Carlena A. Orosco
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School of Criminal Justice & Criminalistics
California State University, Los Angeles

EDUCATION

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: Identifying the Principles and Techniques of De-Escalation among Police Dispatchers
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
- Police Dispatchers
- Policing – Decision-Making, De-Escalation, Use of Force
- Program Evaluation
- Quantitative and Qualitative Methods

PEER-REVIEWED PUBLICATIONS

White, M.D., Orosco, C. & Watts, S. (2024). Can police de-escalation training reduce use of force and citizen injury without compromising officer safety? *Journal of Experimental Criminology*. https://doi.org/10.1007/s11292-023-09584-8

White, M. D., Orosco, C., & Watts, S. (2023). Beyond force and injuries: Examining alternative (and important) outcomes for police de-escalation training. *Journal of Criminal Justice*, *89*, 102129.

White, M. D., Orosco, C., & Terpstra, B. (2023). Investigating the impacts of a global pandemic and George Floyd's death on crime and other features of police work. *Justice Quarterly, 40*(2), 159-186.

Orosco, C., & Gaub, J.E. (2022). "I am doing my part, you are doing your part": the sworn-civilian divide in police dispatching. *Policing: An International Journal*, ahead-of-print. https://doi.org/10.1108/PIJPSM-07-2022-0090

White, M. D., Watts, S, Orosco, C., Malm, A., & Perrone, D. (2022). Leveraging body-worn camera footage to better understand opioid overdoses and the impact of police-administered naloxone. *American Journal of Public Health, online first*, e1-e7.

Simpson, R., & Orosco, C. (2021). Re-assessing measurement error in police calls for service: Dispatcher and officer classifications. *Plos one, 16*(12), e0260365.

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., 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. *Justice Quarterly*. DOI:10.1080/07418825.2021.2022740.

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.

PEER-REVIEWED PUBLICATIONS IN PREPARATION OR UNDER REVIEW

Orosco, C., White, M.D., & Sorensen, D. A Primer on the Design, Delivery, and Evaluation of De-escalation Training: The Tempe, AZ Smart Policing Initiative *(Revise and resubmit - November 2024)*

Orosco, C. & Gaub, J. What Makes a Good Mentor in Policing?

Gaub, J., & Orosco, C. Professional Policing Experience and Connection to Mentors

Orosco, C., & Simpson, R. De-Escalation from the Headset: Dispatcher Techniques and Strategies Used to De-Escalate Callers and Officers.

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

White, M.D., Orosco, C., & Watts. (2024). More Than Use of Force: Examining Alternative Outcomes for Police De-Escalation Training. *Applied Police Briefings, (1)*, 34-36.

Watts, S., White, M.D., Orosco, C., Perrone, D., & Malm, A. (2024). Understanding Police Involvement at Opioid Overdose Incidents Through Body-Worn Camera Footage. *Applied Police Briefings, (1)*, 37-39.

White, M. D. & Orosco, C. (2021). *Police de-escalation training project a team effort. Police1.com* (September 17, 2021).

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

TECHNICAL REPORTS

Abderhalden, F.P., Orosco, C., & Tellis, K. (2022). *Trends in Deputy Misconduct: A Reflection on 2012-2022.*

White, M. D., Orosco, C., Pooley, M., & Sorensen, D. (2021). *Testing the impact of de-escalation training on officer behavior: The Tempe (AZ) Smart Policing Initiative. Final Report.* Center for Violence Prevention and Community Safety, Arizona State University.

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.

Roman, C., Cahill, M., Lachman, P., Lowry, S., Orosco, C., & McCarty, C. (2012). *Social Networks, Delinquency, and Gang Membership: Using a Neighborhood Framework to Examine the Influence of Network Composition and Structure in a Latino Community*. Report funded by and prepared for The Office of Juvenile Justice and Delinquency Prevention.

Bichler, G., & Orosco, C. (2009). *Work Performance Indicators*. Unpublished report submitted to Chief Bob Miller, Colton Police Department.

SERVICE TO THE PROFESSION

Editorial Board Member – Police Practice and Research
University of Chicago Health Lab – Transform 911 Initiative

- Emergency Communications Center Workgroup

City of Tempe 9-1-1 - Data and Subject Matter Expert
City of Tempe Force Review Committee - Subject Matter Expert (Dispatch)
Occasional Reviewer

- Crime and Delinquency
- Homicide Studies
- International Journal of Law, Crime, and Justice
- Justice Quarterly
- Policing: A Journal of Policy and Practice
- Policing: An International Journal
- Police Practice and Research
- Police Quarterly
- Race and Justice

Division of Policing, American Society of Criminology

- Secretary/Treasurer (as of Fall 2024)
- Awards Committee

SERVICE TO THE UNIVERSITY

California State University, Los Angeles
Faculty Advisor – Familia del S.O.L.
School of Criminal Justice and Criminalistics Assessment Committee
Rongxiang Xu College of Health and Human Services Honors Convocation
Rongxiang Xu College of Health and Human Services Graduate Curriculum Committee
University Nominations Committee (Vice-Chair as of Fall 2024)
Inclusive Excellence and Equity Fellow (Completed Spring 2023)
Career-Engaged Learning Program (Completed Spring 2023)

Arizona State University
Master of Science in Crime Analysis Advisory Board Member
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 (2019-2021)

