

# CHRONICLE

ISSUE: JANUARY - MARCH 2025

MARICOPA COUNTY ADULT PROBATION DEPARTMENT



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# CHIEF'S CORNER



Change is constant, but growth is gradual. This March represents two years since the launch of a statewide initiative to replace the adult probation case management system. The project was designed to transition from a homegrown system to a commercial off-the-shelf case management system which would offer modernization and mobility. Since that launch, substantial work has resulted in 14 of the 15 counties in Arizona operating within the new system. Our Department is the largest and most complex due to the integration between the current system and the Maricopa County Superior Court's case management system. We have seen substantial growth since launching the project, and we are excited to conclude that project when Maricopa goes live.

I shared in the last edition of the *Chronicle* that we are using 2025 to enhance our work and connection to evidence-based practices for community corrections. We are considering how we can assess our present work and are continuing to set and define those goals. Continuing the theme of "change is constant but growth is gradual," we were pleased to welcome Dr. Alexandra Walker, from the Alliance for Community and Justice Innovation, to speak to the Maricopa County Adult Probation Department (MCAPD) management team at the quarterly Leadership Forum in March. Dr. Walker also did an afternoon session for approximately 80 staff. Her presentation was on resilient optimism, and I love the phrasing there. Our work is challenging. Trying to get to the root cause of what happened in someone's life that led to involvement in the criminal justice system is hard. Attempting to deal with those root causes in a way that is responsive to who that person is, in a way that results in seeing that person permanently exit the justice system, that takes both optimism and resilience. She talked about the importance of failure and harvesting the learning that comes from it. We learned about the importance of being aware and intentional of where we put our focus. Where I put my focus determines my motivation, my emotions, my mindset, and my priorities, among other things. For example, I try to focus most on what could be, what our potential is, what I have the ability to influence, and what I can uniquely bring to the challenges set before us. When I am focused on things outside of my control or ability to influence, discouragement and frustration (or worse) can quickly set in. Dr. Walker's approach is valuable not simply for us in community corrections or even just professionally, it is a key to remaining resilient and optimistic in all we're involved in as change is constant. Growth is gradual, but over time it can come with intentionality. She talked of the benefit of people improvement versus simply process improvement and that it starts with each of us individually—our mindset, our approach, our perspective and what gets our focus. I am grateful for Dr. Walker and her heart for not just our work but for people.

Finally, Chief of Supervision Services Ted Milham will retire before the next edition of the *Chronicle* is released. The Department's three deputy chiefs are absolutely critical to the effective operation of the Department, and while it would be hard to summarize all they do for MCAPD, I rely on them heavily and am grateful for each of them. Ted has served the Department for over 26 years in a variety of capacities including in his present assignment for over four years. I am grateful for Ted's leadership and excited for Ted and his family. We also welcome Rebecca Britt, who continues her career with MCAPD, serving as chief of that bureau effective on March 3, 2025. MCAPD's future remains bright, and we look forward to what is ahead in 2025.

*Michael P. Cimino*

Michael P. Cimino

Chief for the Maricopa County Adult Probation Department





# NEWS & INFORMATION

## HUMAN TRAFFICKING PREVENTION MONTH

By Amy Taylor

The MCAPD is collaborating with Dr. Dominique Roe-Sepowitz, Professor and Director of the Office of Sex Trafficking Intervention Research (STIR) at Arizona State University, to establish the Sex Trafficking Survivors Workgroup. MCAPD's Sex Trafficking Survivors Workgroup consists of approximately 20 employees from within the Department who are passionate about identifying and preventing sex trafficking and are eager to learn how to educate their peers. Throughout the year, the workgroup will team up with Dr. Roe-Sepowitz to develop a training initiative to educate MCAPD staff on sex trafficking. The goal is to provide staff with key indicators of sex trafficking and what to do if someone is suspected of being trafficked or is a trafficker. As the Department has hundreds of probation and surveillance officers in the field across the county providing community supervision, this training will help them identify potential victims and suggest follow-up actions to consider.

In January, National Human Trafficking Prevention Month, the workgroup shared the following information with MCAPD staff in hopes of spreading awareness and starting conversations on the severity of the subject matter:

### CHARACTERISTICS OF TRAFFICKING SURVIVORS:

- Criminal history includes arrests for prostitution or domestic violence
- Unusual tattoo branding or markings
- Dominating/controlling “boyfriend/friend” who is always present at probation visits
- Dominating/controlling “boyfriend/friend” who speaks for the individual
- Lack or loss of identification
- Living in a hotel or moving to different hotels frequently
- Signs of physical restraint or abuse

### CHARACTERISTICS OF TRAFFICKERS:

- Unstable housing, chronic hotel stays
- No valid employment and in possession of high-dollar material items
- Presence of multiple unrelated women in the home who may be unable to produce identification
- Criminal history will often include domestic violence offenses
- Documented gang involvement that involves sex trafficking

Judicial Branch staff interested in more information related to this, please check out the Sex Trafficking Survivors Workgroup page on APD Connect, an internal SharePoint page. The workgroup looks forward to this opportunity to educate MCAPD staff while implementing ways to help survivors of sex trafficking.

# VETERANS STANDDOWN EVENT

By Carol Arteaga

Department staff attended the Maricopa County Veterans StandDown event, held March 13–14, 2025, at the Arizona State Fairgrounds, hosted by the Arizona Veterans StandDown Alliance. The MCAPD's Financial Compliance (FINCOM) Unit, Branch judicial officers, and staff from the Branch's Criminal Department and Law Library Resource Center were present to provide additional resources and services to justice-involved Veterans at the event.

