
Maricopa County
Adult Probation

Probationer's Handbook



A Force for Positive 
CHANGE.

Mission Statement

To Enhance the Safety and Well Being of Our Neighborhoods

Vision Statement

An agency of professionals committed to continuous improvement in the quality of community life by offering hope to neighborhoods, victims and offenders.

Purpose of Handbook

This handbook has been prepared to help you be successful on probation and answer some commonly asked questions.

What is Probation?

- There are several types of probation, with the most common one being supervised probation.
- The Court will require you to follow a set of conditions that outlines expectations.
- The person granted probation is typically supervised by a probation officer who assists in behavioral change and reports your progress and actions to the Court.
- Probation provides you with an opportunity to make positive changes in your life.
- Most probation grants include participation in counseling and programs of assistance.
- Probation grants also typically include financial responsibilities such as court fees and restitution.
- Throughout your time on probation, you and your probation officer will work together in achieving your goals.

Many people on probation have personal challenges, such as drug abuse, lack of job skills, or relationship problems. Making positive changes can help you complete probation, avoid another arrest, and find greater satisfaction and success in life.

Assessment & Your Goals

At the beginning of your supervised probation term, an assessment is completed to help identify areas in which you may need assistance. You and your probation officer will go over the results and talk about your goals.

During ongoing visits, the two of you will talk about your progress and challenges. Every six months you will review and update your plan of action.

What to Expect When You Have Contact With Your Probation Officer

Your Probation Officer:

- Is interested in how you are doing at home, work, and in treatment
- Will be seeing you at your home on a regular basis if you are on supervised probation
- May also pay you a visit at your place of employment or treatment

You can expect your Probation Officer to:

- Treat you with respect and dignity
- Be fair and impartial
- Be available to you by phone or in person within reason
- Discuss your activities and progress
- Communicate with the Court about your progress on probation and your compliance with the conditions of probation

Talk with your probation officer if you have any questions or need help in reaching your goals. ***Open communication is important if you want to succeed.***

Security

For your safety as well as all visitors and employees, security personnel, security cameras, and metal detector screening are present in area offices. We ask that you not bring purses, backpacks, wallets with chains, diaper bags, brief cases, boxes and packages, etc. into the office if at all possible. Weapons and items that could be used as a weapon are prohibited.

In keeping with the values of Maricopa County Adult Probation, in treating all people with dignity and respect, we ask that you refrain from inappropriate or abusive language and behavior.

Contact With Your Probation Officer

The frequency and nature of contact (such as office visits, home visits, telephone calls, family contacts, job site visits, or treatment provider contacts) will depend on a variety of factors.

After you sign in to see your probation officer, you may need to wait as your probation officer is also helping others who report during the day. You may want to bring a pen or pencil and paper to write questions, thoughts, and ideas while you wait.

What if I Have Family Members or Friends Who Want to Help Me?

An important part of your success will be support from your family and friends. You and your probation officer will discuss ways in which you, your family, or your friend(s) can work together to help you succeed.

What Documents Should I Have Available?

There are some important documents your probation officer will ask you to make available in order to show your progress. These may include, but are not limited to, the following:

- Employment verification
- Residence verification
- Financial records
- Vehicle information
- Personal identification such as:
 - Passports
 - Birth Certificates
 - Visas
- Documents showing proof of attending or completing programs of assistance, vocational classes, or education programs
- Medication information (i.e. prescriptions or the actual bottle of medication)
- Community Restitution hours
- Any additional information you would like to share



What Is Community Restitution?

Community Restitution is labor performed by adult probationers throughout Maricopa County for the benefit of both the community and the probationer. The Community Restitution Program (CRP) was established to assist you with completing your Court ordered community restitution hours. The program partners with over 750 government agencies and nonprofit organizations. Types of work you may perform include general labor, landscaping, building maintenance, janitorial services, sewing, or clerical duties. You may also receive credit for attending approved education classes, treatment programs, or trade schools, including obtaining your GED — ask your community restitution specialist or probation officer about the possibilities.

How do I Get Involved in Community Restitution?

Before you begin community restitution, you will need to register by participating in a brief interview. Please call one of the numbers below to register and arrange for an interview:

Western Region:	602-372-4744
Central Region:	602-372-2383
Southern Region:	602-372-3618
Eastern Region:	602-372-5513

You may also receive credit by working at special projects sponsored by the CRP. To learn about these work opportunities, call the CRP HOTLINE at 602-506-1300. The HOTLINE is available 24 hours a day and offers work projects throughout Maricopa County.

What is an Undesignated Felony?

An undesignated offense is considered a felony until successful completion of probation. If you complete Court requirements and achieve your goals on probation, the Court may designate the offense a misdemeanor.

Can I be Released From Probation Early?

