

Newsletter Date:  
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# The Chronicle

NEWSLETTER OF THE  
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

*A Force for Positive*



**CHANGE.**



## *Chiefly Speaking:*

## **Happy Holidays!**

At this time of year, we reflect on all that we have to be grateful for, all that brings us comfort, satisfaction, and joy. Work is an important area of our lives, and it seems natural to reflect on how fortunate we are as a department.

As documented in our employee satisfaction survey and experienced in daily life, we enjoy the people we work with! For many of us, that is true in good times, bad times, and even when tragedy strikes.

Individuals in this Department are clearly committed to enhancing the safety and well-being of our neighborhoods. Probation work is meaningful to us. What we do makes a difference. This is experienced on a case-by-case basis and is reflected in our department's positive results on measures of crime reduction.

The County was able to provide pay increases this year and we are fortunate to have job security, good benefits, and to see that compensation is starting to be addressed after several years without pay increases.

The holidays are a time when hope is renewed. We wish for peace and joy in the world, reach out to help those who are less fortunate, and look optimistically to the New Year. Our Department's vision is offering hope to neighborhoods, victims, and offenders. Well beyond the holiday season, Adult Probation employees encourage and inspire individuals and assist communities, keeping hope alive.

Thanks for all you do! Take some time to relax and enjoy this special time of the year. I wish you safe and joyous holidays with family and friends and a New Year filled with happiness and good health. ☺

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# South Korean Probation Department Studies Arizona Domestic Violence (DV) Supervision

By Lynne (Sunny) Carpenter

The Maricopa County Adult Probation Department has had the privilege of hosting Mr. Jung Mo Ku, a probation officer from the Republic of South Korea (KPO). KPO Ku initially met with Division Director Donna Vittori, Supervisor Sherri Tucker, and Senior DV Officer, Sunny Carpenter. He explained that following recent elections in Korea, it was determined that domestic violence in Korea was one of the primary issues that needed to be focused on by the current administration.

Mr. Ku arrived in Arizona in September to study our organization's supervision of domestic violence offenders. Mr. Ku said he was fortunate to have traveled to Arizona previously; he came here two years ago to conduct a similar study of our supervision methods related to the sex offender population.

While here, Mr. Ku has had an opportunity to observe office interviews, field contacts, treatment sessions, and DV Court, where he was able to meet with Commissioner Lisa Vandenberg, the assigned DV Court judicial officer. Additionally, he met with DV officers weekly to discuss all aspects of the criminal justice system and to observe the team concept of addressing the needs and responsibilities of domestic violence offenders. He had an opportunity to meet with the victim advocate, police DV teams, and learn about the various courts, counseling services, and other tools used in Maricopa County. Additionally, similarities and differences were discussed between Korean and American probation. Mr. Ku noted that in Korea, the state pays for all services and the defendants are not required to financially support their own treatment. Both departments have similar treatment programs and victim services.

In early November, KPO Ku was joined by Jongbaek An, Chief Probation Officer of Incheon, Ministry of Justice, Korea, as well as Deputy Chief Byeongbae Kim, Criminal Prevention Bureau, Korean Ministry of Justice. Four other probation officers accompanied Chief An when they met with Deputy Chief Michael Cimino, Director Donna Vittori, Supervisors Beth Hoel and Sherri Tucker, and DV Officer Sunny Carpenter. Deputy Chief Kim will remain in Arizona through May while he completes his doctorate in Criminal Justice at Arizona State University. KPO Ku will remain in Arizona until February as he completes the academic portion of his research. ☞



From left to right: Division Director Donna Vittori, Supervisor Beth Hoel, Deputy Chief Byeongbae Kim, Chief Jongbaek An, visiting KPOs

# Thinking for a Change

By Arlyn Harris

Ask any participant in the first half of the class and they will say, "I need to learn to *think* for a change." But as the class progresses, they will say "we are thinking for a *Change*."

**What is it?** Thinking for a Change (T4C) is an integrated, cognitive behavior change program designed for offenders that includes cognitive restructuring, expanding social skills, and building problem solving skills. The curriculum was developed by Barry Glick, Ph.D.; Jack Bush, Ph.D.; and Juliana Taymans, Ph.D., in cooperation with the National Institute of Corrections. The program consists of 25 sessions completed over approximately 13 weeks. It is facilitated by two, T4C-trained facilitators and is targeted toward the medium-high and high risk criminal population, either in custody or in the community. Thinking for a Change is one option in a continuum of interventions to address the cognitive, social, and emotional needs of the offender population. It is an effective intervention for addressing the Big 4 criminogenic factors of anti-social behavior, anti-social personality, anti-social thinking, and anti-social companions.

