

# CHRONICLE

ISSUE: JANUARY - MARCH 2026

MARICOPA COUNTY ADULT PROBATION DEPARTMENT



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# CHIEF'S CORNER



The beginning of March brought a semi-annual training institute put on by the American Probation and Parole Association (APPA), one of the primary national organizations serving the field of community corrections. The institutes always provide a combination of encouragement and gratitude. Thanks to the Maricopa County Adult Probation Department (APD) attendees who shared a little of the conference in this edition of the *Chronicle*. It is encouraging to see so many talented professionals dedicating their careers to the work of enhancing community safety by improving the trajectories of the people under supervision. The institutes also provide gratitude for the context in which our department does this work. We are part of a statewide effort of fellow colleagues using the same researched-based approaches for effective work. We serve a bench of judicial officers who deeply value the work we do on their behalf. We are also fortunate to have the funding authority we have in the Maricopa County Board of Supervisors, who have two decades of effectively resourcing our workforce to carry out the functions mandated for us in state law and from the Arizona Supreme Court.

More than that, we are reminded through these types of events and others of the importance of our work. This department has a long track-record of very positive outcomes and results across a variety of measures. As I have written about in previous issues, our successes today are built upon investments and work done by previous administrators, leaders, and staff. The populations coming through the Criminal Department of our court have complex and evolving risks and needs. This requires the Department to look for new ways to maintain and improve our results and enhance our effectiveness. To help, we engage stakeholders and partners to assist leaders in charting a course for further enhancement and improvement.

In the summer of 2025, the Department engaged Justice System Partners (JSP) to conduct an organizational assessment. They, like APPA, are another leading voice in community corrections. They were engaged to assess the Department and provide ideas for further development using current research and trends in community corrections. It was encouraging, in the results of that assessment, to hear the commitment of staff who see their role as enhancing the safety of the communities they serve. Staff saw that the primary way they do that is by helping people under supervision change their behavior while simultaneously addressing significant violation behavior and risk. The organizational assessment provided confirmation for senior leaders of the merit of strategies underway and in development. JSP also provided additional ideas for strategies for APD, which are under review. One of the Department's challenges given our size is taking initiatives to scale, so refinement often moves slowly to be sustained.

For the remainder of 2026 and beyond, the Department continues to look for ways to enhance our service delivery. At the most recent quarterly meeting of the entire management team, which took place in early April 2026, the entire focus was on shaping and developing further strategies. Consideration will be given to the refinement of performance evaluation manuals of staff to further affirm the type of work that has efficacy in community corrections. Systems and organizational factors will be reviewed to see how those might be adapted to further enhance how APD provides services. APD has the privilege of being involved in many of the important decision points of one's criminal case, from the initial appearance to pretrial supervision, to sentencing, and supervision on probation.

Over and over, research bears out how transformative the work of community corrections can be on changing someone's future for the better. That work, when done properly, can prevent future victims of crime from becoming victims in the first place. It can positively impact the lives around the person on supervision, many of whom are children, and benefit from prosocial adults remaining in the home. Successful work in community corrections has very positive fiscal implications to tax dollars required to address criminality in our communities, while simultaneously improving the communities in which we all live. Simply put, the work we do for one of the largest trial courts in the United States matters, and we are excited to see how we can further enhance how we do that work in the coming year.

*Michael P. Cimino*

Michael P. Cimino

Chief for the Maricopa County Adult Probation Department





# NEWS & INFORMATION

## HUMAN TRAFFICKING AWARENESS MONTH HIGHLIGHTS ROLE OF THERAPEUTIC COURTS AND PROBATION IN SUPPORTING SURVIVORS

By Clara Colmenero

Human trafficking continues to impact vulnerable individuals across communities, frequently going unnoticed or misidentified. Therapeutic courts, such as [STRENGTH Court](#) (Succeed Through Resilience, Empower New Growth Through Hope), play a vital role in addressing this issue by providing consistent support and connections to services designed to promote healing, stability, and long-term success for youth who are survivors of human trafficking. In parallel, and through specialized training, probation officers work to recognize victimization, respond with compassion, and connect individuals to the appropriate resources to help make a positive impact in their lives.

“STRENGTH Court provides a unique opportunity to bring youth, their team members, and the court together to address barriers in a trauma-informed setting and celebrate successes,” said Maricopa County Associate Presiding Judge Danielle Viola. “The therapeutic approach in STRENGTH Court allows me the opportunity to connect with youth who may be reluctant to trust the court or the justice system, due to their past experiences.”

The STRENGTH Court team often includes juvenile court judges, a specially trained juvenile probation officer, a court-appointed special advocate, survivor advocates, and other community partners such as representatives from the Arizona Department of Child Safety, the Arizona Attorney General’s Office, and the Reach for Resilience Program. Together, these individuals not only encourage youth survivors but also celebrate their accomplishments.

“I look forward to acknowledging the success of our youth that ranges from attending school on a regular basis to earning a GED, maintaining sobriety, completing probation, remaining in a safe environment, getting a job, becoming a leader, or maintaining healthy boundaries,” said Judge Viola.

“I am always amazed by the strength and resilience of the youth in the program and am very proud of their accomplishments,” said Juvenile Associate Presiding Judge Marvin Davis. “These youth have been through unimaginable situations, and despite this, they show courage and emerge as strong-willed, confident individuals who have amazing plans for future success, despite having significant trauma in their background. A juvenile’s success in STRENGTH Court is entirely attributable to the juvenile

and the hard-working individuals (“The Team”) who are dedicated to helping sex-trafficked youth.”

A 13-member work group within the APD is developing training to help probation officers identify individuals who may be experiencing human trafficking and use trauma-informed care during field contacts. Probation officers may encounter trafficked victims in the community or while on supervision, and the training will provide guidance on available resources to better support them. The effort is being developed with support from Dr. Dominique Roe-Sepowitz, director of the Office of Sex Trafficking Intervention and Research (STIR) at Arizona State University (ASU).

Prior to 2020, APD conducted a large-scale training initiative in partnership with the ASU Office of STIR that involved the management team and 200 probation officers. This initiative is making an impact, as a team of probation officers and supervisors recently assisted a young woman identified as a potential human trafficking victim who was in danger and helped her to a safe shelter, leading to her eventual reunification with her family.

