

The Chronicle

OCT/NOV 2002

NEWSLETTER OF THE
MARICOPA COUNTY ADULT PROBATION DEPARTMENT VOLUME VII, ISSUE 5

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*Happy
Thanksgiving
November 28th*

The Chronicle

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Chiefly Speaking Choose Your Attitude



Sometimes negativity can surround us. Today's headlines in the paper were about renewed terrorist threats, a 15 year old accused of murder, an actor accused of sexually molesting a youth and the state's budget crisis. We can get honked at because we didn't turn left quickly enough when the light turned green or receive profane gestures when we make a driving mistake. The teller at the bank, the clerk at the store and the waiter and waitress can ignore us or treat us rudely. Our cars break down, traffic gets backed up and the list of things "To Do" grows uncontrollably. When we get to work a co-worker complains incessantly about everything. Our computers can be too slow; offices crowded and we often must deal with probationers who are obstinate and hostile.

(Continued on page 2)

Perpetual Recognition Boosts Morale

The recent survey of MCAPD's employees identified our morale as an area needing improvement. IPS Unit 10, supervised by Greg Miller, has found several ways to increase unit morale and cohesiveness. The Unit created a perpetual award four years ago to reward deserving officers during the monthly unit meetings. Officers receive the award for going above and beyond the call of duty and being a positive example for other officers. Award recipients retain the plaque for the entire month. During the



IPS Team Members Dave Puyear and Cheryl Divito are the proud recipients of September's Perpetual Award.

September 2002, unit meeting, IPS team India A, consisting of APO Cheryl Divito, and former Surveillance Officer of the year, Dave Puyear, received the award. Unit member John Cleland nominated the team, stating, "They really took the bullet for us." That type of commitment to the job is consistent with the members of IPS Unit 10.

APO Cheryl Divito states, "The award means a lot to the recipients because it comes from your peers."

In addition to the perpetual award, unit members have an annual outing at the Cactus League spring training games. Officers also end the year with a holiday get-together. These events give officers a chance to relax, enjoy each other's company and take a break. IPS Unit 10 has shown a strong commitment to each other by maintaining morale through difficult times. The unit supports and recognizes one another on a regular basis. ☞

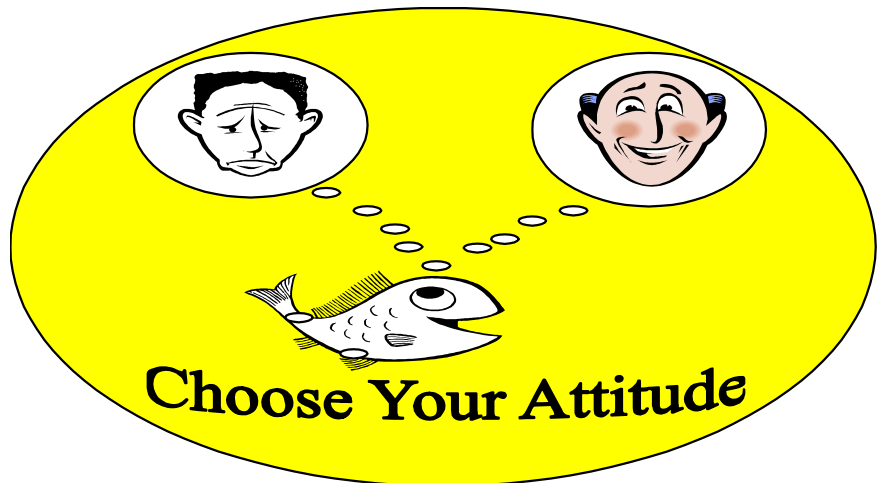
by Courtney Solin, APO

(Continued from page 1)

One option we can choose is to allow this negativity to invade us and further perpetuate it. We can honk at someone else; we can treat the teller, clerk and waitress badly. We can commiserate with the negative co-worker. Sometimes this negativity can spill over into how we do our job. We may delay in returning a call to a probationer's mother or responding to a victim. We may be short with the caller on the phone and not very helpful when a co-worker is seeking advice. We may be hostile with the Administrative Assistant who can't get our cell phone fixed quickly enough. We may cut off our probationer who is trying to explain why he lost his job and be short with the receptionist when she calls to say a probationer is in the lobby. We can realize a co-worker is doing an outstanding job but do nothing to recognize their efforts.

With the negativity that can invade our lives it is easy to understand why the number one concern that consistently emerged from employee surveys and forums was our need to improve respect, recognition, and morale throughout the department. The question becomes- how do we do that? I believe one answer is to make individual changes in how we approach our work. A group of employees at a fish market in Seattle did just that and became world famous for adopting some simple principles:

- **Choose Your Attitude-** We can choose to let the negative experiences in our lives dictate a negative attitude in ourselves or we can choose to make today a great day. Although we don't get to decide on everything that will happen to us, we do get to decide on how we respond to the world. As long as we must be at work, we might as well have the best day we can have. We can rediscover that working with people and improving lives can be very satisfying and rewarding work.



- **Play-** We can be serious about our work without being serious about ourselves. What components of your job do you enjoy? How can you build some fun into the parts of your job that you don't enjoy? If you are faced with tedious tasks, how can you make it fun?
- **Make Their Day-** Helping others can be a very powerful morale booster both for the person who receives the help and the person helping. When you get a mis-routed call try to help the caller instead of transferring the call again. Lend a helping hand when a co-worker needs some assistance. Offer support when you sense someone needs it. When you see someone doing an outstanding job let them know, tell their supervisor or nominate them for a Visions of Excellence Award. Celebrate the successes and recognize the milestones in our careers such as anniversaries, promotions and retirements. How can you make someone's day?
- **Be Present-** We can think twice as fast as we can hear and it is easy to let our minds wonder during conversations or to try to accomplish several things at once. Do you answer the phone when speaking with someone in your office? Do you read your e-mail and talk to someone on the phone at the same time? Do you answer your cell phone in the middle of a conversation with someone? The message you give the people you are with is that they are less important than the other tasks that you are doing. Give the person you are speaking with your full attention and use your senses to look for clues to understand not only what the other person is saying but the additional meaning behind their words. It is really just a matter of being respectful.