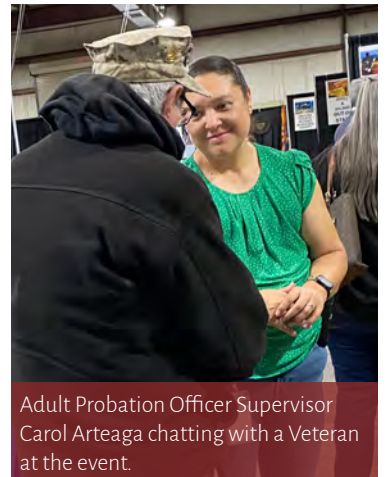
The Veterans StandDown event is a transformative community initiative, passionately dedicated to empowering Veterans experiencing homelessness to "stand down" from the overwhelming challenges they face on the streets. By offering vital services and resources—including food, clothing, shelter, medical and dental care, mental health support, substance abuse treatment, legal assistance, housing, and employment opportunities—this event shines as a beacon of hope in the lives of those who have served our country.

The term "stand down," rooted in military terminology, embodies a critical pause in the battle. In the context of Veterans experiencing homelessness, it represents a crucial opportunity for respite, enabling them to access the essential support and resources they deserve.

This remarkable event is brought to life by the collaborative efforts of local government agencies, non-profit organizations, and dedicated volunteers, uniting a diverse array of service providers to deliver comprehensive assistance to Veterans in need. These services are instrumental in helping Veterans reconnect with society, find hope, and embark on the journey of rebuilding their lives.

The Department's Veterans Court probation officers, in partnership with FINCOM, are resolutely committed to addressing the legal challenges faced by Veterans, including assistance in resolving payment delinquencies, quashing warrants, and terminating probation grants—empowering Veterans to reclaim their lives with dignity. At the 2025 event, FINCOM successfully assisted 187 Veterans in preparing for court hearings to address outstanding balances and court-ordered fines and worked closely with the Clerk of the Court and the Public Defender's Office to educate and inform Veterans on options for their court-related matters. Together, they processed 143 active probation cases during both the pre-event period and the Veterans StandDown event.

The FINCOM team is deeply honored to play a pivotal role in this mission, fostering hope and providing unwavering support to the Veteran community. Veterans StandDown is more than just an event, it is a powerful testament to the profound difference that immediate assistance and lasting connections can make in the lives of Veterans, offering a renewed beginning by addressing and resolving their legal matters. For more information on this important event, visit the [Arizona Housing Coalition](#).



Adult Probation Officer Supervisor Carol Arteaga chatting with a Veteran at the event.

"As members of the community, we are grateful to those who have served our country as members of the Armed Forces. In recent years, there have been a number of new laws to help justice-involved individuals get a fresh start, and we want our Veterans to know just how many resources actually exist to help them with legal issues. Having outstanding or old legal issues doesn't need to be an impediment to moving forward in your life."

**Criminal Department Administrator Nicole Garcia**



MCAPD staff at the Veterans StandDown event.

# RESILIENT OPTIMISM

By Savanna Hopp and Alex Coppess

On March 10, 2025, the Department had the opportunity to learn more about resilient optimism with a talk presented by Dr. Alexandra Walker, Director of Community Relations and Strategy with the Alliance for Community and Justice Innovation. Dr. Walker shared with staff how to build hope and ignite passion by embracing resilient optimism.

Dr. Walker emphasized to the group, “Resilient optimism is a skill which requires practice, feedback, and an infinite approach to learning and growth. When we transform ‘failure’ into opportunities for growth and learning, we unlock possibilities for ourselves and our organizations.” She asked session attendees to share and discuss their own stories of when things they had hoped for didn’t go according to plan in the field or the workplace. Specifically, she asked everyone to share a time when there was an individual under supervision on their caseload that they had had high hopes for, made good progress, and then experienced deflating failure. Dr. Walker provided direction on how to avoid getting stuck in failure and how to ‘fail forward.’ She also offered guidance on how to refocus in volatile and uncertain situations. Advice included being intentional about where to direct focus, preparing for when things go wrong, connecting with others (especially those with different perspectives), and addressing negatives by looking for opportunities.

Judicial Branch staff interested in more information related to this presentation and past presentations are encouraged to visit the Team Forum Committee’s page on APD Connect, an internal SharePoint site. Additional free resources, webinars, and tools are available to the public by visiting [ACJI.org](https://www.acji.org).

## PEER SUPPORT TEAM FOR ADULT PROBATION STAFF

By Maura Isom

### What is Peer Support?

Peer Support is a 24-hour confidential resource available to any Adult Probation employee experiencing challenging events and/or elevated levels of stress, no matter if it is personal or job-related. The Peer Support Team was created from the belief that leaning on co-workers in times of stress promotes strength, wisdom, and resilience. There is no denying the fact that difficult moments will arise in the community supervision workforce. The hope is to capitalize on the value of staff joining together during those challenging times to appreciate the sacrifices Department employees experience in their service to the community. The Peer Support Team values the privacy of employees, and anonymity, and adheres to confidentiality provisions.

The Peer Support Team has held “meet and greet” events for Adult Probation staff, one at Black Canyon Building (BCB) in October 2024 and one hosted at Southeast Justice Center (SEJC) in February 2025. At these events, several members of the Peer Support Team were present to answer any questions, inform staff about the benefits of the program, and plan fun activities for staff who attended. The next Peer Support Team “meet and greet” for staff will be in May 2025! Adult Probation staff, keep an eye out for internal messaging for more information.

Adult Probation staff interested in more information, including documents and resources, please visit the Peer Support page on APD Connect, an internal SharePoint page.



MCAPD Peer Support Team (some members were not present.)

