

**Newsletter Date:**  
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# The Chronicle

NEWSLETTER OF THE  
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

A Force for Positive   
**CHANGE.**

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## Chiefly Speaking: Certain Holiday Thoughts



**W**e live in a time of uncertainty. There is uncertainty about the economy and uncertainty in world affairs. It can be disconcerting and downright scary. At the same time, there are a number of things of which I am certain.

I am certain that...

The mission and vision of this Department are on track and we are providing hope.

Adult Probation is making a positive impact on public safety.

Individual probationers and victims benefit from the intervention and assistance of Adult Probation, every day.

The Court appreciates the timeliness and quality of the reports received from our Department.

Judges, police officers, counselors, and others respect and appreciate the work performed by probation employees.

Adult Probation employs truly wonderful people who are dedicated to the job and who understand the importance of relationships -- not just with probationers -- but with family, friends, and one another.

**The Chronicle**  
**Maricopa County**  
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**620 W. Jackson**  
**Phoenix, AZ 85003**  
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**(602) 506-3516**

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There are many friendships and an extended family within Adult Probation. Employees care about their co-workers and “are there” to celebrate life’s special events and to provide support in tough times. For me -- this is a good place to work.

The holiday season is upon us and brings forth traditional messages of compassion, generosity, celebration, and hope. May the goodwill of this season uplift the less fortunate, and renew the spirits of our military members and their families, whose hard work and sacrifices secure our freedom. May there be an abundance of wonder and delight.

As you gather with your families and friends, I wish you safe, healthy, and joyous holidays! ❧



## Diversity Council Notes

By E. Lamont Leonard

The Maricopa County APD/JPD Diversity Council was alive and kicking in 2010, due to the efforts of several members whose tenure as board members will end soon. Below, Pamela Ash and Jenna Fitzgerald reflect on their experiences in these positions.

*Being on the Diversity Board these past two years has been a lot of work but gratifying at the same time. I was voted in as the Treasurer of the Board. We, as a Board, have done a lot of fund raising so we could offer the Diversity Conference and the Diversity Event for both years at no cost to anyone who wanted to attend these events. Those employees who were a part of the Council and who volunteered their time and energy to make this a worthy council to be a part of, made our job as Board Members a more enjoyable time.*

*I will miss being an integral part of the Diversity Board, but will continue to be on the Diversity Council. It is an exciting group to belong to and everyone should try to make it the best it can be. I look forward to being a part of the new council when new members are voted in for the Board. Please think about running for an office on the Board. Four of the five positions will be available. Vice-President, Treasurer, Secretary, and Historian will be the positions, we as an outgoing board, will look for. E. Lamont Leonard will take over the reins as the President. Like I said in the beginning, it is a lot of hard work but is very gratifying. Thank you for making my time as Treasurer the best.*

Pamela Ash

*During my tenure as a Board Member, I have come to learn so much about so many individuals. Celebrating our differences and recognizing our individuality only illustrates our vision for the future. Maricopa County truly exemplifies what Diversity is all about in more ways than one. What it all comes down to is respect. Respect for ourselves, respect for others, respect for what we may not understand, and respect for what is different. My request of the future Diversity members is for them to take this movement and run with it. Take chances and push the boundaries and limits of what you question. Believe in the cause, educate, and never surrender to ignorance. Thank you to all who have put so much time and dedication into what YOU believe in and may we all seek a better future for tomorrow.*

Jenna Fitzgerald

If you would like to be a part of the Diversity Council as a board member or member, please contact Pamela Ash, Pamela Lim, Jenna Fitzgerald, or E. Lamont Leonard through Outlook. ❧

# Reentry Unit Gets New Female Grant

By Sherry Johnston

Members of the APD Policy, Planning & Analysis Division, the Seriously Mentally Ill (SMI) unit supervisors, myself, Arizona Department of Corrections (ADC), Magellan and other community partners applied for a female reentry grant this past spring. Due in part to the amazing writing talents of Cathy Wyse, APD submitted a grant application to the Bureau of Justice Assistance for expanding existing reentry services for female offenders. In September 2010, APD was notified that we were 1 of 14 agencies across the country awarded this grant for reentry expansion.

The Justice and Mental Health Collaboration reentry grant provides for \$200,000.00 in treatment and transitional living services for female offenders with mental health and substance abuse co-occurring disorders released from Perryville with a probation tail over the next 2 years. The criteria for eligible females include certain ADC scores for mental health and substance abuse, plus offenders cannot be on probation or community supervision for a violent offense. The money will be used to fill the gap in services to start treatment immediately, avoiding potential delays while waiting for Arizona Health Care Cost Containment System (AHCCCS) eligibility. The goal of the grant is to reduce recidivism with this special population by providing immediate services to them upon release into the community.

