

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

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## 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. (2023). 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., & 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 wway: 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 IN PREPARATION OR UNDER REVIEW

White, M.D., Orosco, C., & Watts, S. Beyond force and injuries: Examining Alternative (and Important) Outcomes for Police De-Escalation Training.

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. (2021). *Police de-escalation training project a team effort*. *Police1.com* (September 17, 2021).

Orosco, C. (2020). High Intensity Drug Trafficking Areas. In *Criminal Justice in America: The Encyclopedia of Crime, Law Enforcement, Courts, and Corrections*.

Orosco, C. (2020). Predictive Policing. In *Criminal Justice in America: The Encyclopedia of Crime, Law Enforcement, Courts, and Corrections*.

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

IDEA Analytics - Crime Analysis Advisor

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

Division of Policing, American Society of Criminology

- 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 Diversity, Equity, and Inclusion Committee

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

Arizona Association of Crime Analysts

Bureau of Justice Assistance - Smart Suite Research Fellow

International Association of Chiefs of Police

International Association of Crime Analysts

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- Research & Planning Supervisor, Tempe Police  
July 2022 Department Strategic Planning, Analysis & Research Center  
(SPARC)

December 2017- Police Research/Data Analyst II, Tempe Police Department,  
July 2021 Strategic Planning Analysis & Research Center (SPARC)

December 2014- Research Analyst (Senior, I-II), Arizona Criminal Justice  
December 2017 Commission, Statistical Analysis Center (ACJC SAC)

August 2010- Research Assistant, Primary Instructor, and Teaching Assistant,  
December 2013 Temple University

December 2001- Public Response Dispatcher II, Los Angeles County Sheriff's  
July 2010 Department

## ACADEMIC RESEARCH EXPERIENCE

Fall 2022 - California State University, Los Angeles  
Spring 2023 Project Name: Equity in Traffic Safety/Enforcement (NOBLE)

Fall 2022 California State University, Los Angeles  
Project Name: Trends in Deputy Misconduct (LASD)  
Co-PIs: Dr. Frances Abderhalden & Dr. Kate Tellis

Spring 2019 Arizona State University  
- Fall 2019 Project Name: Crossroads Geocoding Project  
Undergraduates Supervised: Sidney Lopes & Valeria Garcia  
PI: Dr. Adam Fine

Summer 2018 Arizona State University  
- Spring 2022 Project Name: Testing the Impact of De-escalation Training on  
Officer Behavior  
PI: Dr. Michael White

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| Summer 2013               | Temple University<br>Project Name: Gang Desistance Project<br>PI: Dr. Caterina Roman   |
| Summer 2012               | Temple University<br>Institute for Survey Research   |
| Summer 2011-<br>Fall 2011 | Temple University<br>Project Name: Municipality Crime Counts<br>PI: Dr. Ralph Taylor   |
| Fall 2010-<br>Summer 2011 | Temple University<br>Project Names: Norms and Networks of Latino Youth; Operation<br>Ceasefire<br>PI: Dr. Caterina Roman   |
| Fall 2007-<br>Spring 2008 | Center for Criminal Justice Research<br>California State University, San Bernardino<br>Project Name: Riverside Co. Probation, Youth Accountability<br>Team<br>PI: Dr. Gisela Bichler |

### TEACHING EXPERIENCE

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|-------------|---|
| Fall 2023   | Assistant Professor, Police and Society; Police and the Media;<br>Criminal Justice Leadership   |
| Spring 2023 | Assistant Professor, Police and the Media; Community Policing<br>and Problem Solving<br>California State University, Los Angeles                  |
| Fall 2022   | Assistant Professor, Multiculturalism and the Criminal Justice<br>System; Criminal Justice Leadership<br>California State University, Los Angeles |
| Spring 2022 | Guest Lecturer, Reflexive Coding and Thematic Analysis<br>UNC Charlotte<br>Topics in Criminal Justice   |
| Summer 2021 | Instructor, Gangs (Session A)<br>Arizona State University   |

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| Summer 2021 | Instructor, Police Accountability (Session B)<br>Arizona State University   |
| Fall 2020   | Guest Lecturer, Crime analysis: The application of research<br>methods and data analysis in policing<br>Sam Houston State University<br>Introduction to Methods of Research |
| Fall 2020   | Guest Lecturer, Crime analysis: The application of research<br>methods and data analysis in policing<br>Arizona State University<br>Research Methods                        |
| Summer 2020 | Instructor, Crime Control Policies (Sessions A & B, online)<br>Arizona State University   |
| Fall 2019   | Guest Lecturer, Dispatchers and Crime Analysts: Support Roles in<br>Policing<br>UNC Charlotte<br>Community Policing, Problem-Solving and Data Analysis                      |
| Summer 2019 | Instructor, Crime Control Policies (Session B, online)<br>Arizona State University  |
| Spring 2019 | Guest Lecturer, Dispatchers and Crime Analysts: Support Roles in<br>Policing<br>Arizona State University<br>Introduction to Policing  |
| Fall 2018   | Guest Lecturer, Dispatchers and Crime Analysts: Support Roles in<br>Policing<br>Arizona State University<br>Introduction to Policing  |
| Fall 2013   | Instructor, Urban Crime Patterns<br>Temple University   |
| Summer 2013 | Instructor, Nature of Crime<br>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
- Systematic social observation - 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 & Carlana 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

American Society of Criminology Annual Meeting  
Atlanta, GA  
November 17, 2022  
Presentation Title: Tempe First-Responder Opioid Recovery Project  
Carlana 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 FEATURES

- Law Enforcement Analysis Podcast - The Policing Strategist
- The Criminology Academy Podcast
- 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
- 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

- 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