



**Nationally Accredited  
By the  
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**A Message from Chief Michael A. Tidwell**

Have you ever heard people say ‘first impressions are important???’ Well they are right! Think about this.:

**A corrections officer, in uniform, steps out of his or her car and goes into an ABC store. The first impression will not be good.** *“That C/O is buying liquor in uniform.”*

**A corrections officer in a department van is driving above the speed limit. The first impression will not be good.** *“That C/O is breaking the traffic laws only because he/she can since they are in a department vehicle.”*

*(See “Chief’s Message” on page 2)*

## Cultural strategic planning project

### Moving towards building trust and departmental cohesion



The “Building Culturally” project continues with the seven teams talking with employees on all shifts.

The teams are seeking answers to nine questions in each of their areas of responsibility. Recently the author of the National Institute of Corrections publication, “Building Culturally: A Team Approach for Corrections” returned to Orange County.

Carol Flaherty-Zonis indicated she is pleased



with the progress being made on the project and met with all of the teams to assist them in moving forward their efforts and provide advice. She also

attended a joint informal meeting with Chief Tidwell and union president Harold Wooten. (See video clip above to hear the conversation)

## Community Corrections Division series

### Community Surveillance Unit handles Home Confinement / Electronic Monitoring

#### Foreword by Don Bjoring, Manager

In the continuing series of articles on the various units of the Community Corrections Division, this month we’re looking at the Home Confinement unit.

Home Confinement is one of the entire department’s most technologically sophisticated opera-

tional programs. The use of radio frequency (RF) monitoring technology, Global Positioning Satellite (GPS) systems and optical fiber connections to make tampering nearly impossible, puts the Home Confinement Unit on the cutting edge of electronic monitoring of offenders.

I hope you enjoy the article.

#### By Garnett Ahearn, Unit Supervisor

What do Martha Stuart, Michael Vick, Bernie Madoff and Paris Hilton have in common?

Yes, they are all well known and all have been arrested and convicted of a crime. Specifically,

*(See “Home Confine” on page 2)*

*("Chief's Message continued from page 1)*

**A corrections officer in uniform (utility pants and black T-shirt) is on the side of the road with inmate road crew. The crew is standing around. The officer is not watching the inmates but picking up debris. The first impression will not be good. "You can't tell the Officer from the inmates." The Citizen is thinking, "We pay jail officers to watch the inmates not to pick-up trash."**

Of course all these situations reflect one-sided thinking. There are hundreds of reasons why situations like the ones indicated above happen everyday.

Before going to work, a C/O stops by to see his father, who owns the liquor store, to talk about his sick mother.

The C/O in the van is rushing because his crew worked overtime on a job site and now he's trying to get his people back in the jail before mealtime. And last, but not least, the officer has worked with his or her road crew for a long time and knows when they are exhausted.

A little help from the officer is greatly appreciated and will go a long way in the months ahead.

**Whether we like it or not, different people do judge us on many different levels and ways everyday. Knowing this, we have to always present our best face, because, as stated previously, first impressions are important.**

In closing, the actions cited above may make sense to you and me being on the inside looking out, but to those on the outside looking in, it looks very different.

**Perception is reality.**

*("Home Confine" continued from page 1)*

though, all of them have been, as part of a judge's order, on Home Confinement.

Home confinement, also known as house arrest or electronic monitoring, is a term used to define conditions of bail or a sentence imposed on defendants, or sentenced offenders convicted of a crime and are ordered to stay inside their homes unless at work, at court, or at meetings with attorneys or home confinement officers. Originally conceived as an alternative to jail for minor crimes, Home confinement is currently being utilized in Orange County's Community Correction Division (CCD) as a condition of bond for felony and misdemeanor charges. Additionally, about 20% of Home confinement offenders have been sentenced to serve their incarceration through home confinement.

The concept of using electronic technology for the purpose of supervision began in the mid-1960s. It wasn't until 1983 that the first criminal offenders were placed under a form of home confinement that used the idea of using an offender's telephone to report his/her presence or absence from the residence. That concept, i.e. an offender wearing an ankle monitor (transmitter) that communicates with a home monitoring unit plugged into a land line telephone that allows a CCD officer to track the movements of a defendant/offender, has been used since



January, 1989 when the Home Confinement Unit was created.

CCD Home Confinement's staff's duties have been "tweaked" a bit throughout the years but the vision remains the same: to ensure the safety of the community by effectively supervising defendants/offenders through office and field visits until the fruition of their criminal case. All defendants/offenders are assigned a field officer and a case manager. Based on a validated risk assessment, completed by Pretrial Services or the CCD Home Confinement release

officer, defendants/offenders are seen in the field – their residence or work – and in the office once a week, every other week or monthly.

Duties of the Case Managers are to establish defendant/offender schedules; conduct urinalysis and alcohol tests, remind defendants/offenders of court-ordered conditions, report infractions to the Judge, and ensure the payment of cost of supervision. Defendants/offenders must pay \$42.00 per week to be monitored electronically.