Once an eligible female is identified, a representative from Magellan will conduct a clinical assessment with her approximately 30 days prior to release. If found appropriate, the offender will have an appointment scheduled to attend services within 72 hours of her release with either the National Council on Alcohol and Drug Dependency (NCADD) or Community Bridges. If she does not have a place to reside, Crossroads for Women will provide transitional living services as a grant partner. Other services that our partners will be providing include female trauma and family reunification.

Since this is a new grant, we are in the planning stages but have already identified eligible females with ADC release dates in January. As these cases transition through the reentry unit to the field, officers will be able to tell the offender is part of this grant by looking inside the file on the left side and by a special attribute in APETS. For tracking purposes, it is important that officers do not switch treatment providers if the offender is already attending NCADD or Community Bridges.☺



# Grant Received to Reduce Warrants Backlog

By Cathy Wyse

Adult Probation has partnered with Juvenile Probation, the County Attorney's Office, and the Sheriff's Office in a project to reduce warrants during the next year. Maricopa County recently received a \$500,000 federal stimulus grant from the Arizona Office of Economic Recovery under Governor Brewer's Public Safety Stabilization Program. The county has dedicated these grant funds to reducing outstanding warrants cases.

Adult Probation has been awarded \$120,340 to hire five on-call probation officers to work in the Fugitive Apprehension Unit and to purchase safety equipment used in fugitive apprehension. The on-call officers will research, investigate, and administratively process the clearing of warrants. The Department expects to clear 525 outstanding probation violation warrants through the project.☺

# Maricopa County Adult Probation Drug Court C.H.O.I.C.E.S Access to Recovery Program

By Paula Krasselt

The goals of the AZ ATR program, called Changing How Open Independence Can Ensure Success (CHOICES), were to expand capacity, support probationer choice, and increase the array of faith-based and community-based providers for clinical treatment and recovery support services. Arizona's Access to Recovery (ATR) did this by developing and implementing a cost-effective treatment and recovery support services voucher system for individuals with methamphetamine-related substance use disorders.

Maricopa County was one of the three initial county drug courts recruited to participate in the ATR program and began provider and client recruitment in early 2008. At the outset, clients were recruited exclusively from the drug court population; however, in April 2009, this was expanded to include women with children served out of the Black Canyon office and probationers with serious mental illness who met the criteria for being methamphetamine-affected.

Once an individual's eligibility for the ATR program was established, an intake interview was conducted, part of which included a staff-administered Government Performance and Results Act (GPRA) instrument. The GPRA was also administered six months after the client's intake, and again upon discharge from the ATR program.

The intention of ATR is to expand capacity, service availability, and support for individuals who need assistance in their attempts to quit using alcohol and illegal drugs. In reaching these objectives, probationers' success hopefully translate into decreases in alcohol and drug use. Between the client's intake and 6-month follow-up assessment, one would expect a program that is experiencing successes to see the alcohol and drug use rates decrease. Table 1 provides a breakdown of the percentage of clients reporting alcohol and/or drug use at intake and again at the six-month follow-up.

<b>N=231 In the past 30 days:</b>	<b>% at Intake</b>	<b>% at 6 month follow-up</b>	<b>% Change</b>
<b>clients reporting alcohol use</b>	23.4%	7.4%	-68.5%
<b>clients reporting intoxication 5+ drinks</b>	7.3%	1.9%	-75.0%
<b>clients reporting intoxication 1-4 drinks</b>	13.7%	5.0%	-63.2%
<b>clients reporting illegal drug use</b>	73.6%	12.1%	-83.5%
<b>clients reporting both alcohol and illegal drug use</b>	69.2%	33.3%	-83.3%
<b>clients reporting marijuana use</b>	23.8%	2.6%	-89.1%
<b>clients reporting heroin use</b>	3.2%	0.4%	-88.9%
<b>clients reporting methamphetamine use</b>	71.4%	9.5%	-90.5%

All categories of alcohol and illegal drug use saw a reduction in substance use between intake and the six-month follow-up. Because ATR serves methamphetamine-affected individuals, it is of particular interest that there was a 90.5% decrease in methamphetamine use. Additionally, marijuana use and illegal drug use in general decreased substantially (by 89.1% and 83.5%, respectively). Over two-thirds (68.5%) fewer clients reported alcohol use in the six months between intake and the follow-up interview.

