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The Chronicle

NEWSLETTER OF THE
 MARICOPA COUNTY ADULT PROBATION DEPARTMENT



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Probationers Give MCAPD a Positive Rating



National Probation, Parole and Community Supervision Week designated a specific time for appreciation and celebration of probation and parole professionals. We enjoyed some treats, gifts for the office, lunch with co-workers, and words of praise from the Court. As the weeks roll on, let's try to carry the messages of National Probation, Parole, and Community Supervision Week with us. The daily activities of probation professionals are vitally important to the individuals and communities that we serve. The challenging work that you do improves lives and protects public safety; there are meaningful and lasting benefits. People do appreciate your efforts.

At the end of July, the American Probation and Parole Association (APPA) conference was held in Chicago. For this edition of the *Chronicle*, a few people from the department have written articles summarizing interesting workshops that they attended at the conference. This is great way to share learning experiences with colleagues. I hope you enjoy these articles. My two -year term as President of APPA has ended and it was an honor to serve our professional association in this capacity. For the next year, I will continue to serve on the APPA Executive Board as Past President.

As many of you know, staff from the Policy, Planning and Analysis Division recently conducted a probationer survey. Surveys were administered at 10 locations and 763 probationers completed a survey. The results are very positive. 86% of probationers indicated that they were satisfied or very satisfied with their experience with MCAPD. These results are consistent with the probationer survey conducted in 2007 in which 86% of probationers expressed satisfaction with the services of adult probation. In 2011, there was a larger sample with responses from 300 more probationers than we had in our 2007 survey. Due to the changes in how we supervise low risk cases, we know that the probationers coming into our offices in 2011 are the medium- and high-risk probationers.

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Therefore, the probationers who completed surveys are from the groups that have the most contact with our department. Nine out of ten of probationers indicated that the PO:

- Treats them with respect;
- Spends enough time with them;
- Listens to them;
- Works with them to help them complete probation successfully;
- Lets them know how they are doing on probation;
- Asks for input when making plans for them;
- Compliments them for good behavior;
- Would see them more often if they were having problems.

These are very favorable results and affirm that officers' communication styles and supervision strategies incorporate elements of EBP.

Satisfaction surveys provide feedback on how we are doing, including feedback on how service could be improved. Communication was one area in which probationers saw some opportunities for improvement. For example, probationers suggested returning phone calls more promptly and providing alternative methods of communication. Deputy Chief Tom O'Connell is heading up a committee and working with Linda Ettari on a plan to secure better cell phones that will provide the opportunity for text messaging. These cell phones will enhance our ability to respond more promptly.

Stay safe and keep the calls and messages coming. 



Some of the MCAPD staff celebrating Probation, Parole and Community Supervision Week:



APO Bill Harkins Honored by USMS

Submitted By US Marshal's Office

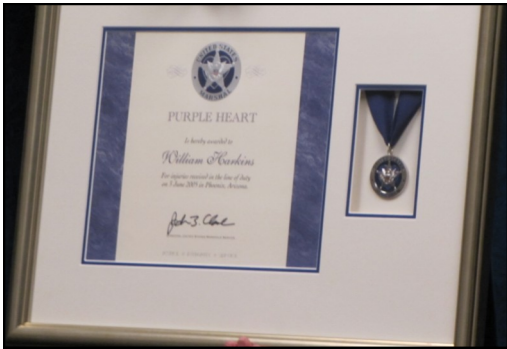
On July 1, 2011, Chris Dudley, Deputy Director of the U.S. Marshals Service, presented the "Purple Heart Award" to Bill Harkins, a former Task Force Officer (TFO) and current Maricopa County Adult Probation Officer. Bill Harkins was shot on August 3, 2005, along with Deputy United States Marshal Bob Morris. Bill Harkins had a conflict when the award was originally scheduled to be presented and the Director and Deputy Director felt it was important to have the Director's office present the award. Deputy Director Chris Dudley made a trip in to Phoenix for the occasion. TFO Bill Harkins and DUSM Bob Morris were shot on August 3, 2005, when he and DUSM Bob Morris were attempting to apprehend a fugitive. TFO Bill Harkins was paralyzed from the incident. Today Bill continues working for Maricopa County Adult Probation as a probation officer. Bill Harkins was the first representative to the USMS fugitive task force from Maricopa County Adult Probation, a relationship that continues to this date. Mr. Bill Harkins was joined by his wife, dozens of co-workers and USMS personnel.



APO Bill Harkins



Pictured above: Marshal Gonzalez, CDUSM Rivera, Bill Harkins, Mrs. Harkins and Deputy Director Chris Dudley



Deputy Chief Saul Schoon, Bill Harkins and Deputy Chief Therese Wagner



Deputy Director Chris Dudley

Celebrating 30 Years!

Zach Dal Pra and Brad Finch were recognized by the Maricopa County Board of Supervisors on July 6, 2011 for 30 years of service with Maricopa County.

Zach Dal Pra

By Barbara Broderick

Zach came to the Probation Department 30 years ago with a heart full of dreams and a head full of hair. As you can see, a few things have changed in the last 30 years; but not Zach's passion for his work in community corrections.

Zach believes in the importance of being a life-long learner in order to be a successful leader. He is current on all the latest research and trends in the field of community corrections to help the agency grow in ways that are proven and reliable. He continuously encouraged the agency to challenge the status quo and not settle for second best. Toward that end, Zach led the department's efforts in:

- Re-engineering the Presentence Division;
- Developing the virtual office concept;
- Leading early efforts to adopt a Strategic Planning method

that kept the agency focused on agency goals and objectives.

