



IDEAS.VOICE. RESULTS.

the CHRONICLE

Maricopa County Adult Probation Newsletter

Voice.

March/April 2017

Advancing the Vision and Mission of the Judicial Branch in Maricopa County

IN THIS ISSUE

CHIEFLY SPEAKING

The state government in Arizona, and in all states, is modeled after the federal government and consists of three separate and co-equal branches: executive, legislative, and judicial. Like most states, the judicial branch in Arizona is led by the state supreme court. In some states, probation is part of the executive branch and in other states, like Arizona, probation is part of the judicial branch.

In the opening letter of the 2014-2019 Strategic Agenda of the Arizona Judicial Branch, *Advancing Justice Together: Courts and Communities*, Chief Justice Scott Bales wrote, "Arizonans also are one in believing that all people should be treated fairly, their rights should be respected, and they should be well served by a government that follows the law. Our courts exist to secure these goals. Every day, more than 500 judicial officers and thousands of other judicial branch employees work diligently to serve their communities by administering justice for all Arizonans, whether they live in our largest cities or our more sparsely populated deserts and mountain areas."

Our adult probation department is part of the Judicial Branch in Maricopa County, which is part of the court structure that comprises the Arizona Judicial Branch. We have a deep and shared commitment to fairness, integrity, efficiency, and equal justice under law. These principles are woven into everything we do.

Early last year, Presiding Judge Janet Barton and Judicial Branch Administrator Raymond Billotte introduced the 2016 Strategic Plan of the Judicial Branch in Maricopa County, the culmination of an inclusive strategic planning process that engaged leadership from the Superior Court and the probation departments.

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The united purpose of the Judicial Branch in Maricopa County is reflected in the Vision, Mission, and Values that were developed. Staff input from the last employee satisfaction survey (ESS) and work completed by ESS committees were critical as the Judicial Branch explored how, as a Court of Excellence, to continually improve. Five Strategic Focus Areas were established to guide our continuing work, and strategic objectives and projects were developed in each of the five Strategic Focus Areas.

Judicial Branch Strategic Focus Areas (SFA):

- SFA 1. Access to Justice and Delivery of Services
- SFA 2. Procedural Fairness, Effective Case Management, and Efficient Operations
- SFA 3. Competent and Engaged Workforce
- SFA 4. Branch Infrastructure – Technology, Facility, Security
- SFA 5. Judicial Branch Governance and Accountability

Existing committees, workgroups, and Judicial Branch leaders assumed responsibility for many of the projects outlined in the 2016 Strategic Plan. Additional Strategic Focus Project Committees were formed and are comprised of employees from across the Judicial Branch who volunteered to participate on a committee of interest to them. Each of the newly formed committees was tasked with addressing a specific topic, in more depth, that was identified from the last employee satisfaction survey.

It is important for staff to be aware of the Strategic Plan and where the Judicial Branch is heading. It is also important that staff be informed of progress that is being made within the Judicial Branch. With this in mind, I want to share some of the accomplishments of the Strategic Focus Project Committees and provide an update on the status of various projects. A full report is forthcoming and a May event with complete updates is planned - this column can only offer a partial update on the wonderful work being done in the Judicial Branch.

MISSION

The Judicial Branch of Arizona in Maricopa County is dedicated to providing a safe, fair and impartial forum for resolving disputes, enhancing access to our services, and providing innovative, evidence based programs that improve the safety of our community and ensure the public's trust and confidence in the Judicial Branch.

VISION

The Judicial Branch of Arizona in Maricopa County is committed to excellence and the principles inherent in the rule of law every person, every day, every time.

