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NEWSLETTER OF THE
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

A Force for Positive 
CHANGE.

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Chiefly Speaking: MCAPD Performance Results for Fiscal Year 2012



It's important for employees to know the Department's strategic goals and how your jobs contribute to achieving our mission and goals. It's equally important for management to inform employees of the Department's performance results and for all of us to be aware of our progress toward organizational goals. In this column, I want to report our FY2012 MFR results.

Adult Probation employees work hard and work smart. The Department remains focused on evidence-based practice, collaboration, learning, and continued improvement and innovation. Employees identify strongly with our mission to enhance the public safety and well-being of our neighborhoods. All of these factors have contributed to another year of extraordinary performance results.

Goal A Crime Reduction

- Successful completion of probation increased for the fourth year in a row
- Revocation to prison decreased for the fourth consecutive year
- New felony sentencing decreased for the third year in a row and has remained at or below 5% for the past three years

Maricopa County Adult Probation Department Goal A Crime Reduction Results FY2008 – FY 2012						
Performance Measure	Department Goals	FY2008 Results	FY2009 Results	FY2010 Results	FY2011 Results	FY2012 Results
Successful completion of probation	60%	65.53%	69.87%	73.65%	80.32%	81.69%
Revoked to DOC	33%	28.35%	28.13%	21.15%	18.41%	16.75%
New felony sentencing	8%	7.97%	8.81%	5.01%	4.87%	4.75%

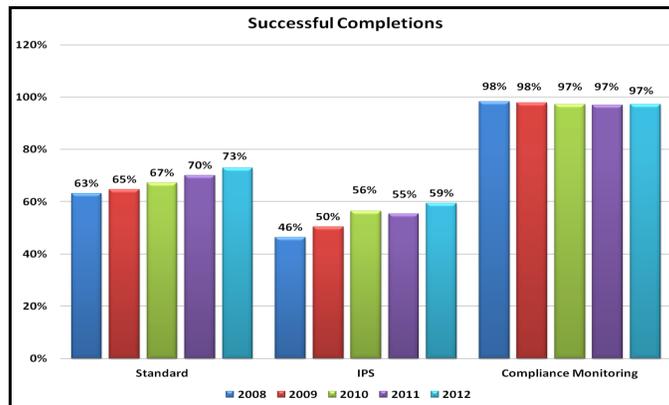
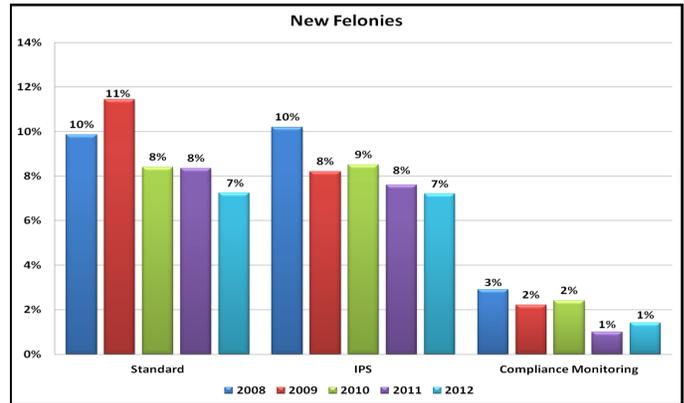
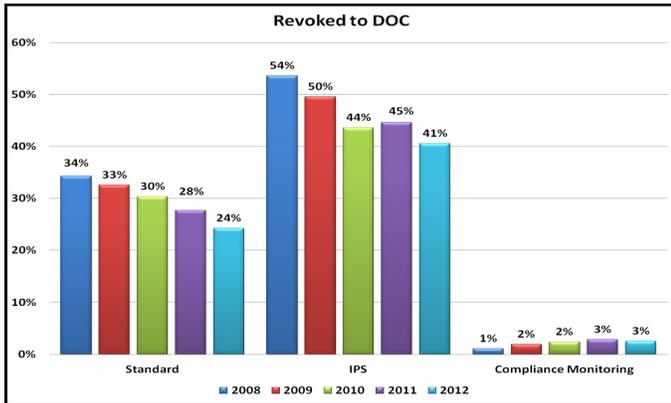
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The Department analyzes and reports Goal A results at different levels, including Standard Probation, Intensive Probation, and specialized programs. Improved results are evident in many areas. The graphs below show our 5-year results for Standard, IPS, and Compliance Monitoring. It is noted that the results for Standard Probation, as presented in this graph, do not include MARS or specialized caseloads.



The Domestic Violence Program substantially improved outcomes from the previous year and has demonstrated improvement over the past five years. DV Court has been instrumental -- by imposing more immediate sanctions, the number of petitions to revoke were reduced. In addition, POs have been ensuring that treatment referrals are made to licensed agencies and staff has embraced EBP in their work.

- Successful completions increased from 39% in FY2008 to 63% in FY2012
- Revocations to DOC decreased from 51% in FY2008 to 23% in FY2012

Improved results were achieved with our Transferred Youth during the past year and over the past five years. Project SAFE has contributed to better results with this challenging population.

- Successful completions increased from 26% in FY2008 to 51% in FY2012
- Revocations to DOC decreased from 73% in FY2008 to 49% in FY2012

Performance results for our Seriously Mentally Ill Program did not improve in FY 2012; however this program has maintained consistently positive results that exceed our departmental goals. During the past four years, successful completions have ranged between 78% and 82%, revocations to prison have ranged between 16% and 21%, and new felonies have ranged between 2% and 6%.

In our Sex Offender Program, new felony sentencing rates have ranged between 1% and 3% during the past four years and are among the lowest new felony rates of any group measured within the Department.

Pretrial Services achieved a high completion rate: 89.2% of pretrial defendants successfully completed release conditions, up from 87.9% in FY2011 and above the goal of 82%.

As part of the Child Predator Apprehension Team (CPAT) of the Arizona Wanted Violent Offender Task Force, MCAPD had an 89% closure rate in FY2012, closing 147 of the 166 child predator cases we brought to CPAT. Kudos to FAU Officer Jeff Fischer for his outstanding work with CPAT!

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Goal B Compensation and Retention

Our performance measures for MFR Goal B include the overall satisfaction score from the employee satisfaction survey, which was 5.7 on the FY 2012 survey and exceeded the goal of 5.6. Nonetheless, we know from the survey that you are less than satisfied when it comes to your pay. County employees have not received a raise in five years, an issue that is closely related to the economic recession. Be assured that the subject of pay is addressed with County management at the appropriate times and that I will continue to do so. The recently announced Pay for Performance Plan FY2012-2013 is welcome news that provides some financial relief for employees.

The Department values the retention of skilled employees. The average years of service of badged staff increased slightly to 10.72 years. Our goal is 8.9 years. The vacancy rate for non-badged staff was 6.18%.

Goal C Process Improvement

Under this goal, we seek to improve case processing for the benefit of our customers. FY 2012 results include:

- 97.9% of presentence investigation reports submitted to the Court did not have continuances submitted by MCAPD; this is an increase from the FY2011 result of 97.5%. Our goal is 98%. 14,988 presentence reports were completed.
- 65.4% of the restitution ordered was paid. This is an increase from 55.4% in FY2011 and it is the first time that we have exceeded our goal of 65%. \$10.1 million were collected.
- 40.1% of the community restitution work hours ordered were performed, a decrease from the FY 2011 result of 57.2%. Our goal is 65%. 299,018 community restitution hours were completed.
- 70.1% of tested probationers were drug-free.

Goal D Customer Satisfaction

The Department seeks to improve services to neighborhoods, courts, offenders, and victims. In FY2012, MCAPD conducted two surveys to assess how we are doing; 1) a survey of treatment providers and other community partners, and 2) a survey of opted-in victims whose cases required notification during FY2012.

- 86% of treatment providers and other community partners were satisfied with their organization's interaction with our Department, which represented an increase over the last survey of this type and exceeded our goal of 85%. Respondents expressed a desire to further these relationships through improved communication, including increased information sharing, follow-up with services, and opportunities to interact and collaborate. The results are encouraging given our Department's commitment to collaboration with natural partners.
- 73% of victims were satisfied or very satisfied with Adult Probation, up from 61% in FY2011. Victims' comments indicated that their greatest sources of frustration were not receiving restitution payments.

Goal E Solid and Sound Infrastructure

In support of Goals A, B, C, and D, the Department's Infrastructure goal is to have industry standard equipment, adequate facilities, and technological interconnectivity with agencies to provide efficient and effective probation services and promote staff and public safety.

Employee satisfaction survey results provide benchmarks for this goal. Employees' overall satisfaction with MCAPD equipment, facilities, and support services received a score of 6.08, exceeding the goal of 5.96. Employees' satisfaction with MCAPD safety services received a score of 6.38, exceeding the goal of 5.7.