AFFILIATIONS AND MEMBERSHIPS

Academy for Criminal Justice Sciences (ACJS)
American Society of Criminology

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

American Society of Evidence-Based Policing
Association of Public-Safety Communications Officials (APCO)
Arizona Association of Crime Analysts
Bureau of Justice Assistance – Smart Suite Research Fellow
International Association of Chiefs of Police
International Association of Crime Analysts
National Organization of Black Law Enforcement Executives (NOBLE)
Southern California Crime and Intelligence Analysts' Association
Western Society of Criminology

AWARDS AND HONORS

- American Society of Criminology, Division of Policing Outstanding Dissertation Award (2022)
- 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

August 2022-	Assistant Professor, School of Criminal Justice & Criminalistics California State University, Los Angeles
July 2021- July 2022	Research & Planning Supervisor, 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 2024 –	CNA Crime Analyst in Residence (CAR) Program – Subject Matter Expert
Spring 2024 –	California State University, Los Angeles Project Name: Equity in Traffic Safety/Enforcement (NOBLE)

Fall 2023 –	NYU Policing Project – Research Consultant
Fall 2022	California State University, Los Angeles Project Name: Trends in Deputy Misconduct (LASD) Co-PIs: Dr. Frances Abderhalden & Dr. Kate Tellis
Spring 2019 - Fall 2019	Arizona State University Project Name: Crossroads Geocoding Project Undergraduates Supervised: Sidney Lopes & Valeria Garcia PI: Dr. Adam Fine
Summer 2018 - Spring 2022	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

Fall 2024	Assistant Professor, Police and Society; Community Policing and Problem Solving; Applied Criminal Justice Practice and Policy California State University, Los Angeles
Spring 2024	Assistant Professor, Police and Society; Theory and Perspectives in Criminal Justice; Community Policing and Problem Solving California State University, Los Angeles
Spring 2024	Guest Lecturer, Let's Talk about Policing: Opportunities for Reform & Innovation; University of Maryland; Get Out: The Sunken Place of Race Relations in the Post-Racial Era
Fall 2023	Assistant Professor, Police and Society; Police and the Media; Criminal Justice Leadership California State University, Los Angeles
Spring 2023	Assistant Professor, Police and the Media; Community Policing and Problem Solving California State University, Los Angeles
Fall 2022	Assistant Professor, Multiculturalism and the Criminal Justice System; Criminal Justice Leadership California State University, Los Angeles
Spring 2022	Guest Lecturer, Reflexive Coding and Thematic Analysis UNC Charlotte Topics in Criminal Justice
Summer 2021	Instructor, Gangs (Session A) Arizona State University 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 2012-2013	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

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
- Systematic social observation – Dispatch traffic, Body-worn camera, and police ride-alongs

TRAINING EXPERIENCE

2021 Instructor – Spatial Analysis, IDEA Analytics

- Developed and delivered online crime mapping and spatial analysis training to crime analysts

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

Impact of De-Escalation on Officer Behavior
Phoenix, AZ - Arizona Law Enforcement Accreditation Program, Arizona Accreditation Conference
April 26, 2022
Dane Sorensen & Carlena Orosco

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

Western Society of Criminology Annual Meeting
Long Beach, CA
February 10, 2024
Presentation Title: Bridging the Gap: Policies and Practices to Close the Sworn-Civilian Divide in Police Dispatching

American Society of Criminology Annual Meeting
Atlanta, GA
November 17, 2022
Presentation Title: Tempe First-Responder Opioid Recovery Project
Carlena A. Orosco & Seth Watts*

Academy of Criminal Justice Sciences National Meeting
Las Vegas, NV
March 16, 2022
Presentation Title: Mythbusting Police-Led Naloxone Programs with Body-Worn Camera Footage
Carlena A. Orosco & Seth Watts

American Society of Criminology Annual Meeting
Chicago, IL
November 17, 2021
Design, delivery, & evaluation of a customized police de-escalation training in Tempe, AZ.
Michael D. White*, Victor Mora, & Carlena Orosco

American Society of Criminology Annual Meeting
Chicago, IL
November 17, 2021
Presentation Title: Assessing the Impact of De-Escalation Training: An Examination of Use of Force Data Trends Pre- and Post-Delivery
Carlena Orosco & Victor Mora*

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
Michael D. White & Carlena Orosco

Criminology Consortium (virtual)
November 18-20, 2020
Presentation Title: The Don't Zone: A Qualitative Analysis of Officer Behaviors that Hinder Effective De-escalation.
Carlena Orosco, Victor J. Mora, & Michael D. White

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

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 AND MEDIA FEATURES

- NPR – "Many 911 call centers are understaffed, and the job has gotten harder"
- Law Enforcement Analysis Podcast – The Policing Strategist
- The Criminology Academy Podcast
- Arizona Association of Crime Analysts – Researcher-Practitioner Partnerships
- Tempe Accelerates – Crime Victimization, 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

- 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

2024 – ACUE Inspiring Inquiry and Preparing Lifelong Learners
2023 – ACUE Promoting Active Learning
2023 – HHMI Inclusive Excellence and Equity Fellows Program
2023 - Career-Engaged Departments Program
2022 - Faculty Success Program - National Center for Faculty Development and Diversity
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