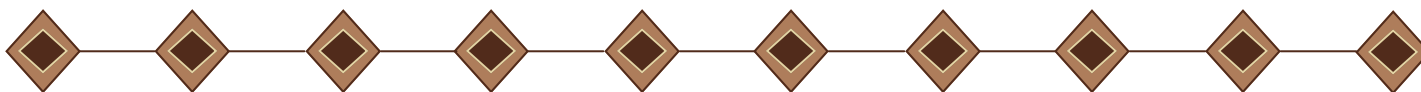


Deputy Chiefs Therese Wagner, Saul Schoon, Zach Dal Pra, and Chief Barbara Broderick

Zach is a masterful trainer and facilitator. He has established a local as well as nationwide reputation for his work in performance-based measures and evidence-based practices. He serves as a consultant for the National Institute of Corrections and assists other departments as they endeavor to adopt evidence-based practices.

When not at work, Zach is an avid fly fisherman. But most importantly, he is a devoted husband and father. He always finds time to coach his daughter's softball team. If you ask him what his greatest accomplishment has been in the past 30 years at the Adult Probation Department, he'll tell you that it was meeting the love of his life, Marilee.

We congratulate Zach and thank him for his invaluable service and contributions over the past 30 years.☺



Brad Finch

By Cathy Wyse



County Supervisor Andrew Kunasek and Brad Finch

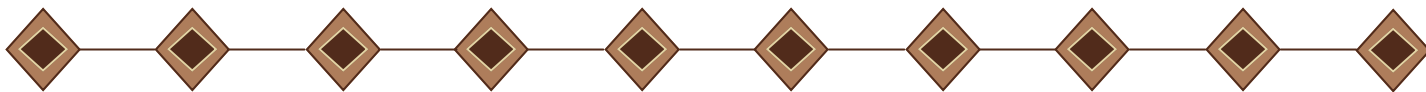
Brad is a human resources specialist for the Judicial Branch, a position he has held for 10 years. Prior to that, Brad was employed with Adult Probation for 18 years, twelve of them as a human resources specialist. In these positions, he has assisted nearly every Adult Probation employee. Brad is a dedicated employee, who goes above and beyond for every person he serves. He is widely regarded as a go to person for virtually anything you need to know. Brad has a proactive approach and always seems to see things that employees will need before they do. While employed with Adult Probation, Brad was selected twice as Employee of the Year. Congratulations also go to Brad and thanks for your patience and professionalism over the past 30 years.☺

Effective Intervention with Young Females who are Victims of Commercial Sexual Exploitation

By Deneen Bertucci

One in three youth who run away from home will be recruited by a pimp within the first 48 hours. This was one of the first shocking statistics we heard at the recent APPA workshop on the commercial sexual exploitation of young females. Another alarming statistic - the average age for a young female to begin engaging in acts of prostitution is 12 years old. Tracy Freeman, a social worker from Portland, Oregon, and Patty Iwamoto, with Juvenile Probation Services in Multnomah County, Oregon shared with us information they have gathered regarding strategies utilized by predators to recruit minors into this activity, and provided insight into why victims stay in these abusive relationships. Apparently shopping malls are fertile grounds for recruiting. Pimps have been known to use other young girls to approach a potential "recruit" and engage them in conversations to open the door. During the workshop, a heart wrenching video was shown of a young teenage prostitute explaining how she was recruited into this lifestyle during a very vulnerable point in her life. Her pimp initially assumed a type of father figure role in her life that quickly turned into a physically, sexually, and emotionally abusive relationship. Another very disturbing clip of a documentary video ("Very Young Girls" available at Netflix), created by two pimps, was also shown. During the video, they explained in graphic detail their methods for finding young girls to target, and their techniques for keeping them in line. On a positive note (if one can be found regarding this topic), the local prosecutor's office in Portland is no longer prosecuting teens arrested under the age of 18 for prostitution, as they are now viewed as victims of child sexual exploitation.

For more information regarding this topic, visit their website at <http://web.multco.us/dcj-juvenile/csec>.



I Can But I Won't

By Lindell W. Rhodes

If we can, and it profits us, why not do it? The Scottsdale-based Williams Institute for Ethics and Management presented a very good workshop on ethics at the American Probation and Parole Association's training institute in Chicago this summer. A main goal of the presentation was to help attendees become aware of different individual perspectives, how to articulate your personal perspectives on ethics, and the approaches to apply these perspectives to make better, more consistent decisions.

In addition to studying standards, rules and sanctions as they relate to ethical choices, the workshop included results from this year's Harris Poll. The Harris Poll has been measuring the American public's confidence in the leaders of major American institutions for over 40 years. The highlights in the 2011 poll showed only 6% of the public has a great deal of confidence in Congress and an equally low level of confidence in Wall Street (7%). The most confidence was shown to leaders in the military (57%) and small business leaders (50%). Confidence in the court system and its leaders was reported at a dismal 19%, right next to television news at 16%. In addition, the public school system was at rated at 20%, a two-percent drop from last year.

Our actions reflect on us, our friends and families and our vocational choice. The workshop did a good job of conveying the difficulties a person might go through making decisions justified by ethical principals. The important thing to understand is that we all face situations in which we choose what we believe is "right." Always remember that decisions we make and the actions we take impact the lives of real people.

