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the CHRONICLE

Maricopa County Adult Probation Newsletter

Voice.

April-June 2018

Adult Probation and Pretrial Services Workload Study

IN THIS ISSUE

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CHIEFLY SPEAKING

The Adult Probation and Pretrial Services Workload Study kicked off in June with a one-week on-site visit by consultants from the Justice Management Institute (JMI) and the American Probation and Parole Association (APPA). Maricopa County contracted with the JMI/APPA in May to conduct the study, which will take place over approximately the next year. The JMI/APPA have completed previous workload studies with probation departments and other justice system agencies, and their professional staff are quite knowledgeable regarding probation and pretrial services and evidenced-based practices in our field.

In a data-driven environment, the County's purpose in seeking this evaluation is to inform decisions related to optimal staffing levels that allow for quality case management and the safe and efficient supervision of probationers and pretrial defendants. The primary objectives of the study are:

- Evaluate the current method of calculating the need for staffing resources
- Compare organizational structure and practices with national models
- Provide recommendations for making resource projections
- Assess impact of probation tail offender work and areas for possible increased efficiencies

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The consultants outlined three major parts for the Workload Study:

1. **Time Study:** The time study will determine the actual time spent performing various work responsibilities. The first phase of the time study is already underway; it involves identification of the tasks and activities required by supervision levels, agency policy, legal or statutory requirements and codes, as well as suggested professional standards or recognized best practices. This information will help develop what is tracked through the time-keeping component of the study. Staff selected for daily time-keeping will receive training on time-keeping before it begins and will record all time spent on various tasks and activities in an automated timekeeping system. Time-keeping is expected to begin in mid-October and continue until late November or early December. The time study will help in determining average case/client processing times and the average time spent on administrative/non-client tasks.
2. **Time Sufficiency Study:** After the time study is completed and the data analyzed, the JMI/APPA will conduct a time sufficiency study. Evaluators know that data from the time study, by itself, may represent an overworked or an inefficient system. Therefore, JMI/APPA will conduct an online survey of staff to gather additional information about the time required to complete specific tasks, their access to resources, and their experience levels. The consultants will analyze this additional information to assess the impact of various factors on time spent and the optimum time needed to maximize effectiveness.
3. **Evaluation Study:** The JMI/APPA will assess the Department's effective use of evidence-based practices. A comparative analysis will be conducted based on evidence-based practice models: for adult probation, the National Institute of Corrections' Essential Elements Framework, and for pretrial services, the concepts of Legal and Evidence-Based Practices. The evaluation study will involve the analysis of significant quantitative data, surveys, observations, and interviews, and will be conducted from July through September.

The workload study will include the 20 diverse caseload types that are part of our organizational structure and will differentiate between case carrying units and non-case carrying units. In addition, the study will look at the tasks and activities of supervisors to assess appropriate ratios of supervisors to staff. During the consultants' visit in June, they conducted focus groups with staff representing each of these diverse caseload types to develop an understanding of the roles and responsibilities of staff in their various functions along with the tasks and activities that are required.

The study will require the effort of our entire department. Specific workgroups are anticipated over the course of the study to provide subject matter expertise/ clarification of practices, pilot test the timekeeping system, provide input on training materials, and provide other types of assistance.

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Case-carrying units/caseloads

1. Pretrial defendant monitoring
2. Pretrial electronic monitoring
3. Standard probation
4. Intensive probation
5. Sex offender
6. Domestic violence
7. Seriously mentally ill
8. Department of Corrections reentry
9. Drug Court
10. DUI Court
11. Veterans Court
12. Transferred youth/youthful offender
13. Minimum assessed risk supervision (MARS)
14. Community reintegration (CRU)
15. Work furlough
16. Interstate compact
17. Indirect services
18. Federal custody
19. Immigration and Customs Enforcement (ICE)
20. Unsupervised probation

Non-case carrying “production” units

1. Pretrial services initial appearance
2. Presentence
3. Fugitive apprehension (FAU)
4. Court liaison
5. Staff development and training

Employees will be randomly selected to participate in daily time-keeping. A significant portion and cross-section of staff are likely to be involved in time-keeping and will include officers, caseload administrators, and screeners. Specific individuals have not yet been identified and employees who have been with the Department for less than a year will likely be excluded. We will keep you informed as work progresses and more information becomes available.

The workload study is unique in our Department's history and will be impactful to our future. Through this study, we have the opportunity to learn more about how we are spending our time, and if we are spending time on areas that make us the most efficient in meeting our goals of reducing recidivism and increasing community safety. The findings and recommendations from this study will help guide future planning and decision-making regarding the staffing and budgetary needs of our Department. If you are selected to participate in time-keeping, please take this responsibility seriously and be honest and conscientious in recording your time. Your cooperation, participation, and understanding during the study period are appreciated.

On another subject, the Maricopa County Board of Supervisors approved the Fiscal Year 2019 budget. I am pleased to report that the budget includes a performance-based and market retention pay plan averaging 3.0% for eligible employees. Specifics regarding eligibility for this pay plan will be sent out to employees in a memorandum from Judicial Branch Human Resources. The County will also be providing additional funds to cover medical cost increases and retirement cost increases. Arizona State Retirement System increased by a small percentage, but Probation Officer Retirement Plan increased by 9.64%.

I enjoyed seeing employees as I made the rounds for “Conversations with the Chief.” Stay safe out there.

Heroes Unite for Justice

By Veronica Pena and Tameka Loyd

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Many sponsors present at the conference offered information about their services that would be beneficial for our Veterans. We learned about the Housing Unit for Military Veterans in the Pinal County Detention Center. The unit was formed to provide services to veterans while in detention and coordinate services prior to their release, but more importantly to let them know that despite their circumstance, they have not been forgotten and to continue the feeling of comradery.

2018 AADCP Problem Solving Courts Conference

HEROES UNITE FOR JUSTICE

April 18-20 2018 | Prescott Resort | Prescott, AZ

The best activity we participated in was called A Simulation Experience in the Life of an Offender. In this activity, we were given a scenario and had to navigate through the challenges and limited resources that are often presented to our probationers in their efforts to remain in compliance with probation as well as manage their daily life psychosocial stressors. It gave us better insight of what we truly ask our probationers to do monthly and how we should keep in mind that they have more than just the stress of probation. Instead of barking multiple orders, sometimes only one task at a time is all they need.

2018 AADCP Problem Solving Courts Conference

By Megan Merker

I had the opportunity to attend the 2018 Arizona Association of Drug Court Professionals (AADCP) Problem Solving Courts Conference this year. I was also given the opportunity to present at this year's conference along with Probation Officer (PO) Jen Dzezinski, PO Crystal Yates, Public Defender (PD) Amy Melcher and PD Kara Hyland. Our topic was "Heroes at the (Staffing) Table: Defense Attorneys and Probation Officers." Our goal was to educate each other on our respective roles in our therapeutic courts. Preparing for this presentation, we met and discussed our roles with our respective departments. We also discussed barriers we wished to overcome to enhance our relationship with each other, which would help build a stronger foundation to benefit our clients. PO Dzezinski and I took PD Melcher and PD Hyland on a ride-along to help them get a more well-rounded understanding of our job and job duties. The entire process was a great experience, from learning more about each other as individuals and why we are so passionate about our work, to becoming more knowledgeable about each other's job requirements, to presenting at the conference and sharing our experiences with staff from other Problem Solving Courts.



Top row, left to right: Drug Court POs Megan Merker and Jen Dzezinski, Drug Court/DUI Court PD Amy Melcher, and Drug Court PO Jaleesha Fortune. Bottom row, left to right: DUI Court PO Kim Gallinger, Drug Court/DUI Court PD Kara Hyland, PO Crystal Yates (formerly with Drug Court, currently Sex Offender PO), and Drug Court PO Karla Billingsley.

2018 AADCP Problem Solving Courts Conference

By Kim Gallinger

As a new probation officer, I went into the 2018 AADCP Problem Solving Courts Conference with fresh eyes, eager to absorb every piece of information like a sponge and take it back to our DUI Court. One topic that piqued my interest was the “Heroes at the (Staffing) Table: Defense Attorneys and Probation Officers presentation.” From the start of my work in DUI Court, I had always enjoyed the team approach to staffing. Everyone provides their input and works together to incentivize growth and pro-social behaviors and determine sanctions to address non-compliance and encourage behavior change. However, it soon became clear that not all parties agreed on the best course of action. The “Heroes at the (Staffing) Table” presentation was an arena for open dialogue between probation officers, public defenders, and other Court staff. Difficult conversations were able to be had in a respectful manner and common myths were able to be dispelled. Public defenders were able to address the perception that probation officers lack flexibility and probation officers were able to challenge public defenders on perceived leniency on client sanctions. Through all of the candor, one thing became clear: no matter what side of the staffing table people were sitting on, everyone was passionate about the work that they do and the people that they help. At staffing everyone is there with the same goal in mind, to do what is best for the client. While everyone may not agree on the best way to help a client, everyone shares the same drive to assist the clients in succeeding. While there will still be disagreements, these new insights opened the door for additional understanding of each party’s role at the staffing table.

