

Chronicle

Maricopa County Adult Probation Newsletter

Issue: July – September 2020

A Force for Positive
CHANGE.

TABLE OF CONTENTS

Chief's Corner

02 | Key Performance Indicators

News & Information

03 | Criminal Victimization 2018
04 | Electronic Monitoring Program

Achievements & Celebrations

06 | Fallon Metzinger Honored with National Award
07 | Welcome Aboard!
08 | Kathy Waters Retires
09 | PPS Week
10 | 2nd Quarter P.R.I.D.E. Winners

Voice

11 | The Value of Checking In
12 | Letter from a Supervised Individual's Wife
13 | APPA Articles
14 | 5 Keys to Successful Reentry
14 | Restorative Justice
15 | How Do We Get Past Fear?

16 | Procedural Justice in Community Supervision
17 | Field Contact Effectiveness
17 | Keeping Your Superhero Super
18 | Importance of Training
19 | Racial Justice Town Hall Meeting
20 | Electronic Monitoring Turns 40
21 | Suicide Prevention
22 | Specialized Caseloads
22 | Culture is King
24 | Back to School 2020

Editorial Staff & Policy

25 | Editors
25 | Staff
25 | Policy

CHIEF'S

CORNER

Key Performance Indicators

We are fortunate to have a Judicial Branch Leadership and County Administration that are very supportive of the work conducted by Maricopa County Adult Probation Department (MCAPD). Throughout the year, we focus our efforts on the activities and tasks that lead to the timely delivery of actionable information to the Court and to enhancing public safety through behavior change and addressing risk. The Department has identified specific measures designed to assess our delivery of our mission. In this edition's issue, I want to highlight some of our key performance measures which we monitor quarterly and assess annually. Measures by program and additional information are contained in our annual report, published each October, covering the work of the previous fiscal year, which begins every July 1st and concludes on the following June 30th.

Key Performance Indicator	Goal	FY2020
Crime Reduction		
Successful Completion of Probation	>70%	80%
Revocation to ADCRR	<25%	18%
New Felony Sentencings	<8%	8.5%
Completion of Pretrial Supervision	>75%	71%
Compensation and Retention of Staff		
Average Years of Service for Badged Staff	>10.0	11.1
Process Improvement		
Presentence Reports Submitted w/o a Continuance	>98%	99%
Pretrial Initial Appearance Packets Submitted to the Court within 24 Hours	N/A	100%
Restitution (% of amount ordered that was paid)	>65%	71%
Customer Satisfaction		
Treatment and Community Partners Satisfaction	>86%	94%
Victim Satisfaction	>70%	61%

While these indicators only tell a portion of the story of our work in FY2020, they provide a valuable overview of our efforts. Strong results are shown through these performance indicators and reflect the hard work performed throughout the year. We celebrate achieving most of the goals set before us in the above areas, and work has begun to improve in those areas where targets were not met.

To the staff of MCAPD, throughout the difficulties of FY2020, you continued to find ways to effectively deliver services to the Court and communities we serve despite the unprecedented challenges you encountered. Thank you for all your work last year and your commitment to public safety and the Judicial Branch here in Maricopa County. I am proud to serve with you and look forward to us improving on those results this year.

NEWS &

INFORMATION

Criminal Victimization 2018

By Antony Bidonde

The 1990s saw a decline of violent crime in the U.S. which has begun to reverse in recent years in some ways. In late 2019, the Bureau of Justice Statistics released the 2018 National Crime Victim Survey Results. The 2018 Survey found that 2018 was the third consecutive year that violent victimizations (the number of times people experienced violent crime) increased. The number of violent victimizations rose from 5.0 million in 2015 to 6.4 million in 2018; for the same time periods, the rate of violent victimizations rose from 18.6 to 23.2 victimizations per 1,000 persons (aged 12 and older). Below are some additional findings of the 2018 survey:

- The number of violent-crime victims age 12 or older rose from 2.7 million in 2015 to 3.3 million in 2018, an increase of 604,000 victims.
- The rate of rape or sexual assault increased from 1.4 victimizations per 1,000 persons age 12 or older in 2017 to 2.7 per 1,000 in 2018
- While violent victimizations increased in those years, the property crime rate actually decreased from 118 victimizations per 1,000 in 2016 to 108 victimizations per 1,000 in 2018.

Locally, as reported by the Arizona Department of Public Safety's Crime in Arizona 2018 report, Arizona saw 28,522 violent crimes in 2018. Violent crimes counted for 13.3% of all crimes. The 2018 peak of violent crimes was reported in April with 2,701 violent crimes, and the lowest number was in December with 2,082.

Law enforcement, courts, prosecutorial agencies, all work toward reducing crime and assisting victims. Adult Probation also works to ensure compliance of supervised individuals, enforcement of restitution, and victim and community safety. The Adult Probation Victim Services Unit (VSU) provides information and resources as needed to the victims, ensures victims' rights compliance, and serves as a resource for the probation officers for victim-related questions. Below are the links for the victimization reports and for our VSU.

Bureau of Justice Statistics: <https://www.bjs.gov/content/pub/pdf/cv18.pdf>

Arizona Department of Public Safety: <https://www.azdps.gov/about/reports/crime>

Maricopa County Adult Probation, Victim Services Unit: <https://superiorcourt.maricopa.gov/apd/victim-services/>

Electronic Monitoring Program

By Taylor Pile

Pandemic or Not, Electronic Monitoring Installations at Maricopa County Jails Continue Without Exception - Pretrial Services Division, Electronic Monitoring Leadership Team (Taylor Pile, Porche Williams, Maria Chanto, Jason Westcott, and Lolita Rathburn)

Several years ago, the Pretrial Services Division's Electronic Monitoring (EM) Program successfully implemented an enhanced supervision release option that enabled the Court to order electronic monitoring before pretrial release, commonly referred to as Install Before Release (IBR). Since implementation, almost 100% of EM releases include an order to IBR.

Officers serving in the EM Program complete IBRs seven days a week, including holidays, at two separate Maricopa County jails (Fourth Avenue & Lower Buckeye Jail). The onset of COVID-19 presented some unique challenges for the program as a whole and particularly for officers reporting to jails to complete IBRs. As other divisions implemented social distancing and virtual contacts, such options are not available when installing ankle monitors. During this pandemic, in an effort to reduce the pretrial jail population, electronic monitoring caseloads and releases have been at an all-time high with more than 1,100 individuals on pretrial who are actively on ankle monitors at any given time. The EM officers, including surveillance officers newly assigned to assist with installs, are tasked with performing the critical function of completing IBRs daily in the safest manner possible.

Officers have done a tremendous job adapting and rising to the new challenges of their position during the pandemic. In addition, while managing their demanding caseload, officers have assumed additional caseload coverage and other responsibilities for colleagues out on leave or who have accommodations exempting them from field duties. They have been required to adapt to numerous procedural changes when completing IBRs in the jails in efforts to both expedite installs while also providing adequate instructions to individuals placed on pretrial supervision with electronic monitoring.

Officers have taken substantial precautions when completing IBRs to protect themselves and others by wearing personal protective equipment (PPE) such as masks, face shields, gloves, shoe covers, and protective gowns while performing their regular duties in an already challenging environment of the jails. Wearing multiple items of PPE in the proper manner is in itself quite challenging and officers have demonstrated their commitment to community safety by continuing to perform this aspect of their duties while still performing regular job duties. Officers are also to be commended for identifying PPE that had been removed from the list of acceptable products and engaging in dialogue with the Chief and EM leadership to improve both communication and the supply of PPE.

Credit should also be given to the EM case administrators, who adapted to the vast change in the program's equipment procedures and needs. They have ensured thus far approximately 900 sanitized EM units were readily available for officers to complete installs.