Congratulations on the positive performance results in FY2012! I am extremely proud of this organization and the Department's achievements. Successes at MCAPD are no accident. We create and execute plans based on informed decisions and evidence-based principles, and we consistently work very hard to change lives, protect our community, and meet our goals. As the Chief, I deeply appreciate your efforts. Of course, there is more work to do. As we continue this important and sometimes very difficult work, let's enjoy the progress we have made and the difference that we make. ☺

Working For One Less Offender, One Less Crime, One Less Victim in Grant County, Indiana

By Susan Savoy

In June 2008 the National Institute of Corrections (NIC) awarded the Center for Effective Public Policy, in partnership with the Pretrial Justice Institute, the Justice Management Institute, and the Carey Group, an opportunity to develop a system-wide framework (arrest through sentencing and final discharge) that would incorporate collaborative, evidence-based decision making practices in local criminal justice systems. With the assistance of NIC staff, a multidisciplinary Advisory Council, policymakers, and criminal justice practitioners, "A Framework for Evidence Based Decision Making in Local Criminal Justice Systems" (EBDM Initiative) was developed. The Initiative was designed to help equip criminal justice policymakers in local communities with the information and tools that will result in reductions in pretrial misconduct and post conviction recidivism. For the purpose of EBDM, the most effective results can occur when the appropriate decision makers and stakeholders are engaged to include law enforcement, jail administrators, pretrial, defense, prosecution, court administrators, judges, probation, parole, victim advocates, state legislators, community representatives, and city/county managers.

Four core principles define the way criminal justices agencies will work together, make decisions, and operate their agencies under this approach:

- Principle 1 identifies that professional judgment of criminal justice decision makers is enhanced when informed by evidence-based knowledge.
- Principle 2 finds that every interaction in the justice system offers an opportunity to contribute to harm reduction.
- Principle 3 states that systems achieve better outcomes when they operate collaboratively.
- Principle 4 acknowledges that criminal justice systems will continually learn and improve when professionals make decisions based on the collection, analysis, and use of data and information.

A goal of the EBDM Initiative was to test the framework at a local level using evidence to inform decisions that lead to harm reduction. In 2010, Grant County, Indiana was one of seven counties selected to apply the key change strategies as chosen by the Grant County policy team. Several members of the policy team presented at the 2012 APPA Summer Training Institute on the their planning efforts and goals to include Cindy McCoy, Director of Grant County Correctional Services; Mark Spitzer, Judge, Grant County Circuit Court; James Luttrull, Jr., Prosecutor, 48th Judicial Circuit; and Lori Eville, Correctional Program Specialist, Community Corrections Division.

The planning process determined which agency stakeholders needed to be part of the decision making process, educating stakeholders on evidence-based practices, system mapping to determine the function of each agency, identification of data gaps, and mini assessments of existing programming. The implementation process was to target specific outcomes including a reduction in the use of the jail for low risk offenders by 10%, an increase in efficiency of case processing from arrest to sentencing, re-arrest reduction of 40% over three years, improvement in housing stability and employment for probationers by 25%, and a 70% satisfaction response from victims.

As the multi-disciplinary stakeholders continue to work together to achieve their goals, the panel members identified several challenges and strategies for successful implementation of EBDM. A challenge has been with probation and the prosecution in determining the best response(s) to probation violation while learning to work with each other respectfully. Success has come from learning the functions of the other criminal justice agencies, embracing change as a chance to look at new ways to impact outcomes, committing to high performance standards and opening the door for stakeholders to look at evidence as a guiding practice. The panel agreed that EBDM could not exist in a county that "knocked-heads" and that the stakeholders had to respect each other and be in the system for the right reasons. ☞

For more information on EBDM please visit <http://nicic.gov/eddm>

Closing Speaker Shares Personal Story and Provides Inspiration

By Jane Parker and Jaci Christenson

How does one go from armed robber to motivational speaker? At the close of the APPA Summer Training Institute, we had the opportunity to hear the journey of Vincent Gartin, who started life unwanted and abandoned at the hospital by his mother. His grandmother was called to retrieve him, starting the most influential relationship in his life. Despite the loving support and high expectations of his grandparents, he was lured into a world of drugs, alcohol, gangs, and crime. During his late teens and early twenties, he found himself in and out of trouble with the law, using illegal drugs, and involved in gang activity. Then he committed a string of armed robberies. He became a young man on the run. His picture was publicized and he attempted to elude capture, turning to his grandmother for help. She would not let him into her house and eventually his mother turned him in.

Prior to his arrest and ultimately incarceration for the armed robberies, he had attended some Narcotics Anonymous meetings. He joked about the number of 30 day chips he had earned. While incarcerated, his sponsor provided him with Narcotics Anonymous literature and he started holding meetings. He started making a difference in his own life, and in the lives of other inmates. After two stints in the Department of Corrections, he successfully completed a three year probation grant. As part of his probation, he started speaking to groups about his story; twelve years later he continues to entertain and inspire. Mr. Gartin is not unlike the people we deal with on a daily basis in our work with probationers. He led a secret life, hidden from the pro-social influences in his life, until he made the decision to make a change. He was brutally honest, very entertaining, and his story was inspirational. He has adopted a pro-social lifestyle and is giving back to the community. He is the reason we do what we do. ☞

Positive Impact, Ex-offender Support System “Breaking the Chains”

By Heather Peckham

I was fortunate to attend the Positive Impact support system workshop at the APPA Training Institute, which was a two-part presentation. Positive Impact is a non-profit organization started by Mark Murphy over twenty years ago through Lake County Community Corrections in Indiana. Positive Impact focuses on helping offenders transition to life outside of incarceration. It is a peer support program that meets twice a week. During the meetings, activities encourage positive behavior to redirect their lives from where they have come. Positive Impact also helps offenders find employment and housing, and shows them the power of giving back to their community.

They opened the workshop by showing a thirty minute video with offenders discussing the program and the power of a peer support system. It was later revealed in the workshop that several of the offenders in the video are now employees of Lake County Community Corrections. The second part of the workshop allowed for ex-offenders who went through the program to get up and tell their stories. The one that impressed me was about a male who spent eight years in Lake County Community Corrections for both weapon and drug charges. He discussed the invaluable peer support he received upon being released, which taught him a new way to view his free time by filling it up with pro-social activities. He has since received a bachelor's degree from Purdue University, is employed full-time, recently married, and gives back to this community as a mentor for Positive Impact. This ex-offender reiterated that people can change if they want to change.

As a reentry officer, I found this workshop very insightful by hearing first hand from those being released back into the community the positive impact that a peer support system provides for those wanting to break the cycle, and truly move forward in leading a law-abiding lifestyle. ☞

Dangerous Issues and a New Hazardous Duty Reporting System

By Jason Walker and Jeff Smalley

As employees within the community corrections field, officer safety should always be one of our top priorities. During the recent APPA Training Institute, we had the opportunity to attend the above titled workshop and found it both informative and encouraging. The presenters started off by discussing the wide range of dangerous situations officers may find themselves in as well as reviewing some of the recent high-profile critical incidents involving community corrections officers around the country.

We then transitioned into discussing the lack of, and specific need for a national hazardous duty reporting system specific to the community corrections field. While the FBI has tracked and compiled data regarding critical incidents involving police officers across the country for years, no such system exists for information pertaining to probation and parole officers. The good news is the American Probation and Parole Association in conjunction with the Bureau of Justice Statistics has committed to start developing a web-based national reporting system. This endeavor is in the very early stages and the committee is focusing on initial details of things such as: scope (what specific information and incidents get reported), who reports the information, and how to get all agencies on a national level to report consistent and quality data.

This is obviously a huge undertaking, but it is encouraging to know the need for such a system has been recognized and gained some national attention. ☞

Real Crimes in Virtual Worlds and Online Gaming Worlds

By Manuel Barron and Marie Long

Virtual and online gaming worlds are a digital playground for sex offenders, gang activities, drug exchanges, money laundering, and identify theft. Of concern are the various communication methods within gaming worlds and video games that facilitate real crimes and often go unmonitored by law enforcement. Many gaming companies actively have policies to prevent sex offenders and other felony offenders from being part of their gaming world; however, offenders have found ways to circumvent these rules and officers need to be aware of them.

In the gaming industry, there are two general worlds, community-based and game-playing. Both worlds encourage social interaction with many game-playing worlds requiring interaction with other players in order to successfully move throughout the game. For example, one gaming world is Habbo, commonly referred to as a “pedophile haven.” Its chat capabilities have been well documented for cyber-sex, sexual banter, and drug use; however this game is marketed for children. This site is often unmonitored by parents due to its general content, however, known sex offenders have been identified using the site as a way of communicating with minors for solicitation purposes. Additional worlds of concern identified during this presentation were Neo-pets, Second Life, Playdom, Words with Friends, World of Warcraft, Eve, Zynga, Order Chaos, and Diablo.

Outside of the virtual worlds, we have major gaming systems which also have embedded communication methods, provide access to social networking platforms, and can provide internet access to social media sites. The crimes committed on gaming systems are not limited to sex offenders. These systems have been tied to gang members utilizing their “PSN Tag name” to share information while on house arrest to promote and recruit for their gang. Furthermore, offenders have used these systems to further their criminal activities such as drug sales, money trades, weapons trades, and monitor prostitution rings. File exchanges have also become a common tool used by pedophiles to exchange child pornography through gaming systems. Again, using the playground analogy and the idea of trading “cheat codes” with children becomes the new version of a stranger offering a child candy.

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These systems utilize Wi-Fi, USB, compact flash drives, and memory sticks to cover their criminal activities. Offenders no longer need to rely on large desk tops or laptops and can hide their activities in a micro-SD card which is smaller than a penny. These offenders often times have multiple drives to store their criminal activity. Officers need to be aware these gaming systems have memory storage systems and need to take notice since they can be removed from the system.

