

# Chronicle

## Maricopa County Adult Probation Newsletter

Issue: April – June 2020

A Force for Positive  
**CHANGE.**

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# CHIEF'S

# CORNER

## Focusing on What Matters Most

Much has transpired since the last edition of our newsletter published only a few months ago. In my column last time, two opportunities for us in a crisis were discussed: clarity and gratitude. We have an opportunity to focus on what matters most as well as to choose to be grateful for the things we see around us. I wanted to use that framework to reflect on what has transpired since that last edition.

In terms of **focusing on what matters most**, we have adapted seemingly every aspect of MCAPD's operation, as has the rest of the Judicial Branch of Arizona in Maricopa County. Following several Administrative Orders from our Chief Justice to our Presiding Judge, we have changed virtually everything, while remaining focused on our mission. The pandemic has forced everyone to think differently in terms of how to change their work without changing its results. Other challenges already present such as racism, whether systemic or on the part of an individual, saw the awareness of those challenges expand as their prominence increased across the country. I am writing this in early June; in recent days, we have seen unrest in our country and a people ravaged by pain, anger, and the spectrum of emotions rightly present when injustice is before us.

Unfortunately, for people of color that is not unique to the past week. Instead, it is an ever-present awareness and experience that is multi-generational. What is unique is the collective national awareness of that pain, which is perhaps at an all-time high. Times of crisis provide clarity, and with that clarity an invitation to focus on that which is foundational and core to our mission. The core values of the Judicial Branch here in Maricopa County are fairness, respect, integrity, innovation, and safety. I am not sure what our society needs more to effectively deal with racism and injustice than fairness, respect, and safety being felt and experienced by every citizen. To be certain, it will require innovation from all of us in our practices and our perspectives. The way in which we go about our work each day is an opportunity to live out those values and ensure our workplace environments reflect them, which includes holding one another and leadership accountable when we fall short of them.

I am proud to be part of one of the premier community corrections organizations and trial courts in the country. Part of the leadership role we have, as a result of that reputation, also requires that we lead in areas where others may not. What does that look like, and how does what we are witnessing in Maricopa County and beyond intersect with our values and our mission? I would love to give you a simple road map to follow, but, as you likely know, there is none as the issues are systemic and multifaceted. I do think there are ways we can take steps, so let me offer two initial steps.

First, for those who may have watched the events of the recent weeks unfold and found they were unaware of the depth of the anger and pain felt by fellow citizens, I would encourage listening and to do so longer than you are comfortable. Maybe seek out additional sources of information where you do not usually go for news or information. Move toward others, at work and outside of our work, who may not have had the same experience as you have to understand what that has been like, regardless of whatever the differences are between your experience and theirs. As officers and staff in community corrections, we are trained for such work. One of the

things that makes us effective at helping people to change is the extent to which we can put ourselves in their shoes, to look at what challenges them from their perspective, and craft collaborative approaches that will relieve those challenges. When it comes to community corrections, that is the work that provides lasting change. There is also wisdom from that approach that extends beyond our work and to the challenges in our community.

Second, give voice to those who are marginalized or who do not have the influence you may have as professionals and from your various perspectives and backgrounds. The core work of our branch of government involves literally giving individuals voice, a hearing, and doing so impartially and with fairness and respect. This approach is not simply aspirational: it is required as judicial employees. It is required not just as citizens and employees, but also because it lies at the core of accomplishing our mission.

For most of the individuals we serve and supervise on pretrial and probation, we are in positions of authority. The presence of our badge, a tactical vest, and safety tools exist in a context of what those we supervise have experienced as they have interacted with others with similar tools. For some, those interactions are neutral or positive. For many others, however, their experience has taught them that they should, at best, be skeptical of us or, worse, fearful. I raise that not because I think we are unaware of it, but simply to remind us as a Department that others do not see us as our colleagues who know us may see us. Their experience is different, and we will have to work even harder to build the types of bridges that will be effective at changing behavior. My point is not with regard to our safety tools themselves, as I am a big supporter of those tools and our safety training programs. Instead, my point is that our most effective tools remain our minds, verbal skills, and abilities to relate to and work with all those we supervise. Crisis brings with it an opportunity for clarity and to focus on that which is foundational to our work. Effectively doing that work means we must become students of the community around us and the cultural context in which that work takes place. This is all the more necessary if that experience is different than our own. Studying and understanding the perspective of the communities we serve aren't simply valuable to us as fellow citizens, but important in being effective in achieving our mission.

While crisis brings clarity, I shared last time that it also provides an opportunity for gratitude. I wanted to close this edition's article with some of the things for which I am grateful. First, I am grateful that Judicial Branch leaders consistently allow me a forum to be heard, share my ideas for our organization, and give our colleagues and me voice. Second, I am grateful for the men and women at Adult Probation who, despite what challenges came in the previous three months, remain focused on our mission of enhancing public safety through behavior change and addressing risk. Finally, despite the challenges, the systemic issues, and deep pain described above and seen in recent events, I remain grateful. I am grateful to two of our officers who recently reached out to me and took a risk to see if this old PO and newly appointed leader for APD was willing to talk about these issues, listen to their experience, and talk about what steps we could further take. I very much appreciated the time and perspective I gained from those two officers. Finally, I am grateful to a leader I admire who was gracious enough to take the time to share her personal journey with me a few months ago. I was able to listen and learn how her experience is different than mine because of how our racial and other backgrounds are different. It was painful and moving to hear the adversity she endured and how despite that she remains joyful, positive, and continuing to lead and have an impact. She reached out to me recently and noted that she drew hope from that conversation despite the pain of present days. If she remains hopeful despite what lies before us, then I most certainly can choose hope and progress as well. And, in that, there is much to be grateful. It is a privilege to be on this journey with you, MCAPD.



# NEWS &

# INFORMATION

## Online T4C and Decision Points Classes

By Arlyn Harris

I used to get excited when my Outlook reminder pinged telling me that tomorrow is my telecommute (TC) day. I used to enjoy my TC day when my house was empty, and quiet, and I could catch up on work. But now every day is a TC day, my house is fully occupied, and I have added home-schooling to my workload as well as monitoring internet usage and trying to decipher sixth grade math! I chose criminal justice because there was no math requirement. The last time I did math, I probably was in sixth grade, and I doubt I understood it then either. Fortunately, I can Google just about anything, and there is a vast array (math term) of online resources, including some that allow us to facilitate programs online.



Although we had been working toward getting *Thinking for a Change* (T4C) and *Decision Points* (DP) online, the stay-at-home order certainly hastened the movement, and we are now offering both **T4C and DP classes online**. MCAPD is once again on the cutting edge getting these online classes up and running, successfully, and we are modeling the way for the rest of the country. We were one of the first agencies to launch T4C online, and we did so while maintaining the fidelity of the curriculum and following National Institute of Corrections' recommendations. We are one of three counties working with the DP authors to develop a replicable model for facilitating DP online and experimenting with a variety of methods to deliver homework. It is a work in progress, but we are up and running.

We are currently offering MCAPD-facilitated, online T4C classes, as well as partnering with community providers to expand our capacity to deliver additional online T4C classes. We started by transitioning the in-person groups that were disrupted due to COVID-19 to the online platform and plan to start one or two new T4C groups each month. The online T4C and DP classes are live and interactive, meet twice a week, are FREE to attend, and worth community restitution hours (T4C = 100 and Decision Points = 25). Probationers simply need an email address and an internet connected device with video capability (smartphone or desk/laptop computer). If needed, they can go to any public place offering free Wi-Fi, and many probationers may be eligible for a FREE smartphone through the Lifeline Assistance program: <https://www.freegovernmentcellphones.net/states/arizona-government-cell-phone-providers>.



Attending T4C and DP could not be easier! Participants can log-in from home, work, or even parked in their car. (They cannot be in a moving vehicle). Eligible participants are those who scored in the medium-high and high-risk range on their last assessment or spiked in Attitude. Remember, **attitudes are thoughts** supportive of behavior; attitude is not demeanor or appearance. Decision Points is a self-paced cognitive intervention program and a great opportunity for probationers who need a little more motivation prior to starting T4C. The [Thinking for a Change referral form](#) can be found on the APD Home Page under Productivity. Only one referral form is needed for BOTH T4C and DP; please include the probationer's email address for faster placement. We look forward to seeing your probationers online!

