

CHRONICLE

ISSUE: JULY - SEPTEMBER 2025

MARICOPA COUNTY ADULT PROBATION DEPARTMENT



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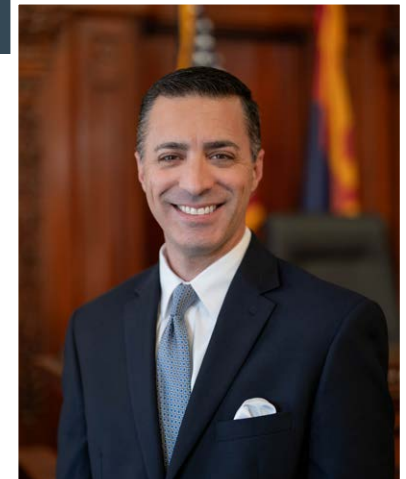
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CHIEF'S CORNER



In this *Chronicle* issue, I want to highlight some of our key performance measures which we monitor quarterly and assess annually at fiscal year-end, which is June 30th. The measures below tell only a portion, but an important one, of the story of our work in the last year. We celebrate the achievement of most of the measures detailed below, as well as the work that has been initiated to increase areas where the goal was not met. Before we get to those measures, it's important to understand how they fit within the context of the Department's mission, vision, and values.

The Department's mission, to enhance community safety through service, accountability, and influencing change, provides the broad direction of the work of the agency, with each word having particular meaning. We endeavor to 'enhance the safety' of the communities we call home by serving the Court with timely, actionable information to support its decisions and by providing a variety of services to those who appear before the Court and those we serve on pretrial and probation supervision. 'Accountability' reflects first and foremost the high standard set for us as staff by the Arizona Supreme Court in its code of conduct for judicial employees as well as how we support progress for those on supervision. Finally, 'influencing change' reflects our commitment to approach each interaction with someone, from initial appearance to pretrial services, to presentence, to probation in ways that are transformative and contribute to someone permanently leaving the criminal justice system and thriving in the communities in Maricopa County. Our vision and values describe how that work is completed. Our vision statement is 'an agency of diverse professionals delivering proven resources for change, supporting those impacted by crime, and engaging in the development and support of all staff.' Our values of fairness, respect, integrity, innovation, and safety are shared across the Judicial Branch in Maricopa County, including the Superior Court and the Adult and Juvenile Probation Departments.

The annual measures are how we determine where we are succeeding and where we need further development. Our interest in these measures is solely because of the lives impacted. Whether by preventing victims of crime, serving our Court and those that appear before it through our Initial Appearance, Presentence, and Court Liaison units, or by supervising individuals on probation or pretrial, these measures are important only because of the lives reflected by them.

The measures are in three primary areas – community safety, service excellence, and organizational health. Toward the end of the fiscal year, additional measures were added and are in various stages of development for FY2026. We hope these new measures round out our measures of success. I am proud of the work done by the staff who get the vast majority of the credit for our success. The work of the staff is directly led by the supervisors across the areas of the Department and guided by the executive team, and I am proud of their efforts as well. With one quarter already complete, we look forward to what is ahead for the rest of FY2026. Our FY2025 key performance indicator results are displayed on the next page.

Michael P. Cimino

Michael P. Cimino

Chief for the Maricopa County Adult Probation Department

KEY PERFORMANCE INDICATOR	GOAL	FY2025
COMMUNITY SAFETY		
Completion of Pretrial Supervision	>75%	78%
Successful Completion of Probation	>70%	75%
Revocation to Arizona Department of Corrections, Rehabilitation & Reentry (ADCRR)	<25%	24%
New Felony Sentencings	<8%	12%
SERVICE EXCELLENCE		
Pretrial Initial Appearance (IA) packets Submitted to the Court within 24-hours	>98%	100%
Presentence Reports Submitted w/o a Continuance	>98%	99%
Judicial Officer Satisfaction	>85%	97%
Restitution (% of amount ordered which was paid)	>70%	78%
Victim Satisfaction	>70%	68%
Individuals on Probation Satisfaction	>85%	67%*
Law Enforcement and Criminal Justice Partners Satisfaction	>85%	85%

*In FY2025, a neutral option was introduced to the survey. Overall, 67% were satisfied, 21% were neutral, and 12% dissatisfied.





NEWS & INFORMATION

FY2025 JUDICIAL BRANCH ANNUAL REPORT PUBLISHED

By Candace Hallberg

APD collaborated once again with the Judicial Branch to create an annual report that includes information from all three departments: Adult Probation, Juvenile Probation, and the Superior Court. The FY2025 Judicial Branch Annual Report has an abundance of information about the Branch and serves as a valuable resource.

This year's theme, "Inspire, Innovate, Impact" was emphasized throughout the report. In the opening letter Branch leadership states, "This report documents how our programs, services, and innovations have impacted the community to support programming and behavioral change in juveniles and adults involved with the justice system. These achievements are reflective of the efforts of our judicial officers and Branch employees who serve the fourth largest county in the United States."



APD information shared within the annual report:

- Adult Education, page 20
- Evidence-Based Practices, page 22
- Leadership Programs, page 24
- Community Restitution Program, page 26
- Peer Support Teams, page 27
- Mental Health Program, page 28
- Justice-Involved Women Program, page 30
- The annual Turkey Feast Event, page 41
- Awards received by APD staff, beginning on page 51
- Stakeholder satisfaction survey results, beginning on page 60
- Demographics of the adult probation population, page 66
- Crime reduction results, page 67
- Probation program population information, page 68

The report can be viewed and/or downloaded on the Judicial Branch of Arizona in Maricopa County's website, [click here](#).