Adopting these principles is not a cure-all for the issues our agency is facing. Having a positive attitude probably won't magically increase salaries for staff. But if each of us adopts just one of the above principles I am confident we will improve the respect we show for each other, the recognition we give each other and the overall morale of the department. ☞

Probation Search Makes Impact in Community

A PO Cheryl DiVito, of IPS West, Unit 10, recently initiated a search of a probationer's residence. The probationer's significant history of operating methamphetamine labs, current probation violations including drug use, and the probationer's behavior prompted APO DiVito to search the residence. Detectives from the Clandestine Laboratory Task Force assisted POs DiVito, Courtney Solin and me in the search.

Although we did not find a methamphetamine lab at this residence we did locate key ingredients for a lab, along with prohibited weapons, drug paraphernalia, and a usable quantity of methamphetamine.

The results of the search did not end there though. Unbeknownst to probation officers before the search, a second probationer was residing at this residence. Although



Confiscated drug paraphernalia includes a glass pipe, pseudoephedrine pills and a field testing kit used to screen methamphetamine.



Official file photo showing ammunition confiscated from a search.

this probationer attempted to conceal her identity, her true name was eventually determined and she was also found in possession of methamphetamine. Additionally, due to the clever questioning of the two probationers by the detectives, we learned the next door neighbor was operating a methamphetamine lab. Detectives obtained enough information to obtain a search warrant and upon executing the warrant discovered an operating methamphetamine lab. Police apprehended two individuals in the residence.

Based on a probation search, ingredients for a methamphetamine lab, along with prohibited weapons, illegal drugs and paraphernalia, were confiscated. A drug lab was shut down and four people involved in criminal activity were removed from the community. ☞

by Greg Miller,
IPS Western Supervisor

Discounts

**2003 USHRA MONSTER JAM @
BANK ONE BALLPARK**



Saturday, January 25, 2003 @ 7:30 pm

**2003 WORLD SUPERCROSS GP @
BANK ONE BALLPARK**

Saturday, Jan. 11, 2003 @ 7:00 pm



For more information on other employee discount offers, please call **Tricia Works** at (602) 506-6455.

For more information, please call Melissa at (602) 462-6460

The Mystery toddler in the last edition was Kim Gionta. Congratulations to master sleuths **Colleen Evans** and **Derek Byrne** for correctly guessing her identity. Colleen and Derek each won two Harkins movie passes.



Mystery Person

There are 10 new clues in this edition of the Chronicle. If you are the first person to correctly identify the mystery person and send Aurelie Flores an e-mail with your guess, you can win two Harkins movie passes.

Clue #1: This person works for MCPAD.

Clue #2: For 15 years this employee has worked near the court building.



Celebrating GAIN in South Mountain Village



Mayor Skip Rimza with PO Yvonne West at the probation booth at the Gain Event.

On October 19th the fifth annual Getting Arizona Involved in Neighborhoods (GAIN) event took place in neighborhoods across the Valley. The event is an opportunity for the community, law enforcement, business owners, and of course probation, to come together and celebrate their successful efforts as crime prevention partners.

One of the largest GAIN events in the state took place in South Mountain Village at South Mountain Park. It was estimated several thousand area residents enjoyed free food, live entertainment, a bicycle rodeo, games and activities for kids, as well as information, health, and job fairs.

Probation was an integral part of the planning process for this event, and over 60 probationers provided the vast majority of the support. Probationers and officers alike helped unload trucks,



Probationer Joseph Sotelo wins a bike during the raffle.

set up tables and awnings, cooked and served hot dogs and hamburgers, manned information booths, and cleaned up afterwards.

With the support of the Marketing Committee, officers gave away Victim handbooks, Domestic Violence pamphlets, Night Hoops flyers, information about probation literacy programs, as well as over 1,000 children’s books. All in attendance had a great time, and probation’s involvement was greatly appreciated as perhaps best expressed in the following excerpt from Councilman Michael Johnson’s opening statements to the crowd: “...and I want to extend special thanks to the many volunteers from the probation department. Your involvement and support has been critical to the success of this event.”

by Staff Writer

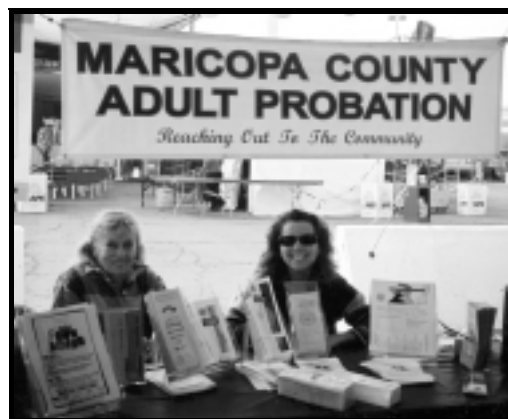
Rain, Hail, Sleet nor Snow..... Can't keep the probation department away from the State Fair!

While it was disappointing that the State Fair chose not to allow us our usual space and access in order to promote literacy and give away books, we were able to participate in the “Government Days,” held the last weekend of the Fair.

