

The Chronicle

MARCH-APRIL 2006

NEWSLETTER OF THE
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

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Chiefly Speaking

“WHAT’S THAT YOU SAY?”



Chief Barbara Broderick

The results of the Employee Satisfaction Survey completed by employees last fall are now available. It is significant that 95% of staff participated in the survey, because this provides a high level of confidence that the survey results are truly representative of employees' views. Overall, the feedback from employees is positive and encouraging. As you may recall, the survey had a range of 2 to 8

with a score of five or above indicating a favorable or satisfied response. The overall satisfaction score for the department is 5.47, up slightly from the previous two surveys completed in fiscal years 2002 and 2004. The top two areas of employee satisfaction are *The People You Work With* (which scored 6.76) and *The Kind Of Work You Do* (with a score of 6.55). Many of the comments written on the surveys further indicated that employees feel very positive about their co-workers and feel strongly that what we do matters. Additional areas in which employees expressed a high level of satisfaction were job security, flexibility, and benefits. Staff were also positive about opportunities for job related training and Department issued equipment and supplies.

Employees were least satisfied with their pay. *Pay Is Fair In Relation To Job Requirements* received a score of 4.12. *That Your Pay Is Based On Performance* received a score of 4.73. Scores on both of these items showed improvement over the past two surveys. While still an unfavorable score, we are moving in the right direction. Employees also expressed dissatisfaction with their workload. *Number Of Employees In Unit Versus Amount Of Work* received a score of 4.49. This is an area in which the Department has not been able to achieve steady progress in recent years.

Like other criminal justice agencies, we are finding it difficult to fill vacancies. Current employees carry the workload associated with our vacant positions. Pay is one part of this puzzle. Competitive salaries are necessary to attract and keep qualified employees, and as you know, this has been the highest priority of mine from day one. While we have made some significant progress and have successfully increased the pay of many employees, we still have a lot of work to do

Additional areas of employee dissatisfaction were *Amount Of Interest Court Expresses In Your Welfare*, *Communication Between Departments*, and *How Performance Problems Are Dealt With*. In all three of these areas, survey scores have improved over the past two surveys, again showing movement in the right direction.

The Chronicle

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“Chiefly” (cont. from Page 1)

The survey also provides feedback on employees’ satisfaction with different levels of management. Each level of management was rated in the positive range, with immediate supervisors receiving the highest score (6.43).

Employee satisfaction scores are important indicators of our Department’s progress and success. As such, employee satisfaction scores are incorporated as performance measures in our Department’s strategic plan and are reported to the County and the public.

In order to make improvements, it is important to ask for your suggestions.

Three employee satisfaction survey forums have been held (Garfield, & and nine more are scheduled at various locations in May and June, so that I can present the survey results and ask for your suggestions in person. All employees are invited to participate and registration is available through Pathlore. The remaining forum dates and locations are listed below:

- May 1 Probation Service Center, 8:30 a.m. to 10:00 a.m.
- May 3 Southport, 10:30 a.m. to 12:00 p.m.
- May 3 East Court Building, 2:30 p.m. to 4:00 p.m.
- May 4 Durango, 7:30 a.m. to 9:00 a.m.
- May 9 Black Canyon Building, 3:00 p.m. to 4:30 p.m.
- May 10 Northport, 2:30 p.m. to 4:00 p.m.
- June 1 Southeast Court Facility, 9:30 a.m. to 11:00 a.m.
- June 1 Durango, 2:00 p.m. to 3:30 p.m.
- June 5 Western Regional Center, 2:30 p.m. to 4:00 p.m.

Doreen Pulbratek Retires

Congratulation to Doreen Pulbratek who after 22 years of service with the Department has now retired. Doreen first came on board with the Department as an officer in PSI. Her final assignment was in the Custody Management Unit. Other assignments have included Sex Offender Unit (standard asnd intensive probation), Standard Field, Eligibility Specialist, and the Sex Offender (IPS). Doreen was one of the Department’s first sex offender officers. She recalls all the hard work that went into starting up the Sex Offender Unit. Her most memorable contribution to the Department was her work on the Maryvale Precinct Committee.