Safer Return: A Chicago Community Reentry Model

By Susan Savoy

Aside from the stigma of a criminal record, probationers and parolees face additional barriers to steady employment largely due to lack of education, substance abuse issues and little experience in the work world. Safer Foundation, an Illinois non-profit organization, began providing employment services for individuals with criminal records in 1972. The foundation strives to identify and reduce the systematic barriers to employment through broad-based coalition-building and advocacy. In promoting employment, the outcome is reduced recidivism, increased public safety, and an enhanced likelihood of crime-free self-sufficiency for probationers and parolees.

The Chicago APPA Conference provided an opportunity to learn about Chicago's own local neighborhood reentry model emphasizing employment as a roadmap to success. Safer Return, a community-based, comprehensive reentry model located in the East Garfield Park neighborhood of Chicago started in 2007 and was made possible by a generous grant from a private foundation. The program is led by Safer Foundation, evaluated by the Urban Institute, and guided by a National Advisory Board and a local Community Board. Chief Operating Officer of Safer Foundation, Steven McCullough, led our group through the highlights of Safer Return's multi-faceted approach to reentry.

Safer Return's approach to reentry includes pre and post family and community interaction and relies on strong relationships between probation and parole staff, community-based organizations, employers, and other stakeholders. The five components of the Safer Return Model include:

Welcome Home Panel: Prior to release, community members and parole staff meet with clients to begin reentry planning, including employment assistance, housing options, and other identified needs. The program is voluntary and everyone returning from an Illinois prison to the East Garfield Park neighborhood has the opportunity to participate in Safer Return.

Reentry Planning/Coordination: Case management includes ongoing coordination of resources, treatment services and family services.

Employment: Focus is on both immediate and long-term employment. Transitional employment is available, which offers a time-limited, wage-paying job on a subsidized work crew to develop a skill set. Safer Return also utilizes community job developers, adult transition employment centers, employment retention counselors and other employment services.

Mentoring/Stages of Reentry: Successful ex-offenders and a wide variety of community volunteers assist and coach clients through every stage of reentry.

Community Parole: Safer Return staff and community partners participate in specialty training to enhance program success.

An independent study completed by Loyola University in Chicago showed that when Safer clients achieve employment for at least 30 days, they are 58% less likely to return to prison. Overall, the Safer Foundation and Safer Return has consistently reduced recidivism, provided clients with the means of self-sufficiency, and improved the quality and safety of their communities.

While listening to the Safer Return presentation, it was rewarding to know that one of our own reentry models, the Legacy Project, has similar components in place, including a strong relationship with parole staff, reentry planning and coordination with Progressive Alternatives Targeting Hindrances (PATH), a variety of employment services including Pathways to Success, Security, and Gainful Employment Solutions (PASSAGES), faith-based and employment mentoring, and access to ongoing quality training programs. Learning about other reentry projects reinforces my belief that we can never have enough community partners, quality services and new ideas to enhance neighborhood safety.☺

The Good, The Bad, and The Ugly

By Kristi Wimmer

While at the APPA conference in Chicago, I attended the session entitled, *The Good, the Bad, and the Ugly: Lessons of Women's Leadership from Trailblazers*. It was a discussion of the struggles and obstacles faced by three women who have risen to the top of their fields. Each woman had a different story of how they developed their unique leadership style and their own challenges in becoming a leader. It was an inspiring and thought-provoking discussion of how difficult it was for women 20 or 30 years ago to break into leadership positions in correctional agencies and how these women have paved the way for future generations of women working in corrections.

Francine Perretta (Deputy Commissioner – Westchester County, NY Probation Department) shared ideas about how men and women lead differently and those differences were sometimes difficult for people to accept because they were used to the leadership style of men. She said that female leaders should find their own pace, take control of their careers, build self-confidence, rely on others for support, find a mentor, find a balance between life and work, and learn survival skills.

Ellen Brokofsky (Nebraska Probation Administrator, Supreme Court) discussed how “becoming a leader isn't for sissies.” Her story is of an ordinary woman's rise to the top. She was a single mom in the 1970's, with two young children, struggling to compete with men for jobs, projects and promotions (men who had no children or had wives at home raising their children). She also discussed the blatant sexism and discrimination she faced from bosses, co-workers, and people she supervised. She said her road to Chief was one in which she always had to work harder than others, but she was driven by her passion for probation and her risk-taking personality.

Dr. Geraldine Nagy (Director – Travis County, TX Adult Probation) spoke about her experiences and discussed the differences between lessons and wisdom. She spoke about how women are much more likely to feel great apprehension when it comes to negotiating than men, and that is part of the reason they get paid less. Her advice is “just start asking” for what you want. ☞



Sold, Exploited, Trapped

By Michael Cimino

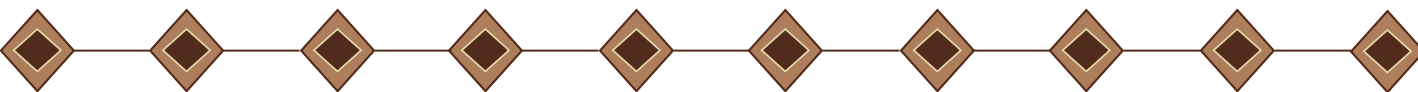
We heard statistics of hundreds of thousands of minors being held captive, forced to engage in horrific acts against their will, all while others profited from it. We watched videos that documented in all too painful detail how young teens were targeted and lured into an environment that would ravage them in the deepest ways possible. We learned of victims who range from domestic runaways, to young girls lured with the promise of a modeling job at the mall, to those brought from another country under false pretenses. Hearing how the profit from this “industry” was rivaling the drug and weapons trade, in a ninety minute APPA workshop, a wide variety of criminal justice professionals were confronted squarely with the growing evil of the sexual trafficking and/or sexual exploitation of minors in our communities.

