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Maricopa County Adult Probation Newsletter

Voice.

July/August 2015

Valuable Feedback Received from Customers and Partners

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One of the five primary goals within the Maricopa County Adult Probation Department's (MCAPD) strategic plan, "Managing for Results," is customer satisfaction. MCAPD works with or provides services to employees, victims, defendants, probationers, judges, and other community and criminal justice partners. Periodically, our department conducts surveys of our customers and partners to assess satisfaction with the services provided by MCAPD and to help identify ways that services can be improved. In Fiscal Year 2015, three separate surveys were conducted under the direction of the Policy, Planning and Analysis Division to obtain feedback from 1) probationers under our supervision, 2) opted-in victims, and 3) law enforcement and criminal justice partners.

Probationer Survey

Surveys were distributed at 11 probation offices for two (2) weeks in June. Probationers who came into the office during that time frame were provided the opportunity to complete the survey. Probationers were informed that their participation in the survey was voluntary and that their responses were confidential. A box was provided in the lobby at each office location for respondents to turn in their completed survey. The survey was completed by 935 probationers.

Overall, the results of the probationer survey conducted in FY2015 indicate that 90.5% of probationers surveyed are satisfied or very satisfied with the experience they have had with the MCAPD. These results represent an increase in satisfaction from the survey conducted in 2013.

CHIEFLY SPEAKING

The strategic goal of the Department to have 86% probationer satisfaction has been met. The survey results continue to be encouraging as the survey targets those probationers who have the most contact with the Department.

There is an indication of improvements from prior surveys on all questions asked, including the perceptions of initial office contact and interactions with their probation officer.

- Eight (8) out of 10 survey respondents indicated that the wait time in the lobby was reasonable and 9 out of 10 indicated that they were greeted in a pleasant and professional manner.
- Nine (9) out of 10 survey respondents indicated that their probation officer: treats them with respect, spends enough time with them, listens to them, lets them know how they are doing on probation, compliments them for good behavior, and would see them more often if they were having problems.

A couple of the survey questions hone in on the collaborative nature of the working relationship between probation officer and probationer, which includes the case planning process and ongoing supervision. The results indicate that probationers have a favorable outlook on officers' efforts to work with them in a collaborative manner.

- 94% of survey respondents indicated that "my probation officer and I work together to help me complete probation successfully."
- 86.9% of survey respondents indicated that "my probation officer asks for my input when making plans for me."

Survey respondents also specified that they would like their probation officer to:

- Treat them with respect by being patient, honest, fair, understanding, reasonable, supportive, helpful, a good listener, and non-judgmental.
- Communicate with them. Keep them informed about how they are doing on probation.
- Provide them with referrals and assistance, especially for employment and transportation.

All of the above results are reflective of the importance of treating people with dignity and respect and the importance of the relationship between the probation officer and probationer. The results also provide positive reinforcement to probation officers that their efforts are recognized by those they supervise.

Victim Survey

In May 2015 the Department conducted its 17th annual survey of victims who have opted for post-conviction notification. MCAPD is mandated to notify opted-in victims as changes related to their case occur. The survey focused on cases that required notification during fiscal year 2015. The survey contained 12 items. The first seven (7) items required respondents to rate the victim's contact with Adult Probation Department staff. Each item was rated on a 5-point scale that ranged from 1 (never) to 5 (always). A value of 3 would be considered neutral. Survey respondents were also asked to indicate the status of the defendant(s) in their case.

The overall satisfaction question was divided into three parts to assess satisfaction with different aspects of the criminal justice process: 1) criminal justice system, 2) presentence probation officers (PO), and 3) post-sentence PO(s).

The survey was administered to a random sample of two-hundred and twelve (212) victims; however, twenty-five (25) were returned without forwarding addresses, and one respondent was excluded because the survey was returned without any responses. A total of fifty-eight (58) opted-in victims responded, which is a response rate of 31%. The following is an overview of the survey results.

- The mean ratings for the 7 items pertaining to contact with MCAPD ranged from 3.64 to 4.25. All mean ratings fell above the neutral rating of 3.0. The mean rating for four (4) of the seven (7) items related to contact with probation staff increased compared to the previous year.
- The highest rating (M = 4.25) was for the item: “Probation staff treated you with respect.”
- The lowest rating (M = 3.64) was for the item: “Probation staff provided you with an explanation of the probation process.”
- The overall percent satisfied were as follows:
 - Criminal justice system was 38% (M =2.87)
 - Probation officer(s) at the presentence stage was 58% (M= 3.56)
 - Probation officer(s) at the post-sentence stage was 46% (M= 3.24)

The best overall indication of satisfaction with Adult Probation is a composite score. When all eight (8) items are included to create a mean score for each respondent, those with a mean score of 3.5 and higher would be considered “satisfied or very satisfied”. Using this composite score, **71.4%** of the opted-in victims who responded to the survey were satisfied with Adult Probation. This is an increase from FY2014 which was 63.9%. The results meet the department’s strategic goal for victim satisfaction of 70%.