Wellness Works Walk

By Lolita Rathburn

Members of the Court Liaison Unit were among employees from Maricopa County and the City of Phoenix who participated in the Fifth Annual Health and Fitness Day Walk before work on May 9, 2018. The Walk extended around the concourse of Chase Field.



Court Liaison Unit members from left to right: Minda Vacca, Irene Ayala, Julicua Singleton, Tammy Schroeder, Jamie Collins, Angelita Eaton, Howard Holmes, and Autumn Moerland.

Helping Clients with Sobriety and Healthy Life Balance

By Melissa Monahan and Georgette McNally

We attended the Problem Solving Courts Conference in Prescott, Arizona, from April 18 - 20, 2018. During the conference, we had the opportunity to present all of the cool things that Drug Court is doing to help clients achieve and maintain their sobriety and healthy life balance. The conference itself focused on “heroes uniting” to help clients, and our presentation certainly supported this theme.

Highlights of our presentation included:

- Our partnership with the University of Colorado, Denver, to bring tobacco cessation information and resources to our clients.
- The Medicaid billing process which will allow Drug Court counselors to bill AHCCCS for the counseling services provided in Drug Court, thus alleviating client co-pays.
- Collaboration with the Maricopa County Health Department to provide education surrounding nutrition, sexual health, and overall safe and responsible health choices.
- Education for both clients and staff regarding the use of naloxone to treat opiate overdoses.

You may be asking why Drug Court is including all of this information and services for clients—aren’t we just treating substance use? While our primary focus is substance use recovery, as you know, substance use is associated with a myriad of other things, including poor physical health. The chart to the right demonstrates all of the factors which contribute to a person’s overall health, and the more education and resources we can provide, the more likely it is that a person will maintain his or her success after probation. With these additional programs, we are helping our clients build a foundation for long term recovery and good health.

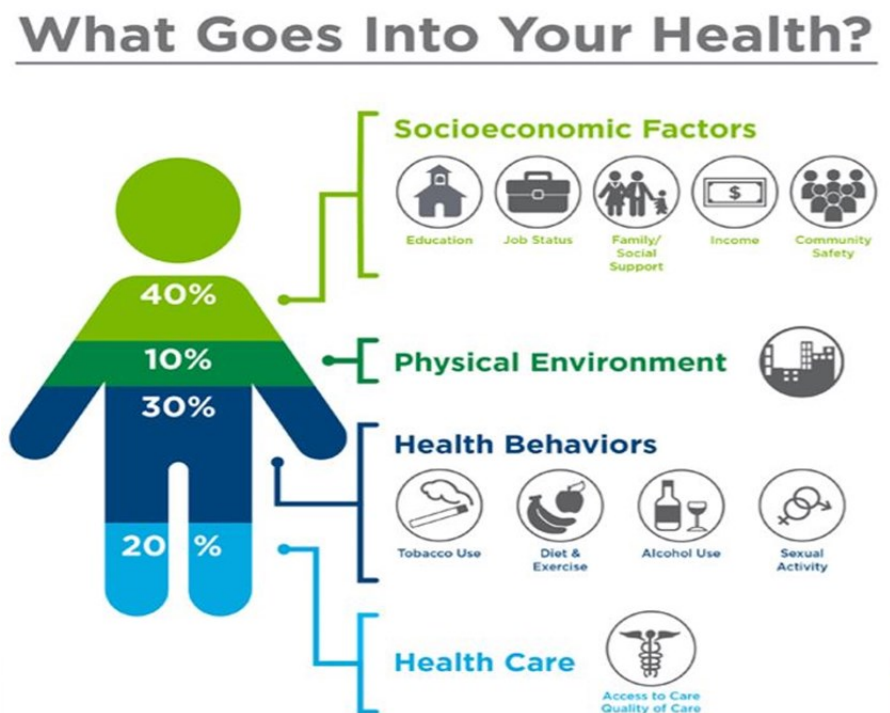


Chart from the Behavioral Health and Wellness Program, University of Colorado.

Home Street Homelessness

By Arlyn Harris on behalf of Team Forum

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APO Martha Mays and APO Julie Wise are at CASS several days (and nights) per week, working to encourage probationers to comply with probation. They are happy to make courtesy contacts.

Through collaborative initiatives such as the federal Rapid Re-Housing program and Maricopa's Hand-in-Hand, organizations are working to provide supportive services and housing for people who are justice involved and homeless, to reduce recidivism and reduce the number of unsheltered individuals in our communities.

[Register in the HUB to tour CASS!](#)



Coordinated Entry Sites Assessing for Housing

PYRC

***Ages 18-24 Only**
Location: Phoenix Youth Resource Center
 428 N 24th St
 Phoenix, AZ 85009
Hours: Monday - Friday
 8:30AM-12PM
Contact: 602-271-9904

CRRC

***US Military Veterans Only**
Location: Community Resource & Referral Center
 1500 E Thomas Rd
 Phoenix, AZ 85014
Hours: Monday - Friday
 7:30AM-4:30PM
Contact: 602-248-6040

Welcome Center

Location: Brian Garcia Welcome Center
 206 S 12th Ave
 Phoenix, AZ 85007
Hours: Monday - Friday
 7:30AM-11AM
 12:30PM-5PM
Contact: 602-229-5155

A New Leaf - Mesa

Location: East Valley Men's Center
Contact: 480-610-6722

Additional Services

***shelter and Services for Females only may also contact:**
Phoenix: 602-362-5833
Mesa: 480-396-3795
East Valley: 480-969-1691

Community Bridges

***offers access to a number of specialized programs to meet individuals needs.**
Access to care Contact: 877-931-9142
Locations: Across Maricopa County

PATH - Outreach

***provides street outreach services to individuals displaying signs and symptoms of mental illness**
24 hour PATH Hotline: 844-691-5948

HOPE - Tempe

Location: Mobile Outreach
Contact: 480-858-7993 for additional information.
Additional hours: Monday 9-12 at Tempe Community Action Agency
 2146 Apache Blvd, Tempe, AZ 85281 and Friday 8-11am at 215 E University Dr, Tempe, AZ 85281



Partnered to Serve Our Clients



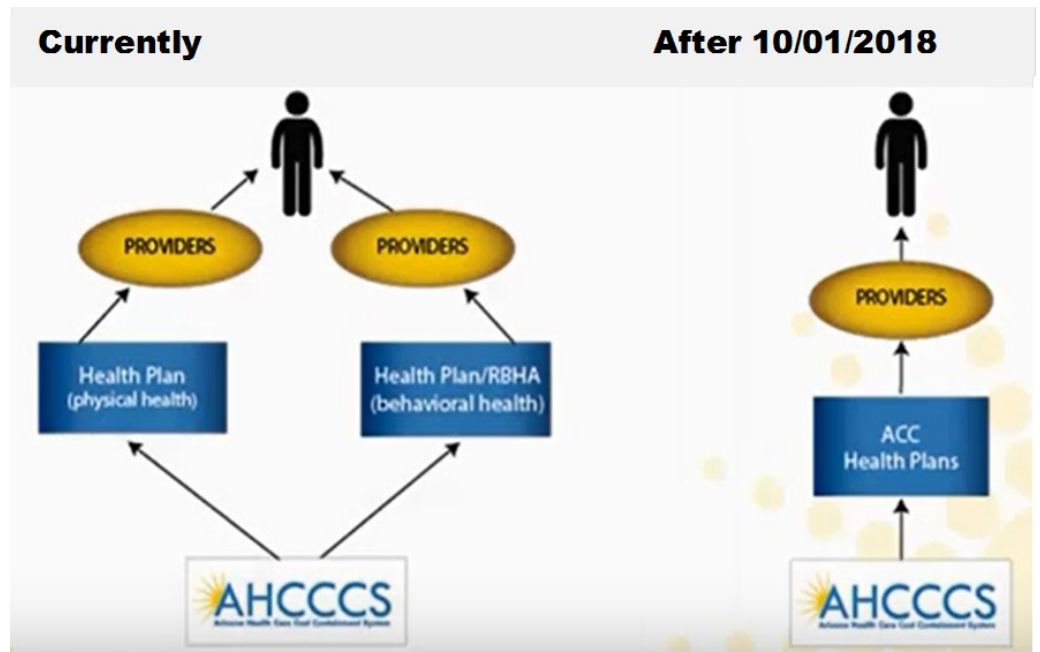
Integrated Care coming to AHCCCS

By Tom Weiss

It is sometimes difficult to keep up with all the changes that have occurred with AHCCCS, the Regional Behavioral Health Authority (RBHA), and the Division of Behavioral Health Services (DBHS). Do not fret if DBHS does not sound familiar – it no longer exists as it became part of AHCCCS, which by the way, stands for Arizona Health Care Cost Containment System. We are heading for some more changes, and it may help if you are aware of some of these changes since they could affect many probationers and/or their children.