VALUES

- Fairness*
- Respect*
- Integrity*
- Innovation*
- Safety*

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Collaboration with AHCCCS. The goal of APD's collaboration with AHCCCS and the Regional Behavioral Health Authority (RBHA) is to increase treatment services to probationers. There are multiple projects within this project under Strategic Focus Area #1. We continue our health care enrollment and literacy initiative. Keogh completed 197 AHCCCS applications in the first three quarters of FY 17 and MIHS provided 99 health literacy classes with 1,238 participants. The Community Reintegration Unit is coordinating with the RBHA to schedule outpatient substance abuse and/or mental health services appointments for probationers prior to their release that will occur within seven days following release; 450 appointments were scheduled in the first three quarters of FY 17. The RBHA has been working with APD's Reach Out program to increase the placement of eligible probationers in jail into residential substance abuse treatment in the community. Eleven treatment providers serve clients referred from the Reach Out program and 419 placements were made in the first three quarters of FY 17. In March 2016 AHCCCS gave approval for APD to begin the process to become a billable AHCCCS provider. Doing so will help APD maintain evidence-based treatment services for medium-high and high risk probationers with severe substance use disorders in our Drug Court program and will enable probationers with AHCCCS to use their health care coverage for these services. As part of a large 5-year Targeted Investments Program (TIP) grant that AHCCCS recently received from the federal government, APD will work with a provider to bring an integrated health approach to probationers at one of our offices or nearby. TIP will have a specific project focused on assisting those AHCCCS members who have transitioned into the community from criminal justice facilities. The first co-located clinic will be operational by October 2018. Collaboration with AHCCCS, the RBHA, and AHCCCS providers is helping to expand additional evidence-based programs for probationers, including Medication Assisted Treatment and Thinking for a Change. From APD, managers who are instrumental in this strategic project include Deputy Chief Therese Wagner, Division Director Jaci Christenson, Clinical Supervisor Carey McGrath, Clinical Supervisor Erica Sims, and Supervisors Jolie DeLong and Arlyn Harris.

Pretrial Outcomes. The goal of this project under Strategic Focus Area #2 is to provide an evidence-based risk assessment at the time of the initial appearance to allow for risk-based pretrial decision making. This goal was established by Chief Justice Scott Bales. The Public Safety Assessment (PSA) was implemented June 6, 2015, policies were updated to align with the PSA, and a quality assurance process was established to ensure fidelity. The Arnold Foundation's PSA was developed based on meta-analysis of extensive pretrial research. The PSA is predictive of Failure to Appear, New Criminal Activity, and New Violent Criminal Activity. The Administrative Office of the Courts (AOC) Pretrial Services Committee adopted statewide performance and outcome measures July 27, 2016. An analysis of the PSA recommendations and release orders in Maricopa County was conducted comparing the first half of 2016 with the second half of the year. During the second six months of implementation, there was increased agreement between the PSA recommendation and the release order; this indicates increased use of the tool to help make data-driven, risk-based release decisions. An outcome evaluation is nearing completion. From APD, the following individuals have been involved in this project: Deputy Chief Therese Wagner, Division Director Lolita Rathburn, Research Analyst Jennifer Ferguson, and Supervisors Ryan Valley, Maria Chanto, Bill Peckham, and Randy Bay.

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Case Management. The goal of this project under Strategic Focus Area #2 is to improve caseflow management by converting APD macro based petitions and reports to web based forms. The ultimate goal is to move toward a paperless environment that expedites information to the Court, which allows for timely decision making. Four programmers were hired. There are 2 projects: Forms (13) and Reports (4). Fifty-four macros have been eliminated to date. The Presentence Report was fully implemented in December 2016 and the team continues to troubleshoot bugs and assess impact on other reports. The Probation Violation Report entered the testing phase this month (April). The new reports include a screening table that provides important information to the Court regarding the defendant's eligibility for various programs. ICISng is the vehicle for our Court reports and APD Online is the vehicle for our Court forms. Eight forms have been programmed: Criminal Restitution Order, Memo to the Court, Restitution Delinquency Memo, Petition to Modify, IPS Level Change Petition to Modify, Order of Discharge, Early Termination with Order of Discharge, and Earned Time Credit with Order of Discharge. Two forms are in development, Order of Release and Order of Confinement. Three forms are in the business analysis phase: Avowal, Sex Offender Annual Review, and Sex Offender Attorney Notification. The forms are printable with populated data. Establishing a work queue with the judges is not being programmed at this time. Four forms are included in the pilot phase implemented in February 2017: Memorandums, Memorandums of Restitution Delinquency, Orders of Discharge, and Criminal Restitution Orders. There will be a phased implementation by division. From APD, those involved in the project include Division Directors Brandelyn Jackson, Cynthia Stevens, Adelita Nunez, and APD workgroups.