I first became aware of the issue of sex trafficking a number of years ago through work my wife was doing for a local non-profit. It surfaced again in the Summer 2010 cover story in *Perspectives*, the professional publication of the American Probation and Parole Association, which was simply titled “Sold.” (I have an electronic version of this article for those who are interested). A year later, I attended this workshop and again considering what role we have to play in addressing a troubling and growing criminal enterprise, while seeing Phoenix on a nationwide map listed as a regional hub. Among other cities, they discussed how traffickers move victims among city hubs to evade authorities and keep victims further isolated. Many of these individuals touch the system through prostitution charges. Unfortunately, due to extreme abuse and torture as well as for a variety of other reasons, they are extremely reluctant to disclose that they are being held against their will.

Continued on page 8

Instead, victims often protect their captors and perpetrators either directly or by omission. As a result, all too frequently, the true issue is not dealt with and the system is unable to bring justice.

Unlike other problems I sometimes work on that fit neatly into project plans, charts, and yes spreadsheets too for those who work with me, we are left here with something obviously much deeper, without clear next steps for us or even an obvious sense of our role in solutions given our place in the system. Despite this, let me offer a couple. First, as a criminal justice professional and a community member, take the difficult step of becoming more familiar and aware with the extent of this problem and what is being done about it, even though the more you read the less likely it will be that you want to continue doing so. There *are* significant collaborative efforts you will also read about in the non-profit and public sector already underway in the valley. Second, we help where we can. Although the vast majority of our clients are adults, we often see a juvenile criminal history. Perhaps a deeper understanding of the prevalence of this problem and the resulting trauma might induce us to ask more questions of the history we see, handle resistance differently, modify our case management approach, or further inform the referrals we make. We also recall what we've learned as we move through residences, work places, and involve law enforcement professionals when we see questionable things. Third, I would be very interested to hear from you. What thoughts and ideas do you have? While this is rightly overwhelming, as are many of the other major issues we face in our profession of working with people, we find in it an opportunity. It is a chance to impact the community we serve by again considering how we may improve it by effectively addressing the issues driving criminality in the first place and doing so in a way unique to the needs of the individual.☪

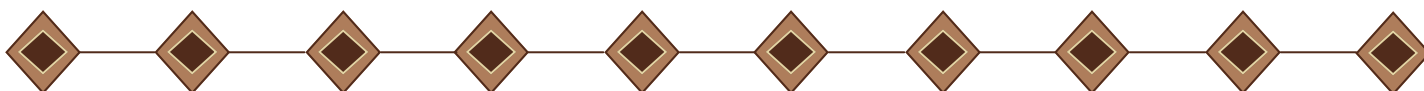


Street Level Management: A Practical Guide to Being Effective

By Jenifer Meiley

This presentation was delivered by Robert Parkes, Director of Human Resources and Education at the Administrative Order of the Court in Utah. The overall presentation centered on a supervisor developing high performing teams, and in order to do so, the supervisor must first develop credibility within their team. Fundamental principles of performance management: Listening, Empowering, holding staff Accountable, and Delivery methods (LEAD) were presented.

The key area that stood out to me was the importance of the supervisor establishing a supportive unit (buy in). When unit members are listened to, feel trusted, know they have opportunities for input and decision making, are able to collaborate with others, and get credit for success when appropriate, they respond best and often support their supervisor.☪



Fun and Games: The Road to Change

By Beth Streeter & Sherry Johnston

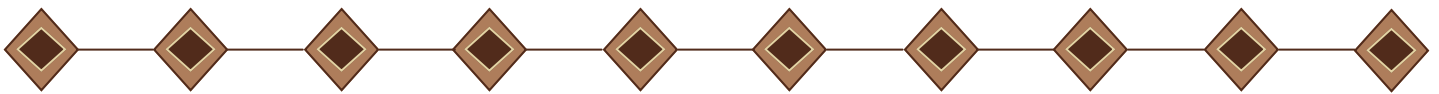
This APPA workshop provided attendees with tools in which they can return to their departments and use successfully and immediately. We had to list the 3 most important things or people to us and then eliminated them until we had only one left. We then questioned if our daily actions were getting us closer or further away from the most important thing in our life. This would be a good exercise to do with probationers on office day. Next, we looked at pictures to see if we could pick out the “criminals” from the “non-criminals” to identify our personal biases. Finally, we did a push/pull exercise to demonstrate that if you “push” a probationer, he or she will resist. But if you “lead” a probationer, he or she will be more likely to follow. This workshop was fun, fast-paced, and highly interactive.☪

The Nexus Between Mental Illness And Culture

By Terri Seiser

Not all cultures view mental illness in the same way. In this APPA workshop, presenters Beth Skinner and Malinda Lamb talked about how mental health is viewed within specific cultures. Some cultures believe that a person has behavior problems and/or demons within their body. They may think that the person can control themselves if they had more willpower or were more disciplined. Other cultures have remedies or treatments involving rituals and/or herbs that will rid the person of their mental health issues.

The presenters stressed that we need to have an awareness and understanding of other cultures and not force our own beliefs on Seriously Mentally Ill offenders. Whether it is being discreet, respectful, or simply open to the types of treatment available, we must consider the person's culture. For example, the individual may be more comfortable in a group setting or with a therapist from their same ethnic group. Whether the therapist is male or female may even be a variable to consider. In addition, family involvement may or may not play a role in the person's treatment strategy. In sum, it may be worth considering an SMI offender's cultural background in making referrals for treatment.



