

Carlena A. Orosco

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Arizona State University, School of Criminology & Criminal Justice  
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## EDUCATION

- Expected: 2022      Doctor of Philosophy, Criminology and Criminal Justice  
Arizona State University, Phoenix, AZ  
Dissertation Chair: Michael D. White, Ph.D.  
Dissertation Title: The Calm During the Storm: Assessing the Effects of Dispatcher De-Escalation Training on the Behavior of Citizens, Dispatchers, and Officers
- 2010                      Master of Arts, Criminal Justice  
California State University, San Bernardino, San Bernardino, CA  
Thesis Chair: Gisela Bichler, Ph.D.
- 2007                      Bachelor of Arts, Criminal Justice  
California State University, San Bernardino, San Bernardino, CA  
Graduated with Honors

## RESEARCH INTERESTS

- Crime Analysis
- Crime and Place
- Policing – Dispatchers, Decision-Making, De-Escalation
- Program Evaluation
- Quantitative and Qualitative Methods
- Racial Inequities in Policing, Dispatch, and Crime Analysis

## PEER-REVIEWED PUBLICATIONS

White, M.D., Mora, V.J., Orosco, C. & Hedberg, E.C. (2021). Moving the needle: can training alter officer perceptions and use of de-escalation? *Policing: An International Journal*, <https://doi.org/10.1108/PIJPSM-08-2020-0140>.

White, M.D., Mora, V.J., & Orosco, C. (2019). Exploring Variation in Police Perceptions of De-Escalation: Do Officer Characteristics Matter?, *Policing: A Journal of Policy and Practice*, <https://doi.org/10.1093/police/paz062>.

Bichler, G., Orosco, C., & Schwartz, J. (2012). Take the Car Keys Away: Urban Structure and the Long Road to Delinquency. *Journal of Criminal Justice*, 40, (1) 83-93.

Bichler, G., Schwartz, J., & Orosco, C. (2010). Delinquents on the Move: Examining Subgroup Variability. *Crime Patterns and Analysis*, 3, (1) 14-37.

#### PUBLICATIONS UNDER REVIEW

Simpson, R., & Orosco, C. Re-assessing measurement error in police calls for service: Dispatcher and officer classifications. *Revise and resubmit*.

White, M.D., Orosco, C., & Terpstra, B. Investigating the Impacts of a Global Pandemic and National Reform/Defund Movement on the Prevalence, Nature, and Dynamics of Police Work. *Under review*.

#### PUBLICATIONS IN PREPARATION

Gaub, J. E., Orosco, C., & Huff, J. "COVID community policing": Police service delivery during a pandemic. *Journal of Criminal Justice*.

Orosco, C., & White, M. The Don't Zone: A Qualitative Analysis of Behaviors that Hinder Effective De-Escalation. *Policing and Society*.

#### BOOK CHAPTERS

Wallace, D., Orosco, C., & Louton, B. (2020). Reduce racial inequality in police practices. In C.M. Katz & E.R. Maguire (Eds.) *Transforming the Police: Thirteen Key Reforms*. Long Grove, IL: Waveland Press.

#### OTHER PUBLICATIONS

Orosco, C. (forthcoming). High Intensity Drug Trafficking Areas. In *Criminal Justice in America: The Encyclopedia of Crime, Law Enforcement, Courts, and Corrections* (forthcoming).

Orosco, C. (forthcoming). Predictive Policing. In *Criminal Justice in America: The Encyclopedia of Crime, Law Enforcement, Courts, and Corrections* (forthcoming).

Orosco, C. (May 2019). Researcher-Practitioner Partnerships. *Modus Operandi – International Association of Crime Analysts Newsletter*, Vol. 1.

## TECHNICAL REPORTS

Orosco, C. Padilla, K.E., & Fine, A. (2020). Wake Up! Program Pilot Survey. *Technical report for the Phoenix Police Department.*

*Arizona Youth Survey – Selected Trends 2016.* (2018). Report completed for the Arizona Criminal Justice Commission.

*Social Networks, Delinquency, and Gang Membership: Using a Neighborhood Framework to Examine the Influence of Network Composition and Structure in a Latino Community* (2012). Report funded by and prepared for The Office of Juvenile Justice and Delinquency Prevention. Authors: Roman, Caterina, Meagan Cahill, Pamela Lachman, Samantha Lowry, Carlena Orosco, and Christopher McCarty.

