

The Chronicle

JUL/AUG/SEPT 2002

NEWSLETTER OF THE
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

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Columbus Day
October 14

The Chronicle

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Chiefly Speaking: Focusing on Safety



As the anniversary of September 11th approaches, I have been reflecting upon the thousands of victims who lost their lives that day and how our sense of safety as a nation was shattered. Closer to home, we have been working on improving our employees' safety on the job. I've been thinking how safety was identified by staff as one of their top concerns in the Employee Satisfaction Survey. I've been reviewing the comments made at the ten Employee Satisfaction Survey Forums and the recommendations and suggestions staff provided to improve safety. One of those suggestions was that I provide more information about the efforts underway to improve safety. On the anniversary of September 11th I believe this is a good time to focus on this issue and provide an update of our efforts to improve staff safety.

(Continued on page 2)

On September 11th 2002 it'll be about...

- 525,600 minutes since the nation stood still in disbelief.
- 8,760 hours since we first began to wonder why someone would crash planes into our buildings.
- 365 days since we saw thousands of innocent people killed on national television.
- 12 months since we started hoping for survivors to be pulled from the wreckage.
- 1 year since the events that started the War Against Terrorism.

Across the nation, people are planning ceremonies, concerts, speeches, plays, ballets and events to honor the victims of September 11th. Many people plan on remembering the day, how it impacted their lives and honoring the victims in their own way.

At MCAPD we would like to take a moment on this day to remember one of our own employees who is fighting that War Against Terrorism. Soon after September 11th, Gary Streeter, a supervisor of Field Unit 29 at the Western Regional Office was activated by the military for full time duty. Gary has been on active military duty for most of the past year and he is currently in the Middle East. Although Gary has been called up to serve on active duty several times during his 14 year career at MCAPD, this term is the longest and has taken him far away from his home and family. Due to security concerns we are unable to provide more details of Gary's activities and movements.

On the anniversary of this tragic day, we salute you Gary and applaud your efforts to keep our nation safe. ☪

Staff Writer



APO Supervisor Gary S. Streeter

Chiefly...

(Continued from page 1)

Let me begin with **COPE**, which stands for "Committee On Probation Education. This committee with state-wide representation is charged with approving outlines and learning objectives from four officer safety workgroups:

- **Orientation Workgroup** is developing an eight-hour training for new probation officers to complete within 30 days of hire.
- **Academy (IPS and Certification) Curriculum Workgroup** is developing a 20-hour training course which includes an 8-hour practicum.
- **Defensive Tactics Workgroup** is developing a 40-hr training for all officers that is derived from the Tactics of Officer Safety and Survival Course (TOSS) currently used in Pima County.
- **Firearms and Range Workgroup** is developing a 40-hr training for officers to choose to carry a firearm.

Bulletproof vests are now available to any officer who wants one, thanks to funding from AOC and other grants. We currently have 744 "Second Chance Body Armor" vests with 457 of our officers custom fitted for their vest. By the end of September we plan to have 844 vests in our inventory. Contact Angi Meckfessel (372-4714) for more information about obtaining a vest. Information has been sent to all counties to apply for the U.S. Department of Justice Bulletproof Vest Partnership Program. We have also received certification through the State of Arizona Counter-Drug Procurement Program, which allows us to purchase safety equipment at federal procurement rates.

Training

- Some of our staff have been receiving instruction from the Phoenix Police Department who operate the "Advanced" side of the **Arizona Law Enforcement Academy (ALEA)**. This facility provides much of the basic academy training for many Arizona law enforcement personnel.
- Forty-three MCAPD staff have received 40 hours of the prerequisite training to become Defensive Tactics or Firearms Instructors. Five will receive an additional 40 hours of training that will allow them to teach their own General Instructor Courses. Sixteen of our staff advanced to the 64 hour Defensive Tactics Instructor Training Program. The physically demanding training provides instruction in a variety of areas such as the psychology of survival, body mechanics, personal defense techniques, control holds, ground defense and survival, force delivery techniques, multiple assailants, close quarter crisis management, handcuffing, batons and several other topics.

The staff who volunteered for this training did so out of an expressed desire to help provide top-of-the-line safety training to their colleagues in our agency. Besides attending classroom training, they also develop a sufficient level of fitness that will allow them to pass national fitness standards. This level of fitness is required for anyone wishing to teach Defensive Tactics. There are no guarantees that a student will pass the instructor training the first time around.

Before full implementation of a Defensive Tactics training program can begin in our agency, some important milestone need to be reached: AOC has to complete the statewide curriculum, equipment and facilities need to be acquired, and internal policies and procedures need to be developed.

In addition to the 43 staff who are pursuing instructor certification, thirteen staff from the Warrants and Domestic Violence units, as well as two Division Directors have completed the Defensive Tactics training solely to improve their defensive skills.

43 General Instructors: BJ Geske, Beth Ludwig, Ron Mitchell, Cesare DiRienzi, Lauren Eiler, Manuel Canisales, Adam Woodrum, Lara Laubie, Jeff Koenig, Anthony Hollenbeck, Mike Gadberry, Jeff Daukas, Timothy Schouten, Mike Moe, Anthony Cicconi, George Boyd, Stephanie Ramirez, David Forsberg, Chris Currie, Juan Hidalgo, Jodi Rudd, Val Zapert, Lisa Levardi, Tammy Allen, Joe Bonow, Kate McClory, Lee Lerchen, George Fairburn, David Chaison, Alan Glickman, Brian Slater, Robert Demers, Jennifer Oltman, Elijah Wong, Sharie Newman, Alan Henry, Willie Reed, Bryon Bauer, James Edwards, Cory Rhodes, Jason Testa, Mark Flores, Robert Villasenor

5 Level II General Instructors: Lisa Levardi, Val Zapert, Tammy Allen, Joe Bonow, Robert Villasenor

(Continued on page 3)

Chiefly...

(Continued from page 2)

16 Defensive Tactics Instructor Students: BJ Geske, Ron Mitchell, Lauren Eiler, Jeff Koenig, Jeff Daukas, Tim Schouten, George Boyd, Chris Currie, Juan Hidalgo, Lee Lerchen, Alan Glickman, Brian Slater, Sharie Newman, Cory Rhodes, Joe Bonow, Robert Villasenor

15 Defensive Tactics Students: Saul Schoon, Richard Breed, Boyd Frick, Michelle Munzinger, William Harkins, Lance Nickell, Chadwick Cotner, Michelle Frampton, Chris Cafaro, Travis Horner, Joe Murdock, Ken Groom, Doug Pilcher, Chris Hopkins, Paul McDonald.