Promising Victim-Related Practices in Probation and Parole

By Marie Long

Victims are often a lost component within our role as probation officers. Other than a few specialized units, few officers have direct, regular contact with victims. So where do victims fit into our day and what part do we play? Carrie Abner, a research associate for APPA presented victim-related practices in probation and parole at the recent APPA Training Institute in Chicago. To look at what we can do for victims, we first look at the statistical make-up of victims.

The majority of victims, 70% of females and 45% of males, know their offenders. In 2009, U.S residents experienced an estimated 4.3 million violent crimes, 15.6 million property crimes, and 133,000 personal thefts (Thomas & Rand, 2010). In 2007, the economic loss to victims of violent crime was estimated at \$2 billion and \$16 billion for victims of property crime. In 2008, victims' compensation programs paid \$461 million to crime victims (NCVC, 2011).

Ms. Abner identified the top needs of victims as information/notification, protection, legal/financial obligations, participation, and information/referrals. While we cannot pay the victims their owed restitution, we can help with their major needs. When addressing information/notification, we know the status of the case, we know the status of the defendant (PV, jail, etc.), and we know the assigned officer. If we have an opt-in victim, we could inform them of the new officer during a case transfer instead of the victim having to make repeated phone calls in attempt to locate the information. With regard to protection, we can explain the difference between a probation grant and an order of protection. We can inform victims who to contact when orders are violated and which organizations will help with safety planning. For legal/financial obligations, we can explain the payment process, be sure their opt-in address is updated, and explain APD collection attempts such as budget class, fincom collectors, and restitution court.

Ms. Abner also had two presenters discuss two highly successful programs related to victims' concerns, one of which was our own restitution court.

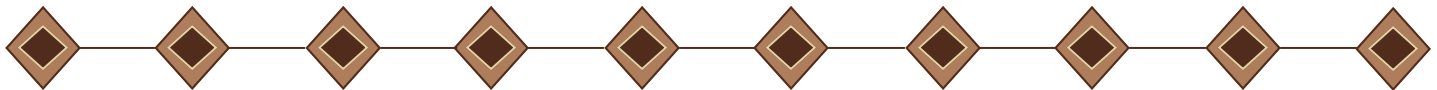
While our calendars and to-do lists are often overflowing before we even open our eyes to start the day, please remember that victims don't get to wake up and go back to the way things were. Their role as a victim may impact their daily life and decisions. It will only take us a few moments to answer their questions and offer our assistance.

National Data Exchange Workshop

By Sherri Tucker

On July 25, 2011, I attended The National Data Exchange (N-DEX) workshop. As a supervisor who was involved with the implementation of the "CHD," I wondered what the N-DEX application offered and was it different from the information MCAPD receives currently when developing a criminal history. N-DEX is an FBI-enforced record management system, which gathers existing federal, regional, state, local and tribal law enforcement data. N-DEX was described as a database which securely shares complete, accurate and timely information on people, places and things that reaches across jurisdictional boundaries. Benjamin Stout, IEPD Lead FBI N-DEX Program Officer emphasizes that N-DEX does not compete with other systems; it complements them by connecting them. As a result, N-DEX is able to reach more law enforcement data.

Not only does the system connect other systems (NCIC, CJIS, etc), it also offers applications that help perform investigations. Stout indicated states like Wyoming and Colorado have found law enforcement officials can access a gamut of information never before available in one place. Ken Tomlinson, from the Division of Probation Services in Colorado, showed that through the system's merger with various agencies' information regarding incarceration, bookings, incident reports, arrest, probation grants and parole data is available and captured with a click of a button. They indicated the system is continuing to grow in usefulness as more criminal justice systems submit their data and recognize the benefits of having a complete picture of an individual's criminal history and not just the occasional snap shot.



Off to Work We Go

By Kristi Wimmer, Lindell Rhodes

In addition to Lincoln, Capone, and Obama memorabilia, the American Probation and Parole Association's (APPA) annual training institute in Chicago boasted many great speakers and workshops.

Maricopa County Adult Probation Department (MCAPD) Education Program Director Lindell Rhodes and GED / Jobs Skills Instructor Kristi Wimmer presented "Off To Work We Go." In this workshop, Lindell discussed the history and class structure of the MCAPD Education program, including English as a second language classes, GED preparation and Adult Basic Education (ABE) courses, and the GED cap-and-gown graduation ceremony held each year. Kristi then presented and discussed the Job Skills classes that she teaches for probationers who have had difficulty finding employment. The Job Skills curriculum provides information about how to write a resume and how to practice answering tough interview questions about past criminal behavior (felony convictions, incarceration, probation/parole). This curriculum also includes job search tips and resources, GED class and community college class information, and internet tips for job searches. It was a lively discussion with a lot of participation and enthusiasm from the conference attendees.

Back here in Maricopa County, help is available to any client in need of assistance finding employment. MCAPD is opening up a new JOBS classroom in Garfield. The JOBS classes are held twice a month and are two days in duration. The classroom will have 10 state-of-the-art internet-connected computers. All clients will leave with an email address, a new resume, and will be taught appropriate interview skills, dress code for job interviews and how to address their past criminal behavior. In addition job search tips and resources, GED class and community college class information, and Internet tips for job searches will be provided. Call Kristi at Garfield 254-7030 ext# 241 for more information about this program.

