

# The Chronicle

JANUARY– MARCH 2007

NEWSLETTER OF THE  
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

VOLUME XX, ISSUE 1

## In this Issue:

Chiefly Speaking.....	1-4
Elijah Wong Remembered....	5
Court Security Update .....	6
Safety Matters .....	7
Workload Forums .....	8
Fugitive Apprehension Technology News.....	9
Years of Service Salute .....	10
Editorial Staff .....	11



## CHIEFLY SPEAKING

### A Look Back Over Four Years

A special thanks is extended to the Maricopa County Board of Supervisors for their support and assistance. Being fully staffed is important to employee safety and pay is an undeniable factor in attracting and retaining staff. Pay increases were approved consistent with the recent market study on badged staff. The Board also approved the recent facility changes to improve office security.

Just a quick note regarding CORP ... With the official date for transfer to CORP looming on the horizon, retirement choices are on a lot of people's minds these days. We will continue to pass along information to provide educational opportunities and keep you informed.

Safety has been one of our major goals for a long time and has been an ongoing concern for staff. Officer safety has also generated a lot of interest on a national scale and was a topic of much discussion at the recent American Probation and Parole Association conference in Georgia. In this column, I want to share our department's safety record based on information from the special incidents reports. Also in this issue, you can find an article on page 6 about the recent office security improvements that have been made.

Have threats and assaults increased? What is the most frequent cause of employee injury? How many weapons have been seized? What types of force, if any, are employees using? These are a few of the questions that can be answered through data from the special incident reports. Fiscal years 2003 through 2006 are especially interesting because of the implementation of the continuum of force, including arming, which resulted in numerous operational changes. FY 2006 was the second full year of implementation of the continuum of force.

Over a four-year period, the total number of special incidents reported has shown an upward trend, although the number decreased in FY 2006. An increase in special incident reports is no surprise. The probation population has increased. The number of employees has grown. Along with implementation of the continuum of force came new reportable categories for special incidents.