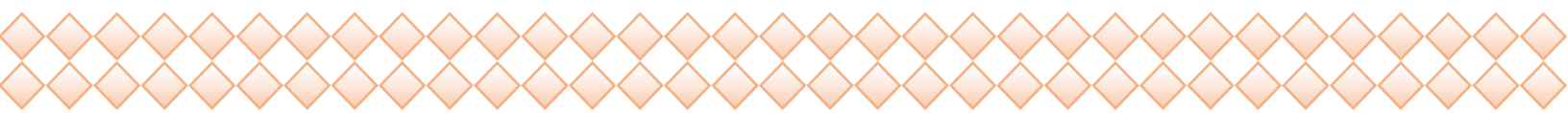
From the victim comments, the greatest sources of frustration were not being contacted or unable to reach the probation officer, and probation department not holding offenders accountable. There were also comments in which victims expressed appreciation for the work done by probation officers and for the way they were treated.

Law Enforcement and Criminal Justice Partner Survey

A survey of law enforcement and criminal justice partners was conducted in June 2015. A list of survey recipients was generated by MCAPD staff who have routine interactions with representatives of law enforcement agencies and other departments within the criminal justice system. A list of over 300 contacts was generated, representing more than 50 law enforcement and criminal justice agencies. A total of 311 surveys were delivered electronically to allow our partners the opportunity to provide feedback on the services we provide. Responses were received from 84 individuals for an overall response rate of 27%.

Nine out of 10 of the survey respondents (n=76, **90.5%**) indicated that they were satisfied or very satisfied with the interaction they had with the adult probation department. These results represent an increase in satisfaction from the last survey conducted in 2013. The strategic goal of the Department to have 85% criminal justice partner satisfaction by 2015 has been met.

The FY2015 satisfaction surveys provide important feedback on how we are perceived by a variety of customers and stakeholders. Across all three groups surveyed, the Department received positive ratings. The results from these surveys affirm that our department treats individuals with respect and fosters productive relationships. The results are to be celebrated! We will want to reflect on the results of these surveys to ensure that we continue doing what we do well while exploring opportunities for improvement that were brought to our attention.



Key Elements in Supervising the Mentally Ill Offender

By Bethaney Hames

The presentation, *Key Elements in Supervising the Mentally Ill Offender*, at APPA's 40th Annual Training Institute discussed the importance of utilizing evidence based practices and effective supervision strategies for the mentally ill offender. This population often presents with a variety of areas in regards to both risk and need. Those with mental illness are often required to overcome more challenges to avoid incarceration and are two times more likely to face revocation or incarceration.

The workshop outlined the significance of the responsivity model and seeing that offenders with mental illness are placed in the proper treatment programs with the appropriate frequency, duration, and dosage. Another key component of supervision identified was officer strategies, given the time and effort required to supervise these cases. The presenter indicated that officer strategies included utilization of a certain skill set, which uses a variety of problem solving strategies, training, firm but fair relationships, and collaboration.

According to the presenter, the key approaches that have shown promise and improved outcomes in the supervision of this population have included ACT teams (Assertive Community Treatment), trauma informed care, psychopharmacology education, family psychoeducation, supported housing, and employment. The speaker discussed that supervision that encompasses these treatment and support components aligns itself for better results for the mentally ill population that are criminal justice involved. Given the percentage of people diagnosed with a mental illness, this discussion was important and offered a lot of useful information on effective community supervision.

MAC Did What?

By Kathy Daniels

You might be surprised by the multitude of things MAC (Managers' Action Committee) has been involved in during the past six months. In addition to Team Forum planning and facilitating two Managers' Forums, three workgroups continue to work toward goals that will benefit the entire department.

The Managers' Forum in February focused on Employee Engagement and emphasized the need for managers to be selfless, authentic and committed to performing conscious acts of kindness. This was the perfect opportunity for the High Five Workgroup to reiterate the importance of the Five Practices of Exemplary Leadership (Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage the Heart). The High Five workgroup is working with the PRIDE Committee to revamp the award system to tie the recognition to these practices.

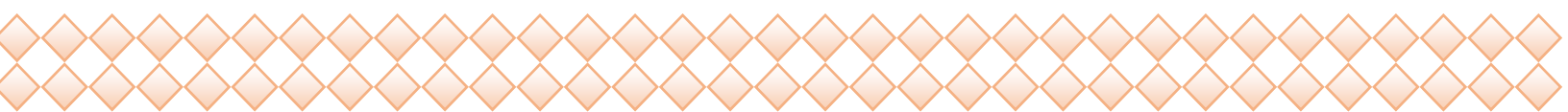
The forum in May dealt with children of incarcerated parents, with the experienced, knowledgeable presenters discussing the impact on children before, during, and after their parent's period of incarceration. This thought-provoking training is also being offered to all staff within our organization.

The EBP Daily Talk Workgroup continues its work of developing examples of verbiage that reflects EBP principles that can be incorporated into field reports, Presentence Investigation questions for the Offender Screening Tool (OST), and in Case Plans. Once finalized, these examples will be available on the EBP website.

The Probation Service Fees (PSF) Workgroup has developed new Financial Assessments Behavior Agreements for use by both Standard and Intensive probation officers that will help probationers understand the long-term consequences of non-compliance in regards to financial sanctions. The group's goals are to increase the link between EBP and compliance with all financial conditions and to educate staff on what tools are currently available to assist them with collections.