As criminals continually find new methodologies to conduct criminal behavior, law enforcement agencies, including probation and parole, must be adapted to combat this growing area of concern. Traditional rules have been ineffective to circumvent this new method of victimization that is occurring at alarming rates. Yet, not all offenders with gaming systems are intentionally violating their conditions of probation. Gaming systems and virtual worlds were created as pro-social activity and can be a healthy outlet for those offenders deemed appropriate. The first step towards making significant strides in this area is officer awareness and training. The officers in the sex offender division will be taking this course in October 2012 to become more aware of these new criminal methodologies.

The information contained within this article is summarized from the presentation and documents provided by Michael J. Mitkus from Drakontas LLC at APPA 2012 37th Annual Conference. ☞

Hardcore Drunk Drivers

By: Tiffany Grissom

The content of this article is from a workshop I attended at the APPA Training Institute. The workshop was presented by Kimberly Cobb, MS, Research Associate, American Probation & Parole Association.

There are over 100 million DUI episodes each year. Hardcore drunk driving (HCDD) accounts for 1% of those, however they account for 70% of all fatalities resulting from driving while intoxicated. The cost of HCDD is estimated at around \$45,000 per offense for the offender, which includes all aspects of the legal system, increased insurance expenses, fines, treatment, hospital fees, auto repairs, etc. The most tragic cost to the victim is the loss of human life and the ramifications it has on the victim's family.

Hardcore drunk driving is defined as:

- BAC of .15 or higher
- Repeat drunk driving offenses
- Resistant to changing behavior

Challenges to supervising a HCDD offender:

- Resistant to changing behavior
- Transportation due to license revocation or suspension
- Co-occurring disorders

Probation supervision strategies: Combine all to promote better probation outcomes!

- Proper risk assessments
- Case planning
- Compliance monitoring
- Graduated responses

81% of HCDD offenders say that more severe sanctions after their first DUI conviction would have made them change their behavior to prevent being arrested and convicted again. These sanctions include mandatory one year in jail, mandatory \$10,000 fine, and ignition interlock. ☞

What is Putting You at Risk?

By Jennifer Ferguson

At the recent APPA Training Institute in Indianapolis, I had the pleasure of attending the workshop “What is Putting You at Risk?” by Melanie Lowenkamp. This session focused on how to identify more clearly what puts an individual at risk. Many of the points that she made during her presentation were consistent with our Department’s discussions of evidence-based practices (EBP) and risk assessment. However, she also presented some new ways to think about risk and gave a practical tool that can be used with probationers. What follows is a summary of the key points of her presentation along with an overview of what she called “Behavioral Analysis.”

Key Points:

- If we only focus on compliance issues (whether or not a person is compliant with the conditions of probation) we are likely to increase recidivism.
- If we focus on all of their criminogenic needs at the same time, we are likely to increase recidivism.
- If we target one or two criminogenic needs, we are likely to see decreases in recidivism.
- A risk assessment helps to identify who we should target (medium to high risk) and what to target (criminogenic needs).
- We need to focus on the top tier of risk factors (attitudes, peers and personality) rather than the second tier of employment and substance abuse, even though they are easier to target.
- It is not enough to know what a person’s risk level is (e.g. low, medium or high risk). We also need to understand why a person is scoring that way.

How do we increase our understanding of what contributes to a person’s risk?

- We need to ask more questions to learn what the individual was thinking before engaging in criminal behavior and what the individual says to him or herself before engaging in the behavior.
- We need to increase our understanding of the cognitive behavioral chain
 - What is the situation?
 - What is the individual’s perception of the situation?
 - What are the individual’s thoughts about the situation?
 - What are the individual’s feelings about the situation?
 - What is the individual’s behavior?
 - What are the consequences?
- We can use tools such as the “Behavioral Analysis” chart to help paint a picture of the cognitive behavioral chain.

What does the Behavioral Analysis chart do?

- It is a tool to help review the last 10 times a person was arrested or got into trouble.
- It helps identify patterns in behavior.
- Questions to ask:
 - What did you do? Start with this question. It does not mean what were they charged with, or what anyone else did. It is a focus on the individual’s actual behavior.
 - When (day of week/time)?
 - Who were you with (before and during)?
 - Where were you?
 - What were you thinking/feeling before and during?
 - What were you thinking/feeling after?
- Understanding a person’s thoughts and feelings in situations where they get into trouble is an important step towards changing their attitude, which is important to achieve long-term behavior change.

Overall the workshop was very interesting and provided some practical tips for having these conversations that are hard to summarize in a Chronicle article. If you would like more information or would like to see a sample of a completed Behavioral Analysis chart, please don’t hesitate to ask. ☞

APPA Conference Experience

By Tracey Benton

What was most amazing about the conference was meeting all of the probation and parole officers from all over the country; finding out that they all knew of Maricopa County and what we have been doing to affect change; and having them ask us so many questions about assessments, EBP, and how we have been able to implement these things. I realized that the Chief has us, Maricopa County Adult Probation, so far ahead of the curve that we really are the model for other departments. In comparison, we have low caseload numbers, and we work collaboratively with other departments. They are all in some stage of implementation of using assessments, and they all know our Chief. I came away from the conference with a sense of pride in the work that we are doing here in Maricopa County. We are not only affecting change with our defendants, but we are leading the way for our profession. Because of this, we definitely need to participate in the APPA conferences, as attendees and as presenters; we have a lot to offer through our experiences to other departments. ☞

APPA Indianapolis: Traumas of Law Enforcement

By Jolie DeLong and Jennifer Cooper

This workshop was intended to provide recommendations for how a law enforcement agency can best respond to the critical incident of a line-of-duty death. This workshop was presented by Molly Winters-Carie, previous national president of Concerns of Police Survivors (C.O.P.S.), and included discussion on procedures for notifying survivors, funeral protocols, and post-funeral follow up for the family.

According to Ms. Winters-Carie, an agency can either assist in the recovery of the survivor or add to the emotional and psychological trauma they are experiencing if handled poorly. Ms. Winters-Carie began her presentation by sharing her own personal loss of when her husband was fatally shot and killed by a subject during a police transport. She spoke in depth about the lasting impact of grief and loss she and her children experienced, not only as a result of her husband's death, but due to the 17 year long capital murder case of the shooter.

Established in 1984, C.O.P.S. is a non-profit organization which currently has 50 chapters nationwide. C.O.P.S. began with 110 individual members and today has over 15,000 families in membership. Its members include spouses, parents, children, siblings, significant others, and affected coworkers of officers killed in the line of duty. C.O.P.S. offers national training and assistance to law enforcement agencies on how to appropriately respond to the loss of a law enforcement officer and to help care for those who survive them. C.O.P.S. provides follow-up care to surviving family members by offering their network of fellow survivors for support and resources. ☞

Safety Matters

By Gary S. Streeter and Brandelyn Jackson

Very recently, the department rolled out the revised Communications Center Radio Usage Policy, which will be effective on November 15, 2012. This policy is more user-friendly because it provides "one stop shopping" for those who utilize a department-issued radio. In the past, there were separate policies for Radio Usage and Status Checks. Now, all of the information from those policies has been combined in one easy to find location.

In addition to combining the previous policies, other changes were made, and additional material added. Some of the highlights are as follows:

- Code 20 has been replaced by ID Number. This is the metal badge number or in-service ID number which clears staff accidental emergency button activation.
- 700 Charlie. Officers are not permitted to use this code at secure locations, such as jail visitation, Court, and APD buildings during normal business hours.

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- Keep the Communications Systems Operator (CSO) advised of your location when moving around an area such as a school or construction site.
- All officers must carry a fully operating radio while performing field supervision duties. This means that when officers work with partners, all officers must have their own radio on their person, although they will be “going as” only one officer’s call sign. This provides an alternate means of radio communication should one officer’s radio become inoperable (e.g., damaged, battery dies), or if the officers get separated.
- Plain Talk, which is “verbal communication of the officer’s situation, and need for assistance without the use of brevity codes.” This is to be used only in emergency situations.
- Code 999 (Officer Down) has been redefined as “staff member” has been wounded (e.g., shot, stabbed, hit with a car) in the line of duty, and needs immediate law enforcement and emergency medical services.
- Code 888 (Officer Involved Shooting). An officer intentionally fires his/her duty weapon at a person or animal.
- Code 907 (Officer Needs Emergency Backup). All other situations in which the staff member requires emergency law enforcement backup for a “potentially hazardous situation” or is in “immediate physical danger.”
- Telephonic Emergency Communications. Staff may utilize their telephone to contact law enforcement directly; however, it is imperative that the staff member, or someone in his/her chain of command, notify the Communications Center about the staff member’s status as soon as they are safely able to initiate this contact.