Aside from IBRs, officers in EM are required to maintain regular contact with individuals released to the community on electronic monitoring and although some virtual contacts are permitted, field contacts are an inevitable reality of the job. Officers must respond to alerts 24/7, remove and re-install ankle monitors, and locate individuals that are experiencing fallout



from the pandemic, including homelessness, substance misuse, and mental health challenges, to name just a few.

The EM leadership team could not be more grateful for the dedication, teamwork, and hard work of all staff in the Pretrial Services Division's EM Program during these challenging times and admires the support, partnership, and resilience staff have demonstrated as they model the way through these challenging times.

The following staff work in the EM Program in the Pretrial Services Division:

- Alanna Rubin
- Aaron Peterson
- Aaron Scherbak
- Danielle Sims
- Dora Nevarez-Gomez
- Erika Freeman
- Gerrick Hyde
- James Morones
- Jason Hathcock
- Joe Lopez
- Kim Cullinan
- Kim Westphal
- Manuel Peraza
- Patrick Gorman
- Rick Temby
- Sue-Ilem Aceves
- Lindsay Hertzler
- Jennifer Borgen
- Michael Wollangk
- Robin Hargrove
- Suzanne Segarra
- Clayton Hunt
- Omar Rodriguez
- Terry Lee
- Cedric Johnson
- Meri Romero
- Michael Moreno
- Jermaine Jones
- Sheila Jones
- Santos Garcia
- Stephanie Ramirez
- Hector Ramos
- Michael Wechselberger
- Giovana Howard
- Velia Salazar
- Sheila Chavez
- Abril Facio-Martinez
- Claudia Facio-Barriga
- Olga Salazar
- Paul Starr
- Taylor Pile
- Porche Williams
- Maria Chanto
- Jason Westcott



ACHIEVEMENTS

& CELEBRATIONS

Fallon Metzinger Honored with National Award

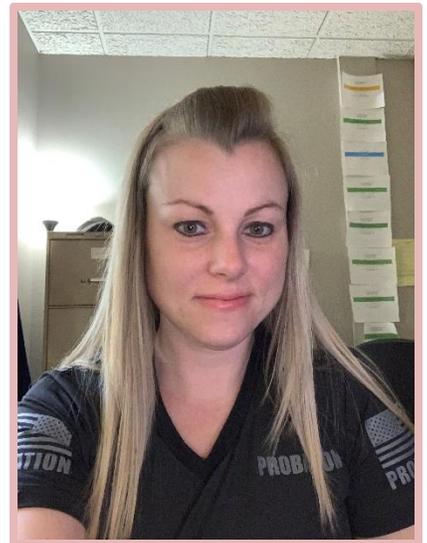
By Cathy Wyse

The American Probation and Parole Association (APPA) selected MCAPD Probation Officer Fallon Metzinger for the exceptional distinction of 2020 Scotia Knouff Line Officer of the Year. This award is the most competitive and perhaps the most prestigious practitioner award offered by APPA. With this award, APPA annually honors one probation, parole or community corrections officer who has performed assigned duties in an outstanding manner and/or made significant contributions to the probation, parole or community corrections profession at the local, regional or national level.

Fallon was nominated for the national award after her selection by the Arizona Chief Probation Officers' Association as Arizona's 2019 Line Officer of the Year. Fallon took a leadership role in a collaborative police-probation project to address the growing fentanyl crisis in the City of Mesa. She is recognized for her leadership and sustained efforts in the project, which included coordinating with probation staff, conducting significant research, facilitating appropriate enforcement actions, participating in and leading searches, and developing a tremendous working relationship with the Mesa Police Department.

APPA recognized Fallon as the esteemed recipient of the Scotia Knouff Line Officer of the Year Award during the 45th Annual Training Institute that was held virtually during August 2020.

Regarding the recognition that she has received, Fallon commented, "I honestly am so humbled by getting an award for a project that I love doing as a part of my every day duties. I am also very grateful to everyone who has helped me on project days and wanted to jump in and be a part of it including my division director. I am also very grateful that the Central Mesa Street Crimes Unit and the Fugitive Apprehension Unit in Mesa took the chance and opportunity to collaborate with probation to get out in the community and we were able to get some high-risk offenders off the streets and make our presence known in the community."



Welcome Aboard!

By Jim Sine

Please join Staff Development in welcoming our latest new officer class to the Department. We had a smaller class this time around with only three new officers in NOTES. However, Matthew Schmitz, Marcus Vigil-Oliverio, and Marcus Wilson made a significant impact while in training. They made the class fun and were very engaged in the learning process despite most of the classes being online. The previous NOTES academy was conducted entirely online, however for this academy some of the classes were able to be held in person at DTJC. It was interesting that with such a small class, we had two officers named Marcus and all their names start with the letter "M". They all went to standard field units, Marcus Wilson to Northport, Marcus Vigil-Oliverio to Black Canyon Building, and Matthew to Southwest Regional Court Center. If you happen to see them, please say hi and give nice welcome to our great Department.



Pictured from left to right: Matthew Schmitz, Marcus Wilson and Marcus Vigil-Oliverio.



Kathy Waters Retires

By Chief Cimino

If you work at APD, your work each day is heavily influenced by an administrative office with which you may not be too familiar. As a Judicial Branch of Government, we are led by the Arizona Supreme Court and the Administrative Orders issued by the Chief Justice. Those orders, instructing how justice is to be administered across the State (including probation), are often codified in the Arizona Code of Judicial Administration. Much of our local policy is driven by that Code. The Administrative Office of the Courts (AOC) leads much of the development of that Code and the direction we take in carrying out our work.

For the last nineteen years, Kathy Waters has been the Director of the Adult Services Division of AOC, and she has retired after a distinguished career. As the Director, she has led revisions and development of Code and probation practices in areas such as evidence-based practices, firearms and safety, risk assessments, automation, and pretrial supervision. You may not realize it, but you have been touched by and impacted by the work she and her colleagues do to serve the field. She is a leader in community corrections, not just in Arizona but nationally. She is widely sought after and respected in organizations such as the American Probation and Parole Association, National Association of Probation and Parole Executives, and the Association of Women Executives in Corrections, just to name a few. Prior to Kathy's appointment, our very own Chief Barbara Broderick served before her in the same role from 1995-2000. Just as we honored Chief Broderick with last year's October edition of the Chronicle, it seemed fitting we pay tribute to Kathy's work as well. Both women have left an indelible mark on our profession and APD congratulates Director Waters on her retirement and distinguished service. She was honored last month with a ceremony where she received a flag which was flown over the Capitol in honor of her service. Congratulations and best wishes, Kathy.



Socially distanced photo of Kathy Waters at her retirement ceremony

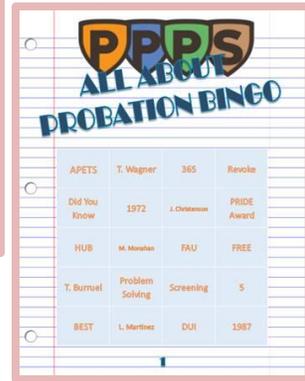
PPPS Week

By Cheryl Vallejo

Pretrial, Probation and Parole Supervision (PPPS) Week was celebrated during the week of July 19-25, 2020. PPPS Week is the annual celebration of our Department's work in community corrections and supervision. Most celebrations were virtual this year (bingo, photo contests, spirit week themes, etc.), but that didn't stop us from having fun! Thank you for all of your hard work, and we look forward to a bigger and better (and hopefully in-person) 2021!



← Gift Day!



→ All About Probation BINGO virtually played by the Programs Division.