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

STRENGTH Court currently has two judicial officers who oversee approximately 50 cases each month. Youth can participate if they have an open juvenile court case and have been identified as a survivor of human trafficking. Participation in the program is completely voluntary. The therapeutic courts, probation officers, and community partners continue to work year-round to ensure survivors receive the resources and opportunities they need to heal and thrive.

## VETERANS STANDDOWN EVENT

By Alexa Hearn

Every spring, hundreds of Veterans come together at the Arizona State Fairgrounds for the annual StandDown event, hosted by the [Arizona Veterans StandDown Alliance](#), a program of the [Arizona Housing Coalition](#). The 2026 gathering, held from March 12 to March 13, embodied a powerful tradition of service, collaboration, and unwavering community support for those who have bravely served the country.

A diverse array of Judicial Branch departments and justice partners participated, reflecting the legal community’s steadfast commitment to Veteran outreach. The Veterans Court Unit, the Financial Compliance Unit, judicial officers, Judicial Administration, the Clerk of Court, the Maricopa County Attorney’s Office, and members of the legal defense offices united to ensure Veterans could efficiently address legal matters and resolve outstanding issues on-site.



APD Collector Ashley Soto and Probation Administration Supervisor Regina Ruiz assist Veterans at Veterans StandDown.

Veterans StandDown transcends the typical event; it is a coordinated, multi-agency initiative designed to break down barriers and connect Veterans with vital services. Attendees can receive assistance across multiple jurisdictions in a single visit, simplifying processes that might otherwise be daunting.

Beyond legal services, the event creates a comprehensive network of support. Veterans can access resources related to employment, Motor Vehicle Division issues, housing assistance, benefits through the U.S. Department of Veterans Affairs, disability claims, Social Security, and education. Health and wellness services are a cornerstone, offering medical and vision care,



Adult Probation Supervisor Carolyn Arteaga (standing) and (from left to right) Adult Probation Officers Andrea Garcia, Katie Strand, Alexa Hearn, and Savana Cray ready to help Veterans at Veterans StandDown.

mental health support, and referrals for ongoing treatment. Additional services, including support from the Department of Economic Security, hygiene supplies, and even pet care, illustrate a holistic commitment to meeting the diverse needs of the Veteran community.

The event's impact is magnified by the dedication of numerous independent community agencies, each bringing specialized resources and expertise. Together, these organizations forge a one-stop environment where Veterans are embraced with respect and dignity, and are provided practical solutions, reinforcing the shared mission that no Veteran stands alone.

## SUBSTANCE USE DISORDER TREATMENT MONTH

By Melissa Monahan

In January 2026, the Substance Abuse and Mental Health Services Administration (SAMHSA) observed Substance Use Disorder Treatment Month. Its goal is to provide education and support for those in need of substance use treatment. A major part of the message is that there are many paths to recovery, including counseling, social support services, and medications that can assist in obtaining and maintaining sobriety.

According to [SAMHSA's 2024 National Survey on Drug Use and Health](#), 48.4 million people age 12 or older, or 16.8 percent, had a substance use disorder in 2024, and 27.9 million had an alcohol use disorder. Of those individuals, only about one in five received substance use treatment. While those numbers may seem alarming, it is important to remember that recovery does not always begin with formal treatment.

Some people find strength through personal commitment, self-help tools, spiritual guidance, or support meetings like Alcoholics Anonymous or Celebrate Recovery. Outpatient or residential treatment may be good options for individuals who want to work with a counselor or team of professionals to learn coping strategies and manage triggers. Although often incorrectly identified as "another addiction," medication for substance use disorder can reduce cravings, ease withdrawal, and support long-term recovery. Methadone, Suboxone, Vivitrol, and other federally regulated medications are effective tools to assist people with obtaining and maintaining sobriety. Whether or not to take addiction medication is a personal decision and should be discussed with a medical provider.

Recovery from a substance use disorder is possible with the right tools! A safe, supportive environment, stable housing, and meaningful work can restore purpose and confidence. Job training and employment support can help people rebuild their future. Here in Maricopa County, treatment services are readily available, even for people with no health insurance. APD employs counselors who can provide substance use assessments and connect individuals on supervision to needed treatment services. [The Smart Justice Program](#) can also assist with employment opportunities. Strengthening sobriety and making a long-term recovery is possible through recognizing the needs of the individual and supporting each person through their own recovery journey.

# APD TEAM PRESENTS AT 2026 APPA WINTER TRAINING INSTITUTE

By Clara Colmenero

In March 2026, a team from APD traveled to Atlanta to present at the 2026 APPA Winter Training Institute. Taking the stage before a large audience of probation and parole professionals from across the country, the team led an engaging session on understanding neurodivergent disabilities in the community corrections setting.

In March 2026, a team from APD traveled to Atlanta to present at the 2026 APPA Winter Training Institute. Taking the stage before a large audience of probation and parole professionals from across the country, the team led an engaging session on understanding neurodivergent disabilities in the community corrections setting.

“Raising a child with developmental differences has changed the way I understand communication, behavior, and stress. It also opened my eyes to how easily people with autism or other developmental disabilities can be misunderstood simply because others weren’t taught what to look for,” said Adult Probation Supervisor Nathan Chaplin. “Professionally, I started seeing more and more individuals on probation with developmental disabilities and realized that if those misunderstandings happen in everyday life, they can definitely happen in community supervision.”

Individuals with autism and other intellectual or developmental disabilities (IDD) are disproportionately impacted by the criminal justice system, often facing barriers related to communication, comprehension, and access to appropriate support services. According to a [2016 survey of prison inmates by the Bureau of Justice Statistics](#), 38 percent of individuals in state and federal prisons had at least one disability in 2016.

“I hope my presentation at this year’s conference increased awareness of the signs that individuals with IDD may display. Recognizing these indicators and adjusting supervision approaches can be life-changing for individuals who have often been misunderstood,” said Adult Probation Officer Amy Pina. “By sharing real-life scenarios from my professional experience, I aimed to help officers identify communication challenges that may not be obvious based on how a client presents or speaks. Taking extra time to ensure understanding can significantly impact a supervised individual’s success and empower them to better advocate for themselves.”

Some staff in the Department have been researching ways for APD to strengthen its understanding and capacity when working with individuals with autism and other IDD.