Arizona’s AHCCCS members actually have two plans currently: one plan administered through AHCCCS to address physical healthcare needs, and a separate plan to access behavioral health services, which is administered through the RBHA. In Maricopa County, the RBHA is Mercy Maricopa Integrated Care (MMIC). These two plans will become integrated starting October 1, 2018, into one plan called an AHCCCS Complete Care (ACC.) Individuals with ACC will be able to obtain services to address both their physical health needs and their behavioral health needs, such as substance use disorder.

What about the RBHA? The RBHA will still be here, but known as Mercy Care. The RBHA will be responsible for providing services to those individuals designated Seriously Mentally Ill, children in foster care, and members served by the Department of Economic Security/Division of Developmental Disabilities (DES/DDD). The RBHA will also be responsible for providing crisis services.



What can you do? Educate yourself by checking out the AHCCCS website <https://www.azahcccs.gov/AHCCCS/Initiatives/AHCCCSCompleteCare/> and/or watch the 3-minute video at <https://www.youtube.com/watch?v=NBP7OECtkC0>.

AHCCCS is currently mailing out letters to all AHCCCS members. It is important that members keep their address up to date with AHCCCS so they will know which ACC plan they will have, or know when and how to change their ACC plan, if desired.

EPICS 2 – Skill Driven Supervision & Risk Reduction in IPS

By Leslie Ebratt

We have all heard some say, “We’re already doing this stuff... we just now have a name for it.” However, the reality is that everything that community corrections has been doing up until now has involved *responding* to criminal behavior or violations. This moment in the evolution of our profession *is* unique: going way beyond the goal of guiding people through to successfully completing probation, we are seeking to teach probationers lifetime skills to *prevent* unlawful conduct.

In mid-January of this year, the MCAPD created a second evidence-based practices (EBP) supervisor position to support Intensive Probation Supervision (IPS) risk reduction and skill building with officers, utilizing a specific focus on EPICS 2 skills. Effective Practices in Correctional Settings (EPICS 2) covers eight main supervision techniques which can be applied in a multitude of circumstances. Designed to be used in daily interactions, these cognitive-behavioral tools help officers build effective professional alliances with probationers, increase motivation to change, provide opportunity and skill building for change, and hold offenders accountable. Some of these involve Role Clarification, Effective Use of Reinforcement/Disapproval, and Effective Use of Authority. The latter of which is utilized when everything else has failed and a probationer is at the “make or break” point. Techniques like the Behavioral Analysis and the Cognitive Model are designed to help officers (and offenders) identify and target the behavioral and thought patterns (including triggers and drivers) in criminal and violation behaviors. The tools are designed to build a therapeutic alliance, shape behavior, and to develop a *relapse prevention* plan with offenders to avoid, manage, or cope with high risk situations that might lead to criminal behavior. Studies on these specific skills and tools have shown a 50% risk reduction for moderate-risk offenders and a 23% risk reduction for high-risk offenders as compared to traditional practices.

Currently, approximately 100 IPS staff are attending monthly EPICS 2 classes that include instruction in the principles of RNR (Risk, Need, Responsivity), supporting research, skill review, and skill practice. The time in between classes involves staff in skill practice via role play and with probationers. In addition, staff are incorporating the practice of recording themselves using the skills and engaging in self-assessment/feedback for purposes of advancing their skill understanding and proficiency. Ultimately, and with the assistance of the Administrative Office of the Courts (AOC) and the \$750,000 federal grant they were awarded, we eventually hope to have mechanisms in place so that staff will be able to upload recordings to a statewide database and receive expert feedback to uphold quality assurance and proficiency standards. In the meantime, and in addition, we have 19 officers with varying levels of coaching expertise who will play an increasing role in providing peer feedback and supporting skill practice among the ranks. Half of the 19 recently completed a week-long “immersion” training through the grant and will ultimately complete train the trainer, helping us sustain this risk reduction effort and the peer coaching components.

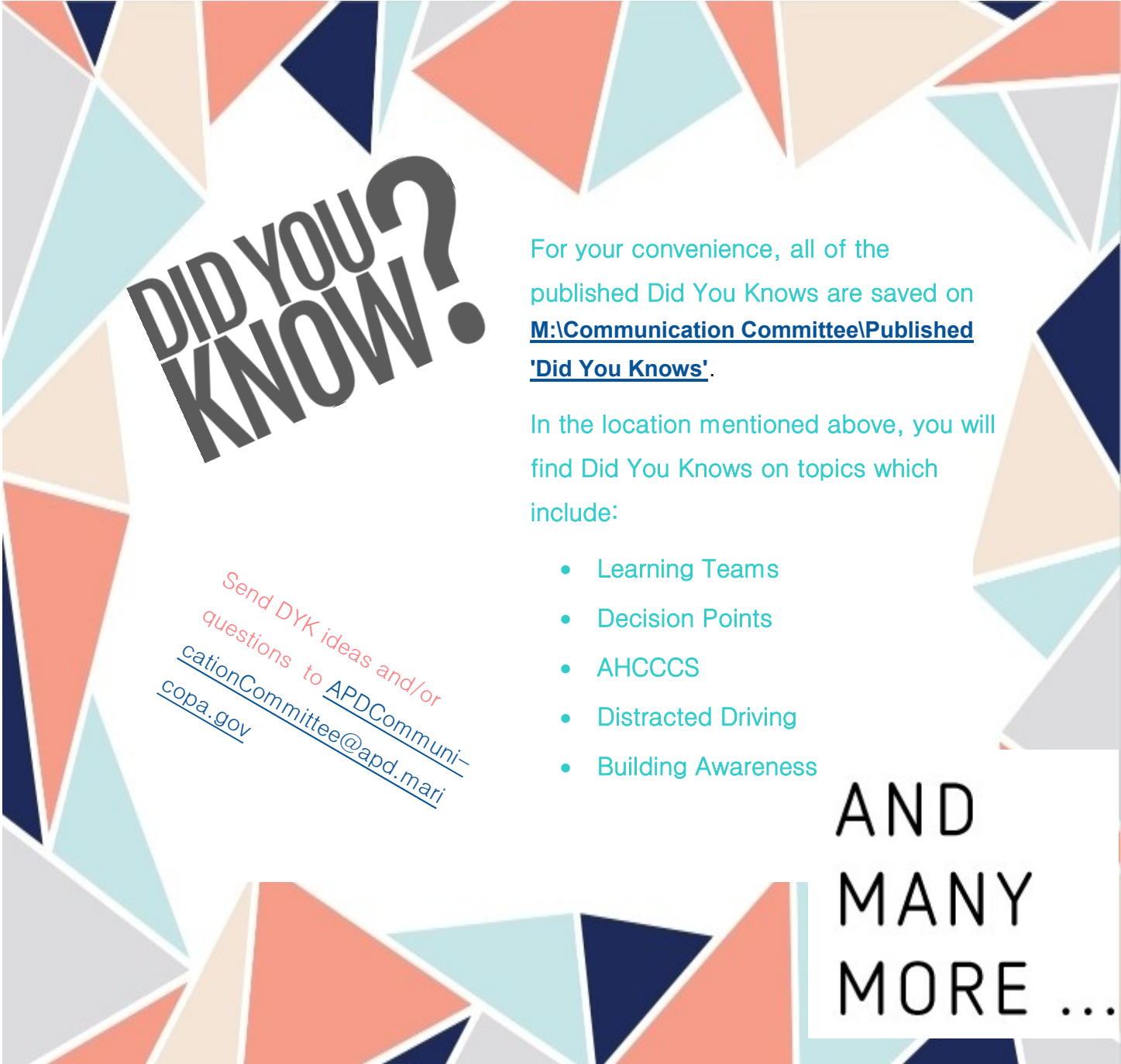


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EPICS 2 - Skill Driven Supervision & Risk Reduction in IPS

By Leslie Ebratt *Continued from Page 12*

IPS unit-based EPICS 2 activities during monthly unit meetings will soon be instituted to provide staff additional support and practice opportunities. Finally, EBP research tells us that other than peer coaching, the success of any major change initiative of this nature rests heavily with mid-level supervisors. With that in mind, the AOC and this writer are currently developing a plan to provide specific supervisor training, better equipping supervisors to effectively monitor and support staff in their risk reduction efforts using skill-based supervision.



DID YOU KNOW?

For your convenience, all of the published Did You Knows are saved on [M:\Communication Committee\Published 'Did You Knows'](#).