## Farewell Garfield Residential

By Melissa Froderman

Due to unfortunate circumstances in the world and our community, a heartbreaking decision recently had to be made; the residential program at Garfield would close. While other programs at the Garfield Probation Center will continue, the 26-bed residential program has been important to MCAPD for more than 20 years, so a Garfield tribute is in order. In recent years, the program housed an average of 124 probationers annually, providing temporary residence, employment assistance and referrals, as well as emotional support and guidance.

About two and a half years ago, I found out there would be an opening for the supervisor of Garfield Residential. Knowing I would be giving up a five-minute drive to work, I threw my hat into the ring and soon I was there. I wanted to take on the challenge because I had worked at Garfield before and knew how special it is and what an opportunity there was to really make a difference.

The building itself was built in 1897 and has served many purposes. There are memories of the past still visible, including tracks on the ceiling in the education center where medical curtains once hung to give young mothers privacy while giving birth, doorways in strange places which would make complete sense if you were walking into a sally port, and a cross hiding in the dayroom, which was once a chapel. And once again, memories of a successful program will remain in the building itself and in the hearts and minds of anyone who has worked here. When you come to Garfield, you might see what once was a pile of bricks transformed into a beautifully painted planter, courtesy of a Garfield resident; green grass, which was once a barren desert of a yard, transformed courtesy of Garfield surveillance officers; and a "Wall of Fame" with the signatures of men who successfully exited the Garfield Residential Program.

The men who lived here over the years were typically high risk to reoffend, and those who had burned every bridge in their personal lives, if they even had bridges to work with in the first place. Childhood trauma was a common theme, and the employees became confidants and life coaches; sometimes, the first positive and prosocial person the residents ever opened up to. The men and women who have staffed the Garfield Residential Program should be incredibly proud of the impact they had on those who otherwise may have had no other resources.

As you can see the impact is great and, even still, it is difficult to put into words. We have seen people at their lowest lows and their highest highs, and we have accomplished so much with so little. The difference made was always the human factor; the staff who poured themselves into other human beings. Because the chance to make a difference is the chance we all decided to take. So, I leave you with this: YOU are our greatest asset, our greatest resource. No amount of money or technology can ever replace what you can do. You are the hope for the future, and you ARE making a difference in the lives of the citizens of Maricopa County. When times get tough, take a moment to reflect on the successes! Goodbye, Garfield Residential, our work here is done... for now.

HERE ARE SOME FAVORITE OR FUNNIEST MEMORIES FROM EMPLOYEES WHO HAVE WORKED AT GARFIELD.



It was December 2018, and I was parked at Garfield before my academy started. I was walking in just before 7 a.m. and stopped in my tracks when I noticed a good friend (Jenn Del Rivero) sitting in the GSO [Garfield Surveillance Officer] office. I had lost touch with her about 6 years ago. She stopped mid-sentence, and I noticed shock on her face. Simultaneously, we both said, 'What are you doing here?!' As I began to walk into the office, she stood up, still confused. I replied, 'I work here!' and she said, 'So do I!' We laughed and screamed and hugged each other for a while and began catching up. Jenn later admitted, at first, she was scared I was on probation and reporting for community service. We had no idea we worked for the same department! From that day on, we have been closer than ever. Not only has Garfield brought clients together or enhanced the clients' lives, it also brought together two long-lost friends who have a lifelong bond, now stronger than ever.

**ASO AMANDA THATCHER**



I will never forget the night I finally used all that Fire Extinguisher Training we are required to do every year. I was informed by a passerby that there was a fire in one of the residents' trucks in front of the building. Sure enough, I went outside and saw smoke coming from the cab of the truck. I grabbed a fire extinguisher and went to the resident's room and told him his truck is on fire. He thought I was messing with him, and I assured him that I was not. We went outside, and he unlocked the door to his truck. There were small flames at this point emanating from the front driver's seat as he had apparently failed to fully put out a cigarette. I summoned all that I had learned from my years of training and used 'PASS' to eliminate the flames. Some may call me a hero; I just say I was doing my job.

**ASO PAUL STARR**



As a new IPS PO at Garfield, I ended up covering an overnight shift at Garfield. We were required to summarize anything noteworthy, so I recorded that there were shots fired behind the building and Phoenix had responded. 'Uh, new guy, shots fired isn't really noteworthy unless they hit something. Cute that you thought so though.' I can't remember the exact words, but it was something along those lines. It got a good laugh from the veteran staff leading Garfield at the time. It is hard to measure the full impact the program has had on the men who have stayed there, but I'm proud of the work all of us have done to help people make positive changes. While we will have to do that through different tools, our mission of public safety through changing behavior remains the same. Thank you to all the officers and staff who have led our residential program over the years.

**CHIEF MICHAEL CIMINO**



I will never forget Amelia's face when she found one of my defendants cooking a cow's heart in the kitchen. The big question was, 'Where did he get it?' because he was known to dumpster dive often.

**APO MARTHA MAYS**

HERE ARE SOME OF THE THINGS  
PREVIOUS RESIDENTS HAD TO SAY.

”

I love all you guys  
and am forever  
grateful.

J.D.

”

If it wasn't for this  
place, I would be  
back in jail.

S.B.

”

I want to make sure it is known how vital  
the program and the G.S.O. staff was to  
my new-found success. There, all my  
basic needs were met as far as food,  
shelter and clothing. This allowed me to  
focus on myself to overcome my fears,  
self-doubt, addictions and past traumatic  
experiences.

S.H.

”

I made it through,  
you freaking can.  
Thank you SO staff.

J.M.

”

I'm convinced if it  
wasn't for Garfield, I  
wouldn't have made  
it.

J.B.

”

Thank you so much...  
keep in touch and  
God bless you.

W.F.



# ACHIEVEMENTS

## & CELEBRATIONS

### Fallon Metzinger Selected for Statewide Award

By Cathy Wyse

The Arizona Chief Probation Officers' Association selected Fallon Metzinger for the honor of 2019 Arizona Line Officer of the Year. After Fallon was chosen by coworkers as MCAPD's Probation Officer of the Year, she was nominated for the statewide officer award. A standard probation officer in the Eastern Field Division, Fallon volunteered to serve as the lead officer in a collaborative project with the Mesa Police Department (PD), furthering Mesa PD's efforts to address an opioid problem in their jurisdiction. The project targeted an area with increasing fentanyl abuse and frequent overdose calls and deaths.

Fallon is recognized for her leadership in this project. She conducted research to identify probationers and facilitate appropriate enforcement actions, coordinated with probation staff, participated in and lead searches, and developed a tremendous working relationship with Mesa PD. The success of the project included ten searches, yielding the seizure of nearly 1,000 fentanyl tablets, over two pounds of heroin, methamphetamine, marijuana, drug paraphernalia, weapons including a stolen handgun, cash, and cell phones. New charges were filed on at least six individuals.

The Arizona Line Officer of the Year award recognizes Fallon for performing assigned duties in an outstanding manner and making significant contributions to the profession. Fallon's leadership and sustained efforts in this project are extraordinary and reflect her dedication to community safety and well-being. She brought credit to herself, our department, and the efforts of community corrections professionals throughout our state.



## Madame Secretary

By Chris Epps

Congratulations are in order! Drug Court Supervisor Tiffany Grissom was recently elected to serve a two-year term as the Secretary of the Board of the Arizona Association of Drug Court Professionals (AADCP). The AADCP is a nonprofit professional association for those who work within and support treatment courts; their mission is to serve and support Arizona problem-solving courts by providing training, advocacy, and development of best practice standards, and acting as an informational resource in accordance with current research and experience.