Driven for Diversity

By E. Lamont Leonard



The Maricopa County Adult and Juvenile Probation Diversity Council is driven for diversity. It is moving forward to highlight the similarities that our communities and departments share while recognizing the differences that affect our co-existence and collaboration. Its Board, pictured below, has shifted gears to ensure that the Council stays on track after stalling because of dwindling participation. The Board rolled out a survey to assist with the detour. It drove a handful to act in a fit of road rage while others passed it by quickly with disinterest, and a few were even neutral with their responses. Some, however, used it as a vehicle to drive home some valid points. It ultimately helped the Board reach its destination: Have council meetings at each facility to eliminate travel time and solicit facility representatives to give and get information that will help the Board steer the council toward cultural competency. Here's how we plan to proceed:

SEPTEMBER: Facility representative reception/training on Thursday, September 1 (time and place to be announced) and council meeting at each facility on Thursday, September 15.

OCTOBER: The Diversity Fair has been parked, but could possibly be jumpstarted for next year. A Board meeting will be held prior to Sexual Orientation training spearheaded by Kayle Grayson on Thursday, October 20 (time and place to be announced).

NOVEMBER: Council meeting at each facility by Thursday, November 17. A movie forum will be held on Thursday, November 17 (time and place to be announced).

DECEMBER: Board meeting on Thursday, December 15 (3-4:30pm, place to be announced)

Join us as we accelerate in a force for positive change. Feel free to contact any of the Board members by email with concerns and questions. We encourage and welcome your feedback and involvement.☺



Khameelah Shabazz-Treasurer, Cheryl Starky-Secretary, Kayle Grayson-Co-chair, and E. Lamont Leonard-Co-chair.



Special thanks to Kristin Agnetti for her contribution to the Diversity Board.

Meet MCAPD's Newest PO Supervisors

Todd Bodin

By Audrey O'Donnell

Todd started with our department in December of 2006 as a standard probation officer at the Black Canyon Building (BCB). During his time there, he helped start the Officer Safety and Awareness Committee, the goal of which is to increase new probation officers' knowledge and awareness of safety concerns in the field. In June of 2008, Todd transferred to the Youthful Offender unit. While there, he worked with transferred youth in the Project Safe Program.



Previously, Todd worked for Hennepin County Sentencing Service in Minneapolis, Minnesota as a Crew Leader. He supervised adult and juvenile offenders completing community service. He has also worked in a group home with developmentally disabled adults with mental illnesses.

Todd has been assigned to the Presentence Division, Unit 10, located in the West Court Building of the Downtown Superior Court Complex. He is very excited about his new position and hopes to positively influence defendants' experiences with the Probation department. He enjoys facing new challenges and is looking forward to gaining the knowledge and experience of a different area of Adult Probation. ☺

Ken Gorr

By Jeni Wade

Ken began his journey with Adult Probation 7 years ago as a Surveillance Officer with Work Furlough at the Durango Office. From there Ken went to the Black Canyon Building (BCB) as an IPS officer, then as a Standard Sex Offender officer again at BCB and most recently as an IPS Sex Offender Officer also at BCB.



During his 7 years here, Ken has helped develop and chair the IPS Voice Committee, which helps give IPS Line Officers a voice in the department.

Before landing with the department, Ken worked as a free lance sports journalist. Which seems like such a good fit for a sports fan like Ken. Luckily for us, he says working with Adult Probation pays better, has a better atmosphere and is just "funner".

Ken's latest assignment will have him working out of the Black Canyon Building once again. He has been assigned to Unit 1, a Standard Supervision Unit and is excited to share the knowledge and insight he has gained with the officers in his Unit.

So if you pass Ken in the hall or see him out and about, make sure to congratulate him on his new position. ☺

Morgan Stevenson

By Tonya Powell

Morgan Dinovo-Stevenson has been a part of the Maricopa County Adult Probation (MCAPD) family for six and a half years. She began her career at the BCB field office in the Standard Supervision Caseload and most recently worked in Intensive Probation Supervision (IPS).

Morgan has served on several committees and work groups including FROST Mentoring, FINCOM Committee, New Hire Mentoring, IPS Voice and CHD Mentor. Morgan has been presented with many PRIDE awards for assisting her clients and fellow probation officers.

As Morgan begins her next chapter as a supervisor at the Southport office, she looks forward to learning new things and sharing her knowledge with others. When asked what she is most excited about in her new position, Morgan said, "Knowing there is never a boring day. I look forward to new experiences and fostering the success of others. ☺"



Adult Probation Assists the Arizona Youth Soccer Association

By David Newman

The Reach 11 Sports Complex in North Phoenix was the site of the National Youth Soccer Championships July 26-31, 2011. Hosted by the Arizona Youth Soccer Association (AYSA), sixty teams from across the country competed, representing boys and girls in six age groups.

Hosting such a prestigious tournament requires many volunteers to staff a wide variety of jobs. AYSA reached out to the Maricopa County Adult Probation Department Community Restitution Program to supplement their volunteer corps, and staff enthusiastically responded. Probationers filled forty-two slots during four morning and evening sessions. Adult Probation was assigned the important and challenging task of assisting teams, parents and fans with getting to their assigned parking areas. Community Restitution Program staff and probationers performed their tasks with great maturity, superb judgment and good cheer. They were excellent representatives of the probation department to hundreds of attendees from the Phoenix area and across the country.

