the Florida School of Professional Psychology – Argosy University and completed her internship at Cook County Jail in Chicago, Illinois. She is licensed as a professional counselor. Before arriving at the D.C. Courts, Yolanda worked in private practice where she provided therapy for sex offenders. Aside from her skills in psychology, Yolanda also enjoys running, and recently completed her first marathon in 2009.



Sharon Shobana Ruiz

Sharon Shobana Ruiz joins the D.C. Courts as a new Foreign Language Interpreter in the Special Operations Division. As the daughter of a diplomat, Sharon spent all of her childhood traveling the globe. She was born in Malaysia, and raised in parts of Europe, Africa, and Asia, all the time studying at schools which offered an American curriculum. Sharon attributes her passion for interpreting and her appreciation for different cultures and languages to her well-traveled past. After her travels, Sharon moved to New York and received her degree from University of Rochester. Sharon quickly made friends with her colleagues, and enjoys her new environment.



Maribel Torres

Maribel Torres is the newest member of the Administrative Services Division team, coming on board as a Senior Contract Specialist. Maribel was born and raised in Puerto Rico, and graduated from the University of Puerto Rico with a B.A. in Finance in 1982. After college, Maribel moved to the United States and began working for the D.C. government, eventually moving into her position as a Contract Specialist. Maribel brings to the D.C. Courts nearly 25 years of invaluable experience in her field. Aside from her work, Maribel loves spending time with her family and watching soccer and baseball, particularly the New York Yankees.



“Adopt A Child...Be a Shining Star”

Save the Date!!

Please join us to celebrate families adopting in the District during our 24th Annual Adoption Day Ceremony

Moultrie Courthouse
Saturday, November 20, 2010
Third Floor Atrium
10:00 a.m. – 12:00 p.m.

For additional information, please contact:
Geneva Murphy 879-4783 or Rosalyn Johnson 879-1809.



29TH ANNUAL EMPLOYEE RECOGNITION AND AWARDS CEREMONY

By Tom Feeney Jr., Executive Office Intern

It didn't take long for the third floor atrium of the Moultrie Courthouse to reach capacity for the 29th Annual Employee Recognition and Awards Ceremony on Thursday, September 16th. All in attendance were treated to a program not just of awards, but exciting entertainment and words of appreciation that exceeded all expectations.

The Dunbar Senior High School JROTC Color Guard kicked off the ceremony with the presentation of colors, followed by Tyesha Korngay of the Family Court Operations Division who sang a resounding version of the National Anthem. Executive Officer Anne Wicks then opened with welcoming remarks, giving thanks to all the employees of the D.C. Courts.

Next Renard Reinhart of the Domestic Violence Unit thrilled the crowd with a powerful musical performance. D.C. Court of Appeals Chief Judge Eric T. Washington came to the podium and presented several awards. The Enterprise Service Award went to the Management Training Committee, which just capped another successful year with the conclusion of the fourth year of the Management Training Program. Next, 28-year veteran court reporter Eva Ramos received the Individual Public Service Award, highlighted by her unwavering dedication to improving schools and libraries for students in the Philippines, as well as her incredible service to the D.C. Courts and their customers. Staff of the Court Social Services Division's Southeast Satellite Office (the Balanced and Restorative Justice Center) received the Public Service Award. Chief Judge Washington said that their work for the community they serve, east of the Anacostia River, provides an alternative detention for youth that "exemplifies the power of public service."

Superior Court Chief Judge Lee Satterfield then came to the podium and added his praise and words of appreciation for the D.C. Courts employees. He presented the final two awards. Alvin Milton received the Unsung Hero Award, a tribute to his "unselfish presence, promptness, and professionalism." The Management Achievement Award went to Tiffany Adams-Moore for her inspiring leadership of the high-volume Landlord-Tenant Branch.

D.C. Court of Appeals Clerk Julio Castillo and Superior Court Clerk Duane Delaney then presented the Length of Service awards, highlighted by four employees reaching the 40-year milestone, as well as six employees reaching the 30-year mark. But what stole the show were the three great employee entertainment acts that accompanied the Length of Service presentation. Debra Swingon-Stokes of the Executive Office wowed the audience with her version of "Home," adapted from the Broadway show "The Wiz." Aaron Tinch of the Court Social Services Division stirred up some serious laughs with his stand-up comedy routine. Doris Chavez and William Sanchez of the Family Court Operations Division created a buzz with a lively and impressive salsa dancing show.