Regarding her service-oriented career, Tiffany was quoted by the AADCP as saying, "During the past twenty years I've had the opportunity to work with various populations in the justice system. Working together with passionate judges, probation officers, attorneys, community stakeholders and treatment providers provides successful results and ultimately stronger and safer communities. Working side by side with professionals from diverse disciplines in a team environment and witnessing successful outcomes contributed to my passion for treatment courts. I've had the pleasure of working in Veterans Court for several years and now in Drug Court. I'm grateful for this opportunity to continue working with enthusiastic individuals who are committed to enhancing our communities and the overall well-being of individuals."

It is truly admirable how Tiffany is able to devote so much of her time to being a daughter, wife, mother, friend, supervisor, camper restorationist, and now board secretary. One wonders how she will still find some time for her fledgling subsistence backyard poultry operation. Need a dozen eggs? Ask her for some in about six months. Again, Congratulations, Tiffany! We have every confidence that you will continue to serve with distinction.

## 2019 Of the Year Awards

By Cathy Wyse

The Department is pleased to honor five exceptional employees who were nominated and selected by fellow employees for going above and beyond in their job duties during the past year. The award winners are recognized for their valuable contributions and for actions that exemplify the MCAPD's mission and goals. The following leadership principles are considered in the award nominations: modeled the way, inspired a shared vision, challenged the process, enabled others to act, and encouraged the heart. Congratulations to the 2019 Of the Year Award winners:

**Sandra Tom - Supervisor Of the Year**

**Natalie Liles - Employee Of the Year**

**Fallon Metzinger - Probation Officer Of the Year**

**Brady Hammer and Scott Homan - Surveillance Officers Of the Year**

The Department's Of the Year Awards ceremony was scheduled for April 30, 2020, however, employees were unable to gather at this time due to restrictions related to COVID-19. Despite this disappointment, MCPAD leadership is seeking another solution to host a recognition event for these outstanding employees.



**The following information was taken from the award nominations:**

**Sandra Tom** is an IPS supervisor at the Probation Service Center who has served as an EPICS coach and a leader in the introduction of SUSTAIN. She remained positive and was contagious in her efforts as she motivated others to adapt to the new way of supervising clients. Sandra is always available as a mentor to staff cases. She has worked after hours assisting officers with searches, offered to ride along on high-risk field visits, and even assisted officers with after-hours bookings. Notably, Sandra made herself available in the middle of the night to the Mesa Police Department's Swat Team on a high-risk domestic violence barricade situation. The following Saturday morning, Sandra volunteered to assist her officer in processing an urgent warrant and fielded numerous phone calls to ensure the warrant would be signed. Sandra is a supervisor who exceeds in her role and serves as an advocate to her unit.



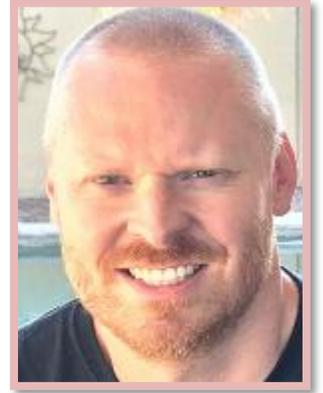
**Natalie Liles** has served as the Department's one and only safety equipment coordinator for nearly three years, and she truly enjoys responding to equipment-related questions from staff. In addition to assigning, collecting, and replacing safety equipment, she is responsible for tracking when equipment expires and coordinating timely trade-outs to ensure staff always have the tools they need. Natalie plays a crucial role in not only collecting data for, but purchasing, the items listed in the yearly safety equipment budget. She ensures the automated external defibrillators in all probation buildings are in good working order. Additionally, she supplies all buildings with items for search and seizure and coordinates bi-annual breathalyzer calibrations. Natalie spent the past year researching and completing training modules to better understand probation and our department, thereby gaining insight to further improve the program and understand badged and non-badged professional roles. Her vigilance and dedication to the safety equipment program leads to it running smoothly and efficiently.



**Fallon Metzinger** is a standard probation officer who embodied the idea of "Enabling Others to Act" by building a collaborative relationship with Mesa Police Department (PD) and volunteering to serve as lead officer in a special project. Mesa PD was targeting a fentanyl problem within their jurisdiction. Fallon eagerly volunteered to lead this project to remove as much of the drug as possible from the community. She conducted research and carefully identified probationers for enhanced contacts and enforcement related to fentanyl abuse or sales, and she coordinated joint activities conducted by police and probation officers. The project involved continued and sustained research, coordination, search/arrest activities, and communication with Mesa PD over nearly a six-month period and resulted in the seizure of nearly 1,000 fentanyl tablets, other drugs including heroin and methamphetamine, weapons, and cash.



**Brady Hammer** is a hard-working surveillance officer on the Sex Offender Reentry team and a vital and proven asset to the team. He has worked many holidays and is often at the office on weekends to sign for a release transported from the Department of Corrections (DOC). Brady has positive working relationships with staff at DOC as well as with local police sex crime units. The reentry probationers face many hardships and basic needs that Brady is there to appease and simplify as much as possible. The times he will deliver a new GPS charger, bus tickets, or other resources is infinite. With the elimination of GPS officers, Brady stepped up and took responsibility for GPS inventory and training for the Black Canyon Building (BCB) sex offender units; he recently branched out to train domestic violence officers as well, and he stays current on training and information from the vendor. Brady generates ideas and successfully advocates for changes to improve the sex offender reentry process. Because of his experience and expertise, he is a frequently sought source of assistance and information. Despite his abundant workload, he never turns away a request for assistance or coverage and the spur-of-the-moment mentoring of parked officers and interns.



**Scott Homan** was a surveillance officer with MCAPD for 20 years prior to his unexpected (off-duty) death in April 2020. He had assignments with Work Furlough, IPS, Sex Offender program, and for the past two years, in the Domestic Violence (DV) program. As an outstanding officer, Scott was called on repeatedly; he embraced change and was determined and dedicated to defendants, the community, his fellow coworkers, victims, and the Department. Scott was extremely confident and knowledgeable in dealing with the high-risk population and capable of handling difficult assignments. Because of his knowledge in the field, he was a field trainer and coordinated departmental ride-alongs for the East Valley. He was a member of the Domestic Violence Enforcement and Response Team and facilitated DV orientation. Scott was instrumental in covering field contacts during 2019 when not only DV units had surveillance officer vacancies, but when standard field units needed assistance due to vacancies. Scott was a resource to officers who supervise defendants with gang terms; he also knew the ins and outs of GPS monitoring. If an officer needed assistance while in the field, Scott did not hesitate; he was a true team player.



After the Department was notified of the loss of Scott, Chief Cimino announced that this is a great opportunity for the Department to formally recognize the work that both Brady and Scott did in 2019, so this year MCAPD has two award winners in this category.

All nominees for the Of the Year Awards are appreciated by their coworkers and are to be applauded for the contributions and hard work that lead to their nominations. The remaining nominees are:

**Supervisor**  
 Jamie Collins  
 Jennifer Crothers  
 Sonia Cruz  
 Robert DeMers  
 Beth Hoel  
 Tameka Loyd  
 Sharlene Meyer  
 Greg Miller  
 Melissa Monahan  
 Amanda Peterson  
 Michele Saldana  
 Sherri Tucker  
 Kristi Wimmer

**Probation Officer**  
 Veronica Alvarado  
 Casey Baumann  
 Krista Black  
 Kimberly Bryant  
 Shelbi Carpenter  
 Scott Gibson  
 Eva Lessing  
 Jamie Lopez  
 Martha Mays  
 Jessica Munoz Felix  
 Cortney Norton  
 Devin Thompson  
 Mariella Vela

**Surveillance Officer**  
 Claudia Facio-Barriga  
 Oksana Lundberg  
 Stacy Soto  
 Paul Starr

**Employee**  
 Rene Bates  
 Mayra Duarte  
 Andrew Hoy  
 Ruth Manner  
 Sanja Markovic  
 Victoria Murray  
 Rubi Rojas  
 Kathleen Weibly

# 2020 National Crime Victims' Rights Week

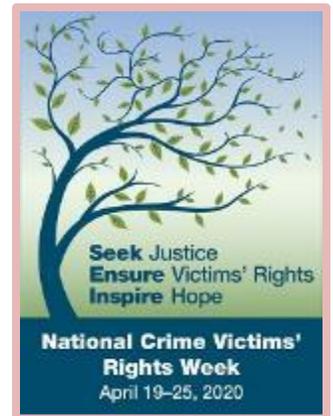
By Antony Bidonde

April 19-25, 2020, was designated National Crime Victims' Rights Week. Every April, the Office for Victims of Crime (OVC), a branch of the Office of Justice, leads communities throughout the nation in their annual observances of National Crime Victims' Rights Week. This year's theme was, **"Seek Justice, Ensure Victims' Rights, Inspire Hope."** Due to COVID-19, some events were postponed or cancelled, and others were modified to ensure the safety of the participants.