**T4C in Maricopa County:** T4C is one of the many objectives of the Maricopa County Reentry Task Force. As of December 2013, we will have 45 Adult Probation staff actively facilitating groups, plus multiple staff from 14 partner agencies including Maricopa County Sheriff's Office (MCSO), TERROS, SAGE, Hope Lives, AZ Common Ground, Arizona Women's Education and Employment (AWEE), and many more!

**Currently:** Adult Probation is running groups at area offices in Mesa, Northport, Luhrs, WRC, and the Loadstar Day Reporting Center (CASS campus). We are also co-facilitating with TERROS staff at their Phoenix location (50<sup>th</sup> Street and Thomas).

MCSO is running the full T4C curriculum in all ALPHA groups as well as for the general population in the Estrella Jail (women's sentenced and unsentenced) and Men's Tents (sentenced only). Anyone released prior to completing the class will be transitioned into T4C groups in the community. As more facilitators are trained, MCSO will further expand T4C to other jails.

**Future:** There are many goals of the T4C project. Two of the goals are to increase the number of eligible probationers participating in and completing T4C earlier in their probation experience as well as increasing participant retention. We are meeting both of these goals by making T4C available in jail, increasing the number of available classes in the community, and offering the opportunity for probationers to transition from a jail group to a community group upon release. We also implemented the requirement for all facilitators (including partners) to run T4C groups consistently: two facilitators per session, 25 sessions, twice per week, for FREE. We are also working toward increasing the organization's ability to target and address antisocial attitudes; look for T4C training coming to an office near you! ☺



APETS Agents are a resource for you! Look for monthly talking points at your unit meeting on APETS, APD Online, or other relevant programs. Have suggestions for future topics? Tell your Agent! All topics covered are also available in the M Drive: APETS Agents, including the current How to guide for APETS Client Ticklers.

For additional information you may contact the APETS Agent team: Kristi Ward, Mary Stuart-Bronski, JoAnn Paulus and Jaqua Davis.

# Cultural Awareness

By Tony Bidonde - Victim Services



One might ask, “What is cultural awareness anyway?” According to the Office for Victims of Crime (OVC), cultural awareness is a willingness to learn about, communicate with, and effectively interact with people and communities across cultures. It comprises an individual’s or community’s experiences, values, cross-cultural skills, and awareness of and attitudes toward different cultural practices. Often, community and interpersonal conflicts and tensions arise from an inability to understand the actual or perceived race, color, nationality, gender, gender identity, sexual orientation, religion, or disability of another person or group.<sup>1</sup>

Due to their unique position in serving the community, probation officers deal with victims of crime as well as clients from diverse backgrounds, and may utilize *cultural awareness* as a tool to interact with those victims in a positive and effective manner, thus yielding enhanced results in order to better manage a case and the probationer.

If you are interested in learning more about cultural diversity, you may visit the OVC website by following the link: <http://ovc.ncjrs.gov/topic.aspx?topicid=73>. Contact me if you have any questions regarding the above information or other victim issues at: [vsu@apd.maricopa.gov](mailto:vsu@apd.maricopa.gov) or 602-372-8286 ☎

1 Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice

“If we are to achieve a richer culture, rich in contrasting values, we must recognize the whole gamut of human potentialities, and so weave a less arbitrary social fabric, one in which each diverse human gift will find a fitting place.”

- Margaret Mead

## Interstate Compact Outgoing Cases – Good News!!!

By Jean Scott, Indirect Services Supervisor

Several months ago, the Interstate Compact (ISC) Outgoing team and I discussed how to significantly reduce errors in ISC submittals and time delays for acceptance of ISC transfers to other states. As a result, we have created a new, simpler procedure that will definitely reduce field officer paperwork and time. Additionally, it will allow probationers to move more quickly to a state where they have family support and other resources available to them.

Now, field officers’ participation is limited to submitting a Modification to add on the ISC condition if not already present, verifying out-of-state information, providing a brief history of supervision, forwarding a letter to opted-in victims, and when possible, collecting the ISC application fee.

The ISC Outgoing team will collect all required data from files for scanning, complete the ISC application, provide an ISC behavioral agreement, and complete notifications of departure.

If you haven’t received the language for the Modification or the verification form regarding out-of-state information, please contact me by email.

