



IDEAS . VOICE . RESULTS .

the CHRONICLE

Maricopa County Adult Probation Newsletter

Voice.

March/April 2015

We are all in this together

SPEAKING
CHIEFLY

APETS data entry, monthly statistics, hand counts... it's no secret that employees' tasks include ongoing expectations that data will be entered and reported and that employees are expected to do this correctly. The Data Quality Committee, APETS agents, and staff from the Policy, Planning and Analysis Division are all engaged in helping the Department maintain data quality. At the end of the day, the quality of Adult Probation's data depends on the collective efforts of all employees – support staff, officers, and supervisors. We are all in this together.

Our primary business is providing probation and pretrial services, and staff are busy doing their jobs, so **why** is there so much emphasis on data?" It's a fair question. The time spent entering data and doing monthly statistics is time that could otherwise be spent providing direct services, which are very important and which involve activities that you may prefer doing.

The **importance** of data comes down to one thing: purpose. What is the purpose for the information? How is it used?

The **usefulness** of data depends largely on four factors:

- ◆ identifying what data is needed
- ◆ collecting the data
- ◆ assuring the quality of the data
- ◆ analyzing and using the data

You can't use data that wasn't collected and you can't rely on data that isn't credible. It's ineffective and wasteful to collect data if you don't use it for a worthy purpose.

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From the Chief's chair, I can tell you that having good data is critically important to me in obtaining financial and political support for our department's activities. Our department has a FY 15 budget of \$95.2 million with 81.6% of our funding coming from Maricopa County. Maricopa County's budget exceeds \$2.2 billion, of which over 51% goes to public safety. The Board of Supervisors, with the help of the Office of Management and Budget (OMB), look at data and listen to managers from all departments in the county; they carefully examine the budget needs of the county. We tell them about Adult Probation's mission, activities, and clients, but we also need really good data to back up our budget requests and to report our performance. These are data-driven, strategic decision-makers who determine our budget!

As mentioned in the last Chiefly Speaking, there was a deficit in the State budget and the County's budget for FY 16 has been under development. Our department has been experiencing increased demand for our services and we requested growth positions in FY 16. Clearly, in this economic environment, funding requests, especially for growth, are closely scrutinized. We use data from three years of monthly statistics to analyze the demand for services and make projections of the funding needed in the next fiscal year. Statistics are analyzed across multiple levels and programs and are presented with narrative explanations in a budget request... how many presentence reports prepared, how many sex offenders supervised, how many cases on IPS, how many electronic monitoring cases on pretrial supervision, etc., and how many personnel, of various types, are needed to provide the services at established caseload ratios, and the justification for those caseload ratios. OMB comes back with additional requests for data and rationale regarding our budget request. Through this complex process, it is clear that credible supporting data is required to make a strong case for the items included in our budget request.

We have received tentative approval for some of the growth positions requested for FY 16 and this is very positive for us! Personnel is our biggest budget item and having the staffing we need enables us to maintain a reasonable workload for individual employees and supports our ability to enhance public safety and provide excellent public service.

In recent years, a number of position titles had market studies that resulted in a higher pay scale for employees in those position titles. Good data was instrumental in gaining support from the County for those market studies.

Some of the additional purposes for information we collect and reasons why data quality is important include:

- ❖ **Administration of justice.** Having correct information on court documents and reports impacts the proper processing of a criminal case and impacts how the individuals in the criminal case (offender and victim) are treated. In some situations, the safety of the community could be impacted by inaccurate or incomplete data on court documents.
- ❖ **Efficiency.** Entering data in APETS at the right time, in the right order, and doing so with accuracy, prevents the need for additional steps or corrections later on.
- ❖ **Case management.** Keeping case information up-to-date allows anyone who needs to know about a case to easily access information, including current status and concerns.

- ◆ **Safety.** An employee's current vehicle and personal contact information can be important to ensuring the employee's safety and well-being in certain situations. Contact notes and alerts increase awareness of current safety concerns with a probationer.
- ◆ **Performance measurement.** It is important to know if we are making a difference. We collect targeted data and analyze it to measure our performance. We use this information to identify opportunities for improvement. Our commitment to EBP includes a commitment to quality assurance in the performance of activities and in the collection of meaningful data.

Data is important to everything we do, and data quality is everybody's business. Your efforts and cooperation in assuring data quality are appreciated.

I hope to see you at the "Of the Year" celebration on **May 13th, 2:00-4:00 p.m.** at BCB! We will be recognizing the outstanding employees selected as the 2014 Of the Year award winners .

MEET PPA'S THREE NEWEST MEMBERS

by **Cathy Wyse**

Policy, Planning, and Analysis has gone through some transition over the last four months and we'd like to introduce the newest members of our team! Please welcome these new employees; as part of the PPA team, they have assumed key roles in providing assistance and support to the whole department.