This year marks the fifth anniversary that MCAPD held a ceremony honoring probation officers and staff members who work directly with victims or on behalf of victims. The observance for MCAPD took place on April 29, 2020, via Skype due to the quarantine. Chief Michael Cimino virtually presented and awarded certificates to those being honored.

A total of seventy-eight nominees received certificates, including four victim advocates from Chrysalis, a nonprofit organization that assists victims of crime. This has been the largest group to date to receive the yearly award.

One of the Department's roles is to help keep the community and victims safe. While I could not possibly illustrate all that probation officers do in this article, I can attest to their hard work and, because of them, victims' lives have been saved. Below are awardees' names in alphabetical order.



Brandi Anderson	Jammie Dilley	Cherynne Lara	Tyson Sam
Daniel Atkinson	Jesus Duran	Cynthia Lopes	Terri Scharneck
Duane Aul	Elena Durica	Joseph Lopez	Rebecca Sifuentes
Joshua Bagnall	Sarah Dutton	Ana Martinez	David Silvas
Alex Barnes	Erin Flowers	Dawn McCullar	Elia Siordia
Antony Bidonde	Autumn Freeman	Darcy McLeod	Bob Sitnek
John Bishop	Scott Gibson	Sean McMillen	Scott Skoropys
Mack Boatner	Debi Gilliland	Raul Munoz	Stacy Soto
Melissa Boudreau	Shane Glynn	Roberta Navarrette	Kristin Sunderland
Diane Bracamonte	Sarah Gomez	Lance Nickell	Laura Thomas
Jeneen Brewer	Clint Hill	Cortney Norton	Liberty Torres
Robert Brouse	Scott Homan	Silvia Partida	Sheri Tucker
Ivana Budimirovic	Melissa Hudson	Veronica Pena	Jessica Valadez
Michael Burns	Mora Isom	Jasmine Plummer	Ashleigh Vellutato
Cindy Bustos	Pete Jacaruso	Aaron Porzel	Jennifer Ward
Bart Careaga	Elizabeth Kemp	Amy Primak	Ashley Webb
Robert Celaya	Elizabeth Kinsey	Karla Rahn	Casey Whitehead
Christina Coller	Justin Kreterfield	Zarina Ramos	Jill Wilkinson
Arni Cook	Michelle Kridler	Andrew Rodriguez	
April Demarbiex	Alex Kupka	Brianne Rosa	

Below are a couple of links; one goes to OVC and the other to Chrysalis.

- Office for Victims of Crime: <https://www.ovc.gov/>
- Chrysalis: <https://noabuse.org/>
- If you have questions regarding the above material or about victims' rights, I can be reached via email at: [apdvsvu@jbazmc.maricopa.gov](mailto:apdvsvu@jbazmc.maricopa.gov) or by calling: 602-372-8286.

# Four Programs Recognized with National Honors

By Cathy Wyse



The National Association of Counties (NACo) recognized four MCAPD programs with 2020 NACo Achievement Awards. The awards honor innovative, effective county government programs. The MCAPD's award-winning programs are described below.

## Innovations in Care: TIP Justice Health Clinics

Terros Health in partnership with the MCAPD co-located integrated care and probation services as part of an innovative program to advance integrated care systems in Arizona. The program targets adults on probation, a historically underserved population that has experienced inequities in health coverage and care while experiencing significant health care needs. The program aims to improve the integration of physical and behavioral health care, as well as social determinants of health, leading to improved health and justice outcomes. Co-located services were established in four locations including the opening of a medical clinic inside a probation office. Many probationers place a low priority on health care, and they are more likely than the general population to utilize emergency departments and urgent care when seeking treatment. Probation officers and health care staff work collaboratively to motivate probationers to engage in health care services. In addition to assisting probationers with their existing health needs, probationers are learning how to use health care services in a cost-efficient and effective manner. In the most recent year of this program, 1,856 probationers received integrated care services at the co-located facilities.



Pictured from left to right: Lani Horiuchi (Terros), Jaci Christenson, Jennifer Nye (Terros), Joi Alicea, Ted Milham, Jenifer Meiley, Lori Jones (Terros), Deborah McMullen (Terros), Ray Young (Terros), Amanda Peterson, Peggy Chase (Terros), Sinisa Malisanovic, Therese Wagner, Barb Rubio, Charlie Ottelin (Terros), Amanda Baran (Terros), Curtis Bass (Terros), Heather Redmond, Jay Drake, Kay Simons (Terros), Kyle Grove, Brandon Melgoza, Carla Loi, Melanie Griffin, Bart Careaga, Daisy Morales (Terros), and Ashley Webb. Not pictured (all with APD): Wes Shipley, Louis Karmi, Zach Palmer, Lizette Gallardo, Luis Marquez, Wendy Arias, Chris Dvorovy, Suzanne Shirleson, Victor Vaughan, and Kim McCurtain. Not pictured (all with APD): Wes Shipley, Louis Karmi, Zach Palmer, Lizette Gallardo, Luis Marquez, Wendy Arias, Chris Dvorovy, Suzanne Shirleson, Victor Vaughan, Kim McCurtain, Stephanie Vega, Amber Arnold, Anahi Garcia, Samantha Rios, Effren Padilla, Alyson Popalardo, Katie Mudra, and Kenneth Adams.

## The Mesa Miles Project – Tackling Opioid Overdoses and Crime

Probation officers have many duties with the most important aspect of their job being the enhancement of community safety. Officers take on their responsibilities in a variety of ways, most directly working with probationers to provide tools toward behavior change. Additionally, the department is most successful when staff foster a productive relationship with law enforcement agencies and stakeholders in the communities served. MCAPD and the Mesa Police Department built a collaborative program to address a common high crime area and the opioid problem within the City of Mesa. Targeted, enhanced probation contacts and searches were conducted jointly by probation and police officers. The program resulted in targeted criminal arrests and the removal of illicit drugs to bolster community safety and to save lives of community members, including those on probation.



The Mesa Miles team from MCAPD pictured from left to right, back row - Dave Taylor, Barb Rubio, Haley Myers, Kim Bryant, and Jesse LeRoy; front row - Danielle Stojmenoff, Fallon Metzinger, and Erin Lockwood. Not pictured, from MCAPD - Amanda Howe, Justin Williams, Greg Miller, and Wes Shipley; from the Mesa Police Department – members of Mesa Central Street Crimes.

## Fugitive Apprehension Unit's Safety Training Day Program

MCAPD's Safety Training Unit researched the needs of the Fugitive Apprehension Unit (FAU) and then proposed and implemented a new training program for FAU officers. The new training program is a hybrid program: it consolidated several specialized trainings for FAU that previously took place over multiple days (for a total of 20 hours) into one comprehensive eight-hour training. Specialized training for FAU officers includes defensive tactics, the safe and effective use of various weaponry, and reality-based scenarios. Learning objectives from each existing training course were carefully woven into drills and scenarios to create a comprehensive, meaningful flow of information reinforced by the MCAPD's learn-by-doing safety training standard.