Of note, the ISC Outgoing team also completes all warrants, petitions to revoke, and probation violation reports for ISC cases required to return to Maricopa County.☎

# Intensive Probation Supervision – The Place to Be

Many officers appreciate the unique aspects of working in Intensive Probation Supervision (IPS). The IPS Voice Committee, an organization which represents all IPS officers, made up a list of its favorite things about IPS. The list included:

- An increased opportunity to effect positive change
- Quick response to poor/good behavior due to frequent contact
- Evidence Based Practice (EBP) avenues are being rolled out in IPS first, so officers can get involved with programs like Criminal Justice Drug Abuse Treatment Studies (CJDATS), Thinking for a Change, and EPICS
- IPS can be a career builder
- Fast-paced caseload
- Less paperwork
- Flexibility
- Government car
- Small caseload size

Roberta Navarette, who has spent her entire seven-year career in IPS, both as a surveillance officer and a probation officer, said the biggest benefit of becoming an IPS officer is getting to know people better. “You’re able to work more closely with everyone to try and make them successful,” she said. “The reason I like IPS is the rapport you develop with individuals. You’re not just seeing them once a month. You get to know them, and you get to know their families.”

Debbie Bedolla, who has been working an IPS caseload out of PSC since 2002, also cites small caseloads as one of the most attractive aspects of the job. “You really can make a difference in IPS,” the 13-year veteran said. “You build a rapport with them, so the interactions are more meaningful,” she said. “The reward is seeing a higher risk offender succeed.” Bedolla explained that making a difference in someone’s life is the reason she gets up and comes to work everyday.

Bedolla also said she often tells clients they can choose their own destinies, even if that includes a stint in the Arizona Department of Corrections; however, even after they return to the community, they still have to work. “If you come to IPS, you’ll have someone to support and guide you,” she said.

Brian Burrer, who works out of Garfield, and is the current chair of the IPS Voice Committee, said officers should not be afraid of the pace or the contact standards, because the low numbers help with that. “If someone’s looking to do something different, and to be a little more hands-on with their clients, it’s a good experience,” he said. Other IPS officers commented that driving a government vehicle and having a flexible work schedule in this assignment are a plus in the life-work balance.

For more information about IPS, please contact any IPS supervisor. 

# Successful Pilot Program Between Unsupervised and Pre-Sentence Saves Standard Field Random Assignments

By Lolita Rathburn

If you are a Standard field officer, you may have noticed a few less random reports coming your way from the Unsupervised Program! One of the goals identified by the Unsupervised Leadership team comprised of Supervisors Marie Long, Jaci Christenson, and Rebekah Trexler, and myself, was to untangle the process by which officers in Unsupervised were assigned presentence investigations and combination reports. As we looked for ways to cease sending combination reports out as Random Report Requests to Standard field officers, we found that the officers in Unsupervised were also dissatisfied with the practice of assigning three reports to each Unsupervised officer and then sending the remainder out to the field. The former practice required reports to be rotated within the Unsupervised program until each Unsupervised officer had each received their three. This resulted in the report requests being clustered at the beginning of the month, one right after the other, and because the case was usually not their own, the new Unsupervised officer had to quickly become familiar with the case, meet the probationer to conduct the assessment, and contact any interested parties and/or victims to write the report.

Adding to the workload was the number of presentence investigations ordered for pre-probation charges on Unsupervised probationers. In determining how to best serve the probationer, we discovered that Unsupervised probationers were frequently meeting with the Regional Court Center (RCC) Screener for their new charge, but when the Screener discovered the probationer was on Unsupervised, the interview would be stopped and the probationer was told to report to their Unsupervised probation officer to complete the interview and assessment. Help arrived when Division Director Cynthia Stevens and Supervisor Mike Miller in the Presentence Division volunteered to pilot having RCC presentence writers keep all presentence investigations ordered in RCC Court for Unsupervised probationers with a pre-probation charge only report. The pilot went so well that now all pre-probation reports are kept by the Presentence Division. With this change, we were able to stop rotating the combo reports and every Unsupervised officer now keeps their own; thus, no Unsupervised combo reports are being sent out as Random Report Assignments to Standard field!

As with the field, the number of reports varies from month to month, but the average number of combination reports completed by probation officers in Unsupervised is approximately 53 each month, or about 4 to 5 combination reports per probation officer each month.☺

## MANAGERS' ACTION COMMITTEE

Do you have an idea to influence the department's effective use of EBP? **Visit MAC on the APD Homepage** and submit a project proposal!



## MCSO's ALPHA Graduation October 2013

On October 23, 2013, the Maricopa County Sheriff's Department ALPHA Substance Abuse Treatment Program held a graduation ceremony for the most recent graduates. Many Adult Probation Department staff attended to demonstrate support for the graduating probationers and to promote the Transition from Jail to Community (TJC) Reentry Initiative. Some of those employees who attended submitted sentences or phrases describing their experience:

*"In going to graduations, it helps create a good foundation for the defendants towards successful behavior change since they see that their probation officer wants to help them continue their positive behavior change in encouraging their successes."*

*"A great way to start probation on a positive note with a success right out of the gate!"*

*"It was such a great opportunity to learn about probationers' commitment to improving their lives."*

