



ANNUAL REPORT

CONNECTION. COLLABORATION. COMMUNITY.

FY 2022

JUVENILE PROBATION DEPARTMENT

JULY 1, 2021 - JUNE 30, 2022

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THE ORGANIZATION



CONNECTION

Ensuring that youth and families are connected to the most appropriate resources and services in the community to the greatest extent possible.



COLLABORATION

Working with the youth, family, youth serving agencies, and stakeholders to ensure a holistic and collective approach.



COMMUNITY

Engaging with the youth's natural supports to identify and optimize protective factors where the majority of youth will be served.

MESSAGE FROM CHIEF MEAUX

Honorable Presiding Judge Joseph Welty and the Citizens of Maricopa County,

We are pleased to share the latest edition of the Juvenile Probation Department Annual Report – **Connection. Collaboration. Community.** This report moves beyond the comprehensive statistics and trends contained in the Department’s Annual Data Book and highlights the deeper work and accomplishments of the men and women of the Department. This year’s report reflects both the vision and mission of the Juvenile Probation Department through the men and women who are committed to the youth we serve, the safety of the communities we live in, and supporting our Judicial Branch values of fairness, respect, integrity, innovation, and safety.

The past fiscal year continued to test our strength, flexibility, and resilience as we continued to manage the lingering impacts and constraints of the pandemic. While it seems like yesterday, May 2022 marked our second year of transitioning to a single detention center operation while still effectively mitigating the presence of COVID-19 among staff and youth. In addition, new state legislation decriminalized marijuana, new federal laws adjusted how our juvenile system provides secure housing for juveniles charged as adults, and our department continued to advance our use of virtual tools to support our staff and appropriate community supervision to youth. These are just a few of the many challenges and accomplishments highlighted in this report.

The JPD leadership team is thankful to all our JPD workforce who continue to inspire our work while advancing new approaches and innovations to better serve our community and our courts. Our work and accomplishments would not be possible without the support of our Judicial Branch and County, Judges, Commissioners, and fellow Judicial administrative staff.

This report complements our annually published **Annual Data Book**. Our comprehensive Annual Data Book provides a transparent understanding of the delinquency matters referred to the Juvenile Probation Department and the resourced responses provided to effectively manage youthful offenders in our great community – Maricopa County. The report includes our reporting of successful rates of probation completion, subsequent felony referrals, and commitments to Arizona Department of Corrections. For more information, I would encourage you to visit these **[annual reports](#)**.

Sincerely,



Eric Meaux
Chief for the Maricopa County Juvenile Probation Department



ERIC MEAUX
MCJPD CHIEF



MISSION, VISION, & VALUES

MISSION: Promote public safety through positive change.

VISION: We envision a future where all youth are connected to the community, contributing members of society and accountable for their behavior.

VALUES: We believe,

CHANGE: All youth and families have the capacity for change. All interactions with our youth and families are an opportunity to support change.

HOPE: All youth need caring and responsible adults in their lives who can assist in seeing a future with hope.

INNOVATION: Excellence results from continuous improvement and learning informed by quality information, good data and applicable science.

EMPATHY: The best interests of youth, families, victims and communities are met by being empathetic, objective, and purposeful in our daily work.

FAIRNESS: Our youth and communities are best served through processes and opportunities that are delivered with fairness, dignity, and respect.

SAFETY: Safety is a fundamental part of our practice.

STRONG FOUNDATIONS: Staff are our greatest resource. Diversity and inclusiveness enrich our organization, work, and partnerships. Partnerships are critical to our success.

SUMMARY OF ACCOMPLISHMENTS

A look back at the accomplishments by the men and women of MCJPD in FY2022 is testimony to the realization of the organizational vision through continued incremental changes guided by our Values.

- Recognizing the need for increased resources for trafficked youth, dedicated and specialized Probation Officers were allocated to create and support new **Strength Court Caseloads**.
- Integration and use of the mobile **Positive Growth Platform (Journey.do)**, in partnership with the Arizona State University's (ASU) School for the Future of Innovation in Society and Lifelab Studios, increased growth and change opportunities for youth held in secure detention care. Over 700 youth have used the platform resulting in 10,000 growth activities and over 300 micro-certificates earned as of the end of June 2022.
- The department collaborated with the Maricopa County Regional School District to advance hope for youth by embedding **Education Transition Specialists** into the detention education experience. This improves a youth's vision of success in achieving their educational or vocational goals once they leave detention.
- The **Detention tutoring internship program** was created in February 2022. The program provides one on one tutoring support for youth in detention and a real-world learning opportunity for ASU and Grand Canyon University students. As of June 2022, five interns and numerous youth have benefited from this new connection.
- New federal law (re-authorization of the Juvenile Justice Delinquency Prevention Act) resulted in new Court and Detention processes focused on **housing youth charged with adult offenses in juvenile detention**. Mutual and supportive collaboration between Judicial Officers in the Criminal and Juvenile Departments, court administration, juvenile detention and Court Technology Services mobilized to institute substantial practice changes in December 2021.

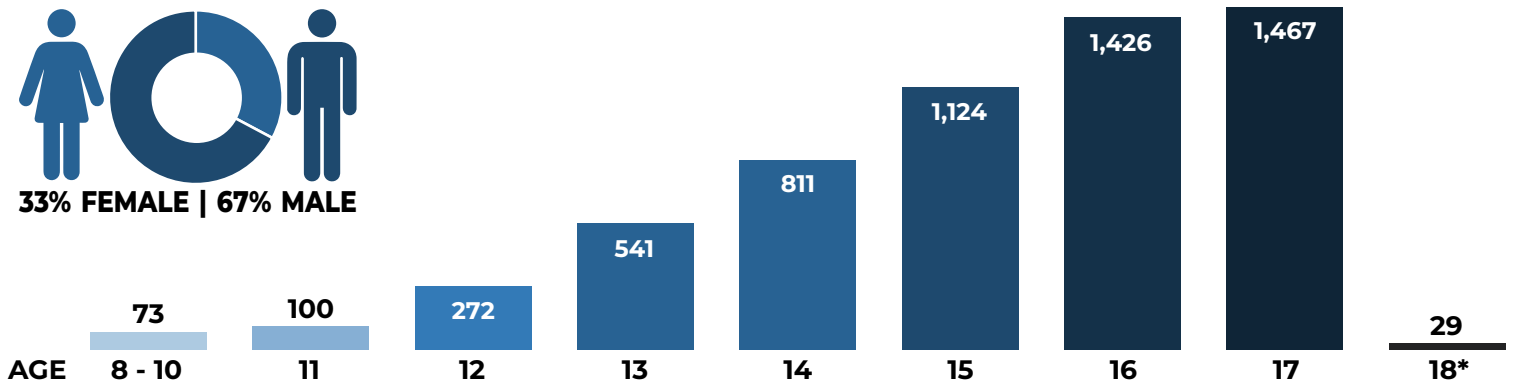


7 | FY2022 HIGHLIGHTS

- **Recording arts and design instruction** expanded the variety of hands-on learning available to detained youth. Creating opportunities for youth to re-engage or sustain their excitement for learning is critical to supporting hope and growth in our youth.
- The first full year of the **Youth and Family Engagement Survey** was completed in partnership with ASU. Over 1,600 surveys were completed providing youth and families an opportunity to inform our understanding of youth and parental engagement and perceptions. Initial results show that youth (90%+) and their caregivers (86%+) understand their expectations and consequences positioning youth for success with probation expectations.
- A new user-friendly **Probation Handbook** was introduced to support youth and families in navigating and understanding their involvement in diversion, probation and detention, as well as direct youth and their families to appropriate services.
- A **Disposition Recommendation Matrix** was implemented in July 2021. The recommendation Matrix is a research-based tool designed to complement and enhance professional judgement regarding recommended supervision levels provided to the court. The guided structured decision-making process and subsequent data collection promotes overall objective fairness.
- **Naloxone (Narcan)**, for the treatment of opioid overdose, was made available to all field officers to provide additional safety tools in combating the devastating impact of drug overdose.
- **New Program Specialists in the Community Resources Unit** introduced cognitive learning opportunities for youth through department-led and facilitated groups. The reoccurring weekly cognitive restructuring groups follow a structured learning and skills development process.

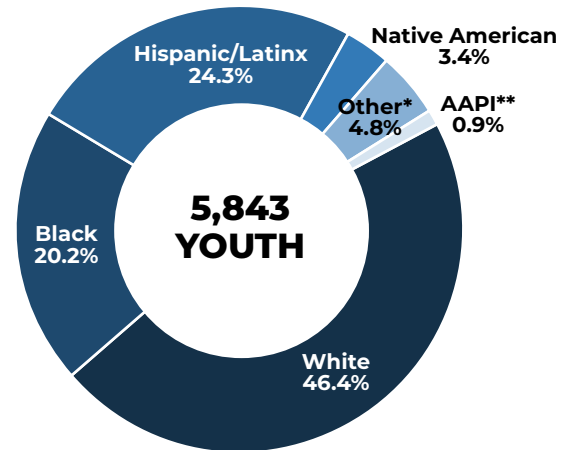
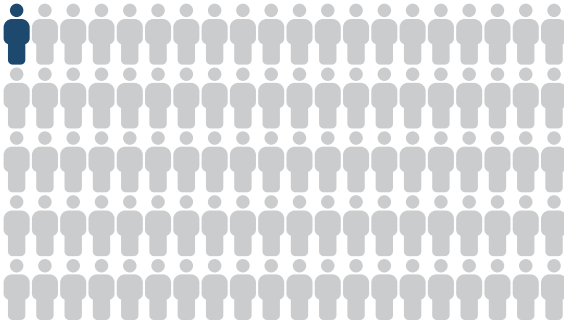
BY THE NUMBERS

YOUTH REFERRED



*18 year olds include youth who were 17 at the time the offense was allegedly committed and youth with violations of probation fall under extended jurisdiction.