Three different learning environments had to be coordinated to make a hybrid training work: a classroom, a defensive tactics mat room, and a tactical village on a shooting range. The FAU's Safety Training Day program was successfully implemented in 2019 and received overwhelming support and positive feedback. The program successfully completed its second year in January 2020. This program has enhanced the safety and efficiency of each FAU officer and supervisor, allowing them to spend more time in the field.



Pictured from left to right – Kate Skelton, Kyle Miller, Shawn Hughes (Juvenile Probation), Kevin Kittle, Michele Butcher, Brian Armbruster, and Ada Andreski. Not pictured: Jess Beckenhauer (Juvenile Probation). Special mention: Kevin Bishop, Jeff Lauer, Derrick Knott Sr., George "Tom" Fairburn, Beth Streeter, Sam Pavlisick, Richard Hodgeson, Bob DeMers, and Greg Miller.

### **Seriously Mentally ILL Program's Justice Series Training**

Probation officers in the Seriously Mentally Ill (SMI) program interact frequently with clinical teams in a joint effort to engage and encourage clients' participation with both their mental health care and their probation. The case managers attend Mental Health Court and assist with plans to re-engage clients who have encountered barriers to their progress. However, many of the clinical teams were unsure of how to work with the justice-involved population, both while in the field and in a more professional setting in court, which was creating additional barriers to the supervision of clients and their success in the program. The MCAPD's SMI Program partnered with the Regional Behavioral Health Authority, Mercy Care, to create and implement a voluntary training for clinical teams who work with justice-involved members as well as observations of Mental Health Court for the clinic leadership. These efforts have helped members of clinical teams understand the criminal justice process and how they can work with probation officers and the Mental Health Court to encourage and assist clients' success.



Pictured from left to right – Ryan Valley, Jessica Ethington, Jason Walker, Therese Wagner, Naomi Zargoza (Mercy Care), Amy Kraus (Mercy Care), and Paula Krasselt (Mercy Care).

*Congratulations and thank you for your continued work to promote the betterment of services and programs in our county!*

## Brian Slater Promotion

By Cathy Wyse

Brian Slater was promoted to the newly created position of recruitment and special assignments supervisor effective June 1, 2020. In this position, Brian is responsible for supervising the recruitment and background process for new hires to any position in the Department as well as backgrounds for officers requesting to be armed. Brian is supervising the Department's background investigator(s) and fleet management personnel and will be assisting with administrative investigations and other assignments as needed. Brian has worked for the MCAPD for nearly 22 years, hiring in as a probation officer with assignments in standard and IPS, followed by promotion to supervisor and leadership of an IPS/standard sex offender unit. He has served on various committees in IPS and the Sex Offender Program and was commended by the Mesa Police Department for partnering in a special project. Just prior to this promotion, Brian was conducting background investigations for the Department. In the past, Brian served in the Air Force as law enforcement. Regarding his promotion, Brian indicated that he is looking forward to the diversity of the position, which allows him to be engaged in and assist the department in several areas. Brian enjoys assisting with the selection of new staff coming into the Department and knowing we are selecting the best possible candidates to lead the Department in the future.



## Virtual NOTES

By Jim Sine

Yes, for the first time ever, the NOTES academy was completed completely online. The Staff Development and Safety units teamed together to present just about a full NOTES academy to our 18 new probation officers beginning April 27, 2020. You may be asking yourself how a probation officer training academy could be conducted online. Well, I will say it was not easy, but, in the end, it turned out very good. While not the best way to conduct training, we were left with just this one option to train and get the officers out into the field. Training staff and the new officers all worked from home and kept in contact via Skype in three cohorts of six. Many classes were converted to online classes in the Hub, while others were conducted live via Skype. With AOC canceling all its training academies including Probation Officer Certification and Defensive Tactics Academy, the new officers will need to make up those academies once they are available. On May 18, the new officers began officially working their new caseloads as secondary officers, in conjunction with the coverage officers who had been working the caseloads already. Unfortunately, we were unable to officially celebrate the new officers' achievements with a graduation ceremony immediately after training, but we will definitely celebrate their efforts in NOTES at a later date.

On a personal note, I have worked with every new officer we have hired over the past several years in NOTES and, for the first time, I was unable to get to know everyone in NOTES as my cohort consisted of six of the 18 new officers. I look forward to meeting in person the other 12 officers. I shared my cohort with Kate Skelton, while the other cohorts were led by Doug Murphy/Kyle Miller and Ada Andreski/Kevin Kittle. Also, I wanted to compliment training supervisors Jonelle Acosta and Michele Butcher for their efforts in making virtual NOTES a reality. A virtual reality? Yes, it really happened, and we did it!



New officers pictured from left to right: first row - Irv Anglin, Amekjang Barkuei, Phuong Nguyen, Regina Ramondo, Tae Yi, Casey Frith; second row -Shawn McCarthy, Emily Watts, Cynthia Mapulanga, Crystal Luster, Robert Debellis, Joshua Bagnall; third row - Marlett Sanchez, Marissa Entler, Donnie Frazier, Alesi Reyes, and Donald Cole.



# 1st Quarter P.R.I.D.E Winners



**APDCC:** Kafi Grossley

**BCB:** Fred Wilhalme, Lovia Lechuga, Daniel Russomano, and Brady Hammer

**CCBLL:** David Gonzalez and Fedra Malaquias

**CSC:** Crystal Powell

**DTJC2 Training:** Kate Skelton and Jim Sine

**DTJC3 Admin:** Michelle Medina and Rod Rego

**DTJC3 Pretrial:** Robin Hargrove, Joe Lopez, and Perla Cazares

**Durango:** Allen Larkin, Gary Burgett, and Olivia Ramirez

**Garfield:** Ana Roque, Brittany Craine, and Diana Martinez

**Luhrs:** Casey Baumann and Kristin Epperson

**Northport:** Alexander Kupka, Ashleigh Vellutato, and Brandon Shimizu

**Pretrial at 4<sup>th</sup> Ave. Jail:** Anthony Johnson and Abilio Aranda

**Pretrial at SCT:** Rocio Palomino, Jim Meyer, and Terry Lee

**PSC:** Melissa Grey, Haley Myers, Lindsey Breemes, David McHenry, Fallon Metzinger, and Gregg Dandy

**SEF:** Mysti Berteau and Theresa (Terrence) Zawlocki

**Scottsdale:** Brian Burrer and Alexandria Battest

**South Court Tower:** Susan Novitsky

**Southport:** Michael Meger and Ashley Ramirez Rodriguez

**WRC:** Valerie Whelan, Naomi Eubank, Kevin Schornack, and Ashley Wacker

*People Recognizing Individual Deeds of Excellence*



## A Life Filled with Positive Change

By Brittany Craine

Abe had been homeless for about five years when he was placed on probation. As you know, our transient clients often struggle to report due to lack of transportation or even access to telephones. Abe made contact almost immediately and has reported consistently.

Within two weeks of our first conversation, he was enrolled in residential treatment with Corazon through Chicanos Por La Causa. I attended his graduation, and he was so grateful because he does not have a support system in Arizona. On the date of his graduation, the Adult Probation Department's referral to Hope House, a sober living home, was accepted and Abe moved in that same day.

Shortly after he moved into Hope House, Abe obtained employment with a local restaurant as a dishwasher. He has been working for them for a little over a year now and has been promoted to a full-time trainer position with an opportunity to go to newly built stores to assist in training their new employees.

Abe received his one-year sobriety chip earlier this year. His sobriety has allowed him to own up to his mistakes in the past. He has been rebuilding his relationship with his mother who lives out-of-state. He uses part of each paycheck to send money to pay her back for the hardship he has caused her, something he never thought he would be able to do for her. He is planning to visit with her this summer.

Abe continues to surpass his personal goals and I am incredibly proud of him.