Adam Killoran, *Administrative Assistant*

Sanja Markovic, *Management Analyst* **Anthony Johnson**, *APETS Help Desk Coordinator*

Adam's primary responsibility is reviewing and compiling monthly statistics for the department.

Sanja is responsible for analyzing monthly statistics, reporting MFR data, and preparing a variety of departmental publications and reports.

Anthony's primary responsibility is assisting staff with APETS-related technical questions and needs.

PRETRIAL EXPANSION AT DOWNTOWN JUSTICE CENTER

by Adelita Nunez

When I think about my past four years in Pretrial Services, I am reminded of one of the most memorable episodes of the Brady Bunch (Season 3 Episode 16) and I start to sing, "When it's time to change, you have to re-arrange." Yes, I am aware that I am revealing a little too much about my age and my questionable television choices. Anyway, just like Peter's voice in the *Dough Re Mi* episode, Pretrial Services was in the process of major change. This "change" would require a larger space and more staff. We would need to "re-arrange" the space we were in or we would begin to burst at the seams. Our Pretrial voice was cracking because a larger more robust voice was trying to make an appearance. Pretrial Services was in its growth spurt and we needed to accept the change.

It all started in 2010. First, policies were updated and then a new risk instrument was implemented in May 2012. This caused a dramatic increase in the number of people released to Pretrial, which consequently affected the number of people reporting to our offices. In 2010, the average daily numbers were 1,365 active standard cases and 208 electronic monitoring (EM) cases. By 2014, the average daily number of active standard cases grew to 2,102, and EM cases ballooned to 652. We needed more staff to supervise the 75% growth in the number of total cases and the EM units were desperate for more officers to manage their 214% increase.



With more defendants released to Pretrial Services, we saw an overwhelming increase in people reporting in person, specifically to our downtown office. In July 2010, 1,837 defendants reported in person to the Pretrial office. In July 2014, that number was 2,554. There was a 34% increase from 2010 to 2014 in the number of physical bodies along with their significant others, parents, attorneys, rides and/or children, who walked through our doors.

We only had space and seats for 20 people in our lobby. Defendants would frequently wait in the hall by the elevators, which were also used by other Superior Court patrons. Defendants would use the outlets in the hallway to charge their EM bracelets and this high traffic area was a growing concern for safety for both defendants and employees. So... when it's time to change, you have to re-arrange... WALLS.

Eventually, EM officers were added to our units and a new EM supervisor was added to the division. EM officers were required to share desks/cubicles because of our lack of space and accommodations. We needed a lot of new space for all of our new staff.

Our executive team saw the need and plans were made to make space for the growing Pretrial Division. Luckily we have very good neighbors on the third floor of the Downtown Justice Center and we found space on the Administration side for Pretrial to expand. After a lot of consolidation and reorganization on the Administrative side, the Pretrial/Administration build-out started on February 2, 2015, and is projected to be completed by May 1, 2015.

The Pretrial lobby was expanded to make room for forty-nine chairs and six additional charging outlets for our EM defendants. The wall separating Pretrial Services from Adult Probation Administration was extended west to add 12 extra work spaces for our EM officers and three offices for supervisors. Other existing cubicles were re-arranged and adjusted to add additional work spaces and we even made room for a cubicle designated for Interstate Compact Outgoing to meet with their clients. So, like Peter, our "change" was a good change. It meant we were growing and maturing as a division. We made the proper adjustments to welcome this change and we look forward to the next season in Pretrial Services.

THE SWEET AND SHORT OF IT - "EFFECTIVE RESPONSES TO NON-COMPLIANCE"

by Julie George-Klein and Tricia O'Connor

The Center for Effective Public Policy, with assistance of the National Institute of Corrections, recently published a work on community corrections citing research as it relates to how we respond to probation violations. Keeping in mind the goal is to effectively respond to violations in a way that promotes a change in behavior, and knowing what we have learned about evidence-based practices, consider the following when responding to violations. Your responses should:

Occur swiftly and as quickly as possible.	Take place each time the behavior occurs.	Be fair, consistently using similar responses with similar individuals/situations.
Take into consideration the individual and the specific circumstances.	Be no more severe than the violation deserves.	Employ as few interventions/resources as necessary for the violation.

Although it might be easier to identify what is "wrong" with our probationer's behavior, remember to acknowledge the "right." Reinforce the positive behavior frequently, quickly, and in ways that are meaningful to the probationer. The goal is to help them realize the benefits of moving in the "right direction."