BCB Contest: Classical Art Reposing



April Powell



Sonia Cruz

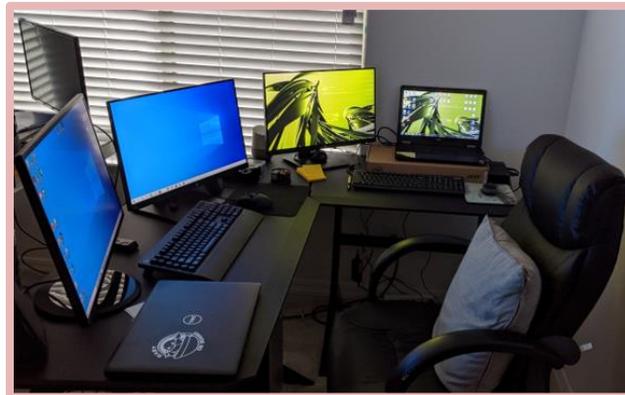


Sean McMillen

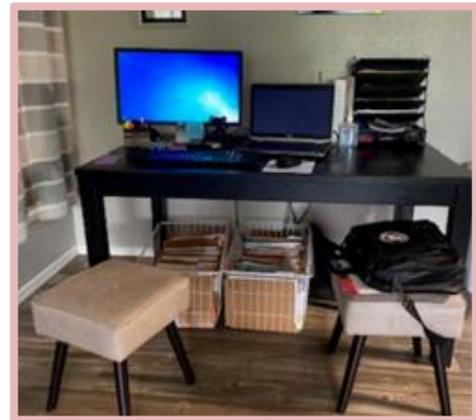
Northport Office: Workstations at Home



Bart Careaga: Most likely to be 100% authentic and not staged at all (not even a little bit)



Ricardo Mendez: Most likely to have previously worked at NASA



Jill Wilkinson: Most likely to have a core so strong, does not even require a back for chair

2nd Quarter P.R.I.D.E Winners



APDCC: Chanine Moore

BCB: Amanda Peterson, Carlo Seara, Kendra Neal, & Doris Tucker

CCBLL: Ivy Kinney & Maria Burgos

CSC: Janet Acuna

DTJC2 Training: Ada Andreski & Douglas Murphy

DTJC3 Admin: Robert Celaya & Randy Tirado

DTJC3 Pretrial: Suzanne Segarra, Hector Ramos, & Daisy Lugo

Durango: Michael Mishler, Ashley Vega, & Brian Armbruster

Garfield: Melissa Froderman, Marialice Haney, & Danielle Golden

Luhrs: Francine Walters & Arlyn Harris

Northport: Tracee Bauer, Jake Soelle, & Leslie Ebratt

Pretrial at 4th Ave. Jail: Sarah Dorantes & Rochelle Harlin

Pretrial at SCT: Manuel Peraza, Lee Terry, & Michael Wechselberger

PSC: Darlene Charnick, Diana Barela-Rue, Kimberly Gallinger, Rhonda Otlo, Cherry Irving, & Nicole White

SEF: Kim Cullinan & Cynthia Ortiz

Scottsdale: Shari Lewinski & Erin Flowers

South Court Tower: Lindsay Hertzler

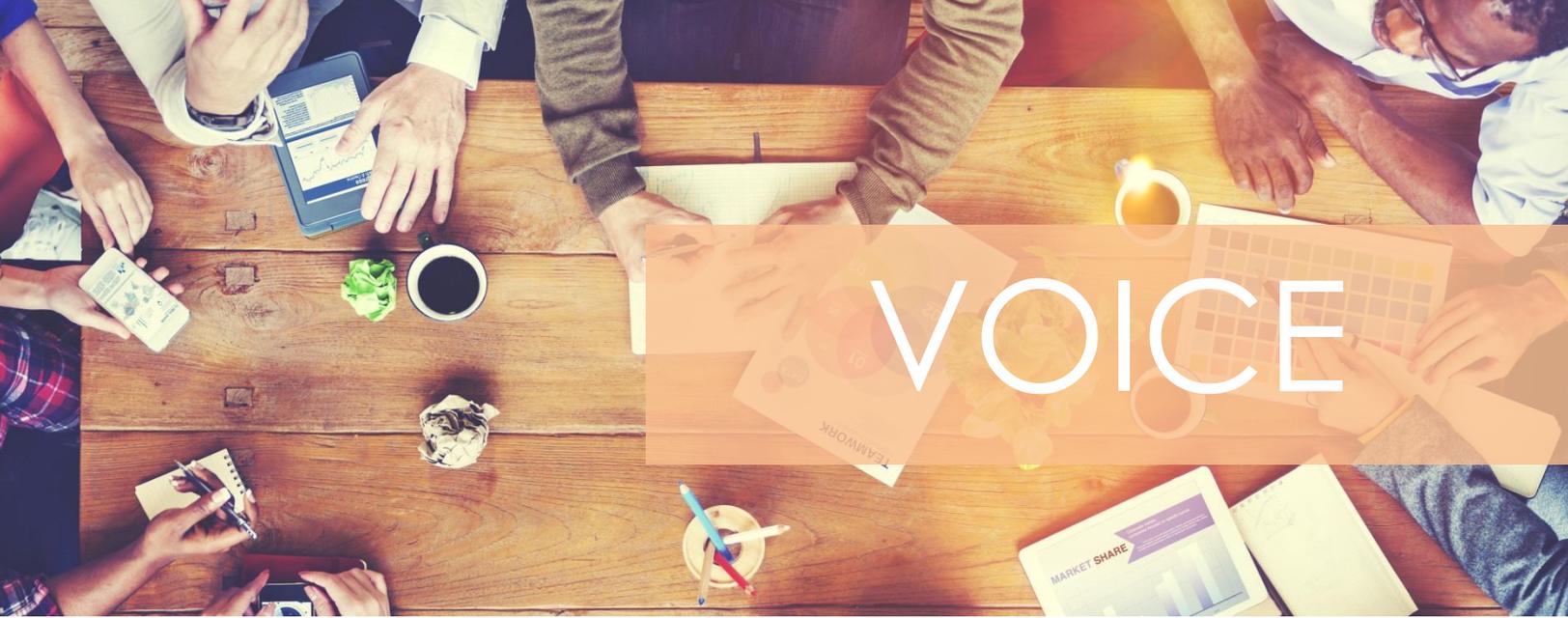
Southport: Scott Gibson & Carolyn Arteaga

Sunnyslope: Savana Cray

SWJC: Hannah Mercier

WCB 5/6: Nathan Hilburn & Isabel Ponce

WRC: Ninorta Auchana, Maria Bustos, David Kozak, & Kincade Kiger



The Value of Checking In

By Jennifer Ferguson

On March 16, 2020 my work environment changed significantly. That was the last day that everyone on my team in the Organizational Development and Support Division worked in the office due to the COVID-19 pandemic. As a person who typically spends most of my day in front of a computer reviewing and analyzing data, who also has almost no orange in her spectrum of Real Colors, this seemed like a dream come true. I could significantly cut my commute time and focus on my work without the distractions that come with being in the office. Sounds perfect, right? WRONG!

As much as I value having the ability to work without interruption, and even though the personal interaction I experience in the workplace is very different than those of you who work with people in the field, I found myself struggling to feel connected. I no longer felt like I knew what was going on with my team in their work projects or in their personal lives. This feeling impacted my mood, as well as my ability to concentrate on work. I needed to figure out a way to regain those connections, and the answer wasn't just having more Skype or TEAMS meetings.

The solution I came up with was relatively simple. I decided to send out a message every week to "check in" with everyone. Through my message I let the team know that I was thinking about them and wanted to stay connected. Each weekly message includes information that is both work-related and personal. I touch base on current projects we are working on, often conveying my gratitude to the team for the help they have provided me. I also share what is going on with me. The good, the bad, and the ugly. Whether I am feeling positive and happy about something, or frustrated and sad, I will share the news. While not everyone responds to every check-in, sending these messages has helped me regain a connection and the team knows that through each other, we have a support system for whatever is going on both at work and outside the work environment.

