



Chronicle

Maricopa County Adult Probation Newsletter

Issue: April – June 2022

A Force for Positive
CHANGE.

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CHIEF'S

CORNER

Reflecting Back and Looking Forward to a New Year

This time of year provides the opportunity to consider all we have accomplished during the fiscal year, which draws to a close on June 30, and encourages thought about where we are going in the coming year. As was the case across the world, it was great to see our operations and lives normalize compared to where we have been through the pandemic. I could not be prouder of the workforce across the Judicial Branch, including at the Maricopa County Adult Probation Department (MCAPD), for how they **innovated, adapted, and enhanced** public safety across Maricopa County. MCAPD has led key advancements in how the Department serves **women under probation supervision**; the initiative around continuous improvement; and, in its **diversity, equity, and inclusion** (DEI) efforts. These initiatives and more will be detailed in the Department's upcoming annual report. The DEI efforts are being led by a group of over 50 members from across the organization including MCAPD staff as well as management and executive team members. The spring was spent developing a strategic plan, and the summer on a corresponding implementation plan, which will guide a comprehensive effort across MCAPD, its staff, and all operations. I am grateful for this team and have been **proud to join alongside** them in this work.

The County has adopted its final budget which begins July 1st. As reflected in that budget, they continue to demonstrate the **highest support** of the Judicial Branch of Arizona in Maricopa County including our division of the Branch at MCAPD. Their tentative budget addressed all areas requested by the Branch and will enhance the delivery of justice and operations across the Branch throughout Maricopa County. I am also grateful that their budget **prioritizes compensation** based upon the exceptional performance of our workforce as well as the generational challenges that workforce is presently experiencing. In the furtherance of our shared goal of enhanced public safety, **we truly appreciate the partnership** we experience with the Board of Supervisors and County Administration.

We look with **hope and optimism** at what the next fiscal year holds. That optimism is founded in the dedication of the professionals that serve our division of the Judicial Branch here at MCAPD. You are truly among the best our profession has to offer, and it remains a pleasure to serve this Court with you all.



NEWS &

INFORMATION

Tribute to Dr. David Simourd

By Jennifer Ferguson

The MCAPD celebrated its 50-year anniversary in January 2022. That significant event provided an opportunity for reflection on where the Department had been and how it has developed over the years. Another event occurred on January 1, 2022, that is also connected to the growth and development of the MCAPD; unfortunately, Dr. David Simourd passed away.

It is hard to articulate the exact impact that Dr. Simourd had on this Department, and on probation across the State of Arizona. His relationship with the MCAPD coincides with its journey to implement evidence-based practices (EBP). He was instrumental in helping to understand the importance of conducting risk and needs assessments and the effectiveness of cognitive intervention programs. In the late 1990s he worked with the Department to develop the Offender Screening Tool (OST). He conducted an initial validation of the OST statewide in 2003 which resulted in the OST being adopted as the statewide risk assessment tool. His other significant contributions to department practices include evaluating our first cognitive intervention program and helping understand key predictors of criminal behavior, including why attitude is important. He also developed a short version of the OST called the Modified Offender Screening Tool (M-OST) that was used in Early Disposition Court (EDC) for a number of years.

Dr. Simourd was a fierce advocate of the importance of using research to guide practice. It was critical to him that the strategies used across supervision had research support. His greatest gift was in his ability to communicate that message in a way that made sense to practitioners, those actually responsible for doing work in the field. His ability to generate buy-in to the messages he shared contributed to the growth of resources MCAPD has devoted to conducting research and using data to understand the impact of these strategies.

It is safe to say that Dr. Simourd has made a lasting impact on probation practices in Arizona. His influence is seen on a daily basis through the use of assessments, understanding what constitutes effective interventions and engaging in ongoing research and evaluation. The Department's greatest tribute to his memory is to continue



Dr. David Simourd.

to **challenge ourselves** to seek out the most effective supervision strategies and to **embrace this work with a positive attitude**. Dr. Simourd was an engaging, funny, and brilliant man who will be missed tremendously by myself, MCAPD, and the field of corrections.

Read the American Probation and Parole Association's (APPA) tribute to Dr. David Simourd in their Perspectives newsletter, [click here](#).

Improving Victims' Services

By Tony Bidonde

Every year, the Department conducts the annual Opted-In Victim Satisfaction Survey as a way to measure victim satisfaction and if we are meeting the needs of the victims we serve, and to explore how services can be improved based on the feedback. The FY2021 survey indicates victim satisfaction was at 66.7%, meaning about **two out of three victims were satisfied** with their interactions with the Department. Two of the main factors leading to victim dissatisfaction were lack of communication and unpaid restitution.

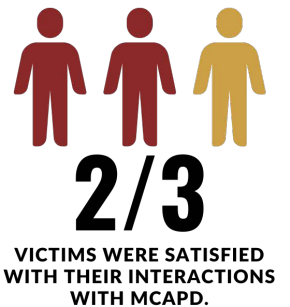
In an effort to improve victims' services, and hopefully increase our satisfaction rate, a **Victim Satisfaction Committee was formed**. Supervisor Susan Savoy was appointed Chair and Tony Bidonde, Co-Chair. The committee was organized in August 2021, and the 20-member committee included staff from all areas of the Department.