HONORING COMMITMENT TO SERVICE AND COMMUNITY SAFETY DURING NATIONAL PRETRIAL, PROBATION, AND PAROLE WEEK

By Clara Colmenero, Maura Isom, and Erica Miller

The third full week of July marks a special celebration recognizing National Pretrial, Probation, and Parole Supervision (PPPS) Week. Driven by a mission to protect communities and transform lives, probation staff in Maricopa County join the over 90,000 professionals across the country to promote public safety through dedicated service, accountability, and influencing positive change.

National PPPS Week provides the Judicial Branch of Arizona in Maricopa County an opportunity to honor the more than 1,700 dedicated professionals committed to public service. This year's PPPS Week had the theme of "Heroes Behind the Mission: Changing Lives, Enhancing Public Safety." It celebrates the dedication and tireless efforts of community supervision professionals whose commitment transforms lives and strengthens the safety of our neighborhoods every single day.

The Department, overseeing the active supervision of over 28,000 individuals, proudly celebrates remarkable progress this year. Through innovative approaches and dedicated efforts, the Department exceeded its annual goal of achieving a success rate of more than 70 percent of individuals completing their probation terms while also reducing the rate of new felony convictions for individuals on probation.

"Pretrial and probation supervision remain one of society's most effective tools in enhancing public safety by getting to the root causes of criminal behavior and assisting people in permanently exiting the criminal justice system," said Michael Cimino, Chief Adult Probation Officer. "They bring hope and healing to families and our community as a result. I could not be prouder of the work done by our staff. It's our pleasure to see their work, as well as juvenile probation and detention, celebrated alongside our colleagues across the United States."

Staff at West Court Building (WCB) had a week-long celebration to show support for the heroes behind the mission. Staying true to the theme of heroes, employees at WCB participated in a superhero hunt, a scavenger hunt, "guess how much kryptonite is in the jars" game, a "HERO" sub lunch, nachos, paper fighter jet contest, and the annual BINGO game, among other activities.

The Pretrial, Initial Appearance Unit (IAU), and Court Liaison Unit's Morale Committees held a division-wide coloring contest. The topic of decoration was none other than a fancy version of the scales of justice. Thank you to all the participants and shoutout to the winners, Adult Probation Officer Anthony Johnson and Probation Administration Assistant Perla Cazares Acosta. Their submissions are shown below. Wonderful job, Anthony and Perla!

Though the role of probation staff has evolved over the years, their core mission remains constant: to uphold public safety and strengthen communities. This commitment unites APD employees in pursuit of safer and healthier neighborhoods.



From left to right: Adult Probation Officer Supervisor Carla Loi, Probation Administration Supervisor Erika Balcazar, Courier Roy Turner, Adult Probation Officer Supervisor Jennifer Lennox, and Adult Probation Officer Supervisor Jennifer Crothers.



By: Anthony Johnson



By: Perla Cazares Acosta

RECRUIT FOR APD!

Do you know someone outside APD who would be a strong candidate to join the team? Would you like to help APD reduce its workload? Refer a friend or colleague to join APD!

There are many ways to contribute to the Department, from providing community supervision or counseling to justice-involved individuals, to monitoring field activity or administrating caseloads. There is something for everyone! Explore career opportunities with the Judicial Branch by [clicking here](#).



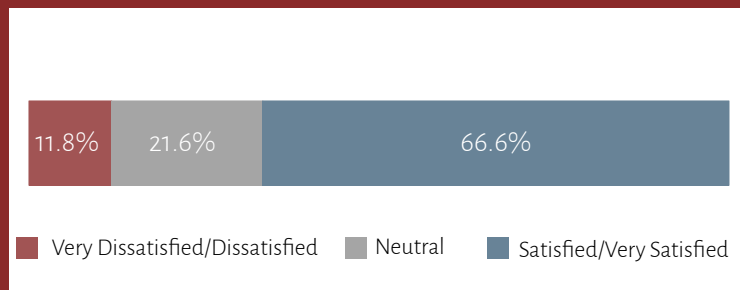
Learn more about the Department by watching the video. The video can also be found on the website homepage, [click here](#). Email apdrecruitment@jbazmc.maricopa.gov for more information.

DATA CORNER

In FY2025, APD conducted the biannual Individuals on Probation Supervision Survey, which assesses satisfaction and collects feedback from supervised individuals on probation regarding their experience with the Department. The survey was distributed both electronically and in person at the most populous area offices. Participation was voluntary and the survey was open from June 9 to June 27, 2025. A total of 2,272 individuals on probation responded, providing valuable feedback to help improve the Department.

Results showed that two-thirds of respondents, or approximately 66.6%, reported being satisfied or very satisfied with their probation experience. About 21.6% expressed a neutral view, and 11.8% indicated dissatisfaction. While the overall results highlight a majority of positive experiences, the survey also reveals opportunities for continued growth in addressing the needs of those under supervision.

OVERALL SATISFACTION OF INDIVIDUALS ON PROBATION - FY2025 RESULTS



This survey remains a key tool for APD, providing insights that help the Department improve services, foster respectful interactions, and promote accountability throughout the probation process.



