

Doing Justice



PEOPLE
Volunteer Newsletter

POSSIBILITIES

PEACE
July 2010

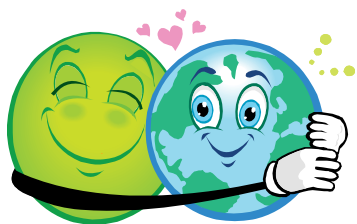
Procrastination—LAVORP’s Dilemma

Have you ever put off doing something only to find that several days (or weeks) have passed and the task still has not been done? If so, you have procrastinated. Before you say, “I’m not a procrastinator,” consider the definition of **pro-cras-ti-nate** – to delay, defer, to put off until another day and maybe lose an opportunity. Perhaps we all are procrastinators to some extent. Hopefully, you have not become one who habitually and sometimes intentionally puts off taking care of responsibilities. If you still can say, “No, I’m not a procrastinator,” there is no need to read on—though the following information could be a reminder to you of your LAVORP responsibilities. However, for the rest of you valued Volunteer Facilitators, please continue reading!

Once a month Ken, Carol, Wendy and I meet together to discuss what is happening in the office. Invariably Carol and Ken will lament about facilitators who, yes, **PRO-CRAS-TI-NATE**. Most of the time, they lament about facilitators who **procrastinate** by not updating their case manager on their case every two weeks (preferably by email), even if they are only reporting that there is nothing new to report. Carol and Ken are left to wonder what progress is being made and whether the facilitators could use their help.

Why do our facilitators procrastinate? Well, we think some procrastination is because of the frustration you experience with contacting—or trying to connect with—offenders and victims. Remember, you are not a martyr. We don’t want you to suffer for our cause. If you follow the steps listed in “**How to avoid being a LAVORP procrastinator**,” (see page two) you will discover how to lessen the frustration.

The remedy? “**Notify your case manager**.” Let the case managers do their job of helping you move the process forward to its conclusion. They have access to the referral sources, letters they can send, and advice they can recommend.



Make your case manager
happy today!

In general, our goal is to have you get a case to the Conference stage within 6 weeks. And, if you keep things moving along, that is a reachable goal. (Remember, an average of one hour per week is all that is asked of you.) However, there are times when there are legitimate delays with the offender’s or victim’s schedule, maybe even your schedule. If the lull is being caused by the victim or offender, then let Carol and Ken know that you will start another case.

So, the bottom line is, we ask that you have a sense of urgency about your cases. And remember, you are not alone and we don’t expect you to have all of the answers for every situation. That is what Ken and Carol are for. Consult with them rather than **procrastinate**.

We truly value your service to LAVORP and the community. Your commitment helps to enhance the quality of life and makes our communities safer.

Peace, Jon Singer

How are we doing?

2010 Mid-year Report

Avg Monthly Referrals	2009	2009
Incidents	20.3	17.0
Cases (1 offender-1 victim)	40.0	25.5

Current Unassigned / Backlog	
Incidents	16
Backlog in months94

Cases Returned/Completed	
Total	229
Joint meetings/contracts	62
Agreements/No Joint Meeting	14
Offender Prep Meetings	136
Victim Prep Meetings	57

Restitution	2009	2010
New Agreements		
Monetary	\$35,806	\$19,619
Comm Svc/Work	966 hrs	28 hr
Apology Letters		25
Restitution Completed		
Monetary	\$23,083	\$11,309
Comm Svc/Work	729 hrs	28 hrs

How to Avoid Being a LAVORP Procrastinator

1. Update your case manager every two weeks, preferably by email.

If nothing is happening on the case because you, the offender, or the victim is going to be out of town for two weeks, report this to the case manager. If you are calling in your report, rather than emailing your Case Manager, and no one answers the phone, please leave a detailed message. Messages are picked up no later than every morning.

2. Give enough detail to the case manager so that they understand what is happening on your case.

Don't make it too brief or too lengthy. For instance, instead of "I called and can't get in touch with the offender," write, "I called the offender three times over the last three days, left a message one time and have not heard back." This lets the case manager know how many times you called over what period of time. Now the Case Managers know what to do.

3. When you receive your case, immediately make calls to the offender over the next 4-5 days.

If you do not get a response, call or email your Case Manager. Ken or Carol can get in touch with the Probation Officer or Youth Aid Panel contact and they can strongly encourage the offenders to return your calls. Yes, it works that easily. But, you have to take the initiative to tell Ken or Carol.

4. After the offender prep meeting, notify your case manager of the outcome.

If the offender has agreed to meet the victim, Ken or Carol will send an introduction letter to the victim.