In the location mentioned above, you will find Did You Knows on topics which include:

- Learning Teams
- Decision Points
- AHCCCS
- Distracted Driving
- Building Awareness

Send DYK ideas and/or questions to APDCommunicationCommittee@apd.maricopa.gov

AND MANY MORE ...

Making a Difference – Thinking for a Change

By Cathy Wyse

It is time to celebrate some incredible accomplishments! The Department recently completed a three-year Smart Supervision grant project, funded by the Bureau of Justice Assistance, to strengthen and sustain the cross-agency *Thinking for a Change* (T4C) program in order to reduce recidivism and increase community safety. An independent evaluation of the project was completed by John Hepburn, PhD, and Senior Research Associates Laura Beckman and Katherine Kempany, School of Criminology and Criminal Justice, Arizona State University.

The Department set out to increase the number of T4C groups provided, the number of locations where groups were available, and the number of probationers served. One important aspect of the project was to demonstrate a replicable community provider-probation partnership model to deliver T4C and the use of Medicaid funding (i.e., AHCCCS) as an additional resource for program services. Terros Health collaborated with us, providing groups at up to four locations throughout the grant project and working through various challenges to develop a replicable model. During the last year of the project, the model was replicated with La Frontera-Empact and additional community providers were identified.

Over the 2.5 year implementation period of the grant project, 128 T4C groups were provided and 2,240 probationers received services, far exceeding project targets to provide 65 groups and serve 864 probationers. The average wait time from referral date to start date was cut nearly in half (from 75 days to 38-44 days). Groups were provided at 15 locations -- 10 Adult Probation and five provider locations. Half of the participants successfully completed the program; this is a positive completion rate considering that participants are medium-high and high risk and T4C participants are allowed no more than three absences in a 25-session program that spans a 13 week-period. We have confidence that individuals who completed the program received the curriculum.

Other goals of the grant project included educating staff about T4C, increasing referrals, and increasing engagement and retention. A total of 598 MCAPD staff received some form of T4C training, which included new hire training, unit meetings, and T4C facilitator training. A two-day Immersion class was developed and delivered to IPS staff, allowing them to experience the full T4C curriculum in order to better engage and support probationers and encourage



T4C Program Staff: Supervisor Arlyn Harris (on left) and Counselor John Smith.

attendance. An automated referral process was implemented and the average number of referrals per quarter increased from 280 in the first full year of implementation to 344 in the second full year of implementation. A total of 3,806 referrals were received.

Throughout this project, there was a commitment to program fidelity and sustainability. Significantly, 130 new T4C facilitators from a variety of agencies were certified, five MCAPD staff completed T4C facilitator trainer training, and the program coordinator was certified to train facilitator trainers.

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Making a Difference – Thinking for a Change

By Cathy Wyse

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The recidivism results from the project were very positive. The outcome evaluation included a randomly selected comparison group of medium-high and high risk probationers who were not referred to T4C. As shown in the table below, recidivism results were compared across four groups: 1) individuals who were referred to T4C but did not enter, 2) individuals who entered T4C but did not complete, 3) individuals who completed T4C, and 4) individuals who were never referred to T4C.

T4C Participants and Comparison Group Outcomes				
Outcome	Referred to T4C	Entered T4C	Completed T4C	Comparison Group
Petition to Revoke for any reason	26.9%	22.0%	15.0%	53.5%
Revoked to Incarceration	13.0%	8.8%	2.7%	25.6%

The evaluation concluded that MCAPD successfully achieved the goals of the grant program, and referrals to the T4C program and participation in T4C were significant predictors of successful probation outcomes. The evaluation contains more interesting and useful information from which we can learn and continue to improve practices.

The positive outcomes of the project helped the Department secure resources to continue this valuable program, which makes a difference in probationers' lives and increases public safety. Congratulations to Program Coordinator Arlyn Harris and all of the staff and partners involved with the program!



Timothy, a T4C program graduate and graduate of IPS and standard probation, recently spoke to MCAPD and stakeholder personnel who had gathered to celebrate T4C program accomplishments. "T4C is **Thankful 4 Class**" he said, as he talked about how grateful he was for the class. "I started telling myself 'I can be a better person if I just listen and do what I learn in this class.'"

Who is Appropriate for DUI Court?

By Tom Weiss

Research shows that DUI Court is effective in holding DUI offenders accountable for their actions, effecting behavioral change that ends DUI recidivism, stopping the abuse of alcohol, and protecting the safety of the public. The Court may not always grant probation with a DUI Court addendum at initial sentencing for several reasons. Possibly DUI Court was not considered if the defendant had a low risk score. Ironically, research tells us DUI offenders score as lower risk using typical risk assessment tools since DUI offenders tend not to have criminogenic risk factors such as homelessness, chronic unemployment, or complete loss of support system. Yet the likelihood of drinking remains and one of the first effects of drinking is impairment to judgment. Another DUI offense places the entire community at risk and may have tragic consequences.

DUI Court is an option at the revocation stage. The probationer must score medium or high risk and reside within specified zip codes (available on PSI web page). Please consider the following factors when assessing if someone is appropriate for DUI Court:

- BAC at time of offense was > 0.14
- There are prior DUI convictions
- Person was arrested for DUI while license was suspended for prior DUI, or
- Person was arrested for DUI while driving without an ignition interlock, when one was Court ordered

At the revocation stage, in addition to considering the above, please also consider:

- Arrests for driving on a suspended license while on probation for a DUI
- Continued alcohol consumption and/or the treatment provider indicates additional treatment or a high intensity of treatment is needed

Please remember, if recommending DUI Court, the DUI offender must have two years remaining on the grant; however, most grants for DUI offense may be lengthened according to statute. The probationer should also have 120 days available to serve in custody, if and as the DUI Court determines needed. Contact DUI Court Supervisor Tom Weiss (602) 619-9059 if you wish to staff a case.

A Valuable Learning Experience

By Erin Sitz

When I began my internship with the MCAPD's Organizational Development and Support Division, I could not wait to start working and learning in this Department. As nerdy as it sounds, I was thrilled to be working in a data driven environment. However, I had no idea exactly how much I would complete in such a short period of time. I not only received a crash course in the field of criminal justice, but my supervisor, Jen Ferguson, entrusted me with several data quality assurance projects to help the Department with programs like Reach Out and Thinking for a Change. This immersive internship experience would not have been possible without the Maricopa County Leadership and Education Advancing Public Service (MCLEAPS) program and their partnership with Arizona State University, and I am very thankful for this opportunity.

As a Social Work and Policy student at Arizona State University, I came into the internship with little knowledge about probation. Within my first week of the internship, this changed. I learned about recidivism, risk/needs assessments, sanctions, and rehabilitation programs. As I slowly learned the many acronyms and goals within the Department, I was surprised to learn about the balance between punishment and treatment within probation. People who are unfamiliar with probation may assume that it is only concerned with punishing probationers who break the terms of their probation. While it is true that probation enforces sanctions, there are so many efforts to rehabilitate the offenders. By connecting probationers with residential treatment programs and outpatient therapy, they have a chance to live a better life. This realization fostered my growing interest in criminal justice, and I can now see myself working with offenders in the future.

This unique internship experience allowed me to work alongside dedicated public servants to increase community safety with the MCAPD, and I could not be more appreciative of this experience. All of this would not have been possible without Jen Ferguson, who I would like to thank for introducing me to the field of criminal justice and making this an engaging, educational, and rewarding experience. The MCAPD is a continuously evolving organization that is committed to serving the community, and I am grateful for the opportunity to intern in such a welcoming and dynamic environment.



Jennifer Ferguson (left) with Erin Sitz

"Keep Showing Up"

By Melissa Froderman

On March 5, 2018, Desiree Linden wrote, "Some days it just flows and I feel like I'm born to do this, other days it feels like I'm trudging through hell. Every day I make the choice to show up and see what I've got, and to try and be better. My advice: keep showing up."

Ms. Linden is a two time U.S. Olympian in the marathon distance. She finished second in the 2011 Boston Marathon, losing by just two seconds, and has finished second, third, and fourth in several other major marathons. At the age of 34, it looked like her chance at winning a world marathon major was slipping away, but she kept showing up. On April 16, 2018, at the start of the Boston Marathon, the sky opened up with heavy rain and runners shivered uncontrollably from the fierce cold and wind. She started at the back of the pack of elite women runners and even slowed down at one point to assist another American. Somehow, she was able to take the lead at mile 22 (out of 26.2); she never looked back and became the first American female to win the Boston Marathon since 1985.

How many of you have put considerable effort into helping someone on probation achieve positive progress only for them to "fail" when they eventually get arrested, relapse, go into a downward spiral or just abscond without warning? It is difficult not to take this personally since most of us got into this field to help people. What I am asking you to do is consider the future impact you may have; the impact you might not ever see.