# MOVEMENT OPPORTUNITIES WITHIN THE DEPARTMENT

By Hannah Mercier

Before applying to be an adult probation officer, I was not aware of all the different specialized units and caseloads available for us to supervise. The ability to move and supervise different caseload types throughout our careers provides flexibility in workload, reduces burnout, leads to new skills and training, and helps develop skills for future promotional opportunities. Here are a few specialized assignments available for probation and surveillance officers, administrative staff, and supervisors within MCAPD.

## DRUG COURT

Through intensive treatment, frequent drug testing, motivational incentives, swift sanctions, and frequent court intervention, participants learn the skills to lead a substance-free and pro-social lifestyle. The judicial officer, defense attorney, probation officer, and treatment provider work together to assist participants in Drug Court in their recovery and in being successful on probation.

## INTENSIVE PROBATION SUPERVISION (IPS)

Smaller caseloads provide the opportunity for probation officers to develop a rapport with the high-risk justice-involved individuals on these caseloads, their families, treatment providers, employers, and the community. Probation officers utilize motivational strategies and skill development to reduce recidivism and foster positive behavioral change.

## JUSTICE-INVOLVED WOMEN (JIW)

This program utilizes a trauma-informed approach, focusing on gender-specific behavioral interventions and resources aimed to address women's pathways into the system and promote independence, confidence, and self-sufficiency.

## JUVENILE TRANSFER OFFENDER PROGRAM (JTOP)

JTOP supervises youth dealing with gang involvement, violent behavior, mental health issues, lack of education, and limited family support. The program utilizes rewards and incentives to recognize and encourage positive behavioral changes.

## MENTAL HEALTH COURT

This therapeutic, problem-solving court promotes treatment and engagement with services and housing in the community instead of relying on jail sanctions for individuals on probation who are experiencing mental health challenges.

## PRESENTENCE INVESTIGATIONS (PSI)

In PSI, before an individual is sentenced, probation officers compile reports that allow the voices of victims to be heard, assist in evaluating a defendant's risk of reoffending, and provide sentencing recommendations to the Court.

## VETERANS COURT

Veterans struggle with an array of complex issues when reintegrating into the community such as substance use, mental health, homelessness, and unemployment. This program promotes rehabilitation, and more fully utilizes additional treatment and social resources available to Veterans to address underlying issues while on probation.

Additional opportunities for assignment within MCAPD include:

Community Reintegration, Court Liaison, Domestic Violence (DV), DUI Court, Fugitive Apprehension Unit (FAU), Initial Appearance, Interstate Compact, Minimum Assessed Risk Supervision (MARS), Re-Entry, Sex Offender, Staff Development/Training, Standard Probation Supervision, Unsupervised Probation Supervision, and White Collar.



# RECRUIT FOR MCAPD!

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

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

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

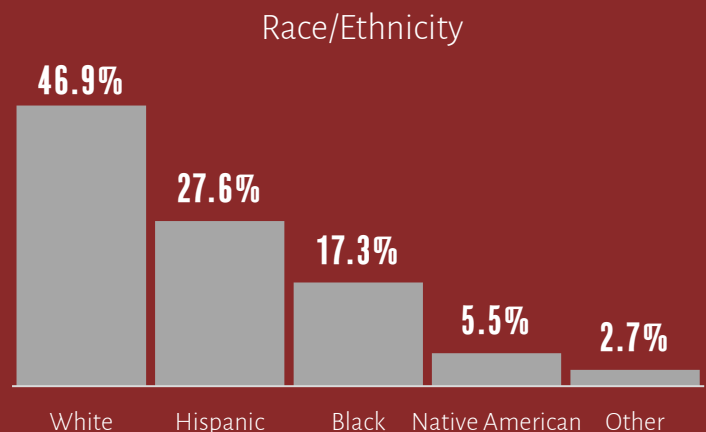
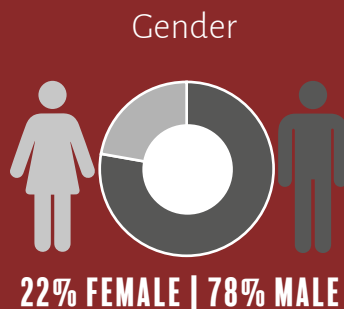
Email [apdrecruitment@jbazmc.maricopa.gov](mailto:apdrecruitment@jbazmc.maricopa.gov) for more information.



## DATA CORNER

The Judicial Branch of Arizona in Maricopa County produced a Fiscal Year (FY) 2024 Annual Report that was shared with the Arizona Governor, legislature, court officials, and the public. The "By the Numbers" section of the report provides demographic and descriptive statistics on the County's adult probation population, among other statistics. This data comes from the Department's case management system. Below are the demographics of individuals who were on active probation within MCAPD as of June 30, 2024.

### MCAPD PROBATION POPULATION - FY2024



For more about MCAPD's probation population, view the FY2024 Branch Annual Report online (pages 63-64), [click here](#).





# ACHIEVEMENTS & CELEBRATIONS

## MCAPD WELCOMES A NEW NOTES GRADUATION CLASS

By Donald Cole

Please join the Staff Development and Safety Unit in welcoming 16 new probation officers, three surveillance officers, three supervisors, one division manager, and one deputy chief to the Department. The officers completed six weeks of New Officer Training, Education, and Skill-building (NOTES) classes, which included Defensive Tactics Academy and the Administrative Office of the Courts (AOC) Probation Officer Certification Academy. Additionally, the officers completed a three-week transition phase to provide Staff Development trainers with the opportunity to work with the officers and their new cases to apply the knowledge they gained from their training to their assignments. During this timeframe, officers worked in cohorts to create petitions to revoke, criminal history documents, and orders of discharge. They also had the opportunity to review early terminations, earned time credit, and other documents that probation officers generate regularly within their caseloads.