The committee reviewed the feedback from the FY2020 and FY2021 surveys and based on that feedback began to explore the following **proposed ideas**:

- Enhancing the Victim Services portion of the Department's website.
- Creating mechanisms to prioritize payments go first to restitution prior to allocations to other fees.
- Revisiting the Victim Satisfaction Survey questions to gather more targeted data and feedback.
- Reviewing/updating victim letters (Field, PSI & Court Liaison) to be more informative and/or easy to use for victims.
- Updating the PSI Watch List and/or policy to limit contact with a victim when multiple co-defendants exist for a case.
- Enhancing the Victim Services Unit process to notify officers of opt-in victim status.
- Updating policy to require officers to contact victims within 30 days of opt-in notification.
- Online victim awareness training for staff (CY2022).
- Developing a Victim Awareness Manager's Forum (CY2022).

These proposals are being researched and/or crafted for implementation. Some proposals require internal business or policy changes; others would require code changes or cooperation with external entities, which affects proposal feasibility and timelines. Notifications for these changes will be presented as they are implemented. As a part of the improvement process, the larger committee has been split into four sub-committees to better organize and prioritize these efforts.

Tony Bidonde, the victim services coordinator, is also involved in several external groups whose goal is to improve victims' services and rights. For example, Tony represents the Department on the Arizona Coalition for Victim Services (ACVS), which is an organization comprised of prosecutorial agencies, law enforcement and



local non-profit agencies from around the state that provide services and advocacy for victims of crime. ACVS also **provides continuing education** and workshops to victim advocates and exchanges information among members and their agencies to keep updated on victims' issues, legislative information, as well as victim assistance via government agencies. In 2021, Tony also joined the Arizona Attorney General's Victims' Rights Advisory Committee. This group is doing ongoing work on victim issues that affect the entire state in order to assist and guide victims through the judicial process. Currently, the committee is working on a short video that explains the opt-in process to victims. The hope is this will clarify the confusing two-step process to opting-in for pre- and post-conviction automatic notifications. The video will be available to victims and any organization assisting victims within the next couple of months.

Interested in learning more about the Victim Services Unit? Check out the [frequently asked questions](#) section of the website to learn about Victims Rights, opting-in, what happens after a crime occurs, the difference between parole and probation, and more by visiting <https://superiorcourt.maricopa.gov/apd/victim-services-unit-faqs/>.

You may contact MCAPD Victim Services with questions or for assistance by calling 602-372-2826 or emailing either apdvsvu@jbaszmc.maricopa.gov or tony.bidonde@jbaszmc.maricopa.gov.

Resilience to Thrive

By Kendall Vaughan

The Resilience to Thrive program was created to assist Judicial Branch employees in **reconnecting with ourselves, others, and our purpose**. During the past few years, we have all faced extreme challenges that have required us to adjust and adapt all while navigating through high stress levels. As each person has a unique experience, the Resilience to Thrive program provides a **private** platform for everyone to share their experiences as well as support others through theirs. Join other members of the Judicial Branch in sharing their pandemic experience and how resilience has got them to where they are today!



“Be mindful of your emotional health and the emotional health of those around you.”

**Participation is voluntary and private. COJET credit is earned as you complete each module.*

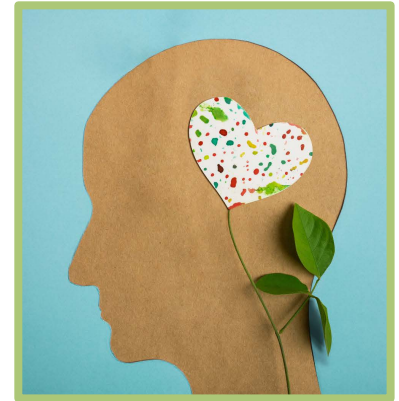


Wellness Benefits for Employees

By Savanna Hopp

Maintaining a healthy work-life balance includes taking care of ourselves. Luckily, we are part of a great organization that provides services to **support mental health**. Did you know that as employees (including contract and temporary) of MCAPD, we have access to the Employee Assistance Program (EAP)? EAP is a benefit that provides short-term, solution-focused counseling for both personal and work-related issues. There is no premium or copayment charge when using EAP.

EAP provides a full range of counseling and referral services, including (but not limited to) individual, family and marital concerns, stress and job-related matters, child and domestic abuse, chemical and alcohol dependency assessments, and legal or financial issues.



The County's new EAP vendor is ComPsych, effective July 1, 2022. In addition to current EAP benefits, ComPsych also offers virtual support, an online provider directory, work-life solutions, legal guidance, financial resources, and interactive digital tools. More information will be available July 1, 2022.

Below are services available through EAP:

- **Counseling**
 - 12 individual counseling sessions for you and your dependents per person, per problem, per plan year.
- **Coaching**
 - Receive help creating a plan to achieve and track your goals.
- **Online programs**
 - Focus on emotional wellness and manage depression or anxiety with self-guided, interactive programs.
- **Financial counseling**
 - Two free 30-minute telephonic consultations covered per plan year.
- **Legal consults**
 - One free 60-minute consultation for issues such as estate planning, family and divorce law, civil and criminal matters, et cetera, per plan year.

Other benefits of being employed with MCAPD include a Wellness Incentive Program for discounted medical premiums, free 24/7 Maricopa County fitness centers, discounted membership to LA Fitness, and even a discount for annual Maricopa County parks pass. [Click here](#) to learn more about employee benefits.



