

CHRONICLE

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MARICOPA COUNTY ADULT PROBATION DEPARTMENT



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CHIEF'S CORNER



In our last edition of the newsletter, I shared that I returned home in February from the American Probation and Parole Association (APPA) Winter Institute in Seattle with two things. The first was a reminder of the importance of tending to our own wellness, which affects not just our work but everyone around us. For our employees, Judicial Branch Human Resources has a section on their internal website about employee wellbeing, where we can learn more, and explore what they have for us. You can navigate there from APD Connect by selecting the “Administrative Tools” tab.

The second thing I was reminded of was the importance of gratitude. As I interacted with colleagues wrestling with the challenges of our work and the issues common to agencies in our profession, I was reminded of all the reasons I have for gratitude in our work here at MCAPD. As the fiscal year closes, I wanted to share some of those with our readers. First and foremost is our staff. From the time I started as a new officer 25 years ago until the present day, we work among people who would drop what they are doing to help you do your job. I am grateful for the type of people that work at the Judicial Branch but also for the excellence with which they do that work. I was also reminded at APPA how fortunate we are for the support we receive from the County relative to authorized caseload sizes and compensation, especially compared to some of our colleagues across our profession. I am grateful for our role and ways our work has evolved since I started, as we look to research to guide our practice and delivery of transformative service. Finally, my belief has only deepened in the purpose and meaning community corrections brings to enhancing public safety through influencing deep and lasting change in people as well as through addressing behavior that places community safety at risk.

We engage in difficult work on behalf of our Court, yet it is so critical to enhancing not just community safety but the quality of life of that community. Yes, the work is difficult. Change work always is, but it's worth it. Practicing gratitude, often starting my day by quickly identifying a couple of things for which I am grateful, helps me navigate what is hard in this work and reminds me of all the privilege that comes with the work we get to do. I share that alongside our previous article, and discussions organizationally on wellness, as it's a critical part of wellness. The practice of gratitude can change not only our perspective on the work we do but also its potential.

Michael P. Cimino

Michael P. Cimino

Chief for the Maricopa County Adult Probation Department



NEWS & INFORMATION

HUNDREDS ASSISTED AT VETERANS' STANDDOWN EVENT

By Tameka Loyd and Sonia Cruz

The Veterans' StandDown event is a community-based intervention program designed to help Veterans experiencing homelessness "stand down" from the challenges of life on the streets. The event provided a variety of services and resources aimed at addressing the immediate needs of Veterans experiencing homelessness, such as food, clothing, shelter, medical and dental care, mental health services, substance use treatment, assistance with legal matters, housing, and employment.

The term "stand down" originally comes from military terminology, where it refers to a temporary cessation of offensive actions; in the context of Veterans experiencing homelessness, it represents a temporary break from the struggles of homelessness, offering a chance to access much-needed support and resources.

The event is organized by local government agencies, non-profit organizations, and volunteers, bringing together a wide range of service providers and organizations to offer comprehensive assistance to Veterans in need. The services and resources provided are crucial in helping Veterans experiencing homelessness reconnect with society, access essential services, and begin rebuilding their lives.

The MCAPD's Veterans Court probation officers and the Financial Compliance Unit teamed up to assist Veterans on probation with their legal matters. This included resolving payment delinquencies, quashing warrants to re-engage with probation, and terminating probation grants. The Financial Compliance Unit assisted 86 Veterans by completing financial documents in preparation for court hearings to address balances and delinquencies of court-ordered fines. The Collections Team, within the Financial Compliance Unit, also collaborated with the Clerk of the Court and the Public Defender's Office to prepare information for cases filed on behalf of the Veterans. In total, 225 active probation cases were expedited during the pre-event timeframe along with the in-person Veterans' StandDown event. The Collections Team was honored to participate in an event that brought hope and assistance to the community of Veterans. This event makes a significant difference in the lives of Veterans by providing them with immediate assistance and connections to longer-term support networks.



NATIONAL CRIME VICTIMS' RIGHTS WEEK

By Joseph Coppola

National Crime Victims' Rights Week (NCVRW) is a weeklong annual commemoration that started 43 years ago and is overseen by the Office for Victims of Crime, which is part of the U.S. Department of Justice. This week is dedicated to promoting both services and the rights of victims and urges the nation to confront and remove barriers to achieving justice for all victims of crime. NCVRW took place April 21, 2024 - April 27, 2024, and the theme was "How would you help? Options, services, and hope for crime survivors."

The MCAPD held a celebratory event on April 24, 2024, at the Black Canyon Building (BCB) to honor and recognize staff for their hard work and commitment to assisting victims and helping to achieve the Department's vision of supporting those impacted by crime. A total of 61 recipients were nominated, who individually received recognition and an award certificate from MCAPD Chief Michael Cimino.

In addition to honoring staff for their achievements, two survivors from the Arizona Coalition to End Sexual and Domestic Violence were invited to the event to share their personal and powerful stories. The experiences and words they shared were a powerful reminder of the importance of the work MCAPD does to effect change for justice-involved individuals and support victims' matters. The call-to-action with this year's theme encourages everyone to ask how we can help create safe environments for victims of crime to share their experiences. In doing so, we can offer suggestions for resources and options for life-saving services and, most importantly, hope to the victims we serve.

For more information, visit the [MCAPD's Victim Services Unit](#) or [Office for Victims of Crime](#).

2024 MCAPD STAFF HONORED FOR NATIONAL CRIME VICTIMS' RIGHTS WEEK

Alejandro Noriega Carrizosa	Daniel Atkinson	Lovia Lechuga	Sarah Dutton
Amanda Hastings	Daniella Robles Ugalde	Madison Officer	Sarah Gomez
Anahi Garcia	David Rojas	Malia Faoa	Scott Skoropys
Ashley Carbajal-Blanco	David Silvas	Maria Ribera	Sinisa Malisanovic
Austin Brabble	Dawn McCullar	Marissa Entler	Stephanie Vega
Brandi Anderson	Diane Bracamonte	Martina Downing	Tania Newman-Juarez
Bianca Vasquez	Duane Aul	Mayra Duarte	Tazman Briggs
Carla Cacciamani	Gaby Perez	Mercedes Smith	Tish Sykes
Carrie Ward	Heather Redmond	Michael Aguilera	Tracy Lundblad
Casey Frith	Ivana Budimirovic	Patricia Gutierrez	Vanessa Chavez
Clint Bell	Ileana Salvatierra	Rachel Servilican	Vicky Sanchez
Cherynne Lara	Joe Lopez	Rebecca Sifuentes	
Christina Hannon	Jorge Ortiz	Ryan Nilsen	CHRYSALIS VICTIM ADVOCATES
Cody Toledo	Kendra Neal	Ryan Price	Emmy Singh
Cristina Eichner	Linette Hartle	Ryan Valley	Sammi Ineich
Daisy Lugo	Lizette Gallardo	Samantha Roberts	

RECRUIT FOR MCAPD!

Do you know someone who does not currently work for MCAPD but who would make a great addition to the Department? Do you know someone with a bachelor's degree and sound judgment? Would you like to assist MCAPD in reducing workload? Refer a friend or colleague to join MCAPD!

[Click here](#) to view Judicial Branch of Arizona in Maricopa County jobs. Filter to "Enforcement" under Job Category to view probation officer career opportunities.

Click the video to learn more about all that the Department does. The video can also be found on the website homepage, [click here](#).

Email apdrecruitment@jbazmc.maricopa.gov for more information.



DATA CORNER

The Bureau of Justice Statistics conducts a National Crime Victimization Survey each year to capture victimization rates for various crime types. The 2022 survey reports victimization for crimes that occurred between July 1, 2021 and November 30, 2022.

The 2022 survey results are based on 143,794 household interviews, which include 226,962 individual interviews. The results from these interviews provide estimates for annual comparisons of violent crime types. The table below compares the national victimization estimates from the 2021 and 2022 reports.