## COVID-19 Quarantine Spotify Playlist

By Jessica Ethington

Shortly after the lockdown started in mid-March 2020, there was a significant amount of confusion, uncertainty, and frustration with how to proceed in our personal lives as well as with our professional duties. In an effort to minimize the impact of this new reality on morale, I started sending the SMI units some lighthearted emails to bring some levity and humor and break up what seemed like constant uncertainty. I took my queue from another supervisor, Melissa Boudreau, who emailed the officers in her program about her new co-workers that included pictures of her pets. I sent this email out and most of the officers responded and said they appreciated the break. I then decided to send emails like these weekly to maintain morale in the SMI program. One email with a lot of participation was naming TV shows that captured our individual experiences with the lockdown. This included *Are You Smarter Than A Fifth Grader*, *Twilight Zone*, *Shark Tank*, *Snapped*, *Full House*, *Home Improvement*, etc. But the one that had the most participation was creating a quarantine playlist. We, as a program, created a play list to include 69 songs from various genres, and one officer shared a link so they could listen to it on Spotify. While these emails seem silly, several officers have said they look forward to them and enjoy reading all the responses, because it does, even for just a moment, give them a break from the uncertainty we are facing each day. If you want the playlist, the link is below.

[Click here](#) to listen to the COVID-19 Quarantine Spotify Playlist



# Pets... the New Co-workers

By Melissa Boudreau

Beginning mid-March, the way we all do business changed radically in response to COVID-19. The next couple weeks were met with a flurry of emails about procedural changes, clarifying details, and staffing how to supervise cases. In what felt like overnight, we were all working together to be responsible in our interactions with the community and to adjust to this new way of community supervision.

About two weeks into this “virtual reality,” I went into my office – the former spare bedroom in which I now spend my working hours – and sat down at my computer facing a large window. Within seconds, all three of my cats joined me at my desk, or should I say my window, to begin their work day. From this vantage point, they could supervise the birds flying between three large trees and bunnies hopping around in the grassy area of my neighborhood. I recognized this welcome to the day had quickly become my new normal, and I laughed at the idea of how my “old” co-workers were so very different from my “new” co-workers. For a moment of levity, I took their pictures and shared them in the following email to the entire Reentry program.

To my surprise and utter enjoyment, officers across all units in Reentry replied and began to share photos and funny stories of their new co-workers. Who knew Reentry had so many pets, from dogs and cats to ferrets and birds! So many officers commented that the emails had made them laugh and expressed how they were grateful to be able to connect with each other in this way.

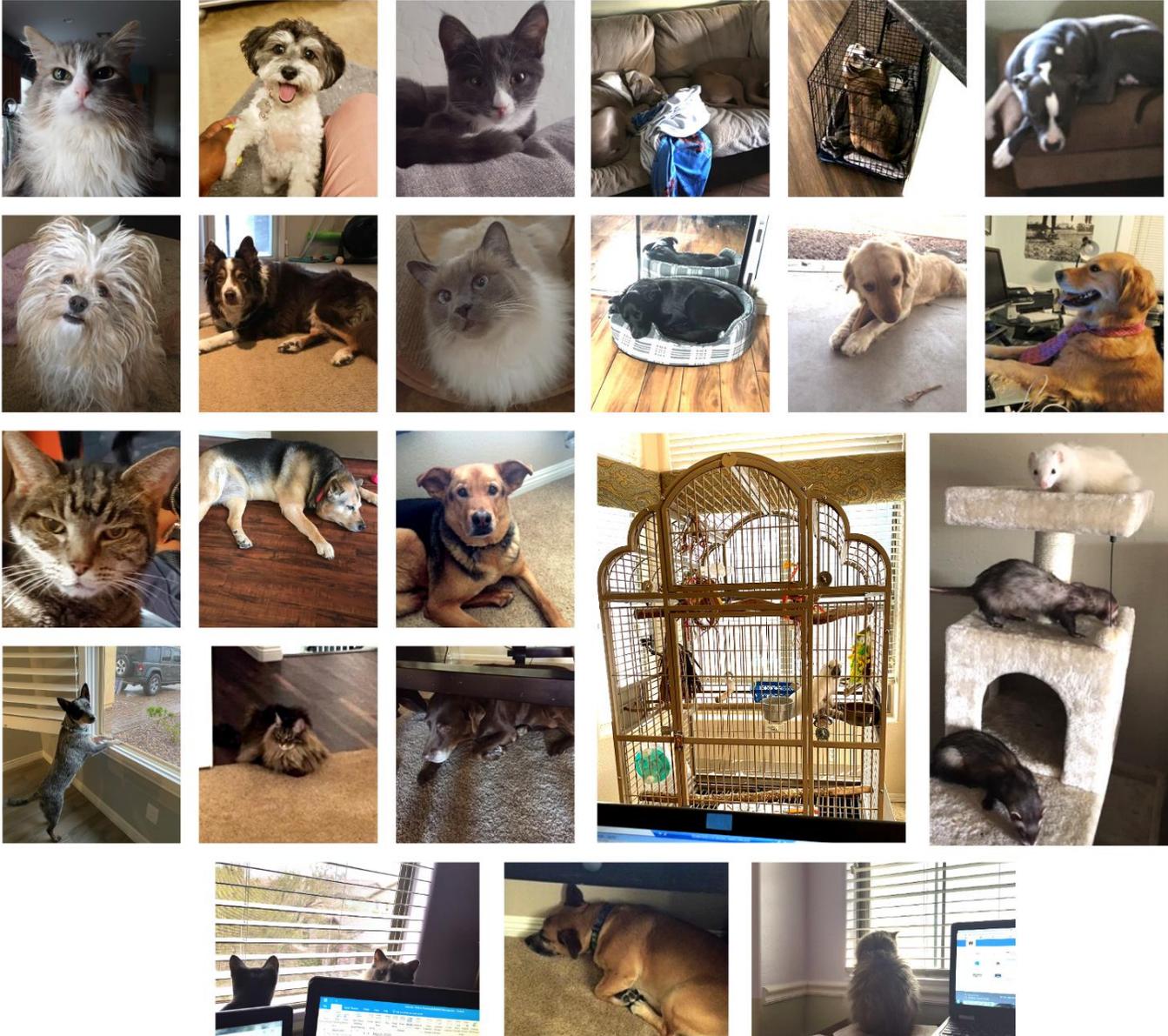
Over the next few months, Reentry continued this trend and shared photos of their backyard gardens, helpful articles about mental health and/or virtual work stressors, and lists of our unpopular likes and dislikes, to name a few. Some officers shared links to inspiring Ted Talks and recommended and/or explained apps and programs in this new virtual world we were navigating. There was even a claim of “Best Reentry Unit” postured by one of the units, made in jest and good spirits, and quickly challenged by the supervisors of the other units. I eventually renamed my upstairs bedroom/home office “Zaire” for two reasons: To bring an international flavor to a drab room and seeing as The Republic of Congo no longer used this name, it was free... plus, it made my weekly emailed schedule seem way more interesting.

We shared the virtual fun we were having with supervisors in a few other area offices, and they, in turn, created similar opportunities for their units and teams and even began to share their own suggestions for email topics. As a result, we all felt a little closer, knew each other a little better, and shared in some laughs in the middle of difficult days...what Reentry and MCAPD does best! Meet the co-workers of Reentry Units' staff on the next page.

“

On a positive note, I thought I would share with you my newest co-workers. They have been working with me on an intermittent, part time basis when I would work from home but they are now full time co-workers. They do not accomplish much and their work ethic leaves a lot to be desired...they mostly lay around, scratch things and have intermittent bursts of uncontrolled energy that usually results in something being destroyed, knocked over, or clumps of fur on the carpet. That being said, they are furry and adorable so that helps!