Aaron Tinch of the Court Social Services Division stirred up some serious laughs with his stand-up comedy routine.



Doris Chavez and William Sanchez of the Family Court Operations Division create a buzz with a lively salsa dancing.



Forty-year length of service recipient, Cynthia Davis-Logan with Chief Judge Eric Washington and Chief Judge Lee Satterfield.

Photos by Lou Shack

EMPLOYEE RECOGNITION AND AWARDS CEREMONY (CONT.)



Photos by Lou Shack

HIGH TECHNOLOGY IN THE COURTROOM

By Morgan Block, Executive Office Intern

In April of 2010, the D.C. Superior Court ushered in a new era of courtroom innovation. Over the past 18 months, technological upgrades have been made to Courtroom 215 so that it is now the Moultrie Courthouse's first high technology courtroom. Today the courtroom is a shining prototype for what may soon be the new standard for courtrooms in Superior Court. High-technology courtrooms are emerging across the United States, expediting the trial process and facilitating evidence comprehension and retention for the jury. The efforts here were led by Judge Herbert Dixon.

Judge Dixon's passion for technology is displayed in the articles that he writes as "Tech Columnist" for *The Judges' Journal*, a magazine of the American Bar Association. In September 2008, when Judge Lee Satterfield first became Chief Judge, he sent an e-mail to all of the associate judges inviting them to discuss their judicial assignments with him. Judge Dixon took the opportunity to meet with Chief Judge Satterfield and successfully lobbied for the incorporation of high technology in a courtroom as a pilot program. Soon after, the transformation of Courtroom 215 began in earnest. Since the high tech courtroom became operational, Judge Dixon has regularly conducted public demonstrations showcasing the courtroom's many features. In surveys conducted after trials in which the technology was utilized, jurors overwhelmingly thought the use of technology helped them understand the case. Technology in the courtroom has been continually proven to enhance juror comprehension, specifically in regard to their memory of the evidence. The technology also permits new forms of evidence, such as digital holograms and 3-D shapes that would otherwise be unavailable for jurors.

Judge Dixon has found that use of the courtroom's technology noticeably decreases trial time. The judge found that attorneys quickly adapted to the new technology, incorporating it into the presentation of their cases; one attorney quickly overcame his fear of technology and did his closing arguments in Power-Point. By adopting the use of technology for their cases, lawyers were putting more time into their case presentation preparation. Thanks to laptop connections



Judge Dixon in his high tech courtroom.

Photo by Morgan Block

at the lectern, and both the prosecution's and the defense's tables, lawyers are able to use their digital cameras to capture and display images they might otherwise not have been able to show in the courtroom. According to Judge Dixon, several lawyers have requested Courtroom 215 for certain trials, as they thought that its technological capacity would help them present their cases.

Courtroom 215 has become quite a spectacle since the recent renovations. Four plasma screen televisions hang along the courtroom walls, one behind the witness stand, one to the right of the clerk's bench, and two positioned to accommodate the public audience. Additional displays include a projector and retractable canvas screen as well as a touch screen at the witness stand, on the judge's bench, and at the clerk's station. Additionally, the large plasma screen behind the witness doubles as a "white board," allowing the user to circle and trace lines that can be used to show the direction of travel on a digital map or to identify an individual in a photograph. Another unique feature in Courtroom 215 is that both the touch screen at the witness stand and the large plasma monitor behind the witness are on swivels that allow them to rotate and display the image in a "landscape" or "portrait" format. Any image featured on a screen, including ones that have been "marked" via the whiteboard feature can be printed out directly to the color printer near the clerk's desk. Opposite the bench, the lectern between the defense and prosecution now has a DVD/CD player and a high definition document camera. Judge Dixon proudly demonstrated the camera's impressive zoom and focus abilities with the help of a penny. Placing the penny beneath the lens he asked "Can you see Lincoln?" The audience could not, which prompted the judge to zoom in, displaying on the plasma screen the Lincoln memorial, with the silhouette of the president clearly visible between two columns.