Chief Justice Jones has recently signed **new Administrative Orders** that relate to officer safety:

- **Use of Force**, Section 6-112
- **Safety Training**, Section 6-107
- **Firearms Standards**, Section 6-113

These orders will direct departments in policy development and training related to the use of force, officer safety training and firearms standards. As soon as we received these orders we began planning for their implementation. I have asked Mary Walensa and Zach Dal Pra to coordinate a small workgroup to identify what tasks need to be done to make these changes in our department. The tasks range from developing forms for medical and psychological evaluations to identifying who will be required to carry handcuffs, batons, pepper spray and firearms. Many of these issues must be coordinated with the Juvenile Court to ensure both departments are collaborating whenever possible and sharing resources. This work group has developed a plan for writing and implementing these significant new policies by early 2003.

Safety Committee

The **Safety Committee** has already developed a draft policy for OC (pepper) spray and impact weapons, and is currently writing policies to address the use of force and handcuffs. Over the past several months, the Safety Committee has pursued several other projects that include:

- Designating a "Safety Officer" from each building
- Providing training on building safety/evacuation and fire prevention
- Developing a hospital coverage procedure to address situations where a probationer needs medical attention prior to incarceration
- Working with MCSO on property and seizure issues
- Arranging department-wide training for search, seizure and impounding of evidence
- Pursuing the purchase of lockers for area offices where staff can impound property and evidence
- Developing a safety alert system for field situations (to include radio transmits, hotline and e-mail notification)
- Holding focus groups on building safety/evacuation procedures

Building Safety

The safety committee also continues to work on building safety. They are working with Court Security Supervisor Scott Farrer in completing building safety surveys. Thus far safety surveys have been completed for WRC, EPSC, NERO, and Wells Fargo. The committee intends to continue working with Scott until a safety survey is completed on all of the department's buildings.

Besides the surveys, building focus groups are being formed to find out how employees feel about safety and what can they can do to impact safety a their building on a short and long-term basis. For example, at WRC, the focus group identified having valid evacuation procedures as a short-term goal. Another method of identifying safety concerns is to have local police review the building. Glendale Police provided this service for WRC and took the "*Broken-Windows*" approach by identifying conditions that increase chances the building will be a target for crime.

We have many efforts underway to help improve staff safety. I believe that everyone in this agency regardless of his or her position has a role in improving staff safety. That role may be something as simple as wearing your ID when in a building to completing training and becoming a defensive tactics instructor. ☞

Efforts to Improve Employee Satisfaction

How do we make things better at Adult Probation? Twenty percent of the Department’s employees attended the Employee Satisfaction Survey forums held in April, May and June, and shared ideas on how to improve our organization. At the forums, staff ranked the **importance** of seven problem areas (identified through the Employee Satisfaction Survey), and then produced a **combined ranking** considering both the importance of the issues and our ability to impact them. These are the top four “opportunities for improvement” as ranked at the forums:

Importance Ranking	Problem Area	Combined Ranking
1	Pay	4
2	Respect/Recognition/Morale	1
3	Management Practices	2
4	Safety	3

In response to these rankings, the Chief is steadfast in asserting “the #1 goal is to recruit and retain qualified staff by paying competitive wages.” She further states that we need to make inroads in the top four problem areas during the next two years.

The Circles of Influence concept advanced by best-selling author and management leader Stephen Covey was introduced at the forum. Our Circle of Influence defines an area where we can actually make a difference. It involves our ability to choose a constructive response for ourselves and to do something positive within the circle of people that we have the ability to influence. As we continue to focus on doing something positive about the things we can control, our Circle of Influence increases and we find ways to influence more people and more circumstances.

In the forum discussion groups, staff offered ideas for action at multiple levels in the organization, from individual line staff to Chief Probation Officer. As a result, the forums produced ideas that everyone can consider using. The Planning and Research unit has compiled the forum results and a report will be distributed to all staff in September. The Executive Team is currently discussing how they will use the forum results and more information will be available as it develops.

These activities are already taking place as a result of employee input at the forums:

- Deputy Chiefs are going on ride-alongs.
- Division Directors are visiting each of their offices twice a month.
- Respect/Recognition/Morale has been selected as the topic for the next Managers’ Forum. ☞



Klara Smith, an MCAPD employee, is known for her positive attitude on the telephone.

by Cathy Wyse, General Project Planner



MYSTERY PERSON CONTEST

There are 10 clues in this issue of the Chronicle that will help you identify the mystery person. The first person to correctly identify the mystery person by sending an e-mail to Aurelie Flores wins Harkins movie tickets.

CLUE #1: This person works for MCAPD.

Supervisor's Angle of Vision

When the editors asked me to write an article for "The Chronicle," I said yes because I like writing. When they told me that I could write on anything I wanted I became even more excited. Then, the day to start putting ideas to paper came, and I froze. Either my inkwell dried up or my brain dried up, or both.

I kept saying to myself, just say it; say it in the simplest way. Don't put any embellishments, don't broach any complicated matter, and most importantly don't try to come up with an idea that is better than "Broken Windows." Just say it in the plainest way. I kept listening to my uninspired muse, and so here it is—**A day in the field beats a day in the office.**

I much prefer the excitement of finding the address of a new probationer than crunching numbers for any end of the day, month or year report. I find that riding along with my colleagues and probation officers helps to solve noncompliance problems much better than sitting at my laptop perusing any manual or policy.

The conversations and brainstorming that take place on the streets will always sound more realistic to me than the agreements that are reached in long planning meetings. The exchange of ideas with officers after seeing probationers at their homes is refreshing and motivating, and ignites the spark for the next action. It stirs up ideas for supervision strategies.

One Thursday evening, not too long ago, I had just finished dinner and was getting ready to continue reading a book on India when the telephone rang. My wife picked it up, and she said to me, "It's one of the probation officers in your unit." Indeed, the officer had been conducting field work and called to apprise me of a situation where a probationer convicted of assault and domestic violence was suspected of having weapons in the house, and his wife, recently back with him to try anew, was scared.

I asked the officer what was her suggestion, and she said, "Search and seizure, right now." I concur, I told her. Give me twenty minutes, and I will meet you at the prearranged location. I put my book down and my denim on, hugged my wife and off I went. After three more probation officers and the police joined us, and four hours had gone by, we seized hundreds of ammunition rounds, hunting bows, tens of arrows, switch-blades, throwing stars, rifle scopes, and iron knuckles.