Employees across the Judicial Branch volunteered to staff the following committees to complete projects that advance the Judicial Branch's strategic goals and that respond to staff feedback received during the last employee satisfaction survey.

- **Active Shooter.** This committee was appointed to study and recommend policies, procedures, and protocols on what to do in the event of an active shooter incident in or around Judicial Branch facilities. The committee developed a comprehensive plan that was approved by the Judicial Executive Committee. In February, Presiding Judge Janet Barton announced the components of the plan and distributed the Judicial Branch RUN, HIDE, FIGHT Protocol. An Active Shooter computer-based training video is COJET accredited and is available on TheHUB. Facility-specific training can be arranged through the Security Department or HR Education & Training. The Security Department will also be working with first responders to familiarize them with court facilities and will streamline emergency plans. APD employees who served on this committee are Cuong Nhan, Kim Kelly, Jennie Randall, Dana Shepherd, and Elisa Young.



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- **Career Counseling.** This committee's goal is to provide Judicial Branch employees with opportunities for professional development, including access to information, tools and resources, and trainings designed to expand their knowledge, skills and abilities to help further their career path within the Judicial Branch. Recommendations have been developed. The following APD employees are members of this committee: Marie Long, Ellen Opitz, Donna Swan, and Kathleen Weibly.
- **Citizen Type Academy.** The purpose of this committee is to develop a Citizen-type Academy to educate community, executive branch and legislative leaders about the Judicial Branch. APD employees participating in this committee are Jane Parker and Justin Robnett.
- **Disaster Emergency.** This committee has recommended a specific software program be utilized by the Judicial Branch to assist with the development and update of the Branch's emergency preparedness plan. A cross section of the Branch's managers, administrators, and staff are working to provide the relevant information required to ensure continuity of operations and the ability to carry out the Branch's essential duties. Deputy Chief Michael Cimino co-chairs this committee with Karen Westover (Superior Court) and Teresa Tschupp (Juvenile Probation). APD employees Daniel Fox and Carla Loi are members of the committee.
- **Procedural Fairness.** The purpose of this committee is to provide education and training on procedural fairness. Four principles of Procedural Fairness -- Respect, Voice, Neutrality and Trust -- and the acronym (YTRN) have been identified. Training is being developed as a way to help employees remember these principles and implement procedural fairness court-wide. APD employees participating in this committee are Porche Williams and Scott Gibson.
- **Recognition and Reward.** The purpose of this committee is to develop a Judicial Branch Recognition and Reward Program. The committee's recommendations include a service and retirement program to recognize longer-serving and retiring employees (that would replace the existing county program), opportunities for employees to recognize and reward fellow employees (through expansion of existing programs), performance excellence awards that are based on exceptional service and Judicial Branch core values, and ceremonies to celebrate excellence. APD employees participating in this committee are Kayla Cathcart and Jeff Fischer.
- **Signage.** The goal of this project is to implement a Signage policy for the Judicial Branch. APD employees Stephanie Donaldson and Danielle Sims are participating in this committee.

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- **Refresh Website.** This committee's work in phase 1 has been to assess the needs of all users and the public and to conduct analysis and planning. Recommendations include redesign the current public facing website to reflect the current growth in mobile Internet usage by the public via responsive design, provide the expeditious release of information through a court staff-driven Content Management System (CMS), provide live customer support via web-based chat as well as enhanced search functionality and the implementation of multi-language translation technology to assist the court customer. This project will also lay the foundation of a future redesign of the Judicial Branch's intranet system (Court Wide Web). APD employee JoAnn Paulus is participating in this committee.