For more information on changes made to the Communications Center Radio Usage Policy, please review the Communications Center Radio Usage policy and view the Radio Communications Procedures Update class, which will be available online. If you have any questions about Radio Communications feel free to contact Brandelyn Jackson or Gary Streeter. ☞

Strangulation is a Domestic Violence Lethality Risk Factor

By Linda Dore

Understanding the lethality of domestic violence and the importance of recognizing some of the higher risk offender behaviors could save a potential victim’s life. Most have heard the theory that when an offender is arrested for domestic violence, although it may be his first arrest, it is likely not the first time he has committed an act of domestic violence. Many domestic violence crimes go unreported or uncharged, which may leave a victim in a state of fear, confusion, and sometimes anger towards the criminal justice system. Some key behavioral factors to watch for when reviewing cases and completing risk assessments are: coercive control, victim isolation from family and friends, violence continues over a period of time, prior threats to kill, elaborate threats to kill, forced sexual acts, isolation of offender making the victim his only means of socialization, and strangulation. Any one of these factors significantly increases a victim’s risk of being murdered.

In 2010 Arizona House Bill 2353 became a law as Arizona Revised Statute 13-1204.B. The law clearly details strangulation as knowingly or intentionally impeding the normal breathing or circulation of blood by obstructing the nose or mouth or applying pressure to the neck or throat. This law became important for law enforcement and prosecutors because it differentiated domestic violence strangulation from other forms of strangulation. Many offenders are initially charged under this law, however, few are convicted.

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Domestic violence probation officers are seeing most of these cases plead as aggravated assault offenses. This is an important factor for all officers to recognize as they may be supervising a potentially lethal offender.

The key reason strangulation in domestic violence cases is being recognized is because it can potentially cause death within minutes. Per Forensic Examiner Jill Rable of Scottsdale Healthcare, it only takes approximately eleven pounds of pressure to close the carotid artery and jugular veins and less than ten seconds to render a victim unconscious, quicker if the offender is experienced. This is less than the amount of pressure it takes to open a can of soda pop. Strangulation is a very personal means of victim terrorization. The offender is sending a clear message that he can kill the victim at anytime. Think of a victim staring in the offender's eyes as she loses consciousness.

There are three forms of strangulation: hanging, ligature, and manual. The first two involve an object being used to asphyxiate the victim. The last, and most commonly reported per Sergeant Rincon of Scottsdale Police Department, is manual strangulation. This occurs when the perpetrator uses his body as the weapon. Examples of this are: head locks, hands around neck or throat from the front or behind, knees or legs straddling the victim's neck. It is important to remember, any time the offender's purpose is to impede the victim's breathing, no matter the means he uses to do it, it is strangulation.

The following is a reported list of signs and symptoms most notably observed when a victim has been strangled: raspy or hoarse voice, voice loss, difficulty or painful swallowing, clearing throat or coughing, dizziness or combativeness, involuntary urination, difficulty breathing, vomiting, memory loss, bruising or scratches around neck/throat/behind the ear area, ligature marks or fingertip bruising, chin abrasions, capillary ruptures in the eyes, petechiae or rupturing of the capillaries which can occur above the area of the injury, and facial or tongue swelling. Scratches around the neck or throat area can be a result of the victim struggling to escape the attack. If the victim reports a lapse in time or memory loss, this could indicate she lost consciousness.

Interviewing a victim in any circumstance can be difficult, however, an officer should understand the seriousness and potential risk to a victim's safety if they recognize possible signs or symptoms of strangulation. If you see any bruises, first question the victim about pre-existing injuries. If she has a negative response, ask her if she was strangled and have her be specific, but do not have her demonstrate on herself or someone else. Many victims may minimize the severity of the attack by stating the offender just had her in a head lock. Ask the victim if she lost consciousness or had any lapses in memory of the attack. Ask if she had or has any difficulty breathing and if the offender said anything to her during the assault. Another question to consider is asking the victim about previous incidents of domestic violence and if there have been prior strangulation successes or attempts. If the victim reports there have been prior incidents, she is at an even greater risk of being killed by the offender. The officer should take pictures whenever possible and call emergency personal even if there are no visible signs of strangulation as there could be potentially fatal internal injuries. The officer should also refer the victim to a victim advocate, and discuss acquiring an Order of Protection and the importance of developing a safety plan.

Probation officers can call any local law enforcement agency and request to speak to a domestic violence officer if they have any questions or wish to report a possible assault. Officers should also contact an area office domestic violence officer if they have any questions or concerns regarding a domestic violence case or possible domestic violence incidents. Below is the contact information for Phoenix Police Domestic Violence Unit, Scottsdale Healthcare Forensic Examiner, and Scottsdale Police Department Domestic Violence Sergeant, as well as the Phoenix Family Advocacy Center. ☞

Phoenix Police Domestic Violence Unit Sergeant Hutson 602-534-3983
Scottsdale Police Department Sergeant Dan Ricon 480-312-5153
Forensic Nurse Examiner Jill Hill Scottsdale Healthcare 480-312-6340
Phoenix Family Advocacy Center 602-534-2120

Holly Burdine 2011 Arizona Supervisor/Manager of the Year

By Shari Andersen-Head

As Supervisor of Staff Development, Holly is responsible for assuring staff receive necessary training while supporting over 245 Adjunct Faculty. She keeps staff updated on yearly requirements and patiently responds to hundreds of emails asking for clarification. She assisted in creating a more user friendly ADP Learning Management System (Pathlore) and searches for trainings that provide a wide variety of interesting learning options.

This nomination is also for all the work she does behind the scenes. She served on the Mid Manager Committee providing leadership to peers and resulting in work groups that are still providing positive change. Holly serves as an EBP Master Trainer, assisting in determining the direction our EBP/Frost/Case Plan training takes each year. She was key in working with CTS to automate the FROST training to address staff needs, eliminate travel, and implement new learning strategies.

Holly shows great leadership in how she works with her unit, peers, and the Executive Team. She supports becoming a learning organization and recently attended the Supervisor Leadership Academy, modeling her own commitment to life long learning. Holly has the ability to find common purpose with all committees, focus groups, and outside entities, creating collaborative environments resulting in positive results. ☞



Kirsten R. Lewis, M.Ed. 2011 Arizona Probation Trainer Excellence Award

By Shari Andersen-Head

Kirsten Lewis a probation officer with the Maricopa County Adult Probation Department (MCAPD). She received her BA in 1997 with double majors in psychology and chemistry from Washburn University and her M.Ed. in 2003 with an emphasis in Counseling-Human Relations from Northern Arizona University. In addition, Kirsten is an adjunct psychology instructor at Glendale Community College and an approved instructor with the International Critical Incident Stress Foundation, Inc. Kirsten's adult probation experience includes supervising standard field, domestic violence, sex offender, and intensive probation caseloads. She also has been a presentence investigation officer, acting supervisor, and currently holds a position as a full-time trainer in staff development.



With a background in research and over 23 years of experience in community corrections, Kirsten spearheaded an innovative study in 2006 examining secondary traumatic stress in probation officers as a result of working with criminal offenders. Her research was recently published in the *American Journal of Criminal Justice*. Kirsten is currently developing a stress management program model with MCAPD that better prepares employees for the emotional challenges of probation work, enhances protective coping strategies, minimizes the cumulative stress associated with longevity, and promotes a work culture that safeguards the welfare of officers. ☞

Khameelah Shabazz 2011 Arizona Line Officer of the Year

By Shari Andersen-Head

Adult Probation is committed to continuous improvement in the quality of our communities by offering hope to our neighborhoods, victims and offenders. Probation Officer Khameelah Shabazz has been an exemplary model of our vision by working in partnership with community resources, reinforcing positive change, facilitating restorative justice and enhancing staff development. Khameelah came to Adult Probation in 1986 and her personal growth has spanned through presentence investigations, field, work furlough, staff development, and the past seven years in her seriously mentally ill caseload.



Khameelah is extremely respected because of her warm communication style, advocacy of resources, problem solving skills and ability to generate behavior change in a very challenging client base. She genuinely understands the needs of her probationers and strives to be the most knowledgeable SMI officer through community networking and collaboration. Khameelah is active in the Diversity Council and was involved in the development and implementation of the Cognitive Intervention program. For 33 years, she has served as president of the United Parents & Youth League and she was impacted the lives of 45 children as a Therapeutic Foster Parent. Through her professionalism, initiative and experiences, Khameelah has been an invaluable inspiration and asset to the Southport Probation Office. ☞

Kim Kelly Promoted to BCB Support Staff Supervisor

By Jennifer Meiley

Kim joined the Adult Probation Department 24 years ago as a word processor in the Presentence Division. Four years later she transferred to the West McDowell Field Office as a court information processor (PRINET data entry, typing combos and warrants were her specialty). Two short years later, she was selected to help develop a brand new entity, Court Liaison. Her strong organizational skills and her ability to see the future contributed to the rising of that unit. Five years later she ventured into a whole new territory by assisting the Department in the transition from the Wang system to personal computers and became a Court Technology Services Help Desk technician. She was able to assist many probation employees and get them through the growing pains of learning all of the new applications. She returned to the Adult Probation Department, Presentence Division, in September of 1998, again to help structure a brand new concept, presentence screeners. She has been instrumental in creating the screener guides and procedures that are currently in place and has been the “go-to gal” for presentence screeners for several years.



Kim will undoubtedly put forth the effort needed to ensure the Black Canyon Building Support Staff Unit continues to support the mission and vision of our Department. Whatever she touches seems to turn to gold.