The newest workgroup, Traveling with Your Talent, is in the process of identifying the various case administrator positions throughout the department and ensuring a job description is available for each position in order for staff interested in transfer opportunities or professional development to have more information available. Once finalized, this information will be available on the APD Home Page.

MAC is the avenue through which new ideas are brought forward and developed into viable proposals, with approval from the EBP Task Force and the Executive Team ensuring the work done on these projects is meaningful and implementation of proposed changes is likely. Don't hesitate to bring your ideas to your supervisor!



Juvenile and Family Justice Interventions in Japanese Community Corrections

By Kirsten Lewis

I had the honor of attending the Second World Congress on Community Corrections this past July in Los Angeles, CA. It was an incredible opportunity to meet people from 27 different countries who work in probation and parole departments around the world. It was truly eye-opening to see how different the services are for offenders in various countries compared to the United States. I attended a workshop titled, “Juvenile and Family Justice Interventions in Japanese Community Corrections,” which introduced a concept that was literally quite foreign to me – volunteer probation officers!

One of the unique characteristics of Japanese rehabilitation services is the extensive participation of community members who volunteer to assist the offenders. Currently there are approximately 40,000 people under community supervision in Japan. The country employs approximately 1,000 professional probation officers (PO's) and utilizes 48,000 volunteer probation officers (VPO's). Volunteer probation officers are community members who are appointed by the Minister of Justice and are considered part-time government officials. They undergo training and must pass an evaluation regarding their character and conduct in the community. In order to be a VPO, they must be healthy, active, enthusiastic, financially stable, and have enough time available to accomplish the necessary duties. Volunteer probation officers serve a two-year term (though they can be reappointed), receive no salary, but are reimbursed for any expenses incurred in discharging their duties. Typically the VPO's are retired members of the community, and cannot be reappointed after the age of 76.

In general, PO's and VPO's work together to supervise offenders in the community. The PO's carry out intake interviews, create treatment plans based on risk/need assessments, liaison with relevant treatment agencies, and process revocations with the courts. The VPO's meet with the probationers 2 to 3 times a month in a community setting (often times in their own homes) and submit monthly progress reports to the PO's. Whereas the PO's do the official court paperwork and oversight of the case, it is the VPO's who listen attentively to probationers and parolees and give them advice; they work with the offender's families, help them find jobs, and act as social resources from the point of view of a local and private citizen.

The biggest advantage of the VPO system is it allows the offender an opportunity to develop a meaningful relationship with a local community member who can provide immediate contact, help them utilize community resources, and are considered “neighbors” rather than “representatives of the government.” The relationship includes personal interactions between the offender and VPO that are genuine and warm, prosocial, strength-focused, and requires patience and trust from both parties. Most importantly, the bond provides continuous support to the offender with a relationship that extends beyond the period of community supervision and can evolve into a meaningful friendship that exists between members of the same community.

Innovative Sex Offender Management: Sex Offense Court and Probation Collaboration

By Andrea Romano

The following information comes from a workshop that I attended at the APPA conference in Los Angeles. Suffolk County, New York, has created a court specifically for clients convicted of a sex offense. Any client who is convicted of a felony level sex offense and has to register is seen in this court. They are sentenced and have compliance hearings and enhanced accountability hearings in this Court. There are also risk assessment hearings completed prior to the client being released from custody. Their mission is to provide a comprehensive approach to case resolution.

This court concept has helped increase accountability for the clients, increased community safety, and victim safety. A client can be seen as little as every three months or every day depending on their behaviors. Also, only one judge hears these cases, which helps with consistency.

Suffolk County also has a resource coordinator that works at the probation offices. The resource coordinator works as a liaison between the court and probation and can help with identifying resources for the clients, supplies information to the family, and also can network with other agencies.

Practice and Policy Guidelines for the Use of Social Media in Community Corrections

By Brandelyn Jackson

Social media is highly dynamic and has a pervasive presence throughout our communities. It has become a topic of conversation related to how agencies can use social media as a supervision tool. This training at the APPA conference in Los Angeles, California, in July 2015 highlighted some of the challenges community corrections agencies face with regards to social media, while recognizing the potential benefits of its use. Challenges include the vast amount of social networking sites available and their varying user agreements. The issue is complex and ranges from personnel use considerations to establishing appropriate supervision strategies, while protecting officers and resources. On the other hand, there are potential significant benefits to having additional information about client behaviors. The use of social media as a supervision tool can include varying levels of use from accessing available public information to creating user accounts to obtain client information more directly. Each department will face the challenge of developing policies and procedures to address this complex issue and this workshop shared some resources and lessons learned to assist with that process.

Reality Based Training

By Michele Butcher

I was fortunate enough to be selected to present at APPA's 2015 Summer Institute; I was equally fortunate to attend so many great workshops. I attended a workshop regarding Arizona Department of Corrections' implementation of a Reality Based Training (RBT) program into their existing safety training. The presenter was their lead safety training officer, Danielle Ortiz. Officer Ortiz explained that while repetitious drills are required for learning good technique and creating a solid foundation, they need to eventually evolve into RBT drills and scenarios to truly test the officers' comprehension and execution of the techniques. This type of stress inoculation training will put the officers under simulated stress, which will in turn create a mental file they can pull from in a real life use of force encounter.