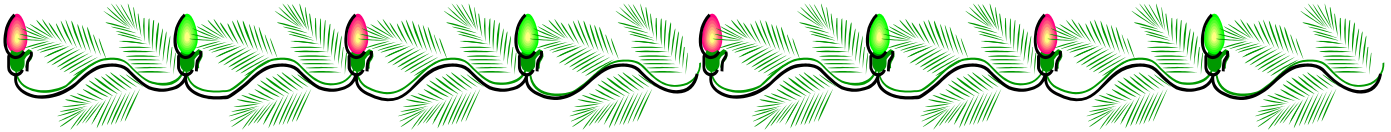
# Operation Safe Treat III

By Bob Demers

On October 31, 2010, Halloween night, officers from the Sex Offender Division partnered with the United States Marshal's Service in conducting the third annual "Operation Safe Treat." We paired two APD officers with two marshals and between the hours of 5:00 p.m. and 10:00 p.m., we conducted field visits on high risk sex offenders, offenders with "hands on" types of offenses or who may have needed extra supervision.

Our goal was to ensure our offenders were not having unauthorized contact with children and that our neighborhoods throughout the Valley were safe for children to enjoy their experience. In doing so, we completed 105 face-to-face contacts, conducted one arrest and found three other offenders in some type of violation behavior which did not require an arrest. The good news was that 101 offenders were following their Conditions of Probation and required no extra attention.

The following staff participated: Bob DeMers (coordinator), Beth Hoel (coordinator and participant), Marisella Rodriguez, Cynthia Lopes, Suzanne Segarra, Chris Epps, Patty Carey, Scott Homan, Clayton Hunt, Connie Delgado, Liz Cage, Autumn Freeman, Carrie Turek, Steve Harvey, Sonny Lehman, Kevin Sheridan and Rochelle Harlin. We thank each of them for making this operation successful! We also acknowledged the US Marshals for their spirit of collaboration via separate correspondence.☺



# Gila River Indian Community Members Visit Mental Health Court

By Rebekah Trexler

On October 13, 2010, criminal justice staff from Gila River Indian Community visited Mental Health Court in Maricopa County.

A judge, probation department chief and supervisor, prosecutor, public defender, grant writer and other staff spent the day in Mental Health Court. The observers were able to see the collaborative staffing prior to Court and witnessed courtroom congratulatory claps and a t-shirt reward given for completion of a residential program as well as probationers taken into custody for non-compliance issues. Business cards were exchanged and connections formed to assist the Gila River Indian Community as they seek funding for their own Mental Health Court.☺



Pictured: Bernadean Lewis, Debbie Burroughs, Kristie Reppucci, Cecilia Van, Annette Stewart, Kelvin Bilagody, Jessica Turk, Chuck Allen, Sheri Cassa, Pricilla Martinez, and Melanie Yazza Taylor

# MCAPD Community Restitution Program Hosts Annual Statewide Conference

By Colleen Evans

Maricopa County Adult Probation hosted the Annual Statewide Conference for the Community Restitution Program (CRP) on November 4, 2010, at the new United Food Bank facility in Mesa. Staff from eleven counties across the state, representing adult and juvenile probation, gathered to share innovative programs, new ideas, and discuss policies.

The group was welcomed by Colleen Evans, MCAPD CRP Manager. Wes Shipley, Eastern Field Division Director spoke to the group about the amazing work done statewide and the astonishing amount of community service hours that are completed on a yearly basis. In Maricopa County alone, over 9,400 projects were completed in 2009, and approximately 529,000 hours of community service were completed by adult offenders. Based on an hourly rate of \$11.13, these hours represent a savings of over \$5.8 million to the citizens of Maricopa County.

Wes was followed by a presentation on the impact of community restitution programs in the City of Mesa by Jay Close, Code Compliance Officer. Jay highlighted the significant savings to the city from probationers cleaning alleys and performing other community improvement projects. He also noted the positive response from city departments and the community to the accomplishments of probationers, as well as the positive impact these projects have had on the probationers. A tour of the United Food Bank facility, one of MCAPD's 1,200 agencies participating in the Program, followed. The group then discussed innovative ideas and the many unique projects that are coordinated statewide. After lunch, AOC Program Manager Mark Stodola discussed volunteer insurance and liability issues, followed by APETS Business Manager Paula Taylor, who, along with Senior APETS Analyst James Yates, discussed improvements for the CRP portion of APETS.