Recently, at Garfield Residential, we had a resident who quickly became the person all of us would root for. While living at Garfield, he relapsed, but he did not make excuses and immediately sought detox and residential treatment. Ultimately, he expired from probation; but before he left Garfield, he wrote the following letter that I hope you will read.

To Whom Ever Reads this.

I believe this is important. I don't write very well most of the time, it's hard to put my thoughts on paper. When I got to the Garfield house I was 50 years old. I had been on probation for over three years, I couldn't stay sober. I had lost everything for at least the 10th time in my life. House, car, clothes, family, job. Most importantly I had given up on life I didn't care anymore. I had been to many institutions, jail, about every halfway house in the valley. I was alone in my own head. The Garfield house and staff has changed my life. This is a very unique place. The time here allowed me to find myself and the power to want to succeed in life again. I have made friends here with men that I will be friends with for the rest of my life. I've gotten a good job with a National company and I am now off probation. I have found the will to live again and to help others. I wish more men could have this experience. Thank you, CP

CP had a unique opportunity in living at Garfield Residential, but it took him AT LEAST 10 times to get to where he is. You never know what impact you will have on a person's future life. The work you do is important. You ARE changing lives and do not forget to keep showing up.

Little Free Libraries at Pretrial Services

By Lolita Rathburn

It looks like a large bird house or maybe a small dog house, but no, it is actually a Little Free Library! You may have already seen one in your neighborhood or read an article about their growing popularity, or maybe you have seen a



picture of an exceptionally creative one on your social media account. It seems they are everywhere lately and now the Pretrial Services Division has installed one at each of our locations. Both Southeast Facility and Downtown Justice Center are now home to a unique Little Free Library and are registered on the world map. The premise of the Little Free Library is to increase literacy and connectedness by sharing the joy of reading with people of all ages. Anyone can use the library by taking a book or leaving a book.

The library was constructed by a probationer in need of Community Restitution hours after Supervisor Jack Dillon responded to a request by Division Director Lolita Rathburn to determine if we had anyone capable of constructing the library. Fortunately, Supervisor Dillon knew exactly which probationer had the skills, the

materials, and the desire to fulfill the request. The libraries were further enhanced by painting and the installation of custom hardware designed by Lolita's husband, Wendel Lewis. Staff are encouraged to stop in and use the libraries and to keep them stocked with interesting materials by donating books and magazines to either location or contact Lolita to arrange a pick up. More information about Little Free Library can be found at <https://littlefreelibrary.org/>





26 New Officers Join the Department

By Jim Sine

Please join Staff Development in welcoming the latest class of new probation and surveillance officers to the Department! On June 12, 2018, 23 new probation officers and three new surveillance officers joined the Department. These officers completed nearly eight weeks of NOTES training and are ready to jump into their new assignments. Most of the assignments are in Standard probation as usual, however, one officer was placed in the Pretrial Initial Appearance Unit, while one officer each went to a Sex Offender caseload and a Seriously Mentally Ill (SMI) caseload. As always, a very appreciative thank you is due to our many adjunct faculties for their ongoing contributions to training our new officers. Another big thank you goes out to our field coaches for taking time out of their schedules to work with our new officers in the field. Staff Development recognizes their immense contributions and knowledge in helping our new officers get ready for the job. Congratulations and good luck to our new officers in their new adventures!



Pictured left to right, front row: Jessica Perez, Justin Hinch, Veronica Fimbres, Laura Morales, Alexandria Battest, Doreen Call, and Ashley Lopez; middle row: Jermaine Davis, Isabel Villa, Marisa Vernon, Jessica Valadez, Latisa Dightmon, Karla Esparza, Jessica Saenz, Francisca Salazar, and Ana Roque; and back row: Erin Flowers, Alexander Ganzemiller, Larry Houser, Devin Thompson, Emily Law, Jennifer Del Rivero, Kevin Chavez, Collin McAndrew, and Michael Lee. Not pictured: Brittany Craine.

Congratulations



2018 NACo Awards

By Cathy Wyse

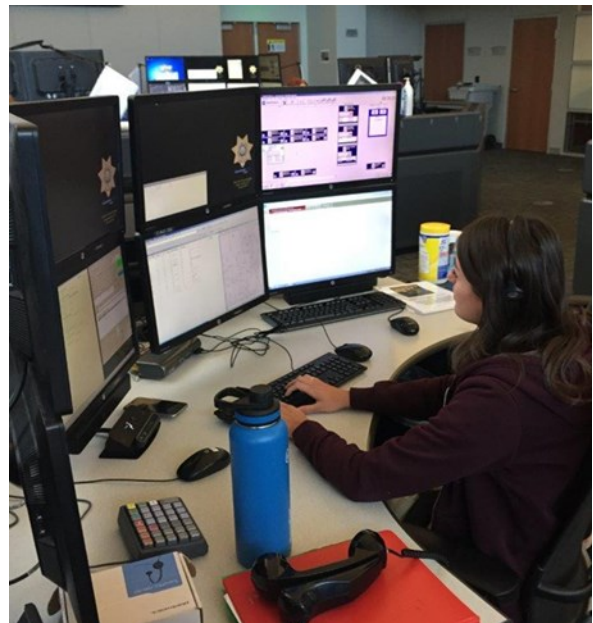
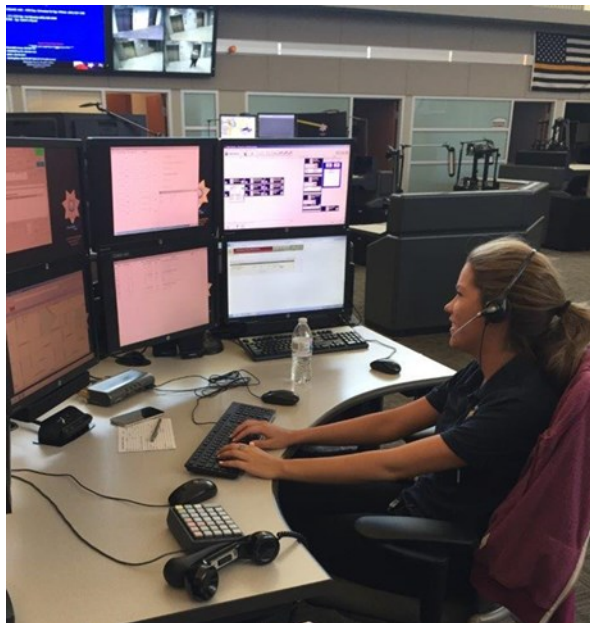
The National Association of Counties (NACo) has granted the MCAPD six NACo 2018 Achievement Awards. The awards are given to recognize innovative county government programs with measurable results. Below is a brief summary of MCAPD's award-winning programs.

Enhanced Efficiency and Working Conditions: Communications Center Co-location

Category: County Administration and Management



MCAPD's 24/7/365 Communications Center provides officer safety monitoring to the MCAPD, Juvenile Probation Department, and Court Security staff that work at probation buildings. The Communications Center also serves as a resource to probation officers in the field and law enforcement by responding to phone calls and collecting and sharing pertinent information. These services require state-of-the-art equipment and technology to meet the needs of officers in the community and operators who work at the Center. The Communications Center had aging equipment, some of which was unsupported, and lacked sufficient space and design to meet the demands of a 24/7/365 operation. When the Maricopa County Sheriff's Office (MCSO) built a new headquarters with a state-of-the-art 911 Center, both agencies recognized an opportunity to share this state-of-the-art space designed to enhance public and officer safety. After careful planning, the MCAPD Communications Center was relocated to a shared space within the MCSO 911 Center. This collaboration resulted in an efficient use of resources, generated cost savings, upgraded working conditions for employees, and enhances intergovernmental coordination.



MCAPD Communication Systems Operators at work in the MCSO 911 Center, Milica Radmilovic (on left) and Sarah Shoffner.



2018 NACo Awards

By Cathy Wyse

Using Technology to Improve Process: Automated Presentence Report

Category: Information Technology



The Presentence Division writes over 13,000 presentence reports per year. The Division had been compiling paper reports from online and printed sources. Duplicate data was entered multiple times throughout the preparation process, quality assurance was limited to human review processes, and the distribution of reports to the Court and other stakeholders was cumbersome and subject to error. The development of the Integrated Court Information System Next Generation (iCISng) and its newly-established connectivity with the Adult Probation Enterprise Tracking System (APETS) cleared the way for Adult Probation to work alongside Superior Court’s Business Services Division and Court Technology Services on the creation of the automated Presentence Report (ePSR) and its merger with the nascent Electronic Sentencing Application (eSentencing). By December 2016, the entirety of the Presentence Division was completing every presentence report in the digital format using the ePSR and eSentencing applications. The ePSR represents nothing less than a revolutionary advancement in the preparation and delivery of presentence investigation reports, leading to significant improvements in quality assurance, efficiency, resource conservation, and other areas.