ACHIEVEMENTS

& CELEBRATIONS

2021 “Of the Year” Celebration

By Tina Burrueal

The MCAPD is pleased to have honored the 2021 “Of the Year” award winners during a hybrid awards celebration on May 3, 2022. Winners were nominated by fellow employees and selected by the People Recognizing Individual Deeds of Excellence (P.R.I.D.E.) Committee for their exceptional contributions to the Department’s mission and goals. The following leadership principles were considered in the award nominations: Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage the Heart.

CONGRATULATIONS TO THE 2021 OF THE YEAR AWARD WINNERS

Jessica Ethington – Supervisor

Nora Franco – Employee

Kate Southards – Probation Officer

Diane Bracamonte – Surveillance Officer

CONGRATULATIONS TO THE 2021 OF THE YEAR NOMINEES

Janet Acuna
Yvette Angulo
Lorena Arizmendi
Kimberly Armstrong
Daniel Atkinson
Candice Baldino
Richelle Bordine
Michel Bridget
Tina Burrueal
Yolanda Cardenas
Cecilia Cisneros
Luis Cisneros Ramirez
Karla Clanton

Kathleen Courter
Savana Cray
Michelle Crouch
Sonia Cruz
Victoria Curness
Shana Edmundson
Chris Epps
Christine Frey
Melissa Froderman
Amy Ganz
Selina Guerrero
Lauren Guida
Samuel Hagadorn

Derek Kelly
Ivy Kinney
Tanya Kluender
David Kozak
Mark Landolfi
Marie Long
Joe Lopez
Daisy Lugo
Keri Madrid
Letty Martinez
Ricardo Mendez
Jessica Munoz Felix
Anakari Ochoa

Michael Parham
Jesse Perez
Katie Perez
Ashley Ramirez
Rodriguez
Rodney Rego
Gregory Scott
Holly Slater
Stacy Soto
Francine Walters
Kristi Wimmer
Tae Yi

Thank you for all the amazing nominations. Of the Year 2022 nominations will open early 2023. Please consider nominating peers for their outstanding contributions to MCAPD, our community, and the families we serve.

The following are the winning nominations:

Supervisor of the Year, Jessica Ethington

Nominated by Probation Officer David Laing:

I would like to nominate Jessica Ethington for Adult Probation Officer Supervisor of the Year.

During this past year, Jessica stepped up to the plate and took on the supervision of seven additional Seriously Mentally Ill (SMI) probation officers on top of her regular unit. Jessica willingly stepped in to assist our former supervisor who has been out on leave, and she succeeded in making the transition very seamless.

Jessica always makes herself available to her team, and she can always be counted on for reaching out to us when in need. In fact, when I recently asked her for input regarding housing solutions for my justice-involved individual, she called me from her daughter's softball game on her day off all the while everyone was cheering for her daughter!

Jessica's long-term tenure as an SMI supervisor has enabled her to navigate an often-challenging behavioral health landscape, as well as to allow her to educate Court staff on the SMI program, and to work as a team advocate for the frequently new Commissioners of the Mental Health Court. She is often spearheading collaborative initiatives with the Court and the Regional Health Behavioral Authority with a goal of promoting and improving MCAPD's involvement.

Jessica is also an active member of David's Hope, a state-wide mental health advocacy program, where she is able to lend her many years of expertise. Also, many MCAPD staff members know Jessica from her involvement with the annual Garfield Turkey Feast where she becomes Mrs. Claus for an afternoon - even when it is 80 degrees outside!

Lastly, when I was caught in the crosshairs of a dangerous field situation late this year, Jessica demonstrated genuine compassion by calling me while I was visiting family to make sure I was OK. Further, she offered me crisis services and made certain that I felt supported.



From left to right: MCAPD Chief Michael Cimino, Supervisor Jessica Ethington, Probation Officer David Laing.

Employee of the Year, Nora Franco

Nominated by Division Director Tameka Loyd:

I would like to nominate Nora Franco for the 2021 Employee of the Year award. Nora is my Administrative Assistant in the Programs Division. On November 4, 2021, the Luhrs building flooded and had to completely close to the public/justice-involved individuals. Between November 4, 2021, and December 24, 2021, Nora assisted me with assessing the damage, contacting the property manager, engineer, and contract providers in charge of the office repairs. She also ensured staff and supervisors were up to date with the plan to remodel. I received military orders to initially leave from December 25, 2021, to January



From left to right: MCAPD Chief Michael Cimino, Admin Assistant Nora Franco, Division Director Tameka Loyd.

15, 2022. Due to unforeseen circumstances, I was not able to return to the office until February 7, 2022. Nora Models the Way by ALWAYS being willing to help when there is a need, no matter who it is for! Between December 25, 2021, and February 7, 2022, she took charge and literally oversaw the whole project through in my absence. She also remained in contact with executive staff to ensure up to date information was provided to the Presiding Judge. Although building issues are part of her job duties, what she encompassed in my absence was above and beyond. The office opened to the public on February 7, 2022. On top of that she did not waiver from her regular job duties.

Nora also Encourages the Heart. Over the past year she has worked on several committees that have had a huge impact on increasing morale and making a difference across not just MCAPD but the Judicial Branch. She assisted with the revamp of P.R.I.D.E. (MCAPD), Praise Recognition Award in Service Excellence (P.R.A.I.S.E.) (Maricopa County Juvenile Probation Department), and with organizing and issuing the Judicial Branch Years of Service awards. She is the lead coordinator for the Of the Year Award. Most recently she contributed to the MCAPD 50th Year Anniversary celebrations, co-designing the signature coin and pin that was distributed to all staff.