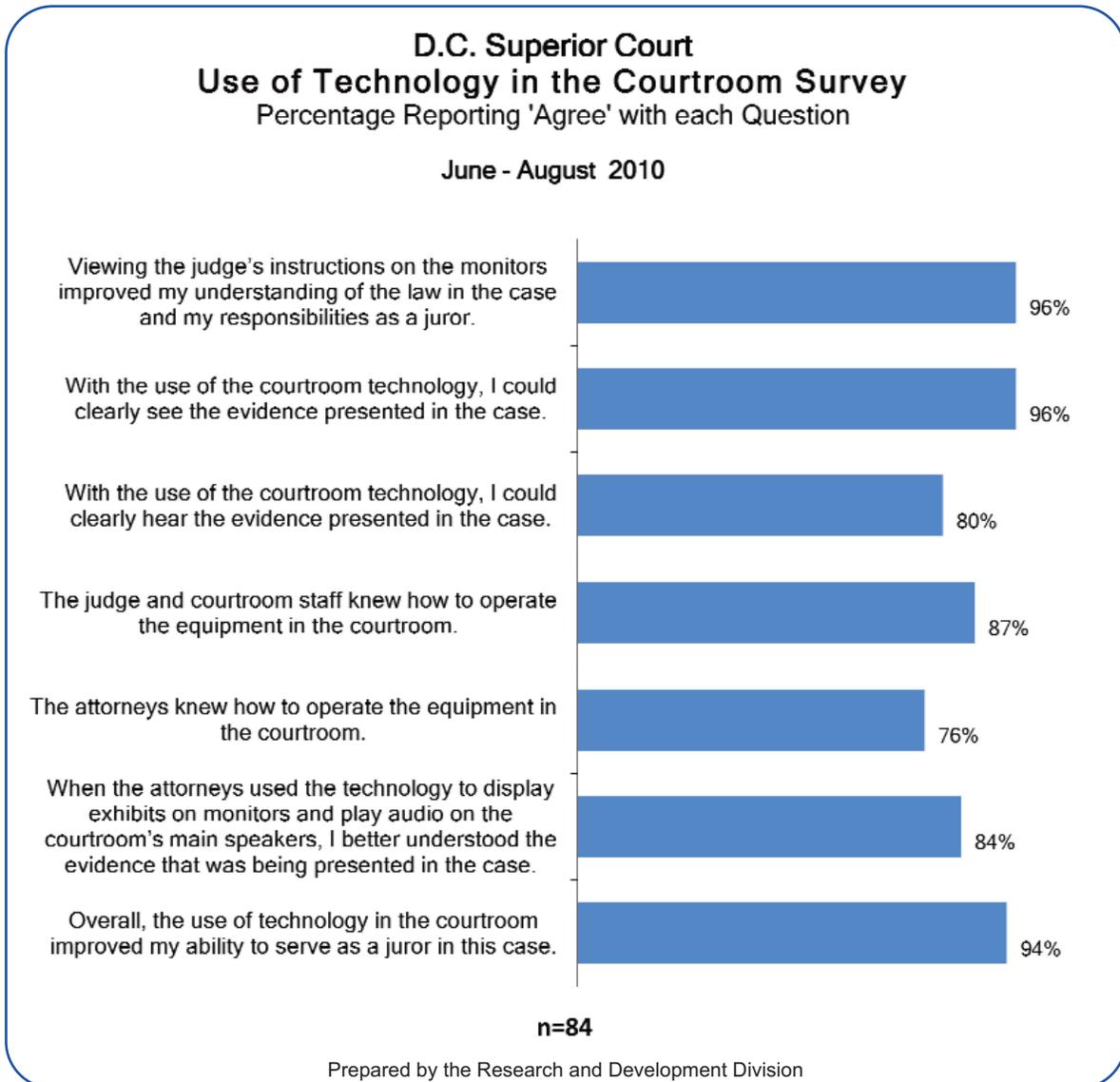
Despite the many impressive features in his courtroom, Judge Dixon did acknowledge that as a high technology prototype, Courtroom 215 is a "lessons-learned courtroom." As the new technology is explored and put into practice on a daily basis, the judge is quickly becoming aware of what the "bare es-

See High Tech, continued on Page 9

sentials” in his courtroom are and how to most productively utilize them. One of the “lessons learned” is that the two plasma screens facing the audience are unnecessary. They are not essential for the audience, and can be a distraction for the jury. Judge Dixon noted that jury members would often swivel 90 degrees in their chair to look at the screen, exposing themselves to an audience that may be filled with distressed or upset family members related to the case. These lessons learned are crucial in planning more efficient high-technology courtrooms in the future.

Judge Dixon’s vision of having this technology applied to additional courtrooms may happen sooner than expected. Executive Officer Anne Wicks says that there are plans to incorporate technology into the arraignment courtroom as part of the US Marshals Service/ Cellblock Renovation project.

