

# The Chronicle

JULY-SEPT 2005

NEWSLETTER OF THE  
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

VOLUME XV, ISSUE 1

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## The Chronicle

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## Chiefly Speaking

From every corner and at every level within our Department, deep concern and an outpouring of support have been evident since the shooting incident on August 3, 2005 that critically injured probation officer Bill Harkins. Our law enforcement, treatment and other community partners also came forward quickly to express their caring and support. Like so many of you, my thoughts and prayers are with Bill and Julia daily. Our best wishes are with them during his recovery.

On September 7, 2005, there was another shooting incident involving a probationer in possession of a weapon. As you know, these incidents occurred at a community satellite office and at our Scottsdale office. Both tragic events have heightened the necessity to closely examine our security and safety needs. Marty Soto will be working with Court Security to conduct audits at all Adult and Juvenile Probation facilities. This will be a top priority and I will keep you posted on our progress.

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On a different note, I am pleased to announce a number of recent management promotions. Please join me in congratulating the 3 new Division Directors and 7 new Supervisors and wishing them the best of luck in their new assignments and the challenges that lay ahead.

### New Directors

**Congratulations to Sue Bauer, Margaret Callaway, and Therese Wagner on their promotions to Division Director !!!**



Sue Bauer began her career as a Probation Officer in October, 1984. She worked in standard field, PSI, and IPS until her promotion to a supervisor position in July, 1993. She is presently supervising the Indirect Services Unit at the Black Canyon Building. Sue will be assuming the Director position in Central Field. As division director Sue looks forward to a smooth transition for the Central Division and assisting with departmental endeavors such as restructuring.

Margaret Callaway began her career as a Pretrial Services Interviewer in July, 1990. In August, 1994, she was promoted to a supervisor position and continues in that assignment with Pretrial Services through the present time. Margaret will be assuming the newly created Director position in Administration. As division director, Margaret accepts her new challenge as an exciting opportunity to provide leadership to a team of dedicated and hard working professionals. Her goal will be to work collaboratively within the units to optimize performance and operations for the greater good of the department.



Therese Wagner began her career as a Probation Officer in July, 1987. She worked in standard field, PSI, IPS, Warrants, and with the Womens' Network until her promotion to a supervisor position in April, 1999. Therese is presently supervising the CMU and Work Furlough units. Therese will be assuming the Southern Field Division. Therese believes that staff are the Department's greatest resource. She looks forward to working with staff in a different capacity as division director.

## Supervisory Promotions

**Congratulations** Tammy Allen, Scott Kirshner, Dominick Lodato, Ted Milham, Rodney Rego, Susan Savoy, and Tim Schouten on your promotion to APO Supervisor!



Tammy Allen has been with APD since 1998. In her years of service with APD, Tammy been assigned to the Standard Field Unit at WRC where she has worked with the Gila River Indian Community. Tammy looks forward to the new challenges before her as a supervisor. She hopes to inspire others to flourish in their probation careers.

Scott Kirshner has been with APD for five years. In his years of service his assignments have included: Standard Field, Sex Offender Unit and Staff Development and Training. As a new supervisor Scott looks forward to providing leadership to his unit and the department, as well as making a contribution to the Department in the areas of officer safety and evidence based practices.



Dominick Lodato has been with the department for 20 years. Prior to his promotion to supervisor, Dominick's assignment was in the Interstate Compact-Incoming Unit. Other assignments have included: Standard Field, IPS, PSI, DRC, and the first time Drug Offender Program. Dominick welcomes the new challenges that will come his way as supervisor. He looks forward to assisting new staff into developing into experienced officers.



Ted Milham has been with APD about seven years. In his years of service his assignments have included: Standard Field, Sex Offender Unit, Domestic Violence Unit, and IPS. As a new supervisor Ted looks forward to the challenges that await him and being able to help staff grow and develop in their positions.