Probation Officer of the Year, Kate Southards

Nominated by Probation Officer Brian Mahoney:

This recommendation for Kate Southards as Adult Probation Officer of the Year is not for work she has completed with clients or victims, but the tremendous amount of work to she has done to advance the Department by leaps and bounds. She spent the entire year of 2021 researching, writing, and training to bring a K9 Unit to MCAPD. This work got the program off the ground on December 1, 2021.

This including traveling out of county and state to train and certify her K9, Koa. She also traveled to meet with probation departments in other states with K9 units to research how their programs serve their departments and used their working experience to create a proposal and program that meets MCAPD standards. She took that information and reached out to other officers, supervisors, and department heads to create a working proposal to bring to the county and MCAPD upper management. After months of work, she was finally approved to bring a certified firearms detection working dog into the Department for field work. She then had to work on how to transport Koa to and from the office and search calls. This including finding a cage that would fit in the vehicle provided by the County and ensuring it was safe for both her and the K9 in case of an emergency.



From left to right: MCAPD Chief Michael Cimino, K9 Koa, Probation Officer Kate Southards, Probation Officer Brian Mahoney.

The amount of progress bringing the K9 program to the MCAPD will be seen and felt for years to come. Having seen Kate and Koa in action completing searches for firearms, ammunition, and many firearm accessories has amazed not only myself and other members of the MCAPD, but also members of other

law enforcement agencies who assist and work with the MCAPD on a regular basis. She's been the driving force to bring a program to the MCAPD that has been turned down by the Department in the past, puts the Department on the road to creating a safer community for not only probation staff, but for law enforcement agencies and citizens across Maricopa County.

Surveillance Officer of the Year, Diane Bracamonte

Nominated by Supervisor Sarah Dutton:



From left to right: MCAPD Chief Michael Cimino, Surveillance Officer Diane Bracamonte, Supervisor Sarah Dutton.

I nominate Diane Bracamonte for best Surveillance Officer. Diane goes out of her way to not only help the individuals on her caseload overcome barriers and become stable but after over 20 years she still puts forth the extra effort to ensure all victims are treated fairly and goes above and beyond to help them stay safe. Recently she assisted a youth experiencing homelessness get into a community resource to get him stable and avoid a Petition to Revoke. Diane's demeanor is always calm and respectful. She can make decisions fairly and without bias. I have seen Diane use her calm demeanor and wisdom to bring individuals down from a state of being very angry to calm. She is very good at meeting people where they are to help them make life changing decisions that will impact them for years to come and ideally avoid coming back into the criminal justice system. Diane works well with her peers and is willing to help a co-worker at the drop of a dime. She will assist

with field contacts, arrests, bookings, searches, speaking with a victim, doing a victim advocate referral et cetera without hesitation. If there is a victim safety issue, Diane will make sure to speak with the victim in person, if possible. She will meet them at their residence, if needed, and get them the resources they need. She never hesitates to go above and beyond; it is her normal practice. If she doesn't know the answer she knows where to find it. Diane is reliable, respectful, and honorable. She is a great asset to the Department and specifically the Domestic Violence Unit.

2022 Victims' Rights Recognition Event

By Antony Bidonde

In recognition of National Victims' Rights Week, the following 61 individuals received a Certificate of Appreciation for working with, or doing work on behalf of, victims of crime. These individuals were recognized by the Department for conduct that exemplifies professionalism, dedication, and willingness to help others. They have gone above and beyond what is required to assist a victim, and are committed to working towards a safer community. The recipients were honored on April 27, 2022 in front of their peers and supervisors at an in-person event where Chief Probation Officer Michael Cimino recognized and congratulated each recipient for their contribution and presented them with a certificate of appreciation. This year's theme was "Rights, Access, Equity for all victims. Help crime survivors find their justice."



THANK YOU FOR MAKING A DIFFERENCE

Daniel Atkinson
Duane Aul
Alexandra Battest
Wayne Benton
Tony Bidonde
John Biship
Austin Brabble
Diane Bracamonte
Tazman Briggs
Ivana Budimirovic
Tiffany Butler
Carla Cacciamani-
Eggers
Rebekah Campbell
Robert Celaya
Vanessa Chavez
Amanda Copciac
Joseph Coppola
Sonia Cruz
Casey Frith
Scott Gibson

Debi Gilliland
Sarah Gomez
Samantha Gravett
Melissa Grey
Christina Hannon
Linette Hartle
Amanda Hastings
Clint Hill
Ceirra Hoctor
Victoria Holloway
Ashley Holmes
Elizabeth Kemp
Alex Kupka
Cherynne Lara
Joe Lopez
Dawn McCullar
Jovany Medina
Cortney Norton
Jorge Ortiz
Veronica Pena
Aaron Porzel

Ryan Price
Heather Redmond
David Rojas
Brianne Rosa
Ileana Salvatierra
Peter Sanborn
Arielle Santacruz
Susan Savoy
Rebecca Sifuentes
David Silvas
Jim Sine
Scott Skoropys
Brian Slater
Laura Thomas
Sherri Tucker
Ryan Valley
Karen Vaniman
Stephanie Vega
Ashley Webb
Tae Yi



MCAPD Chief Michael
Cimino and Victim
Services Coordinator Tony
Bidonde presenting
certificates to the winners
at the recognition event.