The officers finished their academy with a swearing-in ceremony led by Chief Michael Cimino of MCAPD and Hon. Kevin Wein, Criminal Department Judge, on March 7, 2025, at the Supreme Court building in downtown Phoenix.

In addition to the officers, newly promoted staff were sworn in. Danielle Abbott and George Lazar were promoted to supervisors of standard units at the Sunnyslope office. Greg Moreno was promoted to Probation Administration Supervisor at the Southeast Justice Center (SEJC). Casey Martinez was promoted to Division Director of the Presentence Division, and Rebecca Britt was promoted to Deputy Chief Probation Officer of Supervision Services.



MCAPD staff take a break from NOTES class.



Defensive Tactics (DT) training.



MCAPD staff take a break from NOTES class.

## NEW OFFICER ASSIGNMENTS

### Black Canyon Building (BCB)

- Standard Probation Officer Dominique Goodin
- Mental Health Probation Officer Briley Conliff
- Sex Offender Surveillance Officers Tamika Maxwell-Worley, Danielle Owens

### Southeast Justice Center (SEJC)

- Standard Probation Officers Stefanie Marsland, Bianca Ramirez, Chelsea Opper
- Mental Health Probation Officer Chayla Hirz
- Domestic Violence (DV) Probation Officer Kamar Wade

### Southwest Regional Court Center (SWRCC)

- Standard Probation Officer Christina Ventura
- Presentence Probation Officer Paul Christie

### Southport

- Standard Probation Officer Jairo Resendiz Chavez

### Sunnyslope

- Standard Probation Officers Marisa Hagerich, Nghi Hua, Brienne Bigolin, Walter Medina

### Western Regional Court Center (WRC)

- Standard Probation Officer Christian Mays
- Mental Health Probation Officer Sarah Fernandez
- Sex Offender Surveillance Officer Michael Coleman



# PROMOTIONS

Congratulations on  
your new positions!



**REBECCA BRITT**

Deputy Chief  
Supervision Services

Rebecca Britt began her career with the Department in 2004 as a probation officer supervising Mental Health and IPS caseloads. In 2010, Rebecca was promoted to supervisor. In this position, she transitioned into the leadership role of supervising standard, IPS, Drug Court, and JTOP units. She served as a supervisor for 10 years before her promotion to division director in 2020. As division director, she led both standard field and sex offender divisions, focusing on staff and supervisor development.

Rebecca has led several key projects and initiatives including those related to risk reduction, performance management, and organizational change. Her skillset allows her to unite groups to complete complex tasks that evolve around a common goal. As a leader, Rebecca has continuously provided a thoughtful and caring approach throughout her professional career. She brings 15 years of leadership experience as a member of the Department's management team.

On March 3, 2025, Rebecca started her role as Deputy Chief of Supervision Services.



**CASEY MARTINEZ**

Division Manager  
Presentence Division

Casey Martinez joined the Department in 2011 as a field probation officer, where she supervised standard and IPS caseloads. During her time in the field, she was a Thinking for a Change and Decision Points instructor and was certified in other community corrections programs. In 2021, Casey was promoted to supervisor leading a standard field unit out of the Scottsdale probation office. More specifically, this included MARS caseloads and, most recently, the white collar team.

During her career in leadership, she has participated in additional activities, including policy development, and is currently working with the absconder project workgroup. Additionally, she is an instructor for the Exploring Leadership and Management (ELM) Program and a member of the Scottsdale Morale Committee and the Department's Search Committee.

On March 3, 2025, Casey assumed leadership of the Presentence Division. She looks forward to making a positive impact and working alongside other leaders throughout the Department.



MCAPD Chiefs Jason Walker (Specialized Services), Ted Milham (Supervision Services), Brandelyn Jackson (Pre-Disposition and Administrative Services), Rebecca Britt (Supervision Services), and Michael Cimino (Adult Probation Chief).





Danielle Abbott began her career with the Judicial Branch in 2012 as a juvenile detention officer. After a brief time with Juvenile Probation, Danielle joined the MCAPD as a surveillance officer in 2014. In this role, she worked at the Garfield residential facility in a DV unit. In 2018, Danielle was promoted to probation officer and supervised a standard caseload until transferring to FAU in 2020.

Since transferring to FAU, Danielle has continued developing her leadership by focusing on officer safety and becoming a firearms instructor in 2023. In this role, she has assisted with several FAU safety trainings and field staff with one-on-one training. In addition, Danielle has a passion for training and mentoring new FAU officers and became a field training officer for the unit. Danielle is looking forward to this new chapter of her career supervising a standard team out of the Sunnyslope office effective January 6, 2025.



George Lazar began his career with the Department in 2019 as a standard field officer based out of the Southport office. Three years later, George transferred to IPS in 2022. George has consistently supported others through growth and transition, serving as a mentor to new hires and staff transferring into IPS.

With a desire to assist others in safety, George serves as both a Defensive Tactics and Firearms instructor. He also strongly understands the importance of self-care and is a member of the Department's Peer Support Team. In addition, George is a member of the Communication Committee and has earned a Lean Six Sigma Yellow Belt certification. George looks forward to leading and mentoring his new standard unit out of the Sunnyslope office effective January 6, 2025.



Greg Moreno began his career with the Department in 2012 in the Programs Division. After, he was promoted to presentence screener and transferred to the Presentence Division, where he has spent most of his career. Greg has contributed to multiple workgroups within the Presentence Division throughout the years and is currently participating in the Department's new case management system workgroup. Greg has also served as a trainer for new staff in the Presentence Screener Units over the past year.

With his promotion, Greg will now oversee staff at the Mesa, Southport, and Scottsdale offices.

His appointment as probation administration supervisor was effective February 17, 2025.



