



# IDEAS.VOICE. RESULTS.

## the CHRONICLE

Maricopa County Adult Probation Newsletter

Voice.

May/June 2017

### FY 2018 Budget Update

During the past couple of months, I have visited 14 of our various office sites for “Conversation with the Chief.” During these two-hour sessions, I spoke about the Judicial Branch strategic plan and our department’s place in it. For more information on this topic, please see the last Chiefly Speaking column in the March-April *Chronicle*. The “Conversation with the Chief” sessions are scheduled semi-annually, so I will be making the rounds again in the fall to hear from you and to present on another topic of interest.

The Maricopa County Board of Supervisors approved the Fiscal Year 2018 budget on June 19, 2017, and there is good news for our department. Adult Probation gained an additional 24 positions to help meet the demand for services in areas where we are experiencing population growth. The 24 positions are:

- 13 Probation officers (PO) who will go to Reentry, Intensive Probation Supervision, Standard, and Pretrial
- 2 Surveillance officers who will go to Domestic Violence and Sex Offender units
- 4 PO supervisors
- 4 Judicial clerk associates
- 1 Communications system operator

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CHIEFLY SPEAKING

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During the budget process, the Office of Budget asks us questions regarding appropriate caseload size. We provide the best information that we can while agreeing that there are gaps in the research and knowledge regarding appropriate caseload size and especially given the work requirements involved with evidence-based supervision. An agreement was reached with the County to do a workload study to determine the appropriate caseload size for pretrial and probation.

The FY2018 budget includes a performance-based and market retention pay plan averaging 2.5% for eligible employees. For those eligible as of July 3, 2017, the effective date of the increase will be July 3, 2017, and will appear on the paycheck of July 26, 2017. For employees who become eligible between July 31, 2017, and June 30, 2018, the effective date will be the beginning of the next pay period after the eligibility date. In situations where the market range is current and the employees are considered “redlined,” a one-time lump sum will be awarded. Specifics regarding eligibility for this pay plan were sent out to Judicial Branch employees in an email from Human Resources Director Dana Quinn on June 22, 2017.

Funds are included for architectural design and permitting in FY2018 for a new Mesa field office that will be located at the Southeast Facility campus. Capital funds are being set aside to build in Fiscal Year 2019 and we hope to be in the new building in FY2020. The new building will accommodate existing staff from the regional field office in Mesa as well as additional staff that should be there, such as those who supervise individuals in Tempe.

We are pleased to share the good news in the FY2018 budget and are grateful for the support provided by Judicial Branch and County leadership. With their support, we are able to provide staff with the resources needed to perform your duties safely and efficiently and to fulfill our mission to enhance the safety and well-being of our neighborhoods.



## High Praise for Adult Probation

By Cathy Wyse

Presiding Judge Janet Barton and Judicial Branch Administrator Ray Billotte met with Adult Probation managers on May 15, 2017, to talk about the Judicial Branch and express their appreciation for Adult Probation. This APD Managers Event included a probation success story presented by a former probationer and an exercise through which managers creatively expressed success at MCAPD.

The Honorable Janet Barton worked as judicial officer in every department of the Court before she accepted the position of Presiding Judge. In all that time, she identified with being part of the Court. It was only after she became the Presiding Judge that she gained the broader perspective and appreciation that we are one Judicial Branch that includes the Court, Adult Probation, and Juvenile Probation. She placed importance on the Court, Adult Probation, and Juvenile Probation combining their efforts and working together to identify issues; develop the Judicial Branch mission, vision, goals, and values; and advance strategic projects. Admitting that she is highly competitive, Judge Barton stated that her goal for the Judicial Branch is to “be the best.” While she is not a big fan of strategic planning, Judge Barton was pleased that the Judicial Branch selected 21 projects that could be accomplished during her tenure and that great progress was made on those projects. Chief Barbara Broderick noted that Judge Barton has been doing a lot for Judicial Branch staff, including advocating for pay for performance, taking to heart alternative work schedules, bringing back bilingual pay, and bringing in the new Security Director who is working hard to professionalize their service and develop a disaster plan.

Mr. Billotte posed an interesting question, “What is more important, what you do or why you do it?” He explained that safety of the community is why we do what we do and that the “why” is a unifying factor for the Judicial Branch. He informed that Chief Broderick regularly updates him on the work being done by Adult Probation and that he is continually impressed by how much the department is doing. Both Judge Barton and Mr. Billotte extended their thanks to Adult Probation, stating their awareness and appreciation of all the hard work. Adult Probation managers were given a challenge coin that displays the Judicial Branch emblem, vision, and values.



Pictured left to right: Chief Barbara Broderick, Presiding Judge Janet Barton, and Judicial Branch Administrator Ray Billotte.