Congratulations to all!

MCAPD Welcomes 16 Probation Officers and Four Supervisors

By Jim Sine

On June 16, 2022, Judge Starr and Chief Cimino presided over and welcomed 16 new probation officers and four supervisor promotions at the Board of Supervisors Auditorium. Sadly, Judge Starr will be rotating to a new assignment, so this was her farewell appearance presiding over the MCAPD graduation ceremony. The new probation officers completed eight weeks of training which included the Probation Officer Certification Academy and the Defensive Tactics Academy. As has become our custom, the officers had a two-week period where they were secondary in their caseloads to allow time to learn more about the job and who they will be supervising. Six of the new officers went to Western Regional Center (WRC); Dan Kimbrough, Taytem Stravel, Megan Smith, Connor Standley, Mirthala Martinez, and Jocelyn Rodriguez. Southport has four new officers which include Vincent Garcia-Landry, Daniel Bracamonte, Narissa Naputi, and Jeny Moran-Almazan. Probation Service Center (PSC) welcomes Erin Calles, Garfield welcomes Ashley Fitzsimmons and Tarak Manea joins the team at Sunnyslope. Finally, Macklin Carlsrud, Jesus Bonilla, and Evelyn Salas have been assigned to Black Canyon Building (BCB). All new officers have standard caseloads except for Erin and Evelyn, who were placed in sex offender units. Best of luck to everyone in their new career!

In addition, we had four very special supervisor promotions to celebrate. Jared Powell and Tiffany Butler were officially sworn in as supervisors with Jarod being placed at PSC in standard probation and Tiffany at WRC leading a sex offender unit. Kendra Neal and Nora Franco will be leading our supportive services at multiple

locations. Kendra will be at Northport, Scottsdale, and Sunnyslope while Nora will be leading at Garfield, Southport, and the West Court Building. Congratulations to everyone on your well-deserved promotions!

To watch the swearing-in ceremony, [click here](#).



NOTES graduates pictured from left to right: Megan Smith, Tarak Manea, Mirthala Martinez, Vincent Garcia-Landry, Jeny Moran-Almazan, Evelyn Salas, Dan Kimbrough, Narissa Naputi, Macklin Carlsrud, Erin Calles, Taytem Strauel, Jocelyn Rodriguez, Daniel Bracamonte, Ashley Fitzsimmons, Jesus Bonilla, Connor Standley.

Jennifer Ferguson Promoted to DIA Administrator

By Savanna Hopp

Jennifer Ferguson has been promoted to Data Integrity & Analytics (DIA) Administrator for the Judicial Branch of Arizona effective June 27, 2022. She started with the Department in June 1998 as its first research analyst. Jennifer was an analyst for 22 years – until October 2020, when she was promoted to DIA manager for MCAPD. She will be relocating to the Old Courthouse Building.

As DIA administrator, Jennifer will be responsible for ensuring all three DIA teams within MCAPD, Maricopa County Juvenile Probation Department, and Superior Court have the resources and support they need as they assist with the data needs of their respective Departments. Within this position she will also seek ways to continue moving the Judicial Branch forward in being data-driven in their decision-making and ensuring the Judicial Branch leadership has the data needed to inform their decisions.



When asked about what she is looking forward to in her new position, she replied, “I am excited to learn more about the operations of the various departments within the Superior Court and also about the Juvenile Probation Department to better understand their data needs. I am also looking forward to continued opportunities to increase collaboration across the DIA teams in support of the Judicial Branch mission, vision and values.”

For those that have had the privilege to work alongside Jennifer, she is known for being passionate about data and translating research into practice. Jennifer stated, "It is very rewarding to see the results of research or analysis used to guide decisions."

"Everything is hard before it is easy." - Goethe

"As a department (MCAPD) and as a Judicial Branch we have all experienced a significant amount of change and challenges over the past couple of years," Jen stated. "We have continued to adapt and provide a high level of service. I know that this new position will come with its own challenges but I am excited for the opportunity that this change presents to continue to elevate the Judicial Branch."

MCAPD Chief Cimino:

"Jennifer has served the Branch with faithfulness and distinction for over twenty years. She has been a critical influence in the Adult Probation Department's evolution, implementation of evidence-based practices, and the formation of our budgets, which is just a sampling of the mark Jen has made on our Department. Over the last year, she has expanded that influence across other parts of the Branch and it has been a pleasure to see the rest of our organization benefit from her knowledge and experience. She is an example of the impact our Data Integrity and Analytics Department does for the Branch. On a daily basis, DIA professionals gather information, analyze data, and equip the leaders of the Branch which guide our operations and decisions. While you may not always be aware of their work, you likely benefit from it every day. We are proud of you, Jen, and look forward to your continued leadership and service to our Court."

Deputy Court Administrator Shawn Friend:

"Having Jennifer as the next DIA Administrator is a huge win for the Department and the Judicial Branch. She is a champion for a positive culture and so knowledgeable, we are lucky to have her!"