# PRIDE

## 1st Quarter Awards - 2025

### PEOPLE RECOGNIZING INDIVIDUAL DEEDS OF EXCELLENCE



## WHAT ARE PRIDE AWARDS?

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

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

**MCAPD COMMUNICATIONS CENTER:** Alyssa Colvin

**BLACK CANYON BUILDING (BCB):** Brady Hammer, Brenda Aldaco, Carol Arteaga, Danielle Owens, Desirae James, Geneva Rodriguez, Kayla Cathcart, Kiesha McKnight, Lizette Gallardo

**CENTRAL COURT BUILDING (CCB):** David Gonzalez

**DOWNTOWN JUSTICE CENTER (DTJC)** Andrew Hoy, Maura Isom, Sinisa Malisanovic

**DURANGO CUSTODY SERVICE CENTER (CSC):** Megan Merker

**DURANGO/WESTPORT:** Derrick Knott Jr., Greg Miller

**INTAKE, TRANSFER, AND RELEASE (ITR):** Cameron McGuire, Victor Atchison

**LUHRS:** Arthur Hernandez, Julie Lovejoy

**SCOTTSDALE:** Kora Witthun, Lane Gunderson

**SOUTHEAST JUSTICE CENTER (SEJC):** Abdul-Salam Noah, Alex Moore, Amanda Howe, Brittany Lambeth, Carlee Hanratty, Courtney Alden, Jamie Fares, Lisa Brooks, Stephanie Rivera

**SOUTH COURT TOWER:** Anthony Palmer, Cedric Johnson

**SOUTHPORT:** Juan Saavedra Jimenez, Tianna Parrish

**SUNNYSLOPE:** Michelle Zuech, Sean Thomas

**SOUTHWEST REGIONAL COURT CENTER (SWRCC):** Gabriella Mendoza, Pricilla Carrillo

**WEST COURT BUILDING (WCB):** Brandon Kruggel, Eugenia Valencia, Joscelyn Symonds, Kacie McLeod, Rodney Rego, Roxanna Varela, Tara Kraver, Victoria Lawrence

**WESTERN REGIONAL COURT CENTER (WRCC):** Christian Popovici, Delfina Villareal, Ines Jankovic, Jennifer Desiderio Segundo, Karen Abee, Megan Smith, Odell Kimbrough



# VOICE

## A DAY IN THE LIFE - FAU ADULT PROBATION OFFICER

Jeff Fischer is an adult probation officer in the Fugitive Apprehension Unit (FAU). He started with MCAPD in October 2004. Jeff's first assignment was as a standard field adult probation officer out of the old Probation Service Center. Jeff transferred to a DV unit as he was completing his probationary period as a field officer. From there, Jeff moved to an IPS unit, eventually moving to FAU in 2011. Jeff answered questions to help give insight into his role with MCAPD, see next page.

### Background information about FAU:

The FAU is tasked with investigations of newly assigned probation and pretrial warrants for justice-involved individuals who have absconded from probation supervision, have warrants issued for arrest, or have failed to appear for court. FAU also collaborates with field probation officers on searches and with local law enforcement. In addition to their caseload responsibilities, FAU probation officers are scheduled two days each month to assist the field with field office arrests and transportation of arrested individuals to the ITR facility. There are three units in FAU with a total of 23 field probation officers who apprehend individuals from over all of Maricopa County. The team also has support staff, caseload administrators, and an intelligence analyst. Before making an arrest and starting the search, FAU probation officers spend a significant amount of time conducting a thorough review of each newly assigned warrant. FAU probation officers work closely with local, state, and federal law enforcement agencies to assist with the apprehension and arrest of individuals with an outstanding warrant. Partnerships with other agencies are critical in ensuring individuals are apprehended as quickly and safely as possible.

Department probation officers interested in joining FAU are expected to have excellent verbal and written communication skills, attention to detail, and the ability to use electronic resources to locate individuals who absconded. It is also important to have knowledge and familiarity with MCAPD policies and procedures, evidence-based practices, specialized caseloads, community programs, and resources. Lastly, FAU probation officers are organized, proactive, flexible, dependable, and team-oriented.



### SEARCHES

A search consists of a team of probation officers, collaboratively with local law enforcement, sweeping a supervised individual's resident or property for illicit weapons, substances, or items the individual was court-ordered to not have possession of. Searches are one of the primary tasks probation officers perform to ensure community safety.

## A DAY IN THE LIFE INTERVIEW WITH JEFF FISCHER

### WHAT IS YOUR MAIN RESPONSIBILITY?

**JEFF:** *My main responsibility is to safely and effectively clear outstanding probation warrants. In addition, I am required to provide transport coverage several times a month and assist the field with office arrests and transports. I assist the field with coordinating and performing searches on individuals who are on probation and provide support to my fellow officers as needed. I utilize my supervisor for guidance and to staff cases to determine the best outcome for locating individuals and protecting the community.*

### WHAT DOES YOUR TYPICAL DAY LOOK LIKE?

**JEFF:** *I don't think we have a typical day in FAU. Our job is fluid, and we are constantly shifting from working on new cases, documenting our efforts in the case management system, tracking arrests, locating and arresting individuals assigned to FAU, and helping our peers in the field with arrests, transports, and searches. We monitor our phones and check our emails while interacting with local law enforcement on individuals on probation who may be under investigation by police departments. I would say staying organized daily is a strong component for probation officers in FAU as we each track our cleared cases each month.*

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

**JEFF:** *In FAU, despite each of us carrying a caseload, we wear a lot of hats. We train monthly as a unit, improving our skillset with firearms training, defensive tactics, and building clearing. Something others may now know is that the Department began equipping FAU vehicles with metal partitions at the onset of the pandemic. This allowed FAU probation officers to transport individuals to the ITR facility themselves, lowering wait times in the field and area offices (as transports were previously done with local law enforcement assistance).*