“As a mental health probation officer, I often encounter individuals whose behavior may reflect undiagnosed cognitive or developmental conditions, requiring communication and supervision styles that ensure expectations are clearly understood,” said Pina. “Training in this area is essential so officers can recognize potential special needs, communicate effectively, and ensure supervised individuals receive the support necessary to successfully complete probation and move forward productively.”

For more information, visit the [APPA 2026 Winter Training Institute website](#).



The APD team of Adult Probation Supervisor Nathan Chaplin, Adult Probation Officer Amy Pina, and Clinician Anitta Hill prepares to take the stage at the 2026 APPA Winter Training Institute.

# RECRUIT FOR APD!

Do you know someone outside APD who would be a strong candidate to join the team? Refer a friend or colleague to join APD!

There are many ways to contribute to the Department, from providing community supervision or counseling to individuals on probation, to monitoring field activity or administrating caseloads. There is something for everyone! Explore career opportunities on the [Judicial Branch of Arizona's Maricopa County Careers website](#).



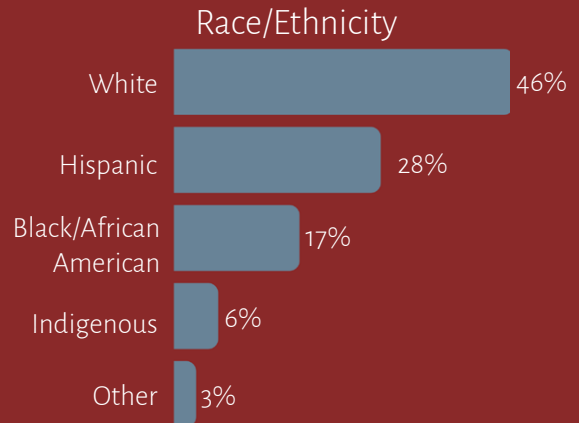
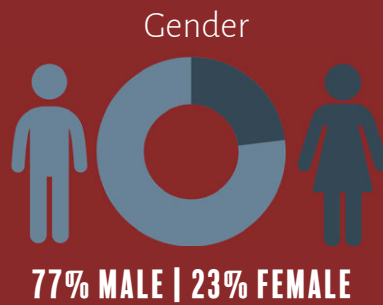
Learn more about the Department by watching the video. The video can also be found on the [APD website homepage](#).

Email [apdrecruitment@jbazmc.maricopa.gov](mailto:apdrecruitment@jbazmc.maricopa.gov) for more information.

# DATA CORNER

The Judicial Branch of Arizona in Maricopa County produced a Fiscal Year (FY) 2025\* Annual Report that was shared with the Arizona Governor, legislature, court officials, and the public. The “By the Numbers” section of the report provides demographic and descriptive statistics on the County’s adult probation population, among other statistics. This data comes from the Department’s probation case management system. Below are demographics of the population of individuals on active probation within APD as of June 30, 2025.

## APD PROBATION POPULATION - FY2025



To learn more about APD’s probation population, view page 66 in the [FY2025 Judicial Branch Annual Report](#).

\*The 2025 fiscal year ran from 07/01/2024 - 06/30/2025.



# ACHIEVEMENTS & CELEBRATIONS

## APD EMPLOYEES WIN PERFORMANCE EXCELLENCE AWARDS

By Kat Caswell

Each quarter, employees of the Judicial Branch of Arizona in Maricopa County, which includes APD, the Juvenile Probation Department, and the Superior Court, can nominate a coworker who has demonstrated outstanding performance in one of the following areas: teamwork, leadership, customer service, innovation, or group collaboration. Each department submits numerous nominations each quarter, and the Branch's Employee Recognition and Rewards Committee carefully selects the winners. The winners of each category for the quarter are then entered into the annual Judicial Branch Performance Excellence Awards. The Department proudly announces the following winners and runners-up:

- Adult Probation Officer Jessa Moore - Innovation
- Special Projects Manager Savanna Hopp - Runner-Up for Innovation

Congratulations to all the winners and runners-up!

### JUDICIAL BRANCH PERFORMANCE EXCELLENCE AWARD: INNOVATION - ADULT PROBATION OFFICER JESSA MOORE

Nominated by Adult Probation Supervisor Kate Skelton

*"Jessa Moore consistently demonstrates exceptional innovation as a full-time safety trainer, particularly in her leadership of the firearms reality-based training program and the new probation officer field visit practicum. What makes Jessa stand out is her unwavering commitment to creating realistic, meaningful, and high-impact training experiences that prepare probation officers for the real-world situations they may face. She not only utilizes every resource the Department provides, but also invests her time, creativity, and even personal items to elevate the quality of each training session. Her dedication to realism and safety is unmatched, and her ability to transform simple materials into advanced training tools demonstrates the essence of innovative thinking.*

*Jessa's contributions since 2025 have been especially notable. Recognizing the need for more realistic search scenarios, she took it upon herself to design and construct prop contraband and weapons for field search training. These props mirror real-life items probation officers encounter, allowing trainees to practice critical observation, decision-making, and probation officer safety skills. Her hand-crafted items have become essential components of our hands-on training sessions and have*

*significantly enhanced the realism and effectiveness of the curriculum.*

*One of Jessa's most impressive innovations occurred during our second-quarter firearms training. She engineered a PVC exoskeleton for the body opponent bag, complete with functional hands, so it could hold various prop weapons. This allowed trainees to visually assess and respond to lethal intent during scenario drills in a way that had not been possible before. Her design transformed a standard training dummy into a dynamic, threat-representative figure, dramatically increasing the relevance and impact of the exercise. This creation required not just creativity, but intelligent risk-taking, practical design skills, and a deep understanding of probation officer safety and the realities of the field.*

*Jessa routinely goes above and beyond her regular duties. She brainstorms new ideas, refines existing training modules, and builds materials that enhance the learning experience. She approaches every problem from multiple angles, often identifying solutions others would not have considered. Whether she is adapting to new departmental needs, anticipating challenges for upcoming academy classes, or integrating new knowledge into her curriculum, she consistently demonstrates initiative and a forward-thinking mindset.*

*Her innovative spirit directly strengthens probation officer preparedness, confidence, and safety. By pushing the boundaries of conventional training methods, Jessa ensures that our probation officers are better equipped to recognize threats, make sound decisions under pressure, and safely navigate complex situations. Her creativity, passion, and commitment to excellence not only improve our training programs but elevate the standard for what reality-based instruction can and should be.*