<1% Percentage of the estimated county youth population (607,758) that were referred in FY2022

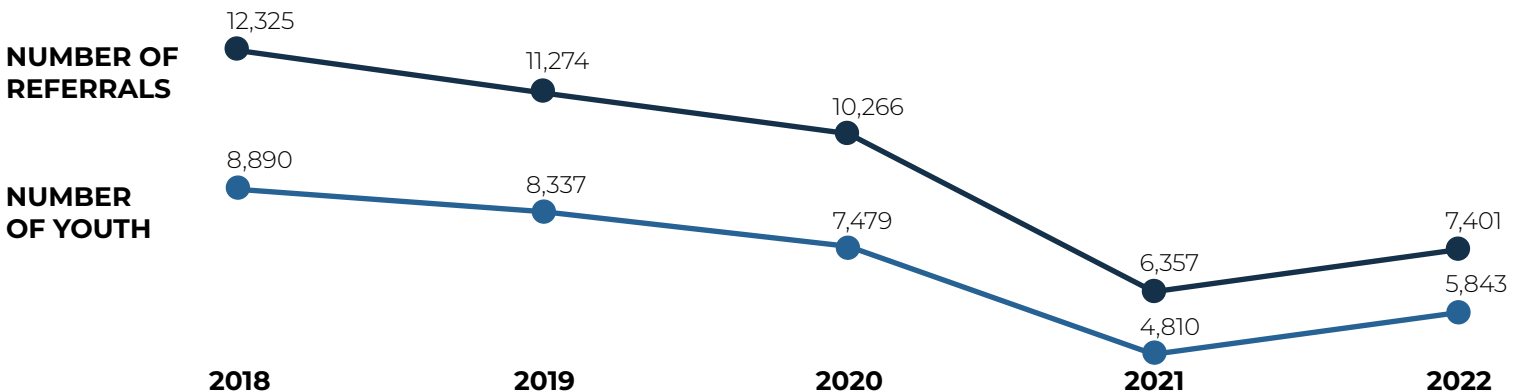


*Other includes youths whose race/ethnicity is missing or listed as unknown.

**AAPI - Asian American Pacific Islander

***Source: <https://www.ojjdp.gov/ojstatbb/ezapop/>

TOTAL REFERRALS AND YOUTH REFERRED IN FY2022



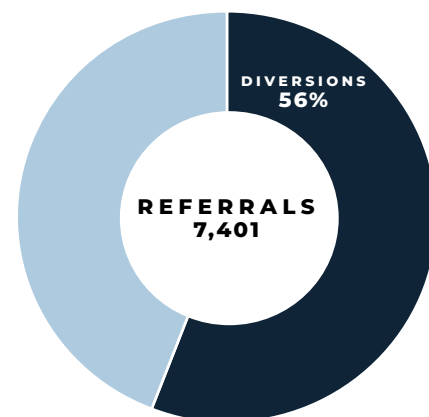


OVERVIEW

According to Maricopa County Juvenile Probation Department (MCJPD) Chief Eric Meaux, “Optimally, the majority of youth are successfully diverted from the juvenile court, as most youth will self-correct with minimal formal involvement and supportive re- direction.” Over the past five years this overarching vision and outcome has held true. On average, **half of all referred offenses are managed without the filing of a formal petition to the court.** The Early Intervention Division has maintained that priority, with the support of the County Attorney’s Office, through continuous adjustment, innovation, and introducing creative options for accountability, youth learning and growth, and restoration. This continued focus on improvement and innovation by the Early Intervention teams and leadership has led to:

- Expansion of motivational interviewing into the diversion process;
- Discretion to allow more time and opportunity for completion of diverted cases;
- New minimum contact expectations with the youth and parent;
- Resourcing of case administrators to support program activities;
- Specialized caseloads for those involved in child welfare system or domestic matters; and
- Collaboration with community partner, Family Involvement Center for parent peer mentors.

DIVERSION AS PERCENTAGE OF ALL REFERRALS



OVERALL, **94%** OF 4,686 ASSIGNED DIVERSION CONSEQUENCES WERE COMPLETED.



TEEN COURT MAKES THE NEWS

Teen Court, one of the Early Intervention diversion options, was recently featured on local network television, [Telemundo](#). MCJPD has a strong history of providing innovative responses at the community level that don't require formal court involvement. One such program that continues to deliver year after year is the community [Teen Court](#) program.

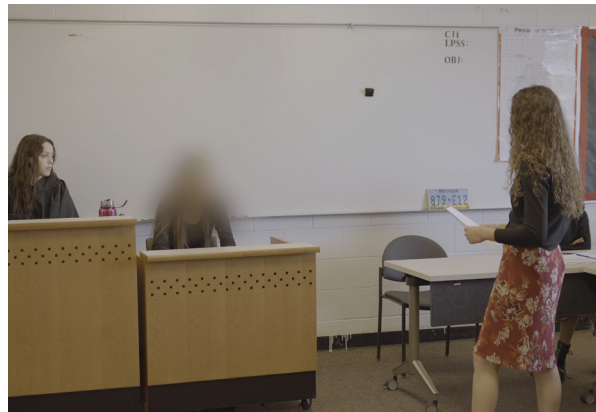
Teen Court provides first time offending youth with a responsible and efficient pathway toward offense resolution without a formal court process. It allows youth to [engage in a meaningful restorative justice practice](#). During FY2022, **569 cases** were heard and successfully completed.

According to Teen Court Probation Officer Gary Egbert, "The benefit to the offending youth is that they get a chance to keep their record clean and they get to experience restorative justice and Teen Court helps them make amends and make things right with the people that they've affected."

Teen Court is led by youth student volunteers. Students assume various roles such as a judge, prosecutor, defense attorney, jury, bailiff, clerk, or victim advocate in a courtroom atmosphere. All participants learn about the court process and hold peers accountable using established guidelines.

According to Early Intervention Supervisor Jaime Sandoval, "The actual hearing is not to determine guilt. Kids are asking questions as to why the youth committed the offense, to help determine which consequence they will assign. The consequence includes offering youth services based on the reason behind committing the offense."

Participation requires an acknowledgement and admission of the offense by the Early Intervention youth. MCJPD assists in the facilitation of 20 Teen Courts in 15 Valley schools and others in local municipal courts.



Teen Court held at Williams Field High School



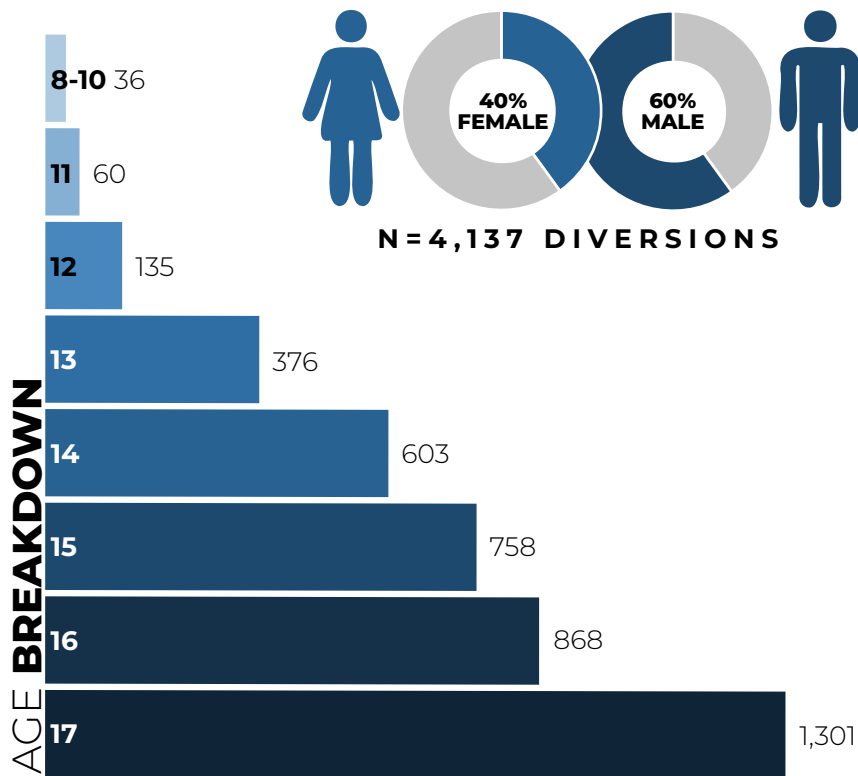
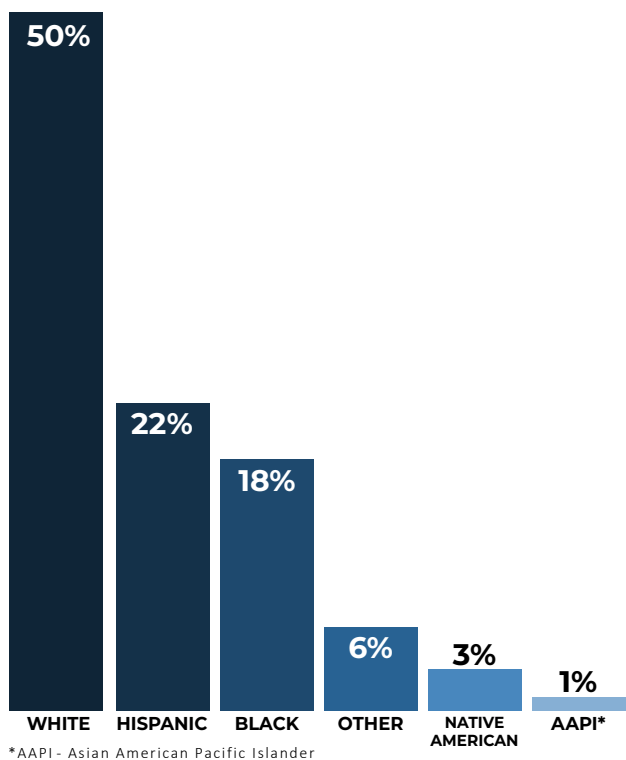
LEGISLATIVE CHANGE - SMART & SAFE ARIZONA ACT

