

The Call

The Called to Protect™ Newsletter

January 2007

Issue 1

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We welcome the following dioceses to the Called to Protect™ family!

Diocese of Allentown
Diocese of Austin
Diocese of Beaumont
Diocese of Brooklyn
Diocese of Crookston
Archdiocese of Detroit
Diocese of Fairbanks
Diocese of Fort Worth
Diocese of Kansas City – Saint Joseph
Diocese of Lubbock
Diocese of Norwich
Diocese of Phoenix
Diocese of Rochester
Archdiocese of Seattle
Diocese of Sioux Falls
Archdiocese of St. Louis
Diocese of Springfield, MA



In this life we cannot do great things. We can only do small things with great love. – Mother Teresa

Welcome to *The Call*, a quarterly e-mail newsletter published by Praesidium, the national leader in abuse risk management.

Our goal is to create content that is reader-based. We encourage and welcome your ideas for news, tips, or stories. Please share with us the topics you would like to hear more about, or challenges you need help with, and we will address them in upcoming issues.

Thank you for your feedback. As we strive to serve your needs, please let us know how we can help make your job—that of keeping the children in your communities safe—easier.

Making a Difference...

Jennifer King

Director, Safe Environment
Training Office
Diocese of Phoenix



Ms. King came to the diocese in the summer of 2005 and has since been performing miracles daily. Thank you, Jennifer, for all you do in God's name.

Nominate someone in your diocese who is making a difference! Submit a one-paragraph description to thecall@PraesidiumInc.com.

Best Practices...

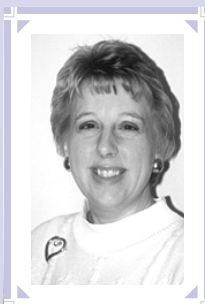
The Value of Personal References

Checking references is an important part of your screening and selection process. Use the following tips to achieve a higher standard in reference checking.

1. Obtain both professional and personal references, including a family member.
2. Go over the list of references with the applicant and make sure s/he has informed each reference that you will be calling.
3. Inform the applicant that s/he is responsible for being sure that the references are willing to talk with you and provide a reference.
4. Give the applicant extra time to call the references, but make sure the applicant has a deadline for doing so.
5. Make sure the list contains recent phone numbers.
6. Go over the reference list and clarify how the applicant knows each individual.
7. Use a standard reference form for each call, but be sure to focus on the specific experiences the reference has had with the applicant.
8. Be friendly, and always treat the references with respect. They will feel more comfortable in the hands of a professional. (For example, call James Smith "Mr. Smith" instead of "Jim".)
9. Take notes during the call; review and elaborate your notes immediately after the call.
10. Note areas of concern or questions to be clarified with other references or the applicant.

Timely Tips... *Trainer Retention*

An Interview with Helen Osman, Diocese of Austin



"It's important to let the volunteer trainers know exactly what you expect of them—and what they should expect of the diocesan staff," said Helen Osman, director of the safe environment program for the Roman Catholic Diocese of Austin, Texas.

The diocese has been using Praesidium's material since 2001, and most of the original volunteers who stepped forward to present the workshops in the spring of 2002 are still

with the diocese. Some have conducted more than 100 Called to Protect™ workshops.

The diocese provides a one-and-a-half-day retreat each year for its trainers at its retreat center, at no charge to the trainers, as well as opportunities to gather in two-hour "rap" sessions at least twice each year, and all of the trainers—now more than 60—are invited to a Christmas party at the bishop's residence. "We try never to miss an opportunity to tell them how much we appreciate what they are doing. They know that Bishop Gregory Aymond is fully supportive of their work, and many of them see what they do as an extension, or a collaboration, of the bishop's service to his people. They feel honored and privileged to work with him in this ministry," Osman explained.

"The thorough and professional training provided by the Praesidium staff, as well as the quality of the trainer materials, helps build the volunteer trainers' confidence that they can present the workshops well."

Diocesan staff also include, in writing to parish and school sites, the responsibilities of the host sites, the diocesan staff, and the volunteer trainers, so that the trainers don't find themselves providing audiovisual equipment or refreshments, or having to lock up facilities after a workshop. "We tell them that their sole responsibility—which is a very important one—is to present the material. Everything else should be handled by the site or by diocesan staff, including having to answer questions from difficult folks," Osman said. "I always make sure they know they can call me 24/7 if they have questions or concerns."

The diocese has never provided stipends to the trainers or reimbursed them for mileage. "They don't do it for money, obviously," Osman said. "Their motivation is that they are part of a bigger and highly noble effort—to stop child abuse."

Our next issue's Timely Tips feature will be **Boosting Session Attendance**. Please email your tips to Praesidium at thecall@PraesidiumInc.com.

☪ Congratulations, Helen Osman ☪

On January 3, 2007, Helen Osman was named Secretary for Communications for the United States Conference of Catholic Bishops (USCCB). The appointment is effective August 1, 2007. Congratulations, Helen, on this well-deserved honor.

In Future Issues...

A Theological Perspective

We will feature discussions by guest contributors on theological issues surrounding safe environment programs.

Tell us what you would like to learn more about; we look forward to hearing from you. Please send us an email at thecall@PraesidiumInc.com.

National Safe Environment Leadership Conference

Praesidium is a proud sponsor of the second annual leadership conference. We look forward to seeing you January 23-26, 2007 in Saint Petersburg, Florida.

We thank the Catholic Diocese of St. Petersburg, Florida for their excellent work and hospitality in hosting this year's event.

Look for us in the exhibit hall; we'd love to meet with you and learn more about happenings in your diocesan community.



Praesidium
624 Six Flags Drive, Suite 110
Arlington, TX 76011
817.801.7773
800.743.6354
www.PraesidiumInc.com

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