



# Chronicle

## Maricopa County Adult Probation Newsletter

Issue: October – December 2020

A Force for Positive  
**CHANGE.**

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# CHIEF'S

# CORNER

## Proud to be Part of This Team

As 2020 thankfully draws to a close, I wanted to focus this edition's article on the staff of Adult Probation (MCAPD). I first joined this division of the Judicial Branch nearly twenty-two years ago. In that time, I have never been prouder to be part of this team. Each day, the people of this department come to work to improve life in the community where we all live. Whether through providing the Court with timely, actionable information, or enhancing public safety through changing behavior and addressing risk, the 1,200 people who make up our department serve with distinction and excellence. Regardless of the challenges the year has brought, you upheld the values of our organization of fairness, respect, integrity, innovation, and safety. I remember taking a class in a graduate program where we were encouraged to teach the majors – to not get bogged down with minor things. You too have focused on the "majors" of our work and stayed on our mission.

You have carried out your work, which was already challenging, in ways that were not conceived of a year ago, and you have overcome tremendous obstacles. It is not lost on me or the others in leadership that you maintained that high level of service despite the challenges you faced personally. So many of you have had to figure out how to do work on top of homeschooling kids, maintaining a home, caring for elderly family, and keeping up with everything else that life too often brings. Still others of you have sacrificed more, had family and spouses lose a job due to economic downturn, had family and friends fall ill, or worse, suffered the loss of a loved one. I recognize that the holidays are already hard in those circumstances, and this year perhaps even harder. Even if you have been fortunate enough to avoid some of that, there is fatigue over how long the effects of the pandemic have drawn on, weariness over some of the division in our society revealed over the last year, and simply exhaustion over so much that has changed and been lost.

My encouragement for you would be to take some time in this season to do the things that renew you. Whether it is to find ways to connect with those who matter most in your life (even if that looks different this year), to find ways to rest, to slow down, to exercise, to practice the simple discipline of gratitude, pausing to deliberately take inventory of all we can rejoice over...to renew. You are the most valuable part of our organization, so I hope you can have some well-deserved time off to renew and to rest. On behalf of our Executive Team at APD, the Executive Team at the Judicial Branch of Arizona in Maricopa County, and the Judicial Officers we have the privilege of serving, thank you for your service this year. I am as hopeful as I have ever been that our brightest days are still to come and that is due in large part to all those who work here.

Finally, since we cannot gather to honor the service of those who are retiring, I want to take a minute to recognize two leaders who are retiring before our next issue of the Chronicle.



**Therese Wagner** began her service with MCAPD in 1987. Like the rest of the Executive Team, she has been an officer, a supervisor, a director, and has been the Chief of our Assessment and Development Bureau since 2010. She has led our Department's efforts in healthcare literacy and access for those under supervision, provided leadership to complex projects such as the change in contracted testing providers, and most importantly has developed a vast network of colleagues at the local, state, and national levels which time and again has served MCAPD and its mission. She is a national expert in our field on evidence-based practices and how to effectively infuse that into an organization in both our pretrial and probation services. Barb, Saul, Therese, and I served together beginning in 2012. Over that time, what I have

come to appreciate most about Therese is her character and heart for others. Like Saul, she has spoken into the most formative decisions before APD over the last ten years, and we could always count on Therese leading in such a way as to value the people involved. She is also an incredibly hard worker and does so faithfully and without complaint. In fact, if I had not experienced the job personally and all that it entails, I would think from watching Therese and Saul that it was easy because that's how they make it look. I can tell you firsthand however, that being a Deputy Chief for one of the biggest community corrections departments in the country and the Chief of a bureau of 400 while managing a number of projects is radically challenging. Therese, you have done the job with honor, excellence, and grace, and I will miss the talents you bring to our team.



**Saul Schoon** has served MCAPD since 1995. He too has been an officer, a supervisor, a director, and has been the Chief of our Community Supervision Bureau since 2010. Saul has led areas such as domestic violence (DV) and fugitive apprehension, established deep relationships with valley law enforcement agencies, and similar to Therese, brings a collaborative approach to our work. Before it was an idea for a television show, he was someone people would readily call for assistance. At times during his tenure, nearly half of MCAPD's staff have been under Saul's leadership and responsibility. He is known for his humor, which is as disarming and endearing as it is fun. Much like Therese, he has an incredible heart for people. He and Therese are some of the smartest people I know. Saul's mind is

as sharp as his wit and humor. He too is an intensely hard worker and there are no limits to how hard he would work for his department and for his family. I have never known a leader with as much humility as Saul, and certainly not one whose humility is matched with his level of talent and skill. He is a consummate encourager of others. I remember being an officer at the Probation Service Center (PSC), Saul was a DV supervisor, and he encouraged me to put in for supervisor and thought I would do a good job. He also encouraged me to put in for future positions, and this wasn't unique to me. He has poured into and mentored countless leaders. There is simply no way I would be where I am professionally or personally without his influence.

While I could not be more confident in Brandelyn, Ted, and Jason and their ability to effectively continue the work of Saul and Therese, I will miss leading with both of them. Perhaps what I will miss most is the heart and character of that leadership. I care most about the **who**, **how**, and **why** of our leadership at MCAPD as I do any what that leadership may influence. Crisis reveals the character of one's leadership and who they truly are. I have had the honor of being behind the scenes and watched as that character was revealed over the last eight years I've been with them and especially through the challenges of 2020. The heart of their leadership exemplifies our values and the best version of our aspirations. You have both worked hard, finished the race, and I am excited to see what awaits you. Congratulations to you both! It has been a privilege to lead with you!



# Jaci Christenson Retirement

By Therese Wagner



**Jaci Christenson** joined our Department in 2004, and MCAPD and the community have benefited from her service ever since. Jaci served as a probation officer until July 2012, when she was promoted to supervisor. In 2016, she was promoted to Programs Division Director, where she continues to serve until her retirement on December 31, 2020. Jaci has served in some of the most challenging assignments such as supervising an IPS sex offender caseload for homeless and prison reentry cases in central Phoenix, and serving as the unit supervisor of the juvenile transfer offender program (JTOP). Jaci is a respected leader that people want to be led by and emulate. She is a credible and consistent leader that empowers others with a steady hand, an empathetic heart, a sense of purpose, and a clear vision. In her tenure as the Programs Division Director, she has led most of MCAPD's specialty court units, Reach Out, Assessment Center (clinical part) and DTEF. Additionally, Jaci has led major initiatives such as securing the ability for MCAPD's Drug Court to bill AHCCCS for clinical services, continuing to advance and improve MCAPD's Thinking for a Change (T4C) and Decision Points programs to ensure sustainability, managing the AmeriCorps volunteers for several years, and she worked with some supervisors and staff to transition MCAPD to a new drug testing vendor, Averhealth. Not only has Jaci positively impacted the Department's operations and many justice-involved individuals, she has touched the hearts of each of us who have had the pleasure of serving with her. Please join me in congratulating and celebrating Jaci's impactful career and in sending her best wishes as she moves on to her next journey!