Some of Doreen’s plans during retirement include:

- Finishing up her MSW degree (graduation will be in May);
- Building her home in Ouray, Colorado starting in June;
- Sewing;
- Reading; and
- Spending time with grandchildren and enjoy life.

What will Doreen miss the most from the Department? The friends she has made along the way and her sex offender caseloads. Her final words to the Department are, “Enjoy life, visit Ouray, (look me up) and be happy.”

We wish you much happiness Doreen as new doors of opportunity open up for you.



Welcome New Hires



Seated Left to Right: Chandelle Porter, Shannon Mahoney-Meade, Tiffany Butler (S.O.)

1st Row Left to Right: Michelle Crouch (S.O.), Kathryn Kirby, Megan Wiehn, Rowena Dehanke, Andrea Butler, Rhoda Williams, Veronica Alvarado, Daisy Lugo.

2nd Row Left to Right: Andrew Buttafuccho, Franchesca Gruber, Erika Freeman, Misael Avila (S.O.), Manuel Barron.

3rd Row Left to Right: Christopher McKenzie, James Hearn, Jessica Ethington, Cameron McGuire, Enrique Duron, Barbara Koopman.

4th Row Left to Right: Tanja Loncar, David Leventhal, Brady Hammer (S.O.), John Stankowiak (S.O.), Anthony Hurtado, Brandi Moncovich.

Not Shown: Elijah Wilson (S.O.)

March 17, 2006, was much more than your traditional St. Patrick's Day celebration for the 22 new probation officers and 6 new surveillance officers who completed seven weeks of training on that date. Judge Edward Burke officiated the swearing-in ceremony and assisted Deputy Chief Mike Goss in the presentation of their badges and certificates of completion.

This dynamic group of new officers brings a wide range of professional and life experience to their new positions. Through their many weeks of training they maintained a great sense of humor and became a very cohesive group. You would have thought they had known each other for years. Congratulations and welcome to the ranks!

New Human Services Campus for the Homeless

The new Human Services Campus for the homeless located at 1209 W. Madison, has a number of impressive services housed in artful buildings. There are 5 buildings currently in the complex:



- **CASS Shelter**-the new shelter is bigger than the old one. They have 300 male beds and 100 female beds. 10% of the beds are allocated for homeless veterans. When a person receives a bed space, they start at Level 1 where they sleep on mats. They can move to Level II when they have earned the privilege through completing chores, finding work, etc. Level II gives them a bed in a cubicle with another patron. Level III is for those who are getting ready for independent housing.
- **Dental Clinic**-the Dental Clinic has state of the art dental equipment and is currently manned by several dentists who volunteer their time. In the future a Phoenix dental school will be providing some services via dental students. Campus citizens can get their teeth cleaned, bridges, repair work, crowns, etc. for free at the clinic.
- **Medical Clinic**- this clinic is run by the Maricopa Integrated Health Department and supplies a full range of medical services. The new clinic is much bigger than the old one and has a better range of staff & medical equipment to serve campus individuals. Dr. Adelaide O'Sullivan, Medical Director, was named the "American Family Physician of the Year" by the Academy of Family Physicians in 2005.
- **St. Vincent De Paul**-provides over 1,000 lunches per day. They also provide haircuts, clothing, bicycles, bus tickets, food boxes, etc.
- **André House** is across the street from the campus. This agency provides evening meals, a clothing closet, blankets & sleeping bags, showers, laundry facilities and Catholic masses. I observed folks coming for sleeping bags and one individual who called his family long-distance after getting out of prison.
- **NOVA-Safe Haven** building will begin as soon as the old CASS & Medical services buildings are demolished. In accordance with HUD's definition, the mission of a safe haven is to serve hard-to-reach homeless persons with severe mental illness who are on the streets and have been unwilling or unable to participate in supportive services.