ACHIEVEMENTS & CELEBRATIONS

APD TEAM WINS BRANCH PERFORMANCE EXCELLENCE AWARD FOR GROUP COLLABORATION

By Candace Hallberg



Each quarter, employees of the Judicial Branch of Arizona in Maricopa County, which includes Adult Probation, Juvenile Probation, and the Superior Court, can nominate a coworker who has demonstrated outstanding performance in one of the following areas: teamwork, leadership, customer service, innovation, or group collaboration. Each department submits numerous nominations each quarter, and the Branch's Employee Recognition and Rewards Committee carefully selects the winners. The winners of each category for the quarter are then entered into the annual Judicial Branch Performance Excellence Awards. The Department proudly announces that Adult Surveillance Officers Amanda Hastings and Christina Hannon, and Adult Probation Officers Angel Camacho and Cody Toledo, received a Judicial Branch Performance Excellence Award for Group Collaboration in the second quarter. Congratulations to them!

JUDICIAL BRANCH PERFORMANCE EXCELLENCE AWARDS: GROUP COLLABORATION - AMANDA HASTINGS, CHRISTINA HANNON, ANGEL CAMACHO, AND CODY TOLEDO

Submitted by Adult Probation Division Manager Tiffany Grissom

"This nomination honors a team of officers and supervisors who exemplified exceptional teamwork, professionalism, and collaboration during a high-risk, time-sensitive situation involving a potential human trafficking victim.

The case began when a supervising officer received critical information from a concerned parent that a young woman, potentially in danger, was located at a local hotel. The situation unfolded rapidly, and the officers' ability to coordinate seamlessly across units, jurisdictions, and with community partners was key to the outcome. The officers representing surveillance, field operations, and specialized units immediately came together with a shared sense of urgency and purpose. Team members communicated effectively and efficiently, leveraging existing relationships with law enforcement contacts in another state, hotel staff, and local community organizations. Their swift actions helped identify the victim's location, ensure her immediate safety, and provide her with critical resources. Even when the victim was hesitant to leave, the officers exercised patience, compassion, and a trauma-informed approach, offering her autonomy while making sure support remained accessible.

Throughout the day, team members continually relayed real-time updates to one another, adapted roles as the situation evolved, and supported each other both logistically and emotionally. When the situation escalated to a potentially dangerous confrontation at a local bus station, team members responded without hesitation. One officer on scene recognized the need for backup and called on her peers, who arrived immediately to assist, ensuring safety for all involved.

In addition to interdepartmental collaboration, the team's outreach to a nonprofit organization specializing in victim support led to the young woman's safe sheltering and eventual reunification with her family. The officers' ability to use established contacts, think critically under pressure, and maintain clear lines of communication across all levels of staff and external partners was vital to the operation's success.

This team demonstrated how cohesive collaboration, shared mission, and selfless service can make a profound difference in someone's life. Their actions not only advanced the core mission of public safety and rehabilitation but did so with empathy, professionalism, and exceptional coordination, further exemplifying the highest standards of teamwork within the Judicial Branch."

APD PROBATION OFFICER WINS RUNNER-UP FOR BRANCH PERFORMANCE EXCELLENCE AWARD FOR CUSTOMER SERVICE

By Candace Hallberg

Adult Probation Officer Shelbi Bottoms was a runner-up for a Judicial Branch Performance Excellence Award in the Customer Service category. Congratulations, Shelbi!

JUDICIAL BRANCH PERFORMANCE EXCELLENCE AWARDS RUNNER-UP: CUSTOMER SERVICE - SHELBI BOTTOMS

Submitted by Adult Probation Officer Supervisor Latisha Dightmon:

(This nomination article has been edited for brevity and privacy to eliminate any personally identifiable information.)

"It is with great enthusiasm that I nominate Shelbi Bottoms for the Performance Excellence Nomination Award. Since I began supervising Shelbi seven months ago, I have had the privilege of observing her remarkable work ethic and unwavering dedication to her role. Shelbi consistently delivers exceptional customer service to her supervised individuals and their collaterals. Her commitment to excellence has not gone unnoticed..."

'Hello, my name is [Redacted]. I had Shelbi Bottoms as my probation officer while I was experiencing a horrible medical condition lasting three years that went undiagnosed. She was very patient and kind with me when she easily could have doubted me. Probation Officer Bottoms released me from probation four months early via early termination to the court because I was successful. This allowed me the opportunity to move to another state where I have a home with my lovely 80-year-old mother, who is finally proud of me, as opposed to Arizona, where I was destined for failure and breaking her heart. Shelbi's effort for early termination ultimately saved my life.

The point of this [message] is to let you, and anyone who will listen, know what a professional Shelbi is. She balances her job and toughness with compassion and humanity. Shelbi's continuous support and encouragement pushed me to be successful and make her proud. Previously, I struggled with substance abuse for over a decade, and because I wanted to make Shelbi proud, I was able to overcome it. I wanted to show her my seriousness about creating a new and better life for myself. I owe it all to Shelbi Bottoms and you, her supervisor.

Thank you both".

INNOVATIVE PROGRAMS WIN FOUR NATIONAL AWARDS

By APD Data Integrity & Analytics Team



Four APD programs were recognized with the 2025 National Association of Counties (NACo) Achievement Awards. These awards honor innovative and effective county government programs. The APD staff involved in developing and implementing these award-winning programs deserve recognition for their contributions that benefit the Department and the community it serves. Below are summaries of the winning programs, and the core team that contributed to the implementation.