Resource: Carter, M. (2015). *Behavior management of justice-involved individuals: Contemporary research and state-of-the-art policy and practice*. Washington, DC: National Institute of Corrections. <http://nicic.gov/library/029553>

EVERYTHING YOU WANTED TO KNOW ABOUT MAC (AND WE'RE NOT TALKING THE BURGER)

by Kathy Daniels

The Managers' Action Committee (MAC) morphed from the former Mid-Managers' Committee with the purpose of allowing "all staff to be included in the decision making process by bringing forth new ideas, recommendations and to generate work product through mid-level managers to influence the department's effective use of evidence based practices while building managerial and leadership competencies among mid-level managers so they may effectively lead units and departmental change" (Managers' Action Committee By-laws).

If this sounds like a broad-reaching goal, it is, but for a good reason and with good results. Various MAC workgroups currently in process include:

EBP Daily Talk was formed to improve the use of evidence-based practices (EBP) in supervisors' and officers' writing. Both probation officers and supervisors write extensively, from APETS notes to court report rationale statements and PO evaluations. While EBP has been used for many years, many do not know how to articulate what EBP sounds and looks like in every day writing. The objective for this workgroup is to provide examples of verbiage that reflects EBP principles, such as addressing criminogenic needs, risk level, and probationer actions in behavior-based terms. These examples will be available on the EBP website.

High Five Workgroup was formed to take the Five Practices of Exemplary Leadership as identified by Kouzes and Posner (Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage the Heart) and introduced in the APD Leadership Academy and operationalize them into the department's culture.

The Probation Service Fees (PSF) Workgroup was formed to address some key elements to increase the collection of PSF. The goals are to increase the link between EBP and compliance with all financial conditions (i.e., payment is pro-social) and educate staff on what tools are currently available to assist with collections. Education of probationers is also necessary to notify them as to the long-term consequences of non-compliance (including the criminal restitution order). The workgroup includes officers to help with this effort.

Travel With Your Talent – this workgroup is gathering job description information for non-badged staff positions in order for staff to be aware of the options that exist and steps they can take to learn about other positions in the department when considering a transfer or their career path.

The EBP Website Redesign Workgroup formed to improve the accessibility of EBP tools available to both supervisors and officers on the department intranet webpage. The workgroup has redesigned the EBP portion of the website to make it more user-friendly and easier to use. The workgroup developed a plan and is implementing it incrementally with the help of Court Technology Services (CTS).

Team Forum continues to turn out fabulous Managers' Forums – the next topic is Children of Incarcerated Parents scheduled for May 20, 2015.

Becoming a participant in a MAC workgroup is easy! Let your supervisor know if there is a project you are interested in being involved in. She/he can then check with a MAC Leadership member to determine if assistance is still needed and can put you in contact with the team leader. Supervisors and managers can become members by sharing your interest with your division director and contacting Arlyn Harris or Kathy Daniels.



Have a great idea for a MAC project? *Anyone* who is a current employee of APD can submit a proposal for consideration. Just follow this link http://courts.maricopa.gov/apd/docs/MAC_Project_Proposal_Form.pdf or from the APD Home Page, select *Managers' Action Committee, MAC Project Proposal Form*.

THINKING FOR A CHANGE: REFERRALS JUST GOT EASIER!

by Arlyn Harris

Frequently Asked Questions

Q: How do I make a referral?

A: The new automated referral form is available on the APD Home Page under **Productivity**:
[Thinking for a Change Referral](#).

Q: Do I have to make a referral or can I just send someone to a class?

A: All participants need to have a referral. There is a waiting list and participants are prioritized by referral date; however, we do our best to get everyone in as quickly as possible.



Q: How does the probationer get assigned to a class?

A: The referral form asks for two location preferences (based on address and/or employment). These preferences are then used to create class rosters.

Q: How is my probationer notified to begin class?

A: The class facilitator will notify the supervising probation officer that the probationer has been assigned to a group and will provide date, time, and location information. The probation officer is then asked to notify his/her probationer in person and provide the information via Behavioral Agreement.

LOOKING for a CLASS

Thinking for a Change (T4C) classes are held at more than a dozen locations.

- ◆ Terros East
- ◆ PSC
- ◆ Southport
- ◆ Luhrs
- ◆ AZ Common Ground
- ◆ Hope Lives
- ◆ Terros McDowell
- ◆ Northport
- ◆ BCB
- ◆ Sunnyslope
- ◆ Terros West
- ◆ WRC

COMING IN JUNE

New Classes starting at: BCB, Southport, Northport, Terros East and WRC



Send referrals, questions, comments or suggestions to T4C_Referrals@apd.maricopa.gov

Contact Arlyn Harris, Thinking for a Change Program Coordinator, or John Smith, APD Counselor, for more information.