2020 has been an interesting year, full of challenges and change for everyone. In these unprecedented times, it is important to check-in with the people around us. It is a simple gesture that can have a powerful impact, similar to what we often talk about in terms of the impact of positive reinforcement for the individuals on supervision. I am grateful for the opportunity to continue being employed and work for a department that has adapted to change so well through this pandemic. Please check in with each other and stay safe.

Letter from a Supervised Individual's Wife

Below are excerpts from a supervised individual's wife who supported her husband throughout probation. (Her words transmitted below are taken directly from her letter.) During his probation, his probation team found items in the room he was staying at that he was not allowed to have. Due to their findings, the officers decided the place he was residing was no longer acceptable in the current circumstances. The letter illustrates just a portion of the excellent work of the officers, and the appreciation conveyed by the supervised individual's wife for their care and hard work.

" ...

I was not certain what to do as we were struggling already financially and had no place for him to go. I called Officer Perez's supervisor Beth Hoel to ask what we could do. Beth was amazing, she listened to what I had to say and let me know she would not let my husband be on the streets. Beth agreed to allow my husband stay at the home for the time. She asked that I attend a meeting the next day with my husband and his probation team.

...

Beth offered my husband a deal of a lifetime, if he agreed to admit violating his probation, he could move to IPS and get to come home. My husband finally agreed so Beth and his probation team walked him through what was going to happen over the next few days.

...

My husband turned himself in a few hours later to be processed on the probation violation. During this time Beth kept in contact with me. She said anytime I had a question to please call. It felt good to know that the probation team was supporting me even though I was not on probation. Officer Perez called me after my husband's court appearance to let me know what would happen going forward.

...

I asked once he was home would he be able to go back to his job, at first Beth said no since he worked at a place that serves alcohol. I let her know him sitting at home would not be a good thing for him. She agreed and let me know if he messed up once he would have to leave his job which I agreed too.

...

Officer Perez called to explain what would happen while my husband was out on bail. While waiting for my husband to be released I found there was a warrant on his profile that was not there earlier in the day. I reached out to Beth, officer Perez and officer Davis. Beth investigated the warrant and said it was nothing to worry about. Officer Davis responded and let me know it was ok and all would work out. I could not believe the support I was getting from the probation team. I felt they did care and were going to follow through on what they said.

...

At the last probation violation court date officer Perez attended. The judge accepted my husband's guilty plea and allowed him to move to IPS. Right after the court appearance officer Perez came out and talked with my husband. He told him again he was given a great gift and to not screw it up. He let my husband he knows he

can do it. Officer Perez advised my husband that IPS will be tough, but it would be good for him. My husband was assigned his new IPS probation officer, Amy Primak.

...

Officer Primak explained to me what they were wanting to do and some concerns that they wanted me to be aware of. The deal Beth had made with my husband, was he would get to come home. Well we thought it would take time for this to happen. It did not, my husband got to come home that night. I hugged Officer Primak to thank her, because my husband had not seen our daughter in 2 years because she is under 18. She said it was time for my husband to be a father to his daughter. It was time for him to be home and have the support he needs from his family.

...

She explained this would be very hard and my husband had to be 100% committed to be successful which he agreed too. Officer Primak went over all the paperwork, explained the IPS schedule and what was expected of him. Officer Primak let me know my involvement was important and to please come to his weekly check ins. She told my husband to always be honest and at any time he had a question or concern to ask. Officer Primak came over that evening to check our house, meet our daughters, and to see how we were all doing. Officer Primak has made these past few months more comfortable. My husband or myself can ask a question and she will answer. We can ask questions and know that officer Primak will respond the best way she can. She takes the time to get know her probationers. She treats them the way she wants to be treated. We had an issue come up and officer Primak was there to support my husband and myself. She reached out to me making sure I [was] ok and gave a great explanation on how to move forward. She made sure to let my husband know he did the right thing by communicating with her. She told him she is there for him and to ask her anything as it is her job to help him be successful.

...

I have much more respect for probation officers and what they do. Officer Perez, Officer Davis, Beth, and Officer Primak have been helpful and showed they do care not just about my husband but about our family."

APPA Articles

The American Probation and Parole Association (APPA) held their biannual training institute virtually in August of 2020. Many of our 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.



5 Keys to Successful Reentry

By Christine Frey

I attended a workshop titled Reentry Before Release: How Corrections is using Research for Smoother Transition to Supervision, presented by: Brianna Nuhfer, Associate Director of Criminal Justice at Stand Together; John Koufos, Executive Director of Safe Streets and Second Chances and a formally incarcerated individual; and Nena Staley, Assistant Secretary, South Carolina Department of Corrections. The panel discussed that successful reentry preparation, training, and education should start as close to day one of incarceration as is allowable, should be geared towards as seamless a transition into the community as possible, and should be individualized to meet each person's needs. They focused on the research-tested 5-Key Model to improve supervision success of returning citizens to the community.

1. The first key is **"Healthy Thinking Patterns"**: developing these patterns is the difference between someone just doing what they are told and someone internalizing and adopting healthy thinking which can positively inform future actions.
2. The second key is **"Meaningful Work Trajectory"**: preparing a person for ladders of opportunity and an understanding that first jobs can lead to careers.
3. The third key is **"Effective Coping Strategies"**: developing a person's frustration tolerance to the roadblocks they will encounter.
4. The fourth key is **"Positive Social Engagement"**: Developing a civic system in the community such as involvement in churches, organizations, mentorships, etc.
5. And the fifth key is **"Interpersonal Relationships"**: having constructive and positive family and friends to support reentry into the community.

To help make the five keys operate, we should have an "inventory" of services available. Reentry involves more than just corrections and should include outside agencies to provide wrap around services. For instance, in South Carolina, an interactive map was developed with resources searchable in a variety of ways including by county, zip code, or city, which lists available services. A returning citizen could search options for vital records, Department of Economic Security, halfway houses, treatment centers, shelters, employment centers and so much more. Additionally, South Carolina has dedicated Reentry facilities within the prison system, including max custody yards, where services are brought to the inmates prior to release so that they walk out the door with a tangible plan for success.

Maricopa County has dedicated units to help people transitioning to the community from both prison and county jails. As a reentry officer with the Community Reintegration Unit (CRU), I was pleased to see that we, even in some small way, work to address each of the five keys as appropriate with the individuals we work with. We have also collaborated with many outside agencies to provide services to these individuals upon release. It can be very difficult to obtain services or items necessary to move forward and often these individuals get frustrated and just give up. I think the key to successful reentry and reducing recidivism at the same time lies in strengthening frustration tolerance, building up our resource inventory, and continuing to develop and implement reach-in services with community partners.

Restorative Justice

By Aneesha Gaines

One of the many sessions I had the pleasure of attending was Restorative Justice: An Indigenous Worldview of addressing Differing Approaches. Presenters of the topic were Karrie Axure Sr., U.S. Probation Officer; and Nan

Benally, Tribal Programs Grant Manager. Restorative Justice focuses on restoring what was lost due to a crime, rehabilitation, and healing of the offender. The idea is to make the offender whole again. Restorative Justice also encompasses anyone that was affected by the crime. This includes the community in which the crime was committed, the victim and their family as well as the offender and their family.