BUDGET CLASS REFERRAL PROGRAM

The APD Financial Compliance (FINCOM) Unit offers free budgeting classes to individuals on probation to increase the likelihood of court-ordered monetary payments, including victim restitution. Probation officers were using an older process to refer individuals on their caseloads to budgeting classes. FINCOM replaced the previous budget class referral process with a system that improves the efficiency and availability of budgeting classes for individuals on probation, helping them meet their financial obligations. The new virtual referral program allows staff to quickly access a virtual Budget Class Referral form using QR codes and shortened URL links. The new virtual platform enables supervising staff to submit referrals much faster and enables FINCOM to process referrals more efficiently than before. From April 2024 to February 2025, the Department saw a 46% increase in submitted budget class referrals.

Staff integral to the project: Joseph Coppola and Sonia Cruz

DIGITAL VEHICLE RESERVATION PROGRAM

APD's Continuous Improvement team, along with staff who administer the Department's fleet, implemented the Digital Vehicle Reservation Program to streamline how probation officers reserve department vehicles. Replacing inefficient paper versions and disparate Outlook calendars, the new system, built using Microsoft Bookings, offers a user-friendly, cloud-based platform that automates scheduling, reduces conflicts, and improves calendar management. The Program is accessible to nearly 450 officers and seven vehicle administrators. From FY2022 to FY2024, county vehicle utilization increased by 54.4% and administrative workload and drive time were significantly reduced by automating scheduling processes and expanding reservation options for nearby vehicles. Staff have also praised its ease of use, calendar integration, and accessibility. This innovation enhances operational efficiency and supports APD's mission of promoting community safety through digital transformation.

Staff integral to the project: Joseph Coppola, Elizabeth Medina, Emily Vance, and Kathleen Weibly

JUSTICE-INVOLVED WOMEN – DOMESTIC VIOLENCE PROBATION PROGRAM

APD created a specialized program for justice-involved women (JIW) on probation for domestic violence (DV) offenses. Many of the women participating in the program have complex histories, including experiences as both victims and offenders. Research showed a need for a more tailored approach to supervision and support for this group. The JIW DV Program is designed to meet those needs through gender-responsive and trauma-informed care by addressing the unique factors that lead to DV-related offenses and providing a combination of supervision, treatment, and resources.

Probation officers who supervise JIW DV caseloads receive specialized training on trauma, victimization, and the unique challenges faced by women in this population. This balanced approach helps promote accountability with compassion while acknowledging that many of these women have experienced significant trauma. Since its launch, the Program has led to more successful probation outcomes and meaningful change, supporting the safety and well-being of these women and the community.

Staff integral to the project: Casey Frith and Heather Redmond.

MINIMUM ASSESSED RISK SUPERVISION (MARS) EXPANSION PROGRAM

The Minimum Assessed Risk Supervision (MARS) Expansion Program enhances community supervision by ensuring individuals assessed as low-risk for re-offending are assigned to appropriately tailored caseloads. In alignment with evidence-based practices, the Program established a standardized screening process that successfully transitioned over 1,000 low-risk individuals from standard caseloads to MARS caseloads, which provide a lower dosage of supervision. This shift saved the Department the equivalent of 11 staff positions, allowing resources to be redirected to areas in greater need. It also established a process for low-risk individuals to be placed directly on MARS caseloads at sentencing, ensuring they receive the appropriate supervision right away. The expansion not only improves operational efficiency and fiscal responsibility but also supports improved outcomes by enabling probation officers to focus more effectively on individuals at greater risk of reoffending. With MARS caseloads maintaining a 99% success rate, the Program exemplifies evidence-driven innovation that benefits the Department, supervised individuals, and public safety.

Staff integral to the project: Ada Chavez, Kimberly Bryant, Brandelyn Jackson, Jenifer Meiley (retired), Ted Milham, Veronica Pena, and April Powell.

ABOUT NACo:

The National Association of Counties (NACo) serves close to 40,000 county elected officials and 3.6 million county employees. Since 1935, NACo has united county officials from across the country to represent the interests of America's counties through its powerful voice in federal policymaking. NACo's mission focuses on promoting high-quality county policies and practices, developing leadership skills, and expanding knowledge networks. Through committees and task forces, NACo empowers counties to optimize resources, adopt cost-saving practices, and enhance public understanding of county government. NACo is dedicated to shaping national policies and creating opportunities for counties to lead, learn, and advocate for a stronger America. NACo helps America's counties stay strong to meet the needs of their residents. To learn more, [visit www.NACo.org](http://www.NACo.org).

"WE STRIVE TO BE A COURT OF INNOVATION THAT EXPANDS ACCESS TO JUSTICE WHILE STEWARDING EFFECTIVELY THE RESOURCES APPROPRIATED TO THE JUDICIAL BRANCH. I AM PROUD OF THE WORK REFLECTED BY THESE AWARDS, THE STAFF WHO WORKED HARD TO MAKE THE INITIATIVES POSSIBLE, AND HOW THEY DEMONSTRATE OUR COMMITMENT TO THE BROADER VALUES OF THE BRANCH."

—MICHAEL CIMINO, CHIEF ADULT PROBATION OFFICER



HONORING EXCELLENCE: 2024 STATEWIDE PROBATION AWARDS CELEBRATE INNOVATION, LEADERSHIP, AND IMPACT

By Elizabeth Medina

The Arizona Chief Probation Officers' Association hosted the 2024 Statewide Probation Employee Recognition Banquet on September 25, 2025, at the East Valley Institute of Technology (EVIT), bringing together professionals from across the state to celebrate excellence in probation and detention services. This annual event recognizes outstanding contributions in training, leadership, and service, with a special emphasis on education and professional development.