*Jessa Moore exemplifies innovation through her daily actions, her dedication to improving every aspect of our training environment, and her continuous drive to provide the most realistic and effective instruction possible."*

## **JUDICIAL BRANCH PERFORMANCE EXCELLENCE AWARD RUNNER-UP: INNOVATION - SPECIAL PROJECTS MANAGER SAVANNA HOPP**

Nominated by Continuous Improvement Analyst Drew Day

*"Savanna was recently promoted to Special Projects Manager with APD. One of the first projects she was assigned to was gathering detailed information on several processes and clearly documenting them for consistency. Savanna collaborated with the individuals performing the work to ensure the processes were accurate and made several efficiency improvements. In this process, Savanna has updated policies, created new procedures, and regularly partnered with the Chief, Deputy Chiefs, and others to help define roles and responsibilities, ensuring everything is completed with excellence.*

*Savanna has taken this request in stride and has always sought the best way to do things. She has looked to improve processes, identify better solutions, ensure they work, and then share that information with those performing the work.*

*One of the special projects assigned to Savanna was improving the bus pass tracking and issuance process to ensure individuals under supervision receive access to transportation to assist with success on probation. Due to a recent change in how bus passes are issued by the transportation agency, the process has become more complicated by introducing a new variable that the passes would expire within a year of issuance. She dove into the whole process, figuring out how they worked from the ground up, working with other departments to make sure the new workflow was managed smoothly, and found a better way for the employees tasked with taking over the process to track, request, and share the passes with the different locations. During the initial transition, APD employees assumed that there were a limited number of bus passes each month, when more could be requested. With that additional knowledge, Savanna created a new tracking tool so the Department could not only track bus passes in use, but also where they were requested. The tracker is at the point where trends can be identified from bus pass usage, which helps the Department get ahead of requests, anticipate needs, and avoid delays in getting additional bus passes for our populations."*

# APD WELCOMES A NEW NOTES GRADUATION CLASS!

By Donald Cole

Please join the Staff Development and Safety Unit in welcoming 12 new probation officers and six new supervisors to the Department. Officers completed six weeks of New Officer Training, Education, and Skill-building (NOTES) classes, including Defensive Tactics Academy and the Administrative Office of the Courts (AOC) Probation Officer Certification Academy. Additionally, a three-week transition phase is included to allow staff development trainers the opportunity to work with officers and their newfound cases, and to reinforce the real-life application of skills they acquired during training. Officers worked in cohorts to create petitions to revoke, criminal history documents, and orders of discharge. They also had the opportunity to review early terminations, earned time credit, and other documents that officers generate regularly within their caseloads.

The officers finished their academy with a swearing-in ceremony led by APD Chief Michael Cimino and the Hon. Jennifer Green, Presiding Criminal Department Judge, on March 6, 2026, at the Supreme Court in downtown Phoenix.

In addition to the officers, newly promoted staff were also sworn in. Andrew Mount was promoted to supervisor of a standard unit at Southport, Angel Camacho was promoted to supervisor of a sex offender unit at Black Canyon Building (BCB), Clint Bell was promoted to supervisor of a standard unit at Scottsdale, Cory McNeese was promoted to supervisor of the Probation Administration Unit at BCB, Doris Tucker was promoted to supervisor of a standard unit at Sunnyslope, and Kate Skelton was promoted to supervisor of a standard unit at Southport.

## NEW OFFICER ASSIGNMENTS

### Black Canyon Building (BCB)

- Standard Probation Officers Venant Bitonde, Michael Holtgrewe
- Mental Health Probation Officer Keyla Arvallo Reyes

### Southeast Justice Center (SEJC)

- Standard Probation Officers Kahil Berry, Aleytia Regino
- Mental Health Probation Officer Aryanna Montoya

### Southport

- Standard Probation Officers Paris Branch, Kenny St Fleur

### Sunnyslope

- Standard Probation Officers Jordan Conner, Christopher Weaver

### Western Regional Court Center (WRC)

- Juvenile Transfer Offender Program (JTOP) Probation Officer Celine Jolicoeur
- Mental Health Probation Officer Morgan Rainey



March 2026 NOTES graduating class and new leaders.

# PROMOTIONS

Congratulations on your new positions!



**LAUREN GUIDA**

Adult Probation Division  
Manager

Lauren joined APD in 2011 and has built a career marked by leadership, innovation, and service. As an adult probation officer, she worked in standard field supervision, the Intensive Probation Supervision (IPS) Sex Offender Unit, and the Presentence Investigations (PSI) Unit. During this time, she played a key role in testing and developing electronic reports in the iCIS case management system and led the implementation and training across the Department for the Electronic Probation Violation Report Program, which received a National Association of Counties (NACo) Achievement Award.

In March 2020, Lauren was promoted to adult probation supervisor, where she successfully led both the PSI Unit and the Court Liaison Unit. Her leadership contributions include creating and implementing a PSI officer training unit, participating in the Learning Executive & Administrative Practices (LEAP) Program, and automating the court liaison calendar preparation processes to improve service delivery and eliminate redundancies.

Throughout her leadership career, Lauren has consistently focused on innovation, continuous improvement, and aligning operations with APD's mission, vision, and values. Her ability to navigate complex challenges, build collaborative partnerships, and drive meaningful change will serve her well in her new role leading the Sex Offender West Division.



**DARLENE CHARNICK**

Adult Probation Division  
Manager

Darlene joined the Department in 2014 and began her career as a field probation officer supervising both standard and IPS caseloads in the east valley. During her tenure as a field officer, she developed advanced skills in Effective Practices in Correctional Settings-II (EPICS-II), ultimately becoming an EPICS-II Coach and assisting with training events throughout the state of Arizona.

In 2023, Darlene was promoted to adult probation supervisor, where she led a standard field unit out of SEJC. Continuing to broaden her leadership experience, she later assumed responsibility for leading an IPS sex offender unit in 2024.

Throughout her leadership career, Darlene has demonstrated a strong commitment to professional growth and team development. In addition to expanding her expertise in supervising the sex offender population, she has also led the Sex Offender Division's Solutions Committee, recently assisted in the Supervisor Leadership Academy, and is a LEAP participant.

Darlene will lead the East Field Division and is looking forward to the opportunity to work alongside Department leaders to make a lasting positive impact on the Department and community.