Rodney Rego has been with the department for over ten years. He comes from the IPS unit at WRC. Rodney has worked in a variety of units throughout his ten years of service: Standard Field, PSI and Court Liaison. Rodney looks forward to working with new officers in probation and eagerly awaits the new opportunities before him.



Susan Savoy joined APD in 1992 after transferring from Juvenile Probation. In her years of service with APD her assignments have included the Standard Field Unit and telecommuting for the first pilot project for APD out of the South Port Office. Susan looks forward to the ongoing challenges and helping the Department implement new supervision practices.



Tim Schouten has been with the Department for ten years. Tim came to the Department as an SO in IPS. After six years, Tim became an APO. As APO his assignments have included: Standard Field and Staff Development and Training. Tim looks forward to working with different and new challenges.



## New Hire Graduates



1<sup>st</sup> row-Lance Kaino, Maggie Henderson, Aziz Turay, Amber Boswell.

2<sup>nd</sup> row- Chief Barbara Broderick, Rocio Gonzalez, Charlene Waltz, Julie Piontowski, Jasmine Herrera, Eva Lessing, Christi Seger, Kathy Lorenz, Rebecca Salinas, Laura Brandenberger, Kim Connor, Chris Frey, Jackie Ford, David Szeto, Reggi Williams, Jaynie Tank.

3<sup>rd</sup> row- Shaun Robar, Tim Keegan, Kris Wall, Mike Ochian, Xochitl Hurtado, Mike Hodge, Korik Andersohn, Travis King, Jeff Sindorf, Joel Thurston.

On August 4<sup>th</sup>, Chief Presiding Judge Barbara Mundell and Chief Barbara Broderick officiated the graduation ceremony of our twenty-one new Probation Officers and nine new Surveillance Officers. Our department is fortunate to gain these bright, energetic and humorous officers. Staff Development wishes to extend a huge “Thank You” to the approximate one hundred and five existing staff members, badged and non-badged, who assisted in this seven-week training, covering some one hundred and thirteen different subjects. It never ceases to amaze, how so many of you volunteer to help create some admirable new officers.

Congratulations, to all of you, on a job well done.

A special thanks, to Tricia Hubbard who somehow keeps things running smoothly for our unit.

From,  
Staff Development and Training



## Managing for Results End of FY 2005 Results



The results are in. The following are a few highlights from FY 2005 MFR Outputs. What it boils down to is that the successful completion rate of probation is up, and the new felony conviction rate is down. For additional information on other measures that are reported, please visit the MFR website at: <http://www.maricopa.gov/mfr/viewOnlyDept.asp?DID=54>.

### **Goal A -- Crime Reduction**

- Standard Probation had a 66% successful completion rate. This is 5 percentage points higher than FY 2004.
- Intensive Probation had a 51% successful completion rate.
- Warrants cleared 9,089 cases during the fiscal year. Compared to new cases coming in, Warrants had a 95% clearance rate for FY 2005.
- The Education Program had a successful program completion rate of 57%.
- Pretrial Services had a successful completion rate of 79%.

### **Goal B -- Compensation/Retention**

- For the fiscal year there were 76 probation officer and 37 surveillance officer positions filled.
- Exit interview report for the fiscal year showed that resignations due to pay declined from 47% in FY 2004 to 34% in FY 2005. County resignations due to pay in FY 2005 were 32%. This is the closest it has ever been to the County average.

### **Goal C -- Process Improvement**

- The Department now requires that an Offender Screening Tool (OST) be completed on all defendants going through the Presentence Division. Use of a validated assessment tool enables officers to: determine an offender's risk, assign the appropriate level of supervision, and develop an effective supervision plan. The department also began the first phase of implementing the FROST (Field Reassessment Tool) that will be used to measure the offender's progress and modify the supervision plan if needed.
- 98% of presentence reports (16,357 out of 16,772) were completed without a continuance requested by MCAPD.
- The Department collected \$9,403,304.42 in restitution, Standard and Intensive Probation Services combined. This is a 12% increase from FY 2004.
- The FY 2005 Performance Measures Report indicates there was an 84% compliance rate of restitution paid by Standard probationers and an 87% of compliance rate of restitution paid by IPS probationers.