DIVERSITY COUNCIL HEALTH & WELLNESS FAIR by Chandelle Porter

On March 24, 2015, the APD/JPD Diversity Council held its first Health & Wellness Fair at the Western Regional Center. With numerous providers present, employees were able to learn about fitness opportunities, holistic approaches to well-being, financial health, and nutrition. Adult and family activities, restaurant guides, and free, health-conscious snacks were also available for the taking. We are grateful to all who participated, including the presenters and providers who donated their time and knowledge to our community. Thank you!



Jan Hertzfeld with Maricopa County Wellness Works teaching Deskercise activities .



Chandelle Porter, Terry Lee and Ivy Kinney

Contributing Organizations

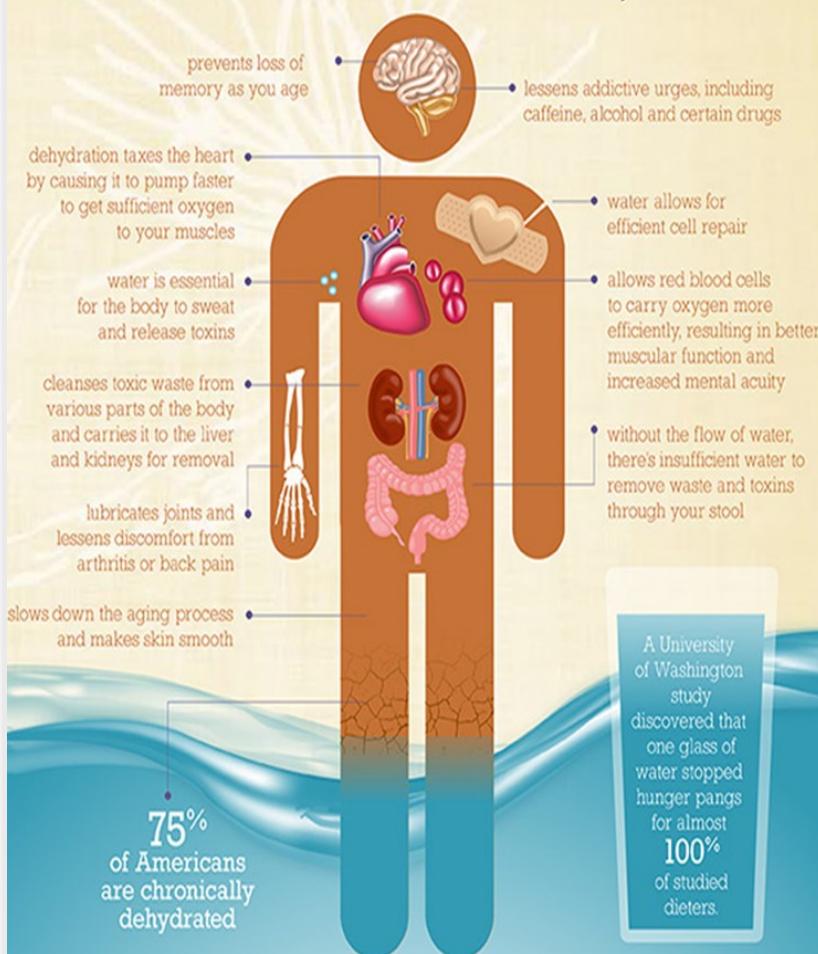
- ◆ Good Karma Wellness Center
- ◆ Krav Maga WorldwideTM
- ◆ LA Fitness
- ◆ Magellan Health Care
- ◆ Maricopa County Department of Public Health
Tobacco Use Prevention
- ◆ Maricopa County Wellness Works
- ◆ Nationwide Retirement Institute/ Solutions
- ◆ Planet Fitness
- ◆ R.E.A.C.T. Defense Systems
- ◆ Tactical BlackTM
- ◆ TNT
- ◆ Weightwatchers
- ◆ YMCA

WATER MATTERS

by Shari Andersen-Head

The Miracle That Is WATER

What does water do for the human body?



The Lesson to be Learned?

Drink More WATER

Sharing this picture can save lives.

Infographic brought to you by StayingHealthy.org A Natural Approach

With the millions of liquid options available to drink every day, we often forget the simple choice – the base of everything we consume – water. For those of us in the developed world, we ignore many of the health benefits of water in favor of the seemingly more plentiful sugary beverages available at every corner.

Two thirds of our body is made up of H₂O but how does that actually break down?



82%
The blood that flows through your body and delivers nutrients is 82% water.

The muscles that hold your bones and move your body are 75% water.

Lungs that pump oxygen crucial to your survival are 90% water.

Bones that protect your organs are 25% water.

Your brain is a whopping 76% water.