Based on the day's discussions, it was apparent that this group of professionals is committed to planning, coordinating and organizing worthwhile projects to help beautify the counties in which they live and work as well as assisting offenders to successfully complete their terms of probation. Adult and juvenile offenders across the state have made and continue to make major contributions to their communities, assisting governmental agencies and non-profit organizations while meeting their Court-ordered obligations.

Next year, the annual CRP Conference will be hosted by Apache County.



# Garfield Turkey Feast - A Huge Success!

By Janet Kasha

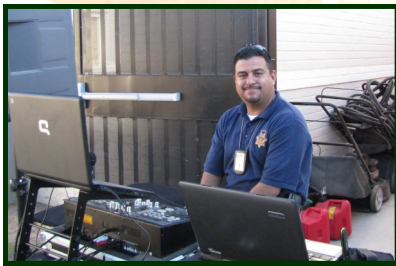
The 15<sup>th</sup> annual Garfield Probation Center Turkey Feast was held on November 18. This feast is a celebration of the partnership between the probation department, local law enforcement, and the surrounding Garfield community. All residents living in the area were invited to enjoy good food and a visit from Santa Claus.

Over five hundred people enjoyed a delicious feast that consisted of a complete turkey dinner and plenty of desserts! A gift basket was raffled off and awarded to one of the local residents. We also had a gift basket awarded to one of the many staff volunteers. Music was provided courtesy of Manny Barron and was enjoyed by all. Santa Claus put smiles on all the children's faces throughout the day!

This event was made possible as a result of collaboration between many people. Probation staff, their family members and residents of the Garfield program all assisted in set up, serving, crowd control and helping Santa. Several Court staff members attended as well, including Judge Karen O'Connor who assisted with the clean up after a busy day on the bench. It was a great team effort and was much appreciated by everyone who attended!

A special thanks to all the Garfield staff who were involved in the planning and coordination for this very special event!

Until next year! 🎅



APO Supervisor Manny Barron supplied the music for the event.



Division Directors Jenifer Meiley and Mike Cimino welcomed guests to Garfield.



The children all lined up for a special visit from Santa .



APO Raveille Donaldson, APO Supervisor Jill Gondek and Phoenix Police Officer Mario Ancich served up drinks.



APO's Kendra Trobaugh, Melissa Froderman, Jade Crawford & Jason Ross served up desserts to guests.

# Black Canyon Buildings Officer Safety and Awareness Committee (OSAC)

By Fred Wilhalme

In early 2008, Michele Butcher and Todd Bodin submitted a proposal outlining a program that would help officers conduct safe and thorough searches and to provide training to the Phoenix Police Department regarding the role and duties of probation officers. The goal of the search component was to provide BCB officers with resources they can use to plan and conduct searches. Safety issues were given the highest priority, but the goal of conducting consistent and thorough searches was also stressed. Police briefings were also developed to instruct local police agencies how our department operates. A secondary goal was to improve our relationship with the police department and the local officers on the street.

Initially, the search component was approved and guidelines were established to identify search personnel, develop additional training, and provide ongoing debriefing of searches conducted by team members.

After determining a search is required, the officer or supervisor can contact members of the committee for assistance. The officer supervising the probationer is the lead officer in the search. OSAC members are present to help plan and conduct the search under the direction of the lead officer.

Planning the search is the key element in making the search as safe as possible. The committee uses the APD Search and Seizure policy as the guideline and incorporates information received from prior search debriefings to identify possible safety hazards. Attention is given to creating a thorough packet for the police agency accompanying the search team. The packet contains the probationer's criminal history, known gang affiliations, photographs of the probationer, and drawings of the structure to be searched. On occasion, Google satellite pictures of the search location can be provided to give the police additional information they may need. Any information regarding possible safety concerns are relayed to the police officers at the pre-search staging area. This allows the police officers involved to determine if they have the resources they need to assist in the search.

For safety reasons, the police will make entry and clear the location. The lead officer retains responsibility in briefing the police, deciding each search member's role, and determining when to end the search. The lead officer is also responsible for making decisions regarding arresting the probationer and what items are to be seized.

OSAC members incorporate proper search techniques to make the search as safe and thorough as possible. Once the search is completed, the committee members assist by properly bagging, tagging, and securing the evidence according to policy. Once monthly, the committee members meet and debrief all the searches in which they participated. Information obtained at these meetings is used to plan additional trainings to make future searches even more successful and safe.