Field Officers supervise defendants/offenders in an established geographical area. Each officer is assigned defendants/offenders based on the area where the officers work. Home Confinement currently supervises defendants/offenders whose residence is located in Orange, Osceola or Seminole County and/or within a thirty-five mile radius of the Orange County Jail. Field officers works schedules that enable them to

*(See "Home Confine" continued on page 3)*

# 'Inspection Ready' tips for August

By CCO Jacqueline Biggerstaff, Policy, Accreditation, and Compliance Unit



The Policy, Accreditation, and Compliance Unit (PACU) is here to assist YOU in making OUR facility 'Inspection Ready' at all times.

**Laundry:** Changes have been made to the IMS Officer Log to assist in documenting laundry activities efficiently and accurately. "Laundry Exchange" has been removed and replaced with "Blanket Exchange", "Blues Exchange", "Linen Exchange", "Towel Exchange" and "Personal Laundry Cleaned." The exchange rate for Laundry is as follows: suitable clothing (2 x week), linens (1 x week), and towels (Daily). Personal laundry will be done in each facility in accordance with the facility SOP. Beginning and ending times for laundry services are to be documented in accordance with Administrative Order IO.004, and SOP IO.004-01 "Permanent Logs." Additional information is available in Administrative Order IS.305, "Inmate Clothing Issue and Laundry Procedures" and facility SOPs.

**Chemicals:** Hazardous materials need to be properly used, labeled, and stored. Inmates utilizing cleaning chemicals will be closely monitored by staff. Personal protective equipment will be used as required on product labels. Labels on bottles will be replaced or marked with appropriate information when they are missing or have become illegible. The Security Operations Division Logistic Support Sanitation Unit supplies labels and refill spray bottles. Storage areas and working closets/cabinets containing hazardous materials will be properly marked and secured. These areas, as well as working carts, will have Material Data Safety Sheets (MSDS) posted and accessible to assigned employees in the area. Refer to Administrative Order IO.104, "Hazardous Materials" for additional information on this topic.

For more information on what YOU can do to help OUR facility stay 'Inspection-Ready', refer to 'Guidelines for Maintaining an Inspection Ready Jail' online or on post and stay tuned to the monthly newsletter. Copies of the 'Guidelines,' FMJS, FCAC, BICE, and ACA standards are accessible in the Corrections Department Standards & Accreditation folder located on the S: drive. Copies of administrative orders are accessible in the Corrections Department Administrative Order folder also located on the S: drive.

If you have any questions, please contact the Policy, Accreditation, and Compliance Unit at (407) 836-3556.

*("Home Confine" continued from page 2)*  
 monitor the home confinement caseload seven days per week and approximately fourteen hours per day. Each field officer is assigned a county vehicle and spends a majority of his/her time seeing defendants/offenders at their places of residence. During these visits officers check on the electronic monitoring equipment, answer questions and concerns of the defendant/offender and his/her family. Additionally though, the field officer is monitoring for any suspicious activity that may lead to eventual problems.

The current caseload of the Home Confinement Unit is approximately two hundred and sev-

enty five. In the very near future Global Positioning Service (GPS) will be another tool available to more closely monitor selected defendants/offenders. This will ensure an additional level of service and monitoring for high-risk defendants/offenders that will complement the field and office supervision that has been the mainstay for home confinement for twenty years.

Lastly, it is important to remember that the Community Corrections Division staff work hard not only to protect the community but also to improve the attitude and motives of defendants/offenders. In this way, they help

them become law-abiding citizens who work, have homes, raise children and are productive members of society.

Recently, two home confinement officers, Meg Hughes and Mark Holmes received a note expressing a defendant's thanks for the help they had given him. The letter read, "I have been on home confinement for almost a year and it has made me a wiser and more mature person, and I want to thank you for that." It is this combination; electronic monitoring and defendant/offender contact, which will make the CCD Home Confinement program a viable alternative to incarceration for many years to come.

# The seven teams from the six-sided cube - Next Month: Yellow & Purple Teams

**VIDEO**  
*Click on photos*



**Orange Team**  
Dr. Hefang Lin

## The Orange Team:

Charting the Future

**Relation to Cube:** Side 3 - Orange

**Purpose:** Create perspective and context for the planning work, set the vision for the future, and prepare for change.



**VIDEO**  
*Click on photo*



**White Team**  
Officer Yvonne Ball

## The White Team:

Bringing the Strategies to Life

**Relation to Cube:** Side 5 – White

**Purpose:** Establish goals and objectives, consider ways to bring strategic thinking into daily operations, and assess progress toward meeting the goals.



**VIDEO**  
*Click on photos*



**Blue Team**  
Sgt. Joy Morelly

## The Blue Team: Crafting Strategies

**Relation to Cube:** Side 4 - Blue

**Purpose:** Examine the effectiveness of the current culture, programs, and services; identify what needs to change; and consider how to assess the changes that planning creates.