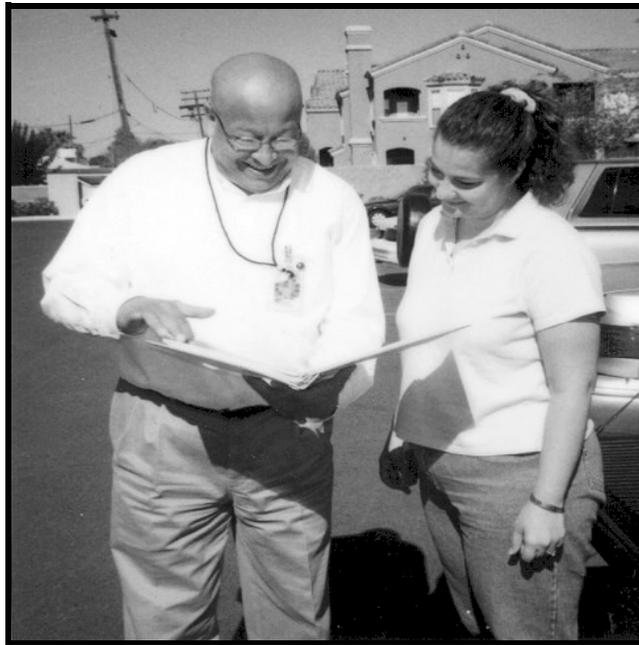
I saw firsthand the officers' sense of duty, their commitment to make our communities safe, their dedication to enforce the conditions of probation, and above all, a solid *esprit d'corps*, that parallels any other law enforcement or service agency. When the operation was over, we still found the time to ponder what went wrong with the client, how we were going to prepare for the

violation proceedings, and to make plans to turn the evidence over to the Sheriff's Department. The team effort and the direct contact with the subject matter of our jobs makes my work more fulfilling than any document I leave behind at the office waiting for a signature.

Next day, Saturday, I rode along for home visits. This time we saw the cable television, the expensive furniture, and the well-stuffed refrigerator in the house of a client delinquent on his payments to the Court; and we saw the more humble surroundings in the house of a client who was compliant with all his conditions.

These realities I would never see in the office sifting through reports. Thanks to these opportunities, the office work takes new meaning and becomes enjoyable again. A day in the field helps to recharge batteries and to get the creative juices flowing with renewed vigor.

That is all I wanted to say and was having such a hard time saying. As I finish saying it, I realize that I belong to a well-balanced unit. The combination, right down the middle, of senior and junior officers gives me the opportunity to constantly widen my angle of vision. I tip my hat to all and every officer in Standard Field Unit # 1. ☞



Sergio and APO Minnette Tafoya confirm details before heading out for field work.

by Sergio Mosqueda, APO Supervisor

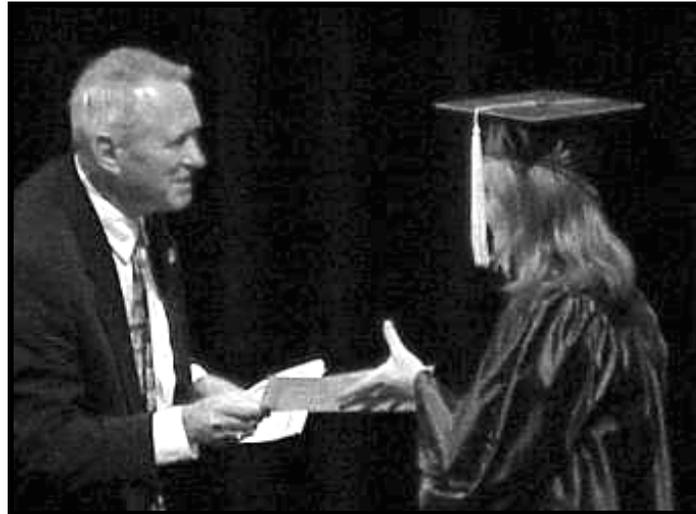
Probationers Reach Educational Goals

MCAPD's Education Program has finished another successful year. We assisted approximately 1100 students (600 were probationers) toward their educational/employment goals. More than 50% of the probationers who came into our Program to increase their basic literacy skills made educational gains equal to more than two (2) years of public school instruction. Another achievement attained by probationers in FY02 was that 81.5% of the estimated 100 probationers attempting to obtain their GED diplomas, were successful.

Probationers' education did not stop when they obtained a GED. Probationers who came to us requesting assistance in preparing them for post secondary schooling were also successful. 100% of those requesting assistance started post secondary or vocational training.

The JOBS classes as requested by PO's and SO's have also been successful. Almost 150 probationers participated in our new JOBS Preparation classes.

Even with classes heavily attended by SMI and other employment-challenged probationers, over 80% of those probationers who entered the classes obtained a job. Some of these probationers surprised themselves and their PO's. One SMI probationer said she had not been employed in over eight years. Another student received a job promotion after improving his English language skills.



Judge Frank X. Gordon awards a GED diploma to a probationer.

We can always serve more probationers in our APD learner-centered Education Program classes. We never turn away a probationer. Please send them down the hall in WRC, PSC and Garfield. Our classes are conducted Monday - Thursday in WRC and PSC mornings, afternoons and evenings. Garfield has ESL and GED classes evenings. New JOB preparation classes begin every month.

They are conducted on Tuesday and Thursday afternoons.

For information please call WRC at 372-5769, Garfield at 254-7030 (x240) and PSC at 372-5509. ☎

by Lindell W. Rhodes, Education Programs Manager

Did You Know?

- 35% of probationers have an educational need when initially placed on probation.
- In FY 2002, 5,860 (or 61%) probationers successfully completed probation.
- 75% of all probationers tested negative for drugs in FY 2002.
- Approximately 15,000 probationers are currently required to perform community service.



Clue #2: West, South, North or Central you won't find this employee working diligently

Clue #3: She likes to go to the movies.