NATIONAL VIOLENT VICTIMIZATIONS BY CRIME TYPE

TYPE OF VIOLENT CRIME	2021 ESTIMATE	2022 ESTIMATE	% CHANGE FROM 2021 TO 2022
RAPE/SEXUAL ASSAULT	324,500	531,810	+64%
ROBBERY	464,280	694,860	+50%
AGGRAVATED ASSAULT	766,330	1,540,110	+101%
SIMPLE ASSAULT	3,043,190	3,858,180	+27%
DOMESTIC VIOLENCE	910,880	1,370,440	+50%

To learn more about the 2022 National Crime Victimization Survey, [click here](#).



ACHIEVEMENTS & CELEBRATIONS

INNOVATIVE PROGRAMS SUBMITTED FOR NATIONAL HONORS

By Savanna Hopp

The MCAPD has developed and maintained a reputation for being at the forefront of innovation in community corrections. In the last seven years, the National Association of Counties (NACo), which recognizes innovative county government programs, has awarded 29 Achievement Awards to MCAPD programs. This year, the Department nominated eight innovative projects/programs for NACo Achievement Awards. The staff behind those programs also deserve recognition for creating and implementing innovative projects and ideas that benefit the Department and the community it serves. The nominated projects are highlighted below.

AN UPDATED AND REFRESHED LOOK FOR DEPARTMENTAL RESOURCES

The innovative creation of the Departmental website titled APD Connect utilized existing technology to repurpose and improve how MCAPD staff access critical documents while performing their job duties. APD Connect, which is replacing the older 'Intranet' is more easily accessible, more organized, and overall, more helpful for staff. Additionally, it organizes the documents to allow for an intuitive layout for staff searching for information so it can easily be found. APD Connect empowers staff to provide improved service to individuals on supervision and the community.

An MCAPD staff member reported, "This new site has improved how I get my work completed because I have quick and easy access to important documents, such as the MCAPD policy manual and the staff phone list. I can also use the search bar to find whatever I'm looking for on the site without having to guess where it would be located. I can also see the last time documents on the site were updated so I know I'm using the most current information."

FUGITIVE APPREHENSION UNIT'S WARRANT FILELESS STREAMLINING PROGRAM

The MCAPD's dedicated support staff and supervisors created a more streamlined warrants assignment and filing system for the entire Department to follow. The Warrant Fileless Streamlining Program created an efficient filing process and has resulted in the decreased processing time and quicker assignment of warrants to Fugitive Apprehension Unit (FAU) officers. Retaining physical files in-house provides supervising probation officers with easy access to files once a warrant is cleared and they need to review documentation for any warrant or other court processing. The time-saving process of the Warrant Fileless Streamlining Program effectively utilizes department resources and enables the primary focus of FAU support staff to be on assigning warrants issued to FAU for the speedy apprehension of individuals who have absconded, which promotes community safety.

INITIAL ABSCONDER PVR PROGRAM

Probation officers spend time writing Probation Violation Reports (PVRs) when justice-involved individuals on their caseloads engage in new criminal activity or violate the terms of their probation. When individuals who have been sentenced to probation abscond immediately, officers would then be required to complete a full PVR despite having little to report about. Through expedited and meaningful improvements while maintaining the integrity of the process, the Initial Absconder PVR Program creates an abbreviated PVR template that reduces the amount of time that probation officers spend focused on filing reports for supervised individuals with whom they have had no contact. This allows probation officers to direct more time and attention to community supervision with individuals on their caseloads. The MCAPD currently uses and encourages the Initial Absconder PVR template, which enables the Court to efficiently process a high volume of cases with sufficient information to make decisions. The Initial Absconder PVR Program demonstrates how innovation can be found in resources that already exist, how small changes can have a tremendous and lasting impact, and how less is more.

JUSTICE-INVOLVED WOMEN PROGRAM WHICH OFFERS GENDER-SPECIFIC SUPERVISION AND SERVICES

The MCAPD's Justice-Involved Women (JIW) Program has been not only successful in providing gender-specific and tailored probation supervision to women on JIW caseloads, but it has also led to meaningful services and interactions in a supportive and prosocial environment. It has provided value, strength, and a new approach to supervising women who may have otherwise reported feeling lost in the struggles that have historically been obstacles or challenges to success on probation. Women who have been supported by the JIW Program have reported feeling empowered and confident while securing healthy boundaries and relationships, which will impact not only their lives but the lives of their families and loved ones. One JIW survey respondent stated, "... [my JIW probation officer] has taught me so many wonderful tools and specialized it about my needs and built me up I feel blessed to have [this] experience. I feel strong and successful and like I matter." Overall, the JIW Program continues to improve the supervision the Department provides to all women and enhances gender-specific supervision for those supervised on JIW caseloads. These women have a high rate of successful completion on probation and reported having positive life updates because of the program. Overall, the JIW Program supports the Department's mission to implement evidence-based supervision strategies to reduce crime and promote positive behavioral change.

SAVING TREES BY REINVENTING ELECTRONICALLY PROGRAM

Consistent with the Department's goal to become a paperless agency, the MCAPD developed the Saving Trees by Reinventing Electronically (STRivE) Program. The program has created a detailed, staff-led process for reviewing the forms and papers the Department regularly prints and maintains. The STRivE Committee reviewed all printed documents in every area of the Department to determine which documents could be kept electronically. So far, the STRivE Committee has been able to identify 34 regularly printed documents that no longer need to be printed and communicated the findings and new practices to the Department. The program is also associated with paper and cost savings due to the decreased demand for paper by the Department and will continue to evaluate paper consumption and practices. The STRivE Program promotes sustainability, reduces costs, and increases efficiency in the MCAPD.

PROBATION AND RECYCLING PROGRAM: A COLLABORATIVE INITIATIVE FOR JUSTICE-INVOLVED INDIVIDUALS AND ENVIRONMENTAL SUSTAINABILITY

The Probation and Recycling Program exemplifies innovation, collaboration, and social responsibility. Its success in addressing the needs of individuals on probation with physical disabilities, promoting environmental sustainability, and fostering community partnerships demonstrates its worthiness. The partnership between MCAPD and the County's Facilities Management Department (FMD) directed individuals on probation with community service requirements to meet these obligations by completing recycling-based tasks for the FMD. This program: 1) provides suitable low-intensity opportunities for justice-involved individuals with physical disabilities to fulfill their community restitution requirements; 2) assists the County's FMD by enabling its staff to focus primarily on building management duties and improving recycling capacity; and 3) empowers participants to make meaningful contributions to society while promoting a greener future, underlining the program's impact.

INNOVATIVE PROBATION ASSESSMENT AND CASE PLAN REFRESHER PROGRAM

The MCAPD Assessment and Case Plan Refresher Program surpassed its minimum state-mandated training requirements for probation officers to receive refresher trainings, and created an innovative, high-volume training program that incorporated feedback and leveraged the interactivity of staff. The new curriculum supported the Department's vision to provide proven resources and engagement in the development and support of all staff. The program utilized resources within the Department to make the training program cost-effective while using those same resources to ensure that the training would be engaging, impactful, and well-received by MCAPD staff. In addition, the curriculum was not developed to be a one-time training. The Department plans to continue utilizing the training program as a template for future department-wide or high-volume trainings, as well as continue to improve the training material to adapt to any changes that might be needed in the future and remain up to date with evidence-based practices. The MCAPD strives for staff to be engaged in the training as assessments and case planning are an anchor to the Department's mission to enhance community safety through service, accountability, and influencing change. Based on the post-training survey feedback that was received, the new refresher training engaged staff in productive sessions and provided essential and practical information that addressed suggestions received prior to the beginning of the training. The MCAPD's training approach was so well received that a neighboring county decided to utilize the program. Overall, the Assessment and Case Plan Refresher Program allows MCAPD to influence change and better serve the individuals it supervises.

WARRANT RESOLUTION STREAMLINING PROGRAM FOR INDIVIDUALS IN CUSTODY

The Warrant Resolution Streamlining Program alleviates the workload and complexity associated with the resolution of outstanding warrants that may prevent an individual from receiving the necessary treatment before reintegrating back into the community. The consolidation of the old process, which was divided among the Community Reintegration Unit (CRU) staff and Reach Out staff, into a sole administrator role is an efficient use of resources. It has resulted in a higher volume of cleared warrants and individuals released from custody into treatment, which, in turn, resulted in individuals serving fewer days in jail, cost savings, and social benefits that come from it. Therefore, this program demonstrates efficient and responsible use of public funds, showcasing effective management within the criminal justice system. Secondly, it reflects a commitment to rehabilitation and reintegration rather than punitive measures, aligning with broader department goals of promoting public safety and reducing recidivism. Additionally, it signifies a collaborative effort among various stakeholders, including law enforcement, municipalities, judicial officials, and community organizations, to implement innovative strategies that benefit individuals and society. Recognizing such efforts encourages continued progress and innovation in addressing complex societal issues surrounding incarceration and rehabilitation.