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

**JEFF:** *We (FAU) receive warrants from the Field Supervision and Pretrial Services Divisions. Based on incoming cases, FAU routinely interacts with the field gathering additional information to help locate the individual on probation supervision and assist in getting them to court. In addition, FAU interacts with the field daily while on transport duty. Sometimes this involves FAU taking a justice-involved individual who was arrested to the hospital to be medically cleared before being booked at ITR. Lastly, FAU assists the field with search requests. FAU will collaborate with probation supervisors, probation officers, and local law enforcement to detain the individual, transport them to their residence, and clear the residence with police so the field probation officers can complete their search of the residence.*

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

**JEFF:** *I have really enjoyed the opportunity to be able to have a variety of assignments as an adult probation officer, making me a well-rounded probation officer. I continue to enjoy the interaction with the field and meeting both older and newer officers. There is always room to grow with our ever-changing population.*

# DEFENSIVE TACTICS: OLEORESIN CAPSICUM DAY

By Briley Conliff

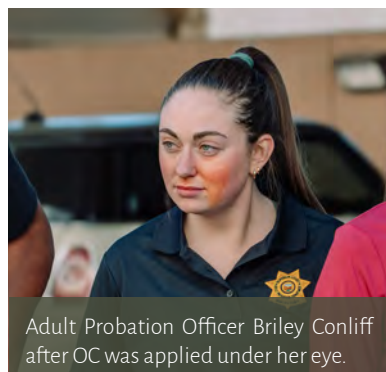
During my time in the NOTES Academy, which all MCAPD officers attend before taking on a full-time caseload, I gained valuable skills and insights into various policies and tactics used daily by the Department's probation and surveillance officers. One of the most memorable and intense experiences was 'OC day.' As part of the training, we were exposed to the effects of Oleoresin Capsicum (OC) spray, also known as pepper spray. We were required to have OC spray applied under our eye and nose to fully understand its impact on our ability to see, breathe, and think. This day tested both our mental and physical resilience, as we were trying to stay composed while enduring discomfort, including burning sensations in our eyes and on our skin. It was an eye-opening (pun intended) experience that reinforced the importance of controlling our reactions while experiencing a situation that we could find ourselves in.

## DE-FEN-SIVE TAC-TICS

### NOUN

the methods and techniques used to safely and effectively control and restrain an individual focusing on verbal and physical skills to de-escalate situations to ensure the safety in everyone involved.

The OC day was not only a physical test but also a mentally challenging situation. To think about being in a situation where my ability to see, breathe, and think could be altered was nerve-wracking. After the weeklong course of learning physical defensive tactics (DT), getting OC exposure made me take a step back and make sure I felt prepared for any situation I could encounter while on the job. This experience was a pivotal moment for me during DT training week and enhanced my understanding of the importance of DT. The most important lesson I took was preparation. Our trainers and all the DT trainers ensured that every officer left DT week feeling prepared. DT week and OC day gave me the confidence that I was adequately prepared to handle situations I may encounter as a new probation officer. I enjoyed learning about my capabilities with defensive training and I look forward to participating in as many DT refreshers as possible to stay prepared.





# THE MCAPD'S JUSTICE-INVOLVED WOMEN PROBATION OFFICERS PRESENT AT APPA

By Angel Camacho, Darcy McLeod, and Karla Rahn

The MCAPD staff typically attends American Probation and Parole Association (APPA) training institutes to learn from other probation and community corrections departments across the country and bring back knowledge to the Department. We (Angel Camacho, Darcy McLeod, and Karla Rahn) had the opportunity to present in a workgroup session for attendees at APPA's 2025 Winter Conference held in Las Vegas, NV. Being Justice-Involved Women (JIW) probation officers and part of the JIW Program from the very beginning, we were excited to present our session titled *Rethinking How We Supervise Women on Probation*.

It was exciting to be able to talk about the Department's JIW Program, report the success we have personally seen with women on our caseloads, and answer any questions the conference attendees had. Attendees were able to learn the steps MCAPD has taken to improve the way in which we supervise women, including how we assess their risk to reoffend, and the different resources we provide. Additionally, they were able to learn about ways to identify the different risks and needs that make women offend for reasons that are different than their male counterparts. We also educated attendees about the Women's Risk Needs Assessment (WRNA), and the need for gender-specific programs with equity in supervision.

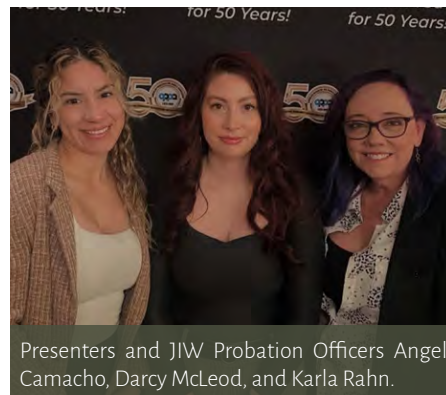
Lastly, we wanted to provide a hands-on learning experience for attendees. After providing an overview of our eligibility screening process for supervision on the JIW caseloads, attendees were given examples of women who are on probation and asked to conduct their own eligibility screening.

In the span of the 60-minute session, we took questions pertaining to the screening of caseloads, and the assessment we provide. One big takeaway was the amount of support from other probation departments in attendance, along with MCAPD probation officers and the Executive Team. We truly enjoyed the experience at our first ever APPA Conference as both attendees and presenters.

## APPA ARTICLES

The American Probation and Parole Association (APPA) held their biannual training institute in Las Vegas on January 26 – 29, 2025. Many MCAPD staff had the pleasure of attending the workshops provided and have written articles on an array of topics to share what they learned with fellow employees.