Saturday, October 26th, turned out to be quite the challenge, with torrential rain and marble size hail. At one point the “Government Days” area was flooded with over 2 feet of water, and the Fair’s employees were afraid to turn on the lights for fear of electrocuting someone!

Many thanks to the probation

employees (and their family and friends) who staffed our table, giving away book markers promoting our mission, pamphlets describing how “probation works” in Maricopa County, victim handbooks, and flyers providing information about domestic violence issues.



Marylou Euchner and SO Lynzie Euchner

On behalf of the Marketing Committee, **THANKS** to Colleen Evans, Angi Meckfessel, Betty Wimmer, Berta Prince, Tammy Aho, Tracey Morris, KC Smith, Lynzie Euchner, Lolita Rathburn, Teri Menke, and Ernesto DelValle.

by Staff Writer

Seniority Salute



John Black
PSI Supervisor celebrates his 30 years with MCAPD on 12-04-02.



Claudia Hoban
APO III celebrated her 20 years with MCAPD on 11-15-02.



Cathy Wyse
General Project Planner celebrated her 20 years with MCAPD on 11-15-02.

Retirements

Chris Girard	09-14-02
Sharlene Richards	09-20-02
Patrick Healy	09-20-02

Armando Gandarilla	09-28-02
Robert Bess	11-01-02

Did You Know?

In FY 2002, probationers completed 864,242 community service hours.

In FY 2002, probationers paid almost 14 million dollars in restitution.

In FY 2002, MCAPD produced 19,397 presentence reports.



Clue #3: The mystery person is working on a best seller and has written poetry & stories.

Clue #4: The mystery person might be considered accident prone.

Goodbye Mr. Community

On September 28th, **Armando Gandarilla** quietly went into medical retirement from our department. There are many reasons why this should not go unnoticed. Those of us who know "Mando" (is there really anybody in this community who does not?) understand that he never does anything quietly.

Armando was hired by the Juvenile Probation Department with the title, "Indigenous Worker" back in May of 1972 to supervise paint sniffers. Many of us used to tease Armando about how we would have liked to know him back then, except we had to finish high school first.

He was hired by Adult Probation in December of 1974 and we've never been the same. Armando was one of the early advocates for the creation of our yearly Christmas Food Basket Drive: Something we still do to this day. He has been involved in more community service projects than we'll ever really be able to count. Night Hoops and the Recycle Bikes for Needy Families are just two. Mando continuously served on numerous community service boards and committees, including the Phoenix OIC program and as President of the Grant Park Neighborhood Association. He was also appointed by the Governor to the Judicial Selection Committee.

Yet, through all his service and commitment to this community, what stands out the most is his devotion to his children and a personality that would often take him to the comical sides of mischief. Who can ever forget when, as our volunteer coordinator, Mando saw a need to invite the Pope to our volunteer awards dinner by sending a letter on department stationary to the Vatican. It was a great surprise to Mando to find out that the only person who answered his invitation was our Chief. Mando had some explaining to do.

In 1989 he was promoted to supervisor. He became famous for serving pizza at all his unit meetings -- his way of guaranteeing attendance. Mando would say, "they don't listen to me, but boy can they eat!"

It is a paradox that the person with the biggest heart is now in need of one. Knowing Mando, it wouldn't surprise anyone if he found one, gained his health back and knocked on our doors to return. After 30 years in the field of probation, we all congratulate and thank him for his efforts in a truly unique career that took many untraditional routes. But then, isn't that often the case with indigenous workers? ☞

by Marty Soto, Western Division Director

Crossroads

Exactly how long is twenty-three years? How do you really measure time? Will the succession of hours, measured in increments of sixty seconds show how much time has elapsed?

There is the objective time, measured by our watches, clocks, cell phones and computers. And then of course there is the subjective time, measured by our interests, our passions and our obligations.

After twenty-three years working for our department, **Pat Healy** decided he deserved to move on to bigger and better things. It must have been difficult for Pat to change his pace and learn to groove to another rhythm.



Deputy Chief Mary Walensa, PO Pat Healy, and Division Director Doug Pilcher

Pat started with our department at the Glendale office, in a standard field caseload. From there he worked in PSI and then a stint with Interstate Compact before ending up, pretty much where he had started twenty-three years ago: standard field.

Pat has many incredible stories to tell. He has enjoyed our profession, our ability to make positive changes in the lives of our probationers, and the service we can provide to the victims of crime. Pat has always been most comfortable when interacting with other people. He knows how to relate to different personalities and has always given respect and expected success. Pat's greatest challenge has been the department's (and the world's) acceptance of automation as the vehicle of efficiency and communication. Pat accepted the challenge, learned to adapt and survived quite successfully.

Pat's latest challenge will be taking care of the yard work, doing some traveling, and playing with his new granddaughter. Those of us, who know Pat, also know he had a great lady by his side. Pat's wife, Sandy, can now enjoy her time with Pat and their family. We wish Pat and Sandy many happy and healthy years ahead. They are a part of who we are as an agency and we thank them for their commitment and dedication. ☞

by Maria-Teresa Martinez, APO Supervisor

Too Many Heroes to Name

While driving in morning rush hour traffic, I looked around at all those people, in all those cars, on all streets and highways, and I wondered if where they were going is where they really wanted to be.

Do you like what you do for a living? Do you work for the love of what you do? I did NOT ask if you would work for free. However, it is apparent that the vast majority of us that work within the department will not be found mingling among the Rich and Famous, would you say what we do can be classified under the category of "labor of love?"

If you agree that part of why we do our job is because we receive a satisfying sense of making a valuable contribution by helping others, then we must feel life is precious and worthy of our greatest understanding and efforts. We must feel the need to make a positive difference in our little part of the world. Therefore, by some calculation, we do what we do for the love of what we do. It is called passion, not profit.