TWO IMPORTANT FORMS THAT HELP VICTIMS OF CRIME

By Tony Bidonde

Field officers are busy folks. There are probationers to visit, reports to write, APETS entries to make, and forms to fill out! Two of the forms used in Victim Services help officers know that the victim has opted-in and gives them the most up-to-date contact information for the victim.

Post-Conviction Notification Request (PCNR)

Forms

The PCNR is specifically designed so victims may request automatic notification from the managing agency. In the case of probation, victims may receive automatic notification for the following:

- *Modifications regarding restitution, incarceration, and/or if the modification will affect a victim's safety*
- *Termination or Revocation Procedures*
- *Restitution that is two full months in arrears and Arrests pursuant to a warrant issued for a probation violation*

A victim will opt-in post-sentence using a PCNR provided by the prosecutorial agency that filed the case, either the County Attorney's Office (MCAO) or the Arizona Attorney General's Office (AAGO). If a victim opts-in through MCAO, the PCNR is sent to Victim Services electronically, whereas if the victim opts-in through the AG's office, the victim will mail the PCNR directly to Victim Services. Upon receipt, the information is entered into the Adult Probation Enterprise Tracking System (APETS) by Victim Services, and the probation officer is sent a copy of the PCNR to be placed in the client's file.

Post-Conviction/Post-Adjudication Notification Request

As a victim of crime, you have the right, upon request, to receive notice of certain post-conviction/post-adjudication proceedings, as well as the decisions arising from these proceedings. If you would like to receive notification, you must complete and return this form to the Maricopa County Attorney's Office at the address listed below. Upon receipt, our office will contact the appropriate agencies on your behalf to opt you in for notification. Please see attached for further information on these victims' rights.

DEFENDANT/JUVENILE NAME:	JUDGE:	DOB:
CAUSE#:	RESENTENCING: <input type="checkbox"/>	COUNTY: MARICOPA
SENTENCING/DISPOSITION DATE:	PRISON: <input type="checkbox"/>	TYPE:
DEFENDANT'S SENTENCE:	PROBATION: <input type="checkbox"/>	JAIL: <input type="checkbox"/>
JUVENILE DISPOSITION:	CORRECTIONS: <input type="checkbox"/>	
COUNTS(S)/TYPES(S)/DATE(S) OF OFFENSE(S): _____		

Victim Name: _____

If you are not the victim and have been designated to receive notification on the victim's behalf, please check the applicable box.

- The victim has designated me as their representative.
- The victim is a minor child and I am a parent, immediate family member, or legal guardian.
- The victim is incapacitated.
- The victim is deceased.

Victim Representative Name: _____ Relationship to Victim: _____

- Yes, I would like to receive notification of all proceedings/decisions after sentencing.
If you choose this option, please sign below and return to our office.

- No, I do not want to receive notification of proceedings/decisions after sentencing.
If you choose this option, no further action is necessary.

If the Defendant/Juvenile is incarcerated in the Department of Corrections, you have the right to request the defendant not send mail to you or your family members. Please check any applicable request(s).

- I request not to receive mail from the defendant.
- Members of my family request not to receive mail from the defendant (please attach a list of family member names and their addresses).

Mailing Address: _____

Telephone Number: _____ Email Address: _____

Signature: _____ Date: _____
By entering your name in the signature area, you are certifying the truth and accuracy of the information provided.

MARICOPA COUNTY ATTORNEY'S OFFICE – VICTIM SERVICES DIVISION
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(602) 506-8522 • TDD (602) 506-4352 • FAX (602) 506-3942 • WWW.MARICOPACOUNTYATTORNEY.ORG

Revised 7/2012

Change of Address (COA) Forms

The Change of Address form is specifically designed to capture all counts/causes that are associated with the victim listed. As per AZ §13-4417, a victim that fails to maintain his/her address with the supervising department, for the purpose of receiving automatic notification, is automatically opted out.

The COA is the official means by which a victim may update his/her contact information with Adult Probation. The form has been approved by the Attorney General for that purpose. Once the completed form is received by Victim Services, the information is updated in APETS and the probation officer receives the original copy to be placed in the client's file. A copy of the COA is available through the Adult Probation Intranet and can be emailed to a victim to be completed, signed, and returned to Adult Probation.