*"I have always enjoyed attending the ALPHA graduations and any ceremonies that recognize the accomplishments of the individuals we are trying to help as probation officers. As an Intensive Probation officer, I feel sometimes I only see the probationers at their lowest point or at their worst. Attending the ALPHA graduation was one time when I could see the probationers at their best, when they were being rewarded for a job well done."*



Representatives from WRC Office (Left to Right): Dan Fox, Adeyemi Akanbi, Mary Mares, Kathy Daniels, Doug Frantz, Anna King, Emily Cook, Ted Milham,

*"Very moving and inspirational! This experience reaffirmed why I am still committed to the vision and mission of our department."*

*I always find the graduations to be very motivating, encouraging, and moving. For some individuals this is the only time they have completed or graduated from anything and to hear the pride in them when they speak is phenomenal. It refreshes me and motivates me as a probation officer to be as resourceful as possible to assist the defendant with their re-entry into the community."*

*"In 13 years of being a probation officer, I have never had anyone complete the ALPHA program while serving incarceration time for probation violation. I am so proud of Jesse C. for completing and continuing with the aftercare program. I love that ALPHA sets up the aftercare program to assist these men immediately upon their release from jail."*

Thank you to those who have attended ALPHA graduations! Your support is greatly appreciated! For those who haven't had the opportunity to attend, please consider checking out an ALPHA graduation in the future!

# Reentry: the Facts of the Matter

By Jolie DeLong and Penny Stinson

Hey – did you know about the cool and innovative things going on at the jail?

We've all been hearing about the focus on reentry, right? Well, things really started rolling back in the summer of 2011 when the County Manager established a Jail Reentry Council. The agencies involved in the collaboration are Maricopa County Sheriff's Office (MCSO), Correctional Health, Human Services Department, and Adult Probation. The Transition from Jail to Community (TJC) Model states successful reentry is dependent upon the development of collaborative relationships between the jail and community partners.

The very first thing you probably noticed was the Custody Management Unit (CMU) became the Community Reintegration Unit (CRU). Here are some highlights of what that change in both name and identity has meant:

- CRU provides transitional planning for probationers.
- Officers focus on risk to reoffend.
- Officers work with probationers to identify and address the most salient issues they will face upon release from jail.
- In order to increase collaboration efforts and enhance communication with MCSO, CRU recently created the "ALPHA Caseload." The probation officer who supervises the ALPHA Caseload attends weekly ALPHA meetings with MCSO and works closely with ALPHA program staff and ALPHA participants to formulate a meaningful reentry plan.

Now let us tell you that because of the Council's focus on collaboration, MCSO, working in concert with APD and treatment providers, started to look at changing their delivery of services and used the ALPHA program as their initial foray into redesigning jail programs to focus on higher risk cases and to achieve better outcomes. What exactly does this mean? Well, here is the long and impressive list of what the NEW ALPHA program looks like:

## Changes in the ALPHA Program

- ALPHA is a 16-week jail outpatient substance abuse treatment program.
- ALPHA is no longer considered "voluntary."
- Inmates no longer need to put in a "tank order" for ALPHA.
- Eligibility is determined by risk/need assessments.
- Multiagency Transition Staffings are conducted
  - Two weeks prior to graduation, transition staffings are held for female ALPHA participants. The goal of the staffing is to ensure probationers receive comprehensive transition planning prior to release from custody.
  - Transition staffings provide probationers with a multi-faceted "Roadmap to Success" as they reintegrate into the community.
  - CRU officers attend the staffings and extend an invitation to the field officer. In order to assist the probationer in a seamless reentry, field officers are encouraged to attend transition staffings.
- Probationers who complete ALPHA also complete the entire *Thinking for a Change* (T4C) curriculum in jail.

Now here's the question you must be asking – what does this mean to the probationer and the probation officer?

*Continued on page 9*



## ALPHA Eligibility and Exclusions

*First, who gets in?*

- Probationers in ALPHA must be sentenced.
- At this time, proxy scores of 0-2 will not be eligible for ALPHA.
- Proxy scores of 4-6 will have priority, but if there is space in the classes, proxy scores of 2-3 will be screened.
- As long as a defendant has enough time in custody to complete the program, ALPHA is mandatory for defendants with risk scores of 3-6 with elevated OST/FROST drug and/or alcohol scores. If OST/FROST scores are outdated, MCSO ALPHA social workers will conduct OST assessments.
- Probationers classified as administrative segregation, NOC (nature of charges), or maximum closed custody level will not be allowed to participate in ALPHA. Probationers in administrative segregation can request a reclassification to general population.
- Probationers who have the following classifications will be screened for ALPHA if they have the appropriate proxy score and have a need in the areas of drug and/or alcohol as indicated by the most recent OST/FROST. If they are deemed appropriate, they can be placed in ALPHA at the discretion of the Tents Commander:
  - On Permanent No Work Status
  - In Disciplinary Segregation
  - Classified as Maximum General Population

*Second, how do I recommend someone for ALPHA at sentencing?*

- Check for a proxy score of 2-6 on the booking. If the score is 0 or 1, the probationer will not be placed in ALPHA.
- Check the booking to see if the probationer is classified as administrative segregation, NOC, or max custody level. If so, please do not recommend ALPHA.
- Recommend a jail term of at least six months.