Division Director Tom O'Connell gave the go-ahead for the police briefing component of the proposal. Over the last year, approximately thirty police briefings were completed. Committee members attended these staffings on all shifts to share the information with officers from Cactus Park, Central City, Maryvale and Squaw Peak Precincts.

Topics covered include the modern face of our department, specialized caseloads and the duties of probation officers. Issues regarding armed versus unarmed officers are discussed as well as the limitations placed on armed officers. Police officers are told what we need them to do during field and office arrest, searches and recent case law regarding searches is provided.

*Continued on page 9*



Committee members also describe the information we will provide to ensure officers do not enter any unsafe situations without having the best information available. The APD Communications Center phone number is provided, and the briefings end with a question and answer period. This allows committee members to respond to the officers' concerns and express our thanks for the help they provide us.

This program has been a success in a number of ways. Probation officers now have a resource available to help them conduct safe and effective searches. They have a resource that can assist in all the aspects of the search. The monthly debriefings have led to the creation of additional phone list added in each search kits. Emergency phone numbers are now available for problems that may arise during a search.

Please contact Todd Bodin or Fred Wilhalme for further information. ☞



## Mid Manager Committee

By Ted Milham

Since the summer of 2008, the Mid Manager Committee has been led by co-chairs Holly Burdine and Ted Milham. From the onset, the committee's goal was to provide opportunities for all mid managers interested in leadership roles; however it was unclear who, when, and how others would advance in the committee.

Modeling one of our charter goals, we asked the mid managers how THEY felt. From this feedback, two-year terms were created, and it was decided that in order to become a co-chair of the committee, one must first serve as a subcommittee chair (Team Forum, Specific, Mid Range and Global) or consultant (Q/A and Policy/Planning) in the mid manager leadership group. On October 18, 2010, the entire Mid Manager Committee held its first election for co-chair.

Many of the leadership group had also been in position as long as the co-chairs, so they also decided to make changes at the subcommittee levels. These changes were made at the subcommittee level based on secret ballot. Below are the newest co-chair positions effective November 2010:

- Mid Manager Co-Chairs: Ted Milham and Jodie Rogan**
- Global Subcommittee: Lolita Rathburn and Dana Shepherd**
- Mid Range Subcommittee: Leslie Ebratt and Manuel Barron**
- Specific Subcommittee: Susan Savoy and Paula Krasselt**
- Team Forum: Tim Schouten**



Former chairs Holly Burdine, Arlyn Harris, and Dave Strate will remain as vital members within the Mid Manager Committee. We'd like to thank them for the outstanding work and leadership provided these past years!! ☞

# Who's Coaching Your Team?

By Rodney Rego

As a manager, how many times have you been presented with an issue you weren't quite sure how to handle? Do you take it to the next level? Or do you work with the employee and coach him or her through the issue?

Coaching and mentoring employees is something with which all supervisors and directors have been tasked at different times. But it has been one of those tasks that no one knew for sure how to do the right way. The November Manager's Forum entitled *Who's Coaching Your Team?* was designed to help managers with these types of issues.



Paula Krasselt opened the Forum with an exercise that encouraged managers to work as a team. Rhonda Pruitt from the Department of Corrections presented a coaching feature entitled *Sweetening the Pill* which explores the eight-step coaching model used by organizations such as the pharmaceutical giant Pfizer. The coaching model encourages those who coach to be supportive. This first step is ongoing through the coaching process and adds trust to the relationship. The second step calls for defining the topic and needs in which both parties agree on the reason for the discussion and an ideal outcome. The third step calls for coaches to establish an impact. This step gains results from the coaching process. The fourth step calls for initiating a plan upon which both parties can agree. In the fifth step, the coach needs give the commitment to follow through with the plan. At the same time, the coachee needs to commit to follow through with the plan. New activities are often met with excuses and resistance; therefore, in step six, managers need to develop a plan to confront these excuses and resistance. Step seven requires coaches to clarify the consequences for delivering (or not delivering) the plan. The final step encourages coaches to not give up. Ensure the one being coached is aware you are investing time in their future and how they can help the employee.

Managers then broke into work groups where they presented issues they have dealt with in the past and used the eight-step approach to work through these issues. Deputy Chief Therese Wagner and Division Director Donna Vittori presented material on what should be documented in the employee coaching notes. Holly Burdine ended the Forum with a motivational video about ordinary people doing extraordinary things and translated it to how we are reaching our MFR numbers.