**VIDEO**  
*Click on photos*



**Red Team**  
Officer Debbie Jenkins-Jacobs

## The Red Team: Identifying Strategic Issues

**Relation to Cube:** Side 2 – Red

**Purpose:** Identify the challenges our Department faces; the core competencies, skills, and values necessary to meet those challenges; and several strategic issues the Department needs to address.



## KRONOS tip of the month Verify Kronos Daily

As a reminder, supervisors should verify all time and attendance entries for their employees on a daily basis using KRONOS. When verifying, edits for missed punches and/or excused or unexcused absences should be entered while your memory is still fresh. Additionally, overtime and leave slips should be entered.

## Change in payroll process

By Reggie Davis, Corrections H.R. Advisor

Effective October 2009, employees will be able to access the employee component of our Human Resources/Payroll system to view, save, or print your pay advice ("pay stub" or "direct deposit slip"). Employees may access the system via the Intranet or using a home or other Internet access provider.

With this new ability, employees with direct deposit will no longer receive a paper copy of their pay advice after October 2009. Employees who are not enrolled in direct deposit by October 2009 will have their payroll check mailed to them on the regularly scheduled payday Friday.

Employees can sign up for direct deposit by completing the Direct Deposit Authorization Form located in the Corrections Outlook Bulletin Board or on the S drive under Corrections / HR Tools / Forms. Please send the completed form to the Payroll Department, located at 109 East Church Street, Suite 400, Orlando, Florida 32802.

Please contact Alice DeRosa at 836-3243 if you have any questions.

## One minute tip for supervisors:

Some supervisors have a tendency to spend a lot of time looking to catch their subordinates doing something wrong. Here's a not-so-novel idea: ***Catch your people doing something right!***

... and when you do, give them a quick, on-the-spot praise!

Supervisors, you don't only need to issue written reprimands. Issue written commendations. A written commendation is nothing more than a memo that you issue to an employee who did something that is noteworthy. You should also send a copy of the memo to Corrections HR so that it goes into your employee's personnel file. Use the written commendation sparingly, but use it! A little bit of praise goes a long, long way.



William J. Rivera, SPHR  
Human Resources Manager

*Words  
Of  
Wisdom  
"The best  
thing about  
the future  
is that it  
comes one  
day at a  
time."*

*Abraham Lincoln  
16th President of the  
United States (February  
12, 1809 – April 15, 1865)*



# Pretrial Services takes on identification process

By Sandy Keegan and Karen White

Something's happening right here in Pretrial Services! For the first time in the department's history, we have taken on a new task involving inmate identification, commonly referred to as AFIS (Automated Fingerprint Identification System) or BIS (Biometric Identification System).

Previously, the Orange County Sheriff's Office (OCSO) Identification Unit completed the inmate identifications for the jail and worked with the Inmate Records Management (IRM) Unit to clear AFIS detainees.

On May 4, the Corrections Pretrial Services Unit began working directly with the Florida Department of Law Enforcement (FDLE) to receive identification information on inmates fingerprinted at the Jail. The OCSO still handles the mistaken identity cases for the Jail.

Inmates booked-in undergo fingerprinting on the "Livescan" ma-

chines located on the main booking floor of the Booking & Release Center (BRC). Pretrial Services staff is then contacted via a series of email communications from FDLE. The end result culminates in the identification of the inmate, the issuance of a State Identification Number (SID) and the release of the AFIS detainer in Inmate Management System computer program. Inmates who have been jailed in the last few years can be identified in a quarter of the time it took only six months ago. Some identifications can be returned in less than ten minutes!

Pretrial Services staff members were systematically trained on each shift, allowing them to be rotated to the AFIS post. At the beginning of this endeavor a two-person post, operating in each 8-hour shift, was anticipated, however, Pretrial Services has managed to absorb the new duties among its' existing staff members.

Like many new changes, mixed reviews and some skepticism were present at the initial stages of this project but in the end, everyone pulled together to make this a success.

Pretrial Services is grateful for the continued assistance provided by the OCSO Identification Staff. They worked on-site at the jail for the first couple weeks of our transition. Although there have been numerous changes and revisions to the AFIS process, we now experience fairly smooth operations daily!

Many thanks are extended to the downtown Information Systems and Services team, Captain Rickey Dumas, Nancy Tran, Sheila Montgomery and Scott Phelan for their assistance and continued support with this project.

Next time you're in the BRC, stop by Pretrial Services and we'll show you the new identification system!

## The Corrections Chronicle

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Now looking for volunteer adjunct assistant editors for this publication. Contact Allen Moore for information and requirements.



The Corrections Department United Way Campaign is underway. Soon you will receive payroll pledge cards from your supervisors. In the video above, hear from Chief Michael A. Tidwell, Deputy Chief Cornita Riley, and Manager Don Bjoring about misconceptions about the United Way and about how your donations are a very personal matter. Please give.