*Work Performance Indicators.* (2009). Unpublished report submitted to Chief Bob Miller, Colton Police Department. Authors: Gisela Bichler and Carlena Orosco.

## SERVICE TO THE PROFESSION

Occasional Reviewer

- Crime and Delinquency
- Policing: A Journal of Policy and Practice
- Policing: An International Journal

Division of Policing, American Society of Criminology

- Awards Committee

## SERVICE TO THE UNIVERSITY

Inclusive Pedagogy Toolkit, ASU Watts College of Public Service and Community Solutions

- Reviewer (2021)

Graduate and Professional Student Association

- Award Reviewer (2019-2020)

Watts College Committee on Diversity and Inclusion (2019-present)

## AFFILIATIONS AND MEMBERSHIPS

American Society of Criminology

- Division of Communities and Place
- Division of Experimental Criminology
- Division of Policing

Arizona Association of Crime Analysts

Bureau of Justice Assistance – Smart Suite Research Fellow

International Association of Crime Analysts (Publications Committee)

Western Society of Criminology

## AWARDS AND HONORS

- Tempe Police Department – Team Award, De-Escalation Committee (2021)
- Arizona State University Watts College Diverse Doctoral Scholars Initiative - Scholarship Recipient (2020)
- Tempe Police Department – Distinguished Service Award (2020)
- Arizona Association of Crime Analysts – Service Award (2019)
- Los Angeles County Sheriff's Department – Commendation from the Chief (2007)

## RELATED EMPLOYMENT

July 2021- Present	Research & Planning Supervisor (Acting), Tempe Police Department Strategic Planning, Analysis & Research Center (SPARC)
December 2017- July 2021	Police Research/Data Analyst II, Tempe Police Department, Strategic Planning Analysis & Research Center (SPARC)
December 2014- December 2017	Research Analyst (Senior, I-II), Arizona Criminal Justice Commission, Statistical Analysis Center (ACJC SAC)
August 2010- December 2013	Research Assistant, Primary Instructor, and Teaching Assistant, Temple University
December 2001- July 2010	Public Response Dispatcher II, Los Angeles County Sheriff's Department

## ACADEMIC RESEARCH EXPERIENCE

Spring 2019 - Fall 2019	Arizona State University Project Name: Crossroads Geocoding Project Undergraduates Supervised: Sidney Lopes & Valeria Garcia PI: Dr. Adam Fine
Summer 2018 - Present	Arizona State University Project Name: Testing the Impact of De-escalation Training on Officer Behavior PI: Dr. Michael White
Summer 2013	Temple University Project Name: Gang Desistance Project PI: Dr. Caterina Roman
Summer 2012	Temple University Institute for Survey Research
Summer 2011- Fall 2011	Temple University Project Name: Municipality Crime Counts PI: Dr. Ralph Taylor
Fall 2010- Summer 2011	Temple University Project Names: Norms and Networks of Latino Youth; Operation Ceasefire PI: Dr. Caterina Roman
Fall 2007- Spring 2008	Center for Criminal Justice Research California State University, San Bernardino Project Name: Riverside Co. Probation, Youth Accountability Team PI: Dr. Gisela Bichler

## TEACHING EXPERIENCE

Summer 2021	Instructor, Gangs (Session A) Arizona State University
Summer 2021	Instructor, Police Accountability (Session B) Arizona State University

Fall 2020	Guest Lecturer, Crime analysis: The application of research methods and data analysis in policing Sam Houston State University Introduction to Methods of Research
Fall 2020	Guest Lecturer, Crime analysis: The application of research methods and data analysis in policing Arizona State University Research Methods
Summer 2020	Instructor, Crime Control Policies (Sessions A & B, online) Arizona State University
Fall 2019	Guest Lecturer, Dispatchers and Crime Analysts: Support Roles in Policing UNC Charlotte Community Policing, Problem-Solving and Data Analysis
Summer 2019	Instructor, Crime Control Policies (Session B, online) Arizona State University
Spring 2019	Guest Lecturer, Dispatchers and Crime Analysts: Support Roles in Policing Arizona State University Introduction to Policing
Fall 2018	Guest Lecturer, Dispatchers and Crime Analysts: Support Roles in Policing Arizona State University Introduction to Policing
Fall 2013	Instructor, Urban Crime Patterns Temple University
Summer 2013	Instructor, Nature of Crime Temple University
Summer 2012	Instructor, Nature of Crime Temple University