If you would like more information about the 2016 Strategic Plan, the plan can be viewed at

<http://courts.maricopa.gov/publicInfo/survey/2016-strategic-projects.pdf>

Beginning May 10, 2017, I will be visiting various offices to share information and hear from staff. Dates and locations for *Conversation with the Chief* can be found in TheHUB (Event name COM0001APD). Hope to see you there!

A graphic with a blue background and a globe in the center. The globe has the text "DID YOU KNOW?" written on it. Surrounding the globe are several colorful icons representing different communication and technology concepts: a smartphone, a Wi-Fi signal, a speech bubble, an email icon, a laptop, a tablet, a television, and a printer. To the right of the globe, there is text that reads: "Did You Know (DYK) is a means to educate and improve communication within APD! Send ideas and/or questions to: APDCommunicationCommittee@apd.maricopa.gov".

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

Send ideas and/or questions to:
APDCommunicationCommittee@apd.maricopa.gov

What does MAC mean?

By Joe Pallo and Kenn Gorr

MAC? What an interesting word. What does it mean? I have heard that a fast food chain named a hamburger after MAC. For those of you into rap music, you might already know that MAC Daddy is a member of the rap duo Kris Kross. MAC is also a casual generic term for a man of Scottish origin so maybe your thought goes in that direction. For our purposes though, in the Adult Probation Department, MAC stands for *Managers Action Committee (MAC)*.

So who are the MAC members? What does MAC do? What does it mean for me? Those are some of the questions you might be asking now that you know the MCAPD definition of MAC.

MAC members consist of every supervisor in our department. When you are staffing a case with your supervisor, you are in the presence of a MAC member. The purpose of MAC was to create a forum for new ideas that didn't necessarily originate from upper management. Upper management understood that boots on the ground sometimes had a different perspective than they did, which often found solutions to problems. Thus MAC provided a means for staff to present a new idea that may benefit our department as a whole.

So what does MAC mean to you? Well first of all anyone in the department can submit a MAC proposal. If you have a good idea, MAC wants to hear about it, so your first step is to let your supervisor know about your idea.

To bring your great idea to MAC, you will need to fill out a form. Come on, you knew there would be a form, right? The form can be found on the Court Wide Web under the News and Reports Column. Just click on the Managers Action Committee (MAC) button, just seven rows down, and you are in like Flynn. The form will ask you to indicate what problem or issue your idea will address. We will want to know the projected goals of the project and what areas of the department will be impacted by your great idea. Since a committee will be involved, let us know who else you think should serve on the committee.

After that the MAC leadership meets with you, asks a few questions, and then decides whether your idea is worthwhile to pursue. Our department has a lot a talent, so please feel free to use your imagination and solve some problems.

Here are a couple of MAC proposals that are currently under consideration:

1. Driver Identifier
2. Golden Rods

Yes, we are trying to reinvent the wheel by updating the Golden Rod. Did you know the Golden Rod has information on both sides of it? Probably not, right? Have you ever used the back side? Do you want to help reinvent it? This might be the committee for you golds.

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How about the Driver Identifier? No, we're not trying to find out if you have a valid driver's license, but rather how best to assist our clients to identify what drives their behaviors. This idea is on hold until after the Mark Carey training rolls out this summer. After that, the sky's the limit, and you can help the department figure out how to make this work for line officers.

And then there's the booking officer idea. MAC can see the ideas flowing in now. MAC wants to hear them all. In this case, the ultimate decision will lie in the hands of the Executive Team; however, don't you want to be the one who helps that body make your lives easier? Don't you want to simply hand off your client to another officer so you can get back to your office day? So come on down or simply talk to your favorite supervisors and help the department figure out how to make this idea, and any others, work for you.

2017 Hand Count Results and APETS Data Quality

By Jennifer Ferguson

Every year, usually in February, we participate in a hand count. For those that do not have the privilege of participating in this event, the hand count provides us with the opportunity to compare the number of clients identified as direct or indirect in APETS with a count of the hard files in the possession of officers. This is a process we conduct at the direction of the Administrative Office of the Courts (AOC) that allows us to verify that the individuals we are supervising are in APETS and APETS reflects the correct supervision status.