Seniority Salute



30 Year Anniversary with MCAPD

Jean Fox 02-24-02

25 Year Anniversary with MCAPD

Dennis Watterson 02-28-02

Roger Vallie 07-18-02

Henry L. Anderson 08-01-02

20 Year Anniversary with MCAPD

Dennis Harrison 02-16-02

Billie Grobe 07-12-02

Robert Bess 10-04-02

Steven Coe 10-04-02

Manuel Canisales 10-04-02

Retirements this Year

Barbara Escobar 01-30-02

Tom Oliver 04-12-02

Terry Ray 04-19-02

Ruth Campbell 05-31-02

Melanie Sherr 06-14-02

Phyllis Braasch 07-19-02

Jean Fox 07-30-02

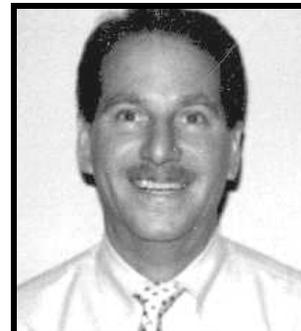
David Wilcox 07-30-02



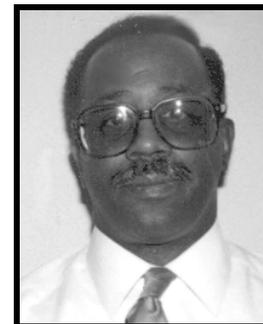
Jean Fox
Retired PSI Supervisor



Dennis Watterson
APO III



Roger Vallie
APO Supervisor



Henry L. Anderson
Admin Coordinator VI

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Dave's Not Here

After a countdown that would rival an Apollo mission, Dave Wilcox finally retired on July 31, 2002. Dave joined MCAPD in 1980 after an 8-year career as a police officer in Waukesha, Wisconsin and Scottsdale, Arizona.

Dave had 15 different assignments during his 22-year career with MCAPD, including 6 years as a supervisor. He seemed to always be on the move and spent considerable time with build-outs at the Central Court Building or relocating PSI to the West Court Building. Dave particularly enjoyed recruiting and working with new officers.

Dave is looking forward to his next assignment as "Big Papa" to his grandchildren. We wish the best of luck and congratulations to Dave and Bonnie, his wife of 35 years. ☞

by Cathy Wyse



Happy Retirement!



Clue #4: Happy and bubbly constantly.
Clue #5: Many words stick to her desk humorously.

Jean Fox Has Left the Building

Make that, the Department. Jean retired in July after working for Adult Probation over 30 years. She will long be remembered for her great sense of humor, superb work ethic, and genuine concern for both staff and clients.

When Jean started her job as a probation officer, there were about 30 employees in the Department and there was just one office building. There was no supervisor, no training and no manual. Jean was one of four female probation officers and she supervised a caseload of 100 female offenders.

Jean served the Department in a wide variety of assignments as both an officer and a supervisor. She saw probation trends come and go and come around again. In addition to having a woman only caseload in 1973, she worked a First Felony Caseload in 1980, and could tell you about the history of community supervision. She worked in Standard Probation, IPS, PSI, Work Furlough, Court Liaison, Staff Training and probably more.

In 1995, apparently looking for something new and challenging, Jean sent the following transfer request to Brad Finch: "Please place me on the list for the Short, Ambidextrous, Ukrainian, Children of Incest, Whose mothers' suffered from Attention Deficit Syndrome during their pregnancy and had Co-dependent Pets caseload."

One day, after reading several Division meeting minutes, Jean sat down and wrote a short piece entitled *Acronyms as a Second Language*. It started off like this: "At a recent training, C.P.P. staff updated D.A.P.O.'s and C.I.P.'s from S.E.R.O., N.W.R.O., and S.E.F. on F.A.R.E., T.L.C. and D.R.C. It was explained that S.J.I. and N.I.C. funded the programs which were praised by A.P.P.A., A.P.P.C.A., and N.A.B.C.J., despite A.O.C.'s and C.O.P.'s concerns. To be eligible, the P.S.I. with C.H.R.I., W.R.A.T. and S.A.Q. must be sent to the C.A. or A.G. for review. Any delinquencies with P.S.F., V.C.F., the R.F.R. or C.R.P., positive U.A.'s, or negative T.A.S.K. reports may preclude acceptance."

Jean is fondly remembered as a Staff Trainer. While presenting new hires with a lot of sometimes mundane information, she wore cute Minnie Mouse house shoes and placed a big blow-up green Gummy next to her. Suffice it to say, there are a lot of Jean Fox stories. She helped many of us learn the job and we enjoyed many happy moments in her company. Jean has earned a great retirement and we wish her well! ☞

by Cathy Wyse

A Success Story

April Janise came to my caseload in 1998. She is a Pima Indian and was living on the Gila River Indian Community in her mother's crowded home. She was a heroin addict in severe jeopardy of losing custody of four of her children. Two were under the care of the State Child Protective Services and two with Tribal Social Services. April felt the world was against her.

Every time I would conduct a home visit or staffing, April displayed a hostile and unwelcoming attitude. Despite the hostility, I conducted regular staffings with State and Tribal caseworkers and her substance abuse counselor. These staffings showed April that a lot of people cared about her. I made her part of her treatment. I used cognitive intervention strategies combined with praise and positive encouragement.

April finally became brave enough to take control of her addiction and entered a residential substance abuse program. She completed treatment and moved into a transitional living facility with her children. She met a man who was also living there and they eventually married.

Times became tough for April again and she had a drug relapse. This time was different, though. She recognized she needed help and on her own initiative, she re-entered the residential substance abuse program. Again, she successfully completed the program and after a brief period in transitional living, she found her own apartment with her husband.

By this time, she had another baby. She was now caring for four children, with two in foster care by her own choice. She had met all the requirements of CPS and was successfully terminated from their services. Although she and her husband both worked, they did not make enough money. They moved back onto the reservation into crowded living conditions. Stress was prevalent and fearing the possibility of another relapse, she and her husband moved to be closer to his tribe in Guadalupe. For the past year, they have been living modestly in a small house in Guadalupe. April has remained clean and drug-free and has done her best to be a responsible mother.

April overcame many obstacles in her life during the past four years. She went from having Tribal and State CPS caseworkers involved with her family, to completing two residential substance abuse treatment programs. She went from living with her mother in a crowded house to living in her own home. She went from having a hostile and angry attitude toward authority to recognizing that people were trying to help her help herself. April is leading a sober lifestyle now, and completed the last of her three probation grants in April 2002. She made dramatic progress since first beginning probation.

It is possible that I had an impact on April's ability to succeed by providing her with a lot of moral support, using cognitive intervention techniques, and face-to-face contact. However, she deserves credit because she CHOSE to quit using drugs and to take control of her life.

Congratulations to April Janise for finding her way towards a successful future! ☞

by Tammy Allen, APO



APO Tammy Allen and April Janise

Did You Know?

- 98% of probationers who successfully completed an MCAPD education or treatment program were not revoked to prison.
- 51% of probationers participating in MCAPD education & treatment programs successfully completed the program.