Tiffany Butler Promoted to Supervisor

By Robert Celaya

Tiffany Butler was promoted to adult probation supervisor of a standard sex offender unit, effective June 13, 2022. Tiffany has been with the Department for over 16 years. Tiffany started out at BCB as a surveillance officer for an intensive probation supervision (IPS) sex offender caseload that also focused on individuals experiencing homelessness and those associated with Central Arizona Shelter Services (CASS) and the Phoenix Rescue Mission. Since then, she has also served as a surveillance officer in the Domestic Violence (DV) Division, a caseload administrator for the Court Liaison Unit and Minimally Assessed Risk Supervision (MARS) unit, a judicial clerk supervisor for the Pretrial Division, and then as a probation officer in the IPS Sex Offender Division. Her most recent position prior to her promotion was as a DV officer at the WRC.



In her time with the Department, she has also served on a variety of workgroups and committees including: the City of Phoenix Threat Assessment Committee, Member; Strategic Workgroup for Court Text Messaging, Member; the Morale Committee, Member; Pretrial STRiVE Paperless Committee, Co-Chair; Risk Reduction Coaching of Supervisors, Facilitator; Probation Violation Workgroup, Member; Communication Committee, Member; as a Criminal History and Dispositions (CHD) facilitator for newly hired officers, as well as a presenter for several APPA and National Association of Pretrial Services Agencies (NAPSA) conferences. In addition, she earned her bachelor's degree from Arizona State University in 2014!

When asked what she is most looking forward to in her new position, she stated, "During my time with the Department and the various positions and divisions, I have been fortunate to work with supervisors that encouraged, supported, and guided me to where I am today. I look forward to providing the same to others."

Nora Franco Promoted to Supervisor

By Tazman Briggs



Nora Franco has promoted to probation administration supervisor in the Compliance and Supportive Services Division at Luhrs effective June 27, 2022. In 2017, Nora began her career with MCAPD as a judicial clerk for the Programs Division at Luhrs. In that assignment, she assisted the Sex Offender units with county-funded vouchers for the treatment and polygraph examination of justice-involved individuals (JIs), as well as working with the treatment and polygraph examination providers to process billing. In 2018, Nora earned her bachelor's degree in Criminology and Criminal Justice with a minor in Public Administration from Northern Arizona University. From 2018 until her promotion to supervisor, Nora worked as an administrative assistant for the Programs Division where she assisted with various tasks including Luhrs building requests, managing gift card inventories for the Programs units, managing the HOPE grant referrals, and was the site administrator for Health-E-Arizona Plus (HEA+) and lead coordinator for the MCAPD "Of the Year" awards.

During her time with MCAPD, Nora has been involved with multiple committees. She is currently the chair for both the Morale at Luhrs and P.R.I.D.E. Committees. She is a member of the Employee Reward and Recognition Committee (ERRC), as well as a past member of the MCAPD's 50th Anniversary Planning Committee. Nora has also been honored with two work-related awards; these include the COVID Hero Award in December 2020, where she was nominated by Judge Bruce Cohen, presented by Presiding Judge Joseph Welty and Judicial Branch Administrator Raymond Billotte, for her participation in the roll out of the program by the ERRC. Additionally, Nora received the MCAPD Employee of the Year Award in May 2022, nominated by Division Director Tameka Loyd, presented by the P.R.I.D.E. Committee and Chief Michael Cimino. In her new position, Nora is looking forward to a new challenge and the mentorship she will provide.

Kendra Neal Promoted to Supervisor

By Savanna Hopp

Kendra Neal recently was promoted to adult probation administration supervisor at the Northport office in the Compliance and Support Services Division, effective June 27, 2022. Kendra brings experience from her time at Maricopa County Superior Court as an account specialist within the Criminal Financial Obligations Unit where she gained knowledge with iCIS, Restitution Fines and Reimbursement (RFR), interpreting court orders, and criminal financial obligations. She joined MCAPD in 2006 where she worked for 9 years, then returned in 2018 where she has been since. She started as a collector with the Financial Compliance Program (FINCOM) at Southport/Durango, Probation Service Center (PSC), and Scottsdale before being promoted to the collections lead/supervisor at the Scottsdale office.



Over the years with the Department, Kendra has been active on various committees and workgroups. She was previously the co-chair for the Financial Compliance Committee (FCC) monthly meetings where she created agendas and provided the Department with collections data. Kendra

was a member of the RFR workgroup which met with Clerk of Court's Criminal Financial Obligation (CFO) Unit and their IT department. She provided feedback and suggestions for development of the new RFR system and tested the new system as it developed. Kendra has been instrumental in the implementation of Restitution Court along with its success.

Kendra is no stranger when it comes to awards. In 2012, she was a part of MCAPD's FINCOM team which received a Crime Victims Financial Restoration Award. In 2009, Kendra received an MCAPD Distinguished Service Award during Victims' Rights Week for her exemplary service to crime victims.

Kendra is looking forward to "learning the role and duties of support staff and leading staff to their full potential where hopefully they feel confident, satisfied, valued, and appreciated in the work they do."



MCAPD Wins Five National Awards

By Sarah Harp

Five MCAPD programs were recognized with the National Association of Counties (NACo) 2022 Achievement Awards. Achievement Awards honor innovative, effective county government programs. Full abstracts of the programs nominated were described in the [previous Chronicle](#). The MCAPD staff involved in the development and implementation of these award-winning programs deserve recognition for their contributions that benefit not only the Department but the community it serves.

Centralized Production Folder

Division: Compliance & Supportive Services

Support staff identified a need to improve the distribution of work across the Department. A centralized workflow process was created that shortened turnaround times for work and improved overall consistency across supportive services.