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A special guest at this event was Jared Fiori, who stood before approximately 100 Adult Probation managers and told his personal probation success story, which is retold here. About 10 years ago, Mr. Fiori was on Intensive Probation Supervision (IPS). Today he is a voting citizen who has worked on local and state political campaigns, a proud homeowner, and a sworn public safety officer who works as a firefighter/paramedic. Mr. Fiori spent four or five years on IPS, and initially it did not go well. Alcohol, drugs, and a volatile relationship with a girlfriend resulted in a mandate from his IPS team to live at a halfway house. Unfortunately, there was criminal activity and drug use at the halfway house. Mr. Fiori continued to use drugs and learned how to manipulate the urinalysis system. He was determined to get around and manipulate his IPS team, even though he could see that Officers Mack Boatner and Valerie Serpico were a no-nonsense team. He tested positive on impromptu alcohol/drug tests and ended up back in jail with new charges for fighting. He felt certain that he was going to prison, but after a “not-so-nice” lecture from Commissioner Shellie Smith, he was reinstated on IPS.



He completed his jail time and returned to IPS supervision, approaching this second chance with a changed mindset. Within hours of release, Mr. Fiori gained employment, entered a halfway house near his job, enrolled in court-ordered classes, and arranged a community service agency. He paged Officer Boatner and kept him informed of his movements. He remembers that Officer Boatner acknowledged him for taking initiative and stated that they were making a fresh start. There were some infractions, but Officer Boatner put it in perspective, told him to own it, accept the consequences, and move forward. He began to recognize Officer Boatner was someone he could go to with problems. Mr. Fiori extends a thank you to Officers Boatner and Serpico, “who serve with due diligence, integrity and innovation,” as he believes it was their non-nonsense stay in line approach that helped him the most. Mr. Fiori also stated that the core elements he learned in IPS have stayed with him and are part of his success today:

- **Responsibility** – He learned to make it to work on time and consistently. (Even today, if he calls in sick, he has an eerie feeling that Officer Boatner will show up wondering why). He learned that when he gets his paycheck, his bills need to be paid first.
- **Accountability** – Community service hours, meetings, and schedules were strictly enforced.
- **Time Management** – A weekly schedule was pre-planned and he learned to adhere to it.
- **Reliability** – Clear expectations were communicated and he was not allowed to fall short of them.

Mr. Fiori once hated IPS. Today, he wouldn't change a thing about it.

## A Great Program Just Got Better

By Cathy Wyse

For the past couple of decades, probationers, nonprofit organizations, and the community have benefited from the Community Rehabilitation Housing Program, which operates beautifully thanks to incredible private-public-community partnerships. With the addition of new partners and the creation of a complementary program, the potential benefits for probationers are now even greater.

Quite simply, the Community Rehabilitation Housing Program conducts rehabilitation projects for nonprofit organizations in the community. A crew of probationers provides the labor and the probationers receive credit for community restitution. However, it's not really that simple; there are some very interesting components to this program and the results are rather remarkable.

The Restorative Justice Resources Council (RJRC) is a nonprofit charitable corporation whose members embrace the concept of restorative justice. Their purpose is to provide probationers in Arizona with educational opportunities and meaningful work experiences, affording them the opportunity for change. The RJRC carefully identifies and selects rehabilitation projects needed by nonprofit organizations in the community. Typically, a nonprofit organization will pay for the cost of materials and save substantially on the costs of labor for their project through the services of the Community Rehab Housing Program. This allows the nonprofit to keep more dollars in programming to benefit their clients. RJRC members step in and provide additional support for the rehabilitation projects, such as securing building materials and tools at little or no cost and providing pro bono architectural services and cash donations. The knowledge and connections of RJRC members alleviate delays and obstacles on the construction projects. Many thanks to the members of the RJRC for their long-standing commitment and assistance to probationers, nonprofit organizations, and the community! The RJRC members are David Tierney (trial lawyer and arbitrator), Louis Jacobo (accountant-retired), W. Jeff Stephens (architect), Harriet Chavez (judge-retired), Alan Werner (Vice President Sales and Marketing, NCTI), and Mark Stodola (criminal justice consultant). Serving as ad hoc members of the RJRC from MCAPD are Chief Barbara Broderick, Supervisor Norma Brasda, and Community Rehab Program Coordinator Robert Kaliszczjk.

Best known as "Bob K," Robert Kaliszczjk has coordinated the Community Rehab Housing Program for the past 19 years and has been instrumental in its success. He is a licensed contractor, a certified home inspector, and previously worked as a vocational education instructor. Bob K meets with each nonprofit organization and determines what materials are needed for their project, how to approach the work with the least disruption to the organization's business, and other logistics for completing the project. He supervises and instructs the probationer work crew, affording probationers the opportunity to learn construction skills while they repair and upgrade buildings and properties. These projects also allow probationers to see the tangible results of their efforts and the contributions they made to restore the community.