During the 2017 hand count, over 28,000 files were counted. When we compared our total standard and IPS population numbers with the population numbers from APETS, the results were impressive. The overall difference for IPS was 22 people, a difference of less than two percent (1.6%). The overall difference for standard was only 95 people, a difference of less than one-half a percent (.34%). Given the number of people that we supervise throughout the department, these results are impressive.

	Hand Count Numbers	APETS Numbers	% Difference
IPS Total (Direct and Indirect)	1,373	1,351	1.62%
Standard Total (Direct and Indirect)	26,767	26,672	.34%

Thank you for the effort that you put into the hand count process! The hand count confirms our confidence in the accuracy of the information contained in APETS. The continued confidence in the information in APETS has allowed us to make significant changes to how we gather the statistical information that we report to our stakeholders. The majority of our monthly stats reports are now generated from data that we pull from APETS. We could not have made these changes without you. Thank you for your commitment to enter accurate and timely information into APETS and congratulations on a job well done!

Be Safe Out There...

By Doug Murphy for the APD Communications Committee

Last fiscal year adult probation officers supervised 25,118 clients, drove over three million miles, conducted 475 searches and seized 338 weapons. And in the end, we managed to do it all while staying relatively safe.

I say relatively because there were 21 auto accidents; 47 threats to staff, mostly officers (usually by people being arrested); plus five dog bites, three of which resulted in injuries; and five assaults against staff, including one by a probationer's mother.

Even Defensive Tactics, which traditionally results in a few injuries over the year, had just seven in FY2016 or .77 for every 100 participants.

So what is the bottom line from last year's special incidents report? The number of weapons found during searches was high, 338, but less than the previous year's record breaking 347. Threats against staff were also up, 47 compared to 32 in FY2015. There were "only" five physical assaults against staff, but that's way up from FY2015 when there was just one, and three of the five incidents last year resulted in an injury to an APD officer. The assailants ranged from probationers to a probationer's mother in one instance.

A dramatic increase was found in the numbers of "other people" assaulted in FY2016. Fourteen, including four assaults against police officers during arrests and six involving random violence in the community, occurred to people not employed by MCAPD.

Another dramatic increase was in the category of medical emergencies. Forty-one were reported last year, way up from the average of 33 a year over the past five years and the highest ever reported in one year. Emergencies included MCAPD employees with an emergency while in the office and probationers with health related problems like seizures, chest pains or trouble breathing.

Being a probation officer isn't a walk in the park, but by staying aware, observant, willing to listen to that little voice that says something isn't right, and taking training seriously, you have made it as safe as possible when dealing with felons on a daily basis.

So, to paraphrase that great law enforcement philosopher, Sgt. Phil Esterhaus from the 1980's television show *Hill Street Blues*, "Continue to be careful out there."

The mission of the MCAPD Communications committee is to promote open and timely communication that enhances efficiency, relationships and morale. If you have questions or concerns contact the committee at APDCommunicationCommittee@apd.maricopa.gov.



Thank You Communications System Operators

By Michael Cimino

Adult Probation Communications Center



A Force for Positive CHANGE.



National Public Safety
Telecommunicators Week
April 9-15, 2017

The week of April 9-15, 2017 marked the National Public Safety Telecommunicators Week. As you likely know first hand, we have an amazing team of men and women who serve the Judicial Branch at APD, JPD, and Judicial Branch Security every hour of the day and each day of the year. They do so with faithfulness, dedication, and distinction. They work in a high demand environment with state of the art technology across a multitude of systems. To say it is complex doesn't do it justice. In addition to their primary duties of monitoring and responding to radio traffic and customer service calls coming into the Center, we call upon them to assist with holds, respond to GPS alerts, route minute entries, along with scores of other tasks that are too numerous to list. To give you a small sense of the volume they do in addition to all the monitoring of radio users in the field, they also respond to approximately 7,000 phone calls each month. More than the metrics and tasks, they are amazing people who faithfully serve us behind the scenes. With them we are safer, more productive, and most importantly a better Department and Judicial Branch. The past year they have also done so facing several vacancies requiring extra hours and overtime. Please take the opportunity all throughout the year to thank them and let them know how appreciative we are of the work they do.