# MEET THE CO-WORKERS OF REENTRY UNITS' STAFF



## Self-care in Difficult Times

By Chris Epps

The final general session of this year's National Association of Drug Court Professionals RISE20 virtual conference was titled, "Self Care: 20 Ways You Can Cope with Stress, Anxiety and Isolation in Difficult Times," presented by clinical psychologists Dr. Brian Meyer and Dr. Christa Marshall. All 20 of their suggestions were very helpful, but one in particular grabbed and held my attention enough to motivate me to write this article. The facilitators asked us to look for silver linings in our world around us during difficult times. There are silver linings in the current COVID-19 Pandemic. Say what? It's true. Since people all over the world have been in lockdown, in quarantine, and social distancing, some very amazing things have begun to happen to our planet: the significant decrease in nitrogen dioxide pollution over China could save 77,000 lives; Venice's canals are clearer than they have been in decades; star of "The Office", actor John Krasinski, created a new YouTube show called "Some Good News" in which he highlights heroes and humor during the coronavirus crisis; a middle-aged couple of giant pandas in a Hong Kong theme park have mated for the first time in more than ten years, after finally enjoying a period of privacy thanks to the coronavirus lockdown; your dogs are having the best days of their lives (your cats... not so much). Looking for the silver linings during a crisis takes practice, but if we commit to doing it, we can feel uplifted and empowered to help make our world a better place. For me, the takeaway from this session on self-care was: when difficult times confront us, we need to redouble our efforts to take the best care of ourselves, so we will be at our best when the time comes to take care of others.

## Autumn Masks

By Jocelyn Myers

As we are all aware, due to the pandemic, the way we are doing our job duties has changed somewhat. Some of the biggest impacts are most people are working from home and field visits have gone either virtual or being seen from a social distance. One member of my unit, Surveillance Officer Autumn Freeman, listened on our unit calls to the uncertainty and hesitation that other members of my team were expressing when it came to making field visits. After doing so, she unselfishly, on her own time and with the help of her daughters, made over 36 masks for our unit and whoever else needed them. She also made some for the families of our unit if they requested and needed smaller ones for their children. I can personally say that the ones she made for my children are some of the favorites they wear. Thank you, Autumn, for your kindness and thoughtfulness during this uncertain time.



## Let's Old School This Problem

By Jennifer Crothers

For the first time in my life, Amazon had failed me: my search for facemasks had proven to be futile. There were very few to be found online, and the few I could find were unreasonably priced with the worst examples of price-gouging I had ever seen. My mother had recently come to visit me. A retired teacher, she had left her RV

at a local dealer for annual maintenance and was staying with me while taking care of some things in town. One of her appointments was a doctor's visit. When I returned home one night, she held-up a surgical mask that she had been given to gain entrance to the doctor's office; she wasn't sick, but everyone had been given one as a general precaution.

Within a few days, the first case of coronavirus appeared in Arizona. The county was asking managers to complete inventories on all cleaning products and gloves in all county offices. My brother called from Los Angeles and my father from the East Coast. Both of them were in areas where cases of the virus had appeared and stay-at-home orders were being considered. My father expressed concern that it was going to get worse.

I suggested to my mother that we stock up on some basic food items. She reached into her purse and pulled out the surgical mask she had been given a few days earlier: she had kept it, commenting "just in case" when she did. It seemed like the time had come. We headed out to the store. Shelves were stripped clean of paper products and fresh food. That night I began searching Amazon for masks for my team. The nature of my officers' assignments (IPS-Sex Offender) means that regardless of what steps health officials may suggest for Maricopa County residents, my team would probably still be on the streets, meeting with probationers. That meant that my team needed masks for the safety of themselves, their families, the probationers, and one another. On a daily basis, we work so closely together that if one person contracted the virus, we would, inevitably, all get sick, which meant the entire team could be in quarantine. The county could not afford to lose an entire IPS-Sex Offender unit, in my mind.

Frustrated with my failed Amazon and internet search, I shut my laptop and expressed my concerns to my mom. She thought for a moment before smiling.



"So, let's old-school this problem."

"Which is?"

"Grandma Grace."

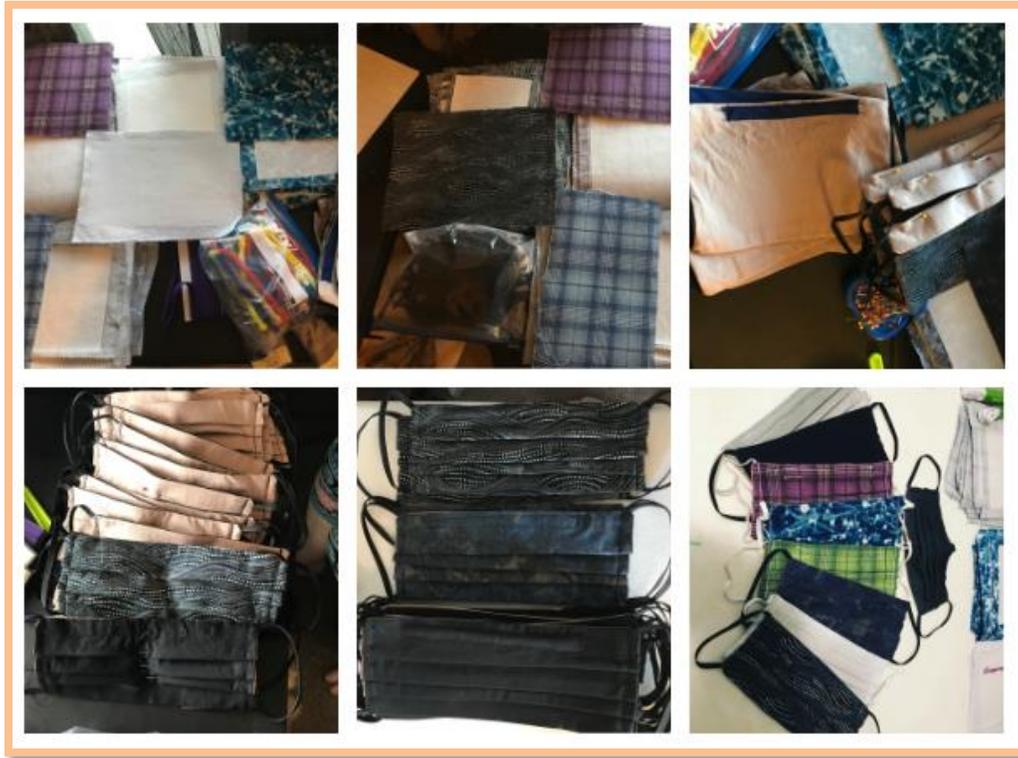
My great-grandmother was a professional seamstress, and she taught my mom and I how to sew as children. I immediately started researching homemade face masks. Very basic mask patterns were available on various websites, but I was concerned about how much protection a single layer of a woven, breathable material could provide. More research brought me to a suggestion to use a fusible, heat-activated interface in between two layers of a tightly woven material like cotton. Further research suggested this type of mask could potentially be 50-70% more effective in protecting someone from an airborne virus.

We quickly discovered we were not alone in our attempt to make masks. Our first foray to locate the fusible interface material immediately hit a wall. On the 21st of March, my mother found some in a store in Chandler, a two-hour roundtrip trek for me. We headed out to pick up everything we would need: fusible heat-activated interface, quilt-quality cotton, binding tape, pipe cleaners and thin elastic. Unfortunately, no plan is perfect. The first mockup, based on the online pattern, was not terribly good. One officer suggested that it resembled part of a bikini swimsuit. I chucked that one to the side and went back to the drawing board. We decided to take apart the surgical mask my mom had kept from her doctor's office visit and use it as the pattern. Immediately, we made ten for my officers. Then we made a second batch of ten masks, so each officer could have two of them, one to wear while the other could be washed and hung to dry. My officers voiced their appreciation for the masks and for my concern about their health and that of their families.

I began to get requests from officers throughout the Department, for themselves and family members, as well as family members of mine from as far away as Delaware. We were more than happy to provide them, free of charge. With what was happening all over the world, now more than ever, helping each other seemed like not only the right thing to do, but what was needed. It isn't an N95 mask, and it doesn't replace the need for

caution and following safety practices; but it was a simple thing that we could do to help keep officers and their families safe.

In total, we have made approximately 100 masks, and I am happy to say production of the masks continues. If anyone in the Department would like one (free of charge) or would like instructions for making your own, please do not hesitate to contact me. We are in this together, and we can get through this together. Stay safe out there.