MCAPD staff integral to the project		
Tina Burruel	Marlene Garcia	Randy Tirado
Judy Chacon	Kim Kelly	Ryan Valley
Angelina Diaz	Heather Preston	
Larry Fugleberg	Olivia Ramirez	
Former MCAPD staff		
Sharlene Davis (Civil Dept)	Ramona Demian (Clerk of the Court)	Anna King

CRU Fileless Program
Unit: Community Reintegration
Division: Community Transition & Support Division

Community Reintegration Unit staff developed a case assignment process that eliminated the need to wait on physical files to be received at their office before cases could be transferred. The project increased the efficiency of the Unit and its ability to effectively assist a justice-involved individual's transition to the community.

MCAPD staff integral to the project		
Janet Acuna	Sandy Cumming	Noemi Murillo
Cindi Barocas	Jolie Delong	Ekom Nwaebi
Kim Bennett	Ryanne Dirmyer	Effren Padilla
Jennifer Blaisdell	Christine Frey	Dave Perkins
Tabetha Blow	Tom Goss	Liz Porter
Jill Brown	Dennis Hawkins	Lisa Roubicek
Aracely Chavez	Kim Kelly	Angelica Sanchez
Heidi Cichon	Sarah Liming	Matthew Schmitz
Katrina Clark	Darcy McLeod	Tim Schouten
Deborah Coleman	Darcy McLeod	Aaron Smith
David Cook	Hannah Mercier	Jenny Ward
Iris Cuevas	Patrice Moeller	
Former MCAPD staff		
Sharlene Davis (Civil Dept)		

Enhancing Leadership Access to Data
Division: Data Integrity & Analytics

Recognizing the need to make data accessible to all levels of MCAPD leadership, the Data Integrity & Analytics Division developed a report tool that provides immediate access to data for Department leaders. The tool eliminates leadership needing to submit data request forms thereby increasing efficiency and timeliness for needed information that informs decision making.

MCAPD staff integral to the project		
Randy Tirado	Larry Fugleberg	Brandelyn Jackson
Jenifer Meiley	Cynthia Stevens	Ryan Valley
Other County Department staff integral to the project		
Sean Palmer - CTS		

Virtual Delivery of Cognitive Behavioral Interventions

Unit: Thinking for a Change & Decision Points

Division: Programs

Prior to the pandemic, justice-involved individuals actively participated in programs and treatments in person. Programs Division staff created virtual Thinking for a Change (T4C) and Decision Points classes to ensure that the population served by the Department had continued access to these vital programs.

MCAPD staff integral to the project		
Chris Frey	Arlyn Harris	Roberta Navarette
Enrique Garcia	Julie Lovejoy	John Smith
Susan Hansen	Melissa Monahan	Dana Youhas
Former MCAPD staff		
Therese Wagner	Jaci Christensen	

PSI Officer Virtual Training Program

Division: Presentence Investigations

In response to the pandemic, Presentence Investigations staff identified an opportunity to transition from an in-person training program that relied on a single trainer to a virtual training program that exposed new PSI officers to mentor teams comprised of seasoned officers and supervisors. The new training provided greater organizational flexibility for work assignments as more officers shared in mentoring and training responsibilities as well as standardized work processes across the Division.

MCAPD staff integral to the project		
Responsible for Developing and Implementing	Lauren Guida	Michele Saldana
Facilitators/Trainers	Carmen Arvizu	Jennifer Oltman
	Chris Black	Amanda Rivera
	Chris Cross	Valerie Serpico
	Michelle Crouch	Jennifer Stone
	Elaine Fernandez	Marc Ulibari
	Lisa Grace	
Former MCAPD staff	Christina Gonzales	Chantel Mclane

1st Quarter P.R.I.D.E Winners



People Recognizing Individual Deeds of Excellence

APDCC: Lorraine Mathews

BCB: Marisela Cordova, Alexander Kupka, Gregory Scott, Joshua McKibben, Andrew Mount, Jerry Brown, Marlene Garcia

CSC: Sandra Cumming

DTJC2 Training: Douglas Murphy

DTJC3 Admin: Ryan Valley & Efrain Colin

Durango: Jenni Padilla & Gary Burgett

ITR: Joseph Kupitz & Karen Gilreath

Luhrs: Elvia Flores & Nora Franco

Northport: Claude Renfro, Anthony Hernandez, Michael Burns

PSC: Traci Aparicio, Alexandra Rivera, Diana Barela-Rue, and Amanda Howe

SEF: Clayton Hunt & Kim Cullinan

South Court Tower: Manuel Peraza, Daisy Lugo, and Michael Landingham

Southport: Wateka May

Sunnyslope: Mariella Vela

SWRCC: Samantha Rios & Thomas Goss

WRC: Effren Padilla, Kimberly Armstrong, Rodrigo Arce, and Anahi Garcia



Patrick's Story

By Jackie Browning

Patrick moved to Arizona 15 years ago for a fresh start. His life was comprised of making unhealthy choices and he knew it was time to focus on sobriety. Patrick had a history of substance abuse and was incarcerated a few times. When he relocated to Arizona, Patrick had an epiphany and was honest with himself. He knew he could no longer do the physical labor jobs he performed in the past and recognized the need to get sober. Despite his vision to maintain a law-abiding lifestyle, Patrick found himself in trouble with the law once again and he was incarcerated for one year. Upon release he was battling with addiction, and despite his physical ailments he was still working day labor jobs for cash. Patrick learned about the [Human Services Campus](#) when he was released from prison in 2013. When he arrived on campus, he did not have an identification card or a plan for his future. He stayed in the overflow shelter for a few hours and was subsequently provided a bed with [Central Arizona Shelter Services \(CASS\)](#).