THANK YOU

Communications System Operators

Your service and professionalism are invaluable



EBP Task Force Updates

By Jason Walker

The EBP Task Force has been busy over the last several months finalizing the roll-out plan for our department wide “Achieving Risk Reduction through Effective Staff Interactions” training. This initiative has been a year in the making, and as the Chief mentioned in the last edition of the Chronicle, the goal of the training is to build upon the department’s progress with EBP, enhance our current efforts and learn some new interventions to help us achieve the best possible outcomes for probationers. Here are a few updates with this project:

- Train the Trainer sessions were completed for line staff and supervisors in April. We would like to send out a huge thanks to the staff members who spent four days learning and practicing the curriculum. Your commitment to this initiative is very much appreciated.
- The trainings are currently being scheduled in TheHUB. Officers and supervisors will be able to sign up shortly.
- Trainers will begin delivering this curriculum to badged officers beginning in July 2017. The trainings will be made up of 28 individual cohorts and each cohort will consist of four different modules. Cohorts will last four months and staff will attend one, half-day training each month. Officers will be able to take the information learned in each module and apply it to their daily work practices before moving on to the next module. Because of this, it will be important for officers to make sure they can attend all four modules for their specific cohort when signing up for the training. The first two cohorts will begin in July 2017, and two new cohorts will start each month after that. The last two cohorts will begin in July 2018.
- Supervisor training is also being scheduled and will begin this summer as well. The majority of supervisors and managers will need to attend a one-day training titled “Risk Reduction Coaching for Supervisors.” For those supervisors/managers who were unable to attend Mark Carey’s original two-day Risk Reduction training in April 2016, attendance at the one day class titled “Risk Reduction for Supervisors” will also be mandatory.
- Good News...This training project will also count as the FROST and Case Plan Refresher training. If your FROST and Case Plan Refresher is due in 2017, please make sure to sign up for one of the early cohorts, in order to have completed Module 1 prior to December 1st.

This training project is the first step in taking our EBP practices to the next level and we think you will find the trainings not only valuable, but also fun. You will be able to take specific skills learned and become even more effective and efficient in your work with probationers! Be on the look-out for additional emails and information in the near future on when you will be able to sign up for these new trainings. Thanks to the trainers, the EBP Task Force members, and the EBP Master Trainers for all their work on this project.



National Crime Victims' Rights Week Recognition Event By Tony Bidonde

The week of April 2–8, 2017 marked National Crime Victims' Rights Week, a week designated for communities nationwide to highlight the importance of assisting victims to heal and recover. This year's theme, *Strength, Resilience, Justice*, presented the opportunity to highlight the importance of providing needed services at the earliest stage of victimization and establishing a relationship with the victim built on trust.

In order to recognize staff who have gone above and beyond in assisting victims, the Victim Services Unit (VSU) hosted an event on April 6, 2017, at the Black Canyon Building. Prior to the event, employees were asked to nominate staff who have provided exceptional customer service and support to victims and highlight specific situations in which the staff member went beyond the requirements to assist a victim. VSU received 52 nominations! All nominees and their supervisors were invited to the event. On April 6th, the Executive Team, various supervisors, and staff from all areas of the department gathered to commemorate the nominees. Chief Broderick discussed the challenges we face in serving victims and acknowledged the effort and commitment we display as a department. All nominees were presented a certificate and pin by Tony Bidonde, VSU Assistant, while Chief Broderick provided a description of how the staff member went above and beyond in their service of victims. The following individuals were recognized at the event:

Sahara Bergstrom
 Jennifer Biddle
 Antony Bidonde
 John Bishop
 Diane Bracamonte
 Jill Brown
 Deborah Coleman
 Laura Contreras
 Jammie Dilley
 Martina Downing
 Sarah Dutton
 Jennifer Ferguson
 Elaine Fernandez
 Daniel Fox
 Shana Glover
 Sarah Gomez
 Barbara Goree
 Terrell Granberry
 Danielle Herrera
 Clint Hill
 Angela Hopkins
 Chris Hopkins