Even so, the characteristics of our work have a way of painting us all into little corners. Gratification's blue sky can quickly darken with black clouds of frustration and aggravation. The muck and grind of everyday stress builds to smother the satisfaction in service to others. Probation can be viewed negatively by a large segment of the population. This negative view conflicts with our principles and sometimes discourages our efforts. Sometimes we need an indicator to validate the difference we make and to assess the importance of our contributions.

A good indicator of the difference we are making could be the Community Work Service Program (CWSP) and the many successful community service projects MCAPD has sponsored. We have on average 120 special projects a month in the Central Region alone with about half of these being Adopt-A-Projects. Since the beginning of this year, there have been 592 successful Adopt-A-Projects countywide, with an estimated 350,000 hours of service provided to the community. Each one of these projects significantly benefits the citizens of Maricopa County and deserves recognition.

The Adult Probation Department has participated and supported annual downtown events such as the Martin Luther King Celebration Parade and Festival, the St. Patrick's Parade, and the Maricopa County's Chili Cook Off for Charity. Probationers performing community service hours help keep the Facilities and Madison Street Parking Garages free of litter. Probationers also pick up debris in the downtown area after special events.

Thirty organized neighborhood groups in the Central Phoenix Region have received assistance from MCAPD with community clean ups and community events. Due in



Cleaning Carpets

part to strong partnerships with MCAPD, several neighborhood

organizations received grants to address their special needs. Phoenix Revitalization and Phoenix Urban Forestry work together with MCAPD to cultivate community gardens and plant trees. City of Phoenix Neighborhood Services and MCAPD collaborate to assist elderly, disabled, or indigent residents in complying with city code ordinances. Projects at South Mountain and Encanto Parks keep facilities maintained for the public's enjoyment. City, county and state roadways have been adopted by MCAPD to help clean our streets and highways of unsightly litter. Friends of the Public Library appreciate the assistance provided by MCAPD at the library warehouse and during branch events, such as book sales.

Probationers provide building and landscape maintenance for
(Continued on page 8)



Cleaning Downtown area of litter and debris after a sporting event.

(Continued from page 7)

governmental agencies. Probationers assist with remodeling and upgrading buildings during construction projects. After-School Programs, Shelters, and Food Banks receive helping hands from probationers preparing clothing, food boxes and Christmas toys for the underprivileged or people in a temporary crisis situation. Felt books made by probationers provide hours of entertainment for bed-bound children in hospitals. MCAPD also supports classes to encourage skills such as crocheting and sewing or physical activities such as karate. These classes may not have been available without MCAPD's assistance. MCAPD works directly with domestic and wildlife animal shelters, encouraging humane treatment and education of animal handling.

The dictionary defines a Hero as "a person of courage and accomplishment." By this definition, each and every officer in each and every unit that has adopted a community service project is a Hero. It takes effort and it is not easy to extend yourself and identify and address the needs in the community. Just like throwing a stone in a pond, the ripples of these projects are ever extending out, making a difference in so many more lives in so many more ways than could have been imagined. Some units ask, "What needs to be done?" Then they boldly state, "We'll do it." Some units coordinate and supervise more than one project a month. Some units can be called upon for assistance at a moment's notice. The following units in the Central Region are all of the above: IPS Units 9, 11,12, 13, Field Units 1, 3, 5, 6, 8, 19, 21, 32, Northern Field Minimum Supervision, Interstate Compact and Drug Court.

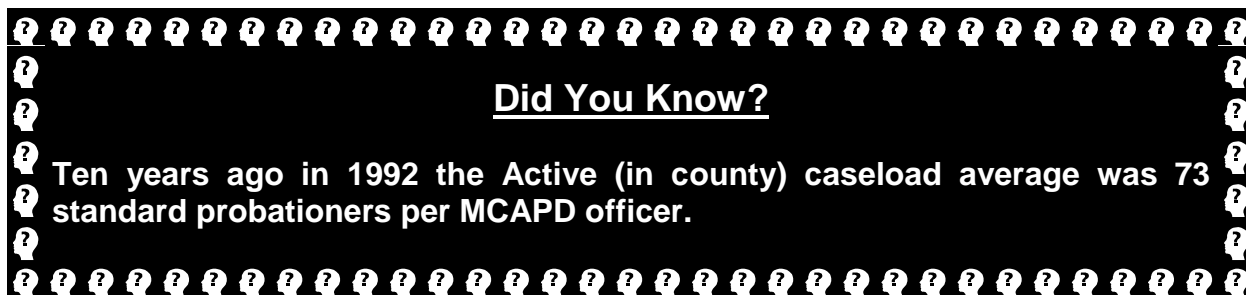


Members of Field Unit 21 coordinate the monthly "Clean Up Project" with Isaac Action and are responsible for picking up approximately 40 yards of debris each month.

For those of you that have not yet adopted a community service project, I challenge you to assist with one and see the difference it makes – for yourself, as well as for the community. You just might get a glimpse of those blue skies again, and might even find that muck and grind can cultivate desert flowers.

I'd like to share two e-mails I recently received. The first e-mail was addressed to the CWSP Unit members from our Program Supervisor. The last paragraph read, "You are special, you are invaluable, you are one-of-a-kind; most of all, you are appreciated. Thank you for being YOU." The second e-mail was recently received from a co-worker that stated, "I count myself blessed by the caliber of character in those who I am fortunate enough to call my friends and co-workers." I say to all of you, "DITTO." ☪

by Debra Bevins, CWSP Administrative Coordinator
(Servicing the Central Region: South Mountain North to Glendale Ave., 48th St. to 43rd Ave.)



Did You Know?