A small celebration was held for the retirees and their spouses, with the Executive Team joining on Microsoft Teams.





# NEWS &

# INFORMATION

## An Introduction to the Data Integrity & Analytics Department

By Michelle Dunivan with Jennifer Ferguson

Data is the new oil. Data is valuable and in demand, but it needs to be refined, and put to use to demonstrate oil's power. **Data integrity** is akin to refining oil, and **analytics** demonstrates data's power. The newly minted Data Integrity & Analytics department knows that the Judicial Branch has an enormous amount of data, and it's up to us to make it useable, and then put it to use.

Over the years, I have had the privilege of working with analysts throughout our Judicial Branch, and always felt a synergy in working together, yet our distinct departments and reporting structures kept us from coordinating or collaborating as standard operating procedure. I would see a presentation that perfectly utilized data to demonstrate the effectiveness of a program, or argue for resources, and I would think "I **know** how to do that, but I need to learn how they **actually** did that." Conversely, I would feel guilty when my team in Superior Court had access to trainings or software that I knew could help the other teams as well. We had three separate teams in MCAPD, Juvenile Probation Department, and Superior Court, each with different structures, skillsets, and resources, yet all trying to achieve similar goals.

One of the goals at the core of each research department across the Branch is delivering excellent customer service—meeting and even anticipating the data needs of the department. To ensure that we did not compromise that endeavor, the Data Integrity & Analytics department implemented an embedded organizational model, where analysts continue to be an integral part of daily operations, understand current needs, be nimble to respond to urgent requests, and support data-driven decision making. This means that people who enter, request, and use data on a regular basis may not see much change in how our teams operate at first; the benefits of a combined, inter-departmental Data Integrity & Analytics department will be felt by the analysts first, but in time, everyone should experience the improvements garnered by working together.

The new Data Integrity & Analytics department will enable the analysts and the Branch to do some incredible things:

- Sharing resources will provide additional capacity for innovation and continuous improvement, as well as flexibility for cross-functional teams for special projects.
- Automating manual reporting so resources can be reallocated toward deeper analysis.
- Expanding our services to include predictive and prescriptive analytics.

- Developing a broad research policy to provide consistency for internal and external needs, and compliance with ethical obligations of conducting research with human subjects.
- Offering more leadership, career growth, and advancement opportunities for a high demand career.
- Building a Branch-wide culture of data-driven decision making.
- Supporting diversity amongst analyst experiences and perspectives to improve processes, products, and approaches for the strongest final products possible.
- Democratizing data through products like dashboards for data quality improvements and visualizations for storytelling.

As we work toward these broader goals, we expect to have some products available for everyone's benefit in the near future, including a simple data request portal, and a training program to help every role in the organization learn to use data. Stay tuned!

### **The Data Integrity & Analytics Department will Support MCAPD Analysts' Growth and Evolution**

Over the past twenty plus years, MCAPD has demonstrated an interest in and a commitment to using evidence-based practices (EBP) and engaging in data-driven decision-making. This commitment can be observed through the routine use of performance measures to track key outcomes, the willingness to evaluate existing programs to determine their effectiveness, and the strategic use of data to help demonstrate the need for additional resources. Significant efforts have been made to emphasize the importance that every member of the department has in contributing to the data that is used to guide these decisions through the routine use of data quality reports.

Behind all of these efforts to make data more accessible to the department is a team of people whose name has changed over the years from Planning and Research, to Policy, Planning and Analysis, to part of the Organizational Development and Support Division. As the name changed, the team also grew from a small one with one research analyst, to a team with multiple analysts, demonstrating department's recognition of the importance of being able to access and understand data. The team is now embarking on another change as part of the newly formed Data Integrity & Analytics (DIA) Department of the Judicial Branch.

The transition to the DIA provides the MCAPD team with a number of new opportunities. One of the most significant is the ability to obtain access to additional resources in the form of software and training but also in the form of peers engaged in similar activities in the Juvenile Probation Department and Superior Court. These opportunities are intended to help the MCAPD team improve its ability to provide data that is timely and meaningful in support of the mission and vision of the Department and of the Judicial Branch.

While there is a new name, the MCAPD team within the DIA will continue to support the department by providing access to the data and information needed to help make informed decisions. It will continue to help the department implement EBP by assessing department outcomes and the effectiveness of the supervision strategies that are used. As the department undertakes new initiatives, such as the new case management system and continuous improvement, the DIA team will help ensure that the department is collecting the information that is needed and the impact of the new and innovative ideas brought forth by staff is captured.

One of the most constant things the Department has experienced over the past twenty years is change. Many of the changes have been encouraged and supported by the team that is now part of the DIA. It is now our turn to experience some of that change so we can continue to grow and improve the services that we provide. Since the transition occurred on October 27th, the team has approached the transition with a great deal of enthusiasm and is looking forward to what the future will bring. The current members of the MCAPD DIA team are: Jennifer Ferguson, Randy Tirado, Sanja Markovic, Robert Celaya, Noor Singh, Tazman McGrath, and Vanessa Gillette. Two new members should be joining the team soon. They will continue to be located at the Downtown Justice Center.



# Opioid Assistance and Referral Line

By Tom Weiss

The opioid crisis has not disappeared. The current pandemic contributes to feelings of isolation, loneliness, and depression for some people, which exacerbates opioid (and alcohol) use disorder. **Fortunately, there is help.** The Arizona Opioid Assistance and Referral (OAR) Line (1-888-688-4222) provides many services to our supervised individuals, caregivers, and family members. Specialists working at a Poison and Drug Information Center answer the phone.

A person with an opioid use disorder (OUD) could expect assistance with management of withdrawal symptoms, treatment referrals, behavioral health services, and follow-up calls for ongoing aid. Caregivers and family members of someone with an OUD will find support and guidance through services such as family peer support referrals and where and how to obtain Naloxone. I once assisted an individual in calling the OAR line. The nurse who answered the call, immediately connected the individual with a peer support specialist. This peer support specialist spoke at length with the individual, and she provided her name and phone number where they could reach her 24/7. She even offered free transportation to one of the Centers of Excellence in the valley when the individual felt ready – even if it were at 3:00 a.m.