Automated PSR (ePSR) Workgroup, pictured left to right: first row - Jill Gondek, Adelita Nunez, Allison Thompson, Karen Vaniman, and Jairo Torres; second row - Heather Peckham, Bill Grimes, Michele Saldana, Pete Sanborn, and Tanya Kluender; third row - Cindi Barocas and Staci Thomas; and fourth row - Don Warrington, Tammy Allen, and Mike Miller. Not in the photo: Cynthia Stevens, Brandelyn Jackson, Jennifer Lennox, Denise Pine, Richard Rama, Shoni Hodges, Lauren Guida, Diane Knuepfer, Jesse Andrews, Alicja Podlacha Sabo; and Diana Hegyi and Todd Herrera-Ridenhour, Superior Court Business Services Division; and Correnia Snyder and Chris Holly, Court Technology Services.



2018 NACo Awards By Cathy Wyse

Our Vision of the Future: Adult Probation's Fugitive Apprehension Unit

Category: Personnel Management, Employment, and Training



The availability of safety equipment/tools can greatly improve Fugitive Apprehension Unit (FAU) officers' ability to safely and effectively locate and arrest persons who refuse services and present a risk to the community. FAU officers



took on the duty to research the needs of the FAU and develop a proposal. Research supported the need for additional safety equipment and related training. FAU officers provided not only the justification for the equipment, but a detailed training plan, which included the initial training of each officer, plus



the continued training and enhancement of officer skills to ensure a high-level of competence. The officers made a very compelling presentation to Adult Probation Command personnel, the Presiding Judge, and finally to the Administrative Office of

the Courts. After overwhelming approval, management provided funding and FAU officers re-wrote policy, designed and implemented training, and ensured the issuance of all equipment. FAU officers now have the training and equipment to



handle any high risk situation with positive results. The true measure of this program is that it was 100% designed, proposed, and implemented by line staff for the enhancement of their safety and efficiency.



Pictured left to right: Brian Armbruster, Beth Streeter, Bob DeMers, and Lance Nickell.



2018 NACo Awards By Cathy Wyse

Maximizing Public Safety: The Pretrial Install Before Release Program

Category: Criminal Justice and Public Safety



The Pretrial Services Division provides community-based supervision of more than 2,800 pretrial defendants. Roughly one-third (900) receive enhanced supervision with electronic monitoring (EM). Historically, EM supervision was initiated after the defendant's release from custody when the defendant reported to a Pretrial Services office during business hours for intake and the installation of EM equipment. Since defendants were released from custody 24/7, it was not unusual for a few days to transpire before EM equipment was installed. This gap in supervision presented some serious public safety concerns, especially given that some defendants charged with violent offenses had court-ordered restrictions regarding their movements in the community. Additionally, the number of defendants being released with EM conditions was increasing rapidly. The MCPD worked diligently with the Maricopa County Superior Court and the Maricopa County Sheriff's Office to address this supervision gap. The Install Before Release (IBR) program enables Pretrial Services officers to install EM equipment on defendants prior to their release from custody. Judicial Officers now order Install Before Release on nearly 90% of the pretrial EM releases. The IBR program ensures that pretrial defendants with electronic monitoring are receiving the level of enhanced supervision intended by the Court beginning immediately upon their release from custody. Alleged victims and the community at large can take comfort in knowing that GPS monitoring of these defendants is taking place without delay upon their release from jail.



Pictured left to right, first row: Sheila Jones, Jennifer Borgen, Porche Williams, Lolita Rathburn, Maria Chanto, Jennifer Ellsworth, Suzanne Segarra; second row: Delma Navarro, Stephanie Ramirez, Joe Lopez, James Morones, Manuel Peraza, Kim Westphal, Lindsay Hertzler, Meri Romero, Elisa Young, Alanna Rubin, Robin Hargrove, Clayton Hunt, Taylor Pile; third row: Michael Wollangk, Omar Rodriguez, Justin Robnett, Jason Westcott, and Jason Hathcock.



2018 NACo Awards By Cathy Wyse

Creative. Brief. Informative: Did You Know?

Category: Personnel Management, Employment, and Training



Did You Know (DYK) is a creative marketing tool within the Adult Probation Department to convey information and available resources while engaging staff with the intent to help educate and improve overall internal communication. The DYK is an innovative communication approach that is formatted and designed to capture attention with a snapshot of the subject matter including a brief summary and contact information. This allows for a consistent and accurate delivery of information that provokes interest and provides resources for continued education on the topic. The engaging format has resulted in frequent requests for submittals on topics to be developed into a DYK. The DYKs enhance staff knowledge and awareness and have been an effective strategy to improve overall internal communication, which is critical to employee satisfaction and organizational effectiveness.



Communication Committee members, pictured left to right, first row: Martha Romero, Kyesha Gatison, Sanja Markovic, Kristi Ward, and Jessica Hogg; second row: Tiffany Butler, Lolita Rathburn, Daphne Haslerig, Douglas Murphy, Joi Alicea, Michele Butcher, Jill Gentry and Karie Strauss. Not pictured: Taylor Pile.



2018 NACo Awards

By Cathy Wyse

Electronic Petitions to Revoke: Enhancing Public Safety and Efficiency

Category: Criminal Justice and Public Safety

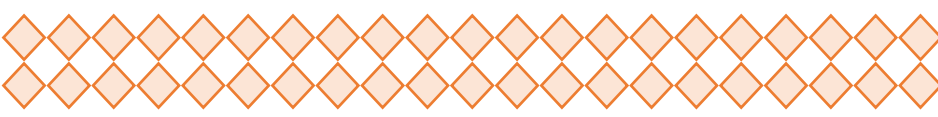


The goal of the Electronic Petition to Revoke (ePTR) project was to create a paperless system to deliver documentation from the probation officer to the judicial officer informing of violation behaviors and to improve the timeframe for posting arrest warrants. This was the first e-filing project between Adult Probation and the Superior Court and it involved cooperation and data integration across six county and state departments and agencies. Superior Court Technology Services (CTS) led the effort. A team of approximately 30 MCAPD staff assembled to build the workflows, data dictionaries, and quality assurance measures for tracking progress and assuring delivery of quality documents. Two MCAPD business analysts headed up this analysis and served as liaisons with CTS. The ePTR was piloted in January 2013, and in October 2013, the project was fully implemented with MCAPD electronically filing all PTRs. Since implementation, on average more than 3,200 PTRs per quarter have been filed electronically, and MCAPD-Court processing time for PTRs/warrants has been dramatically reduced from 12 business days to generally one business day! This means that probation violators can be arrested and removed from the community sooner, reducing the risk of victimization and harm to the community. The automated process has saved significant staff time and departmental resources, while enhancing public safety.



Pictured left to right: Olivia C. Ramirez with former MCAPD Business Analysts Mary Stuart-Bronski and Jaqua Davis (2013).

Members of the original ePTR committee, who are currently employed with MCAPD, include John Biship, Cindi Barocas, Beth Garrow, Robin Gastelum, Dawn Hamilton, Howard Holmes, Danielle Impellizzeri, Tanya Kluender, Christine Macy, Scott Mortensen, Audrey O'Donnell, Amy Primak, Olivia C. Ramirez, Lolita Rathburn, Andrea Romano, Dana Shepherd, Shirleen Tarangle, and Laura Thomas. Unit 15 under the leadership of Anna King served as the first pilot unit, and included current employees: Pete Jacaruso, Achi Yapo, Emily Cook, Ines Jankovic, Nicole Branham, and Suzanne Segarra.





2018 National Crime Victims' Rights Week

By Antony Bidonde



In recognition of National Victims' Rights Week, the following 48 individuals received a *Certificate of Appreciation* for working with, or doing work on behalf of, victims of crime. The individuals were recognized by the Department for conduct that exemplifies professionalism, dedication, willingness to help others, often times going beyond and above what is required to assist a victim, and their commitment in working toward a safer community. The recipients were honored in front of their peers and supervisors. Chief Adult Probation Officer Barbara Broderick congratulated each recipient for their contribution. Antony Bidonde with Victim Services presented the certificates and pins. The theme this year is *Expand the Circle – Reach All Victims*.