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In the recent past, the Community Rehab Housing Program completed the following impressive projects that helped nonprofit organizations and our community:

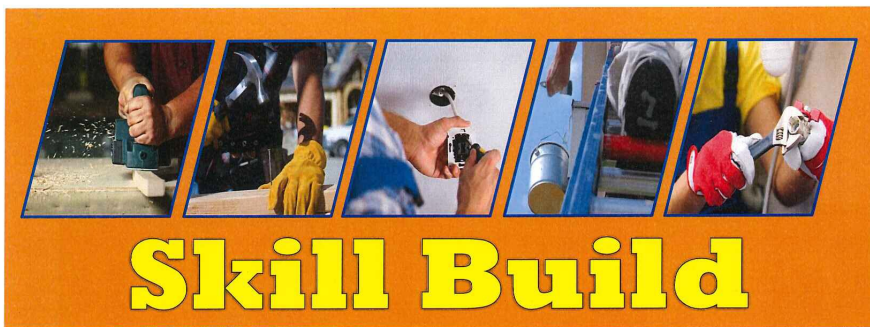
- ✦ Tumbleweed, an outreach program that helps homeless teens with basic services, needed to remodel a vacant building on 24<sup>th</sup> Street north of Van Buren to meet their needs. Bob K and probationers installed all new plumbing and drain lines, re-piped the sewer lines, and added to and upgraded the electrical system. They added a service kitchen, two handicap shower rooms, one handicap restroom, a laundry room, and an office reconfiguration. The Community Rehab Housing Program saved Tumbleweed approximately \$200,000 on this project.
- ✦ The Wesley Community Center, located at 39<sup>th</sup> Avenue and McDowell, is now serving the community as a health clinic. A major demolition was completed which entailed removing drop ceilings, lighting with all electrical, three vanity sinks, drains and supply lines, two large walls, carpet and floor tile to make way for five medical exam rooms and a reception area.
- ✦ The Garfield Community Housing Program needed to have a fourplex housing project rehabbed at 14<sup>th</sup> Street and Monroe. The rehab work completed at this site involved electrical, plumbing, drywall, new flooring, and new doors. The program will help probationers with their housing needs: four probationers were scheduled to move into the fourplex with rental subsidies.
- ✦ CASS, the large homeless shelter in downtown Phoenix, received a major interior painting that included the main intake area, hallways, and the intake desk. Approximately 45 gallons of paint were used to complete this project.
- ✦ Tool Bank lends out tools to nonprofit organizations to complete community service projects. At a warehouse near 40<sup>th</sup> Street and I-10, a major project was completed that involved demolition of interior walls, A/C system, and electrical and lighting, as well as painting of interior offices and cutting a large opening in an interior wall through which trucks could pass.

So, what's new? Skill Build is an exciting new Smart Justice program provided in partnership with Maricopa County Human Services and Brighton College. The program empowers youthful probationers to gain new knowledge and skills to advance their employment opportunities in the construction field. Skill Build started in May 2017 and is only available to probationers between the ages of 18 and 24. The probationer picks an area of interest in the construction field, such as electrical, plumbing, carpentry, demolition, or painting.



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Bob K provides instruction in that area and the probationer supplements the hands-on instruction with online course work through Brighton College, an online accredited college. The program is self-paced. After completing the course and passing an exam, the probationer receives certification in the selected construction area, such as painter's helper or plumber's helper, which can be used on the probationer's resume to gain employment. This course can also prepare the probationer for apprenticeship opportunities in the construction field. Thanks to the Maricopa County Human Services Department Smart Justice Program, there is no cost to the probationer for the Skill Build program and the probationer may receive a stipend for clothing or tools at the time of certification. What's more, the probationer earns 50 hours of community restitution for completion of the training. Approximately 12 to 15 probationers at a time will be able to participate in the program. If you have any questions, please call Bob K at 602-980-5147. He is always happy to help.



# Skill Build

## Construction Trade Education Program

### LEARN to EARN

- Earn Community Service Hours
- Hands-on Experience
- Complete College Construction Courses
- Enroll in Free GED classes (if needed)
- Connect with Employers and Career Specialist

### FREE

Program for 18-24 yr. olds on Maricopa Adult Probation



**Call 602-372-1839 for more information**

Equal Opportunity Employer / Program Auxiliary aids and services are available upon request to individuals with disabilities. Arizona@Work Maricopa County products and services are made available through federal funding provided by the Workforce Innovation and Opportunity Act (WIOA) serving Employers by aiding job seekers, adults, dislocated workers and youth

## Women's Expo For Drug Court Clients

### By Jaleesha Fortune

In late December 2016, Probation Officers Scott Stoffel, Veronica Alvarado, and Jaleesha Fortune, created a program called S.T.A.R. (Services To Assist Recovery). We created this program because we recognized that there were several agencies in the community that offered a wide variety of services that would greatly benefit the clients in the Drug Court Program. We understood that some clients might already be aware of these agencies, but we had not seen many of them take advantage of the services they provide. We agreed that it would be beneficial to bring these agencies to the clients at one location, so that they could see the necessary services offered first hand. We decided to create an event that would provide the female clients in the Drug Court Program with the tools needed to obtain employment, as well as other skills. We decided to call this event a "Women's Expo". We put together a dedicated team of women that were currently working with the female clients in the program. These women consisted of counselors (Nancy Gerlach, Georgette McNally, and an external counselor), probation officers (Crystal Yates, Tanya Kluender, Jennifer Dzezinski, and Megan Merker), the intake coordinator for the Drug Court Program (Laura Lasko), and the Drug Court counseling supervisor (Carey McGrath).