Prestigious Award for Garfield



APO Supervisors Dominick Bueti,
Marialice Haney and Ed Turner

On June 5, 2002, Roberto Frietz, Garfield Weed and Seed Coordinator presented Division Director Vicki Biro with the first ever MetLife Foundation Community-Police Partnership award. The Garfield Weed and Seed Program was one of 430 applicants nationwide and one of six winners. In addition to the award, the Garfield Neighborhood Organization received a \$15,000.00 grant and recognition at the national conference on May 23, 2002.

When presenting the award in Kansas City, Sibyl Jacobson, president and CEO of MetLife Foundation, stated "we are delighted to recognize the Garfield Weed and Seed's exemplary partnership and hope it will serve as a model for other community groups and police departments across the country."

In addition to the Adult Probation Department, other partners in the Garfield Neighborhood include:

- Phoenix Law Department
- Phoenix Police Department
- Phoenix Parks and Recreation Department
- Garfield Organization
- Alwun House, a neighborhood arts organization
- Garfield Elementary School
- Neighborhood Housing Services of the Phoenix Neighbor Works Center. The program provides homeownership classes and builds infill homes in Garfield, targeting first time homebuyers.

The Garfield Probation Center is extremely proud to represent the department in this ongoing and meaningful endeavor. Our efforts in community service and education are an invaluable part of the process as reported by Mr. Frietz at the presentation. He hopes as we do that this partnership will continue for many years to come. ☞

by Ed Turner, IPS East Supervisor

Probation Staff Increase Responsiveness to Victims

The 4th annual Victim Satisfaction Survey of victims who have opted-in for post-conviction notification was completed in May of 2002. The survey was distributed to a random sample of 244 opted-in victims whose cases had some activity requiring notification over the past year. Surveys were returned by 70 victims, for a response rate of 28.7%.

The survey contained the same questions as previous surveys and asked victims to rate their contact with the Maricopa County Adult Probation Department on issues related to victim notification. Ratings are provided to items such as the ease of contacting the probation officer, regular notification of changes in the probationer's status, and the helpfulness of the probation officer in responding to victim requests and concerns. Items are rated using a rating system from 1, which is a negative rating, to 5, which is a positive rating.

This year the average rating to each item included on the survey indicated a positive evaluation of victim contact with the MCAPD. The highest ratings of 3.31 were received on two items. One was "The probation officer advised you of the importance of keeping your address and telephone number updated with the department." And "You were notified of changes in the probationer's status when they occurred."

In addition to receiving positive ratings, the ratings were an improvement from those received on the previous survey. Most notable are improvements in two areas. One is for the item "The probation officer was easy to contact." On this item the average rating improved from 2.84 (a negative rating) to 3.24 (a positive rating). The other large area

(Continued on page 11)

Responsiveness to Victims...

(Continued from page 10)

of improvement was for the item "You were notified of changes in the probationer's status when they occurred." The average rating for this item improved from 2.90 to 3.31. These two items also had the largest increase in the percentage of victims that responded positively.

Finally, there was an increase in the overall rating for victim's experience with the probation department from 3.10 to 3.26. There was also an increase in the percentage of victims who indicated their experience was satisfactory from 47.6% to 53.8%.

One change in the department over the past year that may have helped improve the survey results is the implementation of a Victim Trauma and Sensitivity training module. Many staff have taken advantage of this training which provides staff with information related to MCAPD policies and procedures, familiarizes staff with victim's rights, provides tips on how to communicate with victims, helps staff understand the trauma experienced by victims, and shares strategies for responding to victims in a sensitive manner. This training is part of the regular training calendar available through Staff Development and Training. However, even if this training has helped raise staff awareness of victim issues, more importantly, the survey results demonstrate the commitment of staff to providing quality services to victims.

Thank you for your efforts in helping victims! Keep up the good work!

A summary of the survey results will be posted on the Victim Services Unit Web Page at www.superiorcourt.maricopa.gov/adultpro/services/services.asp. If you would like more information about the survey, please contact **Jennifer Ferguson** in the Planning & Research Unit at (602) 506-0488. If you would like to contact the Victim Services Unit they can be reached by calling (602) 372-8286 or toll-free at (866) 372-8286. They can also be reached through email at vsu@apd.maricopa.gov. ☞

by Jennifer Ferguson, Research & Reporting Manager

Federal Funds Granted to Victim Services Unit

As the Victim Services Unit (VSU) concludes its two-year grant for Restitution Advocate Services funded through the Arizona Department of Public Safety/Victims of Crime Act (VOCA) Federal Funds, we open up a new chapter with the award of a *new* two-year grant. With a beginning date of July 1, 2002, and continuing until June 30, 2004, this grant allows us to set new goals and expand the services offered by **Gwen Ruiz**, our Restitution Advocate. We are very excited about the opportunities for improving services afforded by this grant.

The grant funds Gwen's salary and provides some limited monies to cover supplies, training, and printing. With this grant, the VSU is able to continue and improve upon services to victims that include assistance with restitution liens and hearings, as well as research into restitution issues. Our goals for the program are:

- To improve access to restitution services for crime victims, and
- To reach more crime victims needing restitution advocacy services.

The VSU and its restitution advocacy services can be reached by calling toll-free at (866) 372-VCTM (8286), or locally at (602) 372-VCTM. The VSU web site (www.superiorcourt.maricopa.gov/adultPro/services/services.asp), located on the Maricopa County Superior Court web page, provides information to victims of crime about the VSU, summaries of surveys, and a link to our e-mail. Brochures and handbooks, describing the services provided by the VSU and summarizing how the judicial system works, are available for distribution through the VSU.

For more information about the services provided by the VSU or to secure brochures and handbooks for distribution, contact **Gwen Ruiz** at (602) 372-VCTM or e-mail us at vsu@apd.maricopa.gov. ☞

by Billie Grobe, Programs Division Director



Restitution Advocate
Gwen Ruiz

POs Providing Community Service Opportunities

Standard Unit 15, housed at Durango and supervised by Jennifer Lennox, has known the importance for offering community work service project opportunities to their probationers. Long before the “adoption” of projects, this unit saw the need and acted. As a matter of fact, this unit has planned, coordinated and supervised over thirty-two projects since August 1999. Now that’s commitment!

Various projects have been completed by the “team work” of Unit 15. A few examples include the Heatherbrae Neighborhood Association community clean-ups and special projects, Adopt-A-Mile at 59th Avenue & McDowell and the recently adopted mile at 35th Avenue & Broadway. Unit 15 officers have also assisted Starlight Park Neighborhood Association, Barrios Unidos Fight Back and Omega Academy when needed.

While sitting with this unit during a building potluck, I had the opportunity to ask a few questions and received these great tips:

“What makes for a successful project?”