## Finding the Silver Lining

By Amanda Hanson

March 2020 changed not just our Department, but the world! COVID-19 was in full force. We scrambled to make sense of all the emails from various leaders. Some messages caused confusion, but eventually we made the necessary adjustments and got into a rhythm. Although COVID-19 has caused a disruption of our normal and no one in their right mind would see anything positive coming out of this situation, there is a silver lining. Our normal day-to-day tasks would typically cause some of us to put administrative tasks such as updating the ETC, treatment, and employment screens on the back burner. Another task would be thoroughly going through files to make sure we did not miss a deferred jail term listed under Condition #22 instead of Condition #18, which is not tracked on APD Online, and not feeling the affects of it until the supervisor asks for a file for a file review. We are human and have all made mistakes. This can happen to anyone, and it probably already has for some of you. I can admit that I recently missed a jail term due to the latter (Condition #22), but I can say my "crucial conversation" was not that bad! Although I missed the jail term, the defendant would not have been able to self-surrender due to COVID-19 restrictions. While we have been forced to work from home more, some of us have become teachers and our child(ren)'s full-time playmate. Some job requirements have been reduced for some of us, such as field visits. This extra time can be utilized to tackle some of those tasks we tend to put on the back burner ...just a suggestion from peer to peer.

## What about CASS during COVID-19?

By Marie Long and Martha Mays

As COVID-19 hit the country, it did not skip our homeless. It has affected their access to services and our ability to locate them. Through a partnership with Central Arizona Shelter Systems (CASS), MCAPD officers have remained on the largest homeless campus and encampment in Arizona. There are approximately 500 individuals in the encampment around CASS. While probation officers did not have access to their MCAPD CASS office, APO Martha Mays with peers Fred Wilhame, Jamie Lopez, and Diana Martinez have walked the campus and encampment areas for several weeks to stay connected with our homeless clients. As things have begun to transition to prior levels of normalcy at CASS, the state is hit with the summer heat. This is another hurdle for the clients and CASS probation officers. Here are some helpful hints if you are looking for a homeless client who you may believe lives at CASS or the surrounding encampment:

- First and foremost, if a client is living on campus or using CASS services, they will have a CASS ID to show their assigned APO. Probation officers meeting clients at the campus outside gate has led to many clients providing CASS as an address, but not residing on or even around CASS. Be sure to ask for their campus ID as verification. If the ID has a number on the back, it means the individual has a bed. If there is no number on the back of the ID, the person uses services on the campus, but does not reside at CASS. If they cannot provide you with an ID, they do not live at CASS.
- LDR on the CASS campus has provided 40 beds for the medically vulnerable homeless.
- St. Vincent de Paul has provided 40 beds for the medically vulnerable homeless and opened their facility to allow up to 40 individuals to be inside during the day for heat relief. St. Vincent de Paul is located at 1075 W. Jackson Street, Phoenix.
- The Phoenix Convention Center is bussing homeless individuals back and forth from the CASS campus to the Convention Center to provide meals and heat relief to the homeless in the South Hall from 10:00 a.m. to 7:00 p.m. The Convention Center is located at 100 N. 3rd Street, Phoenix. If your client is not around CASS, this may be a place to locate them.
- There are three parking lots at 9th Avenue and Jefferson Street that have been converted to tent spots to disperse the encampment. There is a total of 207 spots, and an attendant at each entrance with a list of tent holders. If the client has a yellow dot on their CASS ID, this means they are housed in the parking lot tents.
- CASS has begun to accept clients into the shelter at this time.
- Remember to have accurate address information to locate clients. This includes a parking lot address or cross streets indicating which tent they reside in. Do not list homeless clients with a CASS address unless they have a CASS ID with number on the back. Be sure to use the transient indicator in APETS when entering addresses for homeless individuals.

The partnership between MCAPD and CASS has prevented many warrants both in the past and during COVID-19. If you have questions about CASS or the surrounding encampment area, reach out to the individuals below:

- APO Martha Mays 602.390.6351
- SMI APO Fred Wilhame 602.619.2926
- APO Diana Martinez (Spanish speaking) 602.350.2966
- APO Jamie Lopez 602.619.2922

## Unit Meeting Stress Buster

By the Veterans Court Unit

The Veterans Court unit had their first in-person unit meeting on June 4, 2020. We wore masks and the tables and chairs were socially distant. There was a lot of information to give out as updates related to the changes in the Department as well as COVID-19 are continuous. To break the stress of everything that is going on not only at work, but home for some, we took the liberty of decorating our department-issued masks -- which were too plain and white, resembling Fruit of Loom tighty-whitie underpants. It was a fun and dazzling time for the unit!



## Shout Out to Support Staff

By Tina Burruel, Sonia Cruz, Marlene Garcia, and Kim Kelly

One day support staff were in the office, and the next day they were teleworking. Some were equipped with their own home computers, and some did not even have internet connection. There were some struggles getting set up and collaborating with CTS and OET and figuring out a new way of working. This was not an easy task, but they all did amazing and stepped out of their comfort zones. Big Kudos to support staff for making it happen!

One support member goes into the office daily to run the front desk. These staff members deserve a HUGE shout out and some recognition. Although there are fewer clients visiting the lobbies, support staff are on the front line assisting and interacting with clients in-person and over the phone. Many clients are visiting the payment window to make payments. If there are payment questions, the Financial Compliance collectors are always available to assist. The Financial Compliance supervisor has received many calls from support staff that mentioned how helpful and courteous they have been. They have all earned their superhero cape!

At WRC, teamwork is generally understood as the willingness of a group of people to work together to achieve a common goal. With COVID-19, the common goals still need to be achieved, however, how, when, and where is completely different. Communication, commitment, and trust take on a whole new meaning when support staff are working from their kitchen tables, bedrooms, and home offices; remote connections, emails, phone calls, and instant messages are relied on to get the job done. Due to modifications regarding how the officers conduct business, support staff has become creative regarding how their business is conducted. At WRC, Andrew Hoy and Valerie Whelan stepped up to volunteer to handle the office while their teammates work from home. Andrew and Valerie are truly appreciated by everyone for being our "front liners" and the eyes of the office. Reception duties look different as clients are pre-screened at the payment window to determine their need, then additional directions are provided. Some (very few) are advised to proceed to Security for additional screening to enter the building, others advised to make contact via phone, and those presenting their payments are given information about sending in payments vs. returning in the future. Production tasks are still identical; however, no files are utilized when working from home as Andrew and Valerie distribute the mail, pull work, and scan all transfers coming into work bins. Our production email and instant messaging in Teams allows those working from home to process items utilizing iCIS and APETS. Western Support has noticed a decrease in the number of transfers, however, we have taken this opportunity to begin conducting detailed caseload audits. Each staff member is assigned an officer's caseload and reviews every case utilizing the APETS Clean-up Checklist to ensure data in APETS reflects the Court's orders. It is with my sincere gratitude that I give a heartfelt SHOUT OUT OF APPRECIATION to all support staff for stepping up and out of your comfort zone to support each officer in ways you may have never considered. Support staff, you are encouraged to continue to share ideas, thoughts, and frustrations as this allows us to work toward finding the solutions. Officers, case admins., surveillance officers, and supervisors... need anything? We are always an email to the production account away. Western Support supports you!

On the other side of town, Luhrs Support literally stepped up by walking over to the West Court Building to drop off and pick up mail to relieve the courier. Lance was a one-man show and doing his best to get out to each site daily.

In Scottsdale, Cleo Quinn was seen taking extra time to clean the interview rooms to make sure her peers had a clean environment.

The Central Division Support (BCB, Garfield, and Sunnyslope support staff) pulled together and would communicate if anyone was short on supplies. They often shared toilet paper, rice, beans, and cleaning products. Special thanks to Pamela Reese, who shared her insider information on supplies at Costco. Pam often stood in line early to purchase items for her unit!

A special thank you to the admin. assistants who have worked so hard to make sure everyone is stocked with antibacterial cleansers and have taken the extra measure of making sure their sites are as clean as possible by collaborating with janitorial services.

Everyone pulled together and helped each other out as best possible. Separate, but together, in the time of COVID-19. Support staff, you are appreciated!



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