Homeless (cont. from Page 4)

- ◆ **Lodestar Day Resource Center**, located at 1125 W Jackson Street, has a large day room with numerous tables & chairs, and houses a number of services for the homeless:
 - **Southwest Behavioral Health Services** has outreach and case management for the chronically homeless.
 - **ValueOptions** provides crisis intervention, intake services and case management for those with mental health problems.
 - **CASS Employment** helps the homeless find work, full time for those with a bed at the CASS shelter and part-time work for anyone.
 - **Community Bridges** has addiction evaluation and outpatient substance abuse treatment services. AA & NA meetings are held numerous times per week.
 - **DES** screens campus citizens for AHCCCS, food stamps and general cash assistance.
 - **Housing Support Services** helps those who are ready for independent housing and general housing assistance, such as paying for some rent.
 - **St. Joseph the Worker** has a number of classes and individual assistance for job readiness skills, resumé writing, and job search assistance. There is a special focus on those individuals re-entering from jail/prison, and helping citizens create a job search plan to find regular employment.
 - **Chaplin Dave/Ecumenical Chaplaincy** helps campus citizens to get birth certificates, ID cards, SS cards and has pastoral counseling available.
 - **Ebony House** does HIV screening and education several times per week.
 - **Care Directions** has outreach and services for those found positive for HIV.
 - **Maricopa Adult Probation** working with the Maricopa County Workforce Development department has a learning lab. (See accompanying article.)
 - **Native American Connections** has outreach for homeless Native Americans.
 - **Homeless Court** will start at the Center sometime in 2006 and will process some outstanding warrants for the homeless.

A unified database (HMIS) that is used by all the agencies in the campus helps to identify who is being served and what services they are receiving. The information can then be used for de-identified reports to governmental agencies, funding sources, etc. The system is privacy / confidentiality (HIPAA) compliant.

A mini-poll was done with some of the campus citizens. They all indicated that the new campus is a huge improvement over what was available before the campus opened last fall.

Meals was their main priority:

- Breakfast can be received by walking to the Church on The Street, Monday – Friday, and on weekends it is served at André House.
- Lunch is served at St. Vincent DePaul's new site on campus-over 1000 lunches per day.
- Dinner is received at André House-Saturday through Thursday. Many of the campus citizens are bussed to various churches during the weekend for meals and church services.

They have a wide range of activities available including watching movies each day, card & domino playing, television, food/soda machines, rest rooms, etc.

Numerous people talked with each other, encouraging one another, and sharing information about the services and community.

The plastic grass, which covers some of the outside dirt areas, is used by those wanting to nap during the day or sleeping at night if they have not found shelter. The 'grass' keeps their possessions and themselves from getting too dirty (or muddy during infrequent rains).

Outreach workers go river bottoms, campsites and other areas where the homeless congregate to inform the homeless of services available through the various agencies located on the Campus.

The following internet site gives more information about the campus:

<http://hsd.maricopa.gov>

Adult Education Center Opens Up At the County Human Services Campus

By Lindell W. Rhodes

During my short eleven and one-half years with Maricopa County Adult Probation Department (MCAPD) as the Manager of the Adult Basic Education, GED, ESOL and Family Literacy Education Programs the education units have always been committed to continuous improvement in the quality of community life. We frequently partner with local organizations to provide educationally oriented prevention services.

MCAPD has recently reached another milestone in providing community education services. We are very proud to announce the opening of classes that provide Life Skill instruction intertwined with reading, writing and math lessons.

After many years of planning, the County Human Services Campus has finally materialized at 1125 W. Jackson Street. The campus has a dental office, chaplain services, a CASS sponsored 400 bed shelter, St. Joseph day labor employment assistance, HUD, drug and alcohol outpatient treatment, ValueOptions, Arizona Department of Economic Security(DES), health care for the homeless, CARE directions, AIDS counseling, a Southwest Behavioral Health mental health program, St. Vincent de Paul; and as of February 15th, education classes sponsored by your very own Probation Department.