Find more information about the OAR line at:

- <https://www.azdhs.gov/oarline/>
- <https://www.maricopa.gov/DocumentCenter/View/53078/OAR-Line-Info>

In addition to the OAR Line, Maricopa County has three 24-hour access points for help with OUD. These sites provide transportation, Medication-Assisted Treatment, etc., and are part of SAMHSA's Center of Excellence. While these treatment providers have multiple locations throughout the Phoenix Valley, the Center of Excellence programs in Maricopa County, open 24/7, include:

- **Community Medical Services (CMS)**  
2301 W. Northern Avenue, Phoenix 85021  
1-855-203-6352
- **Community Bridges, Inc. (CBI)**  
560 S Bellview, Mesa 85204  
1-877-931-9142
- **Intensive Treatment Services (ITS)**  
4136 N 75th Ave, Ste 116, Phoenix 85033  
1-855-245-6350

# The Cannabis Conversation

By Tom Weiss

Colorado's Department of Transportation (CDOT) has been investigating public service campaigns that may dissuade people from driving under the influence of cannabis. Some of their findings may assist us here in Arizona as marijuana becomes available for recreational use. Besides studying the effect of marijuana use on driving, researchers also look at combining substances, such as alcohol and marijuana. There appears to be a growing amount of evidence supporting a synergistic effect on cognition and perception when a person combines marijuana with alcohol consumption.



Interestingly, CDOT found that the people who participated in the study preferred CDOT to use the term "cannabis" or "marijuana" rather than informal names such as pot or weed. A percentage of marijuana users reported not feeling "high" when using; therefore, telling them not to drive high did not translate in their minds not to drive while under the influence. The preferred term was "driving under the influence of cannabis."

CDOT found it essential to encourage alternatives or advocate waiting. Respondents preferred CDOT providing options to preserve later use rather than providing factual data or messages perceived as condescending, such as providing information that presents marijuana users as "stoners."

CDOT determined that a public service campaign that focuses on feelings had the best chance at changing behavior and show how the "choice" to drive under the influence places others at risk. You can check out some of CDOT's public service messages at:

- <https://www.youtube.com/watch?v=22jcBvUx3Sw>
- <https://bit.ly/39BKQwc>

The DUI Court program focuses on high-risk impaired drivers (HRID). A HRID typically repeatedly drives with a high BAC or after consuming drugs, or a combination of alcohol and drugs, as evidenced by having more than one DUI arrest. The HRID resists changing behavior despite past interventions and jeopardizes community safety. This resistance to change may manifest itself as impulsivity or lack of considering the consequences, such as arrests for driving offenses like speeding, driving on a suspended license, and reckless driving. If you believe your supervised individual may be appropriate for this program, please do not hesitate to contact MCAPD's DUI Court Program.

## No BAC for THC

By Tom Weiss

The number of supervised individuals in DUI Court for a DUI offense involving drugs and prescription medicine has increased. Arizona recently joined several other states in legalizing marijuana for recreational use. Colorado and Washington became the first states to legalize recreational use of marijuana (in 2012). Several organizations have been studying marijuana legalization on driving and the incidents of fatal crashes where drivers tested positive for THC. The available data seems, at times, contradictory and unclear. Nonetheless, the Governors' Highway Safety Association (GHSA) summarized important information we may consider.

Here is a synopsis from GHSA "Traffic Safety Impacts of Marijuana Legalization" regarding studies conducted in Colorado and Washington.

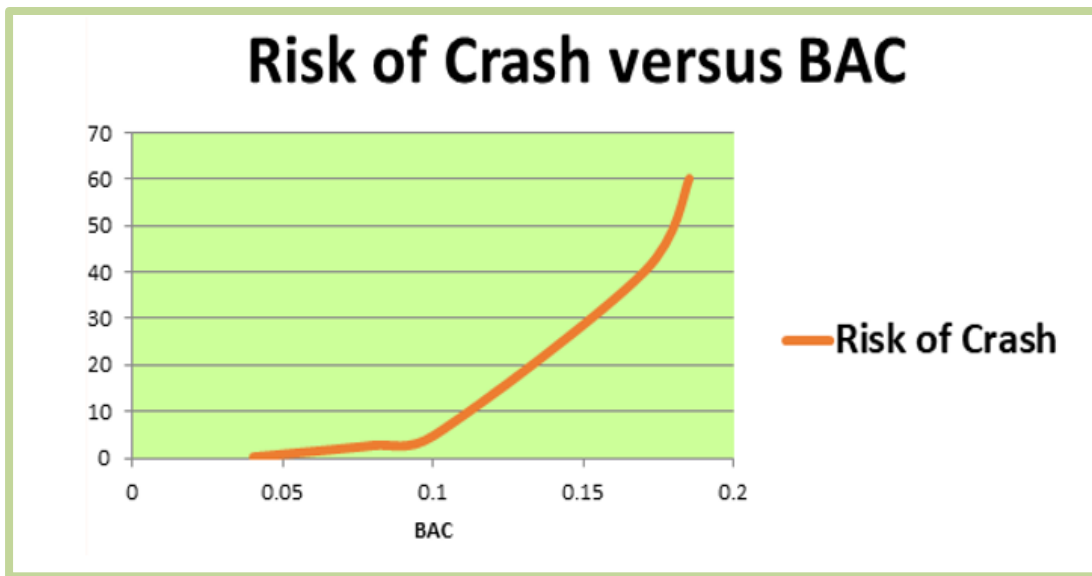
Upon legalizing marijuana for recreational use in Colorado and Washington:

- Marijuana use increased.
- In Washington State, marijuana presence increased among drivers, and Washington State reported an increase in arrest and crash-involved drivers.
- Drivers who tested positive for THC's presence does not necessarily mean they were impaired.
- Fatal crashes involving marijuana use increased in both states. However, the GHSA reported there were no firm conclusions about whether crash rates increased in Colorado or Washington compared to the study's control states.
- A qualitative study on driver views regarding marijuana use and driving found that marijuana users do not believe marijuana use affects their driving and admitted to driving under the influence of marijuana regularly.



There needs to be additional studies and meta-analyses of studies about the effects of marijuana use on driving and the effects of combining marijuana use with alcohol consumption.

Researchers have studied the effects of alcohol use on driving and fatalities from crashes for decades. Typically, when police investigate a driver suspected of DUI, the investigation stops when police determine alcohol was involved. Because of decades of studies, we know, for example, at 0.04% BAC, the risk of a crash is 18% higher than 0.00% BAC; at 0.08% BAC, the risk of a crash is 2.39 times higher; at 0.10% BAC, the risk of a crash is 4.79 times higher. The curve graphing BAC versus the risk of a crash rises exponentially after 0.10% BAC. All states have set 0.08% BAC threshold as driving under the influence, and some states explore lowering this level to 0.04% BAC.