Kevin Kittle
 Randy Koeppen
 Justin Kreterfield
 Sanja Markovic
 Manuel Martinez
 Timberly Matson
 Dawn McCullar
 Areli Montane
 Raul Munoz
 Cortney Norton
 Dameon Ortiz
 Jane Parker
 Cheryl Piper
 Jasmine Plummer
 Aaron Porzel
 Jodie Rogan
 Barbara Rubio
 Terri Scharneck
 Rebecca Sifuentes
 David Silvas
 Scott Skoropys
 Mark Smalley

Kristin Sunderland
 Andrea Teasley
 Glynn Thomas
 Laura Thomas
 Liberty Torres
 Sherri Tucker
 Carrie Ward
 Lori Young



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Domestic Violence Unit 33 attended the Victims' Rights Week recognition event. Pictured front row, left to right: John Bishop, Chrysalis Victim Advocate Randy Koeppen, Andrea Teasley, Jammie Dille, Sherri Tucker, and Laura Thomas. Back row, left to right: Dawn McCullar, Kevin Kittle, Chris Hopkins, Clint Hill, Danielle Herrera, Aaron Porzel, Cortney Norton, and Timberly Matson. Missing from the photo: Dameon Ortiz and Sarah Gomez.

Arizona Attorney General's Office Crime Victim Service Team Receives a National Award

By Tony Bidonde

On April 7, 2017, the U.S. Department of Justice honored the Arizona Attorney General's Office of Victim Services Agency Support Team (AST) with the Crime Victims' Rights Award. This award goes to programs, organizations, or individuals whose efforts to advance or enforce victims' rights have benefitted victims at the state, tribal or national levels. In 2016 AST provided over 2,000 technical assistance services to direct service providers, administered the Victims' Rights Fund to 58 criminal justice agencies, and developed 72 training sessions that it delivered to more than 1,500 victim advocates, support staff, prosecutors, defense attorneys, law enforcement officers, judges and probation officers. AST employs a Victims' Rights Compliance Administrator to work with victims who believe their rights have been violated and to help agencies improve their services.

Adult Probation is proud to partner with the Arizona Attorney General's Office and its Victim Service Team in order to serve the victims of crime in providing restorative services. ***Congratulations to the Arizona Attorney General's Office Crime Victim Service Team!***



15 New Officers Join the Department!

By Jim Sine

Please join Staff Development in welcoming the latest class of new probation officers to the department! On March 15, 2017, the new officers were sworn in by Judge Myers at the Downtown Justice Center. These officers completed nearly eight weeks of NOTES training and are ready to jump into their new assignments. Most of the assignments were in standard probation, however one new officer was assigned to Drug Court and one officer was assigned to a Sex Offender Intensive Probation position. Most of the officers attended the AOC Probation Officer Certification Academy and all have completed Defensive Tactics. As always, a very appreciative THANK YOU is due to our many adjunct faculties for their ongoing contributions to training our new officers. We have many presenters who have been involved with training our new officers for quite some time and others who even teach more than one class. Another big THANK YOU goes out to our field coaches for taking time out of their schedule to work with our new officers in the field. Staff Development recognizes their immense contributions and knowledge in helping our new officers get ready for the job. Congratulations and good luck to our new officers in their new adventures!!



Pictured from left to right: Dariss Beale, Julie Wise, Stephanie Vega, Julian Velasquez, Cherynne Lara, RaeLee Sandoval, Michael Castro, Shari Lewinski, Katie Courter, Tricia Hall, Dennis Hawkins, Louris Karmi, Hanna Mercier, Elizabeth Kinsey, and Arthur Hernandez.

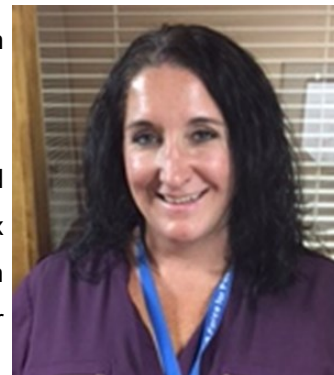


Christina Keenan Promoted to Supervisor

By Tony Bidonde

Christina Keenan was promoted to probation officer supervisor. Her new assignment began on March 27, 2017, and she is stationed at Northport supervising a standard field unit.