AYSA was very pleased with our efforts. "The Community Restitution Program was a pleasure to work with from start to finish," commented Kelleigh Evans, Volunteer Coordinator for the event and AYSA staffer. "They worked quickly to have the event designated a special project and really marketed the event for a strong turnout. Our schedule was demanding and the weather was warm, but the probationers stepped up to contribute to the success of the event. This group was the first contact for our visitors and they took their jobs seriously. We've been told this event was the best National Championship ever. We are grateful to the Maricopa County Adult Probation Department Community Restitution Program for assisting us with such a high profile event."

We are pleased to be viewed as an asset to the community in hosting important events like this and look forward to assisting in future events.



A Probationer assists with parking the many people in attendance at the AYSA soccer tournament.



National Center for Victims of Crime 2011 National Conference, Washington, DC

By Kristi Ward and Ted Milham

We were fortunate enough to attend the National Conference presented by the National Center for Victims of Crime in Washington, D.C. The conference offered multiple workshops that were “victim-centered, practice-based, and research-informed.” Described below is just a sample of the excellent workshops we attended.

One such workshop discussed women as defendants as a result of mandatory arrest provisions in domestic violence (DV) cases; thirty states currently have mandatory arrest laws, including Arizona. Often this applies in a dual-combative DV scene where the primary aggressor is undetermined. These women may be the aggressor or the true victim. The presenter suggested on-scene screening may reduce the unnecessary arrest of victims.

A commonality throughout the conference was encouraging collaboration among agencies for more effectiveness. This example was clearly described when the “St. Paul Blue Print” outlined how interagency victim intervention can begin at the 9-1-1 operator level. The process then described how law enforcement patrol interacted with victims all the way through probation and treatment. A similar collaborative effort has been implemented in Las Cruces, New Mexico, where the police and victim advocates coordinate their efforts for improved victim services. While each agency has varied roles, establishing a consistent protocol enables more effective intervention with victims and, of course, with the goal of stopping the abuse.

Stalking victimization continues to be a prevalent topic, which includes educating others regarding behaviors consistent with stalking, and encouraging screening for stalking due to the increased likelihood of violence and recidivism. These behaviors encompass: unwanted phone calls/messages; spreading rumors; following or spying; unwanted letters and e-mail; and showing up at places, waiting for victim and leaving unwanted presents. Refer to the following link to read the full statistical report (and others produced by the Bureau of Justice Statistics) <http://bjs.ojp.usdoj.gov/index.cfm>.

The Center for Court Innovation gave a presentation on specialty court models separating Therapeutic models (Drug Court, Mental Health) and Accountability models (Domestic Violence and Sex Offense). These specialty courts address chronic justice system issues in a specialized manner, improve the court process, and aim to prevent future offending while making the community safer. Goals of the accountability courts may include: victim safety, offender accountability, and consistent, effective, and efficient case processing.



For additional resource/information regarding victims of crime, please refer to <http://www.ncvc.org>

Old Becomes New: Drug Court & DUI Court Move to Luhrs

Submitted by the Programs Division

Over the last several years the Programs Division has experienced many changes including a new Division Director, new Deputy Chief, a new Commissioner, multiple grants, additional court calendars, and a significant increase in referrals, to name a few. Now to add to that list, another big change two years in the making, finally happened on July 11, 2011. WE MOVED!

The first floor of the Luhrs Arcade at 125 S. 1st Avenue in downtown Phoenix was procured by the department last year as a completely gutted skeleton of what would become our new offices. Built in 1929 by George Luhrs, a prominent local businessman, the Luhrs Tower appeared in the background of a scene from the 1960 film *Psycho* in which the character Marion Crane (played by Janet Leigh) crossed the street with the deposit she was supposed to make for her boss.



Luhrs front Entrance

Now commonly known as “Luhrs,” the new digs house Drug Court, DUI Court and Support Staff, which includes the Programs Division Director, Supervisors, Probation Officers, Surveillance Officers, Support Staff, Counselors and the Administrative Assistant. The Luhrs space features a conference room, a group/meeting room, a spacious break room, eight interview rooms, along with several offices, cubicles and plenty of storage space for all of those files and supplies. Luhrs has security monitoring the lobby from 8am-5pm. The location is ideal for easy access to the court buildings, which is extremely important since Drug and DUI Courts have dockets five days a week between the two programs.

The Programs Division staff involved in the move would like to give a special thanks to Tina Burruel for all of her hard work coordinating and organizing the Luhrs build out and the entire move over the past year. Behind every successful move is a strong Administrative Assistant!

Be on the lookout for an OPEN HOUSE invitation and please feel free to visit any time - but be prepared to want to move in!



Pictured are members of Drug Court, DUI Court and Support Staff.



Front Desk



Lobby

EBP SPOTLIGHT



Garfield Office Assistant
Amelia Giordano

Normally, EBP Spotlight winners are nominated by their Peers or supervisor, but this is an extraordinary Spotlight, given to an **extraordinary** person. If you know Amelia, the article below will not come as a surprise to you, but if you have never had the chance to meet and get to know Amelia, you have no idea what you are missing. Amelia is a very special person, not only as an employee, but as a human being. Thank you Amelia for everything you do, everyday. This Spotlight is long overdue.

Submitted by Janet Kasha:

During Probation/Parole Week, the probationers who live at the Garfield residential program took it upon themselves to acknowledge one of our hardworking Garfield staff, Amelia Giordano. The residents had observed festivities going on for all Garfield staff during the week and felt like they specifically wanted to thank Amelia for all she does for the residents of the program.