We planned this event within four months and were able to watch it all come together on April 11, 2017. One of the counselor's husbands created well-designed invitations for us to provide to the women to RSVP for the event. We partnered with different agencies to make this a successful event. AWEE (Arizona Women's Education and Employment) was one of the organizations that attended this event and was our main presenter. They demonstrated mock interviewing skills and the do's and don'ts associated with finding a job. They also discussed how to address criminal history and lapses between employment, due to prison, treatment, etc. We had probation officers and counselors, who have a professional background in hair and makeup, demonstrate professional beauty tips when job hunting and also working in an informal and formal setting.

Our team, along with Christina Burruel (DTEF/Support Staff Supervisor), Donna Swan (Drug Court counselor), and Sondra Urquidez Atkinson (Drug Court counselor), helped decorate three classrooms at the Black Canyon Building to make the event look classy. We set up booths in the back of the classrooms for clients to sign up for different resources. The booths consisted of AWEE, Health Care Navigator, Drug Court Alumni Group, Lifeline/Assurance Phone Program, Maricopa County Human Services Department, and The Clean Start Program. We provided refreshments for the women throughout the night and raffled off some fitting gifts that were donated by the Drug Court intake coordinator. At the end of the night, each woman received a purse filled with makeup and hair products and a shoebox full of toiletries, all donated from Shoebox Ministries.

Our purpose was to provide the women in the Drug Court Program with a fun and sober night, while also offering professional knowledge on how to be successful in the workforce. We wanted the women to feel confident and prepared for the workforce, after leaving this event. We believe that we achieved this goal based on the positive feedback we received during the event from clients and after the event from clients, probation officers, counselors, and other staff members in the Drug Court Program.



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We believe that part of probation's purpose is to provide guidance to clients and help them become productive members of society. Part of being a productive member of society is being able to obtain and maintain employment in a competitive and challenging workforce. Hopefully, the Women's Expo provided the attendees with the necessary tools to do so.



Pictured left to right: Jaleesha Fortune, Scott Stoffel, and Veronica Alvarado.

Did You Know (DYK) is a means to educate and improve communication within APD!

Send ideas and/or questions to:  
[APDCommunicationCommittee@apd.maricopa.gov](mailto:APDCommunicationCommittee@apd.maricopa.gov)

## Diversity Council Spring Fling

By Chandelle Porter

On May 4, 2017, employees from both Adult and Juvenile Probation celebrated at the Durango court complex. Over 130 were in attendance for food and festivities as Diversity Council hosted the 2017 Spring Fling. Our Executive members stopped by and staff members even held their monthly unit meeting at the event. What a wonderful way to see employees bridging communities and learning about new ideas and cultures! We thank each and every one of you who donated time and items of support for the events which took place. Look for future emails about the free Fall Festival in October which will showcase the cultural culinary skills of our diverse employees. Yum!

Did you know we have a Juvenile Probation Department/Adult Probation Department (JPD/APD) Diversity Council?! Whether you are new to the department or an “old-timer,” you have probably taken diversity training through the probation department. The concepts of diversity and inclusion impact each of us daily as we strive to understand how to interpret and interact with people of all backgrounds. The Diversity Council works to provide access to information on current events as they pertain to probation, as well as celebrates the various differences which make our agencies a wonderful place to be employed. We invite you to join us for our next meeting on July 19, 2017, at Western Regional Center (WRC) in room 127-128 from 11:00 a.m. to 3:00 p.m. In addition to our meeting, we will be showing the movie, *Circle*, and holding a discussion opportunity for training credit.



Photo on left:

Pictured left to right: Deputy Chief Saul Schoon, Quiana Levy, Patricia Comer-Lopez, Rose Marshall, Chief Barbara Broderick, Luzviminda Vacca, and Kristen Enriquez.

Photo on right:

Pictured left to right, back row: Roxanne Granberry, Manuel Barron, Rhonda Hatcher, Ivy Kinney (Secretary), Paula Gonzalez, Michelle Billy, and Kimberly Claw; front row: Chandelle Porter (APD co-chair), Terry Lee (Treasurer), Cameil Kimble (JPD co-chair), and Danielle Sims.

## Collaborating with Arizona Voice for Crime Victims

### By Tony Bidonde

Arizona Voice for Crime Victims (AVCV) is a local organization manned by attorneys, victim advocates, and volunteers. They assist victims of crime by providing victim representation in court, advocacy, and resources at no cost to the victim.

In April of 2017, Mary Wallace, victim advocate with the AVCV, reached out to the Adult Probation Victim Services Unit (VSU). She explained her office is trying to better understand how Adult Probation works. They also wanted to know what types of services the VSU provides for victims of people sentenced to probation.

On May 22, 2017, four team members from AVCV including Wallace and one advocate with Parents of Murdered Children Arizona Chapter (PMC) met with Jennifer Biddle, Adult Probation Victim Services supervisor, and Antony Bidonde, Victim Services assistant. The guests were given a tour of the Administrative Offices area and Pretrial Services. Afterward Biddle and Bidonde provided a presentation which explained the role of the VSU, how restitution works while individuals are on probation, and general information about probation. At the end of the presentation, the guests expressed having a much better understanding of the role the VSU has in relation to probation, and how probation works in conjunction with court ordered restitution. The provided information allows for better collaborative efforts between advocacy groups like AVCV and Adult Probation in order to provide the best possible services for crime victims.