- *Redefining the Pretrial Paradigm: A New Model of Success-Based Pretrial Supervision*
- *Maintaining Mental Health in Community Corrections*
- *The Just Trust & In Their Shoes: Navigating Community Supervision*
- *Are You Talking Too Much? Asking Not Telling: A Leader's New Formula for Success*
- *SafeWrap™: The Future of 2-on-1 Restraint*



"I think it was a great way to share insight for other departments wanting to start an initiative for a JIW caseload. We truly enjoyed the experience at our first ever APPA Conference as both attendees and presenters."

**JIW Probation Officer  
Angel Camacho**



## ***REDEFINING THE PRETRIAL PARADIGM: A NEW MODEL OF SUCCESS-BASED PRETRIAL SUPERVISION***

By Brandelyn Jackson

The APPA session *Redefining the Pretrial Paradigm: A New Model of Success-Based Pretrial Supervision* was presented by Court and Pretrial Services Director Hillary Hartoin of Cass County Court, and Pretrial Service and National Program Advisor Ken Rose of the National Institute of Corrections. This session explored new research from the National Institute of Corrections and introduced a “success-based” pretrial supervision model. The session highlighted the value and impact of addressing the specific risk factors and barriers individuals face while under pretrial supervision. This is considered a paradigm shift from the current thinking that those under pretrial supervision have a presumption of innocence, and therefore cannot be provided support services, to seeing pretrial services as an opportunity to use every interaction as a chance to change lives and mitigate risk. The presenters went over how this can be done through identification of needs, offering support services even if it takes multiple times, and the effective use of motivational interviewing. The session highlighted that there is no evidence that financial conditions, drug testing, and location monitoring improves outcomes. The presenters discussed that there is some evidence that supervision improves appearance rates but not outcomes (such as decreased risk of reoffending or substance use). The session also went over how mixed evidence indicates electronic monitoring may have a small impact on success and should be reserved for cases in which there are victim safety issues.

Cass County, Indiana has effectively implemented a success-based model and has experienced significant increases in success as measured by voluntary program engagement rates and reduction in substance use. The presenters reported an astonishing 63% of individuals in Cass County voluntarily engaged in this success-based programming in 2022. This session was enlightening, as it provided insight into how MCAPD can use this information to move toward a success-based model and improve outcomes for justice-involved individuals in alignment with our mission. There was a focus on helping the person to see they can be successful during what is often a scary and overwhelming time in their life and helping them identify steps that can be taken to achieve that success. While information and services are offered to individuals on pretrial supervision currently, an enhanced focus on identifying needs, offering targeted services, and motivating individuals to change during their time under pretrial supervision could have significant impacts on the lives of the individuals being supervised and their families. This is an amazing opportunity for the Department’s Pretrial Services Division to explore new strategies to enhance community safety and improve outcomes.

## ***MAINTAINING MENTAL HEALTH IN COMMUNITY CORRECTIONS***

By Bianca Cenicerros

I attended the APPA session, *Maintaining Mental Health in Community Corrections* presented by Robert Ambroselli and Jack Martin with Tyler Technologies. This workshop addressed unique mental health challenges faced by community corrections officers, which included but was not limited to, life-work stress, burnout, depression, anxiety, PTSD, and vicarious trauma. The presenters shared their organization’s approach to support the mental health and well-being of officers and encouraged all law enforcement/correction agencies to follow their organization’s lead when supporting their officers. Tyler Technologies shared their mission and hoped to promote technology as a supporting agent to reduce stress within the public sector. Nevertheless, they emphasized the need for self-care, finding work-life balance, utilizing employee

assistance programs (EAP) and strongly promoted the use of a wide variety of breathing-meditation and stress management phone apps such as: Calm, Headspace, Othership, Breethe, and the Mindfulness App. They ended with a few key notes—invest in the mental health of staff and create a culture of care within organizations.

Stress, fatigue, PTSD, and vicarious trauma are all too familiar issues faced by staff within the MCAPD simply because of the nature of our work. Mental health related issues are not foreign topics, but why is it that asking for help is so unfamiliar to some of us? Andy Lopata in *3 Reasons Why It’s So Hard to Ask for Help*, suggested that it is difficult for humans to ask for help because of the fear of judgment, fear of being a burden,

seeing vulnerability as a weakness, and assuming that others can't or won't help. So, think about the work you do and the pleasure you get from helping others; there is always someone readily available to be of service to you too.

Maricopa County offers MCAPD employees a wide range of mental and behavioral health resources not only available to you, but also available to your family. In addition to mental and behavioral health resources, Maricopa County offers employee benefits such as employee discounts, childcare discounts, travel reimbursement, paid leave benefits, financial wellness benefits, and volunteer opportunities, amongst

many other options, which can help promote work-life balance and improve your quality of life. For more information, including ComPsych, EAP, Wellness at Work, and employer health insurance plans please check out the Judicial Branch's Human Resources Department internal SharePoint page. The Department also has a Peer Support Team as previously mentioned on [page 6](#).

As a reminder, it is okay to ask for help and you can count on the MCAPD Peer Support Team to be of service to you when some of the "too familiar" issues sneak up on you. Your mental health matters and you owe it to yourself to be a healthy you.

## ***THE JUST TRUST & IN THEIR SHOES: NAVIGATING COMMUNITY SUPERVISION***

By Britani Ellithorp

While at the APPA Conference, two seminars stood out to me that I believe would be beneficial to share. The first was *Ken Oliver: The Just Trust*. The second is *In Their Shoes: Navigating Community Supervision*. These two seminars stood out to me because of how they relate to each other and what we do.