They purchased a cake and a card, and with assistance from another staff member made a certificate of appreciation and presented it to her at the Sunday night meeting she facilitates each week.

Amelia was surprised and of course downplayed her role around the Garfield residential program. However, even the residents know and appreciate her efforts in assisting them toward success during their stay at Garfield. There's nothing like hearing "thank you" from our probationers.

Keep Up the Good work Amelia! 🍷

EBP Essay Contest Winner

As Maricopa County Adult Probation continues to implement strategies for using evidence-based practices, it is important to remember to share what we have learned. Last year, the Quality Assistance Supervisors held an evidence-based practices essay contest. This contest was open to the entire department and the goal was to solicit ideas from staff on ways that they have been successful in using EBP in their every day work experiences. Below is an essay written by IPS officers Jeff Fischer and Justin Burns. Jeff and Justin explain how they completed Community Service projects using EBP.

The Community Service Approach to EBP

By Jeff Fischer and Justin Burns

My partner and I joined the IPS family in January 2010 and quickly took on coordinating a monthly community service project with our probationers. By utilizing the team approach, my partner and I recruited probationers from our caseloads to assist in giving back to the community. We have helped numerous families by cleaning up overgrown plants, grass, weeds, and trash. We have spent the past several months cleaning up an overgrown wash that neighboring communities use to walk, run, and ride their bikes.

We each had a probationer on our caseload who had struggled from years of heroin use. With the “new IPS” in place, we felt this was a good time to incorporate them into our monthly community service projects. Each month they signed on to assist, and each month they began noticing what a difference they were making in the community. They continued to excel through IPS by following their weekly schedule, submitting clean drug tests, working full-time, submitting all wages, and most importantly being active in their weekly treatment programs. Each attended frequent support meetings in addition to their individual treatment programs.

One way we began recognizing these probationers for their participation in our monthly projects was through a “certificate.” Each month, they were rewarded with a certificate of completion for not only getting their monthly community service hours completed, but for also making a difference in the community.

Both probationers graduated from IPS and remain active in their commitment to complete probation. In fact, both have remained clean and sober from drugs and alcohol for close to two years. They have both since gone on to get jobs at a local treatment agency helping out others who struggle with drug and alcohol addiction.



Pictured: APO's Jeff Fischer and Justin Burns



Victim Services Calendar September - December 2011

“How wonderful it is that nobody need wait a single moment before starting to improve the world.”

—Anne Frank (1929 – 1945)

September	October	November	December
<p>National Campus Safety Awareness Month Security On Campus, Inc. 888-251-7659 www.securityoncampus.org</p> <p>National Youth Court Month National Association of Youth Courts 410-528-0143 www.youthcourt.net</p> <p>National Suicide Prevention Week September 4-11, 2011 American Association of Suicidology 202-237-2280 www.suicidology.org</p> <p>National Day of Remembrance for Murder Victims September 25, 2011 National Organization of Parents of Murdered Children, Inc. 888-818-POMC www.pomc.org</p>	<p>National Bullying Prevention Awareness Week October 2-8, 2011 PACER Center, National Coalition for Parent Involvement in Education, National Education Association, and National PTA 925-838-9000; 952-838-0190 (TTY) www.pacerkidsagainstbullying.org</p> <p>America’s Safe Schools Week October 17-21, 2011 National School Safety Center 805-373-9977 www.nssc1.org</p> <p>National Crime Prevention Month National Crime Prevention Council 202-466-6272 www.ncpc.org</p> <p>National Domestic Violence Awareness Month National Coalition Against Domestic Violence 303-839-1852 www.ncadv.org</p>	<p>Tie One For Safety November 25, 2011—January 2, 2012 Mothers Against Drunk Driving 800-GET-MAD www.madd.org</p> <p>National Adoption Month 800-422-4453 (800-4-A-CHILD) http://www.childwelfare.gov/adoption/nam/</p>	<p>National Drunk and Drugged Driving Prevention Month Mothers Against Drunk Driving 800-GET-MAD www.madd.org</p>

5 Years

Sheila Chavez
Angelina Diaz
Kevin Sheridan
Mysti Berteau
Michelle Butcher
Stephen Harvey
Cedric Johnson
Julie Anderson
Kayla Cathcart

Erica Ephriam
Christopher Fox
Alejandra Garza
Kathryn Graham
Joseph Paladini
Katherine Schiets
Terry Short
Gisela Stock

10 Years

JoAnn Paulus
Erika Blanco
Michelle Bahe

15 Years

Lynzie Euchner
Kathleen Plank
Carol Coronado
Kimberly Guadagnino

20 Years

Steven Lessard
Cheryl Newcomer

25 Years

Kim Boettcher
Elizabeth Forton
Douglas Frantz
JoAnn Tinajera-Arens
Randy Tirado
Gary Tassi
Julie George-Klein

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- All articles and pictures submitted for publication in *The Chronicle* are subject to acceptance and editing.
- If an article receives significant edits, changes, additions, or deletions it will be returned to the writer for review before publication
- Good quality photos focusing upon the subject of the article may be submitted. All people in photos must be identified.
- All non-employees in pictures and in articles must have a signed Publications-Consent for Release of Information on file. A copy can be obtained from Jeni Wade or Audrey O'Donnell.
- Articles submitted for *The Chronicle* may be reproduced in other publications.

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AdultProbation/NewsAndReports/
Chronicle.asp](http://www.superiorcourt.maricopa.gov/AdultProbation/NewsAndReports/Chronicle.asp)

Or

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