5. Again, make calls to the victim over the next 4-5 days.

If you do not get a response, inform your Case Manager. Ken or Carol can send a letter to the victims urging them to respond to your call or call the office.

6. After the victim prep meeting, notify your case manager of the outcome.

7. If the victim agreed to meet with the offender, schedule the joint meeting as soon as possible and notify your case manager.

8. When the joint meeting (Conference) is completed, promptly notify your case manager about the outcome. Provide some observations about what happened.

9. Then return the case, the supporting documents, your logs, and the Meeting Agreement to the office within three (3) days.

New Volunteer Facilitators— Spring Class 2010

During the month of April and culminating on May 1, LAVORP again had the privilege of training new volunteers. The class had a great time learning the restorative justice process and developing the skills to effectively listen to those referred to LAVORP. An added bonus was the arrival of two previously trained facilitators, Linda Van Til and Rick Jones, who had been inactive but joined the class on the last day of training to refresh their skills through the role-plays. Trainee Sue Praill traveled from West Virginia because there is no training program in her area. Her skills will be used by the Restorative Justice Center in Harrisonburg, Virginia, which is located just over the hill from Sue's home. If you encounter any of the people listed below, be sure to welcome them to LAVORP.



From L to R: Connie Stehman, James Wheeler, Linda Herr, Wanda Stoltzfus, Michael Gallagher, Rachael Ulrey, Jon Singer (E.D./Trng), Carol Herr Steffy (Case Mgr/Trng), Greg Paul, Ken Nissley (Case Mgr/Trng), Tristan Eshbach-Johnston, Linda Van Til, Rick Jones. Not pictured: Sue Praill

We are here to help!

Office Hours for LAVORP Staff

Case Managers

Carol	9:15 AM — 2:15 PM	Mon, Tues, Wed, Fri
Ken	8:00 AM — 12:00 PM 8:00 AM — 4:00 PM	Mon, Wed, Thurs Tues

Administrative Assistant

Wendy	9:00 AM — 3:00 PM	Mon, Wed, Fri
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Executive Director

Jon	8:15 AM — 4:00 PM	Mon-Fri
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Restorative Justice At Work — Facilitator Stories

Story #1

Giving Second Chances. This case involved a 12 year old boy who vandalized the wall of a neighborhood business, presumably with his skateboard. In my individual meetings with the boy and the business owner, I heard two different stories about how the damage was done. Each person (the boy's father and the business owner) felt strongly about what he perceived had happened. The boy agreed with his dad, though I sensed that he was holding back something from his father. However, he did not deny that the damage was done.

I knew that this case could fall apart if either the boy's father or the business owner pressed the issue of how the damage was done. So I prepared each of them for the joint meeting by acknowledging that LAVORP is not focused on investigative work, i.e., who did what and how, but on restoration—the opportunity for the boy to apologize and make things right.

The joint meeting went well. The business owner came prepared to offer the boy some work around the business to pay for the \$143.00 in restitution. Given their limited resources, the father and the boy appreciated the offer and accepted it. For two weeks, the boy reported to the business everyday after school and on two consecutive Saturdays. The boy completed his restitution as requested.

This business owner was very gracious towards the boy and saw this as an opportunity to help this young man take responsibility and see his potential for good choices.

— Carol Steffy case

Story #2

A Unique Restorative Approach.

In September 2009, a 14 year-old boy and his friend went around after dark and stole a case of beer from someone's house. They drank it and then proceeded to write on two properties with a marker. We only received the referral for one of the boys but we had referrals for three victims.

In the end, only one victim was able to attend the meeting. At the joint meeting, the offender paid the full restitution of \$150.00 to the victim. Case closed, right? Not quite.

The victim, a middle school teacher, wanted to find a way to connect with the boy, so he offered the offender a chance to earn back the restitution money he had just paid to him. The victim said that if the offender was willing to work, he would hire him in August to work for him and earn the money back at \$10.00 per hour. The offender seemed interested, but only time will tell if this young man expends the energy to earn the money.

— Matt King case

Story #3

Persistence Pays Off.

This case involved a 17 year old girl who took a friend's car without permission, and without a valid license, and had a car accident. To make matters worse, the girl fled the scene of the crime while the victim was calling the police.

(continued page 4)



KUDOS!

"I thought the facilitator was very good in conducting the meeting. It is not easy dealing with offenders but I did learn some things about the offender and the other victims. I realize the restitution depends upon the offender getting a job but LAVORP does give the offender some incentive to do restitution."