In December 2020, the [Smart and Safe Arizona Act](#) (also known as Proposition 207), significantly altered the manner in which juveniles alleged to be found in possession of marijuana would be referred and managed. The legislative changes transitioned the vast majority of juvenile personal possession of marijuana or paraphernalia

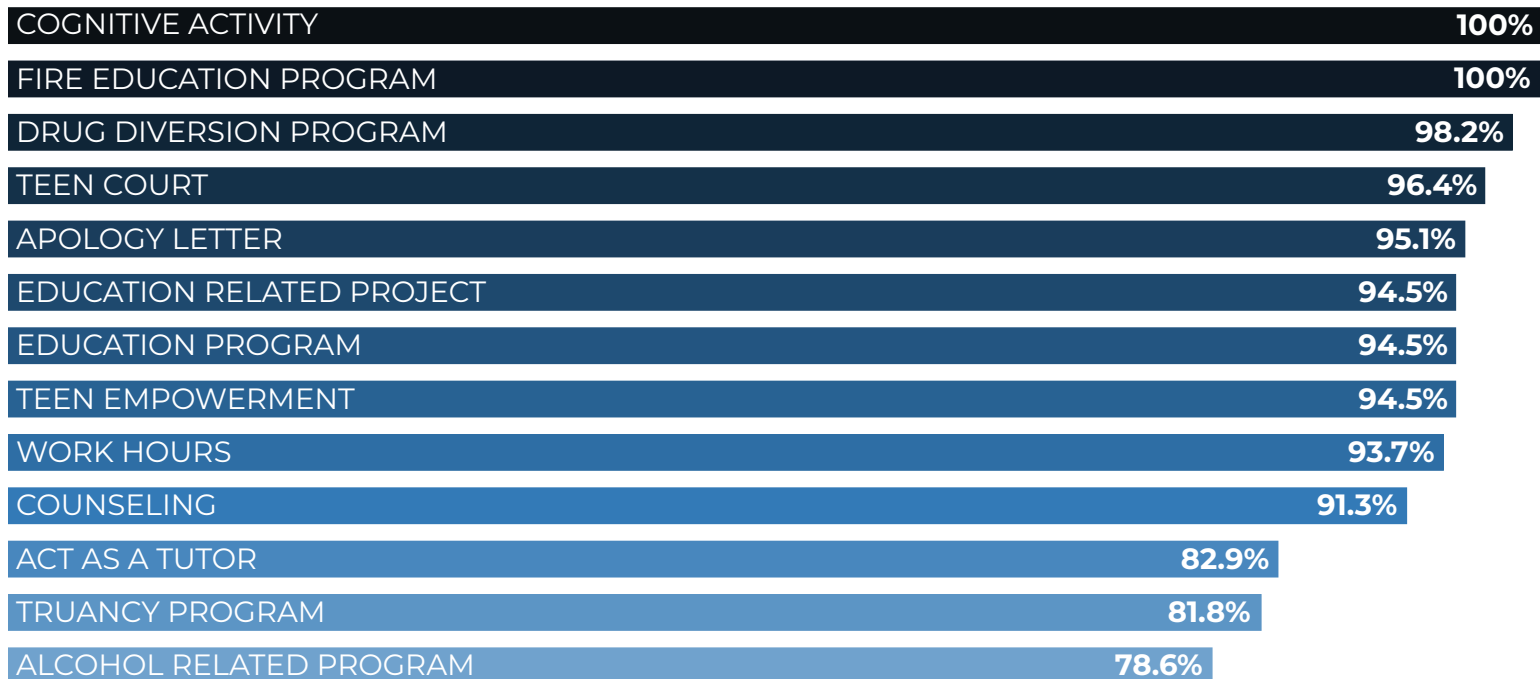
referrals from a felony matter to that of a civil matter. Persons under the age of 18 would now be referred through the issuance of a law enforcement citation for first and second offenses. To assist Limited Jurisdiction Courts and ensure fair and consistent handling of these matters throughout Maricopa County, all juvenile civil marijuana violations were directed to the Superior Court by the Presiding Judge through [Administrative Order 2021-080](#). The Juvenile Probation Department was well positioned to implement varied responses to hold the youth accountable and support required drug education specific to the dangers and risk associated with persistent marijuana and other drug use since the JPD Early Intervention teams had previously managed the prior felony referrals. This also provides an opportunity for the youth and families to receive additional direction and encouragement should the families be in need of additional assistance.



BY THE NUMBERS



CONSEQUENCES COMPLETED



DETENTION



OVERVIEW

Detention provides a safe living place for youth who must be temporarily held in secure care to maintain the safety of the community or ensure appearance for court. Maricopa County Juvenile Probation Department (MCJPD) holds a strong belief in maintaining everyone's dignity and respect, exemplified through the services available to all youth who enter detention. The services include health care and assessments, education, positive programming activities and counseling intended to support their success both while in care and upon release.

DID YOU KNOW?

A new detention home opened in Maricopa County in 1948 and, for the first time, no youth were to be held in city or county jails.



Youth in Detention collaborate on a new mural with artist Adrian Garcia

DETENTION FACILITY UPDATES

After combining two separate Detention facilities into one at the Durango Detention Center during FY2021, the newly reconfigured facility invested in a number of facility refresh and improvement projects with an eye toward more environmentally inviting and friendly space for youth and staff. The refresh included new flooring, paint, duct cleaning, and living unit updates. The camera and video recording systems were upgraded to improve the safety which included similar video technology for transportation vehicles. Furthering opportunities for youth was the redesign and use of outdoor recreations space including a sunshade.

EDUCATION TRANSITION TEAM HELPS STUDENTS SUCCEED

The Juvenile Education Transition team is new to Detention in FY2022 and is a partnership between the Maricopa Regional School District (MCRSD) and MCJPD Detention. The team assists students in identifying their education goals and provides support towards those goals in detention and into the community or next placement. One highlight of this partnership is the opportunity for students to take coursework at Rio Salado Community College.

Since the first student, more than **twenty-four credits** have been earned by students. Their cumulative **grade point average is 3.8** and they have been entirely funded by scholarships through Rio Salado Community College. A second partnership with the Rio Salado Incarcerated Reentry Program emerged from this success. Students who transfer to other secure care facilities such as Adobe Mountain School and Lower Buckeye Jail, as well as students who have been released from detention are eligible.



Education library in Juvenile Detention

DETENTION TUTORING INTERNSHIP PROGRAM WITH ASU

The detention tutoring internship program was created in February of 2022 to help provide one-on-one educational support for youth in secure care. Over the past few years, in-house school provider Maricopa Regional School District (MCRSD) has seen an increase in the number of youth expressing interest in achieving their GED, as well as getting caught up on school credits. MCRSD and MCJPD have worked closely together in building a tutoring internship program in partnership with [Grand Canyon University](#) and [Arizona State University](#). Student interns from both universities provide tutoring twice a week with youth in detention on various subjects. Since the program began, the Department has hosted **5 interns** and is welcoming seven new tutoring interns for the Fall 2022 semester.

DETENTION MUSIC PROGRAM HELPS YOUTH SUCCEED

Teaching youth to see the world through a different set of eyes is a challenge most juvenile detention officers take on daily while motivating detained youth to succeed. A music program in Juvenile Detention is giving officers another tool to help cultivate youths' talents. From learning how to play the guitar to producing music, detained youth are getting **the opportunity to learn a new skill while finding their true strength.**

The program was conceived by Maricopa County School Superintendent Steve Watson and implemented in September 2020 with a large donation of instruments from Raymond Pallanes' Stir it Up Records, and a partnership with the foundation Restore Arts, which receives donated instruments and reconditions them to give to schools.

"We never know what might spark a student's passion and inspire them to engage with school. That is why it is so important to offer them as many opportunities to find that passion as we can." Steve Watson, Maricopa County School Superintendent

The program teaches both music theory and the music business, but it also helps youth learn new coping skills. Many of the youth in the program have found a way to cope with past traumas while learning how to make music. Detention Officers report that the program gives youth confidence and helps them create their own works of art, thus instilling a sense of **hope**.