Data Source: (Source: Blomberg, Peck, Moskowitz, Burns & Fiorentino, 2005)

Similar information is not available for marijuana use and driving. Colorado has set 5 nanograms of THC for their per se DUI. Yet, at least one study showed that two people might test with the same THC level, and one person fails sobriety tests, and the other person does not exhibit signs of impairment. During a recent seminar addressing The Growing Threat of Polysubstance-Impaired Driving, one of the speakers lamented, "There's no BAC for THC." Regardless, several states have started testing suspected impaired drivers using oral fluids. A positive result for some drug provides probable cause to send the remainder of the oral fluid for additional analysis to determine if there is sufficient evidentiary basis to prosecute.



# ACHIEVEMENTS

## & CELEBRATIONS

### Jason Walker Promoted to Deputy Chief

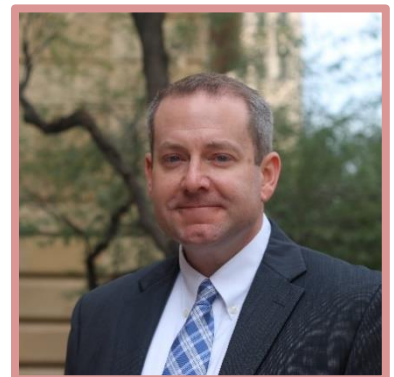
By Robert Celaya

Jason Walker was promoted to the MCAPD's Chief of the Specialized Services Bureau, effective November 30, 2020. In his new position, he will be located at the Downtown Justice Center, where he will lead the Programs, Community Transition and Support, Intensive Probation and Fugitive Apprehension, and Compliance and Supportive Services divisions.

Over the past 16 years with the Department, Jason gained experience in a variety of capacities. After managing standard and intensive caseloads as a probation officer, he promoted to supervisor. As a supervisor, he led a standard field unit at Western Region Center (WRC) in the Western Division (from 2010 to 2012), and then a sex offender unit in the Sex Offender Division also at WRC (from 2012 to 2016). In 2016, he was promoted to Division Director of a newly created Reentry Division where he supervised specialized units – Seriously Mentally Ill (SMI), Department of Corrections (DOC) Reentry, Work Furlough, and Community Reintegration Units.

Since the beginning of his tenure with MCAPD Jason has been involved in Department's work with Evidence-Based Practices (EBP), and most recently led the Risk Reduction Initiative, which built upon MCAPD's long history of utilizing EBP to help supervised individuals make meaningful, long-term, positive changes in their lives. Another project he is proud of and considers himself fortunate to have been a part of is the Mandela Washington Fellowship. Through this project Jason had the privilege of hosting a colleague from the criminal justice system in Ghana for six weeks while he learned about probation and the Department. Then, Jason had the opportunity to travel to Ghana for two weeks through the Reciprocal Exchange component of the fellowship. While there, he was able to conduct training related to EBP and share his knowledge on how to work with justice-involved individuals placed on probation to promote positive behavioral change while enhancing community safety.

At each point in his career, Jason has enjoyed the new learning opportunities and knowledge that come with a new position. He has grown to appreciate the bigger picture perspective that comes with different levels of



leadership and seeing how all the different pieces and programs across the department connect to further the larger mission and overall success; he is excited to experience this in his new role as Deputy Chief.

In his personal life, Jason is a sports fan, and as a Phoenix native, always supports the local sports teams. Even though he grew up in Phoenix as an ASU fan, he attended the University of Arizona: "I'll still root for ASU as long as they aren't playing the Wildcats." In his spare time, he enjoys the outdoors, and his family vacations often involve camping, hiking and visiting National Parks.

## Ted Milham Promoted to Deputy Chief

By Vanessa Gillette

Ted Milham was promoted to MCAPD's Chief of Supervision Services, effective November 30, 2020. As a new deputy chief he will be working out of the Downtown Justice Center with a recently aligned bureau portfolio. In his new position, Ted assumes leadership over the following divisions: Central, Eastern, Western, and Sex Offender.

Over the past 22 years, Ted gained valuable experience in a variety of assignments working with MCAPD. He began his career as a probation officer back in 1998 where he specialized in various fields including standard, standard sex offender, domestic violence (DV), and intensive probation supervision (IPS) caseloads. His strong work ethic, experience, and determination led him to a leadership role seven years later, as the supervisor of an IPS unit that had both IPS and sex offender caseloads. He later went on to supervise a DV unit giving him six years of experience as a supervisor.



In 2011, Ted promoted to division director of the Presentence Division housed in the West Court Building. He later transitioned to the role of the director for the Western Field. Over the years, Ted has led or co-led the Quality Assurance Committee, the IPS Supervisor Committee along with the Supervisor Assessment Center.

Ted is excited for the opportunity to build on the great leadership of our former deputy chiefs and be an advocate for the staff and justice-involved individuals. In his spare time, he enjoys working out, cycling, and golfing.

## Rebecca Britt Promoted to Division Director

By Tazman McGrath



Rebecca Britt was promoted to division director of the Central Field Division, effective November 30, 2020. In her new position, Rebecca will oversee 9 standard units along with Interstate Incoming, and she is stationed at Black Canyon Building (BCB). Rebecca's probation officer career began in Yavapai County and before working for MCAPD, she held positions with Maricopa County Juvenile Detention and the County Attorney's Office. About 16 years ago, when Rebecca joined MCAPD as an adult probation officer, she supervised IPS/SMI and IPS caseloads before being promoted to supervisor in 2010. As supervisor, Rebecca led standard and intensive units from 2010-2018 at Western Regional Center (WRC). Most recently, Rebecca supervised a Drug Court unit followed by supervised youth/JTOP before her promotion.

Rebecca has also been involved with multiple programs and committees throughout her time at MCAPD. She served on the QA consistency committee for several years, was involved in the PO observation form revision, and was previously a member of the Critical Incident and Stress Management (CISM) team. Additionally, Rebecca recently led a unit participating in the SUSTAIN pilot program.

Rebecca is a 3rd generation Arizona native and enjoys getting outdoors and attending sporting events like hockey and college football (GO DEVILS!) with her family. Rebecca's goal for 2021 is to complete a 5+ day rafting trip down the Colorado River and through the Grand Canyon. Rebecca also enjoys spending time watching movies, listening to music, and cooking or baking from scratch.

In her new position, Rebecca is excited about getting to work with many people that she hasn't had the opportunity to work with before.

## David Taylor Promoted to Division Director

By Tazman McGrath



David Taylor was promoted to division director of the Community Transition and Support Division, effective November 30, 2020. David will be located in Black Canyon Building (BCB) where he will lead Reentry units & CRU, SMI units, and the Literacy Centers.