—Victim

"Thank you for helping me through this program. It made me very successful and caring. Made me look at a big picture in life."

— Offender

LAVORP DOES WHAT OTHERS WON'T

Fall Training Dates

Do you know someone who is interested or might be interested in becoming a LAVORP volunteer facilitator?

- Tell them some of your experiences as a volunteer.
- Invite them to check our website for more information.
- Give them these dates for training:

Oct 12	evening
Oct 22-23	all day
Oct 24	afternoon
Oct 30	all day
- Encourage potential volunteers to contact Jon Singer at 397-2404 or email him at lavorp@lavorp.org.

LAVORP ♦ 53 N Duke St, Room 303 ♦ Lancaster, PA 17602
 717.397.2404 ♦ www.lavorp.org ♦ Jon Singer, Executive Director
 Ken Nissley, Case Manager ♦ Wendy Sundberg, Administrative Assistant
 Carol Herr Steffy, Case Manager and editor of *Doing Justice*

Facilitator Stories (continued)

The LAVORP facilitator had a good meeting with the girl and her mother, and they were eager to meet with the victim. The facilitator called the victim while she was still at the offender's house. However, when the victim answered the phone, he did not give her a chance to explain the reason for her call. He said, "I'm not interested," and slammed down the phone. The facilitator immediately called again and left a message, but she was prepared to return the case to the LAVORP office if he did not call back.

Since the victim intro letter had not yet been sent, the case manager offered to send the letter and encouraged the facilitator to wait a few days to make sure the victim had received the letter and then call again. From this point on, the case moved smoothly to conclusion. The joint meeting went "super well." The offender had prepared an apology letter and she made great eye contact with the victim while she read it to him. She also agreed to monthly payments of \$50 and has been prompt with her payment. This case was a good reminder of the value of persistence when facilitators face glitches with their case.

– Rachel Williams case

Story #4

An Agreement with No Face-to-Face Meeting

Two boys got into a fight and one of them incurred medical costs of nearly \$200. Wendall Hurst met with the offender who injured the other boy and he agreed to meet with the victim despite the fact that his mother expressed a lot of anger towards the victim and his family. The offender himself seemed very remorseful about what has happened.

However, when Wendall spoke with the victim's family, the mother clearly said she did not want her son to have anything to do with the other boy and her son said the same thing. Wendall discussed the case with Ken and it seemed clear that it was more the parents' opposition to a meeting than the boys themselves. Ken encouraged Wendall to call the victim to see if he would accept an apology letter from the offender and also to clarify the amount of medical expense.

The result was that the offender signed a written Agreement not to offend this victim again, committed to make payment of the restitution and also wrote an apology letter. Wendall hand-delivered the Agreement, apology letter, and first restitution payment to the victim who seemed pleased and grateful to put closure to this incident.

Wendall reported to me that he still wished the boys would have met face-to-face, but he felt both boys benefited significantly from the process that he was able to facilitate.

— Wendall Hurst case

Matching Grant Opportunity

Recently, a donor offered LAVORP a \$10,000 Matching Grant. From now until December 1, 2010, every dollar of "new money" that we receive will be matched dollar for dollar until we reach \$10,000.

So, what is "new money?" "New money" are donations from first time donors, previous donors who did not donate during 2009 or donors who donate more than they did in 2009.

Perhaps you know of someone would be willing to donate \$500 or more of "new money" to LAVORP and you would be willing to do the asking. Or, if you wish, Jon will do the asking if you call or email him with the contact information.

In our economy today, we are always looking for ways to stretch the money we have. This Matching Grant is a great opportunity to double our money—and help LAVORP fulfill its mission "to foster peacemaking and the resolution of conflict through the teaching and implementation of Restorative Justice values and principles."

Contact Jon Singer at 717-397-2404 if you have questions.

Won't you consider a gift to LAVORP today?

Desk Chair Needed!

A Unique Opportunity to Give

LAVORP needs a good quality desk chair that, at the minimum, provides lumbar support and can be adjusted up or down. If you have a chair you're not using or know of someone who might have a chair that's not being used and is just waiting for someone to sit in it, please call the office.



Peace is . . .

**Peace is purple and yellow,
lime green and blue.**

**It is puppies and horses,
sheep and singing birds.**

**Peace is a slow walk
by the ocean, and jogging
through the rainforest.**

**Peace is a dog's playful bark,
and the smell**

**of chocolate chip cookies,
still warm from the oven.**

**Peace is flowers and candles
and a cozy fire;**

It is sweet apples and brownies.

Peace is sunshine on the snow,

Peace . . .

—Written by the July 2010 *Making Peace* students