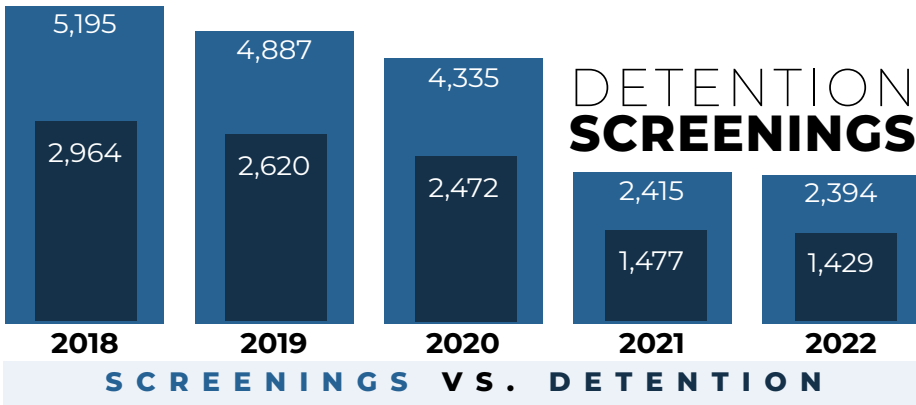
"I've seen students who have difficulty focusing or have anger issues or have just self-esteem issues really blossom through being able to create art and have a deeper understanding of both themselves and being able to have control of something because a lot in their lives, especially our students here, they don't have control of so this gives them something they have complete control of and where they can express themselves..."
A Detention Officer

The Maricopa County Regional School District (MCRSD) was awarded a NACo (National Associate of Counties) award in 2022 for its role in the program. To learn more about the program, visit this video: [here](#)

"When I was younger, I went through a lot.... There weren't a lot of things I was able to do but listening to music was the only thing that really helped me."

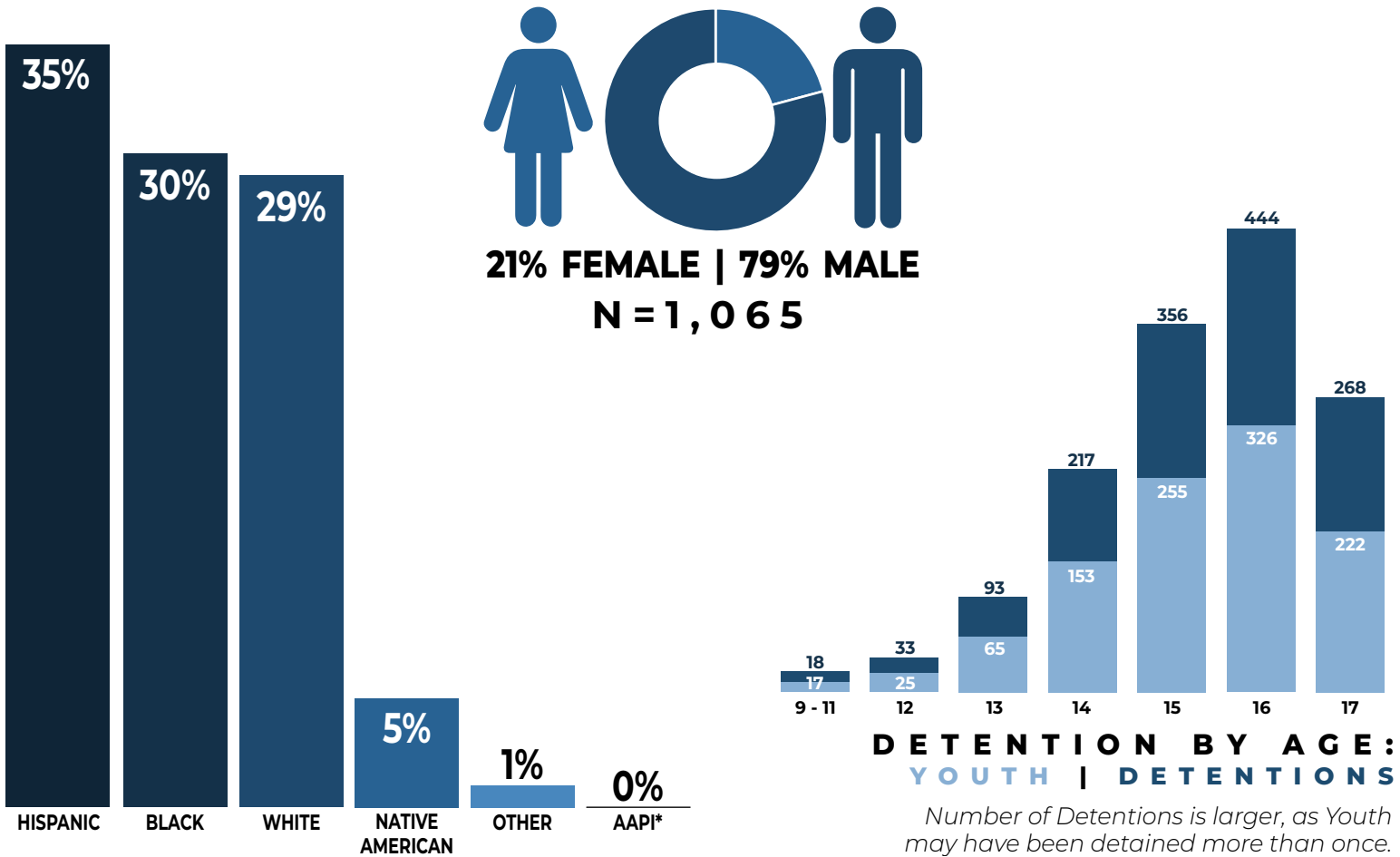
A detained youth in the music program

BY THE NUMBERS



Actual Detentions are a subset of Detention Screenings.

YOUTH DETAINED



*AAPI - Asian American Pacific Islander



PROBATION SUPERVISION

OVERVIEW

The Community Supervision Bureau, which encompasses Diversion, Probation Supervision, and Victim Services, continued to connect with youth and ensure accountability and public safety as the pandemic continued.

- Implemented the automated Recommendation Matrix report in Integrated Court Information System (iCIS) to support implementation of the Recommendation Matrix effective July 1, 2021. "A training refresher and FAQs for the matrix was developed and rolled out with a planned refresher training proposed for July and August of FY23.
- Implemented revised protocols and practices to respond to new legislation under Proposition 207. This included iCIS programming for expungements and a collaborative process to assume handling of all possession of marijuana cases from the Limited Jurisdiction Courts pursuant to local Administrative Order.
- Continued practices to sustain reduced detained juvenile population through use of Supervisory review for technical violations involving requests for secure detention, increased use of graduated incentives and sanctions, and increased use of Call-In Warrant processes.
- Authorized and updated protocol for distribution and use of Narcan to field officers.
- Implemented a specific STRENGTH Court Unit (Probation and Surveillance Officers) to specialize in working with victims of sex trafficking and to take an active role in the STRENGTH problem solving court.
- Implemented an updated and validated version of the Sex Trafficking Pre-Screening Tool in partnership with ASU Office of Sex Trafficking Intervention Research.

DID YOU KNOW?

In 1938, **three** Probation Officers supervised **169** youth.

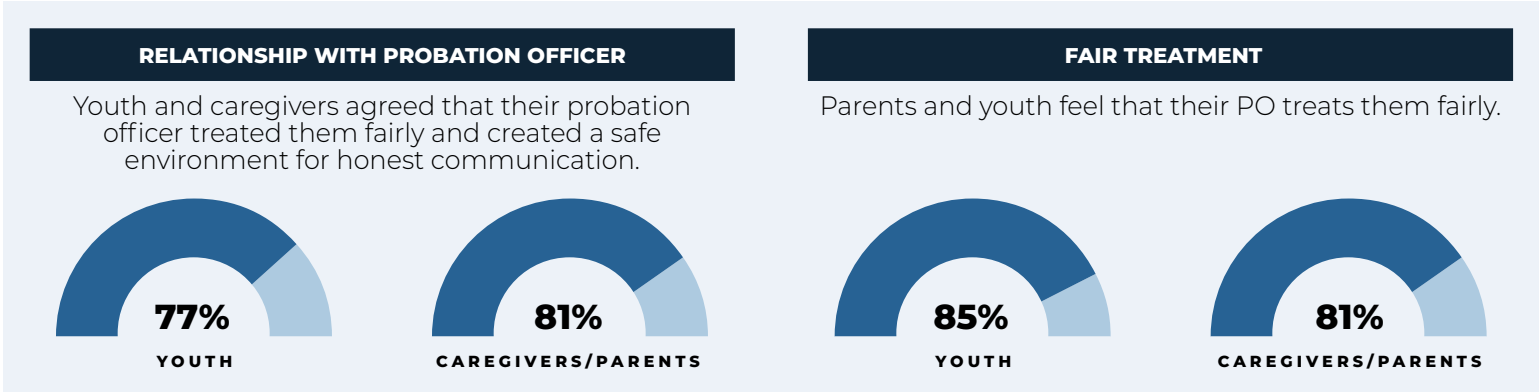
THE FAMILY YOUTH ENGAGEMENT SURVEY - THE FIRST YEAR

An innovative partnership with Arizona State University (ASU) to develop and administer a voluntary survey to youth on probation and their caregivers completed its first year. The purpose of the Family Youth Engagement (FYE) survey is to assess youth and their caregiver’s experiences with MCJPD services. The survey officially began in December 2020 and is conducted online or over the phone if needed. The Department worked with Dr. Adam Fine from ASU, with input from officers, to design the FYE survey.

In the first year, **724 youth** and **945 caregivers** participated. Overall, **1,669 survey responses** were collected from youth and/or their caregivers.

Initial results show that youth (**90%+**) and their caregivers (**86%+**) understand probation expectations and consequences so youth can be successful on probation. They understand their probation requirements and what would happen if they violated the conditions of probation.

Overall, youth and caregivers reported being treated fairly by the probation officer. (85% for youth and 81% for parents – this is for the Voice graph which needs to change to Fair Treatment. Youth and caregivers also agreed that their probation officer created a safe environment for open and honest communication. (77% for youth and 81% for parents) Youth also indicated that they could contact their probation officer whenever they needed to (83%).