Before living in Arizona, David was a probation officer in Sacramento County for 7 years. He has been with MCAPD for 10 years; his first assignment was out of BCB where he supervised a standard caseload. In 2011, he transferred to a standard sex offender caseload and later an IPS sex offender caseload. His assignments as a supervisor began over 4 years ago in the Northern Division out of the Scottsdale office where he supervised a standard field unit. David also supervised a standard unit in the Sex Offender Division for just over 3 years out of the Mesa Office prior to his promotion to division director. In addition, David has been actively involved in significant committee work including leading the Solutions Committee for the Sex Offender Division, being a SUSTAIN and Risk Reduction Trainer for the leadership team, and currently holds the Co-Chair position for the Professional Standards for Safety Equipment Group.

Outside of work, David volunteers his time with a local little league and can often be found coaching youth baseball and football. When David is not on a sports field, he is usually spending time with his family at some type of sporting event.

David is looking forward to learning about the many different aspects of the Community Transition and Support Division. Some of the units in this division have always peaked his interest, but David has not yet had the opportunity to learn more about the important work that they do. He is excited to be leading a great new team and is proud to be part of a great new division.





## Tameka Loyd Promoted to Division Director

By Robert Celaya



Tameka Loyd was promoted to division director of the Programs Division, effective November 30, 2020. In her new position, she will be stationed at the Luhrs building where she will oversee Supervised Youth, Veteran's Court, Drug Court, DUI Court and other program and treatment functions for the Department.

Tameka joined the Department 13 years ago; during her tenure, she supervised a standard caseload and a Veterans Court caseload, both out of the Western Regional Center. She promoted to supervisor about six years ago, in November 2014. As a manager, Tameka has supervised a standard unit out of Southport, and most recently, the Veterans Court unit out of Luhrs. Additionally, Tameka has valuable experience as a member of several associations, such as the Emergency

Management Reception and Care Center (where she oversaw registration), the Veterans Court Alumni Association, and the AZ Association of Drug Court Professionals.

In her personal life, Tameka enjoys spending time with her family and travelling to different countries to learn about other cultures. She is also an active reservist with the United States Navy as a First Class Logistic Specialist Petty Officer (LSI).

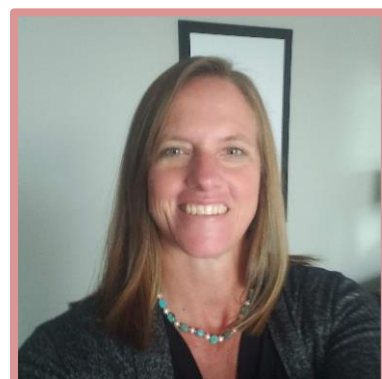
In her new position, Tameka is excited to continue being an asset to the Programs Division and implement innovative ways to evolve the Department. Her previous supervisor, Director Jaci Christenson says, "I have had the pleasure of working with Tameka for the past three years, and have enjoyed watching her grow and lead her team... Her staff and her peers know they can count on her for whatever they need. I am confident she will bring her leadership and team building experience and lead in an exemplary fashion, serving the diverse programs in this division."

## Jennifer Ferguson Promoted to Manager

By Tony Bidonde

Jennifer Ferguson has been promoted to Data Integrity & Analytics (DIA) Manager for Adult Probation. She was hired in June 1998 as the first Research Analyst for the Department by then Chief Norm Helber. She was stationed at the APD Administrative Offices, located on the 3rd floor of the West Court Building.

Jennifer has served on several committees during her tenure with MCAPD. Some of the most memorable ones for her are: the committee for the implementation of evidence-based practices (EBP) and risk assessments, the committee for the implementation of the Field Reassessment Offender Screening Tool (FROST) and Case Plan department-wide in 2005, the Administrative Office of Courts (AOC) committee to incorporate EBP into Code, and the EBP Masters committee.



Jennifer is looking forward to transitioning into a leadership role, helping and guiding the work of the DIA team in supporting MCAPD. In her own words, "I have had the privilege of working with an amazing group of people who are so dedicated and committed to helping the Department in various ways, I am honored to have the opportunity to now supervise this team."

On the receiving end, Jennifer has been awarded the Sam Houston State University Award, presented by the American Probation and Parole Association. Such an award is given to a practitioner who publishes an article significant to the community corrections field. The article she wrote was published in the journal Criminal Justice and Behavior and was titled, "Putting the What Works Research into Practice: An Organizational Perspective." The article focused on MCAPD's implementation of Offender Screening Tool (OST). She received the award in 2004. She also says that assessments and implementation of EBP have been her life's work.

## Karla Clanton Promoted to Supervisor

By Tazman McGrath



Karla Clanton was promoted to adult probation officer supervisor of the Veterans Court Unit in the Programs Division, effective November 30, 2020. Karla's career began in Michigan where she was a parole officer for 13 years. In 2007 she moved to Arizona and worked at Magellan for a year as part of the Assertive Community Team for the Seriously Mentally Ill as a case manager. Directly after, Karla worked at the Arizona Supreme Court in the Certification and Licensing Division as an Investigator for three years before joining MCAPD in 2011. Karla has been with MCAPD for 9 years, beginning at Northport where she supervised a standard caseload before accepting a position with Veterans Court two years later (also at Northport). Karla then transferred to CLAPO, located downtown in the Central Court Building, and had recently transferred back to a Veterans Court caseload at Western Regional Center (WRC) prior to her promotion.

Karla worked on the Veterans Court Alumni Association (VCAA) committee throughout her six years with Veterans Court which included planning and implementing social events for veterans on probation and alumni of Veterans Court, such as picnics in the park, movie night, bowling, and baseball games. Additionally, she has been involved in the Critical Incident and Stress Management (CISM) team as Peer Support for approximately five years and is a team lead on the STRivE Paperless Committee. In her new leadership role, Karla looks forward to encouraging her team to embrace the changes that are coming to the Department in a positive light.

## Ivy Kinney Promoted to Supervisor

By Tazman McGrath



Ivy Kinney was promoted to adult probation officer supervisor of a standard field unit in the Central Field Division, effective November 30, 2020. Before joining MCAPD in 2013, Ivy worked in Drug Court adult probation in New Mexico. In January 2021, Ivy will have been with the Department for 8 years; she began out of WRC and the secondary office inside Buckeye Police Department, where she supervised a standard caseload covering Buckeye all the way to the western county line. Later, Ivy supervised an intensive probation caseload that covered El Mirage, Surprise, Wittman, Wickenburg, all the way to the county line, which was the largest geographical supervision area in the Department. Ivy then transferred to CLAPO, located downtown in the Central Court Building, before her promotion.

In her time at MCAPD, Ivy has served on the Morale Committee, and held the role of a Board Member for both the APPA Diversity Council and the APD/JPD Diversity Council. Additionally, Ivy earned her Master's Degree in Business Administration from Phoenix University in December of 2020. Ivy looks forward to applying what she has

learned so far, and also learning more in her new leadership position as she advances to her new role in the Department.