These classes will be open to the public each Wednesday and Thursday from 1:00 to 3:00 p.m. Our WRC teacher, Bill Pebler, will be the instructor. Thanks to our Garfield GED teacher, Dan Sitzler-who refurbished ten old Department of Education computers-we will have computer classes from 3:00 to 4:00 p.m. The classrooms are located in the Human Services Campus DRC building just south of the campus flagpole. Please come down and visit.



Instructor Bill Pebler teaching class.

George Fairburn Deputized as U.S. Marshal

Probation Officer George Fairburn received the honor of being deputized as a U.S. Marshal. The deputization enables Officer Fairburn to work on federal fugitive cases and to make arrests with the U.S. Marshal's unit, to include both federal cases and state probation fugitive cases. Officer Fairburn's selection for this honor reflects the high level of credibility that he has established with federal law enforcement. The close working relationship between MCAPD's Fugitive Apprehension Unit and the U.S. Marshal's Service has resulted in numerous arrests of probation fugitives.

George Fairburn has been a probation officer with MCAPD for five years. After a standard field assignment at the Northport office, he became a member of the Fugitive Apprehension Unit three years ago. Through his service on statewide committees coordinated by assistance for the Arizona Office of the Courts (AOC), Officer Fairburn was instrumental in the development of firearms policy and the firearms range curriculum. Before coming to work at MCAPD, Officer Fairburn was a deputy sheriff for three years in Virginia.

Congratulations, George!

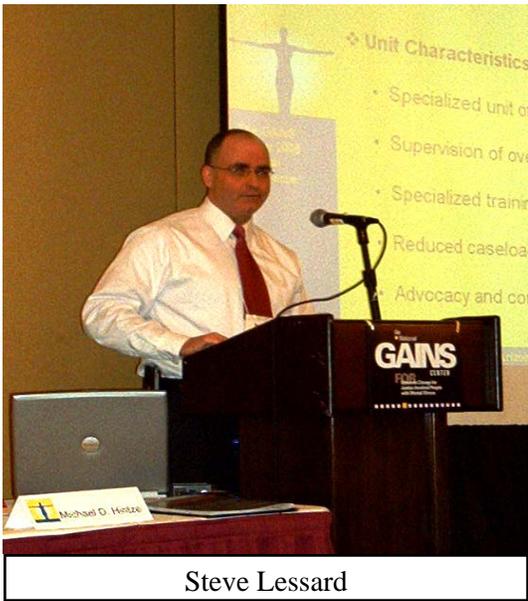
Managing for Results Midyear Report



By Maria Aguilar-Amaya

Every quarter for the past several years over 100 measures have been reported for MFR. The information reported is available to the public via the County’s MFR website: <http://www.maricopa.gov/mfr/viewOnlyDept.asp?DID=54>. By making this information available to the public, the citizens of Maricopa County are able to see the results of their tax dollars. Following are some outcomes to report for the FY 2006 year-to-date. Any questions about Managing For Results, contact Maria Aguilar-Amaya at 602-372-0379.

Measure	FY2004 Actual	FY 2005 Actual	FY 2006 Target	Actual as of 12/31/05
Reduce the number of probationers committed to the Department of Corrections to 20%	30%	25%	25%	Annual Measure
Reduce the number of probationers convicted of a new felony offense to 10%.	11.3%	10.7%	10.5%	Annual Measure
Increase the rate of successful completion from Standard probation to 65%	61%	66%	65%	61%
Increase the rate of successful completion from PreTrial Supervision to 80%.	78%	79%	80%	80%
Maintain a 97% on-time rate for submitting presentence reports to the Court without a continuance.	99%	98%	98%	98%
Percent of backlogged probationers on warrant status cleared.	84%	95%	89%	73.3%
Transition and Treatment —successful Completion Rate (includes Drug Court, Drug Treatment – Education Fund programs, Cognitive programs, Conditional Community Release Program and Sex Offender Program)	57%	57%	57%	60%
Education —Successful Completion Rate	63%	57%	57%	55%



Steve Lessard

Maricopa County Mental Health Court Highlighted at G.A.I.N.S. Conference

“Increased functioning, symptom reduction and dignity = success.”