## ALPHA Graduates' Transition to the Community

*What happens when my probationer completes the ALPHA Program?*

- ALPHA Graduation: field probation officers will receive email invitations to ALPHA graduations. Field officers are encouraged to attend to aid in the facilitation of a successful reentry.
- Order of Release after ALPHA Graduation
  - Although ALPHA is not considered an "early release program," most graduates are eligible for early release from jail after completion of the program.
  - The early release allows ALPHA graduates to begin participation in the Transitional ALPHA Program (TAP), which is the out-of-custody aftercare portion of ALPHA.
  - Following graduation from ALPHA, CRU submits a Mass Modification to the Court to request consideration for early release.

*Okay, the probationer is released, now what?*

- ALPHA Graduates participate in the outpatient treatment portion of the program, TAP, offered through Sage Counseling. TAP is 32 sessions with a six-month time frame at no cost to the probationer. MCSO funds TAP.
- Probationers who complete (ALPHA, TAP, and T4C) have the opportunity to receive up to 375 community restitution credits. ☞

# Behavior Based Interviewing: It's a Blitz-ard Outside!! An Interviewing Blitz-ard, That Is

By Holly Burdine

If interviewing were a weather metaphor, we would be a blizzard. During the month of November, Adult Probation Supervisors conducted two of our new Interviewing Blitz events. In two days, a total of 39 Supervisors, on 11 interview panels, completed 65 probation officer interviews. Human Resources personnel, Jason Novak and Jennifer Foster, were also onboard to help process interview packets as the hopeful candidates arrived for their interviews. Each interview takes approximately one hour and it took 11 interview panels to get all the candidates through the interviewing process.

Why the sudden change to our interview process? Well previously, three to four interview panels per week would conduct interviews at various office locations. It was a process in need of an energy boost to benefit the supervisors and the quantity of interviews.

The new process allows multiple interview panels to work together to interview the next nervous candidate, eager to impress. Five to seven panels operate simultaneously, creating a flow of interviews. Feedback from supervisors involved in the November Interview Blitz concurred that this type of event should continue. They were pleased with the constant flow of interviews and lack of "down-time" when they had a last minute cancellation. This process also allowed supervisors a chance to have lunch together, catch up with current events, and provide feedback on ways to improve the process.

Based on all the positive feedback, the blitz-ard will resume in January with 150-200 potential interviews and another class of new officers on the way. As the Department continues to grow, it's important to appreciate all who dedicate their time and expertise to hire candidates who demonstrate core competency and interpersonal skills worthy of an opportunity at a new career. Congratulations to the 93 Supervisors and Human Resources staffers who make the interview process possible. ☺

## Congratulations Supervisor Leadership Graduates!



Standing from left to right: Kim Kelly, Melissa Boudreau, Donna Delia, Kim Burton, Norma Brasda, Jaci Christenson, Jennifer Lennox, Greg Miller, and Vickie Johnson  
Seated from left to right: Shane Neil, Brian Slater, Chris Epps, Mike Miller, Randy Bay, and Beth Hoel

# DSM-5: Psychiatric Disorders Redefined

By Melissa Monahan

Feeling moody? Maybe a little psychotic? With the Internet at our fingertips, it is easy to diagnose ourselves with a new illness every day! A few of the counseling and SMI staff had the opportunity to further diagnose ourselves when we attended a training on the changes to the Diagnostic and Statistical Manual of Mental Disorders, 5<sup>th</sup> Edition (DSM-5). While early editions of the DSM included diagnoses such as “Idiot,” “Lunatic,” and “unrequited love affair, aggravated blow to the head,” the DSM-5 has focused on a more professional and evidence-based description of disorders.