Yes! Early termination from probation is a possibility when you make positive progress toward case plan goals and comply with your Conditions of Probation. However, the final decision is always up to the Judge.

What Is Earned Time Credit (ETC)?

Some probation grants are eligible for Earned Time Credit. You could be eligible to earn twenty days credit for every thirty days on probation provided you meet your case plan goals and you remain current in both monthly Court ordered payments and community restitution hours. As an example, every six months you could possibly earn 120 days credit, which is four months off your original expiration date and four months of not paying Probation Service Fees.

What is a Case Plan?

Every six months your probation officer will assist you in making a case plan. The case plan is an outline of your goals, along with the strategies to achieve them. When you meet with your probation officer, you will want to provide the documentation that supports your achievements, such as certificates of program completion, paystubs, or attendance records at school.

What if I Have a Complaint Regarding Probation?

1. Contact the Probation Department General Information Number: (602) 506-7249.
2. If the complaint is about a Probation Officer, ask for the Officer's supervisor's contact information.

A complaint can be made in writing, in person, or by phone. All allegations are investigated.

Our lives are not determined by what happens to us but by how we react to what happens; not by what life brings to us, but by the attitude we bring to life. A positive attitude causes a chain reaction of positive thoughts, events, and outcomes. It is a catalyst, a spark that creates extraordinary results.

- Anonymous

How to Restore Civil Rights

A conviction for a felony suspends many civil rights. When you are nearing completion of probation, or after completion, the Court will send information to you regarding your rights. If you have questions, please contact:

Clerk of the Superior Court
Criminal Filing Center

175 W. Madison, Phoenix, AZ 85003
Or
222 E. Javelina, Mesa, AZ 85210

What to Expect if Being Released From Prison to a Probation Grant?

In many cases, you will have a period of community corrections (parole) prior to your probation grant. Your Community Correction Officer (Parole Officer) will provide you with written instructions to make contact with your probation officer.

If released directly from prison to probation, contact probation at 602-372-2377 within 72 hours (or 24 hours if on Intensive Probation). Leave your name, address, and contact information, and a probation officer will contact you.

If Serving a Jail Sentence While on Probation

Depending on the length of your jail sentence, you may be assigned an in-house probation officer. He/She will review your Conditions of Probation with you, answer any questions, and help you prepare for your reentry back into the community. You may have opportunities to participate in counseling and/or educational programs while in custody. Some of these programs may qualify for Community Restitution hours and/or Earned Time Credit. Prior to your release from jail, you will be given specific reporting instructions for whom to contact once you are released.

If Participating in the Work Furlough Program

The Work Furlough Program gives probationers the opportunity for supervised release into the community through employment. In order to participate, the Court must designate the participant WF eligible and they must meet jail classification and medical clearance restrictions. It is recommended the participant have their physician complete a medical clearance form; information is located on the web site at www.MCSO.org. In addition, it is helpful to have a current Driver's License or State Identification Card and Social Security Card for participation.

<https://superiorcourt.maricopa.gov/apd/work-furlough/>
or call 602-372-5922

Probation Office Locations & Contact Information

Black Canyon Building (BCB)
2445 W. Indianola Avenue
Phoenix, AZ 85015
(602) 372-2317

Downtown Justice Center (DTJC) 3rd Floor
620 W. Jackson Street
Phoenix, AZ 85003
(602) 506-7249

Durango Office
3355 W. Durango
Phoenix, AZ 85009
(602) 372-2394

Garfield Probation Service Center
1022 E. Garfield
Phoenix, AZ 85006
(602) 254-7030

Luhrs Building
125 S. 1st Ave
Phoenix, AZ 85003
(602) 372-2315

Northport Office
3101 E. Shea Blvd
Suite 109
Phoenix, AZ 85028
(602) 992-8507

Probation Service Center
245 N. Centennial Way
Mesa, AZ 85201
(602) 372-5300

Scottsdale Office
8230 E. Butherus Drive
Scottsdale, AZ 85260
(480) 481-0437

Southport Office
3535 S. 7th Street
Phoenix, AZ 85040
(602) 243-9134

Southwest Regional Court Center (SWRCC)
10420 W. Van Buren Street
Suite 106
Avondale, AZ 85323
(602) 372-8219

Sunnyslope Office
333 W. Hatcher
Phoenix, AZ 85021
(602) 997-1029

West Court Building
111 S. 3rd Avenue
Phoenix, AZ 85003
5th Floor reception:
(602) 506-3871

Western Regional Center
6655 W. Glendale Avenue
Glendale, AZ 85301
(602) 372-4700

**Maricopa County
Adult Probation
620 W Jackson Street
Third Floor
Phoenix, AZ 85003**

www.superiorcourt.maricopa.gov/AdultProbation



Only I can change my life. No one can do it for me.

- Carol Burnett