This was the formula presented by our Mental Health Court presenters at the annual G.A.I.N.S. Conference in Boston.

On 4/6/06 our very own, Steve Lessard, APO supervisor of the SMI caseload, spoke on a panel of distinguished professionals. Mr. Lessard Was joined by the Honorable Michael D. Hintze, Commissioner of MHC; Shelley Curran, of ValueOptions (VO); and Dr. Michael E. Brennan, psychiatrist at Desert Vista Mental Health Center in Mesa.

A well-organized and colorful PowerPoint presentation; which included video clips from, a Mental Health Court (MHC) session, a statement about ‘specialty courts’ from the Honorable Carey Hyatt, and consumers’ who told their success stories; added to the workshop information.

This conference focused on mental health issues and the criminal justice system. There were a number of workshops on mental health courts, trauma-informed services, the latest service initiatives from the federal level, Crisis Intervention Teams (CIT) where peace officers to learned more about mental health issues, so they can divert SMI individuals from incarceration to services; dual-diagnoses (substance abuse & mental health together), HIV/AIDS and general mental health issues.

Spread the Word About WIC!

The Maricopa County Womens’, Infants’ and Childrens’ Program (WIC) needs to increase its monthly caseload. Referrals are needed from people in the community to help the program grow. WIC is a Public Health food and nutrition program for pregnant women, new mothers, infants and children up to their 5th birthday. Benefits include:

- Referrals to health care and other community services
- Healthy foods that supply important nutrients
- Nutrition education to help keep families healthy

The purpose of WIC is to provide healthy foods and nutrition education to pregnant women and new mothers. The foods provided set a good foundation for pregnant women and the developing fetus. Since growth and brain development continue after birth, children may continue on the program until their 5th birthday. By providing a small investment during development, major medical costs can be avoided later. Previous studies show that for every one dollar spent on WIC, there is a \$3.00 saving in Medicaid costs.

During the WIC visit, families may be counseled regarding immunizations, substance abuse, tobacco cessation education, folic acid education and many other important topics. Participants are also referred to other community agencies.

To qualify for WIC, a person must:

- Be pregnant, breastfeeding or post partum with an infant or child under age 5,
- Be a resident of the Maricopa County area,
- Be income eligible, and
- Have a medical or nutritional reason that would improve with WIC services (such as anemia, overweight or poor weight gain).

A family of 4 can earn up to \$35,798 annual income and still be eligible for this program. People participating in a program such as Food Stamps, Temporary Assistance for Needy Families (TANF) or Arizona Health Care Cost Containment System (AHCCCS) are automatically *income* eligible.

Please tell your clients and others about the benefits of enrolling in the WIC program. What a great way to improve the health and future of our community! For more information about the Maricopa County WIC site locations, contact the Administrative Office at 480-966-3090.

Child Abuse Prevention

Have any of your probationers received a positive UA for methamphetamine, or has the probationer admitted to meth use. What about the children in that household?

Imagine a child exposed to a meth lab; crawling on the carpet, exploring what is in cabinets, eating contaminated food. Did you know that meth labs give off harmful vapors and particles that permeate the walls, carpet, food and possessions in that building?

When the police arrive, the parents are arrested and the child is put in protective clothing and is taken to another site for decontamination. Someone they do not know is now taking care of them. None of their clothes, toys, books, etc. can go with them. They have to have new clean toys and clothing. How do you think that affects the child?

Consider the following:

- What can happen to a child finding a soda bottle filled with ammonia, pseudoephedrine, or acetone?
- What happens to a child when exposed to violence or other abnormal behaviors associated with meth use?
- When meth caretakers are abusing meth the child may be left alone for days. Who is taking care of them?
- Did you know that smoking meth gives off meth vapors & meth particles. How much of that are the children inhaling? Touching? Putting in their mouths?