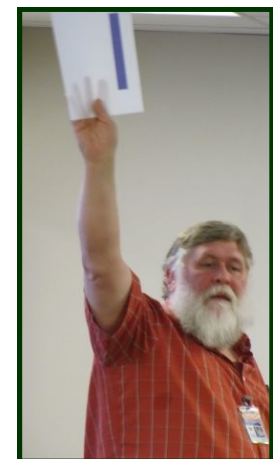
Guest speaker  
Rhonda Pruitt



PO Supervisor Beth Garrow  
and Deputy Chief  
Saul Schoon



Research Analyst  
Jennifer Ferguson



PO Supervisor  
Dave Strate

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# Domestic Violence Unit Collaborates for Success in Annual Statewide DV Round-Up

By Kristi Ward

Each year, the Domestic Violence (DV) Units participate in the annual statewide DV round-up. In collaboration with approximately 13 local law enforcement agencies, officers exchange information to identify offenders with active warrants for DV-related offenses including those with probation violation warrants assigned to the specialized DV units. In addition to the goal of apprehending absconders/non-compliant offenders, officers coordinate the service of orders of protection obtained by crime victims. During a three-day period the last week of October 2010, and while riding with participating police departments, probation teams conducted residential contacts in an attempt to apprehend DV offenders. This year, 182 warrants were cleared (up from 135 reported in 2009), and 159 persons were arrested (again, up from 101 reported last year). Maricopa County Adult Probation directly cleared 12 warrants and worked in conjunction with 5 of the reporting agencies.

While this yearly event highlights October as domestic violence awareness month, the DV officers work throughout the year to hold offenders accountable while striving for victim safety. The DV Round-up is just one example of our commitment to stop the violence.



Pictured from left to right are: Aaron Porzel, Kevin Peters, Jill Bognar, Jason Crouch, John Cleland, Laura Thomas, Sunny Carpenter, Clint Hill, Kristi Ward, Ken Snodgrass, and Andrea Teasley.

# X-Tattoo Program

By Gary S. Streeter

**X**-Tattoo is a program coordinated through My Brothers Keeper. Its goals are to remove gang-related and other tattoos that would make one ineligible for employment, military service, or mark him or her for retaliation from rival gang members. This program utilizes laser removal technology and consists of a series of treatments, the number of which is determined by the intricacy of the tattoo. Cost for removal is based on income.

This is a VOLUNTARY MEDICAL TREATMENT, so officers CANNOT attach sanctions or issue behavior agreements mandating compliance. Officers are not obligated to sign the application as the sponsor.



**ARE YOU READY FOR A CHANGE?**

On a City of Phoenix rafting trip, Walter Switzer, a key community volunteer, met a participant who spoke of the barriers his tattoos imposed. Mr. Switzer referred the youth to Dr. Jeffrey Ptak, who in 1994, began free tattoo removal treatments for youth as a way to provide humanitarian service to the community. In 1995, the Youth Development Division of the City of Phoenix, Parks and Recreation Department joined together with River of Dreams, a non-profit organization, members of the Arizona Society of Plastic and Reconstructive Surgeons, Phoenix 100 Rotary, and Valley Vocational Services to create... **X-TATTOO**

**What is X-Tattoo?** X-Tattoo is a tattoo removal program with goals to remove gang related and other tattoos that would make one ineligible for employment, military service, or mark him or her for retaliation from rival gang members.

**Now You See It**




**Now You Don't**




**What You Can Expect**

- Project Overview
- Project History
- Laser Explanation
- Steps to Removing Tattoos
- Tattoo Removal Assessment
- Cost Assessment
- 1st Treatment Scheduled
- Youth Educational Workshops Scheduled

For one reason or another, individuals often decide to have a tattoo removed. Perhaps it depicts a former love that is no longer a part of that person's life or perhaps they just no longer want that specific tattoo on their body. Whatever the reason, it often becomes a consideration and one that must not be undertaken without some serious thought.

If you are considering having a tattoo removed, the first thing to do is to make an appointment with us to discuss your wishes. We will provide an orientation of the tattoo removal process, examine the tattoo, it's condition and will then determine cost and the next available treatment date.

To be scheduled for our next orientation, please email us at [xtattoo@gmail.com](mailto:xtattoo@gmail.com) or call us at 602-437-5422



my brothers keeper lifeline



**X-TATTOO**  
 Buttes Business Park  
 2219 S. 48th Street, Suite J  
 Tempe, Arizona 85282



To apply:

- The probationer calls Elizabeth McCowin at 602-437-5422 or 602-575-4596, or emails her at emccowin@q.com for an orientation date.
- Have the probationer bring the completed program application to the orientation. The application can be found in the forms area of each area office.