The central focus of the event was the Excellence in Education Awards, which recognize court employees who demonstrate exceptional skills in developing or delivering impactful training. Nominations are accepted year-round from any Judicial Branch employee or member of the Committee on Probation Education with a March 31st deadline for the previous calendar year. To ensure fairness, all identifying information is redacted before the committee reviews and votes on the submissions.

This year's award winners and nominees exemplify dedication to professional development and innovation. Arielle Santacruz (Adult Probation Officer) was acknowledged for her versatility in training and supervision, including instruction in CPR, defensive tactics, and bloodborne pathogens.

The event also featured keynote addresses from Chief Justice Ann A. Scott Timmer, who emphasized the importance of education in justice reform, and Jesse Heath, program manager of the Coconino County Recovery Court. Heath shared his powerful personal journey from incarceration and substance use to leadership in behavioral health and court services, offering a message of hope, resilience, and transformation.

In addition to the education awards, the banquet recognized excellence in categories such as Line Officer, Detention Officer, Supervisor, and Employee of the Year.

As the Arizona Chief Probation Officers' Association continues to promote professional growth and collaboration, the annual awards serve as a powerful reminder of the transformative power of education, leadership, and service in the probation field.



NEW OFFICERS, SUPERVISORS, AND DIVISION MANAGER SWORN IN

By Donald Cole

Please join the Staff Development and Safety Unit in welcoming 19 new probation officers, two new surveillance officers, two new supervisors, and one new division manager to the Department. Officers completed six weeks of New Officer Training, Education, and Skill-building (NOTES) classes, including Defensive Tactics Academy and the Administrative Office of the Courts (AOC) Probation Officer Certification Academy. Additionally, a three-week transition phase is being used to allow Staff Development trainers the opportunity to work with officers and their newfound cases, as well as utilize real-life application of the knowledge they acquired from their training. Officers were able to work in a cohort to create petitions to revoke, criminal history documents, and orders of discharge. They also had the opportunity to review early terminations, earned time credit, and other documents that officers generate regularly within their caseload.

The officers finished their academy with a swearing-in ceremony led by APD Chief, Michael Cimino, and Hon. Jennifer Green, Presiding Criminal Department Judge on August 15, 2025, at the Supreme Court in downtown Phoenix.

In addition to the officers, newly promoted staff were sworn in. Britani Ellithorp was promoted to supervisor of a Sex Offender unit at the Southeast Justice Center (SEJC) Office, Katelyn Walden was promoted to supervisor of APD's Communications Center, and Delma Navarro was promoted to division manager of the Programs Division.

NEW OFFICER ASSIGNMENTS

Black Canyon Building (BCB)

- Standard Probation Officer Joseph Majak
- Sex Offender Surveillance Officer Bailey Lawrence

Scottsdale

- Standard Probation Officer Tyler Meacham

Southeast Justice Center (SEJC)

- Standard Probation Officers Timothy Steines, Melissa Rubio Varela, Grace Johnson, Madelynn Dierbeck

Southwest Regional Court Center (SWRCC)

- Standard Probation Officers Keiawanna Johnson, Sherrita Dilworth

Southport

- Standard Probation Officers Darian Jackson, KrystleLyn Garcia, Gianna Strube

Sunnyslope

- Standard Probation Officers Samantha Witter, Alexis Mason, Julie Stoops, Andrea Ortgies, Stacey Rutlin

Western Regional Center (WRC)

- Standard Probation Officers Sydnee Martinez, Catherine Agrusa, Becca Hudson
- Sex Offender Surveillance Officer Jameesa Wallace



August 2025 NOTES graduating class and new leaders.

PROMOTIONS

Congratulations on
your new positions!



DANIELLE GOLDEN

Adult Probation Supervisor

Danielle Golden began her career with APD in 2019 as a probation officer in Standard Field at the Garfield office. She later moved to the Intensive Probation Supervision (IPS) program, where she served both the Northport and Sunnyslope offices.

Throughout her career, Danielle has contributed to the Department in multiple ways. She has taught Thinking for a Change (T4C) and Decision Points, supporting positive change and providing meaningful interventions for individuals under supervision. She has also served as a member of the Continuous Improvement Committee and contributed to the testing of the new case management system, Arizona Probation Reporting and Operations System (AZPROS).

Danielle's leadership extends beyond her daily responsibilities. She enjoys mentoring others and has created opportunities for community members to participate in ride-alongs, strengthening connections and understanding of the Department's work. With her promotion, Danielle will now serve as a supervisor for a standard unit in the Eastern Field Division out of SEJC.



FRANCISCA SALAZAR

Adult Probation Supervisor

Francisca Salazar began her career with APD in 2019 as a standard probation officer at the Southport office. In March of 2021, she transferred to the Sex Offender Division at BCB.

Throughout her career, Francisca has been active in supporting the Department's initiatives. She has served on the Morale Committee for her assigned building and as the FINCOM representative. She was also the chair of the Sex Offender Division's Solutions Committee, participated in a workgroup to update the GPS monitoring policy, and mentored numerous officers while serving in both standard and sex offender units.

Her mentorship and dedication have been recognized through Judicial Branch Performance Excellence submissions by her peers. In March 2023, she won the Judicial Branch Performance Excellence of the Year Award for teamwork. That same year, she completed the Essential Managerial Basics and Resource Kit (EMBARK) training in preparation for future leadership roles and completed the Exploring Leadership and Management (ELM) program. With her promotion, Francisca will now serve as a supervisor for a standard unit in the Western Division.