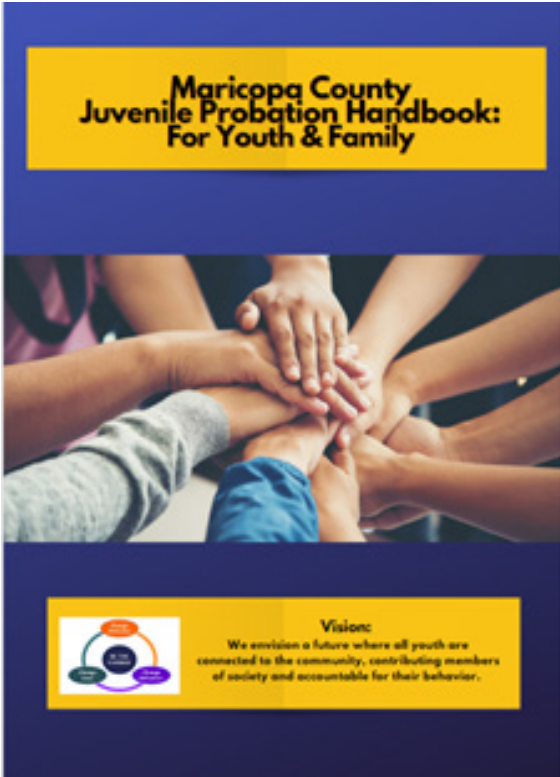


Finally, the Family and Youth Engagement survey provided insight into the ways that probation officers can focus on the positive development of the youth and encourage success.

- Youth and caregivers rated praise and recognition as the most motivating incentive for youth on probation over monetary rewards or other incentives.

The first year of the Family and Youth Engagement survey proved a success, as youth and families were responsive and willing to provide feedback. Results indicate that probation officers work hard to maintain communication and engage with the youth and their caregivers.

The survey is collected at three points in the probation experience: thirty days after initially being placed on probation, six months in, and upon termination of probationary services. Youth’s caregivers were also invited to participate at the same time intervals.



JPD HANDBOOK FOR YOUTH & FAMILY

This year a new Juvenile Probation Handbook for Youth and Family was introduced. The Probation Handbook seeks to streamline information that will help youth and their families understand and navigate their involvement with juvenile probation. The hope is that the handbook will lead to a clearer understanding of Early Intervention (diversion), Detention, and Probation, as well as direct youth and their families to appropriate services. The handbook, available both in print and on the Department’s website, will be used by officers as an additional tool to help support the youth and families. The Handbook includes illustrated roadmaps for understanding processes such as court hearings and assessments, tips for successfully completing probation and contact information for local community services and resources.

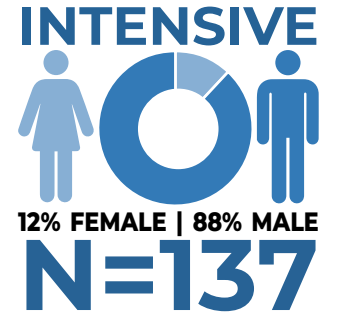
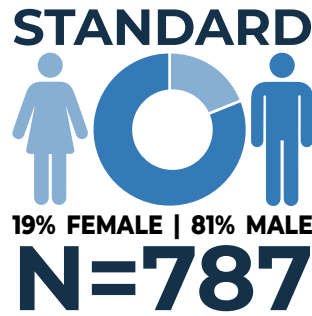
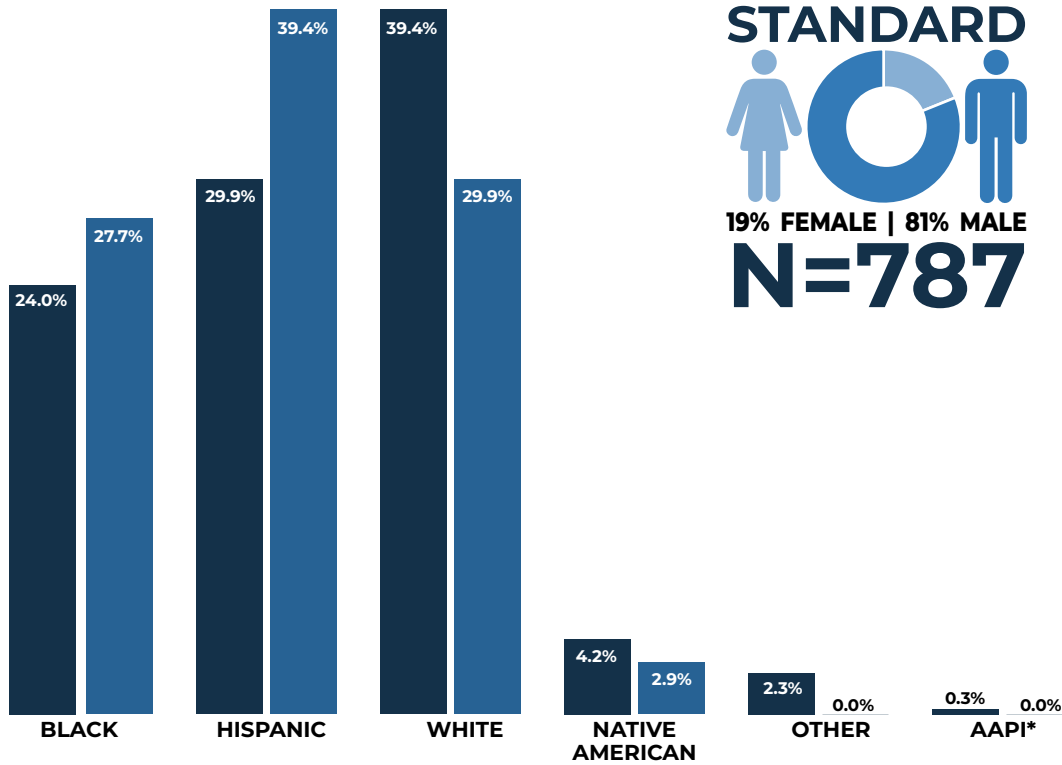
Knowledge is power and this handbook is designed to empower youth to ask questions, advocate for themselves and seek positive and sustainable change. The goal is for youth to transition from MCJPD into the community more confident and equipped than when they entered, and to succeed, and a big part of that comes from preparing them thoroughly and thoughtfully.

JPD Handbook is available electronically on the [MCJPD website](#), and hardcopies will be available in lobby waiting areas and from [JPD Communications](#).



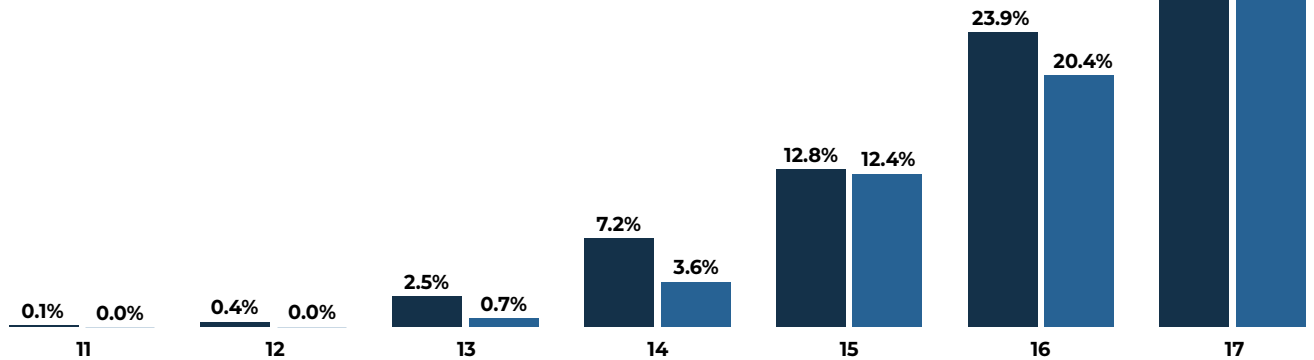
BY THE NUMBERS

YOUTH PLACED ON PROBATION IN FY2022



STANDARD PROBATION VS. INTENSIVE PROBATION

*AAPI - Asian American Pacific Islander



STANDARD PROBATION VS. INTENSIVE PROBATION

A total of 1,974 youth were supervised during the year.

AGE AT DISPOSITION



COMMUNITY RESOURCES UNIT EXPANDS ITS SERVICES

The Community Resources Unit (CRU) has been expanding the services it offers to Maricopa County Juvenile Probation Department (MCJPD) and the community. The primary purpose of the Community Resources Unit (CRU) is to assist with providing appropriate treatment resources and services for youth and their families. The following are some of the additional supports added to the unit in FY2022.

- A centralized location for working with treatment issues affecting juveniles, disseminating information about contracted services, internal programs, and community-based programs that address the needs of the juveniles in the juvenile justice system, as well as juveniles transferred to the adult system.
- A centralized unit for resource planning and technical assistance with navigating community systems.
- Assistance for staff in locating appropriate services at the appropriate level of care for the youth and resources for the juvenile’s family.
- Serve as liaisons between the Juvenile Court, Adult Court, Department of Child Services, AHCCCS Care plans, and the Administrative Office of the Court (AOC).
- Program Specialists who facilitate groups with youth on probation that will cover various topics including improved decision making and life skills.