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

NOTE: Only Arizona residents are eligible for this program.

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

If you have any questions please contact me via email or at 602-372-2495 or 602-619-9218.



## SMI Success Stories

By Tammy Schroeder, Joe Pallo and Fred Wilhalme

In the last edition of the Chronicle, Chief Broderick listed MFR goals and results for the last three years. The 2010 results showed 77 % of probationers successfully completed probation. Only 19% were revoked to prison and 4.7 % had new felony offenses while on probation. The Seriously Mentally Ill (SMI) Units' results were even better! In 2010, 82.30% of SMI clients successfully completed probation, 15.93 % were revoked to prison, and only 1.66% had new felony convictions.

We believe there are several reasons for this. All SMI officers receive special training in navigating the mental health system and learn how to advocate for their clients. We also have access to the Mental Health Court, where matters of noncompliance can be addressed without the need for a petition to revoke. The Court also allows us to highlight the success of our clients, providing additional motivation to our clients to be successful.

**Here are some recent SMI success stories:**

### **Earl:**

Earl has fourteen felony convictions that date back thirty-five years with five prison commitments. Earl has been considered a career criminal and is serving a probation tail for narcotic drug possession. He served a 1.5-year prison sentence and was released in April 2010. He suffers from a mental illness and receives services from the Choices South Central clinic. He was off his medications when he committed the offense, but as long as Earl stays compliant with medications, he is stable. Earl no longer receives case management services, although AHCCCS covers his doctor appointments and medications.

If having a mental illness was not enough to manage, Earl has also been diagnosed with a potentially life-threatening illness. He attends Shanti House groups and receives housing from the agency as well. Earl does not have a birth certificate, which makes it difficult to verify his identity to receive needed benefits. Earl's only income is from a job through Shanti house.

In the seven months Earl has been on probation, his PO has watched Earl transform from a prison mentality to a humbled man. He attends daily meetings, and at age fifty-nine, still wants a better life for himself.

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Although he would like to forget his past, Earl believes it has made him who he is today, a better and more spiritual person. Earl has stated he is truly blessed in his life and would like to one day make it back home to his family in New York so he can spend the rest of his life as a law-abiding person.

**Velvet:**

Velvet was originally assigned to a standard caseload. During office visits it seemed apparent that Velvet was struggling with mental health issues. Random urinalysis routinely showed positive results for methamphetamine. Field visits to Velvet’s home were indicative of her abusive relationship with a boyfriend. Velvet’s PO wondered whether Velvet’s criminogenic activities were actually a symptom of her mental illness and substandard living arrangements. To answer this question, Velvet’s PO obtained Velvet’s medical records and screened the case with the SMI unit.

Subsequent to her transfer to an SMI caseload, Velvet was directed to Mental Health Court, where the case was staffed with the Court team. It was suggested that Velvet participate in an inpatient program at New Arizona Family, Inc. (NAFI), which had the combined effect of assisting her with her drug abuse and removing her from an unhealthy association with her boyfriend.

Velvet excelled in the program. She was prescribed the correct meds which silenced the voices she attempted to curb on her own by using street drugs. She learned her own boundaries and resolved not to be victimized by her boyfriend or others. After the completion of her inpatient program, Velvet moved into her own apartment and now lives independently. She recently returned to Mental Health Court where she earned the respect and applause of the Court Commissioner and those in attendance. Velvet has completed all Court-required counseling and assistance and is hopeful of early termination of probation.

**Dana:**

Dana has four felony convictions and started her current probation grant after her release from prison, in July of 2007. She also suffers from a serious mental illness. She continued to use illegal drugs after her release. Although she completed a residential program, Dana started using drugs soon afterward. She faced the prospect of heading back to prison in early 2008.

Instead, Dana was directed to the Mental Health Court and placed in an intensive outpatient program. She was still resistant to change and, over the course of her Mental Health Court appearances, served several jail days for noncompliance. She completed her outpatient program and began counseling for some of her underlying issues. The combination of counseling, Mental Health Court, and her desire to remain in her children’s lives provided Dana with the motivation she needed.