### **Goal D -- Customer Satisfaction**

- The Victim Satisfaction survey showed an overall victim satisfaction rate of 65% of opted-in victims. This was an increase of 4 percentage points (7%) from the survey completed in FY 2004. This is the second year in a row that there has been an increase.

### **Goal E -- Infrastructure**

- Through the end of FY 2005, 299 officers completed Defensive Tactics training and 384 officers completed a Defensive Tactics refresher course.
- APD upgraded its IT capabilities in the following areas:
  - Upgraded ACJIS and the Justice Web Interface to more efficiently share information with other criminal justice agencies;
  - Upgraded the Department's Intranet home page;
  - Improved booking efficiency with MCSO Pre-Booking Application upgrade;
  - Improved officer safety with new Dispatch Call Center emergency procedures;
  - Streamlined Pretrial Automation data.
  - Completed the DOC Interface (DOC Offender Release Data Feed).



"We have always understood the significance of probation within the criminal justice system. It is a sanction that is an alternative to incarceration and it works...it is so intrinsic to the success of the criminal justice system."

--- County Administrator David Smith

**Marilynn Windust** is a probation officer supervisor. Marilynn consistently models an attitude of optimism and enthusiasm for her staff. During difficult times for our Department, she continued to remind staff that, "Change is good." She invest in her staff helping them to achieve professional goals and also in the development of new staff by volunteering her time with training. She continually goes above and beyond what is required of her by being innovative, providing team building and personalized training for those in her unit. She devoted much of her time serving in

the Department's Marketing Committee. One of her biggest passions is her direct involvement in the community. She sacrificially lends her time and devotes tremendous energy to projects within South Phoenix, dramatically impacting the community. Marilynn coordinates these large-scale projects, attends planning meetings, and recruits officers to assist her.

*Some people don't realize the many things probation officers do...the visits, the fieldwork, the report writing, the in-office visits, and all the other things involved in a probation officer's job. I believe that APD employees do a great job. Keep up the outstanding efforts."*

---Judge Ballinger



"Probation is a noble profession that allows an individual to make a difference in a person's life and the lives of their children. Probation enhances public safety and restores neighborhoods and victims. I can't imagine doing anything else."

-Marilynn Windust

This benefits the neighborhood where they reside with the hopes of increasing offender ownership of the community and thereby impacting recidivism. Marilynn is truly a role model!

## COUNTY COLLABORATION Services in My Community

By Maria Aguilar-Amaya

On an annual basis, Maricopa County probation officers visit more than 40,000 homes. Many of these homes consist of individuals or families who are in need of services that are offered by the County at a reduced fee, if not free. In addition to the services offered, many families are unaware of basic preventative measures they can take to enhance their health and environmental safety. With this many homes being visited annually, it appears that information on county services could be made available to many of these families via their contact with the Officers.

With the support of Probation and County Management, the Adult Probation Department has created a new committee whose focus is collaboration and partnership with other County departments. The Committee encourages working relationships between County agencies and efficiently utilizes resources by giving Probation Officers information they need for their clients while also helping the other agencies reach a targeted audience. This cooperative effort is in line with evidence-based practices. A key component of evidence-based practices is collaboration and partnerships that agencies can develop within the community. Delivering effective community supervision requires building productive working relationships not only within probation, but also with partnerships outside the agency that endure and add value.

## Spanish DUI Court Program, A 2005 NACo Achievement Award Recipient

Phyllis Jantz, DUI Court Supervisor

**M**aricopa County Spanish DUI Court is an innovative program *within* an innovative program. Because of its innovation and success, it was recently the recipient of a NACo (National Association of Counties) Achievement Award. Since its inception in 2001, the Spanish DUI Court is one of many “problem solving” or specialty courts in Maricopa County Superior Court that work towards enhancing community safety and reducing recidivism by targeting the problem behavior that brought the client before the court in the first place.