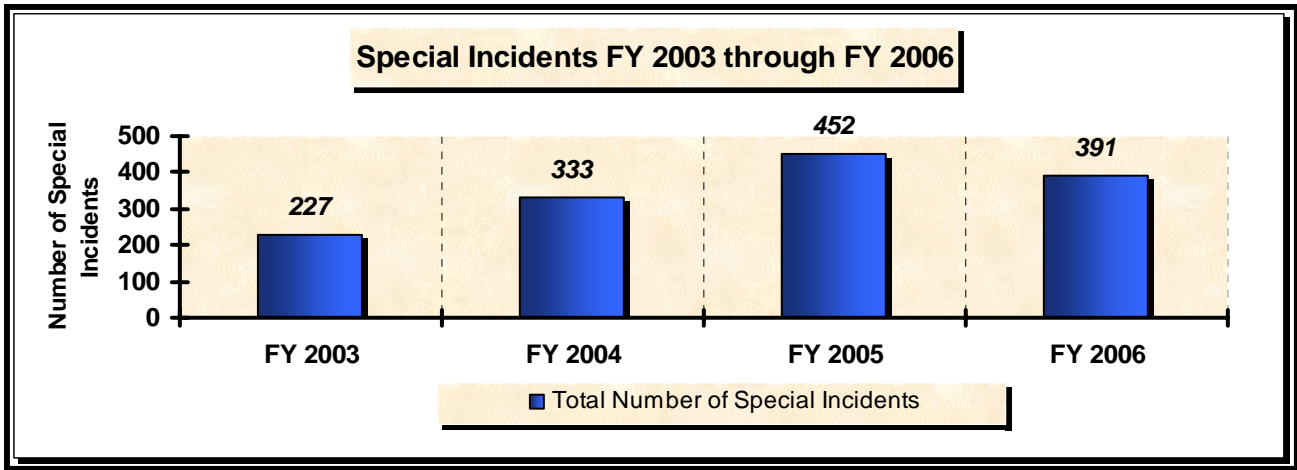


*The Chronicle*

Adult Probation  
Department

Downtown Justice Center  
620 W. Jackson, Ste. 3098  
Phoenix, AZ 85003

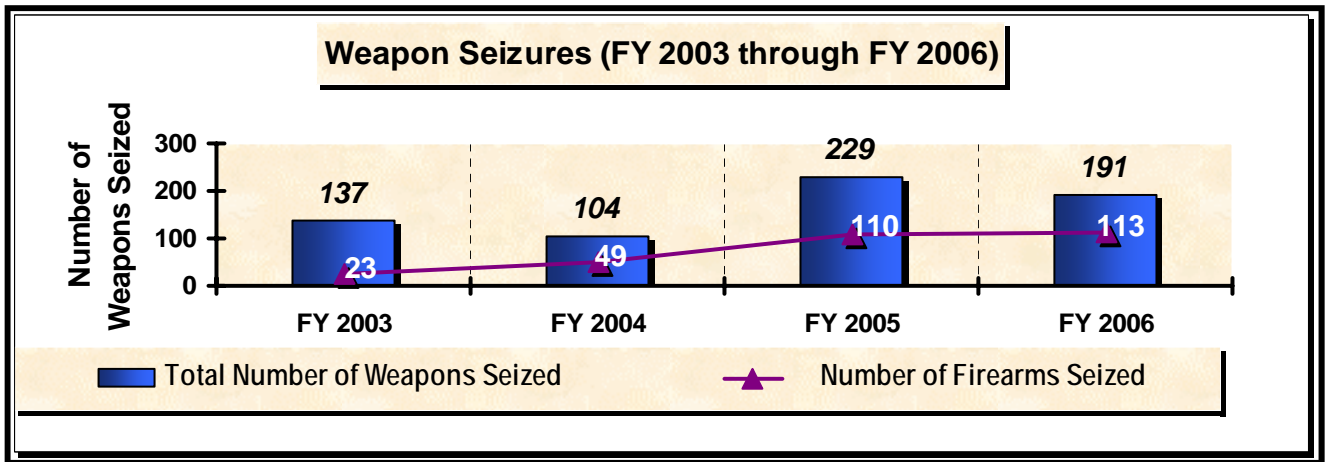
(602) 506-3516 (Phone)  
(602) 506-5952 (Fax)



Every year, searches have been the most frequently reported activity type. Furthermore, the numbers of searches and seizures reported have shown an upward trend over the 4-year period (despite a decrease in FY 2006).

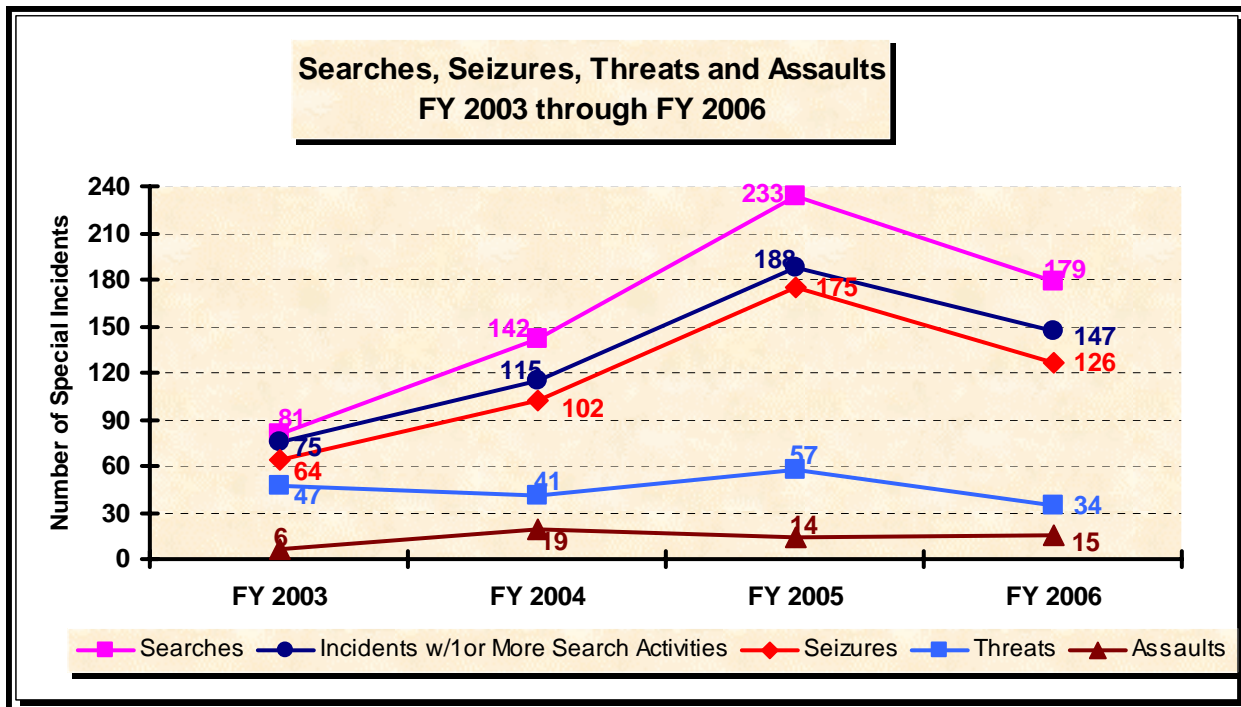
One result of searches and seizures is the removal of weapons from probationers' possession. Fifty-four percent of the seizures in FY 2006 included weapons. This is a relatively stable figure -- over the past four years, between 45% and 55% of seizures included weapons.