About NACo¹:

NACo strengthens America's counties, serving nearly 40,000 county elected officials and 3.6 million county employees. Founded in 1935, NACo unites county officials to:

- Advocate county priorities in federal policymaking,
- Promote exemplary county policies and practices,
- Nurture leadership skills and expand knowledge networks,
- Optimize county and taxpayer resources and cost savings, and
- Enrich the public's understanding of county government.

Learn more at www.NACo.org.



¹ About NACo, 2023.

2023 "OF THE YEAR" CELEBRATION

By Diana Ortiz

The MCAPD is pleased to have honored the 2023 "Of the Year" award winners during an in-person awards celebration on April 8, 2024, at BCB in Phoenix. Winners were nominated by fellow employees and selected by the MCAPD's People Recognizing Individual Deeds of Excellence (PRIDE) Committee for their exceptional contributions to the Department's mission and goals. The following leadership principles were considered in the award nominations: Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage the Heart.

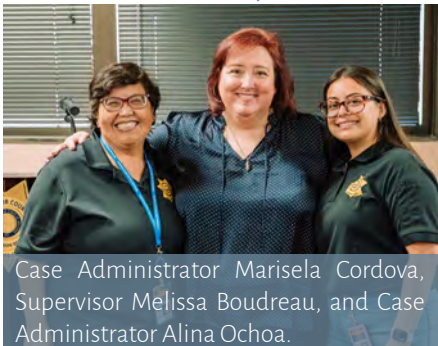


CONGRATULATIONS TO THE 2023 OF THE YEAR AWARD WINNERS

Melissa Boudreau – Supervisor
Lorraine Mathews – Employee
Gaby Perez – Probation Officer
Anjela Crudup – Surveillance Officer

Thank you for all the nominations. For "Of the Year" 2024, nominations will open in early 2025. Please consider nominating peers for their outstanding contributions to MCAPD, the community, and the families we serve. The following are the winning nominations:

SUPERVISOR OF THE YEAR, MELISSA BOUDREAU



Case Administrator Marisela Cordova, Supervisor Melissa Boudreau, and Case Administrator Alina Ochoa.

Melissa Boudreau received two separate nominations. The first nomination was submitted by Case Administrators Monica Pimentel and Marisela Cordova:

"If anyone deserves Supervisor of the Year, it's Melissa Boudreau. In 2023, in addition to being the supervisor for the Re-entry Pre-release team, she was tasked with also taking on the Indirect Services/ Arizona Department of Corrections, Rehabilitation, and Reentry (IDS/ADCRR) case administrators and probation officer.

Melissa has worked closely with the IDS/ADCRR team for years and understood there was a lot of work to be done. She started with taking a full accounting of all the files in the basement (over 11,000 files). Before taking this on, Melissa had meetings with her new staff and explained to them the reasoning behind it. While she knew that this was a heavy undertaking, she also knew it would be beneficial in the long run. In order to be successful, she organized the entire Re-entry team (four units) and the IDS/ADCRR team. The physical part of this work was for a full week in March 2023. Melissa was there from sun-up to past sun-down and was the main point of contact. Every day she expressed gratitude to each team member. For the IDS team, the entire project lasted months afterwards but the organization was well worth the time and effort.

Melissa truly cares about her team, and she makes sure we have what we need to be successful. She's ALWAYS available to us, whether it's for direction in our job, solving a problem, or just to listen as one human being to another. She's genuine in her concern for our well-being and remembers the "little things" that we spoke of yesterday or three years ago. She wants to understand our jobs and is always open to suggestions to make processes better and/or more efficient.

She treats us all with respect, kindness, fairness, and does not favor any employee over another. This nomination is long overdue, and we could write more than 350 words, but we hope this panel sees why Melissa has earned this distinction."

The second nomination for Melissa Boudreau was submitted by Case Administrator Alina Ochoa:

"Melissa came to IDS while I was on maternity leave. I was nervous and excited at the same time. I mean, who wants to come back to work to a new boss, right? In a short time, I came to know Melissa and let me tell you, Melissa brings.... Her... ALL!!!! She is such a kind and trustworthy person and is always positive. She makes me happy to come to work and I feel valued. When I returned from leave, I couldn't believe what I was seeing. For years the basement looked like a dungeon with a mess of files everywhere on the shelves. I learned that Melissa had a huge turnout of volunteers to audit and account for ADCRR's files. There were so many files in the wrong place that I probably couldn't even count on everyone's fingers and toes! She achieved that goal, and she did a flawless job!

She came to IDS not knowing anything about our case administrator (CA) positions. She took the time to learn our position and everything we do daily to keep IDS running. This CA position in the Department really takes a toll on your mental health. She always

asks us if we're okay, if we need anything, and to know that we are always able to take some time off if we need it. What I like most about her is, she does not give up. If there is a problem presented to Melissa, you best believe she will handle it with 110%! She is very approachable, and I have never seen her treat anyone unfairly or take sides. I feel like I can ask her questions and be confident she will know the right answer. Her guidance is the absolute best, and she has helped me out so much in deciding what to do with my career. Melissa Boudreau is such a great leader and brings so much information and respect to this department."

EMPLOYEE OF THE YEAR, LORRAINE MATHEWS



Probation Dispatchers Jessica Scroggins and Lorraine Mathews.

Nominated by Probation Dispatcher Jessica Scroggins:

"This person is the definition of a team player. Our specific unit has been very short-staffed, and Lorraine is someone we can always count on to come in at a moment's notice to help alleviate the workload. This person has even come in during her scheduled vacation time. No complaints, often with homemade treats. Employees like her are few and far between. We honestly couldn't make it without her. I've only worked here a year and it's something that overwhelms me with gratitude."

PROBATION OFFICER OF THE YEAR, GABY PEREZ



Supervisor Ryan Price and Adult Probation Officer Gaby Perez.

Nominated by Adult Probation Officer Supervisor Ryan Price:

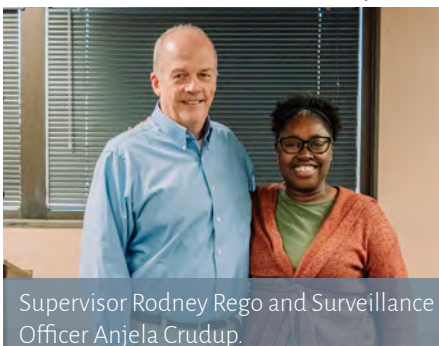
"Officer Perez's hard work and dedication to the Domestic Violence (DV) Division deserves this recognition of the MCAPD. Gaby joined the DV team in June of 2022. In September 2022, Officer Perez initiated a petition to revoke due to a justice-involved individual committing a new offense in California. While the justice-involved individual was pending probation violation for 13 months, Officer Perez worked to ensure the victim in the probation case was safe and had all the resources she needed with the help of Chrysalis' Victim Advocates. Officer Perez provided the victim with proper resources to obtain an Order of Protection against the individual and referred her to Family Court to assist with modifying the custody arrangement for their mutual child.

During this time, the justice-involved individual lied about obtaining emergency custody of the child and provided vague information to MCAPD to keep the child from the victim. Officer Perez worked diligently to obtain the information from Family Court which proved the individual lied about receiving the emergency order, resulting in a supplemental petition to revoke to arrest the individual again for additional violations.

Throughout the 13 months the justice-involved individual was pending probation violation, the individual was verbally abusive towards Officer Perez through phone, voicemail, and text, and his attorney even attempted to slander her in court. Officer Perez remained professional throughout all her interactions with the justice-involved individual where I would argue most would struggle. Officer Perez attended all court hearings and while the individual was out of custody, she continued to be professional with him giving him the resources he needed to be successful on probation though he chose not to take advantage of them.