CASS facility in Phoenix, AZ.
Image credit: www.CASSAZ.org.

While struggling with homelessness and addiction, Patrick lost sight of his vision and absconded from probation supervision. He was afforded reinstatement and enrolled in residential treatment at Crossroads. Patrick reported that his probation officer, Martha Mays, encouraged him to return to campus upon his treatment completion in an attempt to receive community services. Thanks to Martha Mays and community providers, Patrick has managed sobriety since January 10, 2021. He currently resides at CASS and is working towards receiving a housing voucher. Sobriety motivated Patrick to enroll in a nine-week Peer Support Training through Lifewell Behavioral. He successfully completed the course and graduated in December 2021. In April 2022, Patrick secured steady employment and now works as a sober living technician. He is working on obtaining his fingerprint clearance card and continues to have a positive attitude. Patrick keeps his goals simple. He is focused on managing sobriety, maintaining employment, and building his self-worth. He aspires to be a leader to help others as they travel their journey in recovery. Patrick stated,

“Take your time for the long haul and have a plan.”

WRNA Training Opportunity in Utah for JIW Team

By Melissa Grey and Angel Camacho



MCAPD employees from left to right: Angel Camacho, Karla Rahn, Melissa Grey, Heather Redmond, and Amanda Peterson.

On May 18-19, 2022, five MCAPD staff members were selected to attend the Women's Risk Need Assessment (WRNA) End-User Training in Salt Lake City, Utah. These five MCAPD staff members selected to attend the training are integral parts of the Department's Justice-Involved Women (JIW) Initiative; Angel Camacho, Melissa Grey, Amanda Peterson, Karla Rahn, and Heather Redmond. The training was hosted by the Utah Criminal Justice Center, part of the University of Utah's College of Social Work, and sponsored by the National Institute of Corrections (NIC). The training also provided attendees with the opportunity to train alongside different correctional agencies and learn what programs they have implemented to focus on JIW within their respective departments. Also in attendance were representatives from Larimer County Community Corrections (Fort Collins, Colorado), Effingham County Probation Department (Illinois), Bexar County Probation Department (Texas), and the Vermont Department of Corrections. The training was conducted by Dr. Emily Salisbury, co-creator of the WRNA, and doctoral candidate, Jessica Seawright.

The WRNA is a validated assessment tool developed in the early 2000s and used across the United States. It is a gender-responsive tool, meaning it was developed for women. The WRNA is unique because it utilizes evidenced-based research to identify women's

specific risks, needs, and strengths to complete effective case planning and identify appropriate supervision needs. It has shown effectiveness with thousands of women in over 12 validation studies, many of which were peer-reviewed.

Gender-responsive strengths include self-efficacy, family support, parental involvement, and educational assets. Understanding how these areas are places of pride for many JIW or areas to be reinforced can help target different motivating factors for women more effectively than solely promoting the technical conditions of supervision. JIW Supervisor Amanda Peterson noted that the training reinforced her understanding of how gender matters in the supervision of JIW. For instance, Amanda noted that many of the women under supervision are mothers who are the sole caregiver for their children and their decision to enter treatment or seek employment is often dependent on that role. Using the WRNA as an assessment tool refocuses attention on these gender-specific issues that may be barriers for success on probation, and provides guidance on how best to work with JIW to address their specific needs.



WRNA training conducted by Dr. Emily Salisbury, co-creator of the WRNA.



From left to right: Melissa Grey, Heather Redmond, Amanda Peterson, Karla Rahn, and Angel Camacho.

Probation Officer Melissa Grey noted that she had the opportunity to attend Dr. Anjali Nandi's training on trauma-informed care and JIW in December of 2021 which piqued her interest in the Department's efforts to address gender-specific issues faced by those under supervision. Attending the WRNA training in Utah has increased her understanding of the different challenges men and women face under supervision and has allowed her to be more gender-responsive in her role as an officer. She stated, "My increased understanding of gender-

responsive practices gives me a new lens to view women's behaviors, needs, and lives; this knowledge will only advance my ability to supervise in the most effective and appropriate way possible. As a concrete step, I will be referring many JIW I supervise to gender-responsive treatment programming within the Phoenix area to ensure their specific needs are identified and addressed in an appropriate venue."

Angel Camacho, one of the three officers supervising a JIW caseload, also had the opportunity to attend the Utah training and stated, "One of the things that stood out to me during the training is how the WRNA not only measures womens' specific criminogenic needs but it also measures their strengths." She expressed her pride in the Department implementing Trauma-Informed Care, creating JIW caseloads, and piloting the WRNA.

All the attendees expressed the value in learning about gender responsivity and tailoring case plans to address womens' specific needs makes for a more equitable justice system. Gender-responsive practices are evidence-based and have been studied for more than 50 years. These practices are called "gender responsive", not "women responsive", because they also include an understanding of how masculinity plays a role in boys' and mens' offending as well. The training solidified the importance of being gender-responsive and only heightened the importance of the work being performed by those involved in the JIW Workgroup.

To learn more about WRNA, [click here](#).



From left to right: Karla Rahn, Angel Camacho, Heather Redmond, Melissa Grey, Amanda Peterson, and Dr. Emily Salisbury.

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