Restorative Justice examines who has been harmed, the nature of the harm that resulted from the crime, what needs to be done to right the wrong, who is responsible for repairing the harm, and how can the responsible party return to a law-abiding lifestyle. An important component of understanding Restorative Justice is also understanding the indigenous view which is rooted in the Native American Community. Restorative Justice is seen as a means of healing broken relationships and healing the offending individual by holding them responsible and examining traumas that may have occurred which led the individual to committing the offense. Victims are encouraged to face their offender if they so desire and the victim is asked what they would want to feel whole again and possibly heal the relationship with their offender. Challenges Restorative Justice faces are historical and generational trauma, community readiness and judicial readiness. The community must be open and ready for change. Regarding judicial readiness, all agencies working with the individual need to be ready to assist with their healing and restoration. In summary, Restorative Justice focuses on healing relationships, reciprocity and solidarity.

Restorative Justice appears to have many components that align with Evidence-Based Practices. Finding the driver of an offense may help identify the trauma that led to the offense. Identifying the driver would also likely identify if the individual has an indigenous world view which could attribute to the offending individual having a negative attitude toward their supervising officer because of cultural beliefs. In addition, Thinking for a Change program aligns with Restorative Justice because Thinking for a Change allows individuals to look inward and gain a better understanding as to why they may think and feel a certain way and how those thoughts and feelings dictate how they react in situations both in a positive and negative manner.

When we understand others' beliefs, cultures, and how they view us as officers, this understanding can assist in how we communicate with individuals. If we know the person we are working with already has a bias or an opinion of how we as officers may treat them we can start by addressing those fears and biases in hopes to improve the relationship. Improving the relationship would potentially assist the offender in moving toward positive behavioral change and restoring their life back to the way it was prior to when they committed the offense as much as possible; thus, creating Restorative Justice using Evidence-Based Practices.

How Do We Get Past Fear?

By Doug Murphy

One session at the APPA conference was titled, "How do we get past Fear?: The importance of examining implicit bias and understanding historic trauma." The basic theme of this workshop at the online APPA winter conference was that people often respond to people and deliver services based on expectations that may or may not be rooted in reality. Marcus Hodges, the Court Services and Offender Services Associate Director for Washington DC, was once told that Evidence-Based Practices don't work on clients of color. "It made me boil inside," he said during the panel discussion.

"Many times we make assumptions without asking," explained Magdalena Morales-Aina, a therapist on the panel. And those assumptions often magnify the fear that exists, making communication and trust nearly impossible. "If all you see is a felon, or a person of color, or a mentally ill individual, they will always be a problem," Morales-Aina explained.

So, what's the answer?

Treating people with dignity and respect without making assumptions was the consensus of the panel. That, and listening, which helps bridge the differences between people and allows us to see people as people.

"It's OK to say (to an individual on probation) 'I'm kind of clueless to this,'" and to ask for help, explained Morales-Aina.

It's also important to allow for mistakes the panel agreed. If you say something wrong, you can ask the supervised individual to let you know, said Desmond Lomax, a former Utah probation administrator. Probation officers are sometimes afraid to say anything because they fear making a mistake, which doesn't result in a healthy dialog or create trust. And the same holds for the individuals on probation. If all they hear are orders, directives and commands from their probation officer, they won't have the courage to say anything and that would not promote any positive behavior change.

In the end, we can get past fears, real and imagined, when we believe people can change, that every person has their own story, that there is no one solution and that by creating a hopeful, positive probation system we can combat fear (in ourselves and those we supervise).

Procedural Justice in Community Supervision

By Scott Gibson

I attended a workshop entitled "Procedural Justice in Community Supervision" presented by representatives from The Center for Court Intervention, LaGratta Consulting, and The Urban Institute.

This workshop explored the renewed interest in promoting Procedural Justice in the context of community supervision. So, what is Procedural Justice? Traditionally, Procedural Justice has referred to ensuring the process for arriving at a decision is impartial (or fair), regardless of the outcome. The idea of Procedural Justice is centered around four key elements which are voice, trust, neutrality, and respect.

Probation is often the last stop someone has in a long line of engagements with the criminal justice system, and we as probation officers have the opportunity to allow people to experience those four key elements.

When thinking of our mission and our jobs, we should ask ourselves the following:

- Am I allowing people to feel they are being heard (voice)?
- What am I doing to build trust with the people on my caseload (trust)?
- Do the people I am working with feel I am unbiased in my decision-making (neutrality)?
- Am I treating people with respect, regardless of how they may be treating me (respect)?

When these elements are present, research shows encouraging results including fewer incidents and altercations, and increased compliance with court orders.

We as probation officers often inherit many decisions that are made prior to a person being on our caseload. While it's true that we can't control previous decisions or a person's experience with the criminal justice system prior to their arrival on our caseloads, what is always within our control is how we treat people in our day to day lives.

Procedural Justice and fairness are key to the work that we do, and it ties directly to the vision statement of the Judicial Branch. By showing fairness and implementing the four key elements of Procedural Justice, we are showing people that we are committed to excellence and the principles inherent in the rule of law... every person, every day, every time.



Field Contact Effectiveness

By Doug Murphy

This summer's APPA virtual conference included 22 extra sessions available on demand in addition to the hundreds of workshops that were scheduled throughout the four days.

One session that I was particularly interested in was called, "Building a Body of Evidence for the Effectiveness of Community Supervision Home and Field Contacts." A study was conducted over the past few years by ABT Associates with a grant from the National Institute of Justice (NIJ) and in conjunction with APPA.

The study found that field and home contacts do reduce recidivism. But the more interesting result was that more than two contacts a year didn't result in additional reductions in recidivism. In addition, using Evidence-Based Practices (EBP) during a field or home visit was also associated with reductions in recidivism.

Field contacts with family also resulted in reduced recidivism, but, at least in Minnesota, contacts with neighbors actually resulted in a slight increase in recidivism. The thinking behind that is that contacts with family can strengthen pro-social behaviors, but if the neighbors are asked about a client the general assumption is that something is wrong and clients can respond negatively to "being watched" by neighbors.

The study was conducted over several years in Ohio and a few counties in Minnesota with just over 30,000 clients all on standard supervision, but with varying risk levels.

Another interesting result of the study was that, while every contact is unique and there are no typical contacts or even standards for what should happen in a field or home contact, visits that contained some type of EBP activities resulted in positive outcomes.

That is what ABT Associates plans to focus on in the second study. They have a 5-year grant from the NIJ to study field and home visits in more detail, focusing on EBP. They will take into account safety, additional time it takes to work with clients, and the costs of EBP when rolled into field work, to get a better picture of how it all relates to recidivism.

The new study was supposed to start months ago, but as with everything since COVID-19, it is on hold until sometime in 2021.

While COVID-19 has changed everything, including how often we do home and field visits in Maricopa County, the results of the first study will be interesting when they are published and could end up influencing whatever "back to normal" looks like for us.

Keeping Your Superhero Super

By Zarina Ramos

I attended the virtual training entitled, "Keeping Your Superhero Super (Self-Care When Working in Justice)". The presentation focused on the signs and symptoms of burnout as well as ideas for self-care. The presenters highlighted the fact that burnout can manifest itself in physical, emotional, and mental signs and symptoms. Some examples that were mentioned included: headaches, feeling tired, increased alcohol use, irritability, sadness, and/or isolation. These symptoms can be caused by stress and the presenters mentioned this could come in the form of primary or secondary trauma. They describe primary trauma as a more direct experience

with a traumatic event. They describe secondary trauma as an experience that the person has a connection to, but it was not necessarily experienced firsthand.

Before reviewing some information on self-care, the presenters reviewed the importance of self-care for those of us who work with justice-involved individuals, specifically in probation and parole. They broke up the importance of self-care into two sections; the first was the implications on the individuals we supervise. The presenters explained that officers or staff could minimize or become desensitized to criminal behavior, develop cynicism, and/or under or over-supervise those on their caseload. Any or all of these reactions could negatively affect the important work that positive behavioral change does to improve community safety. The second section focused on implications for staff. The presenters mentioned officers or staff could develop a distorted world view, feel detached, or have difficulty sleeping. These could not only negatively affect them personally, but at work as well.