Congratulations Kim! Welcome to the Central Field Division and to the Black Canyon Building. ☞

Kimberly Burton Promoted to Supervisor

By Audrey O'Donnell

Kim Burton has recently been promoted to supervisor of Standard Unit 34 at WRC. Kim started her career as a standard probation officer at WRC in 2004. In 2008 she transferred to a standard sex offender caseload at WRC and remained there until her recent promotion.

Kim has assisted new officers by being a mentor. She also volunteered as co-chair of the WRC fun police committee. When not at work, Kim enjoys spending time with family, especially all her nieces and nephews.

Before coming to Adult Probation, Kim worked for the Maricopa County Sheriff's Office at the Madison Street Jail as a detention officer, and for the Mesa Police Department, also as a detention officer.



Supervisor Kim Burton

Kim is looking forward to her new position and the opportunity to be a leader. Congratulations, Kim! ☞

2012 Unity Fall Fest

By E. Lamont Leonard

The Maricopa County Probation Diversity Council (MCPDC) sponsored the free, indoor/outdoor Unity Fall Fest on Thursday, October 25th at the Black Canyon Building, an Adult Probation facility. Using "Appreciate and Celebrate Diversity and Inclusion" as its theme, the MCPDC presented a mixture of education, entertainment, and foods to eat. The fest began at 10:00 a.m. with a moment of silence and a rendition of The National Anthem and ended at 2:00 p.m. with words of gratitude from the board members. Though everyone who supported the event is special, there were notable guests: Chief Barbara Broderick and new County Diversity Manager, Andrew Mesquita.



**Diversity Council Co-chair:
E. Lamont Leonard**

The education piece of the event was located indoors. Kayle Grayson, a records specialist for Adult Probation, trained about understanding transgenderism. Ellen Opitz, a trainer for Adult Probation Staff and Development, showed her audience how to build bridges in order to appropriately interact with diverse individuals. "How to teach others who learn differently" was the topic of the session instructed by Dr. Derrick Platt, a Juvenile Probation supervisor. Also, there was information in the hallway shared by a number of community agencies: Food for the Hungry, PFLAG, St. Mary's Community Kitchen, Japanese Friendship Garden of Phoenix, Narcotics Anonymous, the Heard Museum, the Pueblo Grande Museum and Cultural Park, the Minority Business Development Agency, the Irish Cultural Center, and the Arizona Hispanic Chamber of Commerce.

Outdoors, attendants were treated to cultural culinary concoctions from ten booths as they mingled with old friends and new faces. Thea Burress, Dene Phillips, and Michelle Billy wore costumes which represented particular Asian and Native American tribes. Riquette Carribon, a student at ASU, played the steel drums, and Twisted Sistaz, a local dance troop, pantomimed to distinct ditties. Event staple and Adult Probation supervisor, Manuel "Manny" Barron, helped us move and shake with songs from all genres of music.



**From left: Julie George-Klein and
Tricia O'Connor**

The 2012 Unity Fall Fest was like the world: well-rounded. It hosted diverse individuals, groups, agencies, foods, songs, dances, activities, trainings, and mindsets. It showed how professionals can unite in a casual setting to civilly appreciate and celebrate our differences. It educated on sexual identity and challenges in education. It illustrated how each and every part is valuable and essential to the whole. Thank you for making the time we shared together worthwhile. ☞

Managers Forum

By Rod Rego

According to the U.S. Census, Arizona ranks as the second poorest state in the country. One out of every five people in Arizona lives in poverty. This equates to 1.4 million Arizonans not knowing where their next meal may be coming from. For many of these people, they know of no way out.

On August 27, managers and staff from across the Department met to hear an inspirational presentation from Donna Beegle, an authentic voice, who discussed her plight in overcoming generational poverty. After growing up in generational poverty, leaving school for marriage at fifteen, having two children, and continuing to cope with poverty, Dr. Beegle found herself at twenty-five with no husband, little education, and few job skills. What followed in ten short years were self-confidence, a GED, an associate's degree, a bachelor's degree, a master's degree and a doctoral degree in educational leadership.



Speaker Dr. Donna Beegle

The main goal of the forum was to help staff understand some of the consequences that go along with generational poverty. The overriding belief in the United States is that people are making the choice to live in poverty. The prevailing view is that education is there if you want it and you can get a job if you work hard. It's Dr. Beegle's belief to not excuse the deviant behavior associated with poverty, but to at least understand it. She says do not ignore the poverty realities; they don't go away. She believes we should connect with people, build relationships and trust. ☞

New Probation Officers

By James Sine

Please join Staff Development in welcoming our seven new probation and surveillance officers, John Abshire, Carol Arteaga, Holly Hart-Rainey, Michelle Holbrook, Justin Kreterfield, Joseph Lopez, and Karla Love, to the Department! On September 4, 2012, these officers completed five weeks of training and are ready to jump into their new assignments. Members of the class will be going to mostly standard field assignments. There is a lot to learn in this job and our newest class has shown that they are well on their way to becoming excellent probation and surveillance officers. Congratulations everyone!! ☞



Pictured: Chief Barbara Broderick, John Abshire, Carol Arteaga, Holly Hart-Rainey, Michelle Holbrook, Justin Kreterfield, Joseph Lopez, and Karla Love

Domestic Violence

By Tony Bidonde, Victim Services

What is domestic violence? Domestic violence is a pattern of behavior that includes the use or threat of violence and intimidation for the purpose of gaining power and control over another person. Violence is characterized by physical abuse, sexual abuse, economic abuse, isolation, emotional abuse, control, or verbal abuse.



Domestic violence exists across all areas of society regardless of socio-economic status, racial or ethnic background, religious preference, sexual orientation, or gender. It affects not just the direct recipients of the abuse or violence, but those in contact with the victims as well as the offenders, be they family members, friends, co-workers, or bystanders. Domestic violence has not always been treated as a crime; it often took the form of a husband disciplining a wife, and in some countries, that standard still exists. However, it would be misleading to say all offenders are men. In the last couple of decades, a higher percentage of men have come forward regarding being abused on different levels. At this point, the majority of victim resources are adapted for women. This leaves a vacuum for abused men.¹

In order to understand why domestic violence is still an issue in our communities, I asked a few questions to probation officers and victim advocates. Several officers cited lack of accountability as one of the biggest obstacles as to why some offenders might not successfully complete their probation. In order to break the pattern of abuse, the offender needs to recognize the thought pattern that led to the abuse. By refusing accountability, they erroneously believe their behavior is acceptable, thus making themselves more a victim of injustice.

I also asked probation officers why they thought some victims are reluctant to speak with them in regard to the case. They cited safety concerns; the implication is fear of possible retaliation by the offender. Some victims may rely on the offender as the breadwinner, feel embarrassment, or in other cases, the victim having been abused as a child, may view the abuse as normal.

Our objective in Adult Probation is to change the offenders' behavior through accountability and education. We also strive to treat victims with dignity and respect by providing them with information they can use as an empowerment tool. Each of us brings a special set of skills that make the Department successful, as we continue to grow, learn, and make our community a better and safer place to live.

Below you will find useful links to local and statewide shelters, victim advocacy providers, and my contact information. ☞

- APD Victim Services Unit 602-372-8286 or via email at: vsu@apd.maricopa.gov
- Chrysalis - Non Shelter Services 602-944-4999 or 602-944-9619 (Phoenix)
chrysalis@noabuse.org/www.noabuse.org
- DOVES (Domestic Older Victims Empower & Safety) 602-264-4357 or 888-264-2258
ghareib@aaaphx.org/www.dovesprogram.org
- Against Abuse (520) 836-1239 or (520) 836-0858 (24 hr crisis line) (Casa Grande)
aaai@against-abuse.org/www.against-abuse.org

¹ Arizona Coalition Against Domestic Violence

October is Domestic Violence Awareness Month

By Laura Thomas

Every nine seconds in the United States, a woman is assaulted or beaten in a domestic violence situation. A shocking but factual statistic, which reinforces the assertion that domestic violence is an ongoing epidemic in this country and international countries alike. In order to recognize the signs of a potentially volatile or unhealthy relationship, it is imperative to increase awareness and educate others to the outward signs of domestic abuse. Perpetrators of domestic violence seek power and control over their victims and this is often accomplished by isolation from friends and family members. Bruising is the most obvious sign and victims often try to conceal the physical marks with makeup or clothing. If the victim frequently talks about their partner's temper or jealousy, this could be another indicator that domestic violence may be occurring in the home. It is important to remember that in most cases, victims are vulnerable to increased abuse if they share their secret and expose the abuser. In fact, victim safety is significantly jeopardized following the period of time the victim chooses to leave the abuser.

How can we best assist victims of domestic violence? Start with empathy and avoid judgmental commentary and views of their predicament. Listen, offer support and guidance for safety planning, enlist the assistance of victim advocates, and seek other relevant and helpful resources within the community. When supervising these cases, be mindful that victims of domestic abuse need to be heard and empowered through our interactions and swift accountability measures with the perpetrators of their crimes.