One major change made by the American Psychiatric Association included elimination of a multi-axial diagnosis. Previously, clinicians would determine a primary diagnosis, and would include medical conditions, social stressors, and a level of functioning as part of the diagnosis. This system will no longer be in effect, and a mental health diagnosis will stand on its own. You will no longer see Axis I, Axis II, etc. Other changes include the following:

- ◇ Elimination of the term Asperger’s disorder, replaced by a broader autism spectrum scale
- ◇ Increase of age for symptom onset for ADHD (from age 7 to 12)
- ◇ Disappearance of subtypes of schizophrenia (no more paranoid schizophrenia)
- ◇ Bipolar disorders are now a freestanding category, and not attached to the mood disorder category
- ◇ Disruptive mood dysregulation disorder is a new diagnosis—similar to bipolar disorder with extreme temper and rage, also similar to oppositional defiant disorder, but more severe, typically diagnosed during adolescence
- ◇ Premenstrual dysphoric disorder (PMDD)-new disorder diagnosed in women only and occurs during the perimenstrual phase of the menstrual cycle, includes moodiness, anxiety, tension, decreased interest in usual activities, insomnia
- ◇ Hoarding disorder is a new diagnosis and involves collecting possessions and experiencing distress when parting with them. This goes above and beyond simple collections, and there are often unorganized and unsafe conditions in the home.
- ◇ Binge eating disorder is a new diagnosis. It requires binge eating at least once a week for 3 months (good thing Thanksgiving and Christmas fall closely together, otherwise some of us might be in trouble!)
- ◇ Change in terms: gender identity disorder is now gender dysphoria—to be diagnosable, the individual must desire to be the opposite sex, and must have distress in his or her life due to this. Gender nonconformity itself is not a mental disorder.
- ◇ Substance use and addictive disorders experienced an overhaul of the whole category. Substance use disorders (specify which substance), substance intoxication, and substance withdrawal are the three categories. There are 11 criteria, and the number of symptoms determine the severity of the disorder. Gambling has been added as an addictive disorder.
- ◇ The term “intellectual disability” or “intellectual developmental disability” is used and preferred over the term “mental retardation” and its severity is determined by both cognitive capacity and adaptive functioning ability.
- ◇ There is now a distinction between paraphilias and paraphilic.
- ◇ Involvement in the criminal justice system is no longer a criterion for determining severity of a substance abuse disorder.

Overall the Department is not likely to experience significant changes based on the revision of the DSM. However, this information may help officers and other staff members better understand the clientele with whom they work. If you would like more information about this training, or have questions related to specific diagnoses, please contact any of the individuals who attended the training: Norma Brasda, Tom Weiss, Carey McGrath, Jill Follensbee, Paula Krasselt, or Melissa Monahan.

Additional information: <http://www.dsm5.org/Pages/Default.aspx> or <http://www.dsm5.org/Documents/changes%20from%20dsm-iv-tr%20to%20dsm-5.pdf> 

# Garfield Turkey Feast

By Janet Kasha

The 18<sup>th</sup> Annual Garfield Turkey Feast was held on Thursday, November 21, 2013. The complete Thanksgiving dinner provided to the residents of the surrounding Garfield neighborhood, as well as colleagues and friends, was delicious! There were over 650 meals served. Lots of food, music, and fun were experienced by all. Santa Claus made a surprise visit and handed out many gifts and candy to the children.



This unique event is such a positive experience for all who participate. There are several outside agencies to thank for their assistance and participation in making this a successful day. The City of Phoenix; Magic Smiles Dental Care; Phoenix Law School; Phoenix Urban League; Hope Lives; and Crisis, Preparation and Recovery all sent representatives to give out information to the community members in an effort to reach out to the public. Their participation was greatly received and appreciated. In addition, Safeway, St. Vincent DePaul, St Mary's Food Bank, and Chef Rose from U-MOM all contributed to the preparation of the feast.



This year we had an incredible turnout of staff volunteers. Over 70 Adult Probation staff came to assist with the set up, serving food, crowd control, clean-up, and Santa helpers. A special thanks to Manny Barron and Dave Strate for their time as DJ and Santa Claus! Ray Billotte and Phillip Knox from Court Administration and Judge David Gass also lent their helping hands and support. This involvement from the Court was much appreciated! The Garfield staff worked tirelessly for months planning and coordinating things so it all ran very smooth. Everyone involved walked away feeling good about their contributions to this important event.

Finally, a big **“thank you”** has to go to **all** probation staff for your generosity in donating toys and candy for the children. We had plenty to go around and it was a very special day for all the kids in attendance!

Happy Holidays to all. ☺



# Managers' Forum - Patient Protection and Affordable Care Act (ACA) – 2010

By Arlyn Harris

The Managers' Forum held on December 4th was well attended as we were joined by staff from the Sheriff's Office as well as the County Manager's Office. Guest speakers included Dr. Michael Shafer, Ph.D., Director, ASU Center for Applied Behavioral Health Policy; Cheryl O'Donnell, Arizona State Director, Enroll America; Jennifer M. Hawkins, MA., Health Care Services Integration Administrator, Office of the Deputy County Manager; and David Aguirre, Health Marketplace Coordinator, Greater Phoenix Urban League.