JOURNEY.DO

Journey.do is an innovative electronic learning platform for youth and officers focused on Positive Change and growth, targeting criminogenic needs and building protective factors. It is designed to **support the growth of youth's interests** and allow

them to **share their achievements** and become known for the stories they create. On this platform, youth are seen, supported, valued, and validated for all the good work they do as they grow in pro-social, character, and life.

Journey.do is designed around a 'Connect, Grow, Apply, Inspire,' cycle, based on what we know about how people best learn and grow. Initial research shows that seeing other youth stories can be inspiring.

This virtual platform has been fully implemented in the MCJPD secure care facility (Detention) and is in the rollout phase for officers working with youth in the community. Since inception, over 700 youth have used the platform resulting in 10,000 growth activities and over 300 micro-certificates earned.

Officially rolled out in 2020 as a collaboration between MCJPD and ASU's School for the Future of Innovation in Society, MCJPD continues to work in partnership with **LifeLab Studios** on implementing and growing the platform.



700+ YOUTH
have used Journey.do

10,000
growth activities

300+
micro-certificates earned

HOPE CLOSET PROVIDES DIGNITY

The MCJPD Hope Closet Program is a collective effort to support a youth's well-being in the community through hope, caring and confidence building. This is accomplished by making donated gently used and new clothing, hygiene products, and school supplies available to youth being released from detention or youth being supervised in the community. Resources from the Hope Closets may also be provided to a youth's immediate family members. During FY 2022, 141 youth received this support.

Many youth involved in the Juvenile Justice System need basic resources including clothing and hygiene items. Prior to the Hope Closet, the only clothing options for youth leaving the facility would be the clothes they came in with or detention clothing. Now, these youth have an opportunity to leave detention with clothing they can wear proudly. This also applies to youth in the community who do not have suitable clothes to wear to school, work, and court.

141 YOUTH

Served by Hope Closets at MCJPD

MCJPD created the Hope Closet as means of addressing the issue of basic needs for all youth. The program is aligned with Department's value of Hope – All youth need caring and responsible adults in their lives who can assist in seeing a future with hope. In addition, the program supports the overall goal of meeting a youth's pro-social and developmental needs. The Hope Closets provide a "store-like" setting where justice involved youth, both in secure care and on community supervision, can "shop" for personal items. In addition, the Hope Closet has been utilized to provide appropriate job interview attire for a youth, the parent of a youth and clothing for their siblings and or children. Items in the Hope Closet include tops, bottoms, toiletries, under-garments, diapers, shoes, and back packs.

Most Hope Closet donations come from Judicial Branch employees and the annual Judicial Education Day (JED) event. Each year, participants of JED bring new backpacks full of socks, shoes, hygiene supplies, and other essential items. The donated items and closets are maintained and stocked by MCJPD staff and interns. The Department takes pride in providing opportunities for youth to feel dignity and respect for themselves.



"It's been really the generosity & loving spirit of the people who care about our detained kids & our justice involved kids who have helped this really expand & grow. If it weren't for people like that & then the staff who really feel strongly about it as well who maintain those closets, it wouldn't still be such a good program or such a big program."

Michaella Heslin
Deputy Chief Probation Officer

AWARDS & RECOGNITIONS

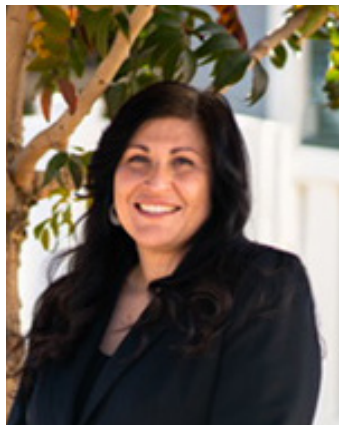


FY 2022 EMPLOYEES OF THE YEAR

Maricopa County Juvenile Probation (MCJPD) recognizes exceptional employees who were nominated and selected by fellow employees for going above and beyond. The employees of the year were recognized for their valuable contributions and actions that exemplify Department's values of **change, hope, innovation, empathy, fairness, safety, and strong foundations**.



MICHELLE AGUAYO
Line Officer of the Year



CIPRIANA ROSALES
Employee of the Year



ERIN MARSHALL
Detention Officer
of the Year



CHAD WILLIAMS
Supervisor of the Year

DETENTION OFFICER OF THE YEAR ERIN MARSHALL

This award is given to a detention officer whose philosophy encompasses protection of the public, staff and children; upholds the civil and legal rights of all detained children and treats them with dignity and respect; demonstrates distinguished performance on a continuous basis; interacts with all co-workers in a way that promotes mutual respect, team spirit, and improvement in the quality of service to clients; and understands and complies with the probation code of ethics.

Juvenile Detention Officer Erin Marshall is the embodiment of a Juvenile Detention Officer. She is an officer who is always reliable and is willing to go the extra mile in detention. Erin plays a key role in **helping train and mentor all new staff** as she facilitates many of our JDO Academies, teaching numerous classes and has been an instructor for years while in detention. She has helped shape the careers of many officers who are currently serving in detention and transitioned to field work in probation. Erin is a service to her team and supervisor, always making sure her unit and task are neat and completed thoroughly prior to the end of her shift. Erin puts the needs of the juveniles in her care first, making sure they receive the **care and respect** they deserve on the intake units. Many of these juveniles require special attention due to the pandemic or coming down from drug related effects. Erin is quick to attend to these needs and will be sure to include supervisor or medical staff when necessary. Erin also makes sure to keep her unit clean and sanitary at all times. She is always willing to lend a helping hand to anyone that needs it and always has a can-do attitude. This includes helping other staff complete paperwork or IR's, complete unit tasks, or helping another unit with their tasks. She takes tremendous pride in her work, and it shows every day, every shift. She goes above and beyond whenever she can for the betterment of her team and Detention alike.

EMPLOYEE OF THE YEAR CIPRIANA ROSALES

This award is given to an employee (other than probation officer) who has performed assigned duties in an outstanding manner and/or made significant contributions to the probation profession at the local, regional or national level. The recipient may also have brought credit or honor to the profession through participation or involvement in community activities or programs.

Special Projects Coordinator, Cipriana Rosales, received the Employee of the Year award for her dedication and support of the departmental values of **Innovation** and **Strong Foundations**. For the past year, Cipriana has gone above and beyond the call of duty to implement, rollout, and support the Journey.do initiative in detention and in the field. Cipriana has tirelessly coordinated each phase of the rollout and has pushed herself to learn new skills outside of the requirements of her job. She has single handedly programmed each Journey.do device to ensure functionality and connectivity, not relying on IT staff. She has spent numerous hours individually training and mentoring staff and youth on the use of the platform while making herself available to accommodate all staff schedules, including the overnight shift. Cipriana takes the time to seek out members of leadership to present Journey.do at unit meetings and participates in ride-a-longs to assist field officers with connecting probation youth.

Cipriana's commitment and dedication to meaningfully implement this innovative program knows no bounds. Cipriana is consistently available to lend a hand and support others, without question. In addition to Journey.do, Cipriana is routinely leveraging resources in the community to connect MCJPD youth, families, and staff members to meaningful and necessary resources. Most recently, she has been instrumental in **implementing a Summer Reading Program** for youth in detention by connecting Maricopa County and Phoenix Library to Juvenile Detention staff and onsite Regional School teachers. This was not a project that Cipriana was asked to do, it was a personal desire to ensure youth could take advantage of this unique opportunity and an excellent example of the passion and commitment for building strong relationships between MCJPD and outside stakeholders that Cipriana brings to all that she does.

LINE OFFICER OF THE YEAR MICHELLE AGUAYO

This award is given to a probation, parole or community corrections officer who has performed assigned duties in an outstanding manner and/or made significant contributions to the probation, parole or community corrections profession at the local, regional or national level. The recipient may also have brought credit or honor to the profession through participation or involvement in community activities or programs.

Following the massive floods in Gila Bend in early August, Juvenile Probation Officer Michelle Aguayo epitomized the value of **strong foundations**. Michelle is assigned to the community of Gila Bend. Due to severe flooding, the community was devastated and sadly two people lost their lives. Many people in the town were displaced and were in need of basic necessities. Michelle responded immediately by **organizing donations to support the community**. She reached out to her colleagues who also provided assistance. Michelle gathered food, water, toiletries, diapers and other essentials which she personally delivered to the community. Michelle is a shining example of generosity and compassion. Her outstanding efforts far exceed her duties and responsibilities as a JPO.

SUPERVISOR OF THE YEAR CHAD WILLIAMS

This award is given to that Supervisor/Manager who has performed his/her job responsibilities in an outstanding manner; who has demonstrated that he/she has incorporated the Department's mission into their supervision philosophy and their every day job tasks; has demonstrated the ability to guide their staff; who has shown that they effectively coach and serve as a mentor to staff, who has brought credit and honor to their profession; who has participated or who is involved in community activities or programs, committee work or special projects; and who encompasses a vision which will lead employees in accomplishing the department's goals.

Month after month, year after year Supervisor Chad Williams leads his team with a steady, calm hand. Chad makes sure the work of the treatment unit gets done at the same time he is very supportive of the officers he supervises on personal and professional levels. Chad understands that our **most precious resource are our officers** and works hard to help them do their job by being responsive to officers' needs, providing guidance as well having trust in officers' professionalism and judgement. Chad leads his team with a positive attitude and officers respond in kind. Chad values customer service. He is timely with his responses to parents, guardians and other stakeholders, always measured and kind in his approach. When Surveillance Officers in his unit had to take on additional responsibilities for placement transports, Chad displayed true leadership. He collaborated with other supervisor and devised a plan on how to make the transportation process efficient and organized. He provided encouragement and presented the task from a positive perspective to his team.

