



Strategic Initiatives Team: Charles Harris, Diane Taylor, Larry Thornton and Associate Commissioner Cary Tamler at the Customer Service Awards Program.

Probation Team Wins Customer Service Award

Three members of the Department’s Compliance and Strategic Initiatives unit were honored in October for the work they did in helping this agency to meet its unique language access challenge.

Charles Harris, Larry Thornton and Diane Taylor received the Language Access Award at the 2nd Annual Mayor’s Service Awards and Recognition Program held at Brooklyn Borough Hall. The program honored teams that “demonstrated innovation in solving a customer challenge...” and through “creative solutions” found ways to respond to the needs of the people they serve.

The award recognized that Probation has a “unique clientele base.” Probation must interact with “customers” that speak a wide variety of languages. The team developed the agency’s Language Access Plan and assisted in creating agency-wide and citywide training curricula that address language needs and cultural competency. The team through Ms. Taylor also manages the contracts that make it possible for our officers to provide language interpretation to the probation population.

Associate Commissioner Cary Tamler noted that the team helped Probation staff to deal more effectively not just with probationers but also with their families and victims. “This team works diligently behind the scenes,” he said. “By improving communication they help Probation Officers in their important work of making this city a safer place.”