After the justice-involved individual was reinstated, the victim reached out to Officer Perez. The victim was attending court virtually and noted to Officer Perez she forgot how brutal the initial offense was until the Judge read it in court. She was inspired by the dedication and effort Officer Perez put in to ensuring the victim received all the resources available, and the victim now feels she finally received some justice where she did not before."

SURVEILLANCE OFFICER OF THE YEAR, ANJELA CRUDUP



Supervisor Rodney Rego and Surveillance Officer Anjela Crudup.

Anjela Crudup received two separate nominations. The first nomination was submitted by Adult Probation Officer Supervisor Rodney Rego:

"Simply stated, Anjela (aka Jayla) is an excellent surveillance officer! She is viewed as one of the leaders in unit 52. She shows this leadership by routinely offering to help new officers (both probation and surveillance officers) acclimate to the Sex Offender Division. She also offers to help other units (both sex offenders and standard) making contacts for others who may be behind or have vacancies. When asked, she also helps with address verifications for incoming sex offender cases within her area. There is no job that is too big or too small for Jayla. She is a team player in every sense of the word and always does so with a smile on her face. Jayla also recently became an APETS Agent for our unit and routinely provides her unit with valuable information. In doing all of these, Jayla clearly models the way other officers should act as well as enabling others to act. Jayla is a pleasure to work with and can always be counted on to go the extra mile. It is my pleasure to nominate Anjela for Surveillance Officer of the Year."

The second nomination for Anjela Crudup was submitted by Adult Probation Officer Carlos Diaz:

“My nomination is for Surveillance Officer Anjela Crudup. Since the beginning of her tenure with MCAPD, she has shown how reliable, dedicated, and vital she is to the Department as a whole. Anjela is my direct partner and has been for nearly two years. During that time, she has proven that she will complete any task(s) that our caseload requires. Whether that is addressing a justice-involved individual’s concerning behavior or engaging in a crucial conversation with them. She has conducted Field Reassessment Offender Screening Tool (FROST) Assessments or other assessments, that were found to be due last minute. Anjela has gone out in the middle of the night or on a weekend to assist with a justice-involved individual’s ankle monitor or deliver them a bus pass so they could make it to work, treatment, or an office visit. She has on numerous occasions altered her schedule to accommodate one of our justice-involved individuals or myself. Usually, the accommodation comes with little to no time to adjust whatever plans, whether personal or professional, she may have. Anjela has taken it upon herself to assist another probation officer in our unit, whose surveillance officer had military obligations that took her out of the unit for nearly a year. Anjela has remained focused and able to seamlessly manage our caseload and an entire other caseload simultaneously with no issues. This includes not only seeing justice-involved individuals in the field but also running their Global Positioning System (GPS) points on a weekly basis. When another probation officer’s surveillance officer went out on maternity leave, Anjela assisted that probation officer with seeing justice-involved individuals from their caseload as well. While juggling three different caseloads, running GPS points for two caseloads, she never backed down from covering for other surveillance officers, so they could go out on vacation. From time to time, certain Standard units will need help in meeting their field contacts. When those e-mails go out to see if anyone can assist, Anjela does not hesitate to offer her help. Overall, I truly believe that I would not be the probation officer I am without Anjela. It’s a true blessing to have a partner that you trust.”

CONGRATULATIONS TO THE 2023 MCAPD OF THE YEAR NOMINEES

SUPERVISOR NOMINEES	PROBATION OFFICER NOMINEES	
Elia Siordia	Angie Ochoa	Marissa Entler
Heather Beaman	Ariella Santacruz	Megan Merker
Jackie Browning	Ashley Webb	Nichole Bailey
Jennifer Lennox	Carmen Calderon Felix	Shelbi Bottoms
Lauren Guida	Carolyn Arteaga	EMPLOYEE NOMINEES
Luis Marquez Ontiveros	Danielle Golden	Maria Bustos
Mark Smalley	Dene Bimber	William Grimes
Marlene Garcia	Janet Acuna	SURVEILLANCE OFFICER NOMINEE
Melissa Filas	Jeny Moran	Gregory Scott
Ricardo Mendez	Justin Hinch	
Susan Savoy	Keri Madrid	

MCAPD PROBATION OFFICER WINS EXCELLENCE AWARD FOR CUSTOMER SERVICE

By Savanna Hopp

Each quarter, employees of the Judicial Branch of Arizona in Maricopa County (which consists of MCAPD, the Maricopa County Juvenile Probation Department, and the Superior Court) are allowed to nominate a coworker who has demonstrated excellent performance in one of the following categories: teamwork, leadership, customer service, innovation, or group collaboration. There are numerous nominations from each department every quarter, and winners are chosen carefully by the Branch’s Employee Recognition and Rewards Committee. Winners of each category for the quarter are then entered for the annual Judicial Branch Excellence Awards. MCAPD is proud to have Probation Officer Keri Madrid win the 2023 award for customer service. A celebration was held on March 28, 2024, for all winners. Congratulations, Keri!



JUDICIAL BRANCH PERFORMANCE EXCELLENCE AWARDS: CUSTOMER SERVICE - KERI MADRID



MCAPD Chief Michael Cimino, Branch Administrator Raymond Billotte, Adult Probation Officer Keri Madrid, Division Manager Amy Taylor, and Presiding Judge Hon. Joseph C. Welty.

Submitted by Amy Taylor.

“Adult Probation Officer Keri Madrid continually surpasses the expectations of an adult probation officer. She is currently assigned an Intensive Probation Supervision (IPS) sex offender caseload and was recently assigned a justice-involved individual who had previously been on probation. He was revoked to prison for three and a half years on one count and reinstated to probation on another. Upon his release from prison, Probation Officer Madrid noticed a significant decline in his health, both physically and mentally, from when he was previously on probation as he was in a wheelchair. While he was in prison, the individual was diagnosed with Alzheimer’s. During his initial meeting

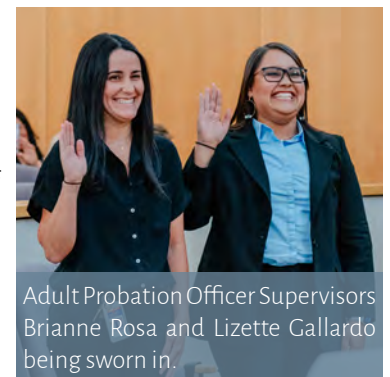
with Madrid, he was confused and frustrated, lacked money, was unsure of his VA (Veteran’s Affairs) benefit status, and unable to work. Given all of these barriers, it almost seemed impossible for him to find a place to live or even stay for a couple of nights to figure out how to get the financial payments from the VA restarted. Officer Madrid spent time calling housing resources and was able to help secure him a residence that day. After she arranged for a ride for him to get to the house, she met with him there to explain the totality of the situation. Once he was placed, she continued to work with the house managers to help get his identification and VA payments activated. During a residence visit, Officer Madrid noticed that he had not showered, was still in the same clothes from prison that he was released in, had not eaten, or taken his medication, and had fallen multiple times. It was then Officer Madrid knew she had to do more. She spent hours on the phone figuring out how to get him into long-term nursing care as well as working with a Veterans Court MCAPD officer for resources. The individual was transported by medical personnel to the VA hospital where he was admitted. Officer Madrid met with the hospital staff to explain what she has noticed and why she was concerned. She spent hours at the hospital, ensuring that he would be taken care of. At this time, the medical staff at the VA hospital has determined he will need long-term care as he is not capable of living on his own or in a setting that requires self-sufficiency. Officer Madrid could have made the determination right after his release, that the justice-involved individual was not eligible for IPS and transferred him to standard supervision, but instead, she chose not to.

While this is one example, Adult Probation Officer Keri Madrid has gone above and beyond on many other occasions to assist those she supervises in the community. She treats everyone with dignity and respect, including those on her caseload, their family, and other community collaterals. She is dedicated to providing quality service while building rapport, offering support and hope, influencing positive change, all while holding those under her supervision accountable for their actions. The qualities Adult Probation Officer Keri Madrid possess and exhibits is a wonderful example of a probation officer.”