FY2022 EXCELLENCE IN EDUCATION AWARDS

Each year, the Statewide Committee on Probation Education recognizes individuals who provide excellent training to detention, probation, and surveillance officers. MCJPD had three Excellence in Education Award winners for 2022.

JESS BECKENHAUER, DEFENSIVE TACTICS, FIREARMS

Jess Beckenhauer joined the Department in 1999 and worked as a Youth Supervisor and Juvenile Surveillance Officer prior to his 2015 assignment as a Firearm Specialist. He is a Certified Firearm Instructor, Master Glock Armorer and a Certified Defensive Tactics Instructor for the department. Jess contributes consistently to writing curriculum for firearms training and routinely spends more than 200 hours per month instructing firearms classes for Maricopa County Adult and Juvenile Probation staff. Jess retired from MCJPD in December 2021.

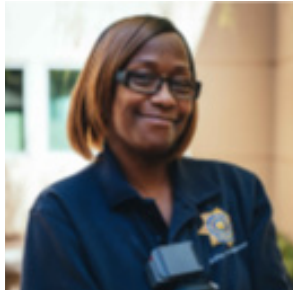
DR. CATHARINA JOHNSON, DEFENSIVE TACTICS, FIREARMS

Cathy Johnson joined the Department in 1995. Cathy's assignments have included supervising Standard Probation, Early Intervention, Juvenile Intensive Probation Supervision, and Safety Supervisor. Cathy is a Certified Firearms Instructor and a Defensive Tactics Instructor in the state of Arizona. She has served on numerous local and state workgroups addressing racial and ethnic disparities, remanded youth, restorative justice, risk assessment instruments, safety in probation, emergency preparedness, diversity on the bench, and fair and equitable treatment of youth. Cathy is an Industrial/Organizational Psychologist and retired from MCJPD in October 2021.

SHAWN HUGHES, DEFENSIVE TACTICS

Shawn joined the MCJPD in 2001, where he has supervised JIPS, CUTS and Early Intervention caseloads. He has been a Defensive Tactics Instructor since almost the beginning of the program and a lead instructor since 2012. Additionally, Shawn has served as the Safety Coordinator for the department. Shawn has served on numerous local and state workgroups and committees with a wide range of topics related to officer safety. He most recently was a member of the Staff Safety Advisory Committee (SSAC). Shawn has contributed over 200 hours teaching Defensive Tactics and supporting the joint program between the MCJPD and the Maricopa County Adult Probation Program. Shawn Hughes retired from MCJPD in June 2022.

JUDICIAL BRANCH 2021 PERFORMANCE EXCELLENCE AWARDS



URSULA SETTLES
JUVENILE DETENTION OFFICER
CUSTOMER SERVICE

Ursula Settles received a 2021 Judicial Branch Excellence Award for **Customer Service**, as well as being honored as the Statewide Detention Officer of the Year in 2021. Ursula

has been with the Department since 2007 and is a natural at building and maintaining strong, supportive relationships with her peers. She has a firm belief that all youth can succeed no exceptions! She began holding peer led GED tutoring hours for youth pursuing their GED and has seen several youth obtain their GEDs. With a good balance of rapport, healthy boundaries and accountability, Ursula assists youth in expressing their creativity through discussion and art activities that display dignity, gratitude and positivity. Ursula helps youth set and achieve goals for themselves and she gives them hope and respect.



RICHARD KOKES
MANAGEMENT ANALYST IN DIA
INNOVATION

Richard Kokes received a 2021 Judicial Branch Excellence Award for **Innovation**. Richard is a Management Analyst in the Data Integrity and Analytics Department, but has worked

with the Juvenile Probation Department since 1990, in a variety of roles, including as a youth supervisor in detention, a probation officer in the field, and a probation supervisor. With this extensive and broad experience, Richard has epitomized collaboration his entire career and is able to bring multiple stakeholders to a consensus to benefit the whole. During the pandemic, JPD transitioned from paper to electronic processes and Richard was instrumental in leading a project to expand the electronic filing process. His keen eye for detail in this, and many other projects, has benefited JPD for many years. He approaches all of his work with the goal to improve JPD, and to better the lives of the youth and families served.

STATE AND NATIONAL RECOGNITION

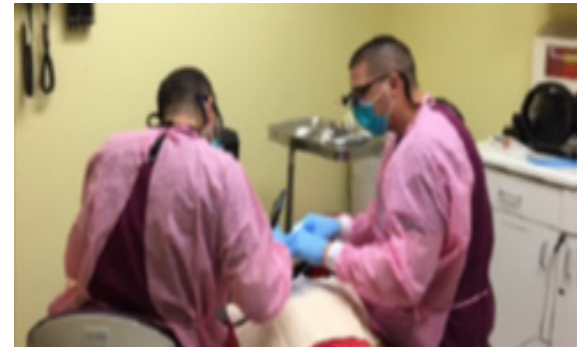
ARIZONA JUDICIAL BRANCH STRATEGIC AGENDA AWARD

SMILES OF HOPE DETENTION DENTAL CARE PROGRAM

The Smiles of Hope Dental Care Program dental program at the Juvenile Detention Center was recognized by the Arizona Judicial Branch, receiving the Strategic Agenda Award, for Protecting Children, Families and Communities. The program, a partnership between AT Still Dental School and Maricopa County Juvenile Probation Department (MCJPD) **addresses one of the leading healthcare problems for youth in Juvenile Justice settings: poor oral hygiene and dental decay**. Many of the youth in our detention facility have never seen a dentist. Dental needs are determined as part of the preventative health care visit which takes place within 6 days of detainment.

Since 2017, through a cooperative agreement with AT Still Dental School, **dental students provide on-site services to detained youth** once a week in the medical clinic at the Juvenile Detention center with their portable equipment. If a youth has not seen a dentist within a year, a comprehensive dental cleaning will be completed with consent of the youth and the guardian. During the dental appointment, the youth receive x-rays, dental cleaning, fluoride treatment, and oral hygiene education by the dental students through AT Still Dental School. Through tele-dentistry, the dentist at AT Still is available for consults with the on-site dental clinic team regarding urgent dental concerns, which are subsequently referred to the AT Dental School for further management.

Through each dental appointment, the dental team has provided an amazing experience to the youth in our system and in return our youth have given the dental students many educational opportunities. Over the last fiscal year, the AT Still dental team has provided care to **142 youth**. Detention is an ideal setting to identify and treat vision and dental issues, and to educate youth on the importance of taking care of one's vision and teeth. During the dental education, youth are educated on the negative effects of drug use on their teeth, leading to dental disease and permanent tooth loss.



AT Still Dental team providing dental care in Detention.



Medical Director Dr. Chantay Banikarim, Detention Director Scharlene DeHorney, Coleen Trombly, Arizona School of Dentistry & Oral Health, A.T. Still University, with Chief Justice Robert Brutinel, Juvenile Probation Chief Eric Meaux

NATIONAL ASSOCIATION OF COUNTIES AWARDS

SEX TRAFFICKING SCREENING TOOL

MCJPD received a National Association of County Organizations (NACo) for the collaboration with ASU and the Arizona Administrative Office of the Courts and the refinement of its Sex Trafficking Screening Tool during FY 2022.

Sex Trafficking is a globally recognized problem that impacts victims, families, and communities both large and small. While sex traffickers can target anyone, youth are especially vulnerable. MCJPD is proud to have worked in collaboration with the ASU Sex Trafficking Intervention and Research (STIR) to create a Sex Trafficking Screening Tool to **help identify youth at risk of being sex trafficked**. Identifying and serving youth who are being sex trafficked is an imperative part of improving the juvenile justice system. **Working with community partners to help identify and serve this population** will reduce future involvement in the juvenile justice and criminal justice systems. Sex trafficked youth present numerous and complex needs and early identification can reduce the amount of overall trauma experienced. The Department serves about 8,000 youth per year.

ASU's Office of Sex Trafficking Intervention and Research validated the MCJPD Sex Trafficking Screening Tool, using the data collected for over 12,340 youth, since MCJPD first implemented it in 2017. The validation included a statistical analysis that helped to pinpoint the most likely factors in identifying a youth at risk of sex trafficking, resulting in a more efficient and reliable tool, with 6 primary risk factor questions.

Since consistency of a statewide tool is imperative to data collection, the Administrative Office of the Courts has developed a statewide tool based on the data obtained from the MCJPD screening tool, which has subsequently been adopted and implemented in several other Arizona counties. MCJPD is proud to have been the ground breaker and leader in this tool's development and is dedicated to continuous process improvement and being among the leaders of the anti-trafficking movement.

VIRTUAL LIFE SKILLS & INTERNAL STRENGTHS CLASSES

MCJPD was recognized by the National Association of Counties NACo Award this year for developing and implementing the Virtual Life Skills and Internal Strengths courses. Developed for youth referred for alleged delinquency during the COVID 19 pandemic, the Virtual Life Skills and Internal Strengths courses focus on developing coping skills, self-reflection, and educational tools for youth to handle adversity safely and successfully.

During the pandemic, in-person educational classes and counseling offered by community agencies for youth were canceled due to safety and health concerns. As a result, the Department's Early Intervention Division began to search for ways to present youth with opportunities to successfully complete Early Intervention consequences, despite this altered environment. The virtual classes helped achieve this, while also addressing unmet mental health needs of the youth. The virtual environment also eliminated the transportation barriers that had challenged many youth prior to the pandemic.