## ANGEL CAMACHO

Adult Probation Supervisor

Angel Camacho began her career with APD in 2019, where she initially managed a standard caseload out of BCB and later transitioned to a Justice-Involved Women (JIW) caseload. In November 2024, Angel assumed her most recent assignment, supervising an IPS JIW caseload.

Throughout her career, Angel has actively contributed to numerous committees and work groups, including the BCB Morale Committee, the Sex Trafficking Survivors Work Group, and the Victim Services Committee.

She has also demonstrated a strong commitment to mentorship by participating in ride-alongs and providing field coaching for new employees. In addition, Angel is a certified Women's Risk Needs Assessment trainer and serves as a trauma-informed care trainer for New Employee Orientation.

Angel's leadership has been evident throughout her tenure as a probation officer. In 2025, she received a Performance Excellence Award for Group Collaboration for her role in preventing a woman from being trafficked. She also serves as Vice President of the Association of JIW Board of Directors and has presented at both their biannual conference and the 2025 APPA Conference on the topic, "Rethinking How We Supervise Women on Probation." As Angel steps into her new role, she will be leading a sex offender unit out of BCB.



## BRIAN MAHONEY

Adult Probation Supervisor

Brian began his career with the Department in 2015 as an adult probation officer assigned to Drug Court, where he quickly distinguished himself through his ability to connect with individuals on probation and approach supervision with empathy and professionalism. In 2018, Brian transferred to an IPS unit at BCB, where he continued to demonstrate strong case management skills and a commitment to building meaningful relationships with the individuals he supervises.

Beyond his daily supervision responsibilities, Brian has contributed to the Department in several ways. In 2019, he became a firearms instructor, helping ensure staff are well trained and prepared to safely perform their duties. He has also served as adjunct faculty for NOTES, sharing his knowledge and experience with newer officers and contributing to the development of staff across the Department. Brian has also served as a role player for safety trainings and has provided ride-alongs to community members to offer insight into the important work officers perform each day. Throughout his career, Brian's commitment to the profession, his willingness to support his colleagues, and his ability to build strong working relationships have made him a valued member of the Department. With his promotion, Brian will now lead a standard unit out of WRC.



## DORIS TUCKER

Adult Probation Supervisor

Doris Tucker began her career with APD in October 2018. She initially supervised a standard caseload out of BCB until November 2020. She then transferred to supervise an IPS sex offender caseload at Durango and WRC, a role she held through March 2024. Since that time, Doris has continued to work with the sex offender population while supervising a standard sex offender caseload.

Doris's professional contributions include presenting at multiple APPA conferences, attending the Maricopa County Sexual Assault Kit Initiative Sexual Assault Conference, and completing Sex Trafficking Investigations training. She has been instrumental to the Department by serving as a field coach to new officers for several years and conducting field ride-alongs for individuals interested in APD throughout her career. Doris has also contributed to a positive workplace culture through her service on the Promoting Equity & Advocating Change for Everyone (PEACE) Committee and as co-chair of the WRC Morale Committee. In addition, she has completed the Exploring Leadership and Management (ELM) Program, which will help in her transition to her new leadership role. Doris will now be leading a standard unit out of Sunnyslope.



## ANDREW MOUNT

Adult Probation Supervisor

Andrew started his career with APD in June 2018. He initially supervised a standard caseload at BCB before transitioning to a white-collar caseload in 2020. Andrew joined the Drug Court Unit in 2022, where he served as an integral part of the team. He has served each of his units as the policy representative by providing policy updates and assisting his peers with policy questions. Andrew is actively involved in mentoring new officers, interns, and peers, and he provides ride-along and Drug Court shadowing opportunities. Additionally, Andrew was actively involved with the Saving Trees by Reinventing Electronically Committee and, more recently, assisting with continuous improvement projects.

Andrew completed the ELM Program in December 2022 and the Essential Managerial Basics and Resources Kit (EMBARK) Program in January 2026. Andrew will be leading a standard unit out of the Southport Office.



## JANET ACUNA

Adult Probation Supervisor

Janet began her career with APD in 2010 as a judicial clerk associate in the Assignments Unit. In 2011, she became an administrative assistant, and in 2014, she became an adult probation officer at WRC. She continued to expand her experience and knowledge by taking on assignments in IPS, the Community Reintegration Unit (CRU), and most recently, General Pretrial.

Throughout her career, Janet has been involved with building morale committees, facilitated CPR training, and volunteered at the Annual APD Turkey Feast. In November of 2025, Janet was awarded a Judicial Branch Performance Excellence Award for Leadership. The award recognized her for the leadership she demonstrated by volunteering to assist the Pretrial Services Division during a time of need.

Janet's experience with the Department and her desire to help those around her will be a great asset to the West Field Division, where she will lead a standard unit.



## CASEY FRITH

Adult Probation Supervisor

Casey began her career with APD in April 2020. She initially supervised a standard caseload at Northport before transitioning to a domestic violence (DV) caseload at BCB in 2021. Casey moved to a DV caseload in the East Field Division in 2023, where she implemented the JIW's DV caseload.

Throughout her career, Casey has contributed to the Department in a number of ways. She has served on numerous committees and workgroups, including the People Recognizing Individual Deeds of Excellence (PRIDE) Committee, several building morale committees, the PEACE Committee, the Sex Trafficking Survivors Workgroup, and committees focused on strategic initiatives for the Judicial Branch.

Casey has also demonstrated a strong commitment to mentorship and professional development. She has participated in ride-alongs and field coaching for new officers. She has also been diligently committed to developing her own leadership skills and has seized nearly every opportunity for professional growth by attending the ELM Program in 2022 and the EMBARK Program in 2026.

Casey has not only shown her leadership qualities as an officer but has also been recognized for her tremendous accomplishments. She received a NACo Achievement Award in June of 2025 and presented at APPA in 2025 regarding the successful implementation of the JIW caseload, the first of its kind in Arizona. Additionally, she was the runner-up for Probation Officer of the Year in 2025. With her promotion, Casey will now lead a sex offender unit out of WRC.



## CORY McNEESE

Probation Administration  
Supervisor

Cory McNeese began her career with APD in 2022 as a probation administration assistant in the West Field Division. Cory worked at BCB, WRC, and Southwest Regional Court Center. Cory excelled in her role as a probation administration assistant, and since 2024, she has supported division leadership by assisting with training new staff in the various field support units. Cory will supervise probation administration assistants at BCB and Southport.