The **number** of weapons seized in FY 2006 decreased 17% from the previous year. However, looking over a longer time period, the number of weapons seized in FY 2006 was considerably higher than the numbers seized in FY 2003 and FY 2004. The number of **firearms** seized increased slightly in FY 2006 and has increased each year over the past four years



The **numbers** of threats and assaults (including dog bites) has not been increasing. The number of threats reported in FY 2006 was lower than in the three previous years, while the number of assaults reported has not seen significant change over the past three years. The **nature** of the threats and assaults ranged from minor to life threatening.

Early in FY 2006, the department had a couple of the most critical incidents in its history. A probation officer and a U.S. marshal were shot and critically injured by a probationer at a satellite probation office. A few weeks later, a probationer drew a gun in a regional probation office, struggled with probation staff and police, and was shot by police when he refused to drop the weapon. Six employees incurred injuries from assaults in FY 2006. Three officers had dog bites, one PO was shot (as noted above), and two officers had foot injuries caused by individuals other than probationers.

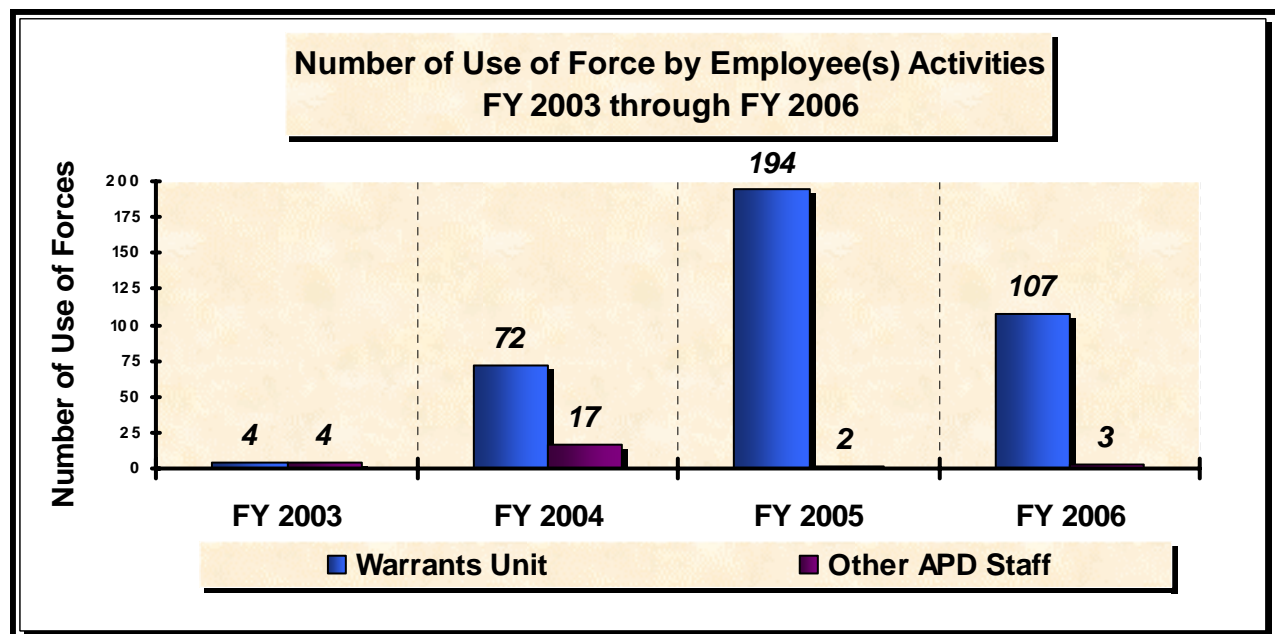


Forty-four percent of the employee injuries reported in FY 2006 came from departmental training. The most frequent causes of employee injury were Defensive Tactics training (12), followed in equal number by dog bites (3), auto accidents (3), and falls (3).