Below are the AVCV web link and telephone number. If you have questions about the article or victim services related questions, please contact Adult Probation Victim Services.

Arizona Voice for Crime Victims Link: <http://voiceforvictims.org/>

Arizona Voice for Crime Victims Telephone Number: 480-600-2661

Tony Bidonde, Adult Probation Victim Services: [vsu@apd.maricopa.gov](mailto:vsu@apd.maricopa.gov)

Adult Probation Victim Services: 602-372-8286



## Thinking for a Change (T4C) Expands to Tempe

By John Smith

The Maricopa County Adult Probation Thinking for a Change (T4C) program has formed a partnership with La Frontera Arizona/EMPACT to expand T4C to Tempe. The first class at the Tempe facility graduated in March and another class is due to graduate by the end of June.

The Probation/Empact partnership utilizes a model developed between MCAPD and Terros. MCAPD refers probationers who are eligible for the T4C program and have insurance coverage through Arizona's AHCCCS program to EMPACT for services. T4C classes are held at the EMPACT office and co-facilitated by one of their staff along with one from MCAPD. This arrangement allows both agencies to provide services at a lower expense, allowing more probationers to benefit from the T4C program.

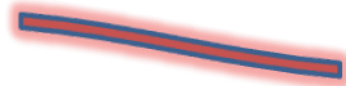
La Frontera Arizona/EMPACT is located between Sky Harbor Airport and Arizona State University, which is convenient for probationers living in Tempe, Guadalupe, south Scottsdale, and Phoenix east of 24<sup>th</sup> Street. Additional classes are planned at this site, and we look forward to expanding to other La Frontera Arizona/EMPACT locations in and around Maricopa County.



The EBP Advocates and Masters will be releasing a **mandatory** training video for badged staff that chronicles the evolution of EBP in our Department. The video begins with how we operated as a Department in the past, what EBP practices we are currently utilizing and where we are headed in the future. The training will introduce the upcoming Risk Reduction trainings. The video will be available on the HUB in *June* so mark your calendars!



# EBP Evolution







## EBP Spotlight on Jacque Williams

By Jill Gentry

With our upcoming department wide “Achieving Risk Reduction through Effective Staff Interactions” training, what better time to promote an EBP Spotlight on an officer who is already practicing this and having successful outcomes with her probationers. Jacque Williams is an outstanding officer who practices our department’s mission statement on a daily basis. She accomplishes this through fostering productive relationships with our community partners, treating people with dignity and respect, and carrying out her duties in an ethical and empathetic way. She exhibits an effective use of authority, models and reinforces prosocial attitudes and teaches problem solving skills to those on her caseload. I would like to share just a few examples of the work that Jacque displays on a regular basis with past and present probationers.



A former probationer who is a Veteran called Jacque; he was suicidal and he told her the only reason he was alive was because of the five year plan she set up for him a long time ago. Even though he was no longer on probation, Jacque took the time out of her week to look for and provide VA services for this individual.

A current probationer on Jacque’s caseload recently graduated from inpatient treatment. She went to this individual’s house along with family members and his sponsor to discuss a plan and set up goals to help him succeed and maintain his sobriety. The probationer was so grateful to Jacque to take the time to come to his house and help him with this next phase of his life.

Another former probationer contacted Jacque upon his release from prison in Kentucky. He was calling Jacque to help get some “life advice.” He did not call family, or friends, but he called his former probation officer in Arizona. This man was nervous about being released and did not want to make the same mistakes as he had in the past. He had been on Jacque’s caseload for quite a while and she had seen him at his worst. He trusts Jacque and the advice that she gives because it is sincere. Even though this individual was no longer on her caseload, she listened to his concerns and talked through potential resolutions.

These are just a few examples of the wonderful and amazing work that Jacque Williams demonstrates and she deserves to be recognized. Thanks for all you do Jacque and keep it up!



## Of the Year Awards By Cathy Wyse

MCAPD has many excellent employees who serve with integrity, dedication, and skill, and who make the department a great place to work by caring about one another and working as a team. The annual Of the Year Awards recognize a few of MCAPD's finest – individuals who were nominated and selected by their fellow employees for going above and beyond in the performance of their duties and promoting the mission and vision of the department. A joyous ceremony was held at the Black Canyon Building on May 18, 2017, to recognize and celebrate the 2016 Of the Year Award winners:

Brenda Crawley - Employee of the Year

Leslie Ebratt - Supervisor of the Year

Patrick Ward - Surveillance Officer of the Year

Fred Wilhalme - Probation Officer of the Year



Pictured left to right: Fred Wilhalme, Patrick Ward, Chief Barbara Broderick, Brenda Crawley, and Leslie Ebratt.

The information below is taken from the award nominations.