Dana has made the most of her last two years of supervision. She not only completed her treatment programs, she has moved into independent housing, trained as a peer support, and has secure employment helping other individuals with mental illness navigate their everyday lives. Dana is also more involved in her children’s lives, providing them with a good role model. She is a true example that client motivation, Court intervention and the right treatment can drive success. ☞



# EBP Spotlight

By Tricia O'Connor

From The QA Team

As we all know from our own life experiences, a little recognition often goes a long way. The same works for probationers; just a simple “great job” can help them to continue on the path to making positive changes in their lives. That’s why this month the following people are being awarded the EBP Spotlight: Jeff Fischer, Amy Azpeitia, Luis Hartly-Campbell, Sandra Tom, Joseph Pallo, Ted Froderman, and Shari Andersen-Head. These individuals helped create many of the probationer certificates that are currently, or soon will be, on the EBP web site located on the APD Intranet, in Section 7. Their initiative, creativity, and willingness to share prove they are deserving of the EBP Spotlight. We now have additional tools to commend probationers for positive behaviors such as completing IPS requirements or successfully terminating from probation. Additionally, some of these rewards are being translated into Spanish. Check out the web site to see what they have accomplished. Thanks again to these individuals for sharing their creative ideas on our web! ☺



## EBP Spotlight

Nominated by Bruce Isit

Paula has participated in many EBP development projects, such as the implementation plan for the Carey Guides and the development of the Stages of Change training. She is currently co-chair of the Mid Managers Specific Committee, where she works to continue bringing evidence-based practices to our department. She truly believes in doing “what works,” and she is always willing to help her counselors explore new ideas for helping probationers learn new behaviors. I would consider her Ms. EBP.☺



Counseling Supervisor  
Paula Krasselt

# 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 Adult Probation Officer Chris Epps. Chris articulates how EBP and The Carey Guides showed his client how his crime affected the victim.

## Evidence-Based Practices Essay

By APO Chris Epps

Jerry, (not his real name), age 22, has been on probation for two years for aggravated assault, a class 3 felony, and possession of marijuana, a class 1 misdemeanor. He committed the aggravated assault offense when he was eighteen. In that offense, Jerry threw beer bottles and rocks at the victim's car. He threw a large rock through the passenger side window, striking the victim in the back.

During his presentence interview, Jerry admitted he was under the influence of alcohol at the time of the offense. He was also in possession of a small amount of marijuana for "personal use." Although he acknowledged throwing a rock at the victim's car, he denied the rock hit anyone. He claimed he was actually the victim in the offense because, during the ensuing fistfight, he suffered a cut on his hand.



APO Chris Epps

Jerry's OST indicated a total score of 20 with the highest risk/need factors in Drug (100%), Vocational/ Financial (80%), Education (67%), Attitude (57%), and Criminal Behavior (44%). Jerry's initial case plan was focused on getting him into drug treatment and assisting him in finding gainful, verifiable employment. Due to his high risk/need for substance abuse treatment, Jerry was ordered to participate in the Drug Court Program.

During a Drug Court staffing, concern was raised regarding Jerry's youthful age, his expressed minimization of his involvement in the aggravated assault offense, and his apparent lack of understanding of the impact of his behavior on the victim. The Drug Court Commissioner ordered Jerry to write a Victim Impact/Empathy Statement. My supervisor and I decided to utilize the "Carey Guides—Criminogenic Needs" module on Empathy to prepare and assist him in completing this task. Through four successive in-office contacts with Jerry, we discussed each of the four tools/sections of the Empathy module, and he completed homework assignments designed to ascertain his understanding of the concepts presented relating to victim impact and victim empathy. As a result, Jerry succeeded in admitting his true involvement in causing injury and distress to the victim. He was also able to express in writing how his behavior impacted not only the victim and her family, but Jerry's family and his community. Moreover, Jerry was able to explain how he would have felt had he been similarly victimized. While Jerry was initially very reluctant to express his feelings and re-examine his involvement in the present offense, by the end of the process he stated he was thankful for the opportunity to "undo the lie" that he had been living with for so long and for the chance to fully understand the ordeal through which he put his victim. ☺





# Happy Anniversary!!

## 5 Years

Tiffany Butler  
Judy Chacon  
Christine Eaton  
Franchesca 'Blanca' Gruber  
Brady Hammer  
Jeanice McEwan  
Carla Montgomery  
Patricia Robertson  
Katrina Williams

## 10 Years

Barbara Broderick  
Raquel Gloden  
Cleo Quinn  
Maria Reynolds  
Gabriel Velasco

## 20 Years

Kimberly Barnes  
Ruben Cruz  
Margarita Dominguez  
Tracy Medrano

## 15 Years

Timothy Schouten  
Luzminda Vacca

## 25+ Years

Juli DeYoung  
Derrick Knott  
Olivia Ramirez

# Thank you for your dedication!

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