October was domestic violence awareness month, another great opportunity to bring this issue to the forefront. ☞



October is Domestic Violence Awareness Month

Additional information and statistical data can be found at the following links:

<http://domesticviolencestatistics.org/domestic-violence-statistics/>

<http://identitymagazine.net/2012/01/18/facts-and-misconceptions-about-domestic-violence/>

Empathy and Understanding

By Therese Wagoner and Tricia O'Connor

As an agency, we believe that improving our empathy and understanding of the problems faced by staff and building relationships within the organization will provide a more positive and productive work environment. This directly translates into better relationships with clients, treatment providers, and other stakeholders, and impacts staff motivation and improves the delivery of services. We have invested 18 months in seeking to understand what MCAPD would look like 'in a perfect world,' by facilitating Appreciative Inquiry (AI) sessions in nine divisions. Plans are to complete the AI sessions with all divisions and supervisors by the end of 2012.

Many ideas have been presented by staff, and progress is being made. Here are a few examples of the progress from around the Department:

- **Central** conducted their forums in August and September 2012, and they are compiling their results.
- **Compliance Monitoring:** Staff made a variety of wish list moves internal to the division, allowing staff in Indirect Services, Unsupervised, and MARS to move to different positions and locations. Regarding **Indirect Services:** We are investing in new equipment, such as a scanner for Out-of-County (OOC) paperwork, and upgrading old equipment such as the fax machines and printers.
- **DV/SO:** Voucher processing – we had a training for our officers to review the voucher process and how to use the voucher referral spreadsheet. Regarding GPS, we just implemented a new GPS protocol to improve communication and collaboration between GPS officers and field officers and to enhance supervision strategies and monitoring of defendants on GPS.

Continued on page 18

- **Eastern:** We developed a building newsletter, the *PSC Inquirer*, to enhance communication, with the first issue distributed electronically in September! The newsletter will discuss Eastern Division and PSC issues in which staff have indicated an interest.
- **Northern:** Staff indicated they wanted the Division Director (DD) and Deputy Chief (DC) to be more accessible. Mike Cimino (former DD), Leslie Ebratt (current acting DD), and DC Saul Schoon have all dedicated time to spend with employees at the three buildings (Northport, Scottsdale, and Sunnyslope). Empathy & Understanding (E & U) feedback also resulted in Northport staff receiving ergonomic consultation and much needed chairs.
- **PPA/Administration/Staff Development** will be meeting in October and November 2012.
- **Presentence:** PSI developed the Positive Social Interaction (PSI) Club for morale club.
- **Pretrial** conducted their forums in August and September 2012, and they are compiling their results. In September, **Court Liaison** began holding a monthly 'Brown Bag Lunch' in PV Court. Each month a different APD unit will be asked to meet with the PV Commissioners to learn more about probation and to increase our collaboration.
- **Programs:** The Programs Division is getting ready to launch a series of weekly informational emails addressing some of the comments/concerns raised at our E & U sessions. The emails will also be sent to the facilitators of the other E & U sessions to spread the word and hopefully avoid some duplication of efforts.
- **Western:** In order to cut down on foot traffic through the already busy parking lot, a fence is being built around the outer perimeter of the 'front' parking lot. The wall in the 'back' parking lot is being raised three feet in order to increase safety.

Department Changes:

- **Cell Phones** – An APD workgroup of line staff and management collaborated to determine which type of cell phone upgrade to implement.
- **Vehicles** – We were able to reallocate funds to purchase 12 vehicles and acquire 8 used vehicles from the County Attorney's Office. This, in part, resulted in all IPS staff receiving their own vehicle, and ended the challenging practice of vehicle sharing.
- **Receipt Filing** – Probationer payment receipts no longer need to be filed in the hard copy probationer file.

Additionally, the department applied for and was recently selected as a training site for the APEX Initiative (Achieving Performance Excellence). We will use this opportunity of technical assistance to implement a corrections-specific business model that utilizes a systems approach for specific change management with our Empathy and Understanding Organizational Priority and one other organizational change initiative. Stay tuned for more details about how and when the APEX Initiative will begin and consider being part of the change to help improve the empathy and understanding of the problems faced by staff! Please contact Therese Wagner or Tricia O'Connor if you have any questions. ☞



Everything Old is New Again!

By Paula Krasselt

Over the last year or so, there have been dramatic changes in screening processes in Presentence (PSI). From how our units are comprised, to the carpet on the floor, everything has changed! Presentence screeners perform work that serves the Court for presentencing purposes, as well as, work that serves the Field for post sentencing purposes. There are 41 presentence screener positions; they have completed over 11,000 OSTs over the last year!

The reorganization of PSI has resulted in four screener units conducting both pre and post sentence assessments. Previously screeners were divided between presentence screening (PSI), and post sentence screening/assessment, known as ARC. In an effort to streamline processes, provide better customer service (with shorter wait times and more flexibility for scheduling appointments), and to ensure a higher level of consistency and quality assurance, all screeners have been cross-trained to do both pre and post sentence screening. Screeners now all work together in the Assessment Center on the fifth floor of the West Court Building.

What does this mean to you? It means that the risk/needs assessments going out to the Field should be of great use in creating your first case plan. The OST will provide you with a wealth of information that will be useful in getting to know your probationer, creating goals that are meaningful to your probationer, and understanding the motivation of your probationer. It means that when you have a probationer in need of DTEF funded substance abuse treatment, you can send him/her down to the Assessment Center any day between 8:00 a.m. and 3:00 p.m. without having to make a phone call or make any other arrangements.

DTEF funding is available for all 13-901.01 (A) & (F) charges, and all probationers with these charges must participate in some substance abuse treatment (minimum of substance abuse education).

DTEF funding is available for other non-Prop charges depending on OST Drug scores and other assessment (ASUS-R) as indicated.

13-901.01 (A) & (F) Charges & Ineligible 13-901.01 Charges such as (H), (H4)		
OST Drug Score 0% or 33%:	no ASUS-R required	Substance Abuse Education
OST Drug Score 67% or 100%:	ASUS-R required	Level of treatment determined by the ASUS-R

Non 13-901.01 Charges		
OST Drug Score 0% or 33%:	no referral	
OST Drug Score 67% or 100%:	ASUS-R required	Level of treatment determined by the ASUS-R

Referrals for Substance Abuse Education when the OST Drug score is 33% or less can be requested by phone or email to Assessment Center Triage staff: Rachel Chavez at 602-506-3311, Yvette Martinez at 602-506-3312, or Audelia Rosas at 602-506-3828.

For referrals requiring an ASUS-R, you may refer your probationer to the Assessment Center any day between 8:00 a.m. and 3:00 p.m.

For further information, please feel free to contact any PSI Screener Supervisor: Todd Bodin, Trish Doktor, Jennifer Lennox, or Paula Krasselt.

Oh, and in case you are wondering about the carpet? PSI is located at the West Court Building downtown, and has undergone a makeover, so next time you are in the neighborhood, come by and say hello and see our new digs! ☺

Reentry Success Case: Not About How It Starts Out... But How It Ends

By Sherry Johnston

This story started in February 2011 when I received a call from a pre-release Surveillance Officer asking me to accompany her to Perryville prison to interview a female inmate that we will call “Evabear.” The officer was unable to complete a two-page release questionnaire and felt certain I needed to “come check this out.” No big deal, I thought, as I would just use a little motivational interviewing on Evabear and be out of there in 15 minutes. Little was known about this forty-six-year-old female who had just picked up her first two felonies for drug sale charges with one year in DOC followed by a three-year probation tail.

I tried to bond with Evabear, to no avail. She said Magellan was the “devil” and she went off on a verbal tirade (she often doesn’t breathe between words) ending in an evil glare. In a fifty-five-minute visit, she spoke in a little girl voice twice, gave us several evil glares, and talked about how she would never take medication again and was not going to cooperate with probation. Once, half way through, she shook her head and looked at us for the first time, like she had never seen us before, forcing us to start the conversation all over again. We left the prison disturbed by our experience.

Initially, her father was hesitant to have any involvement with her again. I viewed Evabear as a vulnerable adult with serious untreated issues, who posed a danger to herself if released. She was homeless and her release plans were unrealistic. Through our collaboration with Magellan, they walked me through the process of a civil commitment. Through our collaboration with DOC, we were able to get them to transport her to a psychiatric hospital upon her release, knowing if she hit the street first, we would literally and figuratively lose her.

Evabear was assigned to a Reentry PO with extensive SMI experience and loads of patience. During Evabear’s first week at the hospital, she burned up the PO’s cell phone demanding that probation come get her out. It was no surprise that Evabear was ordered to undergo Court-Ordered Treatment (COT) at her hearing. She was hospitalized for approximately two and a half months before placement in a group home. She liked to write and the PO encouraged her by giving her writing materials. She was so good at writing that she entered a writing contest through Magellan and won a computer. She then had to take computer classes to learn how to use it. I finally got the courage to go see her one Saturday after she had been in the group home for a few weeks. Evabear was a completely different person on medication and we had a great visit and have kept in touch.

Almost one year after her prison release, Evabear moved into her own apartment and was able to get her “babies,” Sasha (cat) and Precious (dog), returned to her from her father. Through teamwork and collaboration between all involved parties, Evabear is receiving several services and benefits. She has reconnected with her father, who helps her with her grocery shopping. She just had some dental work performed and got some new eye glasses. She continues to take medication, even though she is no longer under a court order, and is saving up to buy a motorized scooter. One day, she would like to go to animal grooming school.