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**Brenda Crawley** is the executive assistant to the Chief. She manages the Chief's complex calendar, is trusted with lots of confidential information, and communicates effectively with staff and stakeholders. Having served the department for 25 years in a variety of capacities, Brenda is extremely knowledgeable. She is a kind, empathetic, and joyous person who makes others feel warm, welcomed and included. Brenda always presents a helpful attitude; she is a great role model for customer service and a "poster child" for team work. Brenda coordinates regular meetings of the administrative assistants to discuss topics that affect them. She provides information to help others do their jobs, and if she sees a better way to do things, she will work to implement change. She serves as co-chair of the Morale Committee and is the logistical coordinator for the annual statewide probation awards ceremony. No matter the project, Brenda handles everything in a timely manner and follows up to ensure deadlines are met. She leads by example.

**Leslie Ebratt** supervises an IPS unit and has championed Effective Practices in Correctional Settings (EPICS II) in the department. She piloted new training to advance the department's knowledge of evidence-based practices (EBP), facilitates monthly EPICS II booster sessions and is often asked to facilitate EPICS/EBP courses for the Administrative Office of the Courts (AOC). Without Leslie's involvement and ability to "challenge the process," the EPICS II movement might otherwise lose the momentum necessary for sustainability. Leslie has spearheaded relationships with AOC, federal probation officers, and the Lowenkamps to implement and support the use of EPICS II skills. She shares information in a way that is relatable and that is translated to relevant, meaningful conversations with probationers. A spirited force within the department, Leslie's passion for people is evident in the way she fosters relationship-based supervision by "modeling the way" in her interactions with employees as well as in her training endeavors. Colleagues often come to Leslie with questions as she has a vast amount of knowledge and is approachable. Officers find that Leslie is supportive of them and contributes to their professional success. She recognizes individual contributions, supports a team spirit, and sends a message of change that embodies the department's core values of treating people with dignity and respect, and assisting clients in behavior change.

**Patrick Ward** is a surveillance officer who has been with MCAPD for 18 years. For the past seven years, he has worked with probation officers in the Youthful Offender Sex Offender caseload. Patrick does exceptional field work, going out at all times of the day or night, weekend or weekday, and making the field contacts valuable. He stays for a while to discuss what the individual is doing, the individual's needs, and how the individual is progressing or failing to meet goals. Periodically, Patrick attends treatment sessions with a probationer and the supervising probation officer, which provides additional insight into the probationer's situation. Patrick is a gifted team player. His knowledge and insight combined with that of the probation officer forms a two person support network for the probationer. Patrick has a direct approach; he tells the truth, earning the trust of the probationer. Patrick has demonstrated skill in communicating with probationers who dodge a direct answer or lie repeatedly, and eventually, the probationer will tell the truth or accept the situation that he had been avoiding. Patrick has Motivational Interviewing skills equal to those of many probation officers, he cares about the success of the probationers, he is a gifted team player, and he gives more than 100% effort on the job.



**Fred Wilhalme** has an unparalleled work ethic, dedication to true teamwork, and focus on meeting the needs of his probationers. Fred’s advocacy for clients has often meant more work for him, but an easier life for his clients. For more than a year, he has focused his efforts on SMI probationers living at or near the CASS shelter, a caseload he voluntarily created. Fred has enhanced the working relationship between probation and various clinical teams who assist individuals at CASS. He willingly assists the two probation officers who supervise the department’s CASS caseloads when they are dealing with clients who are burdened with being homeless and SMI. He has volunteered to assume supervision of probationers he meets at CASS who need specialized SMI supervision. His assistance has resulted in countless other probation officers not filing petitions to revoke, thus reducing incarceration. Fred is a reliable and resourceful member of the SMI program who is called upon to share his vast knowledge with members of the Mental Health Court and SMI unit. Many officers in the department consult with Fred, who has a gentle compassion for SMI clients; he demonstrates how to communicate with SMI clients and treat them with respect. Without having an official mentor role, Fred consistently steps up to teach and guide new officers on a regular basis. He has also participated in projects and work groups that will continue to benefit the SMI program and other areas of the Adult Probation Department.

Everyone nominated for an Of the Year Award was nominated because fellow employees admire them and believe they deserve recognition for going above and beyond in the performance of their duties. Kudos to our 2016 Of the Year Award winners and all of the nominees:

Supervisor

- Cindi Barocas
- Kenn Gorr
- Juanita Gutierrez
- Beth Hoel
- Carey McGrath
- April Powell
- Michele Saldana
- Jairo Torres
- Sherri Tucker
- Ryan Valley
- Don Warrington
- Reggi Williams

Employee

- Chantel Hammar
- David Mains
- Christine Medina
- Shannon Sicoy
- John Smith
- Mary Stuart-Bronski

Surveillance Officer

- Barbara Goree
- Chris Hopkins
- Kevin Kittle

Probation Officer

- Jonelle Acosta
- John Biship
- Jill Brown
- Andi Butler
- Kayla Cathcart
- Sandra Cummings
- Shaun Dahl
- Sarah Dutton
- Shana Edmundson
- Lauren Guida
- Robin Hargrove
- Stacey Lanenga
- Julie Lovejoy
- Keri Madrid

- Daniel May
- Michelle Mayer
- Amy Primak
- Karen Sanborn
- Terri Scharneck
- Marylouise Stevens
- Kelli Watson



## Two MCAPD Employees Selected for Statewide Probation Honors

By Cathy Wyse

After being selected as MCAPD Of the Year award winners, Brenda Crawley and Fred Wilhalme were eligible for nomination for statewide probation awards. The Arizona Chief Probation Officers' Association, comprised of Adult and Juvenile Directors and Chiefs statewide, selected these two very deserving MCAPD employees for statewide recognition.