# PRIDE

## 1st Quarter Awards - 2026

### PEOPLE RECOGNIZING INDIVIDUAL DEEDS OF EXCELLENCE



## WHAT ARE PRIDE AWARDS?

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

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

**APD COMMUNICATIONS CENTER:** Cole Calkins

**BLACK CANYON BUILDING (BCB):** Abby Lee, Angel Camacho, Charvic German Balderas, Duane Aul, Ericka Mendoza, Kyle Grove, Lydia Robles, Megan Wiehn, Monique Medina

**CENTRAL COURT BUILDING (CCB):** Aunie Zapien

**DOWNTOWN JUSTICE CENTER (DTJC):** Michelle Martinez Reyes, Natalia Rocha Sanchez, Savanna Hopp

**DURANGO CUSTODY SERVICE CENTER (CSC):** Tyson Sam

**DURANGO/WESTPORT:** Amanda Hanover, Gregory Thiel

**INTAKE, TRANSFER, AND RELEASE (ITR):** Abilio Aranda, Terri King

**LUHRS:** Nancy Musser, Veronica Lopez

**SCOTTSDALE:** Daniel Thomas, Eric Poma

**SOUTHEAST JUSTICE CENTER (SEJC):** Danielle Golden, Diana Martinez, Fernando Martinez, Jamie Fares, Jesus Perez, Karlyn Catron, Lucas Melendez, Mariana Silva-Nichols, Michael Aguilera, Timothy Steines

**SOUTH COURT TOWER:** Gabriel Penunuri, Joe Lopez, Quinton Mixon-Woody

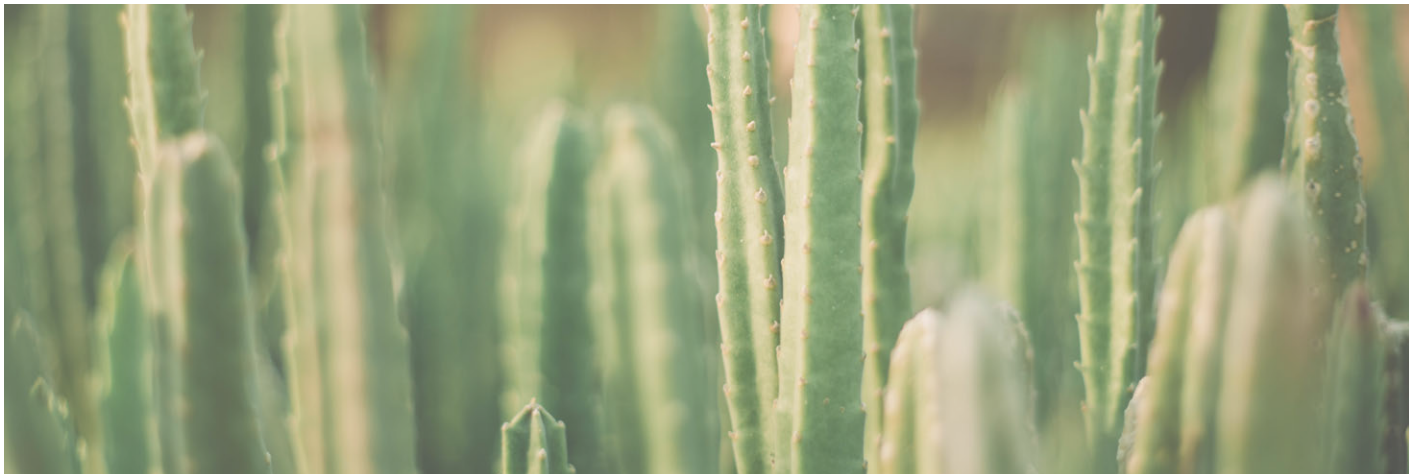
**SOUTHPORT:** Autumn McGuire, Jamie Lopez, Kendall Kevane

**SUNNYSLOPE:** Doris Tucker, Kamar Wade

**SOUTHWEST REGIONAL COURT CENTER (SWRCC):** Morgan Torres, Victoria Curness

**WEST COURT BUILDING (WCB):** Anna Crittenden, Rebecca Wherry, Corey Funch, Cortney Norton, Janel Raye, Karen Vaniman, Karina Rocha Sanchez, Michael Moe

**WESTERN REGIONAL COURT CENTER (WRCC):** Anahi Garcia, Brian Mahoney, Derek Kelly, Megan Smith, Michel Bridget, Natalia Romo, Savana Cray, Sean Steill, Tabetha Blow



# VOICE

## APPA ARTICLES

APPA held their biannual training institute in Atlanta on March 1 – 4, 2026. Many APD staff had the pleasure of attending the workshops provided and have written articles on an array of topics to share what they learned with fellow employees.



### ***RESILIENCE AND MINDFULNESS IN LEADERSHIP***

By Mattea O'Connell

I had the privilege of attending a presentation by the Hon. Victor Reyes titled *Resilience and Mindfulness in Leadership*. Judge Reyes, who spent 15 years as a Deputy State Public Defender in Colorado and another 15 as a District Judge, shared deeply personal stories about how his work exposed him to secondary trauma and the toll it took on his health. His honesty about how stress and trauma affect leaders reminded me how vital it is to care for our minds while leading others.

Judge Reyes described stress as the tension between our challenges and the resources we have to meet them. It can be acute and short-lived, or cumulative and draining when rest is neglected. Some stress, called eustress, can even help us grow. Trauma, on the other hand, overwhelms the nervous system and may persist long after the triggering event. He explained how the chronic activation of our fight or flight response can lead to both intense anxiety and emotional shutdown, affecting our thinking, relationships, and overall functioning.

What struck me most was his explanation of secondary trauma, which is how people who are constantly exposed to others' pain, like judges, social workers, and first responders, can absorb that suffering themselves. His insight made me realize that resilience isn't about toughness, but about how we recover, adapt, and stay connected through adversity.

Resilience, he said, grows from positive emotions, self regulation, grounding, and compassion. Numbing out or overworking might feel protective, but real healing comes from mindfulness, staying present, and being nonjudgmentally aware of one's inner experience. This awareness makes space for thoughtful, clear decisions rather than reactive ones.