Fall 2013	Guest Lecturer, Police Stress Temple University Psychology and Criminal Justice
Spring 2012	Guest Lecturer, Native Americans in the Criminal Justice System Temple University Victims in Society, Criminal Behavior

### TEACHING ASSISTANTSHIPS

2011-2013 Teaching Assistant for the Following Courses:

- Psychology and Criminal Justice
- Introduction to Research Methods
- Courts and Criminal Justice
- Gender and Criminal Justice
- Crime and Social Policy
- Urban Minorities in the Criminal Justice System
- Victims in Society
- Statistics in Criminal Justice

### SKILLS

- ArcGIS
- SPSS
- STATA
- Tableau
- Data visualization
- Federal grant writing and reporting
- Police dispatching (emergency, priority, and routine traffic)
- Strategic Crime Analysis
- Supervisory experience (Acting Crime Analysis Supervisor, Acting Dispatch Supervisor, Research/Intern Supervisor)
- Survey development and implementation

### TRAINING EXPERIENCE

2021	Instructor – Spatial Analysis, IDEA Analytics <ul style="list-style-type: none"><li>• Developed and delivered online crime mapping and spatial analysis training to crime analysts</li></ul>
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- 2019 – 2020            Trainer, UNDP Crime Analysis Course - Center for Violence Prevention and Community Safety
- Developed and delivered online training to crime analysts employed by law enforcement agencies in the Caribbean

#### INVITED PRESENTATIONS & PANELS

Sentinel Event Review

Phoenix, AZ – Arizona State University, Sandra Day O'Connor College of Law  
June 28, 2021

Presentation Title: A Problem-Oriented Policing Approach to Problem Hotels

NIJ/NSF Decision Analytics for Dynamic Policing

Arlington, VA

May 8-9, 2019

Tempe PD/ASU Crime Analysis Panelist

#### ACADEMIC CONFERENCE PRESENTATIONS

\*presented by co-author

International Association of Chiefs of Police (IACP) Officer Safety and Wellness Symposium (virtual)

March 19, 2021

Presentation Title: De-Escalation Training and Police Officer Safety and Wellness: The Tempe (AZ) Experience

White, Michael D., & Orosco, Carlena A.

Criminology Consortium (virtual)

November 18-20, 2020

Presentation Title: The Don't Zone: A Qualitative Analysis of Officer Behaviors that Hinder Effective De-escalation.

Orosco, Carlena A., Mora, Victor J., & White, Michael D.

Western Society of Criminology Annual Meeting

Phoenix, AZ

February 6-8, 2020

Presentation Title: What Not to Do: Tactics That Hinder Effective De-Escalation in Police-Citizen Encounters



American Society of Criminology Annual Meeting  
Atlanta, GA  
November 13-16, 2019  
Presentation Title: Officer Perceptions of De-Escalation Tactics: An Examination  
of Field Practices and Expert Perspectives  
Carlena A. Orosco, Victor J. Mora, & Michael D. White, Ph.D.

American Society of Criminology Annual Meeting  
Atlanta, GA  
November 14-17, 2018  
Presentation Title: An Examination of Gang Membership Among American  
Indian Youth: Findings from the 2016 Arizona Youth Survey

Academy of Criminal Justice Sciences Annual Meeting  
New Orleans, LA  
February 13-17, 2018  
Presentation Title: Coconino County Online Probation Education Program  
(COPE) – Evaluating the Impact of Virtual Probation Services and Mentoring in  
Arizona’s Largest County  
Carlena Orosco, Ashley Mully\*, & Catie Clark

Academy of Criminal Justice Sciences Annual Meeting  
New Orleans, LA  
February 13-17, 2018  
Poster Session: Accessing and Understanding the Arizona Youth Survey  
Carlena Orosco, Ashley Mully\*, & Catie Clark