PRIDE

3rd Quarter Awards - 2025

PEOPLE RECOGNIZING INDIVIDUAL DEEDS OF EXCELLENCE



WHAT ARE PRIDE AWARDS?

The APD allows employees to recognize their peers by submitting a nomination for a People Recognizing Individual Deeds of Excellence (PRIDE) award. The PRIDE Committee reviews awards for appropriateness. There are six categories to choose from for each award submitted which aligns with the Department's Mission, Vision, and Values.

- Model the Way
- Inspire a Shared Vision
- Encourage the Heart
- Enable Others to Act
- Challenge the Process
- Thank You

APD COMMUNICATIONS CENTER: Michael De Bartolo

BLACK CANYON BUILDING (BCB): Angel Camacho, Bianca Vasquez, Brianne Rosa, Daphne Villela Herrera, Lisseth De Bartolo, Lorena Arizmendi, Nicole Wheaton, Sarah Dutton, Yolanda Davis

CENTRAL COURT BUILDING (CCB): Kyla Ayiyi

DOWNTOWN JUSTICE CENTER (DTJC) - STAFF DEVELOPMENT: Ashley Webb, Emily Vance, Kathleen Weibly, Kristen Hunt

DURANGO CUSTODY SERVICE CENTER (CSC): Julicua Singleton

DURANGO/WESTPORT: Chris Curry, Ryan Bramlet

INTAKE, TRANSFER, AND RELEASE (ITR): Shane Glynn, Sheree Setzer

LUHRS: Yolanda Fraire-Cardenas, Charlotte Koestner

SCOTTSDALE: Cleo Quinn, Lane Gunderson, Laura Thomas

SOUTHEAST JUSTICE CENTER (SEJC): Carlee Hanratty, Fedra Malaquias, Justin Williams, Karina Chavez Pec, Katharine Schickel, Kendra Neal, Madelynn Newman, Nora Marquez, Tianna Schwartz, Victoria Holloway

SOUTH COURT TOWER: Lindsay Hertzler, Perla Cazares, Robin Hargrove

SOUTHPORT: Dana Shepherd, Diana Martinez, Rocy Cortes

SUNNYSLOPE: Cesar Duran, Mark Smalley, Miranda Cruz

SOUTHWEST REGIONAL COURT CENTER (SWRCC): Ivan Vera, Mayra Duarte

WEST COURT BUILDING (WCB): Amy Starks, Bethaney Hames, Dawn Underwood, Gabriela Valencia, Jennifer Lennox, Jessica Pantle, Joscelyn Symonds, Tania Newman-Juarez

WESTERN REGIONAL COURT CENTER (WRCC): Bianca Gonzalez, Danielle Impellizzeri, Diane Bracamonte, Elizabeth Porter, Katrina Clark, Luz Villa, Rebecca Sifuentes, Savana Cray



VOICE

APPA 50TH ANNUAL TRAINING INSTITUTE

The American Probation and Parole Association (APPA) held their 50th annual training institute in New York City on August 24 – 27, 2025. Many APD staff had the pleasure of attending the workshops provided and have written articles on an array of topics to share what they learned with fellow employees.



NAPSA: PRETRIAL STANDARDS

By Amanda Farias and Emily Romero

Because we work in Pretrial Services - Electronic Monitoring, we decided to attend the *National Association of Pretrial Services Agencies (NAPSA) Pretrial Standards: Revised Standards* seminar at APPA in New York City. In 2024, NAPSA released its most recent update to the Standards on Pretrial Release, significantly changing how courts and agencies across the United States are encouraged to approach bail and Pretrial Services.

Established in 1978 and revised in 1995, 2004, 2008, and 2020, the NAPSA Standards have consistently been the professional benchmark for promoting fair, effective, and legally sound pretrial practices. The latest edition continues to incorporate new research, changes in case law, and emerging best practices within the criminal justice system.

The 2024 update clearly commits to moving away from traditional financial bail systems. The standards call for eliminating monetary conditions for release, urging jurisdictions to rely instead on validated pretrial assessments and individualized supervision conditions tailored to each person's actual risks and needs.

The revisions also emphasize the importance of independent pretrial services agencies that can function without undue influence, ensuring decisions are based on evidence rather than politics or financial interests.

In addition, the 2024 Standards highlight several innovations designed to modernize pretrial practices. These include:

- Expanding the use of virtual and phone-based reporting, reducing the burden of unnecessary in-person check-ins.
- Encouraging referrals to behavioral health and social services as part of supervision strategies.
- Recommending clear workload and caseload standards to support effective case management.
- Promoting value-neutral, person-first language when referring to individuals in the system.

By integrating these updates, NAPSA's latest standards align with a broader national effort toward fairer, more humane, and evidence-based pretrial practices. The shift not only reflects changing laws and societal values but also responds to increasing research showing that monetary bail often fails to enhance public safety and disproportionately impacts vulnerable populations. The 2024 Standards offer a route for jurisdictions nationwide to develop a pretrial system focused on equity, efficiency, and accountability, reducing unnecessary detention and fostering improved long-term results. This seminar served as a reminder of why pretrial supervision was developed and how it continues to evolve. It also provided new ideas to consider implementing as the Department pursues changes to pretrial supervision.