The Reentry Unit kept her case way longer than any other case because we saw so much positive change in her that it reminded us daily of why reentry is important. Evabear is one of those special people that you come across, who can brighten up your day with her upbeat personality and funny stories. She is now on a specialized caseload, but stays in touch with reentry staff. While writing this article, I called Evabear to check in with her, as I and the PO often do, and was greeted with a warm monologue of what she has been up to (still without taking breaths) and was invited to see her new apartment. I took her up on her offer and had a nice visit with her. The Reentry Unit is very proud of Evabear and her accomplishments, and we wish her continued success! ☺

Collaboration is Key to Success of Second Chance Program

By Jaci Christenson

Who hasn't made a mistake or wished for a second chance on something in their life? Thanks to the collaboration between the Maricopa County Sheriff's Office (MCSO), the Adult Probation Department (APD), the Criminal Court, the County Attorney's Office, and defense counsel, there are a number of probationers who got their second chance. The following APD units had key roles in the Second Chance Program: Fugitive Apprehension Unit (FAU), Unsupervised (Intake), and Court Liaison.

It all started when MCSO approached the Adult Probation Department and asked if we would be willing to collaborate with them to clear some warrants. The Second Chance Program began with 603 letters mailed to probationers with active probation violation warrants who met the following criteria: victimless crime, no condition #1 violations alleged in the petition to revoke probation, not transient, and a local last known address. The letters, most of which went to probationers on Unsupervised Probation, offered individuals the opportunity to voluntarily appear in Court to resolve outstanding arrest warrants. The goal of the program was to re-engage them with the criminal justice system and provide them with an opportunity to fulfill their Court-ordered obligations.

FAU worked tirelessly mailing letters, tracking returned letters, and creating arrest packets for defendants who appeared to have received the letters, but failed to respond, as well as those who scheduled, but failed to appear for their Court hearing. While FAU was busy tracking an enormous amount of information and locating probationers, the Court began scheduling Initial Appearance hearings, where warrants were quashed, and probationers were able to consult with an attorney, speak with a judge, and were given a revocation arraignment date in the Probation Revocation Center.

Once they appeared for their Initial Appearance, probationers were directed by court staff to go directly to Unsupervised Intake, where they met with Unsupervised probation officers. Probationers were given a copy of their petition to revoke probation, were informed what was needed to complete their court-ordered obligations, and were provided with a behavior agreement to assist them in locating resources to fulfill their obligations to the Court. Copies of all their paperwork were forwarded to Court Liaison, where packets indicating the probationer had voluntarily contacted the Court to clear their warrant as part of the Second Chance Program were prepared for the revocation arraignments. Probationers were instructed to bring their documentation to their revocation arraignment, where the goal was to provide the Probation Violation Court with proof of compliance and enable the Court to dismiss the petition to revoke, based on the probationer's completion of any special conditions, such as drug education, treatment, community restitution, and payments.

So far, 96 probationers responded from the 603 letters sent, and many petitions to revoke have already been dismissed. The remainder of the probationers who responded are currently going through the Probation Violation Court, where they are being given the opportunity to complete their obligations.

In addition, FAU officers along with MCSO deputies are following up with those who did not respond, in an attempt to clear warrants and re-engage probationers. As a result of everyone's efforts, jail time was avoided, warrants were cleared, court obligations have been met, and all criminal justice participants are freed up to concentrate on other matters.

The second chance provided to probationers through this program appears to be a win-win for everyone. Many assisted in these efforts; collaboration and teamwork were the keys to the success of the Second Chance Program. ☞



From Left: Jaci Christenson, Mike Miller, and Patricia Arseneau



From Left: Sierra Flores, Mary Romero, Santos Garcia, Stephanie Ramirez, Iris Cuevas, and Claudia Facio

Internet Computer Lab NOW OPEN for Job Searching Probationers

By Kristi Wimmer

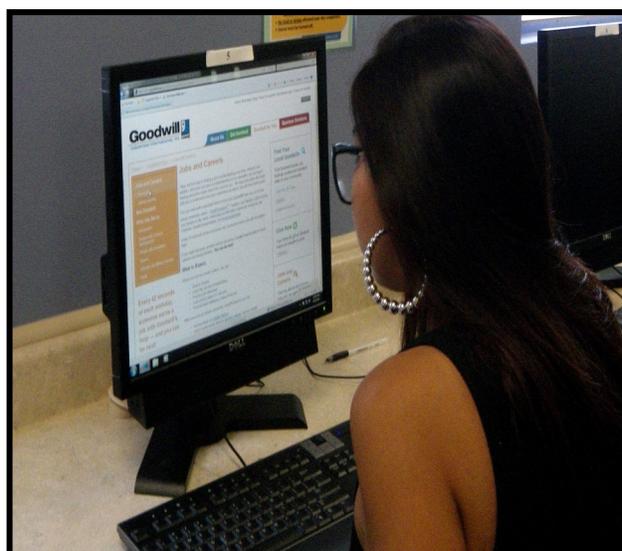
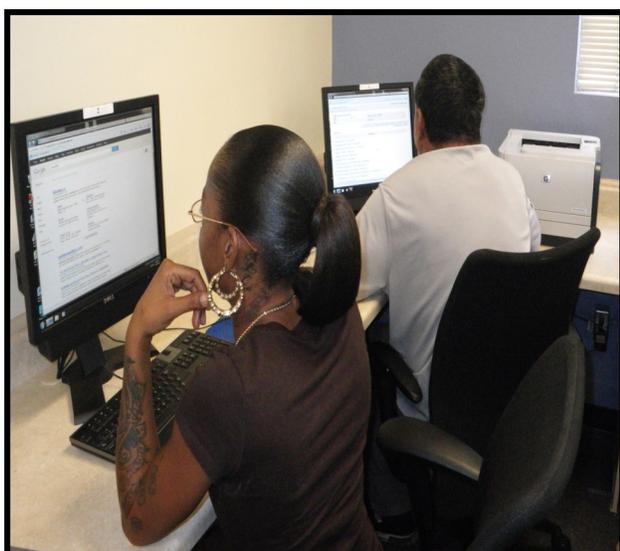
No more waiting in line at the public library for a computer only to be cut off after an hour. No more bussing across town only to have the computer lab already closed or full. MCAPD has its own INTERNET computer lab OPEN twice weekly for probationers to use to job search and to receive basic computer assistance by MCAPD staff and teachers. We also have monthly JOB SKILLS classes available, in which defendants are referred by their PO to attend a two-day intensive class to provide them with tools to more effectively job search.

The job skills classes taught in Garfield (Phoenix) and PSC (Mesa) are successful components of the education and training probationers need to achieve the department's goal of reducing recidivism and providing for public safety through finding meaningful employment. For more than a year, the classes have focused on the do's and don'ts of job searching and interviewing, answering difficult questions about their felonies, successful strategies for job searching, and writing a resume. We are hoping to expand the job skills classes to more offices in the near future.

Now, with the addition of the Internet computer lab in the Garfield Education Center, we are able to help probationers job search online. They are able to write or update their resumes, upload their resumes to online job search websites and databases, check email and/or open a new email account if they don't have one, print out their resumes, apply online for jobs, and any job search skill needed to successfully job search in 2012.

The computer lab is open to probationers with two open sessions per week - every Tuesday from 10:00 a.m. - 12:00 p.m. and Thursday from 6:00 p.m. - 8:00 p.m. at the Garfield Education Center in Phoenix. The computer lab is staffed by MCAPD employees during these times and may be available by appointment also. We hope to have more Internet labs open in the future in other offices, as well as labs available for sex offender defendants.

The Garfield Internet computer lab is NOW OPEN, and we are eager to help probationers job search and become gainfully employed. Referrals are NOT needed for the two open Tuesday and Thursday computer lab days. For any questions or to refer defendants to the two-day monthly job skills class in Garfield, please contact Kristi Wimmer at kwimmer@apd.maricopa.gov or 602-254-7030 ext 241. ☞



EBP ESSAY

By Buff Young

Phillip Anderson began making necessary changes to his life prior to receiving probation; however, his risk score at the time of sentencing was 14. Six months later it went down to six and has remained at this level ever since. Mr. Anderson's dedication is the major reason he has been successful, but many other factors also have contributed, including family, positive peers, a supportive employer, and effective treatment. As his probation officer, I simply encouraged him to continue on the path he chose. Here is Mr. Anderson's story as told in the first person. He appreciated the opportunity to share this with readers as it makes him feel good knowing he can help other people with his story.

My Story – by Phillip Anderson

Through my time as a young child, I was very loved by my family. My parents were divorced at the age of 6 and I was raised by my mother. She was a very strong willed, positive person in my life and played as a role model for me.