Fred Wilhalme was selected as the 2016 Line Officer of the Year. This award honors a probation 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, and who may also have brought credit or honor to the profession through participation or involvement in community activities or programs.



Brenda Crawley was selected as the 2016 Employee of the Year. 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.



The Arizona Chief Probation Officers' Association is planning an award ceremony in September. Congratulations, Brenda and Fred!



## 25 New Officers Join the Department!

By Jim Sine

Please join Staff Development in welcoming the latest class of new probation officers to the department! On June 13, 2017, the new officers were sworn in by Judge Myers at the Downtown Justice Center. These officers completed nearly eight weeks of NOTES training and are ready to jump into their new assignments. Most of the assignments were in standard probation, however one new officer was assigned to Drug Court, several were assigned to Intensive Probation, and two were assigned to Initial Appearance unit in the jail. Most of the officers attended the Administrative Office of the Courts (AOC) Probation Officer Certification Academy and all have completed Defensive Tactics. As always, a very appreciative THANK YOU is due to our many adjunct faculties for their ongoing contributions to training our new officers. Another big THANK YOU goes out to our field coaches for taking time out of their schedule to work with our new officers in the field. Staff Development recognizes their immense contributions and knowledge in helping our new officers get ready for the job. Congratulations and good luck to our new officers in their new adventures!

Staff Development is gearing up for what will be the largest class of new officers in years. At present we have 37 officers set to start on July 17 with several more likely to be hired in time for NOTES.



Pictured from left to right: Crystal Powell, Nailah Tenner, Galen Reifschneider, Steve Gonzalez, Paul Hoffman, Martin Garcia, Kyle Grove, Carlos Enriquez, Anthony Lamia, Stacy Soto, Amber Arnold, Savana Cray, Krista Greer, Britteny Koontz, Shamier Smith, Jana Smith, Karla Rahn, Andrew Tiapula, Julius Miller, Erin Flemmer, Katelynn Southards, Karla Billingsley, Jennifer Huntely, and Latoya Parks. Not pictured: Kimberly McConaughey.



## Diana Barela-Rue Promoted to Supervisor

By Sanja Markovic

Congratulations to Diana Barela-Rue on her promotion to adult probation supervisor, with an effective date of June 19, 2017. Diana will be providing leadership to the newly created second IPS unit in the Eastern Division, located at the Probation Service Center (PSC) in Mesa. Diana joined the department in 1998 and four years later left to pursue other career opportunities. Diana returned to our department in 2008 and was placed in a standard caseload. In 2010, Diana transferred to Drug Court unit.



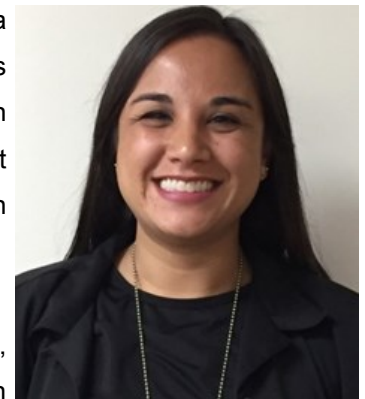
Over the years, Diana has worked as a Carey Guide trainer, TASC workgroup member, was one of the founding members of the Drug Court Alumni group, and she is currently a Thinking for a Change (T4C) facilitator. In her new position, Diana is looking forward to learning about being an effective leader, as well as working in a new division in the department.

Congratulations to Diana!

## Jonelle Acosta Promoted to Supervisor

By Jennifer Biddle

Jonelle Acosta was promoted to supervisor in June 2017 with her first assignment as a supervisor in Staff Development and Training. She joins the Policy, Planning and Analysis Division and is located at the Downtown Justice Center. After obtaining her degree in Public Administration-Criminal Justice from the University of Arizona, Jonelle joined Adult Probation. She has been with Adult Probation for nine years and has supervised both standard and IPS caseloads.



Currently, Jonelle is a defensive tactics instructor, FINCOM representative, EBP advocate, Pharmacy Board representative, stages of change instructor, and a field training coach. In her new position, Jonelle is looking forward to working with the full time trainers and adjunct faculty. She is excited to be the first supervisor for all the new officers in our Department.

Congratulations to Jonelle!





## Mark Smalley Promoted to Supervisor

By Sanja Markovic

Mark Smalley was promoted to supervisor effective June 19, 2017. In his new position, Mark will be providing leadership to a standard unit at Scottsdale. Mark began his career with the department as a probation officer in standard field 25 years ago. Mark's first assignment was a standard caseload. Four years later, Mark transferred to Work Furlough. In 1998, Mark transferred to IPS, where he remained, working out of the Northport office, until his promotion. He has been on the IPS caseload for almost 19 years.