Chief Innovation Officer Ken Oliver with [The Just Trust](#) led a powerful discussion on how he drives criminal justice reform, mainly addressing unemployment of justice-involved individuals. Ken spent nearly 24 years in prison before he was released. He spoke of the struggles that he and others going through the reentry process face, specifically with employment upon release and the effects of unemployment or under-employment.

Did you know that there are programs in Arizona prisons that train and prepare inmates to work in professions such as a firefighter or barber? Most importantly, did you know that once they are released from prison with all that professional knowledge and training, they generally struggle to find ways to use those skills in the community due to their criminal record? Ken discussed the rates of recidivism and how they would be positively affected if people coming out of the prison system could find meaningful employment that allowed them to earn a living wage. Ken is pushing for the reform to rebuild lives and reduce recidivism by creating meaningful employment opportunities for justice-involved individuals.

After listening to Ken Oliver speak, I had the opportunity to attend *In Their Shoes: Navigating Community Supervision* presented by Return Strong! Policy Specialist Margoth Tello and Employment Specialist Crystal Voight. This session

was a simulation used to show how difficult it can be to reintegrate into society after incarceration. During the simulation, attendees were each given a persona. Mine was Dakota. I started with \$30.00, five bus passes, no forms of identification, and a long list of things to do each week. Week one was spent getting official identification after realizing I could not do anything without any forms of identification. In the simulation, I wasted bus passes and time learning this hard lesson. After week one, I thought I had a game plan but quickly ran out of money and bus passes. Most of the people that were working the different stations were rude and less than helpful. I felt frustrated.

During the simulation, attendees were given the opportunity to go back to a life of crime. While others took this route out of frustration and/or having no idea what else to do to with their persona to "make it," I was lucky enough not to get to that point. It was frustrating to not have the time and resources needed to be successful when I felt that I was trying. This simulation is offered in Maricopa County on a smaller scale by the AOC, called the DOC Reentry Simulation. My fellow MCAPD staff, if you have not taken this simulation, I highly recommend keeping an eye out for the next training opportunity. The training helped to get a glimpse of what the justice-involved individuals that we supervise experience upon reentry into the community and get a better idea of the immediate struggles they face.

My biggest take away from these APPA sessions is that employment and basic services are key to helping reduce recidivism, and that showing compassion should be a key part of how we approach our jobs.

## ***ARE YOU TALKING TOO MUCH? ASKING NOT TELLING: A LEADER'S NEW FORMULA FOR SUCCESS***

By Mailena McCullough

This APPA session, hosted by Probation Manager Jude David and Senior Training Manager John Walsh of the Massachusetts Probation Service, emphasized the critical role feedback plays in both personal and professional growth. Feedback helps individuals recognize blind spots, areas for improvement, and unrecognized strengths. The session highlighted the importance of utilizing Core Communication Skills – asking questions, listening actively, finding common ground, and linking behavior to its outcomes – to effectively manage and promote feedback in our roles as employees, and to help the individuals we supervise.

This session also demonstrated how effective leadership is key to both team development and the rehabilitation of justice-involved individuals. By utilizing Core Communication

Skills, we are encouraged to foster a culture where feedback is viewed as a tool for growth, not criticism. Understanding the complexity of human emotions and team dynamics is essential, especially in high-stress environments such as ours. Feedback helps us recognize emotional triggers, stay calm, and guide productive conversations, which builds trust and alignment towards shared goals. Building trust through respectful feedback and shared responsibility enhances collaboration and growth among peers and with those we supervise in the community. Ultimately, strong leadership involves leading by example, managing emotions, fostering empathy, and respecting diverse perspectives, which creates a more supportive environment where both law enforcement professionals and justice-involved individuals can thrive together.

## ***SAFEWRAF™: THE FUTURE OF 2-ON-1 RESTRAINT***

By Dusan Despot

I had the pleasure of attending the APPA Conference in Las Vegas, Nevada for the first time. It was a wonderful experience getting to see what other organizations around the country do and how they operate their parole and probation departments. The conference covered a range of topics related to our line of work. However, one topic resonated with me the most. A world-renowned Brazilian Jiu-Jitsu master and trainer, Renner Gracie, ran a session that involved safety practices. The session also covered ways to defend ourselves and how to properly restrain individuals when necessary.

Renner Gracie, along with his brother Ryon Gracie, presented a new restraint method called the SafeWrap™. This method is designed to be used by two individuals to safely and effectively restrain a person. More specifically, in our field, the SafeWrap™ would be used to properly arrest a resisting justice-involved individual. The SafeWrap™ was initially designed for hospital and medical staff to restrain aggressive, suicidal, or emotionally disturbed patients. The idea is to restrain without utilizing joint locks, choke holds, or open strikes that adult probation and law enforcement might use to subdue justice-involved individuals.

To prove its importance, the two experts performed the SafeWrap™ technique for those in attendance. After the demonstration, the facilitators offered the audience the opportunity to experience it themselves. I decided to participate and let them apply the hold on me while attempting to break away. The method was very effective with two people as it restricts all movement, not allowing the individual to get away, all while providing zero pain or discomfort.



## HEIDI WATERS

CASE ADMINISTRATOR

MCAPD employee since 1996.

### FAVORITE PART OF YOUR JOB?

Working directly with both field probation officers and justice-involved individuals to ensure a strong Interstate Compact transfer request. It is even more rewarding once their request has been approved, and our justice-involved individuals are able to live where there is more support for them to assist with their success on probation.

### WHAT ARE YOU WATCHING/READING?

I'm currently watching *Storm Chasers*.

### FUN FACT:

Alaska is the only U.S. state whose name is typed using one row of the keyboard.

### FAVORITE QUOTE:

"Do or do not; there is no try."

- Yoda, *The Empire Strikes Back*



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