In the Winter 2009 edition of *The Judges’ Journal*, Judge Dixon described an “epiphany,” in an article titled “Courtroom of the Present: The Bare Essentials for a Technologically Competent Courtroom.” He wrote, “Courts have an obligation to encourage the use of technology because the resulting improvements in the quality and efficiency of trial presentations will improve the delivery of justice.” According to initial results, the high technology courtroom has been true to form. A juror who served in Judge Dixon’s courtroom was mentioned in the “Rave Review” section of last month’s *Full Court Press*, “I was particularly impressed with the dignified and efficient manner in which you presided over this trial...the manner in which you kept to schedule was completely impressive [and] the presentation of the evidence that would permit us to come to a verdict was exemplary.”



YOU WANT ME TO GIVE UP WHAT?!! WHY?!!

By Monique Walters, Small Claims Branch

Everyone with a full-time job that is based in front of a computer screen is forced to acknowledge a sad truth eventually: sitting eight hours a day can slow down a metabolism, and thus result, unfortunately, in unwanted pounds and diminished energy. The realization comes to each of us in different ways: clothes fitting snugly or finding oneself out of breath going up the stairs. Accepting this sad fact somewhat reluctantly, the Small Claims Branch staff decided to channel their determination and competitive spirit on overcoming this challenge, to encourage each other to live healthier lifestyles.

The arrival of Lent, a 40-day span that ends with the arrival of Easter, inspired us to a purpose. Similar to other religions' distinct holy periods, such as Islam's Ramadan or Judaism's Passover, Christianity's Lent is a period of reflection through restraint and practice. From this theological and philosophical approach, "Spring Forward for Forty" was created, a declaration of our Branch staff's personal goals for the next 40-days.

Our goals were visibly placed in our office on a huge poster board with balloons that proudly, boldly and brightly exclaimed the positive choices each employee, supervisor, branch chief, and even judge, pledged to take to better themselves. Employees choose anything they felt was not a positive part of their diet or lifestyle. Popular choices were candy, soda, chocolate, fast food, fried food, bread, and, for some really committed employees, meat, wheat, or salt. Some instead promised to add something: to work out routinely or to increase their water intake.

Perceived benefits ranged from the most common, weight loss, to increased energy, fewer illnesses, renewed spirit, a positive outlook on life, and better self images. All employees put forth a concerted effort and we all found pleasure, humor and a sense of unity as we pushed each other, inquired on each other's adherence during weekends and holidays, and ensured our office food consisted of healthy snacks and fruit. Inevitably there were times when we forgot, succumbed to temptation, or were lax in our exercise efforts and commitment to a better life. In those cases, whether the culprit was honest enough to admit their faults, or, was caught "red-handed," the consequence for each indiscretion was a fine of one dollar. Jointly we decided all monies collected would be used to benefit others: during the first year of Spring Forward for Forty, 2009, we chose to give our donation to a Thanksgiving food drive. This year we will give our donation to a charity during the holiday season.

Self-Help, *continued from Page 2.*

The Small Claims and Landlord/Tenant Resource Centers are run by Dan Clark, the D.C. Bar *Pro Bono* Program managing attorney. The Small Claims and Landlord/Tenant Resource Centers are particularly valuable and always in demand, as oftentimes the money in question is less than the cost of hiring an attorney. The need is especially great in landlord/tenant cases, as 99% of tenants are unrepresented in court. Once again, while the resource center is unable to provide specific legal advice, they are able to assist and give guidance to the litigant on how to best prepare and present their case before the judge. The resource center is open from 9:15 AM to noon, Monday through Friday.

The Consumer Law Resource Center provides court information on matters regarding debt collection, home improvement/independent contractor disputes, security deposit refunds, used car or car repair disputes, utility disputes, and violations of the Consumer

Protection Procedures Act. The Consumer Law Resource Center is located in Room 102 in Court Building B, 510 4th Street N.W. Hours of operation are 9:15AM-12:00 noon on Tuesday and Wednesday.

The Civil Division's Tax Lien Resource Center is operated by the D.C. Bar in collaboration with two law firms - Morgan Lewis & Bockius and Crowell & Moring. The Center provides legal information and advice, and assists unrepresented litigants with completing pleadings and other court documents after a tax sale. The Resource Center is located in the anteroom just inside the doors to Courtroom 205 in the Moultrie Courthouse, and is open on Wednesdays from 10AM to 12:00 noon.