The most frequent causes of employee injury in the prior three years were:

- FY 2005 – Falls (6), followed by auto accidents (4)
- FY 2004 – Dog bites (6), followed by auto accidents (3)
- FY 2003 – Auto accidents (6)

The number of use of force by employee(s) activities has varied over the past four years. Clearly, members of the Fugitive Apprehension Unit use force more frequently than other staff do. The number of incidents involving use of force by other staff has been low.



All 107 use of force activities reported by the Fugitive Apprehension Unit in FY 2006 occurred in the field. The most frequently reported use of force was firearm drawn. There were 102 events/situations in which a firearm was drawn; there were 127 draws reported. This is a significant reduction from FY 2005 when the Unit reported 173 events/situations in which a firearm was drawn and 223 draws.

All three of the use of force activities involving staff outside the Fugitive Apprehension Unit in FY 2006 were efforts to control resistive probationers in an arrest situation. Two of the incidents occurred at the office and one in the field. In all three incidents, staff used empty hand restraints and police were also involved in gaining control of a probationer. All three incidents escalated with additional types of force being utilized by police. The subjects were 1 DV probationer, 1 IPS probationer and 1 standard probationer.

One PO incurred minor injury and no subjects were injured as a result of use of force by employee(s) in FY 2006.

In considering the Department's safety record, it is useful to put the number of special incidents into the context of the Department's size and operations. The number of special incidents is small in relation to the number of probationers and pretrial defendants under supervision and the number of employees out in the community each day. FY 2006 figures:

Number of employees: 1,200

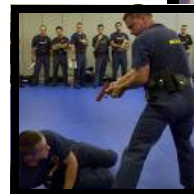
Average monthly number of active probationers: 39,200

Average monthly number of defendants under pretrial supervision: 2,200

Number of field contacts: 147,000

Arrests with direct involvement by the Fugitive Apprehension Unit: 2,231

How does special incidents data collection help the department? The information is essential to data-driven decision-making. As managers, we gain greater knowledge about the department's needs – we are not "in the dark," misinformed, or reacting to isolated incidents. This knowledge and discussions with staff have been used to develop and implement numerous safety improvements. Equipment changes and upgrades have occurred, such as baton scabbard, holster changes, simunitions equipment, search kit, fire extinguisher in vehicles, and Tasers in the Fugitive Apprehension Unit. Training has been enhanced in the areas of defensive driving, search and seizure, animal threats and bites, applied defensive tactics, table top exercises and more. Security changes at our facilities have included new office procedures, new office designs, magnetometers and court security officers. Data-driven decision-making extends beyond our department. Good information gives us credibility with the court, county management, and the public when we want to make changes. External managers are much more likely to approve and support our requests if we give them sufficient information on which to base their decisions. For more information, contact Cathy Wyse or your division director.



## PLEASE REMEMBER



Elijah Wong's name was added to the Pillars of Honor in front of the Maricopa County Superior Court.

On February 9, 2004, **Surveillance Officer Elijah Wong** died while serving in Operation Iraq Freedom. He was moving unexploded ordinance, rocket grenades, and mortar rounds to a demolition site when the munitions detonated. He left behind a wife and three children.

With the recent anniversary of his death please take a moment to think about his family and friends. Eli was an exemplary surveillance officer and was dedicated to the department's mission. During his short stint with APD he touched the lives of his co-workers and probationers alike. After his tragic death there were numerous comments and condolences sent from probationers he had supervised.

Eli demonstrated great passion for his work and in his life. He was a man of conviction and served his country to make a better life for others. Please do not forget his sacrifices and those of all the men and women serving for this country.

**On December 20, 2006, Eli's name was added to the Pillars of Honor, which stand outside of the Central Court Building.**

# LOOK WHAT WE FOUND!



For the past year, the Department has made great strides towards beefing up security at all our facilities. New technology, added security staff, and new policies and procedures are now in place. Recently, **Bill Duffy, Director Department of Judicial Security** sent in some interesting results starting from November 2006 to February 2007. The number of individuals screened far exceeded original expectations. It helps put into perspective the importance of security and safety for staff and the public we serve. Adult Probation is grateful to Court Security for their vigilance and quality of service.