Spanish DUI Court was a natural evolution of the existing DUI Court, created in 1998 through a grant to the Adult Probation Department from the National Traffic Safety Administration. Based on mounting evidence that this drug/DUI Court model works, this innovative program uses a team approach, which includes the collaboration of multiple agencies including Adult Probation, the Superior Court, the County Attorney, the Public Defender, and community substance abuse counseling agencies.

Probationers with the special DUI Court conditions attend monthly status hearings with a group of peers, where they enter into a monthly contract with the judge. This contract spells out certain expectations including participation in substance abuse treatment, attendance at support group meetings such as Alcoholics Anonymous, observing a MADD Victim Impact Panel, reporting to the Probation Department, employment and/or job search, and most importantly: total sobriety. At subsequent court sessions, based on how well they fulfilled the contract requirements, participants receive either rewards or sanctions in front of their peers.

According to Probation officer Bricia Zavala, who supervises this caseload, “Because (*Maricopa County Superior Court Presiding*) Judge Mundell conducts the DUI Court hearings in Spanish, this creates a sense that their success is extremely important to the Court.” Judge Mundell, also honored by this award believes, “Since the dialogue we have in these hearings is in their native language, I can truly see when they make changes, and graduations are meaningful.” This provides participants the same opportunity as their English-speaking counterparts: to see, hear and understand when their peers receive praise, a sanction or words of wisdom when they graduate. A third of Maricopa County’s population is Hispanic and the number of Hispanic DUI offenders is proportionate to the County population. The ability to have a DUI Court conducted in the Spanish language is a tremendous benefit to these clients and is a factor in their success in the program. Counseling sessions are held in Spanish, as are mandatory support groups with a case manager.

This court aims for specific rather than general deterrence; that is, it seeks to prevent drinking and driving among drivers who have been convicted of DUI, rather than among drivers in general. Research supports this supposition: DUI Court participants have a lower recidivism probability compared to a control group of those on standard probation. Additionally, the average Spanish speaking DUI Court participant is more likely to graduate than participants in the English DUI Court, and more likely to graduate sooner.

At the time of this nomination, Karen Barnes supervised DUI Court. Her leadership and national recognition in this field is to be commended as well. The National Drug Court Institute has brought groups from jurisdictions around the country to observe and learn from our DUI Court operations as a part of their training.

Congratulations to probation officer Bricia Zavala, Judge Barbara Mundell and probation supervisor Karen Barnes!



DUI Court PO Bricia Zavala, Judge Hoffman, Presiding Judge Mundell, Counselor Graciela Mera, Public Defender Rebecca Potter, DUI Court Supervisor Phyllis Jantz, DUI Court PO Patrice Moeller, and DUI Court PO Sergio Mosqueda

## **Work Furlough: APD's best-kept secret**

By Kenn Gorr, APD Surveillance Officer

Despite the fact that nearly 3,000 inmates and over \$862,000 flowed through the program in the year between March 2004 and March 2005, the Work Furlough program is the best kept secret in the Adult Probation Department. Even experienced probation officers, despite the fact that they sometimes recommend jail time for their clients, know little about the program or how it works. "It was a mystery to me before I got here," said Work Furlough supervisor Therese Wagner. "But, if anyone has any questions about the program, they can call me and we'll talk to them."

Deputy Chief Zach Dal Pra said it is not uncommon for small divisions to go relatively unnoticed within a large department like Adult Probation. "I think the smaller the offices, the more the employees in that office form a team," he said. "Whenever you have a good team, people like going to work. That leads a lot to people staying for a long time. So, not a lot of people know about it." The numbers backup Dal Pra, as five of the nine officers that work within the division have been working in the unit for more than five years. Wagner agreed with Dal Pra's assessment. "One of the first things I noticed was the way people work together down here," she said. "It takes teamwork to make Work Furlough work and the folks down here do a good job of working together. The Work Furlough staff is one of the hardest working groups of people in the department." Due in part to the close ties that exist between the officers currently assigned to the unit, Wagner hopes to make the program accessible to more officers, which will in turn make the program available to more probationers. "I think it's too much of a good thing to allow it to be so secret because we provide offenders with an opportunity to remain employed while they do their time," Wagner said. "Employment is a big risk factor for offending, and we get to impact that in a positive way."