This presentation reinforced the valuable RBT we are doing for our officers, and have done for several years now. Maricopa County continues to be on the forefront for officer safety training; and as we all know, in a time of crisis, we do not rise to the occasion, we default to our level of training... and our training is pretty awesome.

Education, the Capital "E" in Re-Entry

By Manuel Barron

Re-entry initiatives have become more popular around the country. This APPA conference workshop provided an overview of the California State University San Bernardino Re-entry Initiative (CSRI). CSRI is a re-entry collaboration between the California Department of Corrections, CA State University, San Bernardino, San Bernardino Community College, Victor Valley Community College, San Bernardino Adult School, and other community organizations. Their primary focus is on correctional education and prison reform.

Most prisons have programs for inmates while they are incarcerated; however, this program takes correctional education to the community and matches it to the risk, needs, and responsivity model of programming. Parolee students are provided a wide range of services under one roof. The program consists of 31 staff members at 3 different campuses, and so far over 2,000 parolees have participated in the program. Staff provides a positive environment with individualized/customized programming for each student. Recidivism rates have decreased significantly for those parolee students involved in this program; confirming increased community safety through education and training.



Coaching Skills for Today's Leaders

By Gary S. Streeter

During the recent APPA Training Institute, held in Los Angeles, I attended a workshop designed to impart coaching skills to participants. Overall, it was an excellent workshop and I came away with new coaching-related information and skills. One of the most valuable parts of the presentation was "The 6 C's of Coaching," which are as follows:

Competence: A leader must be competent in his/her chosen field by having a refined yet varied skill set. The skill set should include technical knowledge as well as leadership skills and knowledge. And, employees need to view the leader as being competent in order to want to follow the leader.

Communication: The presenter pointed out that how words are said, meaning the tone used by the speaker is much more important than the actual words. In fact, word choice really only accounts for 7% of communication. Non-verbal communication and tone are much more important, as are good listening skills. Additionally, when conducting a coaching session, the leader can enhance communication by eliminating barriers and distractions.


Connection: Building connection involves the heart and being attentive to the person being coached. Being an attentive listener helps strengthen connections and indicates to the person being coached that the coaching session is important.

Confidence: It is important for the coach to display self-confidence and to have confidence in others. This can be done through affirmations and positive reinforcement.


Caring: The coach needs to care about those she leads. This involves engaging the heart, finding out what motivates employees and what is going on in their lives.

Creativity: The instructor encouraged leaders to consider results over process and to be open to all ideas.

Lastly, the instructor strongly urged the use of the term "Feedback" rather than "Constructive Criticism." She said people don't receive any kind of criticism very well, even when it is presented as being constructive in nature. However, people do respond well to feedback, are more open to differing opinions and more likely to make substantive changes.



"Keep your eyes peeled." Agents have been busy each month with topics for TASC Updates for the portal view & your ideas! All information is available in the M/APETS Agent Folder. Have a suggestion or ideas for a monthly topic and/or questions about APETS, APD On-line, or JWI? Take it to your Agent! We'd love to hear from you!



Community Restitution: It's A Community Project

By Tania Juarez

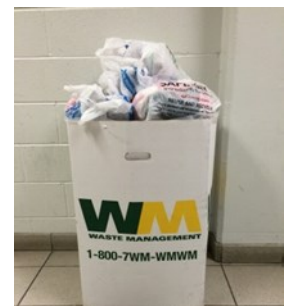
Multiple organizations seek To provide innovative programs and services with the end result of serving and benefitting the community. With a goal of creating ways for probationers to complete their restitution hours, a huge movement began, which ultimately serves homeless persons in our community.



It began as the creative genius of a few church ladies: plastic grocery bags being collected, crocheted, and recycled into large sleeping bag sized mats for the homeless. These mats provide comfort via a waterproof cushion to sit or sleep on that is easy to roll and lightweight to carry, and at the same time, help the environment. Unfortunately, each mat takes about 700 recycled bags and countless hours to complete. Stephanie Donaldson, Adult Probation Community Restitution program coordinator in Mesa, and Connie Sinsabaugh, surveillance officer, came up with the idea to have disabled probationers cut, tie, and roll these bags into balls for crocheting, and then be trained to crochet them into the mats. The balls were also delivered to multiple bible study groups at various churches, Girl Scout troops, and a senior living facility, for mat making and community service work.

To assist Stephanie in her efforts, the Pretrial Services Jail Unit decided to jump on the band wagon and collect bags, but realized their numbers were minimal and that more could be collected with the assistance of detention staff. Captains of the various jails eagerly joined the collection efforts and shared the benefits of this program with their staff.

When the program first started back in January of this year, in Mesa, approximately 5,100 bags were collected, sorted, and rolled. At that time, 13 probationers had been taught and 62 hours of community restitution were awarded to the various probationers involved. But as other areas jumped into the effort, numbers began to increase. Pretrial Services and 4th Avenue Jail began participating in March, and LBJ, Towers, and Durango jails began participating in April. Cardboard Waste Management collection boxes were placed in the jails and other areas, and staff was informed of their purpose.