 Ten years ago in 1992 the Active (in county) caseload average was 73 standard probationers per MCAPD officer.



Clue #5: The mystery person is definitely a big Elvis fan.
Clue #6: The mystery person is a proponent of exercising to music on the job.

APD's New Web Page

M CAPD's Web Page, designed to help share information department wide and provide access to the programs that staff use most frequently, was launched in July 2002. MCAPD's Web Page is accessible from a network or remote connection and is part of the County Intranet. The Web Page is not available to the public through the Internet. With the advent of our own web page we were able to relocate icons such as the Timesheet, Telephone list, Eligibility Specialist and Program information to the web page in August. Our web page is accessible to all staff and is easy to reach just by launching the Internet Explorer on your desktop.

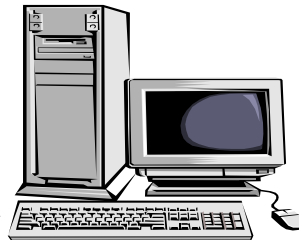
Why the changes?

- **System Efficiency:** With aging equipment, we are making efforts to improve the speed and response time of APD workstations. By moving applications and databases onto the web, workstations start up and run more efficiently. Less software is required to run on the workstation and thus the workstations can work faster.
- **Single source software upgrades:** We can upgrade software at a single location on the web server and with this method we do not have to update every workstation. In this way there are fewer upgrades and less downtime waiting for maintenance to be performed when booting your computer.
- **Network speed** is much faster using web-based applications.
- **Cluttered Workspace comments:** We also made these changes in response to employee comments that there were "too-many icons on desktops."
- **"One-stop-shopping"** for APD service links. The site provides numerous useful features and we plan to add more in the future. It contains links to countywide web sites, address, zip code and phone listings, and forms for common personnel actions, as well as applications needed to initiate RAS or account services. The APD Web page will be the location for all future development, offering a single location where we can conduct much of our daily business.
- **Timely Information:** The web page will also allow us to quickly share information such as reports from Planning & Research and information that Chief Broderick wants immediately available to all staff.

Frequently Asked Questions:

Q: "How do I get to the APD Web Page?"

A: Just launch the Internet Explorer Icon. Select the <http://courts.maricopa.gov/apd/> in the Internet



blue "e," or; Type or paste: Browser address field.

Q: "How do I get to the APD Leave System from the MCAPD Web Page?"

A: "The APD Leave System is titled "Timesheets" under the "Productivity" sections of the APD Web site."

Q: "I prefer to have icons on my desktop. Can I get these back?"

A: If you still desire shortcuts, open the desired application, then save to your "favorites." Or these can be recreated as a shortcut. If you need assistance, call the JIS Help Desk at 506-6311.

Q: "I still want to access and/or print the APD phone directory in the original format."

A: The original format APD phone directory was added to the Web Page in October. ☞

by Mark Hendershot, APD Internet Technology Manager



CLUE #7: The mystery person is predictably in costume on Halloween.
CLUE #8: The mystery person works for Mary Anne Legarski.

The New Probation Revocation Center Opens

The new Maricopa County Superior Court Probation Revocation Center (PRC) opened July 22, 2002. This new specialty court is designed to handle all probation violation cases filed by both standard and intensive probation officers. Cases with condition #1 violations are still transferred out to be combined with the new felony case. Presiding over this court are Judge Carey Hyatt, and Hearing Officers Aimee Faust and Rick Nothwehr. As with the previous probation violation courts, a Court Liaison Officer is assigned to these courts.

This new design for probation violation court allows for more efficient case processing. There are two specialty courts within the PRC, the Mental Health Court and the Domestic Violence Court. Petitions to revoke filed by officers supervising Seriously Mentally Ill or Domestic Violence caseloads are assigned to Judge Hyatt. County attorneys and public defenders with experience in these areas are assigned to the specialty courts. Court Liaison Officers JL Doyle and Joanne Hester are assigned to these courts and work closely with the probation officers in these special caseloads.

The PRC operates on the 8th and 9th floors of the East Court Building (ECB). The Court Liaison Staff has relocated to the 8th floor of the ECB. Also located within the PRC are staff from the Public Defender's Office,

Clerk of the Court, and Court Administration, which allows for better communication between all parties involved in the probation violation process.

To handle the ever increasing volume of cases entering the probation violation court, we now have five calendars per day, with probation violation court being held all day, five days a week. Over the past year, the court liaison unit handled 11,600 cases, compared to 10,759 the previous year. This is an average of 966 cases per month.

Also new to the probation violation courts is the revised probation violation report, which is close to completion. This new report format will eliminate the "combo" report and the court oral report. One simplified report, called the probation violation report, will be used for regular probation violations or violations that involve a new criminal conviction.

Current members of the Court Liaison team include Probation Officers Joanne Hester, Jim Sine, Belinda Subers, Lolita Rathburn, Steven Dunham, JL Doyle, Carol Scott, Rodney Rego, Jackie Sepulveda, Nila Pittam, Tancy Dixon and Corinne McCall. Our Support Staff members include Howard Holmes, Bob Binder and Dawn Fisher and Supervisor Tom O'Connell.