Jill Brown, who is one of the five long-time Work Furlough officers, said the program provides valuable services to more than just probationers. "It's a very valuable program because community members, employers, probationers, their family members, and victims all benefit from the program," she said.

Since its inception, thousands of inmates, who are housed in tents within the massive Durango Complex, have moved through the program. Inmates are released from jail to work for a maximum of 12 hours per day, up to six days per week. They are neither allowed to go home nor work from a private residence. There are two entry points into the program under Condition #21. The Court can either order the probationer into the program or order that they be screened for Work Furlough. Probationers ordered by the Court "to participate" in work furlough bypass the Reach Out substance abuse assessment. Probationers ordered by the Court "to be screened" for Work Furlough are required to receive a Reach Out substance abuse assessment to rule out the need for residential treatment prior to Work Furlough consideration. Recommendations to the Court should include a Work Furlough screening and results, as well as the probation officer's recommendation to consider the probationer for work furlough if screened eligible. (Macros will be updated soon to prompt officers to consider Work Furlough).

A collaborative effort between APD and the Maricopa County Sheriff's Office, Work Furlough was created in 1978. The original goal of the program was to provide the court with an alternative form of incarceration that enables inmates to engage in productive activity within the community while serving a jail sentence. While the goal remains the same, Dal Pra wants to see the program expanded to include more probationers, which in turn would mean more money for the department. "I think it's an important program for the department that is way underutilized," he said. "When I was down there we had about 200 people. The number is close to that now. That program should have grown more than that. If you look at the steady growth of the jail and probation populations, I would have liked to see Work Furlough grow at a similar rate. The more acceptable probationers we get in there, the better. I don't know what the goal is, but I'd like to see it grow." Expanding the program means legwork. Work Furlough officers have been putting in extra time promoting the unit by writing stories for publication in professional journals, speaking to officers within the many APD divisions, disseminating information to judges and commissioners, creating easy-to-use fact sheets for probation officers and updating the all-important macros and screening guidelines. "We're doing this because we want to reconnect Work Furlough with the rest of the department," Wagner said. "It's a lot of work, but we think it's important."

While the officers are putting in extra hours trying to promote the division, Work Furlough inmates work hard every day. "Work Furlough is not an easy program," Wagner said. "It requires discipline on the part of the inmates. There are a lot of rules they have to follow and they are held accountable for their actions." Former inmate Diana Greene recently wrote a letter to PO Brown, outlining her time in the program. "Believe it or not," she wrote, "what started out as a legal nightmare for me has turned into an experience I would never trade. "While that might sound crazy, it's the absolute truth. I learned a lot about myself here. Some of it was hard to look at, and some made me proud. I made the conscious decision to focus on the positive and take the time to really learn something about myself." Greene's comments are not uncommon. Diann Wilson, another former inmate, said the program helped turn her life around. "It really made me look at myself and at the people I was associating with," she said. "I started looking at myself in a whole new way. I can't say that I enjoyed it, but I tried to make the best of my time there. It also made me value my freedom. I can't tell you how much I missed the little things in life, including seeing my husband on a daily basis." Clearly, both Greene and Wilson sought to get something out of their time in the Work Furlough program. Thus, it begs the question, "what if Work Furlough did not exist?" The answer is simple, according to Wagner. "It would be a huge loss for the community because that's 270 people that wouldn't be working," she said with a shrug. "The snowball effect would be that probationers would consume more services rather than being productive members of society."

## My LONG, Yet surprisingly HAPPY life in Work Furlough

Probationer Diana Greene wrote this letter as she neared the end of her jail term and successful completion of the Work Furlough Program.