What is our responsibility for these children? As mandated reporters of abuse/neglect (**per ARS §13-3620.A.2.**), badged probation staff must report abuse/neglect of children by probationers.

What to look for:

- Are there any bruises/cuts/signs of physical abuse on these children?
- Are the children having breathing problems, frequent colds or are looking ill?
- Meth production or second-hand meth smoke can produce brain, lung, kidney, eye, cleft lip, heart and skin damage. Does the probationer-caregiver report the child(ren) being sick a lot?
- Is there any food in the refrigerator or cabinets?
- Is the household messy/filthy?
- Are the children dirty, poorly clothed?

To report child abuse to CPS, call the [Child Abuse Hotline 1-888-SOS-CHILD \(1-888-767-2445\)](tel:1-888-SOS-CHILD). Also call the local police department.

References:

- (1) *Martyny, John et al; "Methamphetamine Contamination on Environmental Surfaces Caused by Simulated Smoking of Methamphetamine"* http://www.njc.org/news/health-news/y2005/meth_research_results.aspx
- (2) *USDOJ, Information Bulletin; "Children at Risk", 7/02*
- (3) http://www.azag.gov/StopMeth/AZ_Meth_Crisis.pdf; current AZ data re: the methamphetamine problem
- (4) <http://www.azag.gov/DEC/>; site for AZ's Drug Endangered Children (DEC) Program. All kinds of info re: meth labs & children.

WARRANTS UNIT USING THE INFORMATION HIGHWAY

By Jim Frost

For the past several months, the Warrants Unit has been developing new methods to find probation absconders. The goals of this project are two-fold. First, a concentrated effort has been undertaken to clear “cold-case warrants” – either by purging the warrants, if applicable, or bringing the person back to court to resolve old issues. By our own definition, cold-case warrants are those that have been filed prior to 2000 and are still active. Our second goal is to gather as much information as possible on the whereabouts of more recent absconders, and provide accurate information to field staff on where the individual may be, who he or she is with, and what possible dangers or concerns exist on approaching that location.

The research activity was originally initiated by officers Jim Frost and Chuck Howard. Current officers involved in the research and analysis activity are Jim Frost, Joe Stanco and Connie Bellinger.

It was a hit and miss operation, relying on free people search engines on the internet, and public document searches in various states an absconder was suspected of residing. The people search information was often outdated. It was virtually impossible to trace most telephone numbers, and other key information was often impossible to access. Searches would often take hours, even days. Success rates at actually locating someone was 25 to 30 percent.

The **Entersect Police On-line Program (EPO)** is a commercial, for-cost service authorized by the Adult Probation Department since October, 2005. It has dramatically changed our search capabilities. In seconds, it returns information on an individual regarding his or her address history, relatives, even neighbors. Searches can also be made by name, by address, or by social security number. Searches can also be conducted on telephone numbers, including a sixty percent success for cell phones. Recently, email address, and IP address searches have been added. EPO can be accessed 24/7, is constantly updating its records, and offers valuable training and assistance, and answers questions promptly.

The **Rocky Mountain Information Network (RMIN)** is another valuable program that uses a variety of sources to gather information requested. Credit bureaus, public documents, and other resources are available to the Adult Probation Department. In addition, the Department now has access to the **RISS** database to enter information about absconders involved in high level felonies.

The **Maricopa County Assessor’s Site** is used to identify current homeowners of last known addresses for probationers who have absconded. Information is usually cross-referenced with addresses listed in the Adult Probation Enterprise Tracking System (APETS), including old addresses. Such information can be used to determine the probability of either the absconder residing at a specific address, or at least if the current homeowner is someone who may have knowledge of the absconder. In addition, aerial photos of the residence can be printed so warrants officers know what the neighborhood is like, what buildings are on the residential lot, escape routes, etc.