NEW OFFICERS AND MANAGERS SWORN IN

By Arielle Santacruz

Please join the Staff Development and Safety Unit in welcoming 17 new probation officers, one surveillance officer, and two 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 being used to allow Staff Development trainers the opportunity to work with officers and their newfound cases, as well as utilize real-life application of the knowledge they acquired from their training. Officers were able to work in a cohort to create petitions to revoke, criminal history documents, and orders of discharge. They also had the opportunity to review early terminations, earned time credit, and other documents that officers generate regularly within their caseload.



Adult Probation Officer Supervisors Brianne Rosa and Lizette Gallardo being sworn in.

The officers finished their academy with a swearing-in ceremony led by MCAPD Chief Michael Cimino and Hon. Jennifer Green, Presiding Criminal Department Judge on May 23, 2024 at the Board of Supervisors Auditorium in downtown Phoenix.

In addition to the officers, two newly promoted staff were sworn in. Brianne Rosa was promoted to a supervisor of a sex offender unit at BCB. Lizette Gallardo was promoted to a supervisor of a sex offender unit at BCB.



March - May 2024 NOTES graduating class and new supervisors.

NEW OFFICER ASSIGNMENTS

Black Canyon Building (BCB)

- Standard Probation Officers Matt Blevins and Kianna Ortega

Scottsdale

- Standard Probation Officers Natasa Pavlina, Christopher Probst, Hannah Barsema, Darcy Hadley

Southeast Justice Center (SEJC)

- Standard Probation Officers Jassbleydi Castillo Alvarez, Linda Orines, Lisseth De Bartolo, Jade Anderson

Southwest Regional Court Center (SWRCC)

- Standard Probation Officers Adriana Contreras, Abby Lee, Ivan Vera

Southport

- Standard Probation Officers Tianna Schwartz and Lucino Contreras

Western Regional Center (WRC)

- Standard Probation Officers George Taylor and Ethan Farrell
- Sex Offender Surveillance Officer Steven Conolly

LEARNING EXECUTIVE AND ADMINISTRATION PRACTICES PROGRAM

By Amy Taylor

In 2023, Learning Executive & Administration Practices (LEAP) was established by the Department as a program to increase awareness and understanding of the division manager role and provide professional development opportunities for MCAPD supervisors seeking to learn more about the division manager role. It allowed supervisors to increase their knowledge of the division managers' job duties, experience day-to-day work responsibilities, and learn from executive team members within the Judicial Branch of Arizona in Maricopa County both inside and outside MCAPD. It also created mentorship opportunities with executive team members as each participant had an individual mentor throughout the program.



LEAP participants: Back row: Joseph Coppola, Ryan Price, Heather Redmond, Amy Taylor, Andrea Romano, Kayla Cathcart. Front row: Sandra Tom, Barbara Rubio, Lauren Guida. Not pictured: Jenna Fitzgerald

The inaugural program included 10 supervisors in early 2024. Participants created and revised individualized plans for their professional development. This plan required each supervisor to identify goals and strategies for the program related to division manager's competencies. After the program concluded, the supervisors shared their experiences that impacted them. These experiences included attending a director and executive meeting, preparing the written and role play exercise for the supervisor promotion process, attending a budget meeting, learning about the various divisions of the Department they were unfamiliar with, one-on-one mentoring, and much more. Participants expressed gratitude to the executive team for the opportunity to participate in this program and felt the program should continue. The second group of 2024 LEAP participants are currently assigned their mentors and are just beginning the program.

The Department looks forward to the continued success of LEAP for years to come.

2024 SUPERVISOR LEADERSHIP ACADEMY

By Ryan Valley

In January of 2024, 28 leaders from across Arizona attended the six-month 2024 MCAPD Supervisor Leadership Academy. Participants included 13 MCAPD supervisors and 15 supervisors and managers from other adult and juvenile probation departments in Arizona. Probation staff from Yuma, Yavapai, Coconino, Pinal, Gila, and Mohave County traveled to the training located in downtown Phoenix each month. The attendees participated in two full class days each month over a six-month period, developed an individual leadership plan, and received 360 Assessments which captured feedback from supervisors, peers, and direct reports that looked at strengths and areas of growth for each leader. They worked alongside their peers to learn about a variety of topics ranging from Leading Change to Crucial Conversations, the Five Disciplines of Learning Organizations, and cultural competency. These new leaders challenged themselves to grow and develop new skills to take back to their respective units and departments. To celebrate their achievement, a graduation ceremony was held on June 13, 2024 at DTJC.

Congratulations to all graduates!



Supervisor Leadership Academy class listed in alphabetical order: Erika Balcazar, Heather Beaman, Kimberly Bryant, Darlene Charnick, Gillian Clark, Cassandra Dobbs, Lisa Frey, Ginny Hamilton, Derrick Knott Jr., Dan Lammers, Christina Lauro, Fedra Malaquias, Elizabeth Medina, Delma Navarro, Brenda Newton, Daniel Pena, Jarod Powell, Jason Vasquez, Jessica Saenz, Amy Strock Starks, Debbie White, and Efeleina Yazzie.

PROMOTIONS

Congratulations on your new positions!



AMY TAYLOR

Division Manager

Amy Taylor joined the MCAPD in 2012. As a probation officer, she has worked various assignments, including standard field, standard sex offender, IPS sex offender in the East Valley, and presentence investigations. She was promoted to adult probation officer supervisor in March 2020. In her supervisory role, she has led a standard unit in the Eastern Division and standard sex offender units at BCB, Probation Services Center (PSC) and now SEJC.

Throughout her leadership career, Amy has been actively involved in numerous initiatives. She contributed to the planning and creation of the statewide sex offender conference in 2023 and is also an instructor for the Exploring Leadership and Management (ELM) Program and the Supervisor Leadership Academy. Additionally, she participates in the SEJC Morale Committee, the Solutions Committee, the Victim Services Committee, and was a 2024 LEAP participant.

Amy was promoted to division manager for the Presentence Division, effective April 29, 2024, and looks forward to working with leaders who impact the work of MCAPD.



LIZETTE GALLARDO

Adult Probation Supervisor

Lizette Gallardo began her career with the MCAPD in April 2019 supervising a standard field caseload at BCB. In May 2020, she transferred to the Sex Offender Division, where she has supervised both IPS and standard caseloads.

Currently, Lizette co-chairs the WRC Fun Police, a building morale committee, and has previously been a member of the Solutions and the Promoting Equity & Advocating Change for Everyone (PEACE) Committees. She actively participates in monthly sex offender roundtable meetings, serves as a field coach for new officers, and takes part in civilian ride-alongs. Lizette is trained in Effective Practices in Community Supervision (EPICS). She has presented at APPA on three occasions to discuss the impact of supervising male sex offenders as a female probation officer and was recognized during National Crime Victims' Rights Week for her impactful work with victims.

On April 29, 2024, Lizette began her leadership career as an adult probation officer supervisor in the Sex Offender Division at BCB. She looks forward to guiding and supporting officers and advancing her career within the Sex Offender Division.



BRIANNE ROSA

Adult Probation Supervisor

In 2016, Brianne Rosa began her career with the MCAPD, managing a standard sex offender caseload out of the Scottsdale building. She then transferred to supervising a sex offender caseload in the Mesa area and eventually to the sex offender interstate compact caseload. She has remained in this position, supervising outgoing interstate and intercounty sex offender cases, up until her promotion.

Brianne has been a member of the Solutions Committee (which is a committee for sex offender probation staff to review different issues related to the supervision of this population) for eight years and is trained as a Thinking 4 a Change (T4C) instructor. She played a key role in establishing the ChildHelp donation drive within the Department. This campaign collects donations within MCAPD during April, which is Sexual Awareness and Prevention Month. In 2023, Brianne was part of a group that received a NACo Achievement Award for their work with the interstate and intercounty sex offender probation population. She also presented at the APPA Winter Institute.

On April 29, 2024, Brianne began her leadership career as an adult probation officer supervisor of a standard sex offender unit at BCB and looks forward to continuing her work in the sex offender field and utilizing her knowledge and experience.