- Unit Commitment
- Planning
- Working closely with the CWSP staff
- Good weather
- Officers working right along with probationers and getting their hands dirty, not just observing!
- Role modeling. The attitude of officers must be positive as the group feeds off of you.

“How do you assure probationers will show up to the project?”

- A six month listing of upcoming projects written up as a directive and copied in mass!
- Call the night before
- Mail out letters
- If probationers are not there by 7:00 a. m., call them from your APETS Alpha Roster ☺.



Back row: Tyrone Timms, Kevin Bacchus, Heather Benton, Manuel Martinez, Lynda Kincaid;
 Middle row: Charles Spencer, Nicole Branham, Sarah Zimmerer, Geraldina Blueeyes;
 Front row: James Edwards, Jennifer Lennox

“What have you seen as a positive impact with probationers during a project?”

- Changing probationer’s attitude by sharing the “Broken Window” story. During a recent project this story was shared with the group and throughout the morning people driving by honked and smiled. Some even stopped and asked if they could clean another area that needs attention. The actions of the community reinforced the story that was told earlier in a very powerful way.
- Probationers tend to provide information to the officers supervising a project when it’s not their own supervising PO. This can create positive peer pressure and competition to “do right.” The information provided to PO’s can also provide insight to our staff that can help keep officers safe.

On behalf of the Community Work Service Program we would like to thank all staff for their support of the program and remember SAFETY IS ALWAYS FIRST! ☞

by Brenda Carlin, Southwest Region CWSP Administrative Coordinator



CLUE #6: At her desk she will most likely be.

Outstanding Community Leader

The Mental Health Association of Arizona recognized **Jeff Trollinger** as the Outstanding Community Leader at their annual meeting on June 27, 2002. Jeff was nominated for being a "staunch advocate for a very vulnerable population with serious mental disorders that has been grossly neglected in our community and other communities across the nation." Among his many accomplishments, he was recognized for his participation in challenging Value Options to provide housing and other services for SMI offenders. This effort led to a change in Value Options policy that has resulted in significantly more housing and services for SMI offenders.



Jeff accepts his award from Sherri Walton, a member of MHA's Board of Directors.

Jeff has been an Adult Probation employee since 1991. During the past four years, he has simultaneously served as our Department's Coordinator of Services for the Mentally Ill and Supervisor of the Conditional Community Release Program, the Learning Disabilities Program, the Cognitive Intervention Program and the SMI Felony Diversion Program. In July, Jeff transferred to his current position as Project Director for the Juvenile Transferred Offender Program.

Jeff remains an active advocate for adult offenders who have been diagnosed with a mental illness. He is currently a member of the Human Rights Committee, Department of Behavioral Health Services; the Arizona Taskforce on Dual-Diagnosis Treatment, Department of Behavioral Health Services; the Department of Education Statewide Taskforce on Accommodations for the Learning Disabled; and the Maricopa County Superior Court Mental Health Court Task Force. Jeff has also made lasting contributions as a therapist, trainer, and author in the area of criminal justice and mental illness. ☞

Congratulations, Jeff!

by Cathy Wyse

WRC's Patriotic Picnic

In celebration of the Fourth of July, WRC officers attended an old-fashioned picnic complete with submarine sandwiches, potato salad, chips, homemade desserts, watermelon, and cold soda.

The highlight of the afternoon was the Fourth Annual Watermelon Seed Spitting Contest held in the back parking lot for all to watch. The first year that this contest was held, Division Director Manny Gomez took the championship with distance and accuracy. Gary "the Spittin'" Streeter made a sweep the following year, successfully removing the trophy from Manny's office. Gabriel Velasco triumphed in 2001, thanking the crowds as he was awarded the hallowed trophy. In 2002, Gabriel made a valiant attempt to retain the trophy, however, he was "unseeded" by Derek Byrne who now has the honor of displaying the Great Watermelon Trophy. It is rumored that staff at WRC have been practicing seed spitting technique (SST) as they prepare for July 2003! ☞

by Julie George-Klein, APO Supervisor



Derek Byrne strikes a proud pose with his prize after being named the Champ of 2002!



Gabriel Velasco valiantly tried to defend his title.

The OST'S 18-Month Check-Up: Maintaining Its Good Health

Since 1998, the Maricopa County Adult Probation Department has been using the Offender Screening Tool (OST) as the risk and needs assessment tool for the department. During that time information has been shared about the strengths of the OST as an assessment tool. Some of these strengths are revisited below.

- The OST incorporates the existing research on how to conduct an effective assessment.
- When proper training occurs, the OST can be administered consistently by different people. In other words, the OST has inter-rater reliability.
- All of the factors included in the OST are related to each other, which provides confidence that the OST is a good overall measure of an individual's risk to re-offend.
- The OST is related to other measures of risk, such as criminal history. Those who are assessed as low risk have a less extensive criminal history than those assessed as medium or high risk.

What has not been provided up until this time is evidence of the predictive validity of the OST. Predictive Validity would tell us how well the OST predicts some future behavior such as success on probation or future criminal behavior. The good news is that we are now able to present evidence of the predictive validity of the OST.

In June 2002, Planning & Research reviewed data from a sample of 500 individuals assessed with the OST between October 1, 2000 and December 31, 2000. Of the sample, 397 had been sentenced to probation and information could be obtained about how they were doing on probation 18 months after the initial assessment. What was found was that the risk levels assigned by the OST do a good job differentiating between those who are low risk, those who are medium risk and those who are high risk. In other words, a greater percentage of cases assessed as low risk have a positive probation status. In addition, a greater percentage of cases assessed as high risk have been revoked to prison.



Sharon Osboe reviews an OST questionnaire during the presentence process.

What does this mean? This means that the MCAPD has another piece of information that strengthens our confidence in the OST as a useful tool to inform our decisions about the appropriate supervision level and about case management. The risk levels assigned by the OST are valuable and help us make decisions about which cases should receive the most attention. In addition, the information contained in the OST helps identify areas in need of treatment or intervention so strategies can be implemented that may reduce the risk to recidivate.

If you have any questions about the research that has been done on the OST, please contact **Jennifer Ferguson** in the Planning and Research Unit at (602) 506-0488. ☞

by Jennifer Ferguson, Research & Reporting Manager

Custody Management Unit (C13POs)



A long time ago, in a galaxy far, far away...The year is 2007, somewhere in Maricopa County there is a unit meeting taking place in the Adult Probation Department. Officers are reminiscing about having to go to the jail to see their incarcerated probationers. They remembered how they spent so much time driving to the jails, sitting and waiting for the Detention Officers to bring their probationers up to visitation. They remembered how many times they would find out that the jail did not hold the probationer in from their work detail and how they weren't able to see their probationer after all. They recalled that it took a minimum of 3 hours to complete this process if they were lucky. They remembered how the department answered their cry for help in the form of the Custody Management Unit (CMU).