Below you will find links to the County Attorney's Victim Services and the Attorney General's Victim Services. If you have any questions regarding any of the above information or victim rights related questions, you may contact Tony Bidonde at: 602-372-8286 or by email at: vsu@apd.maricopa.gov

Maricopa County Attorney Office Victim Services: <http://www.maricopacountyattorney.org/serving-victims/contact-victim-services.html>

Arizona Attorney General's Office Victim Services: <https://www.azag.gov/victim-services/victim-services-0>

MAY	JUNE	JULY
Mental Health Awareness Month Mental Health America http://www.mentalhealthamerica.net/may	National Safety Month National Safety Council http://www.nsc.org/act/events/Pages/national-safety-month.aspx	World Elder Abuse Awareness Month National Center on Elder Abuse, Administration on Aging http://ncea.aoa.gov/Get_Involved/Awareness/WEAAD/Index.aspx

THE DATA QUALITY COMMITTEE: MAKING SIGNIFICANT CONTRIBUTIONS TO DATA QUALITY SINCE 2012 by Jennifer Ferguson

In January 2012 the Data Quality Committee was created with the support of Deputy Chief Tom O'Connell and Deputy Chief Saul Schoon. It was developed from recognition that data quality is important to the entire department and that there was a need to provide a forum where issues and processes related to data quality could be discussed by support staff and members of the Policy, Planning and Analysis Division. At the initial meeting of the Data Quality Committee, the significance of the department's data to the Court, to funding agencies, and how leadership utilizes the data when making decisions was discussed. Key fields in APETS, that help determine how probationers are counted and categorized, were also identified and discussed. At that time, a data quality list was presented that included items in need of clean-up. The initial data quality list contained 7,739 items. Since that time, the data quality list has been provided monthly to each division, and staff has worked diligently together to make corrections as evidenced by the most recent data quality list: April 2015's list had 774 items needing attention. This is a decrease of 90%.

The efforts of the Data Quality Committee should be commended. In addition to helping to clean APETS data, committee members have been willing to openly share concerns, ask questions, and propose solutions to improve consistency in processes across the department. The Data Quality Committee works with various partners across the department as needed to achieve improved outcomes. The smooth transition to building production folders, implementation of the new Request Start Date letter procedure, and a more timely intervention when the probation service fees (PSF) have not been started, would not have been possible without the Data Quality Committee's efforts.

The Committee is led by Division Director Lolita Rathburn. Current members of the Committee include: Mary Aguirre, Cindi Barocas, Juanita Bermudez, Christina Burrell, Tiffany Butler, Jaqua Davis, Jennifer Ferguson, Marialice Haney, Kim Kelly, Nancy Leholm, Sandy Mishkin, Olivia Ramirez, Jean Scott, Mary Stuart-Bronski, Randy Tirado, and Katrina Williams. Appreciation is also provided to Randy Tirado and Jaqua Davis for developing and running the data quality reports each month for the department.

While paying attention to data quality will always be important to the department, and is ultimately the responsibility of the supervising officer, there are always opportunities to improve, and the improvements that we have seen to date have been significant. These improvements could not have been made without the commitment of all staff across the department who enter and update data into APETS.

Thank you for all you do in support of data quality!



EBP SPOTLIGHT ON BUDGET CLASS TEACHERS by Mark Pivonka

This EBP Spotlight is in recognition of the time our probation officers commit to teaching budget classes for our probationers. Budget classes are a great way to help clients stay focused on their financial obligations! The class is two sessions, with each two hours long. This allows clients to usually finish in one week, and they can earn 10 hours of community service when they complete the class! Please say "thanks" to our 2014 budget classes instructors: Jennin Casillas, Judy Chacon, Mark Flores, David Hilsdorf, Brenda Jones, Sarah Larson, Robert McGhee, Mitch Novak, Brandon Smith, and Michael Trexler. If you are interested in teaching 2015 Budget Classes, which have a manual already prepared for you, please contact Mark Pivonka or your local FinCom representative.



EBP SPOTLIGHT ON EVA BERG by Rebekah Trexler

Eva joined Adult Probation on October 20, 1997. Following initial training, most of her career in probation was with the Presentence Division. Eva was listed for an Unsupervised Unit and began June 23, 2014. Eva has been sharing her presentence report writing expertise with other probation officers in the unit, and due to her speed in churning out reports and her naturally helpful nature, she has also been taking on extra combination reports to assist her co-workers. When asked about the transition from Presentence Division to Unsupervised, Eva stated, "The transition from a 15-year career in the Presentence Division to my new assignment was less intimidating due to the vast amount of help I received from my new co-workers. They were selfless and endlessly supportive in their instruction. It's the least I can do to use my knowledge and expertise to return the favors bestowed on me by my new peers."



MIRANDA BOGER-SUPERVISOR PROMOTION**by Samantha Ott**

Effective March 2, 2015, Miranda Boger was promoted to the position of supervisor and assumed leadership of a standard probation unit at the Black Canyon Building (BCB).

Miranda Boger began her career with Maricopa County Adult Probation over eight years ago. Her first assignment was a standard caseload at BCB. After three and a half years, she was transferred to DUI Court, a position that was further specialized as she supervised a Native American case-load. Miranda was a part of the Sanctions/Incentives Committee in DUI and Drug Court and she recently assisted with updating the DUI Court Handbook. She has facilitated Thinking for a Change groups and became a master trainer for Thinking for a Change.