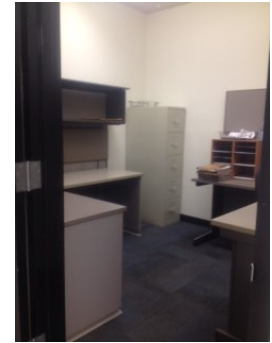
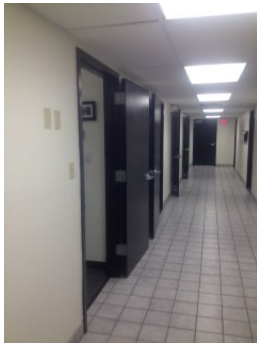


The results showed. Since March, the Maricopa County Sheriff's Office (MCSO) and Pretrial Services contributed approximately 16,600 plastic grocery bags. With all of these combined efforts, as of July, the program had collected approximately 64,752 bags, 1,557 hours of community restitution were completed, 125 probationers had been taught a new skill, and approximately 92 mats made from these bags went to benefit the homeless. But those are not the only benefits. Not only have Adult Probation and MCSO shared in this project by collecting bags, so have the church ladies creating, teaching, and distributing the mats; the various girl scout troops who use the bags to crochet mats and earn community service badges; and the probationers who learned new skills and gained a sense of accomplishment and pride by providing their help. All have joined to create a wave of public service. One person recycling a few grocery bags and adding their "logs to the fire" might seem inconsequential at first look, but when we combine our efforts, we become "dynamite!"

Renovations At The Slope

By Christina Coller

If you haven't been to the Sunnyslope office in a while, you will be surprised at the changes! Construction began earlier this year, converting old interview rooms into PO offices and creating five new interview rooms in part of the building that had been vacant for quite some time. A fresh coat of paint and new carpeting was also added to many of our existing rooms (a request near and dear to my heart). Should you ever find yourself in the Sunnyslope area, please stop by to see our renovations.

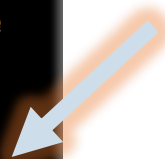


Thinking for a Change

By Arlyn Harris

On-line referrals on the APD homepage

- Productivity
- [Clerk's Minute Entries](#)
- [Code of Conduct for Judicial Employees](#)
- [DOC Inmate Search](#)
- [DPS-DNA Databank](#)
- [Frequently Used Public Folders](#)
- [iCIS - Superior Court Info](#)
- [Intercounty Transfers](#)
- [Investigative Links](#)
- [IPS Screening Form](#)
- [IPS Screening Form Directions](#)
- [MARS Screening Guide](#)
- [JMS Pre-Booking Application](#)
- [Public Defender](#)
- [Record Requests](#)
- [TASC](#)
- [Thinking for a Change Referral](#)
- [Todays TASC Test Schedule](#)



Groups starting at locations near you!

- TERROS EAST
- TERROS OLIVE
- TERROS WEST
- TERROS McDowell
- EPSC
- WRC
- SUNNYSLOPE
- SOUTHPORT
- NORTHPORT
- BCB
- LUHRS
- WEST VALLEY CAREER CENTER



Arlyn Harris: 602-619-1804
John Smith: 602-908-7904



FAU and Law Enforcement Collaborate to Reduce Gun Violence

By Wes Shipley

In 1999, the Bureau of Alcohol, Tobacco, Firearms and Explosives established the National Integrated Ballistic Information Network (NIBIN) to provide federal, state, and local partner agencies with an automated ballistic imaging system. NIBIN partners can discover formerly impossible-to-identify links between firearms-related violent crimes to identify firearm users. Adult Probation's Fugitive Apprehension Unit (FAU) regularly collaborates with law enforcement partners across the county to locate and apprehend probationers who have had a warrant issued for their arrest. One of the strongest relationships is with the Phoenix Police Department and their connection to the NIBIN program.

In May 2014 an investigative association linked two shots-fired incidents from late 2012. A suspect was identified and records showed that he was on probation. Phoenix Police worked closely with the FAU to locate the subject and conduct a search of his residence. Two weapons were located and the probationer later admitted to owning the firearms and being involved in the shots-fired incidents. He was subsequently charged with various firearms-related charges.

A Story-board created by the NIBIN program was presented to FAU by Phoenix Police that documents the success of this NIBIN case and illustrates the positive results from these collaborative efforts. Adult Probation and especially the Fugitive Apprehension Unit consistently count on our strong working relationship with law enforcement partners to help make our communities a safer place to live.

Did You Know?