If you would like to learn more about the NAPSA Revised Pretrial Standards, you can review them here: [NAPSA Pretrial Standards Revised 2024](#)

ART OF WELLNESS

By Nathan Chaplin

Trigger warning: This article contains discussion of self-harming behavior which some readers may find distressing.

At the 2025 APPA conference, one session left an especially lasting impact: *The Art of Wellness*, featuring Kevin Hines. More than a powerful storyteller, Kevin is also a survivor of a suicide attempt whose mission is to bring hope, healing, and life-saving awareness to audiences around the world.

In his deeply moving session, Kevin shared the harrowing yet inspiring journey of his mental health struggles, which culminated in a suicide attempt at the age of 19. Diagnosed with bipolar disorder two years earlier, Kevin made the decision to jump off the Golden Gate Bridge, a fall that only approximately 40 people have survived.

But Kevin's session was far more than a retelling of tragedy. It was a celebration of life, resilience, and the power of compassion. With honesty, humor, and raw vulnerability, Kevin recounted the pain and hopelessness he felt his whole life leading up to that day. Yet he also emphasized a simple truth that could have changed everything: all he needed in that moment was for someone—anyone—to ask, “Are you okay?”, “Is something wrong?”, or “Can I help you?”

That message became the heart of his talk. Kevin reminded the audience that sometimes the smallest gestures can have the most profound impact. One caring question, one human connection, can save a life.

Kevin's story is not just one of survival; it's one of purpose. Since that life-changing day, he has dedicated his life to mental health advocacy, reaching millions globally through his books, films, and public speaking. He now lives with a strong will to thrive, even while still experiencing suicidal thoughts from time to time, proving that mental health struggles do not define us, and that recovery is not about perfection, but persistence and hope.

He encouraged everyone in the room to embrace empathy and speak up when they see someone struggling. “You don't have to be a professional to help,” he said. “You just have to be present.”

As heavy as the topic was, the session left the audience uplifted. Kevin's story is a reminder that hope is real, healing is possible, and we all have a role to play in supporting one another's wellness.

In the end, Kevin left us with a profound reminder from a surprisingly wise source, a cartoon panda. As Master Oogway in Kung Fu Panda once said, "Yesterday is history, tomorrow is a mystery, but today is a gift... that's why they call it the present." And honestly, if a talking animated tortoise gets it, maybe we can too.

Let this be a call to action: check in on your friends, speak kindly to everyone, including yourself, and never underestimate the power of a single, caring question. You just might save a life.

WOMEN'S SYMPOSIUM

By Angel Camacho, Darcy McLeod, and Karla Rahn

In August 2025, APPA invited attendees to participate in the Fourth Annual Women's Symposium, an all-day event put together for women and hosted by women. The theme was "No Limits – Just Possibilities," a message that encourages women to uplift one another, challenge traditional gender roles, and utilize creativity to develop equity and growth in the field of community supervision. Attendees were encouraged to wear red to represent power, strength, and confidence.

The Opening Plenary was given by Judge Karen Friedman, Special Counsel for Justice Innovations, New York State Unified Court System, and Tamika Tremaglio, Managing Director, Secretariat. These women have tremendous careers and leadership experience in community supervision. During their presentation, they explained how they met in law school and built a friendship that has lasted for decades, despite the ups and downs of life. Both women reflected on the gender biases they faced on their paths to leadership and how they worked to find success at work and home, even when the balance proved to be challenging. They also discussed the concept of the Imposter Syndrome, a psychological occurrence where individuals doubt their abilities and achievements, despite proving otherwise. Attendees were tasked with a self-assessment activity to discover those with Imposter Syndrome. Individuals with the highest scores indicated they experience Imposter Syndrome. These women were praised for being confident enough to share their scores.

Another aspect of the symposium was to create an opportunity for women to network with fellow criminal justice professionals. Carey Green, Director, Texas Department of Criminal Justice, led a session titled *Unlocking Collective Power: Leveraging Networks for Leadership & Growth*. The presentation highlighted the value of networking and encouraged creating a personal networking map to show both strengths and gaps in one's support system. To create a network map, participants were asked to first identify people they interact with on a routine basis. This included peers, mentors, advocates, sponsors, connectors, etc. The next element was trust, in which participants were asked to examine the level of trust they have with the individuals they listed on their networking map. The third element was reciprocity, which encouraged looking at who truly benefits in each relationship, since sometimes only one side is favored from a networking or social connection. Lastly, participants looked at the types of energy each relationship brings to identify if a relationship was boosting or draining energy. The activity made it clear that social networks sometimes have gaps, and it underscored the importance of knowing which relationships to nurture and which to step back from when goals, wants, or needs are not aligned.



Adult Probation Officers Karla Rahn, Darcy McLeod, and Angel Camacho attending the APPA Women's Symposium.

Lastly, the most impactful part of the symposium was being in the presence of women who excel in both the field and their personal lives, despite gender stereotypes. The symposium concluded with attendees feeling empowered to bring their authentic selves forward and to approach each day with confidence, as professionals and as women.

INTEGRATING A BRAIN INJURY-INFORMED APPROACH TO SUPPORT CLIENTS AND IMPROVE SUPERVISION OUTCOMES

By Cherynne Lara

One session that I attended at APPA was titled *Integrating a Brain Injury-Informed Approach to Support Clients and Improve Supervision Outcomes*. It was presented by Kelly Miller, Senior Manager for Technical Assistance at the National Association of State Head Injury Administrators (NASHIA), and Tim McGavin, Deputy Director at the DuPage County Department of Probation and Court Services.