Outside of work, Miranda has worked as a substitute teacher for middle school. She is passionate about teaching children and adults to swim. Miranda also enjoys running, reading, and traveling.

One of the many things Miranda looks forward to is assisting with the professional development of her staff and supporting them in all of their professional endeavors.

Congratulations to Miranda on her promotion!

REGGI WILLIAMS-SUPERVISOR PROMOTION**by Samantha Ott**

Reggi Williams was promoted to supervisor in March 2015 and assumed leadership of a MARS unit on the east side of the county. Her office is located in Scottsdale.



She started with Maricopa County Adult Probation almost 10 years ago, with her first assignment a standard caseload at the Black Canyon Building (BCB), followed by IPS caseloads at Northport and Sunnyslope, MARS at BCB, and Presentence. She has been with the APD Diversity Council since its creation, and a member of the Paperless Challenge Workgroup, ESS Bench Committee, and the Anti-Gang Committee (federal and local since 2010). She has also served as a Time Clock Tester, APETS Agent, New Officer Mentor, ePTR Tester, and is Thinking for a Change certified. Reggi is eager to continue learning and increase mentoring/teaching opportunities as a supervisor.

She is passionate about reading and continued learning and trying new things. She enjoys active participation in fun/mud/challenge runs, hot yoga, mixed martial arts, combat cardio conditioning, and most things physically challenging.

Congratulations to Reggi!

TIFFANY BUTLER-SUPERVISOR PROMOTION by Adam Killoran

Tiffany Butler has been promoted to Support Staff Supervisor in the Pretrial Custody Management Division. Tiffany is a nine year veteran of the Maricopa County Adult Probation Department, where she started in the IPS Sex Offender Unit at the Black Canyon Building as a surveillance officer. She has held multiple positions with the department to include domestic violence caseloads, caseload administrator in CLAPO and MARS, as well as a surveillance officer in CLAPO. During Tiffany's time at the Probation Service Center, she also served as the co-chair of the Motivation and Morale Committee. Tiffany is the recipient of several Pride awards during her time with the Adult Probation Department.



She is both physically and cerebrally active in her hobbies. During her free time, she enjoys wake-boarding, knee boarding, and soaking up the sun at Saguaro or Canyon Lake while also reading everything from true crime books to autobiographies. Tiffany is a proud supporter of the San Francisco 49ers and claims to have a fascination with frogs.

Regarding her promotion, Tiffany is most excited to learn all of the new and differing aspects within Pretrial Services. Let us all congratulate and welcome Tiffany who will, undoubtedly, be an incredible addition as Supervisor to Pretrial Services Support Staff with her intellect, work ethic, leadership, and readiness to improve and support the department.

Congratulations Tiffany!

ERICA MILLER-SUPERVISOR PROMOTION by Tony Bidonde

Erica Miller was promoted to supervisor effective March 2, 2015, and assumed leadership of a standard field unit at Northport. Erica began her career with Maricopa County Adult Probation in September 2008. Her first assignment was a standard field unit at the Probation Service Center (PSC). She also worked domestic violence cases. She has been involved in a myriad of committees including APETS Agent, Morale Committee, and Case Transfer Work Group.

Prior to becoming a probation officer, Erica worked as a judicial assistant for Criminal Court Administration. She says she is looking forward to the challenge of her new assignment and the thought of learning something new. She is also very excited about assisting others learning by sharing her knowledge.

Erica is a self-proclaimed "sports fanatic" and likes to follow celebrity chat, especially the Kardashians.



Congratulations Erica!

16 NEW PROBATION OFFICERS JOIN THE DEPARTMENT**By Jim Sine**

Please join Staff Development in welcoming 16 new probation officers to the department! On March 25, 2015, these officers completed eight weeks of training and are ready to jump into their new assignments. Most of the officers were assigned to standard field units, however, one was assigned to Drug Court and one to a sex offender unit. Like the previous classes of new officers, this class was able to attend a full week of field coaching during training which gave them the opportunity to work with an experienced officer. A real benefit to this is being able to put into practice many of the topics learned in class while still in a controlled setting. Feedback from all parties has continued to be extremely positive with the new officers truly appreciating the real world and hands on training they receive. A very appreciative THANK YOU is due to our many adjunct faculty for their ongoing contributions to training our new officers. We have continued to expand our training to include as many role plays as possible, some of which include veteran officers as role players. Another enormous THANK YOU is due to our field coaches who took a full week to help our new officers become more comfortable with the job. Their wide range of knowledge and experience is essential to the learning process for new officers. Congratulations and good luck to our new officers on their new adventures!