In Fiscal Year 2015, MCAPD completed

16,397 Presentence Reports and

50,269 Initial Appearance Defendant Packets



EBP Spotlight- IT'S ALL IN A DAY'S WORK

By Linda Ettari

Those of us reporting to work the morning of Friday, June 26th, found the East, Central, and West Court Buildings without power. No one was being allowed to enter and those already in the buildings were being evacuated. The IPS and Work Furlough Trust Accounting staff is housed in the Central Court Building. It was assumed that this power outage wouldn't last long, so Accounting Supervisor Juanita Gutierrez decided to let the Adult Probation offices scan and deposit the clients' paychecks to the bank as usual. This meant that staff could no longer return the clients their paychecks, if the worst was to happen. But what could happen? There had never been a long term power outage in the complex before. So Juanita, joined by Trust Accountants Thanette Burton and Kristen Enriquez, took this time to discuss how, with a shortened timeframe, they could still process clients' checks in time for runners to deliver them back to the offices.

As the minutes turned to a couple of hours and with no estimated completion time for the repair, Juanita, Thanette, and Kristen, joined by their manager, Scott Allen, decided to perform some prep work remotely at the Luhrs Building. (After all, it was the weekend and the clients couldn't wait three days to receive their funds. IPS and Work Furlough clients always received their funds back the same day. They needed this money to support themselves and their families!) What a smart decision this was, because at approximately 12:15 p.m., the announcement came that the complex would be closed for the day.

It would have been so easy to just admit that the situation was beyond their control and they couldn't accomplish the impossible – to get the clients their money. Instead, this group headed back to Central Court and convinced Security to allow them into the building. With just the flashlights on their cell phones, they took the only working elevator to the fourth floor and opened the safe to retrieve the all-important blank checks. Off they went to Luhrs to see if they could remotely access the Trust Accounting program, something that had never been tried before. It was a success and the client checks were ready for delivery to our offices. However, it was 1:30 PM. There were no runners. Everyone had been sent home. So, they did the only thing they could do. They divided the checks and made the deliveries to our offices themselves. To those outside of our unit, it appeared to be business as usual. To those of us on the inside, it was a demonstration of staff's dedication and their compassion for our clients.



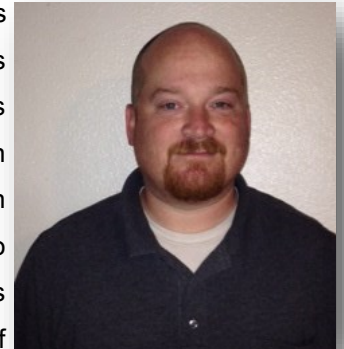
From left to right: Scott Allen, Courtney Cain, Kristen Enriquez, Juanita Gutierrez and Thanette Burton.



EBP Spotlight on Clayton Hunt

By Manuel Barron

Probation Officer Clayton Hunt exemplifies the meaning of EBP in his day-to-day interactions with the population he supervises. He currently supervises a caseload of youthful offenders convicted of sexual offenses and excels in what's considered a challenging assignment. He is frequently identified as an exemplary officer by judicial officers in open court, particularly in the manner in which he supervises his caseload. He utilizes graduated responses when dealing with non-compliance and is adept at utilizing motivational interviewing techniques to motivate changes in behavior. In addition, Officer Hunt is a firearms instructor, he facilitates job skills classes at the Probation Service Center, participates in the Administrative Office of the Courts' field safety practicum as a role player, participated in the Garfield Turkey Feast, presented a class at the IPS Academy on Surveillance and Verification, and presented at the American Probation and Parole conference in Tampa, Florida in January 2015 regarding Annual Review Hearing Court and the Supervision of the Youthful Sex Offender. Officer Hunt represents the Department professionally and is always willing to go the extra mile for his peers, upper management, and the probationers he supervises.



Maria Chanto — Supervisor Promotion

By Tony Bidonde

Maria Chanto has been promoted to probation officer supervisor and assigned to lead a Pretrial Jail Unit. Maria has been with MCAPD for 15 years. She began her career as a surveillance officer out of the Garfield Residential Center. Promoted to probation officer in 2004, she supervised a standard caseload until she transferred in 2008 over to the Pretrial Defendant Monitoring Unit. While in Pretrial Services, she participated in Initial Appearance Summons Court and supervised a specialized caseload of seriously mentally ill (SMI) and Rule 11 defendants. Maria has been involved with the Arizona Criminal Justice and Mental Health Coalition and the Morten House Project, which provided housing and services for SMI defendants. She has been a member of the Morale Committee.



Maria draws satisfaction from working with people and assisting folks in reaching their goals. She is absolutely looking forward to meeting the challenges of her new position and having new experiences. On her home front, she shares her life with three very energetic husky dogs that keep her busy. She also likes spending time with her family.

Congratulations, Maria!



Kim McCurtain – Supervisor Promotion

By Cathy Wyse

With her promotion to Probation Officer Supervisor, effective July 20, 2015, Kim McCurtain has assumed leadership of a standard field unit at the Probation Service Center (PSC). Kim has been employed as a probation officer with MCAPD for 17 years. In her first assignment, she had a standard field caseload at Wells Fargo. Her career in field services continued at PSC with team supervision, a standard caseload, and a specialized SMI caseload. Since 2003, Kim has spent countless hours working with individuals and groups to make a positive impact on probationers diagnosed with SMI. She serves on the Crisis Intervention Committee and is part of a state-wide SMI training workgroup. Previously, she was a member of the SMI Housing Committee and served as co-chair of the Crisis Network Group. Other activities include monthly volunteer work with the Foster Care Review Board and past service as a member of the PSC Morale Committee and the Dispatch Committee. In her personal time, Kim loves to workout, cook, and spend time with her family.