“Character is both developed and revealed by tests, and ALL of life is a test”

Rick Warren – *The Purpose Driven Life*

As I write this letter, I have been in the Work Furlough program for close to a year and a half, and in the MCSO jail system for 21 months. I am finally only days away from my release. What got me here, doesn't necessarily matter; what I learned and who I've become out of this experience does. Believe it or not, what started out as a legal nightmare for me has turned into an experience I would never trade. While that might sound crazy, it's the absolute truth. I learned a lot about myself here. Some of it was hard to look at and some made me proud. I made the conscious decision to focus on the positive and take the time to really learn something about myself.



I quickly learned that your probation officer is not in charge of your guilt or innocence in your crime. Their job is to make sure you follow the rules of the Furlough program while you are in jail. The courts decided all of that before you ever came here.

The Furlough program is very straightforward and easy to understand. You go to work and you come back to jail. Do yourself a huge favor – if you have a drug or drinking problem, take advantage of one of the programs offered at the jail. That's the most common reason for someone to get kicked out of the Work Furlough program, using drugs or coming back to the jail drunk. It's not worth it. You are not the only one that is affected by being in jail. It's your friends and family that are involved too. This is one of the few times in your life that your ONLY responsibility is to keep your life in order. Depending on the length of your sentence, life will sometimes get in the way. Choose your battles wisely. I still had 10 months left in jail when my father passed away from complications of Alzheimer's. It was a heart wrenching experience without adding the stress of jail to it. I was allowed to grieve and attend his funeral and spent a few hours at his bedside. Eight months later my niece was born. I've seen both sides of life while in jail, an end and then a beginning. The people here are human, too; they aren't monsters whose goal in life is to make you suffer. They are instructed by the court to supervise you and keep you on the right track while you participate in the program. The ultimate goal for everyone is that you emerge from jail a better person that makes better choices.

Life is about choices. You can choose to complain and moan about the “unfairness” of it all, or you can pick yourself up, dust yourself off and make every day a positive experience. You can choose to get involved in the jail “drama” that occurs naturally when living with 100+ other people, or you can choose to teach by example and create a better atmosphere by having a good attitude and a smile on your face. I refused to spend almost two years of my life in jail and walk away without having learned something. I will leave here with my head held high and start into the next journey of my life. I am a better, stronger person, who takes nothing for granted anymore. You can do the same; just make a choice and do it.

## “Living the Dream”

By: Marilyn Windust

This past year, Faye Gray, a 67 year old grandmother, won the Martin Luther King Living the Dream Award. Ms. Gray has lived in south Phoenix since 1964 and was recognized for her outstanding contributions to her community. She is active in Block Watch, her neighborhood association and with area schools. In the past six years, Maricopa County Adult Probation has worked closely with Ms. Gray in an effort to improve the quality of life in her neighborhood. Recently she was asked about this partnership.



*Q: How did your partnership with probation begin?*

A: PO Stacey Lanenga contacted the Phoenix Police Community Action officer in our area and asked about Block Watch meetings within her area of supervision. She and her partner attended our next meeting and have been actively involved with us ever since.

*Q: How exactly has probation been involved with your Block Watch?*

A: They attend all our meetings and contribute useful information about the Court, victim services, and probation. They have been extremely supportive of numerous neighborhood events and activities including the grand opening of our new Skate Park.

*Q: How have they shown their support?*

A: For example, every year, probation provides the labor we need for our GAIN festival. Probationers and officers assist us with everything from putting up the booths to cooking hotdogs. Up until recently they also gave away children’s books at these events.

*Q: What are some of the other benefits of partnering with probation?*

A: As mentioned, our community has a better understanding of probation and the Courts and, maybe even more importantly, officers have a better understanding of the issues and needs of the community. I would think this would benefit them in the supervision of their probationers. Also, by involving probationers in neighborhood events they see they can be a valued member of the community rather than something less and that seems like something that may make it more likely that they will make better choices in the future.

*Q: How can Adult Probation assist other groups like yours?*

A: By becoming aware of the neighborhood’s needs and then getting involved. We have found it to be a mutually beneficial relationship. We have met some beautiful people and made some very good friends.