Awardees in alphabetical order:

- | | | |
|-------------------------|--|--------------------|
| *Daniel Atkinson | *Tiffany Harrison (Victim Advocate, - Chrysalis) | *Courtney Norton |
| *Antony Bidonde | *Azra Haseljic | *Jacquelyn Novak |
| *John Bishop | *Danielle Herrera | *Dameon Ortiz |
| *Diane Bracamonte | *Clint Hill | *Aaron Porzel |
| *Wendy Buechler-Matlock | *Kevin Kittle | *Heather Redmond |
| *Robert Celaya | *Randy Koeppen (Victim Advocate - Chrysalis) | *Eloisa Rodriguez |
| *Laura Contreras | *Justin Kreterfield | *Jodie Rogan |
| *Jammie Dilley | *Cherynne Lara | *Gary Saunders |
| *Martina Downing | *Joseph Lopez | *Rebecca Sifuentes |
| *Sarah Dutton | *Sanja Markovic | *David Silvas |
| *Jennifer Ferguson | *Timberly Matson | *Scott Skoropys |
| *Daniel Fox | *Dawn McCullar | *Andrea Teasley |
| *Shana Glover | *James Meyer | *Laura Thomas |
| *Sarah Gomez | *Lori Meyer | *Liberty Torres |
| *Michael Graffeo | *Raul Munoz | *Kate Wakefield |
| *Lauren Guida | | *Becky Wherry |
| | | *Julie Wise |

Congratulations to all of the recipients!



2018 National Crime Victims' Rights Week

By Antony Bidonde

Continued from Page 28



Domestic Violence Unit 37, pictured left to right, front row: Heather Redmond, Daniel Fox, Rebecca Sifuentes, Sarah Dutton, Diane Bracamonte, Christina Coller, Liberty Torres, Kate Wakefield, and Debi Gilliland; middle row: Scott Skoropys, Justin Kreterfield, Daniel Atkinson, David Silvas, Raul Munoz, and Laura Contreras; and back row: Joseph Lopez.

Above and Beyond for a Victim

By Antony Bidonde

Adult Probation as an agency does a great job of assisting the community and keeping it safer. Individual staff members continuously display pride in their work, a superior professional attitude, empathy for others and willingness to go the extra mile when the situation arises. The following summary is just one example where officers went above and beyond for a victim.

Probation Officer Rebecca Sifuentes and Surveillance Officer Liberty Torres (from Domestic Violence Unit 37) were made aware that a probationer had been arrested for choking the victim. The team worked quickly to contact the Cottonwood Police Department to determine the status of the probationer's arrest –but found out he had been released. They contacted the victim and an advocate to work on getting the victim into a domestic violence shelter. Next, they established contact with the probationer and determined he was hiding at a hospital, attempting to elude arrest. The team alerted the Phoenix Police Department (PPD) of the probationer's location. PPD arrived at the hospital and arrested the probationer. The victim was placed in a shelter as intended. The officers recognized that this victim was at risk and their prompt actions helped to ensure her safety. Both officers were nominated for and presented with an award by Chief Probation Officer Barbara Broderick at the Victims' Rights Ceremony.

Expand the Circle –Reach All Victims



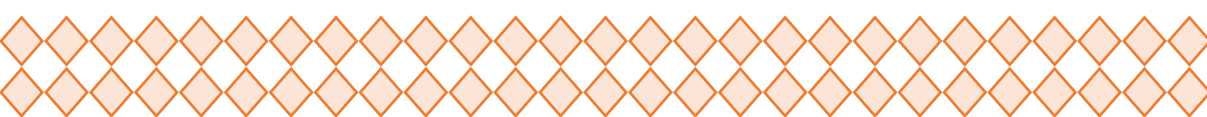
Of the Year Awards By Robert Celaya

MCAPD has many excellent employees who make the Department a great place to work by serving with enthusiasm, integrity, dedication and skill. The annual Of the Year Awards recognize a few of MCAPD's finest – individuals nominated by their teammates and fellow employees for going above and beyond in performance of their duties and promoting the mission and vision of the Department. A ceremony was held at the Black Canyon Building on April 25, 2017, to recognize and celebrate the 2017 Of the Year Awards winners:

- Christopher Epps – Supervisor of the Year**
- Amy Primak – Probation Officer of the Year**
- Jesus Duran – Surveillance Officer of the Year**
- Heidi Gustafson-Waters – Employee of the Year**



Pictured left to right: Chief Barbara Broderick, Christopher Epps, Amy Primak, Heidi Gustafson-Waters, and Jesus Duran.



Continued on next page...



Of the Year Awards By Robert Celaya

Continued from Page 30

The information below is taken from the award nominations.

Christopher Epps supervises a Drug Court unit. While having been in his position for a relatively small amount of time, his impact has been great. For a period of time, Chris supervised both Drug Court Units (16 officers), but even within the demanding environment and with a large workload, he remained calm, professional, and highly effective. Chris valued his officers' opinions/input and would drop everything to address their questions, concerns, and successes. He encouraged officers to follow their own styles and strategies, but also offered ideas for improvement. In addition to the outstanding leadership he provided to officers, Chris continuously works to improve the Drug Court program through research, engagement with court and probation staff, and by participating in county-wide programs such as the Tobacco Cessation Initiative.

Amy Primak currently supervises an IPS sex offender caseload and has spent a significant part of her 14 year tenure with the Department in the Sex Offender Division. Her supervision style with clients is a personal combination of kind understanding and strict adherence to the requirements of probation. She is uniquely skilled and educated in working with sex offenders and GPS monitoring, making her a mentor and expert for her peers and new officers. In the field, she has guided many of her clients to successful outcomes, thus maintaining the ultimate goal of public safety. Even with the challenges of supervising a sex offender caseload, Amy brightens up her coworkers' days with humor and laughter, which can be heard and appreciated all the way down the hall. Her personality is described as unique, engaging and fun, and she regularly volunteers and is involved in school and club sports for children.

Jesus Duran has been a surveillance officer in the Sex Offender Division for about two years. However, as he stepped into the position, Jesus quickly understood the risk factors to look for in the high risk population and operated as if he had been on the job for years. Jesus has the ability (that no one else has) to find defendants' smart phones or internet capable devices. Jesus works well with external entities (including the FBI, Internet Crimes Against Children, and Phoenix Police Department's Special Assignment Unit) to identify defendants, share information, and ultimately make the community a safer place. Overall, Jesus is knowledgeable, professional, dedicated, and has a great sense of humor, required to do the work he does.

Heidi Gustafson-Waters is a case administrator (CA) and trainer in the Unsupervised Program. Heidi is a wealth of knowledge and assistance for her team and is actively involved with educating CAs and new probation officers on the Program. The Program has gone through several changes in the past two years, but Heidi has been a constant optimistic force, approaching changes with an open mind and positive attitude. She encourages not only her teammates, but also the probationers to share her attitude, for which she receives positive feedback from probationers and their families. Heidi models the way with her actions and attitude and truly goes above and beyond.



Excellence in Education Winners

By Michele Butcher

Shawn Hughes is a juvenile safety coordinator for the Maricopa County Juvenile Probation Department (MCJPD).



Shawn Hughes

Shawn started his career with MCJPD in 2001, and so began his passion for staff safety. In 2003, at the inception of the defensive tactics (DT) program, Shawn became a DT instructor. Shawn was quickly recognized as a true safety leader; in 2004, he completed the considerable task of becoming a lead DT Instructor. Over the past 15 years, Shawn has taught thousands of students across both the adult and juvenile departments, as well as on a statewide level. Over his distinguished career, he has led the following classes: DT Academies and Refreshers, Non-Badged DT, CPR/First-Aid, Safety Orientation and Policy for New Officer Training Education and Skill building (NOTES), DT for Transportation Officers, and Verbal De-escalation, just to name a few. Chances are a

vast majority of us fondly remember a class that Shawn taught; in fact, his students often describe him as “real, relatable, and respectful.” Please join me in congratulating Shawn Hughes as the 2018 Excellence in Education winner for Defensive Tactics!

Lance Nickell is the master range officer for MCAPD. Lance began his journey with MCAPD in 1994 as a surveillance officer. In his 24 years with the Department, he has managed assignments ranging from Sex Offender to Fugitive Apprehension to Staff Development and Training. Lance was instrumental in establishing the firearms program and became our lead firearms instructor in 2003. In 2013, Lance became a lead rifle instructor and assisted with the development of the rifle curriculum currently being used by our Fugitive Apprehension Unit. He manages approximately 350 armed officers and 26 firearms instructors. He is responsible for creating new curriculum every quarter and maintaining training standards for annual re-qualifications. This is all very impressive, yes, but wait there is more! Lance ensures that every training he facilitates is purposeful, practical, and applicable to real life scenarios. Lance’s genuine, humble, and kind demeanor



Lance Nickell

radiates with every interaction. Whether he is leading an entire class or helping an officer on an individual basis, he maintains a safe, fun, and professional learning environment. To those who have trained with him, this award comes as no surprise; congratulations, Lance, on your 2018 Firearms Excellence in Education award!

The Excellence in Education Awards are granted by the (Arizona) Committee On Probation Education to recognize trainers and curriculum developers who provide excellent training to detention, probation, and surveillance officers. Shawn and Lance will be recognized at the Arizona Chief Probation Officers’ Association’s recognition luncheon held in September.



30 Years of Service Recognition Ceremony by Cathy Wyse

Adult Probation employees Samuel Catlett and Robert Villasenor were presented with service award plaques by the Maricopa County Board of Supervisors on April 25, 2018, in recognition of 30 years of public service and their contributions to the residents of Maricopa County.