## Welcome & Welcome Back to our New Officers

By Jim Sine

Staff Development team is proud to announce the arrival and training of nine new probation officers to the Department. They completed an online version of New Officer Training, Education, and Skill-building (NOTES) in October and have been placed into their respective field assignments. Three of the new officers already have ties to the Department. Britani and Jacob were formerly, support staff and Clint Bell is a rehire as an officer. Welcome back Clint! The other six officers, Karlton Johnson, Anthony Hernandez, Alana Salazar, Matthew Brecht, Christina Charles, and Adrianna Valadez will all be starting brand new and I know everyone will make them feel right at home. Both Christina and Adrianna have prior probation experience with other agencies.

In Staff Development news, this class is the first in what should be four back to back NOTES classes that will run from fall of 2020 into spring of 2021. The upcoming classes are scheduled to be primarily in person so keep your fingers crossed as we are beginning to welcome back some of our great adjunct faculty to the schedule.



Top row from left to right: Jacob Ellithorp, Alana Salazar, Karlton Johnson, Adrianna Valadez  
Lower row from left to right: Anthony Hernandez, Matthew Brecht, Britani Ellithorp, Clint Bell  
Not pictured: Christina Charles

# 3rd Quarter P.R.I.D.E Winners



**APDCC:** Rosa Suarez

**BCB:** Samantha Barajas, Gabriela Maytorena, Christine Cardoso, & Louris Karmi

**CCBLL:** Jerry Brown & Katherine Bruner

**CSC:** Deborah Coleman

**DTJC2 Training:** Mora Isom & Kathleen Weibly

**DTJC3 Admin:** Angelina Diaz & Odetta Blomker

**DTJC3 Pretrial:** Rick Temby, Victor Atchison, & Joe Lopez

**Durango:** Robert Demers, Sam Pavlisick, & Eduardo Avila

**Garfield:** Martha Mays, Yohanna Rodriguez, & Adam Burriel

**Luhrs:** Michael Parham & Luis Marquez

**Northport:** Gabriele Wonderly, Shawn McCarthy, & Lisa Otto

**Pretrial at 4th Ave. Jail:** Samuel Hagadorn & Francisco Bustillo

**Pretrial at SCT:** Bethany Keller, Michael Moreno, & Lindsay Hertzler

**PSC:** Jesse Vincent, Lee Sweet, Victor Vaughan, Angel Williams, Sandra Tom, & Jessica Valadez

**SEF:** Shannon Sicoy & Mysti Berteau

**Scottsdale:** Laura Flores & Arielle Santacruz

**South Court Tower:** Joseph Coppola

**Southport:** Alejandra Salazar & Maria Yanez

**Sunnyslope:** Jennifer Lamperti

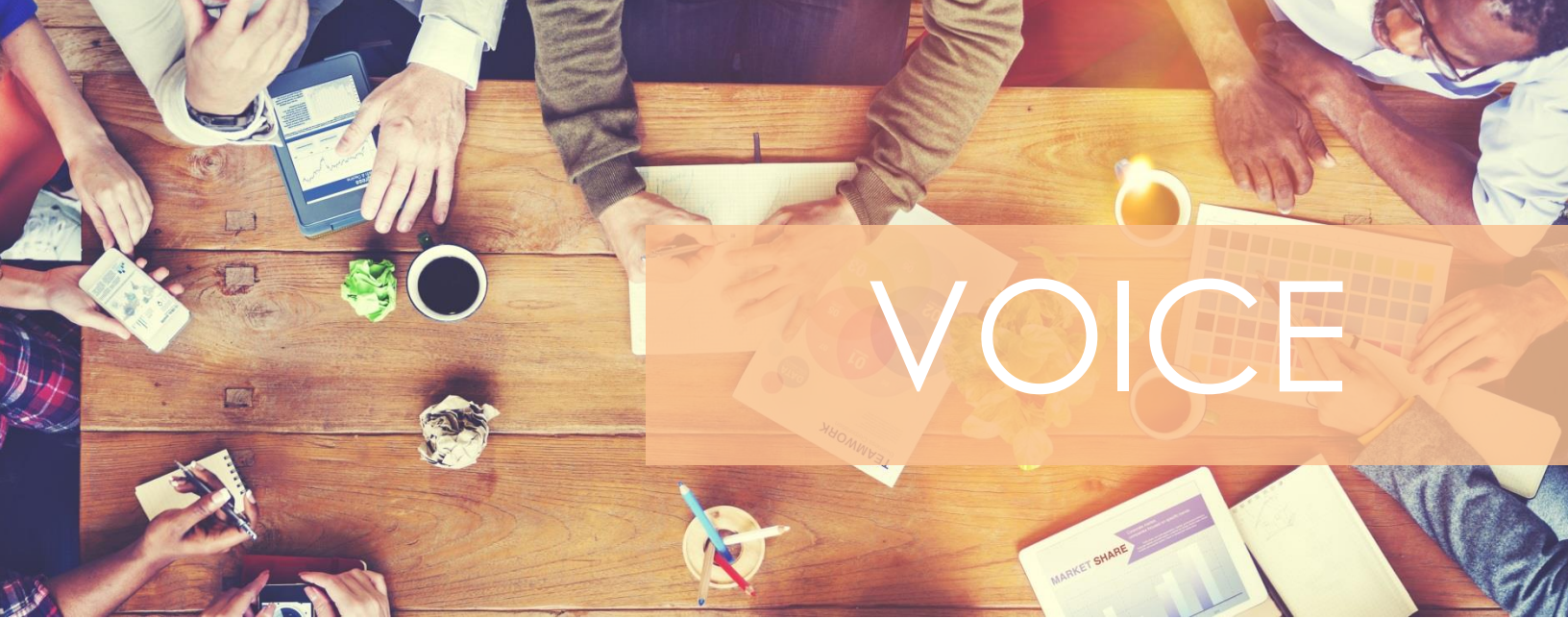
**SWJC:** Elia Siordia

**WCB 5/6:** Kelly McCoy & Joseph Bonow

**WRC:** Valerie Whelan, Lytson Sam, David Hilsdorf, & Tabettha Blow

*People Recognizing Individual Deeds of Excellence*





## MCLEAPS Interns: Gaining Public Experience During COVID-19

By Jamie Gonzalez and Joshua Oliver

### Jamie Gonzalez

My name is Jamie Gonzalez, and I am pursuing a Bachelor of Science in Criminology and Criminal Justice at Arizona State University. This semester, I was one of the two Arizona State University students who were fortunate enough to intern for the MCAPD through the Maricopa County Leadership and Education Advancing Public Service (MCLEAPS) program. Although this internship differed greatly from my previous internships due to the COVID-19 pandemic, Jennifer Ferguson, my supervisor, worked through the circumstances to provide Josh (the other intern) and I a memorable and significant internship experience.