## Probationer Recognized as a Hero

Javier Rios-Garcia, a probationer on the caseload of Gabriel Velasco, was recently recognized by the Glendale Police Department for his brave actions in the rescue of a police officer.

Glendale Officer Steve Kulb was injured in a June 17<sup>th</sup> traffic accident after an intoxicated driver pulled in front of him. As reported in the **AZ Republic** (7-21-05), smoke was coming from the patrol car and rescuers feared that it would catch on fire. The driver's door was jammed shut. Javier was one of the rescuers who stepped forward and pulled Officer Kulb from the damaged vehicle to safety.

Javier was crossing the street to get snacks at a convenience store when he saw the accident and went over to help. Javier feels good about helping the police officer and says that his family members are "so happy that I helped save his life."

The Glendale Police Department gave Javier a plaque to recognize his actions and express their appreciation. Acting Police Chief Preston Becker and Officer Kulb personally thanked Javier and two other rescuers. Officer Kulb told the trio, "You're my heroes, every one of you."



PO Gabriel Velasco (left) and Javier holding the plaque he received from Glendale Police.

## Community Restitution Program

By Judi Fuller

Around the county, more and more cities are reaping the benefits of the Adult Probation Department's Community Restitution Program. The probationers also benefit from this worthwhile program. They learn to take pride in their neighborhoods and compassion when working with elderly and disabled neighbors. It is a win-win situation. One such project recently took place in the city of Youngtown. The Code Compliance Department works hand in hand with neighborhood associations, homeowners' associations, and the Youngtown Human Services Department to ensure that the overall quality of life is maintained and even improved throughout the city. The Code Compliance Department coordinates projects monthly with the Adult Probation Department's Community Restitution Program to help accomplish their goals. The Community Restitution Program's weekend probation crews assist the elderly or physically disabled residents by cutting down overgrown weeds and removing unsightly debris to bring their homes back into code compliance. These labor crews also work throughout city alleyways removing debris. The probationers who perform their court-ordered community service with this program learn to take pride in their work, which in turn builds their self-esteem.

For this particular project, the labor crew assisted a disabled resident in bringing her home into code compliance. The crew trimmed overgrown bushes around the house and removed weeds in the rock areas. They bagged dead vegetation and stacked it with the branches on the side of the curb for bulk pick-up. The probation work crew performed a total of forty man-hours during this project.



## Adult Probation Community Restitution Program (CRP)

By: Colleen Evans

### Facts about CRP:

The Community Restitution Program is a labor force of over 11,000 probationers. Our labor pool is skilled in landscaping, painting, plumbing, carpentry, office work, and general labor. The program partners with over 1,600 nonprofit and governmental entities certified to accept and supervise probationer work assignments. We screen all offenders to match the needs of the receiving agency. Our probationers complete approximately 800,000 work hours in the community annually.

### Our Mission:

To provide a cost-effective community based sanction through the brokerage of monitored probationer labor for the enhancement of the community and reintegration of the offender.

### Eligibility:

Standard or Intensive Probation Supervision (IPS) probationers with community restitution hours ordered by the Court.

### CWSP Locations:

#### Eastern Region:

John Ettari  
245 N. Centennial Way, Mesa  
Phone: 602-619-1914  
(East of 48th St. to the County Line,  
including Ahwatukee, Guadalupe, Mesa,  
Chandler, Gilbert, AJ)

#### Central Phoenix Region

Denise Gray  
2445 W. Indianola, Phoenix  
Phone: 602-619-9403  
(South of Glendale Ave. between 48th St. &  
43rd Ave.)