PRIDE

1st Quarter Awards - 2024
PEOPLE RECOGNIZING INDIVIDUAL DEEDS OF EXCELLENCE



MCAPD COMMUNICATIONS CENTER: Kafi Marsden

BLACK CANYON BUILDING (BCB): Francisca Salazar, Laura Kruggel, Alina Ochoa, Matthew Michalak, Avangelina Rogut, Christina Gennaro, Alexis Ruvalcaba

CENTRAL COURT BUILDING (CCB): David Gonzalez

DOWNTOWN JUSTICE CENTER (DTJC) - STAFF DEVELOPMENT: Jessa Moore

DTJC - ADMIN: Barbara Rubio

DTJC - UNSUPERVISED: Leslie Willoughby

DURANGO CUSTODY SERVICE CENTER (CSC): Janet Acuna

DURANGO/WESTPORT: Zach Nothwehr, Jeff Lauer

INTAKE, TRANSFER, AND RELEASE (ITR): Bill Peckham, Cameron McGuire

LUHRS: Claudia Abril, Diana Ortiz

SCOTTSDALE: Lane Gunderson

SOUTHEAST JUSTICE CENTER (SEJC): Kimberly Bryant, Alexander Sandoval, Briana Martin, Mercedes Smith, David Gallardo, Fallon Metzinger, Damaris Cruz, Kelly McCoy

SOUTH COURT TOWER: Lindsay Hertzler, Ken Walker, Terrence Zawlocki

SOUTHPORT: Marialice Haney, Megan Gonzalez, Dusan Despot

SUNNYSLOPE: Kemberly Holguin, Lori Meyer

SOUTHWEST REGIONAL COURT CENTER (SWRCC): Alexandria Contreras, Cory McNeese

WEST COURT BUILDING (WCB): Alice Gaynor, Sierra Flores, Jennifer Lennox, Michelle Holbrook, Teri Dane, Lauren Guida, Julie Lovejoy, Alicja Podlacha Sabo

WESTERN REGIONAL COURT CENTER (WRCC): Monique Garcia, David Hilsdorf, Alicia Chapman, Ashly Martinez, Delfina Villareal, April Powell, Karen Abee

WHAT ARE PRIDE AWARDS?

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

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



VOICE

PROBATION SUCCESS STORY

By Karla Rahn

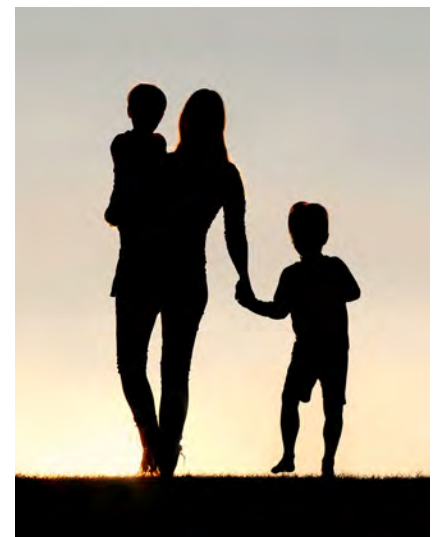
Ashley* was a young mother of two who committed her crime because of a new man in her life. She and her boyfriend were addicted to methamphetamine. They needed money for more, so one evening they decided to rob a company they believed could provide the funds they needed. When they were discovered in the business, they were involved in a high-speed chase with the two young children in the back of the vehicle.

Once they were caught, the children were taken into Department of Child Services (DCS) custody and Ashley was placed on probation. She used her car as collateral to bail out her boyfriend and they began living on the streets together.

Ashley told her probation officer that her biggest priority was getting custody of her children back. Discussions about what she would need to do in order to do so were a regular occurrence, but her boyfriend and her addiction would often take priority over the changes that she needed to make. She developed a good relationship with her probation officer. She confided in her officer that her boyfriend was going to be sentenced soon, but he knew that he would be getting prison time, so he was going to run. It was discussed that if she ran with him as he wanted, she may never see them again and ultimately Ashley was choosing him over her children. Ashley broke down and said she wanted her children back.

Once her boyfriend left the state, she lived alone in her car. Her addiction still had a great hold on her, and she did not feel ready to go for treatment, despite conversations of the need for sobriety in order to get the children back. Her need for money pushed her into many temporary relationships and Ashley found herself pregnant with her third child. She was also stopped by the police and her car was repossessed since, as expected, her previous boyfriend had absconded.

Pregnant, homeless, and addicted, Ashley finally decided that she needed to make a big change. But this change would not be as simple as entering treatment. Being pregnant, she was considered as high-risk to reoffend and so many residential facilities would not take her in. The further along she got into her pregnancy, the harder it became for her to get help. All the while, the clock is ticking on not only reuniting with her first two children but also keeping her baby when born.



Finally, at seven months pregnant, she entered residential treatment at Lifewell. They helped facilitate supervised visits with her children, provided OB/GYN services to her, and placed her into substance use disorder treatment.

Ashley's DCS case plan quickly turned from severance of parental rights to reunification. She was able to stay on campus at Lifewell until the baby was born and was released with two months of sobriety under her belt, a newborn, and renewed custody of her two older children. But her struggles don't end there. Much like many women with custody of young children, Ashley could not work a job that paid well enough for her to provide necessities for the family and also provide daycare for the children while she worked. At first, she stayed at the Salvation Army, one of the few shelters allowing women to stay with their children and providing family-type apartments. Her Drug Court Team worked to help her find grants, low-income housing, and subsidies so that she could move out on her own.

She continued to struggle to adjust to life as a busy mother of three from being on her own in the midst of her addiction. Her probation team found her family counseling and also worked to find her resources for the children who now needed to be seen by doctors, enrolled in school, and provided other amenities in order to continue to be in Ashley's custody. In addition, one of Ashley's terms of probation was that she attends intensive outpatient services to maintain her sobriety long-term. This is not easily done when Ashley knows no one in Arizona and has small children who will need to be watched while she is in class, but her probation team found a virtual class that she was able to attend while staying home with her children.

After close to a year of sobriety and continued efforts to make ends meet, Ashley was granted an early termination from probation. She plans on moving back to Colorado to reunite with her family, who have not yet met her youngest son.

**The justice-involved individual's name was changed to protect her identity.*

MCLEAPS INTERN EXPERIENCE WITH THE JUDICIAL BRANCH OF ARIZONA IN MARICOPA COUNTY

By Haley Lucas

My name is Haley Lucas, and I am currently pursuing a Bachelor of Science in Public Policy and Service with a focus on Law at Arizona State University. For the Spring 2024 semester, I had the privilege of serving as an intern through the Maricopa County Leadership and Education Advancing Public Service (MCLEAPS) Program within the Judicial Branch of Arizona in Maricopa County.

During my internship, I had the privilege of collaborating closely with various teams from the Judicial Branch's Data Integrity and Analytics (DIA) Division. The connections I have made with the people within these teams have been truly invaluable. My colleagues were not only knowledgeable and experienced professionals, but also genuinely nice, sincere, and open to helping me with anything I needed. Their warmth and willingness to share their expertise contributed significantly to my growth and learning during this internship experience.

My experience with the MCPD DIA Team provided me with the unique opportunity to witness courtroom hearings. These experiences not only deepened my understanding of legal proceedings but also fueled my passion for working in the public sector, particularly as a lawyer. Witnessing the impact of legal proceedings firsthand has intrigued my interest in serving the community through law and public policy.

Additionally, one remarkable aspect of my internship was the MCPD DIA Team's initiative to develop a project plan/proposal for a future survey to assess victim experiences in the presentence stage of a case. Being part of this project, which aimed to provide victims



MCLEAPS Intern Haley Lucas and Management Analyst Tazman Briggs.

with a safe outlet to express their experiences with the Department, was truly enlightening. It underscored the Department's commitment to improving its services and fostering a supportive environment for all stakeholders involved in the justice system.

What sets this internship apart is the genuine camaraderie among colleagues. Their warmth and willingness to assist me in any capacity created an environment conducive to learning and growth. I was inspired by the commitment of the Judicial Branch to serving the needs of Maricopa County residents, whether through innovative strategies to enhance court operations or by ensuring the effective supervision of individuals within the probation system. This collaborative spirit reflects the Judicial Branch's commitment to serving the needs of Maricopa County residents.