Please stop by anytime to visit the new PRC! ☞
by Tom O'Connell, Court Liaison Supervisor



Probation Revocation Center Staff: Howard Holmes, Nila Pittam, Bob Binder, Joanne Hester, Corinne McCall, Jackie Sepulveda, Lolita Rathburn, Dawn Fisher, JL Doyle, Belinda Subers, Steven Dunham, Judge Aimee Faust, Jim Sine, Tancy Dixon-Holmes, Rod Rego, Judge Carey Hyatt, Carol Scott, Tom O'Connell, and Judge Rick Nothwehr

MCAPD Staff Spread Awareness of Breast Cancer

MCAPD Staff at the Finish Line are proud of their medals. Front from left- Gwen Ruiz, Peggy Gomez, Karen Signorile. Top from left- Klara Smith, Sally Craig



October was Breast Cancer Awareness Month and MCAPD staff participated in a walk to promote awareness of this disease. MCAPD staff enjoyed the great weather as they contributed to raising funds for this worth-while cause. ☞

by Staff Writer

According to the National Breast Cancer Awareness Board (NBCAB) an estimated 203,500 new cases of breast cancer are expected among women in the US in 2002. NBCAB encourages all women to recognize the importance of early breast cancer detection.



Recognizing Employees



IPS PO Tom Weiss receives VOE certificate from Division Director Vicki Biro.

On September 17, the Probation Service Center hosted an Executive Team Meeting, which included a Visions of Excellence (VOE) presentation. The Events Room was packed with departmental employees who recognized and honored the recipients of the VOE awards.

IPS Eastern Division Director Vicki Biro presented IPS Probation Officer **Tom Weiss** with his VOE certificate “for supervising an area with consistently high numbers at PSC; for his willingness to accept dual diagnosis probationers from other officers; for persistently getting the needs of these clients met through the use of Value Options and other agencies; for his work with cognitive based approaches to supervision and offering those classes to his clients. He was also recognized for his work with the new hire training group by teaching Power Struggle classes and for his work with ride-a-longs and community service projects.”

*“You name it,
Tom does it.”*

Additionally, Officer Weiss spent several months as both S.O. and P.O. for his caseload and still managed to assist other officers. You name it, Tom does it! Officer Weiss is truly an asset to IPS and the Department!

IPS Surveillance Officer **Connie Sinsabaugh** was acknowledged “for her commitment to the supervision of her clients and the Mission of the department.” Officer Sinsabaugh also ran an IPS caseload by doing both S.O. and P.O. work while her partner was on an extended leave. She does an exceptional job and deserves to be commended for her commitment to the IPS Division!

IPS Probation Officer **Candy Dennis**’ award was accepted by her supervisor, Janet Kasha. Officer Dennis was honored “for helping the division manage vacancies by supervising two caseloads; for graciously accepting additional responsibilities and doing an exceptional job organizing and completing the various tasks needed to keep two caseloads in order and for her dedication to the East IPS Division.” Officer Dennis shows outstanding dedication to IPS. She is a true team player!

Eastern Field Division Director Julie Begona presented Collector **Bill Isaac** with a VOE certificate “for his hard work and dedication to the FINCOM program, and his consistent approach in resolving monetary delinquencies and achieving long-term compliance.” Collector Isaac’s VOE came from the entire Field Unit 28. Bill does a great job and inspires others. He tackles responsibilities, goes out of his way to help officers with questions or concerns regarding collections, and investigates RFR matters. Bill is known at the PSC as a collector who will go above and beyond, all with a smile on his face!

As I watched the VOE recipients receive recognition, I felt happy and uplifted. It is very rewarding to be part of such remarkable effort and dedication. I think Director Biro said it best when she said, “One of the most important things we do here at Adult Probation is recognize contributions and accomplishments of our staff.” ☞

by Kim Gionta, Administrative Coordinator



Bill Isaac with VOE certificate.

MANAGING FOR RESULTS: The Good, The Bad, and The Ugly



Robert Cherkos
Strategic Planning Coordinator

The image of Clint Eastwood, Eli Wallach and Lee Van Cleef glaring at each other in the longest showdown in cinematic history, may be bit over the top in describing our first year of Managing for Results. But, at the very least, it can be said that there were many very good results to report, as well as the not so good and not so pretty variety.

Keep in mind that the first year was largely dedicated to getting accurate information so we can report our results with a high degree of confidence and establish baselines to track future progress. This is why we did two major random sample studies, customer surveys, and were relentless in getting our monthly stats done correctly.

Do numbers tell the whole story? Of course they don't. There are hundreds of individual success stories -- with some being quite remarkable -- that statistical reports cannot communicate. What statistics do provide is an overall picture of our performance as an agency. They can give us a reasonably accurate idea of those things we do well and areas that we can improve upon.

You may have also been wondering what we found with all of the random samples and surveys that always seem to be in progress. Rather than bore you with pages and pages of information, here are some of the results of our key performance measures for fiscal year 2002 (July 1, 2001 to June 30, 2002). By the way, if you never saw "The Good, The Bad and The Ugly," go rent it. It's a hoot. And don't forget to make lots of popcorn.

Court Reports: One of our goals was to improve the time to submit Presentence reports.

- For fiscal year 2002, the on-time completion rate for Presentence and Combination reports was **98.7%** (19,145 out of 19,397), compared to 95% for fiscal year 2001
- In fiscal year 2002 there were 252 late reports compared to 944 in fiscal year 2001

Crime Reduction: Two of our goals are to reduce the number of probationers committed to DOC to 2 out of every 10, and reduce new felony convictions by 2%. Using random samples and other data, we learned that the baselines for these measures are:

- 28%, or nearly 3 out of 10 are committed to DOC
- The new felony conviction rate is 10.7%

We know from research into "best practices" that treatment and education can influence recidivism and successful completion of probation. To examine this more closely with our population, Marty Soto, Manny Gomez, many of their staff, and Planning and Research, conducted a random sample study of nearly 400 terminated cases. The results were rather revealing and you can draw your own conclusions:

- 35% of probationers have an educational need when placed on probation and 69% of them still have that need when terminated from probation
- 61% of probationers participated in a treatment program while on probation. 75% successfully completed the treatment.
- More than half (53%) of the probationers revoked to prison did not participate in an education or treatment program
- If the probationer successfully completed an education program, 88% of the time he or she did not go to prison.
- If the probationer successfully completed a treatment program, 92% of the time he or she did not go to prison

Customer Satisfaction: By now, you've all probably seen or heard something about the Employee Satisfaction Survey and Forums. In addition to improving staff satisfaction, our goal in this category is to improve satisfaction of our community partners (service providers, neighborhood associations, etc.), criminal justice partners, and victims.