Judge Reyes also explored compassionate leadership, describing it as the courage to see pain and act to ease it. Compassion builds trust, collaboration, and genuine loyalty. Self compassion, an area many leaders overlook, means treating ourselves with the same kindness we show others and recognizing that struggle is part of being human.

He identified six traits of mindful, compassionate leaders: integrity, accountability, presence, empathy, authenticity, and dignity. Daily practices such as mindful pauses, compassion checks before interactions, and honest communication can strengthen these traits. True “wise compassion,” he said, is doing what is hard without losing our humanity.

Hearing Judge Reyes speak reminded me that leadership is not about perfection or control. It is about showing up grounded and open hearted for ourselves and those we lead.

## ***ADVANCING COMPASSIONATE JUSTICE: HOW COMPASSION CAN BE TAUGHT AND PRACTICED ACROSS SYSTEMS***

By Britani Ellithorp

During the APPA 2026 Winter Training Institute, I had the opportunity to sit down and listen to the presentation that Julie Truschel did based on her continued research on compassion within the court and community corrections systems. According to her research, compassion is emerging as a vital principle in modern community corrections. According to Truschel, justice professionals around the world are recognizing that effective supervision is not achieved through control alone, but through practices that respect human dignity while promoting accountability and public safety. Probation officers work directly with individuals navigating complex life challenges such as substance use, unemployment, trauma, and family instability. When compassion guides supervision, probation officers are better equipped to address these underlying issues and support meaningful behavioral change.

The growing call for compassion in the justice system reflects a shift from purely punitive models toward approaches that emphasize rehabilitation and reintegration. Research and international practice show that people are more likely to comply with supervision and make lasting changes when they feel respected and understood. Compassionate supervision does not mean lowering expectations or ignoring violations. Instead, it means holding individuals accountable while recognizing their humanity and potential for growth.

While attending this workshop, I learned about the Supervision Around the World (SAW) Project. The SAW Project documents innovative supervision practices across different countries, highlighting real examples of restorative and compassionate strategies in action. Julie shared a compelling story about a situation in Uganda where community reintegration efforts focus on restoring relationships between individuals on supervised probation and their communities. Probation officers, community leaders, and families work together to rebuild trust and create supportive environments that reduce the likelihood of reoffending.

When these ideas are applied to community corrections, they offer practical tools for improving outcomes. Probation officers who practice compassion often engage in active listening, problem-solving conversations, and collaborative goal setting with those under supervision. These methods build trust, while maintaining clear expectations for compliance. Individuals who feel respected are more likely to communicate honestly about struggles and accept guidance that supports their progress.

Julie explained that through storytelling, professional reflection, and peer dialogue, participants explore how compassionate supervision strengthens relationships and enhances accountability. The key message is that compassion is not a sign of weakness in corrections; rather, it is a strategic approach that improves engagement, reduces conflict, and supports long-term community safety. Ultimately, compassionate community corrections recognize that lasting public safety depends on helping people change. By treating individuals with dignity while holding them responsible for their actions, probation professionals can foster transformation not only in those they supervise but in the justice system itself.

## ***CAN I GET SOME SITUATIONAL SAUCE WITH THOSE LEADERSHIP NUGGETS?***

By Latisa Dightmon

As a new leader, I had the opportunity to attend the APPA conference in Atlanta in March 2026. APPA offers many learning and networking opportunities with various departments across the country. Though they offer many sessions within our field, it was Commissioner Michael W. Nail's session that stood out to me the most.

His goal was to highlight that leadership is not a one-size-fits-all role. It will always present challenges, whether they involve shifts in priorities or individuals requiring different types of support to perform at their best. The most important thing is to remain practical and find memorable principles that strengthen decision-making, communication, and team performance.

During his session, he shared insights into leadership roles beyond law enforcement. He spoke about his responsibilities as a husband, father, grandfather, and commissioner. Each of these roles demands that he make decisions that will impact not only himself but also those who rely on him for guidance.

Although he shared many valuable insights on leadership, the one that resonated with me the most—and that I plan to carry throughout my career—is the acronym ART. These three letters can represent various concepts, and he provided three examples: RAT, ART, and TAR. Initially, I was a bit confused about the significance of the words 'RAT' and 'TAR,' but as he explained further, their meanings became clearer.

The acronym ART stands for Authentic, Real, and Transparent. A good leader has all three, and the order does not matter. Whether it is Real, Authentic, and Transparent. Or Transparent, Authentic, and Real. For a leader to build trust with their team, they have to show they can make mistakes, own up to them, and learn from them.

In our field, we encounter new challenges every time we check our emails, county phones, and physical mailboxes. These challenges necessitate collaboration between peers and leadership. Depending on the outcomes of these challenges, new policies may be established to enhance decision-making, communication, and teamwork in fulfilling the Department's overall mission.

## ***OFFICER SAFETY AWARENESS TRAINING***

By Carlee Hanratty

The *Officer Safety Awareness Training* (OSAT) provided by the FBI Law Enforcement Operations Specialist at the 2026 APPA Winter Training Institute focused on real incidents in which officers were seriously injured, assaulted, or lost their lives in the line of duty. The purpose of the training was to study these events, identify patterns, and use that information to prevent similar incidents in the future.

One of the most impactful parts of the training was the discussion about how officers and individuals on supervision can perceive the same situation in completely different ways. The instructors highlighted a case where an officer chose not to handcuff an individual at the hospital after an X-ray because the individual had previously been compliant. The officer believed the environment was secure and controlled. However, the individual later stated he viewed the situation as relaxed and interpreted the officer's behavior as an opportunity to take the officer's firearm. This misunderstanding escalated into a struggle that carried significant risk of serious harm.

This example was one of many showing how complacency and assumptions can quickly escalate risk. The training emphasized the importance of staying alert, relying on consistent safety practices, and avoiding the tendency to relax standards based on prior compliance.

Overall, OSAT served as a strong reminder that vigilance is essential in every situation, no matter how routine or calm it appears.

# THE CORRECTION CONNECTION & OPERATION SKYHAWK

By Cinthya Silva-Rojas

Participating in the 2026 APPA Winter Training Institute as a presenter, but also as an attendee was an experience and opportunity I truly enjoyed. There were many workshops that offered new information and provided insight that could be applied to the work law enforcement and probation officers conduct in Maricopa County. The workshop that interested me the most was *The Correction Connection and Operation Skyhawk*. This training was presented by Federal Bureau of Investigation (FBI) Special Agent Gregory W. Phillips, and Gang Resource Prosecutor John Regan.