This internship experience has been instrumental in shaping my path toward a career in law. Through my immersion in the operations of the Judicial Branch, I have gained a profound awareness of the complexities inherent in the legal system. Witnessing firsthand the intricacies of courtroom proceedings and the implementation of justice initiatives has deepened my understanding of the legal landscape and the vital role it plays in society.

This internship has equipped me with practical skills that are indispensable in the legal profession. The rigorous data analysis tasks I undertook have honed my ability to dissect complex information and derive meaningful insights—a skill crucial for legal research and case analysis. Additionally, my involvement in various projects has sharpened my project management abilities, teaching me how to effectively organize and execute tasks within tight deadlines—a skillset essential for navigating the demands of legal practice.

As I look towards the future, I am filled with a renewed sense of determination to pursue a career in public policy and law. The impactful experiences and knowledge gained during my internship with the Judicial Branch has solidified my passion for advocating for justice and societal improvement. Armed with the awareness and skills acquired through this internship, I am confident in my ability to contribute meaningfully to the legal profession and make a positive impact on the community.

RISE24 ARTICLES

All Rise, formerly the National Association of Drug Court Professionals, held a national conference (RISE24) for treatment court professionals, public health, and public safety leaders in Anaheim, California on May 21-25, 2024. The conference's mission is to ensure every individual in the justice system has access to evidence-based treatment and recovery. Staff within the Department's specialty court units had the pleasure of attending the workshops provided and have written articles on topics to share what they learned with fellow employees.



HOW I GOT O'VUH: BLACK TRAUMA AND RESILIENCY

By Nicole Salamin

I was given the opportunity to attend the RISE24 conference in Anaheim, CA which is a conference on addiction, mental health, and justice reform. As I was able to attend a variety of sessions, one that stuck out to me the most and that was very touching and emotional was presented by Darryl Turpin titled *How I Got O'vuh: Black Trauma and Resiliency*. This session started with the Black Church quiz which was an icebreaker to engage the audience and a great opener to teach about the spirituality of Black culture. It was amazing to hear all the people answer the questions in unison, exhibiting cultural competence on this sensitive topic about Black trauma. Such topics included historical trauma such as slavery, integration and desegregation, era of stop and frisk, and driving while Black.

As a Caucasian woman, growing up I was not exposed to a lot of his examples of Black trauma: being a victim or witness to racial violence, racial discrimination, or chronic exposure to racial microaggressions. He discussed at length that research has shown

that trauma is cumulative and directly related to mental health symptoms, substance abuse, chronic physical illness, and early mortality. Mr. Turpin suggested that when trying to understand or build trust within the African American community, especially those who are going through the justice system, to ask them about their Black trauma.

Black trauma is different than other trauma in that it involves someone who has had to endure chronic adversity such as discrimination, racism, oppression, poverty, etc. He reported at times high-risk participants are misdiagnosed with Post-Traumatic Stress Disorder (PTSD). However, they actually have Acute Stress Disorder (ASD), which can happen within a month of experiencing a traumatic event, and it is closely related to PTSD. The main treatment for ASD is psychotherapy (talk therapy). There is a story or a root trauma that impacts one's thinking and decision-making, which more likely leads them to the justice system.

The session ended with the gospel hymn "How I Got O'vuh (over)" originally performed by Clara Ward, remastered by notable artists such as Mahalia Jackson and Aretha Franklin. The song told the story shared by so many: a story of remarkable resilience despite centuries of marginalization endured by the Black community since the onset of enslavement. It was the same struggle that united people at the 1963 March on Washington.

Overall, I found Mr. Turpin not just entertaining but a great advocate for Black trauma and resiliency. He made it personal, and he made it real. As it is never a comfortable topic, he presented with so much heart and you could visually see him reaching each person in that room no matter the race.

UNIQUE CHALLENGES OF THE JUSTICE-INVOLVED WOMAN VETERAN

By Alexa Hearn

Did you know that female Servicemembers and Veterans were not recognized in combat roles until 2015? This is just one of the barriers highlighted in the session *Unique Challenges of the Justice-Involved Woman Veteran* presented by Dr. RanDee McLain, Licensed Clinical Social Worker.

According to the presenter, women Veterans are the fastest growing and most diverse population within the military; however, they also face their own set of obstacles in obtaining the care and recognition they deserve. This extends from their experiences in the service, to VA healthcare, to many not identifying as a woman Veteran. For example, not all VA locations offer female-specific care, and the Veteran is then dependent on a community care referral they can only hope is within a reasonable proximity from their home. Dr. McLain gave an example where a woman Veteran was referred for care in a bordering state. Additionally, the research Dr. McLain included showed that 94% of women Veterans endured trauma both pre-military and during their time in service. Because this type of research relies on self-reporting, it is important to consider the actual number could be even higher.

Dr. McLain also highlighted how a justice-involved woman Veteran's military experience could translate to her experience in a court treatment program. For instance, some treatment courts opt to place women Veterans at the beginning or end of the court calendar for the day, or on a separate docket (calendar). Though well-intentioned, this practice could lead to re-traumatization for a justice-involved woman Veteran who has constantly had to "prove herself" as being enough compared to her male counterparts. Furthermore, Dr. McLain pointed out that asking what her military command experience was like could provide valuable insight when working with her in a courtroom setting or similar.

Overall, Dr. McLain's session provided valuable insight into the unique experiences and challenges of the justice-involved woman Veteran and how I, as a Veterans Court probation officer, can better serve them.

CHARTING THE RIGHT POLICY COURSE FOR CRIMINAL JUSTICE REFORM: FOLLOW THE DATA

By Tamzin Shaw

Research indicates that ongoing substance abuse is the highest predictor of recidivism, with most prison sentences being related to substance abuse. Substance abuse and crime are interconnected, with each one worsening the other.

Completing substance abuse treatment has been shown to reduce recidivism. For these reasons, substance abuse treatment remains a high priority in probation efforts. However, the justice-involved individuals who need treatment the most are the least likely to begin or complete it. In the session, it was stated that a quarter of justice-involved individuals referred to treatment do not start at all. Of those who do enter, a quarter leave before three months, and 65% leave within a year. Only 10%-25% complete treatment.

Despite these challenges, the negative effects of substance abuse are too severe to ignore. Treatment courts focus on various risks and needs, but substance abuse remains a major priority and area of study within criminal justice and treatment courts sphere.

WHAT'S NEW, WHAT'S CHANGED, AND WHAT THE SECOND EDITION OF STANDARDS MEANS FOR YOUR PROGRAM

By William Garcia Arreola

Drug Court best practices and standards play a vital role in day-to-day operations for the MCAPD's own Drug Court. As someone who is truly invested in Drug Court practices, I am thankful that Judicial Branch's Treatment Courts are big on teamwork, strong judicial leadership, and offering justice-involved individuals the necessary tools it takes to succeed. Premier in-house training on best practices includes monthly staffing, weekly staffing, and having a great supervisor, and has allowed Drug Court professionals such as myself to become more versed in what is needed to truly make a difference in day-to-day operations.

The MCAPD's Drug Court is a shining example of what works in the justice system. Drug Court improves communities by successfully getting people under supervision to learn more about their capabilities and becoming trauma-informed. Oftentimes individuals walk into the justice system feeling broken, misunderstood, and fearful. Allowing them to explore past trauma and how it has impacted them physically, mentally, and emotionally is a strong component of our treatment. Enhancing their knowledge and helping them heal equates to stopping drug-related crime, reuniting broken families, and putting an end to transgenerational incarceration and trauma.

What New, What's Changed, and What the Second Edition of Standards Means for Your Program was a session at the RISE24 conference. The Second Edition of Standards is research that provides further clarification on why treatment is the best option for behavior changes. The session reviewed the standards, explored what we have learned through the scientific community, and stated that over the years the empirical evidence strongly suggests that Drug Courts significantly reduce drug abuse and crime and do so at far less expense than any other justice strategy. It also discussed target populations, responsibilities of the judge, incentives, sanctions, therapeutic adjustments, and substance abuse treatment along with mental health treatment.

We are fully conscious of how important it is to provide evidence-based interventions and of ways in which supervised individuals have experienced sustained discrimination which has equated to reduced social opportunities. Having this understanding has helped our Drug Court Team focus on rendering the best treatment possible on an individual case-by-case basis. We also do a great job of cultivating a culture where high standards matter and best practices are always incorporated. I am proud to say that the MCAPD Drug Court stands for equality and empowerment.