The presenters then transitioned into discussing the areas in which officers or staff could focus or refocus their attention to better care for themselves (i.e.: self-care). These areas included being healthy physically (specifically, eating well, sleeping, and exercising), engaging in positive thinking or self-talk, and being mindful of self-sabotaging actions (such as becoming desensitized, procrastinating, or stressing out about things they can't control). A more specific suggestion made was to optimize self-care in your day to day work in terms of your habits. For example, the presenters suggested making attainable goals, writing in a gratitude journal, taking a break away from work to eat lunch, and/or keep note of your accomplishments. The presenters also discussed the importance of being positive and surrounding yourself with positive people. They also suggested that it is important to establish healthy habits overall so that you are able to maintain and commit to them for the long term.

Importance of Training

By Doug Murphy

Having been in Staff Development and Training for over two years, I was interested in learning more about probation officer training in other jurisdictions, so one of the first seminars I signed up for in the virtual APPA conference was "The Importance and Benefits in Training Probation Officers in Effective Engagement and Equity". This seminar was led by Patricia Clements, Director of Training for the New York State Division of Criminal Justice Service (similar to our Administrative Office of the Courts (AOC) when it comes to statewide certification) and Marilyn Van Dieten, Ph.D., with Orbis Partners, a consulting firm.

To be certified in New York, new officers are required to complete 113.5 hours of training in the first 6 months, with 21 additional hours each year after that. Much of what they teach is similar to our own AOC trainings and NOTES academy we have for new officers: two days of Motivational Interviewing, how to write effective case plans, Evidence-Based Practices, and more.

But what I found new and intriguing was a strong emphasis in New York on procedural justice and equity. New officers are exposed to how courts, police and probation/parole and their interactions with individuals and the public shape the community's views, public's willingness to obey laws, and the actual crime rates.

The bottom line they reported, was that if treated fairly and respectfully, individuals were more willing to accept the consequences of their actions.

Trauma-Informed Care is also a major pillar of the training in New York. They acknowledge the evidence that past trauma can overwhelm the body and impact behaviors. Van Dieten stressed that the information isn't to make excuses for individual behavior, but to help explain why individuals behave the way they do so that officers can focus better on what help an individual may need to start creating behavioral change.

Officer training in Arizona is comparable to what New York is offering, but there are differences and there is always room for us to grow and improve.

Racial Justice Town Hall Meeting

By Hannah Mercier

The topic of Racial Justice may feel uncomfortable; however, it is imperative it be addressed. On May 25, 2020, the world watched in horror as George Floyd, a 46-year old unarmed black man was killed at the hands of police. His death ignited the anger and frustration our community has been feeling for quite some time regarding police misconduct and the use of excessive force. This rage quickly erupted in the form of protest, with the public demanding reform.

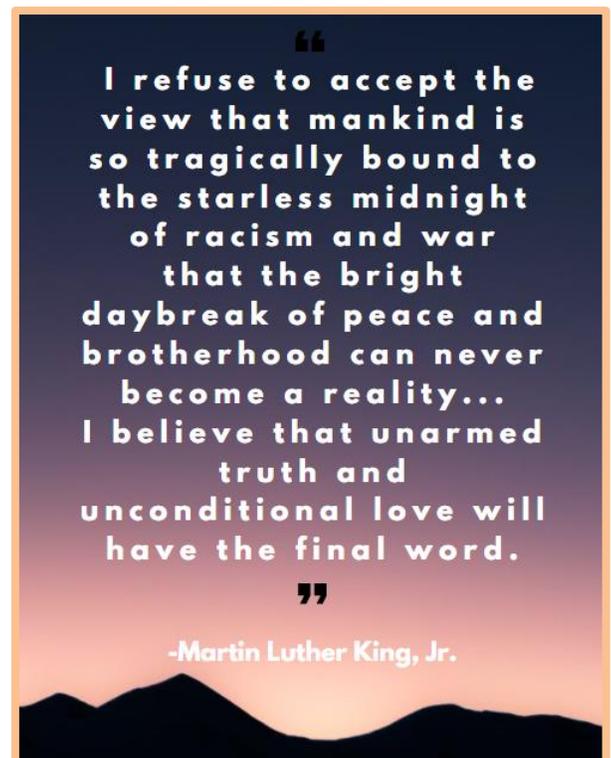
Part of our role in community corrections is to establish and reinforce the trust of the public. Although the focus for reform has been on law enforcement and policing, there is a call for accountability across the justice system as a whole. An ongoing history of inequities and disparities caused this public trust and legitimacy to be called into question.

In the words of George Floyd, "I can't breathe." The basic human need to breathe was taken away by those who have sworn to protect. This metaphorical knee on the neck represents the injustices people of color have faced at the hands of our system. In this case, can you say without hesitation that the punishment fit the crime? Why is this happening in our society? Can we actually be compounding and contributing to the problem?

This subject has caused a sense of inner turmoil, which I am certain many other officers are feeling as well. It is heartbreaking to hear law enforcement be torn to pieces, especially considering those we know and love who have dedicated their lives to protecting our community. However, this training helped me come to the realization that Black Lives Matter (BLM) is not an anti-police movement; it is an anti-police brutality movement.

As probation officers, although we are not considered police, we do not get to pick and choose when we are a part of this system. So now with all of these known disparities, where do we as a whole go from here? Ask yourself; am I part of an organization that promotes diversity, equity, and inclusion? Together, united, we can work towards a better future for our people.

It is impossible to address this issue in a mere article, so here are a few subjects I would suggest researching further: systemic racism, personal/professional implicit and explicit biases, microaggressions, intersectionality, and historical trauma.



Electronic Monitoring Turns 40

By Clayton Hunt

I had the opportunity to attend a session entitled, "Electronic Monitoring Turns 40 - A Look Back and Ahead at Offender Supervision Technology." The session provided an interesting look at the technology and application of electronic monitoring in individual supervision in the past, present, and future.

In the 1960's, a Harvard sociology student named Robert Gable wanted to conduct an experiment to track the participation and attendance of juveniles in social and diversion programs offered in the community. He used old US Navy Radio Frequency (RF) receivers assigned to each participant to track if the juveniles were arriving on time and if they stayed for the duration of the programs. A few years later a New Mexico Judge, Jack Love, saw a Spider-Man comic and was inspired by a scene that depicted a futuristic tracking type device used on one of the characters. The Judge wanted to explore this type of idea in his courtroom to be able to place individuals on curfews and house arrest. He ultimately enlisted the help of a man named Michael Goss and for several years they worked to create a viable system. The "Goss link" device was brought to a reality and began to be implemented by the courts in 1983 as one of the first radio frequency house arrest systems used in the judicial branch.

Global Positioning System (GPS) technology has continued to advance and has become a bit more common place over the past few decades in our line of work. Some of the first GPS ankle monitors had some glaring shortcomings. The device typically required clear satellite signals to be effective in tracking individuals in the community. Cloudy days were bad. Battery life also was another concern. I remember in Maricopa County we began to utilize GPS monitors on some of our sex offender population in the early 2000s. The equipment had notable drawbacks compared to today's equipment. They were bulky three-piece units and required a landline to work (Google it kids). It also utilized what is called, "passive monitoring technology" (GPS points downloaded at end of day when an individual docked a hip-worn unit to a docking station). The big disadvantage was the officer would not know of any significant alerts or issues until the unit was eventually docked. Responsivity time was good, but not ideal.