For those unrepresented by legal counsel, the legal process can be daunting. With these many Self Help Centers, the Superior Court and the D.C. Bar have joined forces to provide litigants with the help they need to be prepared for their court experience and make their best case.

Kabe Reviews

June 17, 2010

Mr. Dan Cipullo
Director of Criminal Division
Washington, DC 20001

Dear Mr. Cipullo:

I am writing this letter to commend the Criminal Division, **Warrant Office staff** for their assistance in Judge-In-Chambers office during my absence. When your staff discovered that I would be out of the office for medical reasons for an extended period, they immediately offered their assistance. It gives me great pleasure and honor in conveying my heart-felt appreciation their professionalism, hard work, dedication and commitment and willingness to go that extra mile to offer their support. This is a significant example of a "buddy system" and teamwork working exceptionally well together.

Mr. Cipullo, Aristotle once quoted that: "In the arena of human life the honors and rewards fall to those who show their good qualities in action." Your staff undoubtedly has exhibited this with remarkable enthusiasm. In the ladder of success, they have risen to another step ahead in their career. You should be proud because this leaves a remarkable reflection of you as a Director.

Again, I express my sincere appreciation and gratitude for a job well done by the Criminal Division, Warrant Office staff.

Sincerely,
Natalie E. Byrd
Court Clerk



Front row (L-R) Gloria Smith, DeeDee Callahan, and Valerie Fields. Back row (L-R) Jeff Woodson, Denise Banks, Aaron Robinson, Terina Washington, and Belinda Carr.

From: Steve Barenbaum
Sent: Friday, August 27, 2010
To: Gunn, Lori A.

Ms. **[Lori] Gunn**,
In preparing a small claims suit I called your office a few times & each experience was very efficient, professional & helpful. I spoke to you once and **Damaris Brown** another.

I didn't want this to go unnoticed as you both exceeded, by far, my expectations.



Photos by Tom Feeney, Jr.

Dear **Angela Mojica-Madrid**, Multi-Door Dispute Resolution Division

I have [been] meaning to send this letter to you for a long time and now with time permitting I am able to do so. I used your service during my divorce process in 2009/2010. We worked with Melissa as our Mediator who assisted us through out the entire time.

The Service we received was great and meeting you from day one was wonderful. You were all so professional, articulate, and always on time. You in particular were always kind, and never fail to remind us with all our appointments and follow ups. The service was remarkable especially where we do not have to pay anything and yet got the best service. I am proud to say that I am a DC residence in every sense of it all.

Because of the best service the divorce process with the Court took very short time. We had all the documents from your office properly done and with all the information that was needed.

It is my pleasure to send this letter to you and would like your superiors to get a copy of it as well. Hope they know what an asset you are to the company. Please keep up the great work that you do and hope every individual that walks in your office will get to experience The undivided attention you give and taking every case as it is.

Thank you again and please know that we could not have done what we accomplished if it was not for you and your organization.



Rabe Reviews continued

RE: TO SUPERVISOR, ROY WYNN, JR

DATE 2010-04-19

SUBJECT: CUSTOMER SERVICE PERFORMANCE EXCELLENCE
FOR ASST COURT CLERK, ERIKA L. THOMPSON; AND ASST.
JIC COURTROOM CLERK, TAMARA D ROBERTSON



Erika Thom

RE: KNOWLEDGE: OBSERVED BOTH EMPLOYEES
PERFORM BEYOND THEIR CALL OF DUTY, SERVING
THE 'MYRIAD' OF CUSTOMERS/CLIENTS THE WEEK OF APRIL 12TH
WHEN I PERSONALLY HAD TO WORK WITH THEM WITH LEGAL
PARENWORK AND COURTROOM HEARING.

THANK YOU.

SINCERELY,

A handwritten signature in black ink, appearing to be 'Derrick Monroe'.

Photos by Tom Feeney, Jr.

August 20, 2010

Derrick Monroe
Branch Chief
Superior Court of the District of Columbia Civil Division
500 Indiana Ave, NW — 5th Floor
Washington, DC 20001

Dear Mr. Monroe:

I'm writing to express my appreciation of the exemplary service I received during my recent visit to the civil division. Ms. **Chudney Smith** was friendly, courteous and knowledgeable,

Moreover, when I had questions about the process of responding to the plaintiff's attorney, Ms. Smith went above and beyond to ensure that I completed the paper work properly and advised me of next steps.

Thank you again for your considerate service,