Presentence Screener Samuel Catlett

Sam Catlett is a presentence screener, who originally joined the Department as a word processor in the Presentence Investigations Division. As a screener, Sam conducts presentence interviews, does data entry, and is the office historian. He has spent his entire career working downtown and has enjoyed watching the development over the years. Sam is a huge advocate for staff to sign up for Deferred Compensation -- he strongly encourages all the new employees in the West Court Building 5th floor.

Robert Villasenor is a surveillance officer in the DUI Court and he previously served in Staff Development and other assignments as a surveillance officer. Robert has been involved, on some level, in training most officers in the Department, either directly through training officers in the field or in training classes, or indirectly, through his participation in curriculum development and policy input. His sense of curiosity has never abated; he helped develop and

implement the social media policy, and recently, presented his findings after experimenting with the new Alco-sensors being rolled-out to the Department. After 30 years, Robert retains his passion for his work, the Department, and its mission. Thank you, Sam and Robert, for your valuable contributions to Adult Probation and the people we serve!



Pictured left to right: Maricopa County Manager Joy Rich; Maricopa County Supervisors Denny Barney, Steve Chucuri, and Bill Gates; Surveillance Officer Robert Villasenor; Maricopa County Supervisor Clint Hickman; Chief Probation Officer Barbara Broderick; and Maricopa County Supervisor Steve Gallardo.



Jennifer Dzezinski Promoted to Supervisor

By Emily Romero

Jennifer Dzezinski has been promoted to probation officer supervisor effective June 4, 2018. She will be leading a growth unit within the Reentry Services Division. Jennifer began her career with our Department in October 2013 as an adult probation officer assigned to a Standard Field caseload at WRC. In September 2014, she transferred to the Drug Court Unit where she participated as a member of the Medically Assisted Treatment Project, Drug Testing Policy Revision, Drug Court Grant Writing, and Probationer Report Form Revision workgroups.



Jennifer regularly volunteers to help with the Drug Court Alumni Group and Luhrs morale booster events. She has also served as a Critical Incident Stress Management (CISM) team member since 2016 and a department adjunct faculty member since 2018. In 2016, she was nominated for a Commitment to Excellence Award at the annual AADCP Problem Solving Courts Conference. Jennifer is excited to join the DOC Reentry Unit and contribute to an already impactful team of officers. Congratulations, Jennifer!

Christopher Fox-Fitzgerald Promoted to Supervisor

By Cathy Wyse



Christopher Fox-Fitzgerald was promoted to adult probation officer supervisor effective June 4, 2018. In his first assignment as a supervisor, Chris has assumed leadership of a Pretrial Standard Unit at the Downtown Justice Center. Throughout his 12 years with the Department, Chris has been a valuable member of the Pretrial Services Division. His first assignment was in the Initial Appearance Unit located in the 4th Avenue Jail, where in addition to his regular duties, he served as a tester and coordinator to assist with the development and implementation of the new iCISng and Criminal Histories and Dispositions (CHD). He made substantial contributions to the CHD manual and continues to be a member of the CHD Steering Committee.

Chris transferred to a Pretrial Supervision caseload in July 2017, where he remained until his recent promotion. As a supervisor, Chris is looking forward to using the experience he has gained during his tenure to help each member of his team produce the best work product possible, while taking time to improve his own skills so that he can help each officer reach their full potential. Congratulations, Chris!



Brian Armbruster Promoted to Supervisor

By Cathy Wyse

Brian Armbruster has been promoted to probation officer supervisor effective June 4, 2018. He will lead a Fugitive Apprehension Unit (FAU) and continue to serve as the safety trainer for FAU. Sixteen years ago, Brian's first assignment as a probation officer was a Women's Network caseload out of the Western Regional Center (WRC). Over the years, he has supervised Standard Field and Domestic Violence caseloads from the WRC, served in the Safety Training Unit at the Black Canyon Building, and made substantial contributions as an officer in the FAU. Brian worked on a Phoenix Police task force that served warrants and conducted searches in numerous hotels and motels in high volume drug areas. This program was nationally recognized with a NACo Achievement award for the collaboration of two agencies and their commitment to public safety. Brian developed a successful proposal with other line staff to equip FAU officers with additional weapons and training. This project received a 2018 NACo Achievement award. An excellent trainer, Brian developed the curriculum and has overseen the implementation of the FAU training program, which includes firearms, rifle, Taser, house clearing, trauma care, and other safety-related trainings. In his new assignment, Brian is looking forward to continuing the work of advancing FAU to higher training standards and levels of professionalism. FAU has come a very long way during his 11.5 years with the unit and he would like to continue that growth in his new position. Congratulations, Brian!



Dameon Ortiz Promoted to Supervisor

By Asha Adhikari



Dameon Ortiz has been promoted to probation officer supervisor effective June 4, 2018. His first assignment as a supervisor is to lead a Standard Field Unit at Northport in the Northern Division. Dameon joined MCAPD in April 2014 after working in Juvenile Probation for over 10 years in Pima County. His first assignment as an adult probation officer was a Standard Field caseload at BCB. He then transferred to a Domestic Violence caseload in Scottsdale in May 2015, where he remained until his recent promotion.

Over the years, Dameon has facilitated Risk Reduction trainings, lead the AOC Probation Officer Certification Academy's Field/Search Practicum, mentored new hires and AmeriCorps volunteers, and most recently even began teaching Budgeting classes. In his new position, Dameon is looking forward to mentoring and becoming a resourceful leader to current and future officers. Congratulations, Dameon!



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

BCB - Tiffany Grissom, Christine Cardoso, Luis Marquez Ontiveros

CCB- David Gonzalez, Ivy Kinney

Communication Center - Hance Wilhite, Chanine Moore

CSC- Timothy Lee

DTJC2 - Ada Andreski, Jim Sine

DTJC3 Admin - Angelina Diaz, Shelley Warnock

DTJC3 Pretrial - Cara Alvarado, Christopher Fox-Fitzgerald, Adriana Garcia Bloom

Garfield - Lori Meyer, Austin Brabble, Veronica Pena

Luhrs - Justin Walloch, Julie Piontkowski

Northport - Stephanie Prince, Sam Peterson, Ramona Demian

Pretrial 4th Ave Jail - Samuel Hagadorn

PSC - Mercedes Smith, Kat Cassatt, Tracy Lundblad, Carol Zambriski

SEF - Sheila Chavez

Scottsdale - Audrey Lopez, Carrie Ward

South Court Tower - Kristen Hunt

Southport - Tiffany Romero, Carolyn Arteaga, Maday Raygoza

Sunnyslope - Antonio Mendoza

SWJC - Kimberly McConaughy, Cecilia Cisneros

Westport/FAU - Adrianna Crittenden, Dawn Underwood, Derrick Knott, Sr.

WRC - Avangelina Rogut, Cynthia Romero, Derek Kelly, LaTonya Queen, Jennifer Ward, Rachel Nededog



People Recognizing Individuals Deeds of Excellence



Happy ANNIVERSARY

30 Years

Kim Kelly
Michael Miller

25 Years

Abilio Aranda
Kim Cullinan
Dawn Hamilton
Michael Hodge
James Sine
Jeffrey Smalley

20 Years

Amy Ahrens
Kevin Bacchus
Jennifer Bangerter
Juanita Bermudez
Joseph Bonow
Arni Cook
Jennifer Ferguson
Pamela Fowler
Donald Kaliski
Robert Kaliszczjk
Rosa Laine
Kimberly McCurtain
Ted Milham
Noelia Monge
Luigi Patruno
Helen Ramirez
Carol Scott
Bricia Zavala

15 Years

Autumn Freeman
Stephanie Spencer

10 Years

Joseph Pallo
Amanda Peterson

5 Years

Dmitriy Badalov
Samantha Berman
Cristina Eichner
Marianna Matysiak
Daniel May
Kelly McCoy
Lori Meyer
Eric Poma
Janel Raye
Alejandra Salazar
Velia Salazar
Cody Toledo
Justin Walloch





Contributing

Writers

- Arlyn Harris
- Brandon Shimizu
- Brenda Crawley
- Erin Sitz
- Georgette McNally
- Jim Sine
- Kim Gallinger
- Leslie Ebratt
- Lolita Rathburn
- Megan Merker
- Melissa Froderman
- Melissa Monahan
- Michele Butcher
- Sharlene Meyer
- Tameka Loyd
- Tom Weiss
- Veronica Pena

Chronicle

Editors

- Barbara Broderick
- Cathy Wyse
- Sanja Markovic

Chronicle

Staff

- Antony Bidonde
- Asha Adhikari
- Emily Romero
- Riane Meister
- Robert Celaya

Please email your submissions to:
Chronicle@apd.maricopa.gov



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