I had the opportunity to assist in a couple of statistical projects and attend several virtual meetings where I gained a greater understanding of how the MCAPD works.

Moreover, I was tasked with creating a summary to showcase new felony convictions that occurred for individuals under supervision for the 2019 fiscal year. Having done all of that, I learned how to analyze and retrieve data and gained more skills in Excel, PowerPoint, Word, and Canva, that I know will come in handy in the future.

Throughout the course of the semester, I noticed just how much of an amazing organization the MCAPD truly is. One of the reasons that I decided to apply for the MCAPD is because their vision statement, "An agency of professionals committed to continuous improvement in the quality of community life by offering hope to neighborhoods, victims and individuals under supervision," greatly resonated with me. Through the work done in the Data Integrity & Analytics Division, I got to witness that MCAPD practices what they preach. The Department continuously works to implement evidence-based practices to ensure that its individuals receive the best service. Not only that, but different divisions within the department constantly work with each other to make sure that everyone has the resources needed to carry out the work of MCAPD efficiently.

Overall, interning with the MCAPD has been one of the best experiences of my undergraduate career. I am very fortunate to have worked with members of the Data Integrity & Analytics Division and am inspired by their incredible work ethic. Everyone was always very helpful and provided us the resources we needed to be



successful and grow as professionals. Moving forward, I am more certain than ever before that I want to pursue a career in the field of criminal justice and hopefully work in an environment as supportive as this one.

## Joshua Oliver

My name is Joshua Oliver, and I am a senior pursuing a Business Law degree with a certificate in Applied Business Data Analytics in the W.P. Carey School of Business at Arizona State University. Raised in a family of retired law enforcement and public service professionals, a natural curiosity has evolved into a strong interest in becoming an advocate for change in the criminal justice system. Over the last fifteen weeks, my experience as an intern with the MCAPD has strengthened my interest in pursuing a career in public service.



I had the privilege of working directly with a very supportive supervisor and team. I experienced significant personal and professional growth while gaining invaluable experience throughout the duration of my internship. Each week, I became more confident in my role as a valued team member and my understanding of how the criminal justice system operates at the county level became clearer.

Fortunately, I had the exciting opportunity to research a topic that is a personal interest of mine, racial and ethnic disparities within the criminal justice system and its impact on Black vs. Non-Black individuals. I was very intrigued by the data that I gathered from a variety of credited sources. Being involved in this critical research has allowed me to gain a deeper understanding of a flawed institution and how we as a department could move toward tangible steps that further the Judicial Branch's vision of equal justice under the law.

Over the course of this remarkable internship experience, I was able to grasp what is required to succeed in the day-to-day life of a criminal justice professional working in a full-time position. With the new norms of our virtual reality, this opportunity taught me the importance of being adaptable/flexible in a professional environment. Because of the ongoing COVID-19 pandemic, which resulted in many changes to departmental practices and policies that altered the "normal" MCAPD internship experience. In the face of adversity, I acquired new methods of attaining my goals and collaborating with my cohort.

This invaluable opportunity has given me a closer look of the behind-the-scenes operations within MCAPD and how important its functions are to the stakeholders across Maricopa County. I gained a unique perspective on the values, habits, and mindsets of successful public service professionals. As an aspiring leader who hopes to one day make an impact on his community through public service, I am actively seeking opportunities to continue the tireless work carried out by the Judicial Branch. This rewarding and engaging experience has strengthened my interest in pursuing a career in public service and improving the criminal justice system.

## Implicit Bias

By Terry Lee

During the month of September, I had the opportunity to attend the 2020 Virtual National Association of Pretrial Services Agencies' (NAPSA) 48th annual conference. The conference offered a variety of workshops that provided education and training for pretrial professionals. I participated in several workshops during the conference. However, the workshop I found most enlightening was the 2-part Implicit Bias training, presented by Pastor Edward L. Palmer (Pastor and Certified Diversity Trainer).

During the training, Pastor Palmer focused on the most controversial issue happening today, the racial injustice against communities of color. The workshop started off with Pastor Palmer providing a wealth of data that supports the realization of disproportion and disparity among racial groups and the concept of allowing the data to drive the conversations. The workshop also included scenarios that helped us understand what is meant by implicit bias and how it affects attitudes, understanding, and decisions. In addition, we were provided skills to aid us in neutralizing the impact of bias in our decision making. The workshop reminded me about the importance of diversity education in the workplace.



As officers of the Court, we work with a very diverse population. I believe it is important that we learn how to become aware of our unconscious bias and work on maintaining a respectful and inclusive workplace while carrying out our duties in an ethical and empathetic way. We must embrace the difficult conversations that address the racial disparities and systemic inequalities of people of color. As a Black officer of the Court, I have had to ask myself quite often during my workday, how do I respond to the racial injustices going on today. During my career as an officer I have been judged, dismissed, belittled, and overlooked because of the color of my skin. I have been a listening ear to Black co-workers who experienced the same or sometimes worse treatment. In addition, I have watched the disproportion and disparity among the justice involved Black

population in the court system, which aligns with the data presented in the workshop. At times, I have felt powerless, frustrated, angry, and lost. I say this not to point fingers or to gain sympathy but to provide transparency so the issue of implicit bias is recognized by us all. I have attended several implicit bias trainings and have to say this workshop was one of the best. I walked away with a sense of hope, insight, value, determination, and motivation to continue to be a part of the solution to address racial injustice in the criminal justice system. I have faith that we can acknowledge, learn, practice, and manage how we deal with our implicit biases to promote equality in our workplace. As you read this article, I challenge you to ask yourself, am I ready to make a change in my workplace? Am I ready to learn and engage in difficult conversations that will help us move towards a new chapter of justice for everyone? I hope your answer is yes, so we can all take part in a new beginning to address biases and prejudices within our workplace to better serve our communities.

## The Change of Seasons, and White-Collar Crimes & Caseloads

By Tony Bidonde

Another year has come and gone, and we wish 2020 would end faster than the Shinkansen (Japanese Bullet Train). Given the season, let's take a quick look at how the changing of the season could affect "White-Collar" crimes. These types of crime (such as fraud, identity theft, forgery) affect businesses and individuals alike. It leaves our pockets or tills empty and might make us feel less than charitable. The holidays are historically when we are distracted the most and perhaps most susceptible to scams. This is the time of the year when we plan for the Thanksgiving meal and spend extra money on groceries. There are also gift-shopping and other activities that take place around this time of the year, distracting us from listening to our inner voice of caution. With work, holidays and COVID-19, we might feel a wee bit vulnerable, or anxious. This is what identity thieves and other criminal agents count on for their scams, so be extra careful this season.