The Justice Web Interface (**JWI**) Program is located on the Criminal Justice Information System (**CJIS**) computer and is accessible by any officer. Booking photos of a defendant are available, as are drivers’ license and vehicle registration information can be found.

APD On-line is our own departmental site, located at courts.Maricopa.gov in Internet Explorer. The Warrants Unit primarily uses the address section from the On-Line Reports menu. The information here is only as accurate as the officer who keeps the information up to date. We depend on this section very much, and use it to cross reference APETS entries, Entersect addresses, the Assessor’s site.. everything. If the address is not kept current AND VERIFIED, or is missing, looking for an absconder is difficult. Not keeping an address up to date on this program can have catastrophic results.

These are just five programs currently being used by the Warrants Unit Research Analysis activity. They are intertwined with each other. Information collected from one program is cross-referenced with the others. They all have one thing in common. They still rely on accurate information being furnished by the field officer. Without that, no program can be successful. Every little scrap of information can be valuable.

There is no such thing as “trivial information”.

INTRODUCING THE COMMUNITY RESTITUTION PROGRAM TEAM



Top Row: Dwight Waldron, John Ettari,
Debbie Rollins, Denise Gray
First Row: Jeanice McEwan, Mayde Allison,
Judi Fuller, and Colleen Evans

You have probably heard by now that the Adult Probation Department's Community Work Service Program has a new name. We are now known as the **COMMUNITY RESTITUTION PROGRAM (CRP)**. The name has been revised to reflect new legislation that went into effect January 2006. The revision removed reference to "community service" and replaced it with "community restitution."

The following is a brief introduction of the CRP members:

Dwight Waldron is assigned to the Eastern Region at the PSC; he began his career working for Maricopa County with the "Research and Reporting" department in July of 1997. He started working for the APD on March 16, 1998. Dwight has been with the CRP Unit for five years. He was born and raised in Phoenix and his favorite hobby is NASCAR. You can find Dwight at the Phoenix International Raceway twice a year.

John Ettari is assigned to the Eastern Region at the PSC. He was born in Brooklyn, New York and worked on Wall Street for about twenty years, then moved his family to Arizona in December 1986. He began his career with Maricopa County APD in 1995 as a Judicial Administrator. John has been with the CRP for seven years. John's hobbies include music (in his spare time he sings with his band called *The Generations*) and collecting vintage watches. His favorite vacation places are Italy and Las Vegas.

Debbie Rollins is assigned to the Central Region working at the BCB. Her career began as a weekend on-call Work Crew Supervisor in June 1994, and a year later went full-time with the program. Debbie was born and raised in Missouri. Her husband's job brought her, her husband and two boys to Arizona fourteen years ago. She stated, "It's been long enough now to know that I prefer the cold to the heat." A few of her favorite things are her dogs and football; she is a huge Kansas City Chiefs fan. She also said she "will try to save every dog on the street!" Debbie also enjoys quilting.

Denise Gray works the Central Region at the BCB. She was born in Verdun, France and she is an "Army brat." Thanks to the Army she has traveled quite extensively. She spent seven and half years in the small town of Springerville, AZ before moving to the Valley of the Sun. Denise enjoys reading, cooking and going to the drag races to help her brother who has two cars that he races. Denise has been with the CRP Unit since her career began with the department in December 2003. She stated "I feel a real sense of success when I have helped someone navigate his or her way through our department."

Jeanice McEwan is assigned to the Northern Region and has a very active life. She has eight children, five boys and three girls and six grandchildren. Her favorite sport is swimming, and she received a plaque for swimming 100 miles in a three-month period. Jeanice has been with the CRP for a year and a half and she said she "enjoys working with a fantastic team and a wonderful department."

Mayde Allison is assigned to the WRC working in the Western Region. She has worked for the department since November 1987. Mayde began her career working in the Records Unit downtown. In September of 1999, she transferred to the CRP. Mayde was born in Memphis, Tennessee and loves paddle boating there. Mayde stated, "In Arizona, Oak Creek Canyon is a favorite place of mine."