## As of February 2007:

Location	Knives	Mace	Potential Weapons	Tools	Prohibited Items	Weapons	Misc
Black Canyon	415	34	148	206	14	0	16
Glendale WRC	290	17	577	337	710	527	224
Mesa PSC	132	2	7	30	0	1	2
Northport	291	9	226	432	199	4	13
Scottsdale	148	7	8	108	122	21	40
Southport	89	9	1	39	49	2	13
Glendale Juvenile	10	3	19	4	0	0	0
Durango Work Furlough	17	4	0	11	4	8	26
Sunnyslope	25	0	12	1	3	0	0
<b>Total</b>	<b>1417</b>	<b>85</b>	<b>998</b>	<b>1168</b>	<b>1101</b>	<b>563</b>	<b>334</b>



## Safety Matters

By: Gary S. Streeter

This month I'd like to look at non-badged staff safety. The Standards for Training policy now requires all staff to attend at least three hours of safety-related training. For non-badged staff this is a relatively new requirement. In years past safety training was offered that was geared toward this group, but there was no specific requirement to attend. So, we have a requirement, but what training is offered to satisfy it? Let's take a look.



Non-Badged Defensive Tactics (SAF231) is an eight-hour class developed over 2 years ago based on the reality that non-badged staff can potentially be the target of a verbal or physical attack. Topics include basic body mechanics, personal weapons (fist strikes, elbows and kicks) and prone self-defense. Students will do multiple repetitions of techniques and take part in drills that allow them to demonstrate and apply the techniques with instructors.



Verbal De-escalation (SAF801D) is a four-hour class that has recently been re vamped with a new curriculum. It is an interactive class that provides students with insight into the escalation cycle and techniques to avoid or break it.



Building Safety (SAF 220) is a one-hour class designed to get staff thinking about emergency situations involving the building in which they work. Fire alarms, bomb threats and emergency lock downs are key topics of the class. The Standards for Training policy now requires all staff to take this class at least once.

It Could Happen To You (SAF 416) is a 1.5 hour class geared toward safety awareness. You will find out about the color codes of awareness, discuss situational awareness and go over some personal safety tips.

These are a few of the classes offered on the training calendar that will help you meet your training requirement. Hopefully these classes will also provide new skills and knowledge to help you deal with stressful situations.



## WORKLOAD FORUMS

**By: Tom O'Connell, Therese Wagner, and Margaret Callaway**

The Workload/Satisfaction Survey Committee - comprised of the Department's division directors, and Sherry Johnston, supervisor of Report Only and Unsupervised, held workload forums on March 7 at PSC and March 8 at BCB with supervisors, field officers, and support staff. The purpose of the meetings were to share information on what we were doing in response to the workload issues and concerns identified and suggestions made on the Employee Satisfaction Survey, and to give staff an opportunity for feedback and suggestions for improvement.

The meetings were constructive, the feedback invaluable, and our time together most productive. Below are the highlights on the issues addressed in the forums. (See your supervisor if you would like to have a detailed list of issues discussed).



### **Automation/IT Concerns:**

While you like the new court form macros and are looking forward to future enhancements such as future iCIS incorporations for many of our work processes, there continue to be multiple TASC Online and APD Online user issues regarding the speed, sign on duration, and the user friendliness of the applications. One of several recommendations for enhancement is to have notification alerts in APETS for new cases, expirations and deferred jail.



### **Presentence/Screening Reports:**

Positive feedback was given on PSI recommendations and WCB ARC practices. You would like to get supplemental information on CHRIs and a face sheet for Quickies. Recommendations related to the bench are: provide education to the bench to coordinate lengths of concurrent probation sentences, have treatment recommendations correlate to current issues, and use "Probation" rather than "Supervised Probation" on plea agreements.



**General Field:** A proposal was discussed which would transfer many of the low/minimum risk cases from standard probation to a Record Only Supervision caseload. You indicated you would like to proceed with this proposal. You would also like to consider new approaches to supervising DUI offenders.



### **Administrative:**

Due to APETS now being utilized by all Arizona counties, you would like to have a review of work procedures associated with out-of county transfers to prevent redundancy on macro letters and APETS entries. CMU offered assistance with urgent jail interviews and Sherry Johnston offered to screen ET denials.

Division Directors have begun working on the concerns identified, with a few of the automation concerns already corrected. Directors have also committed to making workload issues a top priority. It's our goal to continually look at work processes and practices, listen carefully to your concerns, and make improvements where needed.