In 2009, after working as a host and trainer at my job for over five years, I was wrongfully fired due to an incident with another employee. With no job and unable to find work, I began to get desperate. At this point in my life, I had already dabbled into the dark world of drug use, though it was not an everyday thing. When I lost my job and was unable to find work after searching night and day, I began to use marijuana every day for a sense of relief from the stresses of paying bills. Once my money ran out, I had no place to stay, because I couldn't afford rent. I was forced to move from place to place, staying on couches of friends and strangers as a means of living. Not long after the loss of my job, my mother tried to commit suicide. Seeing her in the hospital and not knowing if she was going to live or die sent me into another deep spiral further down that same dark path. Again, I began using drugs as a means to feel good. I was so devastated and angry towards the direction of my life and the circumstances I was facing. I had no money and I drifted apart from my family. Unfortunately I had given up on caring about my life, because I saw no way out. I believe the use of drugs was the major factor in feeling this way. They dulled my senses, and in my opinion, changed my head completely. I began selling drugs and being a "middle man" to make some extra money for food and rent, which meant sleeping on someone's couch. My drug use spiraled at an all time high and I couldn't handle life anymore. My way of living was what I never thought or expected it to be, and I finally made the decision to change my life.

My mother ended up being okay and recovering from her choice. She realized what she had done was wrong and how it affected me, and she offered me to come live with her and for both of us to start a new life with a clean slate. I agreed and it was the best decision I could have made. I moved in with her, changed my life, got a job, and began saving money. My mother and I were a huge support for each other and kept each other up when things got down.

I received my charges for drug sales a year and a half later in the mail. I was so shocked that it was happening to me and I was very scared for the future. Even though I was desperate at the time, I knew I deserved the charges for what I had done, because it was a very wrong decision. I went through a very stressful three months of waiting for my sentencing. Through this time I went through rehabilitation of 45 days through Tempe Valley Hope. I also began seeing a private counselor to help with my situation and examine my life and my future. These tools have played a major role with helping me become the person that I am today. I have learned so much about myself and what I wanted to become. I realized that I wanted a normal happy life, working hard and accomplishing positive goals. I knew at the time it was a huge step, and before I applied these tools in my life, I wasn't sure I could do it. After finishing 45 days at Tempe Valley Hope, with the help of the supportive counselors as well as my private counselor, I came out a new person. I had goals, a strong head on my shoulders, and a new outlook on life, as well as tools to deal with negative things that happen in life.

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About a month after completing rehabilitation, I was sentenced to 60 days in jail and was given 720 hours of community service as well as around six thousand in fines. Once completing jail, I began probation and set a goal to complete community service and pay off my fines. I was working at my job 45-50 hours a week and attending community service almost every day. I completed 720 hours in less than six months, saved all of the money I had made from my job, and paid off my fines. Through this time I took a year of continuing care through Tempe Valley Hope, and continued seeing my private counselor with sessions every week. Both helped me to become an even stronger person. In October another major event happened in my life. My Mother died in a horrible car accident. Although my heart was broken, I can honestly say the tools that I have been given through this experience helped me get through it in the most positive way.

There are many major motivating factors that helped me through this experience. My counselors, family, and my friends have kept me on the right path for the rest of my life. However, the biggest factor for me is God. Through my experience I had come to find and know God. He has helped me through thick and thin, and I am so thankful that I found Him. Another huge factor for me is my mother. My mother was such an inspiration and role model for me, and even though she had her problems, she never judged me for the wrong that I had done. She was such a loving, caring person and always wanted to see me do my best and do the right thing. The last major factor would be my private counselor and Tempe Valley Hope. These amazing people taught me so much about myself and the kind of person that I want to be. I can't thank them enough for the time I got to spend with them. They gave me the tools to be a good positive person and to live a wholesome love filled life.

These wonderful things have changed me for the best. Doing what I did was wrong and I am so grateful for what I have learned through this experience, and I am so happy and excited for the future. I thank my probation officer for the inspiration to keep doing great and the entire department for the honorable work they have done for the community. I look forward to using what they have taught me to be a productive member of society and to help others through my experiences. My intent for the near future is to graduate with a Masters in Psychology to further this goal. ☞



Phillip Anderson

EBP SPOTLIGHT

Nominee: Gayle Davis

I asked my client to write about what he learned at the Victim Impact Panel, and I want to share his response. Not only did he gain insight from VIP, but he helped us see what evidenced-based practices look like in the real world.

What Did I Learn at Mothers Against Drunk Driving (MADD)?

I could probably sit here and write about all the statistics that I didn't know. Each year drunk drivers kill 17,000 people. Each year 50,000 injuries are caused by drunken drivers and so on. I also could write about the laws that the officer talked about, almost all, I was fully aware of when I made my bad choice. So what did I learn in those hours at the class? I learned that I'm LUCKY. My bad choices have only really effected my life. I feel fortunate that my actions have not effected anybody else's life. My life was put on hold for four months with my jail time, but that is so much better than if I had caused an accident. So I learned that I was LUCKY. I may have a ton of fines and probation, but I don't have the guilt of knowing my actions caused harm to another innocent person. ☞

X-Tattoo Program

By Gary S. Streeter, Safety Supervisor

X-Tattoo is a program coordinated through My Brothers Keeper. It is a program with goals to remove gang-related and other tattoos that would make one ineligible for employment, military service, or a target for retaliation from rival gang members. This program utilizes laser removal technology and consists of a series of treatments, the number of which will be determined by the intricacy of the tattoo.

Cost:

Adults: varies depending on number and intricacy of tattoos.

Under 18: Total cost per treatment is \$35 regardless of the number or intricacy of tattoos.

When referring probationers, please keep in mind that this is a VOLUNTARY MEDICAL TREATMENT, so officers are NOT to attach sanctions or issue behavior agreement mandating compliance. Officers are not obligated to sign the application as the sponsor.

To apply:

- Probationer calls Elizabeth McCowin at 602-437-5422 or emails her at Elizabeth@mbklifeline.com for an orientation date.
- Bring the completed program application and consent form to the orientation. The application can be found in the forms area of each area office.
 - Orientation is held each Wednesday
 - Treatments are done on Saturday

X-Tattoo is located at 2219 S. 48th Street, Suite J in Tempe.

NOTE: Only Arizona residents are eligible for this program, but any citizen can participate in the program.

This program is a great opportunity for probationers who want to make a positive lifestyle change. They also receive a service that would normally be beyond their financial means.

If you have any questions, please contact Gary S. Streeter via email or at 602-372-2495. ☎

Now You See It



Now You Don't



Garfield Annual Turkey Feast!

It's that time of year to visit with friends and associates and to give thanks for all we have.

Come join us for our annual Turkey Feast at the Garfield Probation Center!

Thursday, November 15, 2012

Starting at 3:00p.m.

1022 E. Garfield, Phoenix

A surprise visitor will be here with gifts for the kids!



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**Congratulations 3rd Quarter
P.R.J.D.E Winners!**

- BCB** - Megan Wiehn, Jennifer Cooper, Joseph Pallo,
Veronica Gunnison,
Brian Herlihy
CLAPO 4th Ave Jail - David Gonzalez, Patricia Fernandez
Communication Center - Cassandra Chacon-Herbison
Coronado - Kyle Miller
CSC Durango - Eric Ward
DTJC2 - Donna Lopez, Jim Sine
DTJC3 Admin - Brandi Goodwin, Jaqua Davis
DTJC3 Pretrial - Teresa Deanda, Karl Kasowski
Garfield - Jack Dillon, LeKisha Woods
Luhrs - Ray Cruz, Miranda Boger
Northport - Janet Lacey, Christina Quintana, Justin Robnett
Pretrial Nights 4th Ave Jail - Christopher Fox, Maria Reynolds
PSC - Gerrick Hyde, Keri Madrid, McKenzie Holt-Synk,
Jill Gentry, Kim McCurtain
SEF - Gloria Vallecillo
Scottsdale - Kendra Neal, David Newman
South Court Tower - Rachael Rodriquez
Southport - Anne Merrill, Lytysan Sam
Sunnyslope - Mark Flores
Westport - Jeff Fischer, Sylvia Andrade
WRC - Monica Pimental, Shirleen Tarangle, Barbara Rubio,
Debbie Vaughn, Anna Davis, Stacy Gustafson
WCB5 & 6 - Eisha Eisenberg, Lisa Levardi

**People Recognizing Individuals Deeds
of Excellence!**

Anniversaries



25 YEARS
Sandra Lewis

20 YEARS
 Kim Ong
 Sean Anspach
 Tricia Doktor
 Ellen Hannabach
 Staci Rostan
 Sharon Steech

15 YEARS
 Thomas Bradley
 Eva Berg
 Terrence Cash
 Gayle Davis
 Marcia Dinovo
 Mark Flores
 Kirsten Lewis
 Arthur Patchen
 Linda Ramey
 Demitris Sagias
 Glynn Thomas
 Rebekah Trexler

10 YEARS
 Joi Alicea
 Cuong Nhan
 Julie Quiroz
 Christopher Black
 Teri Dane
 Kim Westphal
 Daphne Haslerig
 Michelle Medina
 Manuel Peraza
 Cheryl Clark
 Jane Parker

5 YEARS
 Jenna Fitzgerald
 Rachel Chavez
 Steven Horton
 Tameka Loyd
 Amy Melgaard
 Neil Smith
 Christopher Epps

Thank you for your dedication!

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- Good quality photos focusing upon the subject of the article may be submitted. All people in photos must be identified.
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Top 10 Most Wanted Sex Offenders:

http://www.superiorcourt.maricopa.gov/AdultProbation/docs/top_ten_fug.pdf

Top 10 Arrested Sex Offenders:

http://www.superiorcourt.maricopa.gov/AdultProbation/docs/arrested_Top_Ten.pdf

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