From April 2021 to December 2021, a total of 209 youth participated in the virtual classes and successfully completed Early Intervention. Providing youth opportunities to complete Early Intervention is imperative and beneficial to the entire juvenile justice system and contributes to public safety. Timely and effective Early Intervention responses and practices ensure that resources are reserved for more serious referrals and complex youth matters requiring involvement of the Court.

The effects of social distancing, cancellation of school, extracurricular activities, and isolation from friends created loneliness, depression, and anxiety for many youth. This class was designed to provide youth with healthy coping mechanisms such as self-regulation and emotional intelligence to address stress and anxiety experienced during the pandemic, while also teaching skills to refrain from future criminal behaviors. Feedback from participants in these classes highlight a supportive virtual environment and indicate that they have developed improved self-regulation, breathing techniques/meditation and stronger interpersonal communication.

209 YOUTH PARTICIPATED IN VIRTUAL CLASSES

OVERVIEW

The Administrative Services Bureau (ASB) supports and enhances the work of the Maricopa County Juvenile Probation Department (MCJPD) through staff development and training, communication and innovation, policy, quality and compliance, recruitment and special assignments, and safety and equipment.

ADMINISTRATIVE SERVICES SUPPORTING ORGANIZATIONAL VALUES

ENSURING THAT MCJPD IS MEETING EXPECTATIONS

The Quality and Compliance (QAC) Division ensured the quality-of-service provision to the Department through internal audits and administrative reviews; program evaluation and guidance; corrective and preventative action planning; and monitoring and reporting findings. It is the goal of the Division to ensure that the Juvenile Probation, Detention, and Administration Bureaus are compliant with the governing laws, rules, codes, orders, and policies of the Judicial Branch of Arizona, Maricopa County, and MCJPD policies and procedures. The QAC Division completed **12 internal audits** this year and expects to complete **18 in the coming year**.

SAFETY AND EQUIPMENT

The Safety and Equipment Unit supported the needs of the program by provisioning all equipment and fleet vehicles. They worked closely with CTS to identify technology needs and facilitate the deployment of computers and VPN access so that Department staff could **work safely from home and the office** as needed. Additionally, staff ensured that safety training continued so that officers maintained the appropriate skills for needed fieldwork. This included firearms certification training, defensive tactics, and the issuance of new officer safety equipment.

RECRUITMENT AND PROFESSIONAL CONDUCT

The Recruitment and Professional Conduct team remained dedicated to working with HR to promote recruitment and fulfillment of critical positions, resulting in **56 new hires** in FY2022. The team provided pre-employment background screening of job applicants, screening and administration for firearms approval, and intern and volunteer screening and assignments.

STAFF DEVELOPMENT AND TRAINING

In FY2022, the Community Supervision and Administrative Services bureaus continued to deliver self-paced online classes, live virtual class format, and necessary in-person safety classes. Staff development and training expanded and maintained many of the adaptations that were made to address the challenges of the COVID-19 Pandemic to replace training classes that had previously been conducted in an in-person and live format. The Detention Services Bureau offered a combination of online and in-person training classes since detention personnel remained on-site to staff the facility.

DATA INTEGRITY AND ANALYSIS

The DIA Research team continued to work closely with both MCJPD and the larger Judicial Branch, expanding on the consolidation with the Adult Probation and Superior Court research teams into a single Data Integrity and Analytics department. The merger brought new training and software in addition to a deeper well of knowledge to support MCJPD. This work includes tracking the changing population and departmental initiatives, focusing on on evidence-based practices, and listening to the voices of youth and families.





BROADENING COMMUNICATION WITHIN THE JUDICIAL BRANCH

2022 kicked off the one-year anniversary of the Judicial Branch Communications Committee. This committee was formed in an effort to enhance communication practices across all departments within the Judicial Branch and to ensure that communications are consistent and aligned. Equally important, this committee keeps all branch staff apprised of other department operations and initiatives. Juvenile probation is represented in this committee alongside Adult Probation and Superior Court. All three departments are responsible for sharing stories and information to be included in the monthly Judicial Branch Publication **Off the Record**. In

addition, the Juvenile Probation Department has an internal communications committee who publishes a bi-monthly newsletter publication "This is Us." **This is Us** captures the spirit of JPD and highlights the important work of the men and women in the department.



MCLEAPS INTERNSHIP PROGRAM

2022 kicked off our seventh year with the [ASU MCLEAPS Internship Program](#). The Maricopa County Leadership Education Advancing Public Service Program is administered through [ASU's Watts College of Public Service and Community Solutions](#) and provides opportunities for students to gain hands on experience in County Government and enhance professional development. This is a 40 hour a week internship for 16 weeks in which students receive a stipend for a full semester of ASU classes. Our most recent set of interns that kicked off the 2022 Spring semester were responsible for assisting in the creation of the **JPD Handbook** and overseeing the **Hope Closets**. We are welcoming two new MCLEAPS interns for the Fall 2022 semester.



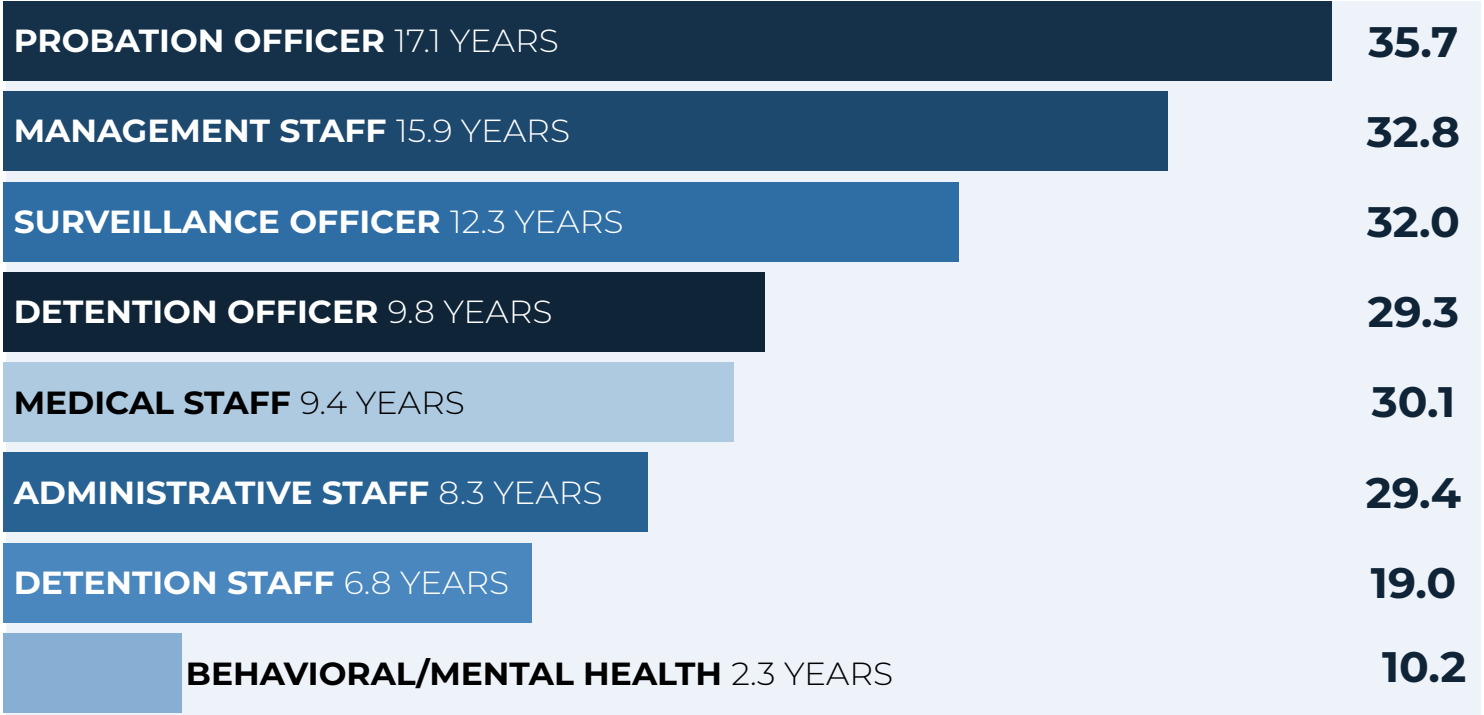
*Vishnu Raghavan,
MCLEAPS Internship
Program Intern*



*Carrie Kayaani,
MCLEAPS Internship
Program Intern*

BY THE NUMBERS

AVERAGE YEARS OF SERVICE





MAX YEARS OF SERVICE



M C J P D ORGANIZATION CHART

 Juvenile Probation Chief
Eric Meaux

 Administration Services Bureau
Director Marliza Rivera


 Community Supervision Bureau
Deputy Chief Sarah Murillo

 Detention Services Bureau
Deputy Chief Michaela Aguilar Heslin


 Program Services and Treatment
Clinical Services Manager Dr. Marina Lantsman Waugh


 Innovation and Communications Manager
Laura Eller

 East Standard Probation
Division Director Cynthia Goertz

 Detention Operations
Division Director Andrea Newman

 Quality Assurance and Compliance Manager
Brittni Swafford

 Specialized Units (JIPS, SAB, CYPM)
Division Director Kristine Younger

 Detention Transportation, Programs, and Schools
Division Director Scharlene DeHorney

 Data Integrity and Analytics Liaison
Dr. Elizabeth Eells

 Diversion
Division Director Charlsie Cordova

 Detention Medical Services
Dr. Chantay Banikarim

 West Standard Probation
Division Director Jennifer Kennedy

 Food Services Manager
Gregory Hanson