Today's GPS technology is still not perfect or fool-proof but allows for improved active tracking of individuals in a single, small(ish), ankle-worn device. Thousands of satellites are now orbiting in space since Sputnik's historic launch in 1957. We have advanced cell towers and multiple high-speed networks, making GPS vastly more accurate. GPS signals can be picked up more readily indoors. Wi-Fi routers have advanced the accuracy of GPS tracking. Accurate and timely alerts lead to more rapid response to things such as victim and exclusion zone alerts as well as tracking individual's habits and movements. Batteries are now smaller and longer lasting. The ability to track historical points and travel patterns of high-risk individuals with domestic violence or sex offender conditions is a great benefit. Improved analytics are increasingly valuable in catching supervised individuals trying to skirt their restrictions.

The future of electronic monitoring can be found no further than our own smart phones. Currently only 7% of electronic monitoring involves mobile-based applications, but this is set to change. We have seen a big shift even during this age of the COVID-19; turning us to more technology and cellphone app-based programs to manage increasingly larger caseloads. As companies prove they can provide secure app-based programs, we will surely see smaller and more advanced devices take hold due to lower cost, ease of use, etc. Transdermal technology similar to "Fitbit" sized monitors for supervised individuals is at the forefront of future electronic monitoring technology. Additionally, mobile apps will likely become a viable option for low-risk individuals to check in, update contact info, employment, schedule appointments, court dates, treatment, drug testing, pay fees and fines, secured messaging, video conferencing, drug and alcohol testing, SMI medication monitoring, uploading documents, etc. There are current advancing applications that are designed for victims as well to

be able to communicate and empower them more than ever before. Electronic monitoring is not an end-all, be-all supervision tool but undoubtedly will continue to be a vital link to information used to enhance community safety and help guide evidence-based interventions in our ever-changing and evolving world.

Suicide Prevention

By Marc Ulibarri

I attended Erin McGann's workshop, "Suicide Prevention: What Works." Ms. McGann is the Justice-Involved Veterans Coordinator for the State of Texas' Veteran's Commission. The presentation provided some basic information about suicide prevalence, risk and protective factors, warning signs, and understanding the role of the Gatekeeper (a person who can help prevent suicide).

According to the American Foundation for Suicide Prevention (2018): Suicide is the 10th leading cause of death in the U.S, with 48,344 suicides and about 1,400,000 suicide attempts in 2018. In 2015, suicide and self-injury cost the U.S. \$69 billion. Ms. McGann stated Texas has a high rate of suicide due to the large number of Veterans. It was also mentioned that men are more likely to die by suicide as they tend to use highly lethal means such as firearms, and women are more likely to attempt suicide but tend to use less lethal means. In addition, communities around the world are anticipating an increased risk of suicide due to the Covid-19 pandemic because of job loss, security and loss of community.

Risk Factors, according to the World Health Organization include prior suicide attempt, mood disorders, substance abuse, and access to lethal means. Protective Factors include connectedness, availability to mental or physical health care, resiliency and coping skills. Warning signs include talking about wanting to hurt or kill oneself, seeking a means to kill oneself, hopelessness, increasing substance use, and dramatic mood changes.

Recognizing these factors and warning signs is important and Gatekeepers such as youth, parents, educators, family, friends, law enforcement and first responders can be trained to identify individuals who are showing warning signs of suicide risk to help these individuals receive the services they need. "It's like mental health CPR." Gatekeepers can offer hope and connect individuals to care; however, they do not provide counseling or treatment. One skill a Gatekeeper can learn is the AS+K model; Ask (about suicide)/Seek (more info)/Safety (first)/Secure (lethal means)/Know (where and how to refer). Ms. McGann emphasized that listening to people is key and it is important to know that asking a person "Are you thinking about killing yourself?" will not encourage a person to commit suicide.

Adult Probation Officers are Gatekeepers and we are crucial in helping to prevent suicide within the communities we supervise. We may also have family members or friends who struggle with this issue and who may need intervention. As Gatekeepers, we should approach these people in crisis without judgement and continue to ask open-ended questions, according to Ms. McGann.

The National Suicide Prevention Lifeline is (800) 273-8255. The Maricopa County Crisis Hotline is (602) 222-9444. Within the next two years, 988 will be a standard number available in every state in the United States to dial for a suicide prevention line.



Specialized Caseloads

By Cassandra Dobbs

I had the pleasure of attending the APPA workshop titled “Specialized Caseloads for People with Mental Illness/Co-occurring Disorders.”

What makes a specialized caseload unique? By the presenters’ definition, specialized caseloads have a reduced caseload size, officers attend ongoing specialized training(s), and there are designated and exclusive caseloads of individuals with a special circumstance identified. They also include coordination with internal and external resources, as well as use of a problem-solving supervision orientation. Although there are several different types of specialized caseloads, their focus is on mental illness and substance use disorders otherwise known as “co-occurring disorders”. To assist the population effectively, the clients need to be accurately assessed to meet the level of supervision, referred to the recommended treatment intervention level, and to address their criminogenic risk and behavioral health needs.

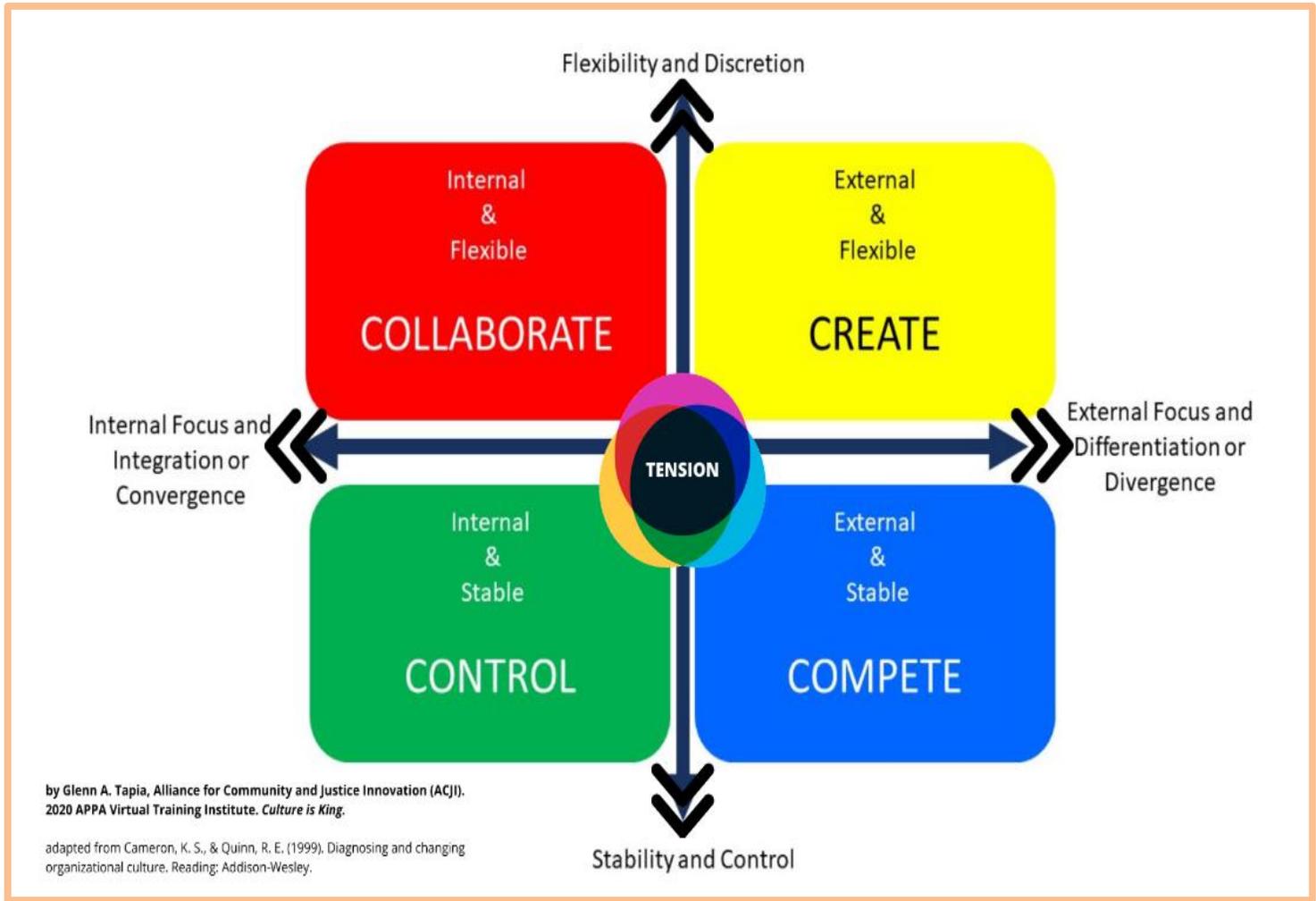
Another key aspect to successful supervision is coordinating case plans with the clinical team as well as members of the Court process. During the presentation, it was also discussed that departments should support more flexible supervision policies to allow more incentives instead of instituting mandatory revocations/mandatory jail time.