New Probation Officers

Pictured from left to right: Kelli Watson, Diana Gonzalez, Duane Aul, Samantha Barajas, Mariano Nunez, Kari Celaya, Haley Myers, Stephanie Chaparro, Erika Muhammad, Kate Kuziel, Jeffrey Mongold, Cassandra Dobbs, Michael Meger, Vanessa Falletich, Brian Mahoney, and Karen Gilreath.

ANNIVERSARY Happy

25 Years

Angela Hollie
Anthony Primak
Debbie Estime
Dena Medley
Deneen Bertucci
Seteara Haddock

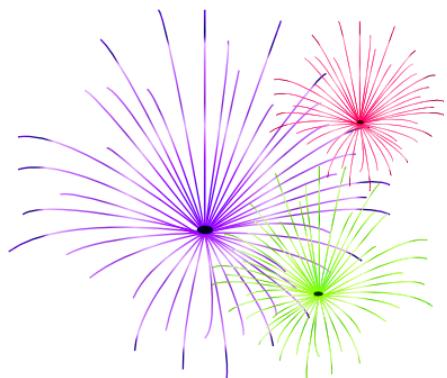
Boyd Frick
Anna King
Sergio Mosqueda
Rod Rego
Robert Brouse

10 Years

Talia Lair
Michelle Zuech
Sandy Mishkin

5 Years

Yvette Martinez
Tasha Terrell
Lidia Uriel
Valerie Whelan
Audrey O'Donnell



**CONGRATULATIONS TO ALL THE NOMINEES FOR
THE 2014 “OF THE YEAR” AWARDS.
THIS YEAR’S WINNERS ARE:**

Employee of the Year: Donna Lopez

Probation Officer of the Year: Doug Murphy

Supervisor of the Year: Olivia Ramirez

Surveillance Officer of the Year: Connie Delgado



Employee

Donna Lopez	Michelle Albo
Beatrice Sainz	Jackalyn Browning
Susan Bee	Kyle Miller
Melissa Monahan	Laura Thomas
Anthony Nguyen	Martha Mays
Bob Kaliszczjk	Dena Medley
Shannon Sicoy	Eva Lessing
Veronica Roman	Jerry Scimio
DeLaina Lucero	

Probation Officer

Jim Sine	Lindell Rhodes
Doug Murphy	Beth Garrow
Meghan McEuen	Kathy Daniels
Keri Madrid	Rebekah Trexler
Lane Gunderson	Kenn Gorr
Demitris Sagias	Tricia O'Connor
Joel Thurston	Sherri Tucker
Dawn Johnson	Todd Bodin
	Cindi Barocas
Kevin Kittle	Deneen Bertuci
Andrea Teasley	Melissa Boudreau
Jason Crouch	Olivia Ramirez
Patricia Carey	

Supervisor

Surveillance Officer

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



Black Canyon– Ted Froderman, Rebecca Rowland, Carlo Seara, Heather Preston, Manuel Barron, Dominique DePaul

CLAPO– Sean McMillen, Julie Pionkowski

Communications– Christine Medina

Coronado– Kyle Miller

CSC Durango– Eric Ward

DTJC2– Alan Glickman, Donna Lopez

DTJC3 Admin– Sheri Hanosh, Jaqua Davis

DTJC3 Pretrial– Dale Morley, Michael Moreno, Lisette Ramirez

Garfield– Martha Mays, David Cook

Luhrs– Ruth Manner, Jennifer Dzezinski

Northport– Tyrone Mayer, Christopher Smith, Justin Walloch

Pretrial Nights– Theresa Zawlocki

PSC– Jennifer Taggart, Lynda Zawatsky, Nicole White, Amy Primak, Paul Lopez, Jesse Goodman

SEF– Shannon Sicoy, Gloria Vallecillo

Scottsdale– Jeff Ballinger, Clint Bell

South Court Tower– Sandy Cumming

Southport– Olivia Ramirez, Ricardo Mendez, Ricardo Hernandez

Sunnyslope– Kelly Hansen

Westport– Kayla Cathcart, Bob Sitnek, Stacy Soto

WRC– Gabriela Perez, Janet Blake, David Hilsdorf, Catherine Button, Kimberly Bennett, Acheme Amali

WCB5/6– Sergio Mosqueda

Thank you for all you do!

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Adelita Nunez
Arlyn Harris
Cathy Wyse
Chandelle Porter
Jennifer Ferguson
Jim Sine
Julie George-Klein
Kathy Daniels
Mark Pivonka
Rebekah Trexler
Samantha Ott
Sandra Tom
Shari Andersen-Head
Tony Bidonde
Tricia O'Connor

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