MORALE ACTIVITIES ACROSS MCAPD

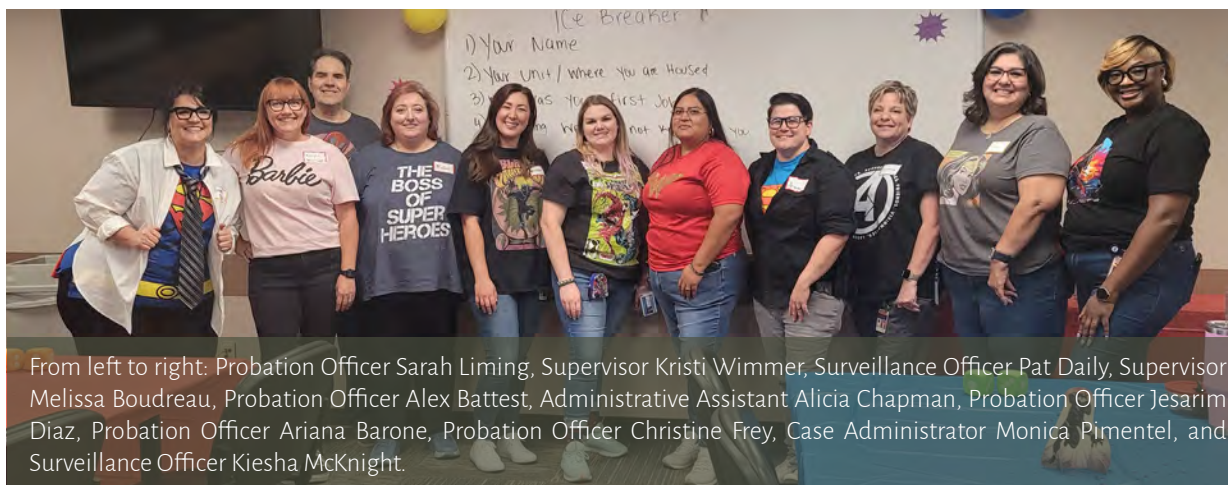
By Alicia Chapman and Mora Isom

There are a number of buildings within the Department that have committees geared towards raising employee morale. Chairs of each building's morale committee work to raise money to fund parties for the building. Examples can range from selling snacks, valentines, boo-grams, and more. The morale committees host fun parties for MCAPD employees in the buildings to help boost relationships and happiness in the work environment. Below are a couple examples of recent activities:

COMMUNITY TRANSITION AND SUPPORT DIVISION MIXER

By Alicia Chapman

The Community Transition and Support Division held a mixer on May 20, 2024 at BCB. It was a superhero-themed party (Marvel and DC) with Division Manager Tiffany Grissom encouraging staff to dress in their favorite superhero attire and an icebreaker was created for staff to get to know each other better. Staff were divided into groups based on their favorite superhero, then moved again if they were seated with coworkers they knew well. A superhero name generator was written on the whiteboards for staff to find out what their superhero name is based on the first letter of their first name and their birth month. The party consisted of friendly games of cornhole, Spiderman's version of darts, BINGO, and Department trivia. BINGO and trivia winners picked prizes provided by division supervisors. At the sign-in table, there was a "guess how many Reality Stones are in this jar." (The Reality Stones being various colors of red Starburst jellybeans.) There were 726 jellybeans in the jar; Probation Officer Sandy Cumming guessed 729 and won the jar as the prize.



From left to right: Probation Officer Sarah Liming, Supervisor Kristi Wimmer, Surveillance Officer Pat Daily, Supervisor Melissa Boudreau, Probation Officer Alex Battest, Administrative Assistant Alicia Chapman, Probation Officer Jesarim Diaz, Probation Officer Ariana Barone, Probation Officer Christine Frey, Case Administrator Monica Pimentel, and Surveillance Officer Kiesha McKnight.

NACHO DAY AT DTJC

By Mora Isom

The Motivation and Morale (M&M) Committee coordinated a nacho sale at DTJC on March 26, 2024, the day of the Leadership Forum. Since most live events have ceased to exist since 2020 due to the pandemic and the ongoing ability to telework, the committee was excited to put on a live event. The event was advertised to MCAPD staff working at DTJC as well as all attendees of the Leadership Forum. The M&M Committee prepared approximately 35 servings of nachos complete with ground beef, beans, cheese, chips, salsa, tomatoes, sour cream, lettuce, and jalapenos. The committee members all agreed it was fun to put on a live event again, hope that there are more in the future, and thank everyone who participated!

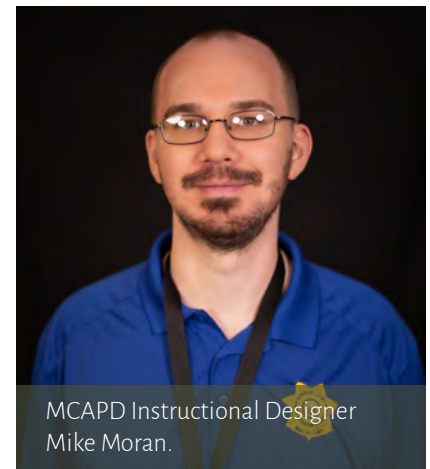


Pictured left to right: Help Desk Coordinator Andrew Hoy (honorary member of the committee who helped out for the day), Case Administrator Kristen Hunt, Case Administrator Kathleen Weibly, and Help Desk Coordinator Michelle Medina.

Not pictured: Committee members Elizabeth Medina, Brenda Crawley, Mora Isom, Holly Slater, and contributors to Nacho Day: Joe Coppola and Tina Burruel.

A DAY IN THE LIFE - INSTRUCTIONAL DESIGNER

Instructional Designer Mike Moran started with the Department in May 2023 as a member of the Staff Development and Training Team. His role is split into three parts: TheHUB (MCAPD's training platform) administration, training content and course creation, and end-user support. Mike answered questions to help give insight to his role with MCAPD below.



MCAPD Instructional Designer
Mike Moran.

WHAT IS YOUR MAIN RESPONSIBILITY?

MIKE: *My position helps with just about everything to do with the way MCAPD employees interact with TheHUB. I help with how staff view, get notified, and sign up for classes as well as ensuring staff are getting credit. I also answer questions about all trainings offered.*

WHAT DOES YOUR TYPICAL DAY LOOK LIKE?

MIKE: *I monitor the Staff Development and Training Team's shared e-mail inbox and manage external training requests. I also meet with stakeholders to create other computer-based trainings and run custom reports as needed for instructors, division managers, or supervisors to verify training completion.*

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

MIKE: *I'm responsible for the tracking of all MCAPD staff required annual trainings. All MCAPD staff, roughly 1,100, must complete 16 hours of trainings on bloodborne pathogens, fire extinguisher, hazard communications, ethics, workplace harassment prevention, and technology privacy and security. In addition to the 16-hour requirement, badged staff must also complete eight hours' worth of additional trainings in defensive tactics, handcuffing and search refresher, and an online course for officer awareness and tactical mindset. Armed officers are required to complete quarterly firearms training as well as an annual firearms requalification.*

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

MIKE: *Our team also provides technical support to every classroom training that occurs on the second floor at DTJC.*

IS THERE ANYTHING ELSE YOU WOULD LIKE TO HIGHLIGHT?

MIKE: *My goal is to support others with solutions that make their jobs easier, not to change how they do their jobs.*

EMPLOYEE SPOTLIGHT

TRACEE BAUER

FUGITIVE APPREHENSION UNIT (FAU) CASE ADMINISTRATOR
MCPD employee since 2016.

FAVORITE PART OF YOUR JOB?

Being a member of the PEACE Committee leadership - Diversity, equity, and inclusion (DEI) is my passion!

WHAT ARE YOU WATCHING/READING?

I'm reading the *House of Sky and Breath* series by Sarah J. Maas and binge-watching *FBI*, a drama series.

FUN FACT:

I have my motorcycle endorsement.

FAVORITE QUOTE:

"If you don't ask, the answer is always no."

- Nora Roberts



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