Academy of Criminal Justice Sciences Annual Meeting  
New Orleans, LA  
February 13-17, 2018  
Poster Session: Increasing Law Enforcement Access to Data and Research (I-  
LEAD)  
Carlena Orosco, Ashley Mully\*, Grace Kim\*, & Catie Clark\*

American Society of Criminology Annual Meeting  
Philadelphia, PA  
November 15-18, 2017  
Presentation Title: Coconino County Online Probation Education Program –  
Evaluating the Impact of Virtual Probation Services and Mentoring in Arizona’s  
Largest County

American Society of Criminology Annual Meeting  
Philadelphia, PA  
November 15-18, 2017  
Presentation Title: Understanding Youth Gang Involvement in Arizona – An Analysis of Arizona Youth Survey Data

American Society of Criminology Annual Meeting  
Philadelphia, PA  
November 15-18, 2017  
Poster Session Title: Accessing and Understanding the Arizona Youth Survey

Alliances for Graduate Education and the Professoriate (AGEP)  
The Great Lakes Alliance for the Social and Behavioral Sciences (GLASS)  
Graduate Student Research Conference  
Philadelphia, PA  
February 8-9, 2013  
Presentation title: The Invisible Gatekeepers of Law Enforcement: Dispatcher Decision Making

American Society of Criminology Annual Meeting  
Chicago, IL  
November 14-16, 2012  
Presentation Title: The Invisible Gatekeepers of Law Enforcement: Police Dispatcher Decision Making

American Society of Criminology Annual Meeting  
Washington, D.C.  
November 16-20, 2011  
Presentation Title: Heard, Not Seen: The Invisible Yet Influential Role of the Police Dispatcher in the Distribution of Law Enforcement Services

American Society of Criminology Annual Meeting  
Washington, D.C.  
November 16-20, 2011  
Presentation Title: The Influence of Youths' Social Networks on Delinquent Behavior and Co-offending

American Society of Criminology Annual Meeting

Washington, D.C.

November 16-20, 2011

Presentation Title: Violent Crime over Time in a Large Metropolitan Area: Shifts and Stability in Ecological Niches

Alliances for Graduate Education and the Professoriate (AGEP)

The Great Lakes Alliance for the Social and Behavioral Sciences (GLASS)

Graduate Student Research Conference

Chicago, IL

April 22-23, 2011

Presentation Title: Take the Car Keys Away: Urban Structure and the Long Road to Delinquency

### OTHER PROFESSIONAL PRESENTATIONS

- Arizona Association of Crime Analysts – Researcher-Practitioner Partnerships
- Tempe Accelerates – Crime Victimization, Crime Reporting, and Fear of Crime
- Arizonans for Prevention
- Bureau of Justice Assistance – PDMP Training and Technical Assistance Center
- Arizona Department of Corrections – Recidivism Reduction Summit
- Bureau of Justice Assistance – Smart Suite Summit

### GRANT WRITING EXPERIENCE

Office of Victim's Compensation (with ACJC SAC, funded)

- Distribution of Victim Service Resources and Compensation Funding

Bureau of Justice Statistics – State Justice Statistics Grant 2017 (with ACJC SAC, funded)

- Evaluation of Residential Substance Abuse Treatment (RSAT) Programs
- Overview of National Incident Based Reporting System use among Arizona Law Enforcement Agencies

Bureau of Justice Statistics – State Justice Statistics Grant 2016 (with ACJC SAC, funded)

- Law Enforcement Data Curriculum

## PROFESSIONAL DEVELOPMENT

2020 – Esri Spatial Analysis (MOOC)

2020 – Esri Cartography (MOOC)

2019 – ArcGIS III Performing Analysis

2019 – ArcGIS Cartography

2019 – Diversity and Inclusion for Law Enforcement: Enhancing Cultural Responsiveness

2018 – International Association of Crime Analysts – Crime Analysis for Smaller Jurisdictions

2017 – STATA Courses: Survival Analysis, Time Series Analysis, and Panel Data

2017 – Justice Research and Statistics Association Training: Evaluation, Time Series Analysis

2016 – Arizona Association of Crime Analysts Training Conference

2015 – Bureau of Justice Assistance Smart Suite Research Fellows Academy