Five main policy developments are reflected in the Patient Protection and Affordable Care Act (ACA):

1. Universal Insurance Coverage and Extension of Parity
2. No Pre-Existing Condition Exclusions
3. Fosters Medical and Health Homes
4. Disease Prevention and Health Promotion
5. Achieve "Recovery" and "Resilience"

Did you know, with the ACA, coverage will be expanded to 38 million adults of whom approximately 6.6 million will have pre-existing substance use conditions? The bottom line for Adult Probation is that the ACA will greatly increase the number of probationers (including single, young men) eligible for AHCCCS as well as make insurance affordable for others!

You can help by providing probationers with these **five key facts for the uninsured**:

1. All plans cover the basics (doctor visits, hospital stays, preventative care, maternity and infant care, prescriptions, and more).
2. You can find easy-to-understand explanations about each health plan and how it works.
3. You can't be denied coverage for having an illness or pre-existing condition.
4. Financial help is available.
5. You can get free help- online, by phone, or in person- with your application or to better understand your options.

Here are some great **resources**:

- Telephone call to 2-1-1 or online at [enrollamerica.org](http://enrollamerica.org); [getcoveredamerica.org](http://getcoveredamerica.org); [coveraz.org](http://coveraz.org); [healthcare.gov](http://healthcare.gov); [marketplace.cms.gov](http://marketplace.cms.gov).
- Get Covered America will be holding Health Insurance Enrollment Assistance Fairs throughout the county – check their website for dates and locations ([getcoveredamerica.org](http://getcoveredamerica.org)). ☞



# Enhancing the Safety and Well-being of Avondale (With a little help from the McGhee Family)

By Kathy Daniels

Rob McGhee began his career with the Adult Probation Department in 2004, serving as an officer in Drug Court, Intensive Probation, and currently as a Standard field officer in Unit 13 of the Western Division. Rob is a very dedicated officer who starts his field work with the rising of the sun, greeting his probationers with a cheery "Good Morning!" Rob develops rapport with his clients so easily; he could be a model for motivational interviewing. He frequently receives letters of thanks from the individuals he supervises, acknowledging his patience and willingness to provide them with the resources they needed to make changes in their lives.

Rob was excited to take on the Avondale caseload because his daughter, Amy, had been working as an Avondale police officer since December 2002 and he liked the idea of being able to work with her in the community. Prior to becoming a police officer, Amy, who majored in broadcast journalism and minored in criminal justice, worked at the Adobe Mountain juvenile facility and for the Juvenile Probation Department. As an Avondale police officer, Amy worked as the public information officer before becoming a school resource officer and then moving on to her current position as a patrol officer.

Rob's son, Mike, could not resist the pull of law enforcement and criminal justice, despite his training and experience in computer technology. After a stint as the manager of the Surprise pool, Mike had the opportunity to apply for a position with Avondale P.D. He joined the force in July 2004, and although he is a patrol officer, he is often called upon to use his computer skills to help his fellow officers and other members of the Avondale Police force.

Rob's youngest son, Steven, studied ethnicity, race and third nation studies, becoming fluent in Spanish in the process. He lived in Guatemala, Brazil, and Mexico before becoming a manager for the American Red Cross. Wanting an opportunity to utilize his language skills to a greater extent, and having heard his siblings' stories for several years, he made a decision to join them on the police force. He began his career with the Avondale Police Department in January 2013 and is currently a patrol officer.

It appears the criminal justice system was not satisfied having four McGhee family members serving the public. Add to the mix Sarah Murillo, Rob's youngest daughter. Sarah was a Maricopa County Adult Probation officer from 1999 to 2001. She moved to the Juvenile Probation Department and worked in detention as an officer, team leader and supervisor. She began an assignment in the Early Intervention Program in 2010 and was promoted to director of West Probation Services in 2013.

Rob mentioned there have been numerous occasions when he and his children have been able to share information or pursue leads. His police officer offspring have served as backup during searches and arrests and have provided added security for unarmed officers, including their dad. Family conversations often are work-related and sharing this commitment to the community has brought this close-knit family even closer. The contributions made by this amazing family to the community of Avondale and to the entire west valley are to be commended. ☺



From left to right: Amy McGhee, Rob McGhee, Michael McGhee, Steven McGhee

# Enhancing Organizational Consistency

By Ted Milham

After a series of Empathy and Understanding (E & U) sessions, for supervisors and staff, consistency was identified as one of the more critical issues we face as an organization. The Department responded by creating a workgroup dedicated to enhancing supervisor consistency within the organization.

The workgroup's focus specifically highlights the need to address consistency in four areas: expectations, recognition, feedback, and information sharing. Recently, the workgroup developed a plan that focuses on division director and supervisor conversations and interactions. As part of the plan to enhance consistency in the four areas, division directors will address related topics during division management meetings as well as through one-on-one conversations. The hope is that during each quarter a different topic will be addressed. Division directors will be reporting back to the Executive Team.