## ***Probation On The Move!***

Fugitive Apprehension Officers George Fairburn, Paul McDonald and Sex Offender Surveillance Officer Wesley Zuber recently acquired the ability to obtain APETS and Ankle Bracelet monitoring information remotely, via their assigned laptops. This occurred in an effort to better safeguard the community, monitor probationers and work with other criminal justice agencies providing critical Court information during arrests.

Instrumental in providing these features were MCSO I.T. Consultant Employee Robert Rampy and Alltel Data Solutions Engineer Mark Sargent. CTS employee Tom McNabb confirmed settings needed for the newly installed devices to work with existing security protocols.

Using existing digital cell phone technology, the wireless device allows the employees to access the web for e-mail, MCSO website for Warrant and Arrest Information and monitor Sex Offenders with ankle bracelets through a unique software application, all from the comfort of their vehicle or community site. This occurs at near network speed!



## **APD MANAGER'S FORUM**

MCAPD managers came together at the Downtown Justice Center on January 30, 2007 for a Managers' Forum on Motivational Interviewing. Robert Rhode, Ph.D., renowned trainer on Motivational Interviewing, shared his expertise in a well-crafted training that included useful information, highly relevant video clips, and interactive exercises. This was the official introduction for managers department-wide to the evidence-based practice of motivational interviewing -- a highly effective approach for the department to use with offenders and staff. Staff Development did a terrific job planning and hosting this Managers' Forum.

### **Some Basics from Robert Rhode regarding Motivational Interviewing**

Your goal with motivational interviewing is to have the client say out loud his or her reasons to change. The goal is for the client to demonstrate the motivation to change.

Five principles of motivational interviewing:

1. Express empathy
2. Develop discrepancy
3. Avoid argument
4. Roll with client resistance
5. Support self-efficacy

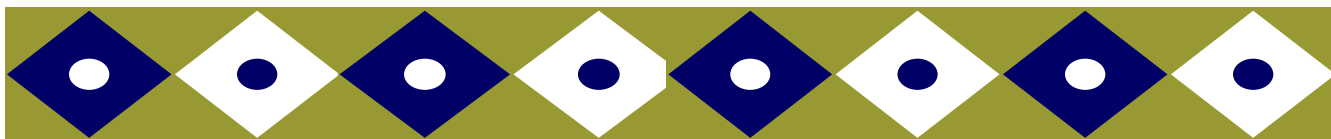
Motivational interviewing is a style intended to help the client get off the fence and start a change process. Motivational interviewing helps the client:

- Experience his ambivalence
- Increase motivation to change
- Face the difficult decision of changing

Resolve ambivalence in favor of the health promoting choice



**Dr. Robert Rhode, Ph.D.**



30 YEARS OF SERVICE

DENNIS WATTERSON



20 YEAR CELEBRATIONS

JOAN KIRCHER  
AULDRIC PANTIN  
MARTHA MAYS  
MERI ROMERO



# Thanks to Our Writers

## Contributing Writers

Margaret Callaway  
Tom O'Connell  
Gary Streeter  
Therese Wagner

## Chronicle Staff

Barbara Broderick  
Robert Cherkos  
Jennifer Ferguson  
Rebecca Loftus  
Berta Prince  
Cathy Wyse  
Jingli Morley



## *Your Stories Wanted!*

*Interested in  
submitting articles,  
announcements or  
success stories to  
**The Chronicle?***

*E-mail submissions to Merci Hernandez  
at*

*[mehernan@apd.maricopa.gov](mailto:mehernan@apd.maricopa.gov)  
[mehernan@apd.maricopa.gov](mailto:mehernan@apd.maricopa.gov)*



## *Success Stories Welcome!*

## **Editor**

Robert Cherkos  
(602) 506-7390  
[rcherkos@apd.maricopa.gov](mailto:rcherkos@apd.maricopa.gov)

## **Access *The Chronicle* on-line at:**

[http://www.superior court.maricopa.gov/  
adultPro/pdf/chronicle.pdf](http://www.superior court.maricopa.gov/adultPro/pdf/chronicle.pdf)



## **Chronicle Editorial Policy:**

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 and in articles must have a signed Publications - Consent for Release of Information on file. A copy can be obtained from Chronicle Staff.
5. Articles submitted for the *Chronicle* may be reproduced in other publications.