In Maricopa County, we are lucky enough to have a specialized caseload for those who have been deemed Seriously Mentally Ill (SMI). These officers work closely with those who have been deemed SMI, their clinical teams, as well as the Court system. Often the individuals on the SMI caseloads are determined to have a co-occurring disorder of mental health and substance use. The benefits of SMI caseloads allow the officers, supervised individuals, and court officials to design an intervention and implementation plan, if necessary, prior to submitting a petition to revoke. It also allows the Court to continue to monitor the individual’s progress as they execute their probation term. There is also continued coordination of services with the assigned clinical team to step-in prior to a potential mental health crisis or to assist in providing basic needs. Screening individuals for a SMI diagnosis allows them to get the proper supervision and coordination they require. If you have any questions regarding screening someone from your caseload, please reach out to an SMI Officer or Supervisor for more information.

Culture is King

By Sandra Tom

In attending the session titled “Culture is King: Advancing Authentic Change in the Real World of the Criminal Justice System,” much of the information stood out as meaningful and applicable, especially as we navigate these unprecedented times. The session was presented by Glenn A. Tapia with the Alliance for Criminal Justice Innovation (ACJI). The “Culture is King” concept is one of the ten essential principles for organizational intelligence used in the ACJI leadership curriculum. Overwhelmingly, this concept is founded on the idea that any successful implementation must begin with identifying and fully understanding your organizational culture. Mr. Tapia defines organizational culture as the underlying eco-system of beliefs, thoughts, attitudes, perceptions, behaviors, traditions, and habits of the collective sum of people in an organization. He used the following graphic, which identifies competing values in order to serve, evaluate, and assess a way of identifying your agency’s priority in any one area to define your agency’s culture. In utilizing this process to identify your agency’s culture, it allows for an evaluation of which areas would best be suited to focus on as areas of growth with the understanding of the need to shrink in others.



A key point made by Mr. Tapia was that culture change is infinite, cyclical, and meant to push an agency outside its comfort zone. As we experience this extraordinary point in our society's history, I believe there has been noticeable effort made to view this moment as an opportunity for internal evaluation of our processes and culture. I am encouraged by the work being done to incorporate the changes born of the necessity of this time into purposeful and effective strategies that will serve as the foundation for our agency's future cultural evolution.



Back to School 2020

APD Staff share their Back-to-School Experiences

I'm very proud to report that, overall, we had a very good first week of online learning. Both teachers and families certainly will still face some upcoming challenges, but my team and I have worked so incredibly hard to minimize the impact of any challenge on our Tucson students. To the public, please know ALL of our AZ teachers and professionals are committed to making your child's transition into this new way of learning the very best it can be. It has been so refreshing to "meet" my new students – even if just on screen for now. Life and learning go on, and I have faith that we will be reunited soon. Mask up AZ!

-Sarah Nystedt

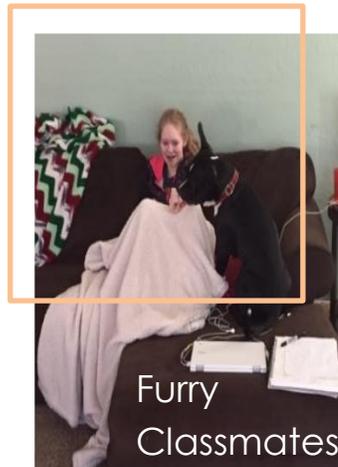


1st grade

Daughter: "I cannot log onto my school because the Internet is not working."

*as she watches Netflix on the Internet

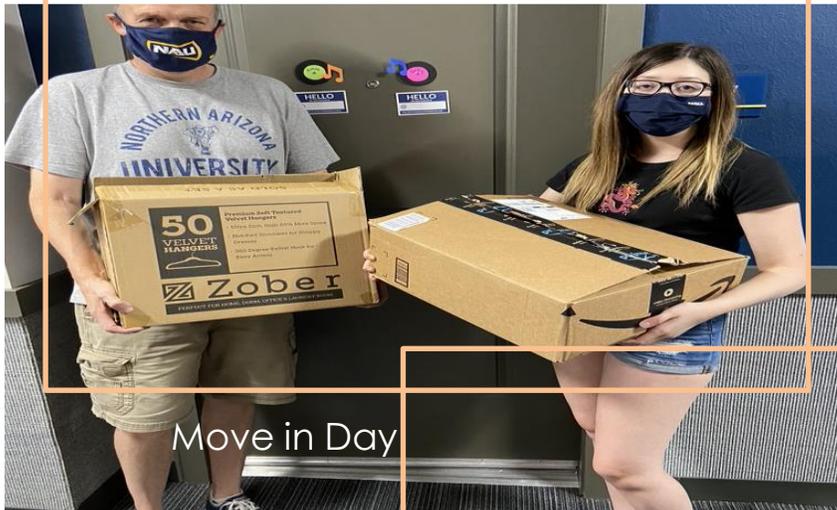
-Susan Haney



Furry Classmates

My daughter and I moving her into her dorm, wearing masks. Moving her in was a challenge because she had to move in a week after classes started and was assigned a time that required us to leave while she was still in class.

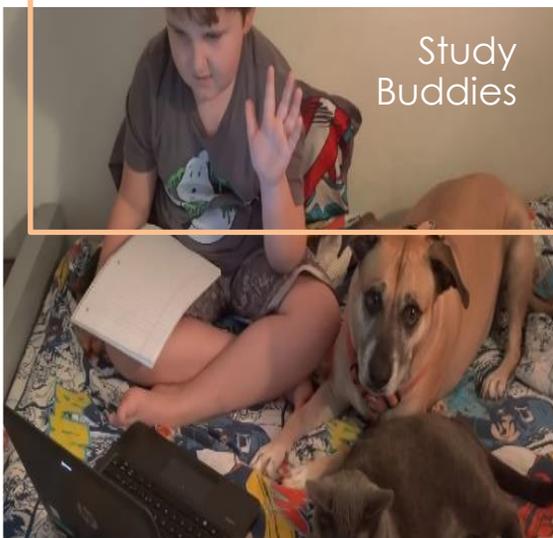
-Rodney Rego



Move in Day



The New Normal



Study Buddies

She kept falling asleep every time she wasn't being watched and eventually was banished to the uncomfortable chair to encourage staying awake. So today, a week after all the sleeping she asked if she could be trusted to do school upstairs, away from her parents. See, this is what she was found doing when she was checked on. When asked what she was doing, she said, "I was bored, so I figured I'd work on my balance". I don't think virtual school is for oranges.



Working on Balance

-Melissa Froderman

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