Internet-enabled crimes and scams show no signs of waning, according to data released by the FBI's Internet Crime Complaint Center (IC3) in its 2019 Internet Crime Report. The last calendar year saw both the highest number of complaints and the highest dollar losses reported since the center was established in May 2000. IC3



received 467,361 complaints in 2019—an average of nearly 1,300 every day—and recorded more than \$3.5 billion in losses to individual and business victims.

MCAPD has four White-Collar Crime caseloads. Individuals on supervision for white-collar crimes usually have conditions prohibiting or restricting internet usage in addition to other standard conditions. These probation officers, as part of their supervisory duties, work hard to enforce court-ordered restitution to restore their victims. There is also the Department's Financial Compliance Program (FINCOM) that works with individuals on probation supervision to collect restitution that is in arrears (for all populations). In FY2020, MCAPD collected \$9,662,948.40 in restitution on behalf of victims of crime awarded restitution by the court.

For your review, below is a link to the FBI's 2019 Internet Crime Report page:

- <https://www.fbi.gov/news/stories/2019-internet-crime-report-released-021120>

Maricopa County Adult Probation Victim Services Unit:

- Email: [apdvsvu@jbazmc.maricopa.gov](mailto:apdvsvu@jbazmc.maricopa.gov)
- Call: 602-372-8286 or Toll Free: 1-866-372-8286

***The best of the season to Everyone and their families on behalf of the Victim Services Unit!***

## 25<sup>th</sup> Annual Garfield Turkey Feast

By Melissa Froderman

The Turkey Feast is an annual event where the MCAPD throws a party for the Historic Garfield Neighborhood. We serve a traditional Thanksgiving meal, hand out toys and gifts to the kids, they visit with Santa, listen to live music, and have a chance to relax with family and neighbors. We all knew throwing a huge party was not possible this year, but those of us who've seen first-hand what this event does for the community knew we still wanted to do something. A “grab-and-go” event was decided upon and planned, which just meant there were some new challenges.



Before the toys could be given out, the items had to be donated. **YOU** went above and beyond donating toys and gifts. You donated with an Amazon wish list, provided cash to organizers to shop, and dropped off and interoffice-mailed gifts. And when we asked for more, you sent more. The children in the Garfield neighborhood have been out of in-person school since March and many of their parents and guardians have struggled even more this year than usual, so it was hard to determine how many should be planned for. It turns out every toy and stuffed animal was given out in a total of 369 gift bags. The looks on the kids' faces as they waved to Santa and Mrs. Claus and talked briefly to Santa's Elf were priceless. Even though so much has changed this year, they were able to experience this moment of joy and magic.

During the last several years, a hot, buffet style meal was prepared by the students of Community Kitchen, which is an amazing program that has benefited many individuals on probation, teaching them skills and giving them a future career. When Chef Peg, who runs the program, was asked to come up with a to-go option, she rose to the challenge and may have designed the best meal





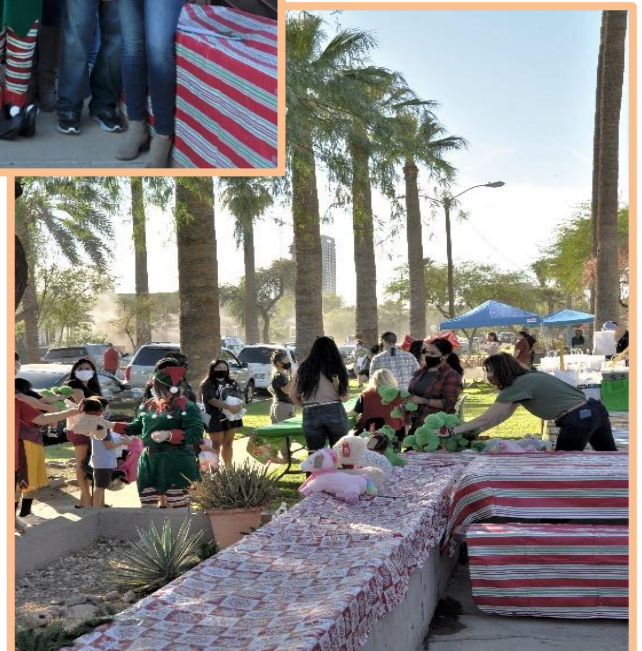
we've served yet. The students of Community Kitchen prepared 500 individual meals including a Thanksgiving style turkey sandwich, an ambrosia salad, and two pumpkin cookies. Each meal was beautifully made with a wish of "Happy Turkey Day." Every single meal was given to a resident of this community we serve!



In addition to toys and meals, the community members were able to receive a flu shot. In total, representatives from Walgreens administered 73 shots.

A very special thank you to AZPOA, Chef Peg and Community Kitchen, Terry Lee and the Who I Am Foundation, David Elston and the warehouse, Walgreens, Marie Long, Dana Shepherd, Kristi Wimmer, Nathan Chaplin, Jason Walker, Therese Wagner, Tom Weiss, Jamie Lopez, Brittany Craine, Diana Martinez, Julie Wise, Martha Mays, Brandon Shimizu, Christina Charles, Yohanna Rodriguez, Katie Mudra, Alex Battest, Jackie Chagolla, David Laing, Clint Bell, Bryan and Jessica Ethington (aka Mr. and Mrs. Claus). Without you, this event would not have been possible.

*Special thanks to Kristi Wimmer for photos.*





# Domestic Violence Awareness Month 2020

By DV Units 33, 37, and 51

2020 has impacted how we handle many of our workplace traditions including this year's Domestic Violence (DV) Awareness month. Moving to a more virtual space, officers focused on awareness by sending out a series of infographics on various topics including; Domestic Violence vs Anger Management, Intimate Partner Violence, Strangulation, and Power & Control to name a few. These infographics were a great resource for those wanting to gain more knowledge on the statistics and the psychology of intimate partner violence. Officers also put together a wonderful "Meet DV" video, where they each took the opportunity to introduce themselves and shared some of the things they enjoy about their work.

Another piece we focused on was gathering donations for Starfish Place in Phoenix through an Amazon wish list. Starfish Place provides housing and supplementary services to individuals and their families that have been impacted by human trafficking. We chose Starfish Place because many circumstances of human trafficking begin with an intimate partner relationship and many traffickers use the same emotional/psychological manipulation observed in DV relationships. We wanted to be able to support these victims and build awareness of the ties between sex trafficking and DV. MCAPD showed their overwhelming generosity this year and we were able to donate various items to Starfish Place on December 15, 2020. Huge thank you to everyone that contributed!!



Lastly, MCAPD probation officers and surveillance officers collaborated with officers from Glendale Police Department for another successful DV warrant roundup. Over the course of two days, over 15 arrests were made, 27 warrants were cleared, and 113 attempted contacts were made. Despite the drop in the resources and the smaller scale of the roundup, it turned out to be one of the more successful ones in recent years!



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