The officer's selected for this unit became known as the C13PO's (Condition 13 Probation Officers). The first C13PO's were Brian Bednar, Claudette Blair, Ray Cruz, Margarita Dominguez, Dennis Harrison, Angela Hopkins, Mike Kelly, Susan Milligan, Bill Scherwenka and JoAnn Tinajera-Arens; the support staff were Patti Brunsmann and Marylu Antunez; Pam Morrow supervised this group of highly motivated and energetic individuals....

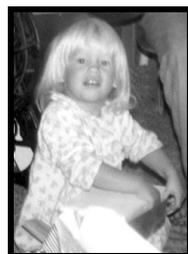
It is finally here, the C13PO's in the CMU will begin their work on September 1, 2002. The officers will work closely with the Sheriff's Office inside the jail system. The Sheriff's Office is looking forward to working with the officers.

What does this all mean to the field officers? When a probationer is sentenced to a period of incarceration of 30 days flat or more, they will be assigned to the Custody Management Unit. The officers in this unit will supervise the case for the duration of the jail sentence. When the probationer is released to the community there will be a Transition Plan in place. The probationers will have completed the post-assessment process, which includes a screening for the appropriate level of substance abuse treatment. Probationers will have: a Review and Acknowledgement completed and will be directed to report to their probation officer (date, time and location). The C13PO's will also direct the probationer to the appropriate treatment facility (identified by Reach Out), GED/Literacy Programs, Victim Impact Panel and completed the paperwork for Community Service. The C13PO's will also screen probationers for appropriateness for Work Furlough participation. Field officers will no longer have to complete the Furlough Program Screening macro (one less thing the officers will have to do during the PSI, PV/PTR process). The C13PO's will also enter information on the case into APETS so the field officers have a full account of what occurred with the probationer while serving their jail sentence, this may include major disciplinary infractions resulting in placement in Administrative Segregation, Lock-Down, and participation on the Chain Gang.

During the planning process of this unit, meetings were held with the different areas of specialization, to include: IPS, Sex Offender, SMI, OOC/OOS/INS/DOC, Transferred Youth, Domestic Violence, to identify the concerns regarding the different population and how the CMU could assist the field officers. If the conditions of probation indicate an address other than Maricopa County, the C13PO's will initiate the paperwork for supervision in the other county.

Please understand that we are a work in progress and everyone in this new unit will be working toward assisting the field officers as much as possible. The C13PO's will be handling approximately 150 cases each and as you can see, there is a great deal of work to be done in the 30-90 days that the officers will have the probationers on their caseloads. Just think, when the year 2007 rolls around, all of you will be able to say: "Remember when....?"

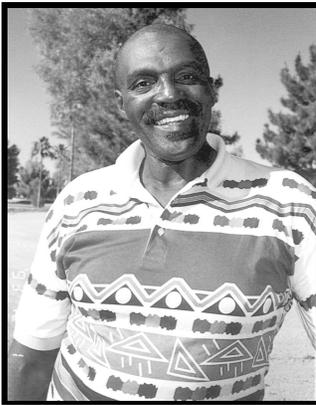
by Pam Morrow, CMU Supervisor



Clue #7: Compiling numbers carefully.

Clue #8: She wears glasses and could be called "BLONDIE."





Ruben Young Memorial Golf Tournament



The Third Annual Ruben Young Memorial Golf Tournament was held on Saturday, June 6th at the Arizona Golf Resort in Mesa. In its first three years, the event has contributed approximately \$3,000 to benefit Junior Golf.

This growing event was created to honor our friend and co-worker, Ruben Young who passed away on May 18th, 2000. He will always be remembered for his love of life and joy in introducing children (many underprivileged) to golf.

In remembrance of APO Ruben Young

The event brings together members of the court family, the community, friends of Ruben and probation staff to share laughter, fun, occasional "skill" and a growing sense of community.

New this year were participating sponsors from within our industry including: Southwest Behavioral Health, Transitional Living Communities, Az-POA, TASC and many other private sector companies and individuals.

Highlights of the tournament included the Munley brothers showing great skill and diversity with Paul winning the "Longest Second Shot Contest" and Joe winning "Shortest Drive Contest." Al Dyal mysteriously won numerous prizes (including a set of golf clubs) and Paula Burke played her first – and hopefully not last -- round of golf. ☞



Photo: also-ran tournament participants at the awards ceremonies. From center front clockwise: Kyle "The Chipper" Goss, Mike "Needs New Clubs" Goss, Mark "The Ringer" Lutz, Robert "Heat Stroke" Cherkos, Dan "Dead Eye" Zorich, Joe "Short Drive" Munley, Derrick "Duck Hook" Knott, Paul "Second Shot" Munley.

by Rick Rowe, APO



Did You Know?

Entertainment Books are available at MCAPD!

CONTACT:	Angi Meckfessel
LOCATION:	WRC
PHONE:	(602) 372-4714
E-MAIL:	ameckfes@apd.maricopa.gov
PRICE:	\$35 (Each book has over \$17,000 in savings!)

PROCEEDS TO BENEFIT OUR VISIONS OF EXCELLENCE PROGRAM!!

Clue #9: She will be on the Marketing Committee.

In the Spotlight: Pedro and Fred

In the March/April *Chronicle*, a story was featured on the Wesley Community Center and the variety of programs the Center offers to empower positive change. Now, the spotlight shines on two officers from Unit 8, **Pedro Corrales and Fred Wilhalme**. They have worked diligently to promote our Department's mission and the Center's mission through their partnership with Wesley's Community Development program.

Pedro and Fred both supervise probationers living within the Nuestro Barrio neighborhood. In September of 2001, they were recognized for their many volunteer efforts and were elected to serve on the Board of Directors for Wesley. Volunteer efforts have included participation on the neighborhood association, community cleanups, neighborhood oral history project, elderly home security, community garden, tree planting and food day.

The neighborhood association has been focused on the planned voluntary relocation of the community by Sky Harbor International Airport. Pedro and Fred have participated in neighborhood meetings so that they can provide up-to-date information to residents and to stay on top of what is happening in their area of supervision.

Community cleanups in the Barrio occur on a regular basis. Pedro and Fred have supervised many of these projects and worked alongside the numerous volunteers provided through our community service program.