#### Western Region:

Judi Fuller  
6655 W. Glendale Ave., Glendale  
Phone is 602-372-2494  
(South of Camelback, west of 43rd Ave.,  
including Goodyear, Maryvale, Avondale,  
Buckeye, Tolleson)

#### Northern Region

Denise Gray and John Ettari  
Phone: 602-619-9403 or 602-619-1914  
(North of Glendale Ave. east of 43rd Ave.  
to county line, including N. Phoenix, Carefree,  
Cave Creek, Scottsdale)

**Program Manager:** Colleen Evans, 602-619-2140



Got hungry clients? Want to learn more and have some fun doing it? St. Mary's Food bank offers this interesting class. "Through a two-hour interactive, role-playing game, *The Food Game*, participants receive an in-depth, personal look at hunger and poverty in Arizona. Participants take on 1 of 9 roles during the game. The goal? To acquire a week's worth of food for oneself with a limited budget, whether through a grocery store, community dining room, or with the assistance of Food Stamps." Please call (602) 352-3640 or [hunger101@smfb.org](mailto:hunger101@smfb.org)



Do any of the above conditions apply to any of your clients?

Ask several simple questions... "Does/did your mother drink alcohol in the past?"

"Did she drink alcohol while she was pregnant with you?"

If the answer is "Yes", consider the possibility that your client may have a "Fetal Alcohol Spectrum Disorder"-FASD due to Mom's drinking during pregnancy. FASD is **permanent brain damage!**

**Possible problems clients with this set of disorders can have:**

- **Literal thinking** (They cannot think abstractly. Therefore, Motivational Interviewing or cognitive-based treatments do not work well.)
  - They have problems taking in information, storing information, being able to recall information later, and being able to generalize information to multiple tasks / situations.
  - They do "exactly" as they are told.
  - They say they know what they need to do, but they don't really. They don't know to ask questions, so they don't get clarification.
  - They cannot process more than one direction / step at a time, and cannot understand multiple plans.
- **Trouble remembering rules** – They don't understand the seriousness of them.
- **Poor sense of time** - (*Do your clients come on the wrong day or at the wrong time? OR maybe not come at all?*)
- **Problems with cause & effect / Little concept of past & future** - They don't know how they affect others. They don't know that if I do "a", "b" will probably happen...so, they get into trouble without understanding why! They do not learn from their mistakes & natural consequences don't work well for them.
- **Go along with the crowd & get into trouble** - They will go off somewhere with strangers. They do not accurately pick up on social cues. They don't recognize dangerous situations.
- **Poor hygiene** – They may not understand the purpose of brushing their teeth, showering, etc.
- **Poor money sense** – They have no sense of how to budget & why they should.
- **Co-occurring disorders including medical problems and mental health issues are common for those with an FASD.**

**What to do:**

- **Establish achievable, short-term goals** (*Give one direction at a time. Have them repeat back what you have said. Put it in writing.*) They need immediate, short-term rewards / sanctions.
- **Provide skills training (role playing, hands-on skill training)**
- **Do not use metaphors, idiomatic expressions. Think about how what you say could be misinterpreted.** (*Be careful how things are worded. They may be misinterpreted.*) (example- "When you get to a fork in the road, turn right" ... Will be interpreted as looking for a literal "fork"-eating tool.)
- **Do not blame the person for what they cannot do.** Look for strengths and build on them.
- **Set appointment times for a consistent day & time.** Switching days & times is confusing.
- **Find a mentor** – a family member or friend that can help them get to appointments on time, stay away from dangerous situations, etc.
- **If you have a female client who is or could become pregnant, encourage them to remain alcohol free during the pregnancy. FASD is 100% preventable!**

At the AZPIC Summer Institute in Sedona, several specialists in this disorder presented information about this syndrome and how it can effect success in probation / criminal justice settings. You can find more information about this syndrome of problems on this website:

<http://www.fascenter.samhsa.gov/whatsnew/FASDTheBasic.cfm>



***25 Year Anniversary with MCAPD***

**Lee Brinkmoeller**

**07/28/05**

***20 Year Anniversary with MCAPD***

**Wendy May**

**07/15/05**

**Debra Weirman**

**07/15/05**

**Dominick Lodato**

**07/15/05**

**Ruth McNally**

**07/22/05**

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