Doug Pilcher, with the help of staff throughout the department, distributed surveys to our community and criminal justice partners in order to establish baseline measures for customer satisfaction. We were able to obtain some valuable information from these surveys:

- 93% of our partners were very satisfied or satisfied with the services we provide

(Continued on page 13)

(Continued from page 12)

- 94% of our partners thought we helped make the community safer
- 87% of our partners stated we responded in a timely manner
- Suggestions for improvement included communication, particularly in being responsive to phone calls and requests for information.

The Victim Services Unit conducts an annual survey of opted-in victims. Our goal is to improve victim satisfaction to 75% by 2005. We are on track to reach this goal.

- 54% of opted-in victims surveyed in fiscal year 2002 were satisfied with MCAPD. This is an improvement from the previous year where 49% of opted-in victims indicated they were satisfied.

Probationer Compliance: Several of these measures are reported to AOC and for Managing for Results. At the end of June 2002 we found:

- 61% of probationers successfully completed probation
- 38% of probationers are compliant with community service (75% IPS, 33% Standard)
- 46% of probationers are compliant paying Probation Service Fees (78% IPS, 44% Standard)
- 48% of probationers are compliant paying restitution (66% IPS, 46% Standard)
- 57% of probationers are employed full-time (66% IPS, 54% Standard)

These are just some of the data we collected during the fiscal year. It does not tell the whole story, but it may be useful to generate some thought and discussion of what we want to accomplish in the future and where we need to make improvements.

If you want more information, have any questions, comments, or suggestions please call **Robert Cherkos** at (602) 506-7390. Don't forget that the Managing for Results Web page can be accessed via the Adult Probation home page or at: <http://www.maricopa.gov/cio/mfr/viewOnlyDept.asp?DID=54>. ☞

by Robert Cherkos, Strategic Planning Coordinator

Cowboys: Alive and Well in the New Millennium

Warrants Officers ask the community for help in locating our fugitive probationers on a daily basis. We usually receive information from friends, family, co-workers and neighbors but on October 31, 2002 I received some help from an unlikely source- cowboys.

A warrant had been obtained by a field officer on a registered sex offender who had a 40-year history of violent crimes and I was just assigned the case. He was reportedly traveling with an eighteen-year-old young man who was mentally challenged. I called the young man's family and they told me they had sent a check to the stables where the young man had been working. I spoke with the owner of the stables who informed me that the two had worked at the stables for a few days but were fired several days before for inappropriate behavior. The owner further reported that he had received a check from the young man's family and that it was still at the stables. I asked the owner to stall the two if they showed up and to call the police and me.

The next day I discovered that the owner of the stables had sent his cowboys out to look for the probationer and his young travelling companion. The cowboys went to the bus station and learned that the two had been there but did not have enough money for two tickets. On a hunch, the wranglers then went to the train yard where they found the pair getting ready to hop on a boxcar. They convinced the probationer and the young man to return to the stables. The probationer told the cowboys that they had picked out a boxcar and were ready to hop on it and travel to North Carolina. Once at the stables, the cowboys called MCAPD and I contacted police. We arrested the probationer at the stables without incident.

While at the stables I had a chance to meet one of these modern day cowboys. He was a rugged older man with white hair and a white beard yellowed around his mouth from countless cigarettes. He wore dusty jeans, a long sleeve flannel shirt a kerchief around his neck and a cowboy hat and boots. All he needed was a six gun and a horse and you'd swear he just walked off of a movie set.

Had it not been for the determination and initiative of the owner of the stables and his real life cowboys it is certain that this probationer would have fled the state and possibly harmed new victims. I would like to thank the owner of the stables and his cowboys for taking an active role in bringing this fugitive back before the Court. ☞

by Chadwick V. Cotner, Warrants Officer

What's All the Fuss About Officer Safety?

Maybe it's the focus on firearms and how carrying one has the potential to change how probationers, law enforcement and community members view our purpose; or maybe it's the fear of how some of our over forty bodies will ever make it over the fence, around the track faster than it takes to put make-up on in the morning or past the psychological exam without revealing our obsession with Reeses Pieces. Whatever the reasons, there seems to be a lot of worry about the officer safety training the department will be implementing next year. I hope to alleviate some of those fears over the next several months by writing a series of articles for this publication that will inform, clarify and help you think about exactly what those fears may be based upon.

Let me begin by addressing how our mission, vision and approach to our work can remain the same and yet provide our officers with safety training and equipment many might say move us to a law enforcement function. Our mission has been to enhance the safety and well being of our neighborhoods. Our approach includes effective supervision and providing treatment opportunities to address the behaviors that lead to criminal offenses. Whether this mission or approach changes is completely up to the employees that make up our department; from the Chief and Deputy Chiefs to the supervisors and officers in our units. By keeping the focus of our work on our mission and holding each other accountable for deviating from that stated purpose, the department that we have grown to love and rely on will become stronger and more effective. The safety training and equipment are just additional tools we need to accomplish our work and be safe in doing so. If we concentrate on those specific tools and forget the others we use daily, we limit our ability to protect the community and ourselves. Let's look at handcuffs as an example. The department recently made the decision that after field officers complete the 40 hour safety training course required by AOC they will receive a set of handcuffs that must be accessible when conducting field work. We can focus our attention on this new piece of equipment and choose not to understand how this will make us become better probation officers, or we can see this as another safety related tool just like our radios, OC spray, verbal skills or Nike running shoes (not issued by the department). I believe by choosing the former our mission and approach will indeed change at the detriment of the community and our staff. Seeing handcuffs as just another tool allows us to keep the focus on providing the supervision and services we know works with our offenders.