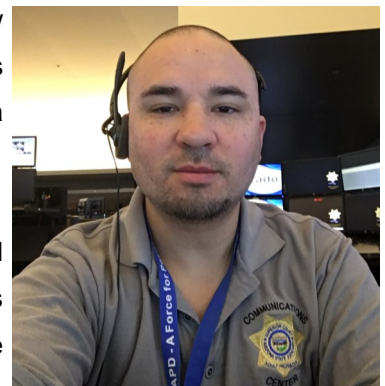
Over the years, Mark has worked as a mentor in the area of Frost assessments and case plans, helped design the REDACT training that he presents to new staff, and is an EPICS 2 practitioner. Besides his regular duties, Mark sits on the AOC Statewide Safety Advisory Committee as a voting member and on the CORP Board where he is serving his third term. In April of this year, Mark was recognized at the National Crime Victims' Rights Week Recognition Ceremony by Chief Broderick for going above and beyond in assisting victims. In his new position, Mark is looking forward to being able to share his knowledge and assist officers as they grow in their careers.

Congratulations Mark!

## Jeremy Lumpkins Promoted to Supervisor

By Ivan Ramirez

Jeremy Lumpkins was promoted to supervisor effective June 5, 2017. In his new position, Jeremy will be providing leadership and guidance at the Communications Center as a communications system operator supervisor. Jeremy began his career as a communications system operator in June 2012.



Jeremy has been with Adult Probation for about five years and has served on the third shift, where he has been a committed employee since finishing his training. Jeremy has been honored with employee recognition awards such as PRIDE and work performance based awards. The awards have been endorsed and distributed by either peers or the supervision team. Jeremy's co-workers often look to him for guidance when facing difficult questions during the late night and early morning hours. Jeremy is looking forward to cultivating management skills that can allow for meaningful contributions to the Communications Center.

Congratulations Jeremy!

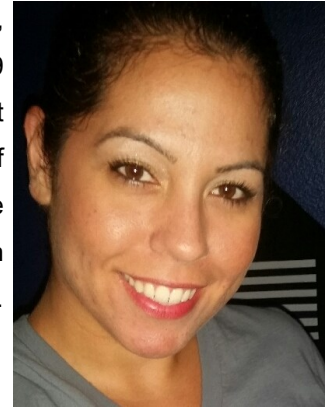




# Barbara Rubio Promoted to Supervisor

By Tony Bidone

Barbara Rubio was promoted to supervisor with the Initial Appearance Unit effective May 22, 2017. She began with Adult Probation in 2007 as a communications system operator. In 2009 she left to complete her bachelor's degree at Arizona State University and returned to Adult Probation in 2011. Her first assignment as a probation officer was a standard caseload out of Western Regional Center. From 2012 to 2015 she worked Intensive Probation (IPS) out of the Durango Office, supervising individuals at Central Arizona Shelter Services and downtown. In 2015 Barbara transferred to a domestic violence caseload out of the Black Canyon Building. In December 2016, she transferred to an IPS caseload in western Surprise.



Currently Barbara is an Adult Probation Enterprise Tracking System (APETS) Agent and part of the TASC Portal Resolution Tech Workgroup. In the past she served in the Communications Committee and the Morale Committee. She is active as an Arizona Office of Courts (AOC) role player. She has received multiple awards for leadership, coaching, and a Certificate of Achievement for working with and on behalf of crime victims. Barbara believes that Adult Probation provides offenders a platform by which they can change behavior based on research and testing. She is looking forward to assisting in the progression of the program while supporting and educating officers. One of her goals is to provide a smooth transition for everyone involved.

Congratulations Barbara!

# COMING SOON



pretrial, probation, and  
parole supervision week  
**JULY 16-22, 2017**  
American Probation and Parole Association



**empowerment**  
THROUGH  
**partnerships**



May/June

Happy ANNIVERSARY

30 Years

Nancy Leholm

Michael Parham

25 Years

Norma Brasda

Lisa Brooks

Jerome Callahan

Peggy Francis

Jeff Gallimore

Susan Savoy

Mark Smalley

20 Years

Judith Chanay

Jamie Collins

Arlyn Harris

Jeff Lauer

Lisa Levardi

Gustavo Rodriguez

Jean Scott

15 Years

Ray Owes

10 Years

Jessica Bradley-Hernandez

Gary Burgett

Francisco Bustillo

Ellen Opitz

Andrea Romano

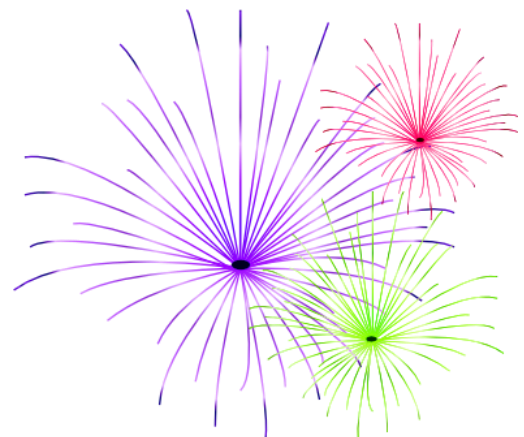
Cynthia Romero

5 Years

Carolyn Arteaga

Shaun Dahl

Jeremy Lumpkins





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