Christina has been with probation for 12 years. Her first assignment was a standard caseload at the Black Canyon Building (BCB). Since then, Christina supervised a sex offender caseload at BCB, an IPS caseload at Durango, an IPS caseload at Western Regional Center (WRC), and a sex offender caseload at WRC. Previously, she worked for the City of Flagstaff in the capacity of probation officer.



Besides her regular duties, Christina served as an APD Mentor and participated in the IPS Voice Committee, Fincom, and the Sex Offender Solutions Committee. She was the breathalyzer calibrator for the WRC as well as an Introduction to Sex Offender Treatment facilitator and a Thinking for Change facilitator. She is currently on the EBP Evolution Committee and an EBP Advocate. Christina is looking forward to the new challenges her promotion brings and to sharing her passion for the job. Congratulations Christina!

Amanda Peterson Promoted to Supervisor

By Ivan Ramirez

Amanda Peterson was promoted to supervisor effective March 27, 2017. In her new position, Amanda will be providing leadership and guidance to a standard field unit in the Black Canyon Building (BCB).

Amanda began her career as a probation officer on May 5, 2008. Her first assignment was in standard field at the Probation Service Center. In 2011 while working for MCAPD, Amanda assisted with a pilot program (Chandler Women's Project) that was a partnership with Maricopa County Human Services that helped high risk women in the Chandler area and offered assistance in navigating services such as housing, substance abuse, WIC, etc.

In 2013, Amanda transferred to the Sex Offender Division where she had a standard sex offender assignment.

Before working with MCAPD, Amanda was employed with the Department of Corrections at the level 4 sex offender unit and the level 5 special management unit. In 2004, she was hired by Maricopa County Juvenile Probation as a Juvenile Detention Officer and later became a Juvenile Surveillance officer. With all this experience, Amanda looks forward to the fast moving environment of Adult Probation, mentoring the new officers, and helping the officers develop a solid foundation before they move on to other assignments. Congratulations Amanda!



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

BCB - Katherine Cohen, Zarina Enriquez, Sarah Larson,
Barbara Valdez, Gregory Scott

CCB - David Gonzalez, Tammy Schroeder

★ **Communication Center** - Miranda Cruz

★ **CSC** - Andi Butler

DTJC2 - Kirsten Lewis, Alan Glickman

DTJC3 Admin - Randy Tirado, Brian Slater, Antony Bidonde

DTJC3 Pretrial - Brandon Shimizu, Emily Anderson

Garfield - Andres Rocha, Veronica Pena, Sunikia Bullen

Luhrs - Megan Merker, Julie Piontkowski

★ **Northport** - Gayle Swindle, Leslie Ebratt, Susan Hansen

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March/April

Happy ANNIVERSARY

25 Years

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Allison Thompson

Karie Strauss

Ryan Valley

Jennifer Ward

Lori Young

20 Years

Kristi Ward

5 Years

Chad Clark

Sarah Gomez

10 Years

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Kafi Grossley

Timothy Lee

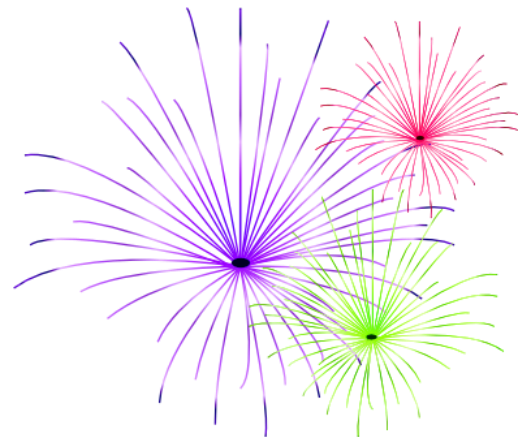
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