“The safety training and equipment are just additional tools we need to accomplish our work and be safe in doing so.”

Maricopa County Adult Probation Department

Mission

To Enhance the Safety and Well Being of Our Neighborhoods.

We accomplish this through:

- * Working in partnerships with the community to provide research-based prevention and intervention services;
- * Assessing offenders' risk/needs in order to help guide Court decisions and to apply the appropriate level of services;
- * Managing offender risk by enforcing Court orders, affording opportunities for pro-social change, and expecting law-abiding behavior and personal accountability;
- * Facilitating victim involvement and restorative justice services;
- * Recognizing and rewarding staff performance and

2002

Much of our fear in this area comes from the unknown or uncertainty of the policies and procedures that will be implemented. How will these changes affect my work on a daily basis? What happens if I can not do some of the physical training or requirements? How will I be able to add 40 hours of training to my already busy schedule? These unknowns can best be addressed by becoming involved in how these changes will occur. At least five new safety related policy drafts have been sent to staff for input or suggestions including Use of Force, OC Spray, Handcuffs, Batons and Firearm Standards. The department wants you to have a voice in how these changes affect your job by reading these drafts carefully and providing your constructive thoughts. Now is not the time to wait and see what happens. Eleanor Roosevelt once said, *“You gain strength, courage and confidence by every experience in which you really stop to look fear in the face. You must do the thing you think you cannot do.”* ☞

by Zachary Dal Pra, Deputy Chief

Welcome New Hires!

On October 24, 2002, twenty six new probation and surveillance officers took their oath of office in a ceremony officiated by the Honorable Thomas O’Toole and Chief Barbara Broderick. ☞



Back row from left: New Probation Officers- Jeff Skelton, Kit Tree-Wood, Kim Westphal, Rebecca Riach, Daphne Haslerig, Heidi Smith, Lisa Marotta, and Teri Dane.
Front row from left: Judge Thomas O’Toole, New Probation Officers Jeannie Fox, Joi Guillroy-Alicea, Chris Black, Rebecca McCaleb, Elizabeth Sunnucks and Chief Barbara Broderick.



From left: Chief Barbara Broderick, and New Surveillance Officers Juan Ruiz, Maria Chanto, Brian Burrer, Julie Quiroz, Robert Pedron, Bill Fye, Cuong Nhan, Troy Truvillion, Julie Mohr, Ken Meyer, Abbie Hernandez, Zach Bruns, Danny Hutchinson, and Judge Thomas O’Toole.



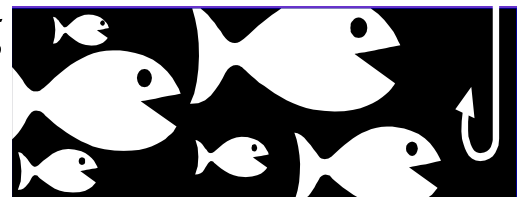
Clue # 9: The mystery person has short, black hair.

Clue #10: The mystery person has FARE’d well with humor and laughter.



Supervisor Roger Vallie’s hidden talents as a “RAPPER” garnered the Respect of his colleagues during the Managers’ Forum.

There’s Something Fishy About the Managers’ Forum



Fish were flying at the APD Managers’ Forum held at Mesa Community College on September 18, 2002. You might ask, What do fish have to do with the Managers’ Forum? Staff at Pike’s World Famous Fish Market in Seattle have mastered the art of having fun at work. They are sharing their insights and methods in two videos that are currently quite popular in the business world. The forum, dedicated to the topic of Respect + Recognition = Morale, included a viewing of these videos. The Western Division managers planned this forum and skillfully blended the serious topic of morale during hard times with a playful exploration of having fun at work. Dr. Susan “Skip” Pollack from Mesa Community College provided levity and insight in an illuminating keynote address. She talked about how morale is affected by change in an organization. NCTI graciously contributed their services by facilitating the forum and breakout groups. Ninety-nine percent of participants found the forum relevant or very relevant both to their jobs as a supervisor and to the mission/vision of the Department. It was a lot of fun, too, and there’s something to be said for that! ☞

by Cathy Wyse, General Project Planner

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Your Stories Wanted!



Interested in submitting articles, announcements or success stories to *The Chronicle*? E-mail submissions to Merci at

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Success Stories Welcome!

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Access *The Chronicle* on-line at:

On the Internet go to <http://www.superiorcourt.maricopa.gov/adultPro/misc/chronicle.asp>

On the Maricopa County Intranet go to <http://jis.maricopa.gov/apd/newsletter/chronicle.asp>



As of June 1, 2002, the editorial policy of the Chronicle is as follows:

1. All articles and pictures submitted for publication in the Chronicle are subject to acceptance and editing.
2. If an article receives significant edits, changes, additions, or deletions it will be returned to the writer for review before publication.
3. Good quality photos focusing upon the subject of the article may be submitted. All people in photos must be identified.
4. All non-employees in pictures must have a signed "Publications-Consent for Release of Information" on file. A copy can be obtained from Merci Hernandez.
5. All probationers identified in articles must have a signed "Publications-Consent for Release of Information" on file. A copy can be obtained from Merci Hernandez.
6. Articles submitted for the Chronicle may be reproduced in other publications.