This process will kick off with the New Year; the first topic will be related to creating a safe environment. This topic will create the foundation for future topics related to consistency. A video with the Chief providing further information is also forthcoming!

Again, thank you for your feedback from the original E & U sessions identifying consistency as a priority.

**APEX Supervisor/Director Consistency Workgroup:** Donna Vittori, Holly Burdine, Ted Milham, Penny Stinson, Rebecca Britt, Connie Koch, Cynthia Stevens, Jodie Rogan, Jennifer Ferguson, Tamara Kindell-House, and Julie George-Klein. ☞

# Boyd Frick Promoted to Supervisor

By Kellen Stadler

With nearly nineteen years of experience in Maricopa County, plus two more years in Missouri, new supervisor, Boyd Frick, is ready and able to transition from using that experience to supervise clients to being an effective coach and supervisor to his staff.

As an officer, he began with a standard caseload at the Probation Service Center in Mesa, and has since supervised standard and intensive sex offender caseloads, as well as spending nine years with the Fugitive Apprehension Unit. His most recent assignment was with an intensive sex offender caseload where he earned the honor of Probation Officer of the Year for Maricopa County.



His experience goes beyond the typical officer duties as he has also served on a committee to rewrite the AOC Officer Academy, as a firearms instructor, on the US Marshall's Fugitive Apprehension Task Force, as president of the IPS Voice Committee, and with the Mesa Police Department's Center against Family Violence Sex Offender Notification Unit, helping to educate the public about notification law.

In his off time, Boyd is an avid cyclist, both mountain and road, and a strong advocate for alternative modes of transportation. If you see him biking to work, be sure to share the road with him and give him a well-deserved "Congratulations!" on his recent promotion. ☞

# EBP Spotlight

## Unit 5



Front Row: Ashley Holmes, Meghan McEuen, Lisa Brooks, Julie Lovejoy  
Back Row: Susan Savoy, Omar Rodriguez, Carson Heussner, Ricardo Hernandez

By Susan Savoy

We want to Spotlight Unit 5 a standard field unit at the Southport Office. Each month, Unit 5 challenges their peers to use an Evidence Based Practice tool that helps guide the probationer through the change process. For the month of September, Unit 5 set an EBP Monthly Challenge using the Risky Situation probationer tool from the EBP Intranet Homepage. Every probationer coming into the office was asked to complete this form which asks:

- For me, I am most likely to get in trouble if I...
- Another situation that can be risky for me is...
- I tend to have problems if I go to these places...
- When I get into risky situations, I tend to be hanging with the following people...
- I am most likely to get into trouble when I am feeling or thinking...
- I do not want to put myself into a situation that is risky for me. Therefore, I will...
- To be successful in my goal, I need help in the following areas...

The officers enjoyed this challenge as it allowed them to “think outside the box” and have a meaningful conversation during contact with their probationer. It also allowed the probationer to think about their own behavior, identify where their risks exist, and how they could respond differently in the future. The EBP Monthly Challenge helps the probationer officer avoid subject wandering and provides an opportunity to incorporate a guided conversation that can help build rapport with the probationer and create buy-in. When this happens, the working relationship is more meaningful and future conversations and case planning is purposeful.

Visit the EBP website on Intranet Homepage and start the EBP Monthly Challenge today! ☞



# Anniversaries

## 25 Years

Geraldine Modesti  
Patricia O'Connor  
Gary Streeter

## 15 Years

Julie Cuen  
Rosa Laine  
Patrice Moeller  
Maria Vasquez

## 10 Years

Denise Gray  
Donna Lopez  
Patricia Redpath

**Thank you for your dedication!**

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|-------------------------|-----------------|
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| Holly Burdine           | Melissa Monahan |
| Lynne (Sunny) Carpenter | Lolita Rathburn |
| Kathy Daniels           | Susan Savoy     |
| Jolie DeLong            | Jean Scott      |
| Arlyn Harris            | Kellen Stadler  |
| Janet Kasha             | Penny Stinson   |

Top 10 Most Wanted Sex Offenders:

[http://www.superiorcourt.maricopa.gov/AdultProbation/docs/top\\_ten\\_fug.pdf](http://www.superiorcourt.maricopa.gov/AdultProbation/docs/top_ten_fug.pdf)

Top 10 Arrested Sex Offenders:

[http://www.superiorcourt.maricopa.gov/AdultProbation/docs/arrested\\_Top\\_Ten.pdf](http://www.superiorcourt.maricopa.gov/AdultProbation/docs/arrested_Top_Ten.pdf)

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