Regarding her new position, Kim is excited about learning a new perspective of the job and mentoring new staff.

Congratulations, Kim!

Sonia Cruz – Supervisor Promotion

By Cathy Wyse

Sonia Cruz was promoted to collections supervisor effective August 3, 2015. For the past 14 years, she has served MCAPD as a collector, working from the Wells Fargo, Northport, and Sunnyslope offices. During this time, the Financial Compliance Program received prestigious state and national awards and the Restitution Court was also nationally recognized. Sonia has been acknowledged many times for her excellence in customer service and she has been instrumental in the program's success, in particular the implementation and success of the Tax Intercept Program. While at Northport, Sonia participated in a workgroup that assisted probationers with gaining employment. Regarding her new position, Sonia said, "I am most looking forward to the new challenges to come. I really enjoy the group of people I work with and hope to build a stronger working relationship with them. I hope to work together with the team and come up with new ideas and greater ways of making Fincom as successful as it can be."



Sonia's passion is spending quality time with her grandchildren. She holds a second job working guest relations at Live Nation Entertainment. Among the "too many to list" shows she has worked, her personal favorites have been Mariah Carey and the 2015 Super Bowl Party.

Congratulations, Sonia!



Veronica Gunnison – Supervisor Promotion

By Sanja Markovic

Veronica Gunnison was promoted to probation officer supervisor in July 2015 and assumed leadership of a standard unit at Northport. Veronica has been with the Maricopa County Adult Probation Department for almost eight years. Her first assignment was a standard caseload at the Black Canyon Building followed by standard and youthful sex offender caseloads. During Veronica's time at the Adult Probation Department, she has served on the Motivation and Morale Committee and the Solutions Committee.



Outside of work, Veronica enjoys doing "Do it yourself" projects and crafts.

Among the many things Veronica looks forward to in her new assignment are assisting her staff with their professional growth and development and giving back to the Adult Probation Department.

Congratulations on your recent promotion!

Scott Mortensen – Supervisor Promotion

By Sanja Markovic

With eight years of experience in Maricopa County Adult Probation Department, new supervisor, Scott Mortensen, is ready to use his knowledge and experience to become an effective coach and supervisor to his staff.



As an officer, he began with a standard caseload at the Western Regional Center, and has since worked at Pretrial, Reentry, and IPS Sex Offender Units. He has served on a Thinking for Change committee and Mothers Against Drunk Driving committee as the Victim Impact Panel liaison.

Outside of work, Scott works with kids in the Scouting Program. He enjoys spending time with his family as well as participating in outside activities, such as fly fishing and camping.

As Scott starts his new journey as a supervisor, he will be working at the Black Canyon Building. He is looking forward to working with new officers and learning new aspects of the department.

Congratulations, Scott!



Adult Probation Executives Receive National Awards

By Cathy Wyse

At the American Probation and Parole Association (APPA) conference held in Los Angeles in July 2015, national honors were bestowed on two MCAPD leaders, Chief Barbara A. Broderick and Deputy Chief of Administrative Services Michael P. Cimino.

Chief Broderick received the Walter Dunbar Memorial Award in recognition of her impressive stature as a respected national leader in community corrections, the outstanding results delivered as adult probation chief in Maricopa County, and her significant contributions to APPA. Chief Broderick serves on numerous committees including the prestigious Harvard University Executive Session on Community Corrections as well as the Probation Revocation Advisory Board with the Robina Institute. She serves on the APPA Board of Directors as a Past President and has served APPA with distinction for many years. She was elected Chair of Arizona's Parents' Commission on Drug Education and Prevention and served as a board member of the National Association of Drug Court Professionals and the National Association of Probation Executives. Under her leadership, MCAPD has consistently delivered positive results, even when faced with severe budget restraints, and has received positive ratings on satisfaction surveys completed by a variety of stakeholders including employees, probationers, law enforcement, and treatment partners.

Deputy Chief Cimino received the APPA Member of the Year award in recognition of his significant contributions in serving APPA and his dedication and passion for the community corrections profession. Over the past two years, Deputy Chief Cimino served admirably as the Local Host Chair of the 2013 APPA winter training institute in Phoenix, Program Chair of the 39th annual APPA conference in New Orleans, and Program Co-Chair of the 40th annual APPA training institute in Los Angeles. Among his substantial contributions in Maricopa County, Deputy Chief Cimino was instrumental in a collaborative project that developed new awareness, training, and tools for probation officers related to human trafficking, and he advanced competency-based approaches in performance appraisals and promotions consistent with MCAPD's commitment to evidence-based practices.



Pictured left to right: APPA Awards Committee Chair Mack Jenkins, Chief Barbara Broderick, and APPA Past President Carmen Rodriguez.



Pictured left to right: APPA Past President Carmen Rodriguez, Deputy Chief Michael Cimino, and APPA Awards Committee Chair Mack Jenkins.