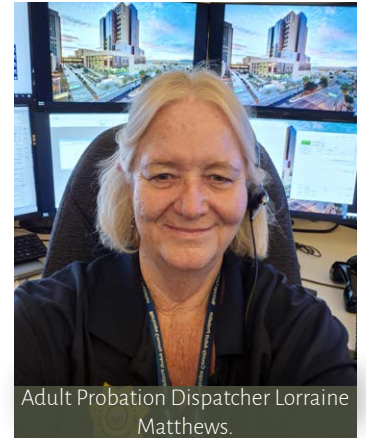
This presentation sparked my interest because I have supervised many individuals with severe traumatic brain injuries (TBI) resulting from accidents, and I have noticed a gap in supervision practices for individuals with TBI. I also supervise a JIW DV caseload where many women have TBIs from past abuse. Many have never been diagnosed or are unaware that they may have one, or how it affects their lives.

In the session, the presenters discussed how DuPage County, Illinois was awarded a grant to utilize the National Association of State Head Injury Association Online Brain Injury Screening Support System (NASHIA OBISSS). With it, they developed and implemented a screening protocol for individuals with brain injuries and related symptoms. Their Veteran Court team and helping professionals, including peer mentors, received training on Brain Injury 101, an entry-level educational initiative aimed at increasing awareness, knowledge, and practical skills related to brain injury, tailored for affected individuals, families, caregivers, and professionals. They also trained community behavioral health professionals to conduct neuropsychological screenings, produced a brain injury guide related to motivational interviewing with justice-involved individuals, and sent staff to the NASHIA annual conference. Since TBIs can affect all populations, it may be valuable for staff, even if only those in the veteran's program at this time are trained on Brain Injury 101.

The training covered how to recognize potential signs of brain injury, complete screenings, adjust supports to address impairments, and connect individuals with community resources. One example highlighted was memory challenges. This might look like frequently forgetting meetings or appointments. Strategies discussed included scheduling appointments at consistent times, setting reminders on their phone, or encouraging individuals to write down what was covered in meetings. Motivational interviewing (MI) also becomes useful, as staff can summarize key points during meetings and address resistance to memory support strategies. While APD does not currently use a screening tool, I believe applying these strategies and MI with individuals known to have TBIs is crucial to their success. Overall, I found this session very informative. It emphasized not only the importance of identifying TBIs but also practical ways officers can support supervised individuals affected by them, helping them to succeed while on probation.

A DAY IN THE LIFE - PROBATION DISPATCHER

Lorraine Matthews works in the Communications Center as a Probation Dispatcher. She has been in this role since September 2020, when she started with the Department. In her own words, Lorraine provides insight into her role in the Department. The Communications Center is staffed 24 hours a day and seven days a week with dispatchers who maintain direct contact with probation officers and surveillance officers while they conduct field work. Lorraine is one of the overnight dispatchers working from 10:00pm to 6:00am five days a week. She tracks officer statuses during home visits to justice-involved individuals and provides immediate support in the event of an emergency. Her responsibilities also include monitoring justice-involved individuals with electronic monitors and assisting law enforcement with inquiries regarding individuals on probation or pretrial supervision.



WHAT IS YOUR MAIN RESPONSIBILITY?

LORRAINE: *I'm one of the overnight lifelines for our probation officers. If something goes wrong out in the field in the middle of the night, I'm the voice on the other end making sure they have the info and backup they need. Think of me as mission control, but with coffee instead of rocket fuel.*

WHAT DOES YOUR TYPICAL DAY LOOK LIKE?

LORRAINE: *Well, my "day" starts when most people are in pajamas. I clock in, I catch up on what happened during the earlier shift, and settle in for a night of monitoring systems, answering calls, and logging every detail. Some nights are calm and enough for me to sip my coffee while it's still hot...others, let's just say it's more like a roller coaster with a headset.*

WHAT IS SOMETHING UNIQUE ABOUT YOUR ROLE THAT OTHERS MAY NOT KNOW ABOUT?

LORRAINE: *Most people don't realize that at 3 a.m. I might be the first and only person connecting an officer in the field to critical information. I have to stay calm, think clearly, and keep communication smooth – no matter how chaotic it gets. It's equal parts dispatcher, detective, and night owl.*

IN WHAT WAYS DO YOU INTERACT WITH OTHER AREAS OF THE DEPARTMENT?

LORRAINE: *I'm like the switchboard for the overnight. I talk to officers, supervisors, and staff, and sometimes other agencies. My job is to keep everyone in the loop, so the right people have the right information at the right time.*

IS THERE ANYTHING ELSE YOU WOULD LIKE TO HIGHLIGHT?

LORRAINE: *Working nights isn't for everyone, but I love knowing that I'm part of the invisible thread that keeps things running 24/7. Plus, I get the best parking spots and no traffic to work.*

EMPLOYEE SPOTLIGHT

JILL MOORE

PROBATION ADMINISTRATION ASSISTANT

APD employee since 2023

FAVORITE PART OF YOUR JOB?

My favorite parts of the job are my coworkers first and foremost, and I love the research involved.

WHAT ARE YOU WATCHING/READING?

I watch a lot of medical or crime shows (fiction).

FUN FACT:

Animals can be allergic to humans.

FAVORITE QUOTE:

"Sing like no one's listening, love like you've never been hurt, dance like nobody's watching, and live like it's heaven on earth."

— Mark Twain



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