Due to the relocation, there is a possibility the neighborhood may disappear within a few year. As a result, the neighborhood oral history project was conceived. Through interviews and the gathering of historical photos, the Wesley community development office is progressing toward the ultimate goal of presenting community historical books to residents of the Barrio. Pedro has been conducting interviews with long time residents who are primarily Spanish speakers. His efforts will truly help preserve the history of the community.

A \$10,000 grant from the City of Phoenix Block Watch has helped address safety within the neighborhood. Fred was instrumental in helping Wesley and the neighborhood association apply for this grant. The Elderly Home Security program provided much needed security doors and motion-sensor lights to approximately forty homeowners. Volunteer labor installed these security items. Fred and Pedro personally supervised probationers who provided approximately 197 community service hours toward this project. Probation staff contributed an additional 181 hours. Fred and Pedro have worked side-by-side with probationers who have given positive feedback about the value this project has had for them. The project has received such overwhelming support from community members that another grant was written to fund additional equipment for the Elderly Home Security program.

Through the Community Garden Project, numerous community gardens are currently in place and others are being planned. Wesley hopes to provide a substantial food supply for residents and a place where mass gardening can occur. Once again, volunteers tilled and prepared the ground. Our community service program was one source of volunteer help. With the help of Pedro and Fred, a probationer and his son installed a drip system for the Barrios Unidos Garden.

As part of the neighborhood association's beautification efforts, approximately 300 trees were planted throughout the Barrio last year. Again, Pedro and Fred rose to the occasion and supervised community service workers whose efforts gave residents a real sense of pride.

Pedro and Fred supervised probationers who distributed over 1,100 flyers to support the Wesley Community Center monthly Food Day.

Finally, Pedro and Fred have embraced the concept of restorative justice and have demonstrated their commitment and dedication to the establishment of partnerships. Their leadership has proven to be beneficial to the entire Nuestro Barrio neighborhood and probationers under our supervision. Together, they have made a difference! ☞



L-R: Lucas Cabrera, Gregory Lopez, Fred Wilhalme, and Pedro Corrales handing over the key for the newly installed security door.



Cruz De La Torre Lopez and son working with Lucas Cabrera on the community garden at the Wesley Community Center.

by Donna Vittori, APO Supervisor

Adult Probation Helps Improve Child Safety

“**H**ow difficult can it be to install child safety seats? That was the first question that popped into my head when presented with a training opportunity on the subject. The second question was “Can this fit into the Western Division’s goal of developing a prevention program for offender’s children?” The second question was quickly answered “Yes” by Division Director Manny Gomez. The answer to the first question turned out to be “It depends!”

The Child Safety Seat Project began with eleven staff attending an introductory twelve-hour training in September 2000. APO Kim Boettcher and APO Diane Hazlett continued on to an additional thirty –six hours of training co-sponsored by the Arizona Governor’s Office of Highway Safety (GOHS), Goodyear Fire Department and AAA in January 2001. APO Boettcher was re-certified in April 2002 and through this project, was

able to obtain a grant from GOHS to purchase a storage trailer and equipment for use by Adult Probation and West Valley service agencies. The Adult Probation Department remains committed to improving the safety of all children including those of offenders, staff and the general public by permitting the certified technician’s of the Child Safety Seat Project to continue participation in this community education effort. Below are a few basic to consider when buying and installing a child seat.

As most caregivers soon realize, selecting a child seat is only first step. There are numerous models with a variety of features to choose from. The key thing to remember is that all child seats are required to meet the same federal safety standards and as such, a \$40.00 seat is just as safe as a more expensive model. Of most importance, the child seat should accommodate the child by age and weight, fit in the vehicle correctly and be one that the parents or other users can use properly.

The second step is to fit the harness and retainer clip (if applicable) of the seat to your child. When the child is in the seat and fastened in, no more than an inch of harness webbing should be pinched in the area of the child’s collarbone. Excessive slack in the webbing may allow for the child to be ejected from the child seat during a crash. In seats with a retainer clip, the top of the clip is to be horizontal to the top of the child’s armpits. This plastic clip serves two functions. One to hold the harness webbing together to prevent ejection and the second to spread the forces of a crash across the chest of the child, which is the strongest part of their small bodies. If the clip is in too high of a position, the child could choke and too low a position could cause abdominal injuries.

The third step is to ensure the seat is properly installed in the vehicle. This requires careful reading of the owner’s manual for the vehicle and the child seat manufacturer’s instructions. The basic guidelines to remember is the safest position is the center rear seat. The seat should be pressed into the seat cushion (put your body weight into the child seat) and secure it with a locked seat belt or locking clip. The child seat should not move more than one inch when pulled on at the belt pathway and **never** place a rear-facing child seat in front of a passenger air bag.

Also, second hand and used car seats are not recommended as many may be in poor condition due to age, use, safety recalls or involvement in a crash. Like a vehicle safety belt, a car seat is only good for one crash. The stress placed on the seat in this situation may cause undetectable cracks, which might make it less effective in a future crash. Due to temperature extremes associated with our desert summers, it is recommended that child seats be replaced when the seat is five years old. If you have any questions or would like to have your child seat checked, feel free to call Kim Boettcher at (602) 372-5579. ☞



The correct way to place a child in a car seat.

by Kim Boettcher, APO



Clue #10: She works for Julie Begona.

Thanks to Our Writers

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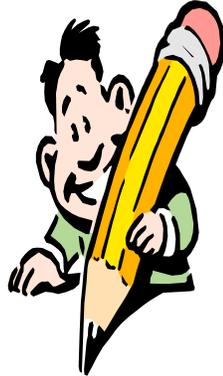
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Next Deadline: October 8, 2002

Your Stories Wanted!

Interested in
submitting articles,
announcements or
success stories to
The Chronicle?
E-mail submissions
to Merci at

mehernan@apd.maricopa.gov



Success Stories Welcome!

As of June 1, 2002, the editorial policy of the Chronicle is as follows:

1. All articles and pictures submitted for publication in the Chronicle are subject to acceptance and editing.
2. If an article receives significant edits, changes, additions, or deletions it will be returned to the writer for review before publication.
3. Good quality photos focusing upon the subject of the article may be submitted. All people in photos must be identified.
4. All non-employees in pictures must have a signed "Publications-Consent for Release of Information" on file. A copy can be obtained from Merci Hernandez.
5. All probationers identified in articles must have a signed "Publications-Consent for Release of Information" on file. A copy can be obtained from Merci Hernandez.
6. Articles submitted for the Chronicle may be reproduced in other publications.