Three Programs Recognized with National Awards

By Cathy Wyse

The National Association of Counties (NACo) recognized three MCAPD programs with 2015 NACo Achievement Awards. The Achievement Awards are given to recognize innovative county government programs. The award-winning programs are:

Off to Work We Go

The Maricopa County Adult Probation Department (MCAPD) Job Skills Program, *Off to Work We Go*, fills a gap in the employment services available to people with criminal histories. A variety of employees had taught small job search workshops for probationers; they were brought together and shared their materials and experience. Adult Education Instructor Kristi Wimmer took the information and created one standardized curriculum that focused on teaching probationers how to address felony convictions on applications and in interviews and provided general job searching skills and information. After a successful pilot, the program was approved for department-wide roll-out. A computer lab module was added to the curriculum utilized by Education Program staff. The presentations, interactive exercises, and computer lab prepare participants to find employment utilizing modern methods to search for jobs and submit applications on-line, and the program provides specific assistance with the subject of past convictions when seeking employment. The program has been successful with 81% of its graduates gaining employment.



Pictured from left to right: Geneva Rodriguez, Robin Hargrove, Kristi Wimmer, Lindell Rhodes, Liberty Torres, Ken Ruffins, Donna Swan, and Dan Rodgers.

Adult Probation's Healthcare Initiative Expands Probationer Opportunities

MCAPD recognized the opportunity the Affordable Health Care and Portability Act and Medicaid Expansion in Arizona offered to the underserved population of Maricopa County citizens under community supervision. Healthcare coverage increases access, for those who need it, to evidence-based treatments that reduce recidivism. A three pronged approach was implemented through partnerships with community organizations to ensure that probationers have access to outreach and in-person assistance to enroll in healthcare coverage and healthcare education.



Over 7,500 probationers who were uninsured or underinsured filled out Commit Cards to be contacted by Enroll America. In-person assistance was provided to more than 649 individuals in Adult Probation's Assessment Center by community partners, and an educational program was provided to over 73 individuals to ensure they understand healthcare and their coverage, and how to use it. The initiative was successful in identifying uninsured probationers and delivering education and assistance to increase probationers' enrollment in, and knowledge of, healthcare.

Firearms Reality-Based Training

The Maricopa County Adult Probation Department integrated technology, officer debrief and video review, stress management, tactical breathing, mental imagery and heart rate data correlated to a nationally recognized heart rate/performance chart into the department's annual Firearms Reality-Based Training. The intent was to help officers understand how to optimize their performance in a critical incident.

Officers participated in one drill and one scenario involving use of force. They carried training equipment to simulate their duty equipment, including OC Spray, Expandable Baton, Handcuffs and Firearm (with a non-lethal training ammunition). They were fitted with a heart rate monitor, which transmitted real time data to an iPad used by an Instructor to chart the officer's heart rate at key points in the drill and scenario. Officers and Role Players also wore a Taser Axon helmet-mounted camera during the entire training. Following completion of the drill and scenario, the officer debriefed with a Firearms Instructor, who reviewed the camera footage and the heart rate chart data. Instructors were able to observe, record, and show students how they were able to effectively manage their heart rate and respiration during the training, which resulted in more effective and efficient engagement of role players.



Pictured left to right: John Gilbert (Juvenile Probation), Kirsten Lewis, Lance Nickell, BOB #1, Clay Hunt, Alan Glickman, BOB #2, Michele Butcher, Gary Streeter, BOB #3, and Charles Counts (Juvenile Probation).

Happy ANNIVERSARY

30 Years

Ruth McNally

15 Years

Sharon Adams
Lena Blueeyes
Nicole Branham
Kristine Fischer
Linda Helvik
Michelle Kridler
Leah Lara
Cory Rhodes
Carol Zambriski

5 Years

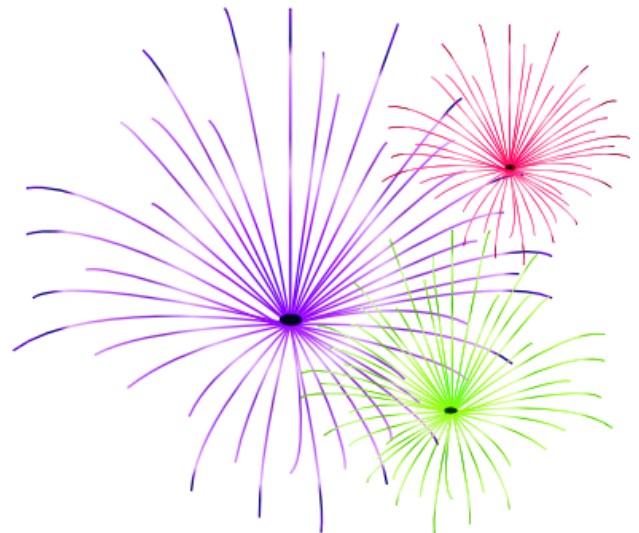
Wendy Lange

20 Years

Claudia Facio
Dora Nevarez-Gomez
Sandy Rogers

10 Years

Odetta Blomker
Jennifer Cooper
Robert Craig
Lindsay Hertzler
Gabriela Perez
Teresa Scharneck
Justin Scheidecker
Gregory Scott
Kristi Slade





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