The goal of this presentation was to provide insight into how activity inside prisons can impact crime in the community. The presentation highlighted how contraband, illicit cell phone use, gang activity, drone operations, financial exchanges, and recruitment efforts all connect to broader street level and organized criminal activity.

The biggest takeaway from the training was how activity outside the facility can be linked to messages sent by individuals inside. By paying close attention to how messages are worded and to the days and times they are sent, I realized how much these small details can reveal. They can reveal patterns that may indicate criminal activity being coordinated from inside a prison.

Operation Skyhawk was a groundbreaking, multi-agency Racketeer Influenced and Corrupt Organizations investigation that uncovered a highly detailed drone-based contraband operation run by individuals in prison, involving street crews and interstate suppliers. This investigation resulted in major seizures and apprehension of those involved. The Georgia Department of Corrections (GDC) is the fourth largest prison system in the nation with a total of 35 prisons. Since 2018, there have been approximately 98,000 contraband items, including thousands of illegal communication devices, seized across those facilities. As part of Operation Skyhawk, one of the first incarcerated individuals who was found with cell phone contraband in their cell, known as "El Toro," purchased cell phones from prison staff for \$10,000 each. To learn more about the ongoing efforts to combat prison contraband, visit the [GDC's Official Agency Activity Reports](#).

Together, FBI Special Agent Phillips and Gang Resource Prosecutor John Regan highlighted that corrections intelligence is the front line of public safety, shaping cases, prosecutions, and community protection nationwide. The example provided during this presentation was a traffic stop where a drone was found and linked to two individuals incarcerated in the facility. The message stressed the importance of law enforcement and probation officers staying vigilant to even the smallest details. Seemingly minor observations can lead to significant breakthroughs and support the prosecution of criminal activity. This training reinforced the importance of vigilance and strengthened my understanding of how small details can have a major impact on community safety.

## PSI WRITERS' FORUM

By Casey Martinez & Maura Isom

On Tuesday, February 24, 2026, the PSI Division hosted its first Writers' Forum. The probation officers in PSI are commonly referred to as "writers". Writers compile data and prepare presentence investigations reports for the courts. At this forum, 75 officers gathered in one location.

The purpose of the forum was to bring writers and their supervisors together to share important departmental and divisional updates, provide training on consistency, and celebrate the work completed over the previous year. The event began with a speech from the Hon. Jennifer Green, Presiding Criminal Department Judge, who spoke about the importance of APD within the judicial process. She emphasized that the knowledge and careful consideration that go into these reports are invaluable to everyone involved. After introductions, participants took part in an icebreaker activity designed to encourage interaction. They were tasked with identifying the category to which an assigned word belonged, and many agreed that the "Wonders of the World" was the most challenging category.



Adult Probation Supervisors Rodney Rego, Michelle Holbrook, Kim Callinger, Peter Sanborn, and Jennifer Crothers attend the PSI Writers Forum.



Lunch was provided for everyone, followed by a mock emergency alert from Adult Probation Supervisor Rodney Rego announcing the start of a “Zombie Apocalypse.” Participants first worked individually, then in groups, to prioritize survival items in order of importance. Needless to say, not many people emerged unscathed. Overall, the informative team-building event was a success. In place of their regular monthly unit meetings, it proved to be engaging, collaborative, and fun.

## A DAY IN THE LIFE - ADCRR UNIT OFFICER

Joshua Bagnall is a probation officer in the Arizona Department of Corrections, Rehabilitation, and Reentry (ADCRR) Unit. He supervises a caseload of individuals who will be reentering the community on probation after serving a prison sentence. He started with APD back in March 2020. He was previously an administrative assistant with the Department before he became an officer. He transferred to the ADCRR Unit in December 2025, after nearly five years of working with youthful offenders in the JTOP Unit.



### WHAT IS YOUR MAIN RESPONSIBILITY?

**JOSHUA:** *My role involves working with individuals that are released from the ADCRR. I help these individuals establish stability for the first 60 to 90 days of their probation grant and then transfer them to a standard probation officer. Establishing stability involves obtaining their state identification, social security card, birth certificate, and activating their Arizona Health Care Cost Containment System (AHCCCS) health insurance. It also involves getting individuals started with treatment and other court-ordered requirements, such as community service hours and restitution owed to a victim.*

### WHAT DOES YOUR TYPICAL DAY LOOK LIKE?

**JOSHUA:** *My typical day involves making monthly contact with individuals at the office and in the field. I am always tracking cases for their release date and making phone calls to community providers to ensure that individuals are remaining engaged with their court-ordered requirements.*

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

**JOSHUA:** *Something unique about my role is that we get to work with individuals who are being released from ADCRR after serving extended stays. These individuals face unique challenges that some on probation who did not serve an extended term at ADCRR do not encounter. For example, many individuals that I work with have nothing when they are released from ADCRR. They are forced to restart their lives with no family or financial support. Many of these individuals also struggle with their mental health after being incarcerated for so long.*

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

**JOSHUA:** *I interact with other areas of the Department when I have cases screened for specialty caseloads (Mental Health Court, Drug Court, DUI Court, etc.).*

### IS THERE ANYTHING ELSE YOU WOULD LIKE TO HIGHLIGHT?

**JOSHUA:** *The ADCRR Unit may only supervise individuals for an average of 60 to 90 days, but our impact goes way beyond that. Many of these individuals have been in the judicial system for many years. We restore faith and hope to these individuals and show them that reintegrating back into society is possible.*

# EMPLOYEE SPOTLIGHT

## HEATHER PRESTON

DIVISION MANAGER

APD employee since 2007.

### FAVORITE PART OF YOUR JOB?

Your day is never the same. The interactions you have between the people you work with on a daily basis or the community members you interact with is the best part!

### WHAT ARE YOU WATCHING/READING?

Just started reading *All the Dangerous Things* and will start watching *The Night Agent*.

### FUN FACT:

I have been playing volleyball for over 30 years....and please don't do math on this one!

### FAVORITE QUOTE:

"Be curious, not judgmental."

- Walt Whitman as told by Ted Lasso



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