Judi Fuller is assigned to the Western Region at the WRC. She began her career with the APD in March 1998 and a year later she transferred to the CRP. In 2004 she was promoted to the position of CRP Administrative Coordinator. Her hobbies are cooking and sewing. Because of her love of sewing and helping others in need, she developed the CRP Sewing Project: probationers sewing items for the American Cancer Society working off their court ordered community service. This program is very successful due to Judi's commitment and devotion. The project not only benefits the American Cancer Society, but it has expanded to include many agencies and hospitals throughout the county.

Colleen Evans is the Manager of the CRP unit. She began her career with the department seventeen years ago and

COMMUNITY **RESTITUTION** PROGRAM (Cont. from page 11)

has been with the CRP for eleven of those years. She enjoys working with a great group of people in her unit and the department. She is very proud of all the hard work and accomplishments that have been contributed to the success of program.

The Community Restitution Program is managed in the Eastern Field Division. Twenty-six years ago, the program was set up to serve the community, probation staff and probationers. The program has gone through quite extensive growing pains and many, many changes. CRP staff coordinates over 6,500 projects annually; works with approximately 850 active certified agencies and an excess of 900,000 hours of community service is performed throughout Maricopa County. An annual savings of \$9,250,000.00 has been afforded to the citizens of Maricopa County through the APD CRP. Due to devoted and enthusiastic staff, the Community Restitution Program has become the successful, smooth running program of today.

THE COMMUNITY RESTITUTION PROGRAM
Will be implementing summer hours for
APD sponsored weekend community restitution projects
Beginning
SATURDAY, May 6, 2006
Weekend hours will be
6—11 AM.

COMMUNITY CORNER

Arizona 2-1-1 Online

For many, finding childcare, senior services, counseling, nonprofit or government services can be time-consuming and challenging. Arizona 2-1-1 Online is designed to help people find the services they need in a one-stop, easy to understand website. The site provides listings of public and community health and human services across the State. Arizona 2-1-1 Online also provides eligibility information, helpful tips, links to key web sites, and maps to office locations.

Arizona 2-1-1 Online also provides timely news bulletins and official information during community emergencies from federal, state, local and emergency response authorities. In the event of a wildfire, evacuation routes are posted and in case of flooding, emergency shelter and road closure information is posted. Additionally, Arizona 2-1-1 Online also provides Amber Alert notifications, public health advisories and opportunities to volunteer in your community.

Arizona 2-1-1 Online has proven to be a valuable resource. In the seven days after Governor Napolitano announced that Katrina evacuees were coming to Arizona, there were over 30,000 visits to Arizona 2-1-1 Online. The system disseminated up to date information from FEMA, Red Cross, Unemployment, Social Security and U.S. Postal Services and also offered guidance to Arizonans offering to donate items, volunteer, shelter pets and provide jobs to evacuees. Arizona 2-1-1 Online can be found online at www.az211.gov for health and human services and emergency resources in communities throughout Arizona.

2006 Managers' Forum: Cultural Competency Through Diversity



Calvin Terrell

On April 4, 2006 APD's management team participated in the Manager's Forum. This year's theme was entitled, "Cultural Competency Through Diversity". You may recall that diversity is one of the County's goals, "By June 2006, increase by 10% the number of staff in supervisory positions who have diverse backgrounds that is reflective of the current workforce. These efforts will be carried out in conjunction with the Diversity Director."

It was with great pleasure that we were able to welcome Calvin Terrell of Social Centric Training and Consulting as our feature presenter for the morning session. Social Centric, which is

owned and operated by Terrell, is a company that provides training nationwide for all ages to enhance social justice. Terrell, who is nationally

known and highly regarded in his field, has received numerous awards, including Phoenix's 2000 Martin Luther King Jr. Living the Dream Award.

Some of his work with groups and communities include: National Conference for Community and Justice's (NCCJ) Arizona National Guard, and Arizona State

"Seeds of prejudice that have been planted can be unsown."

Calvin Terrell

The morning session included Opening remarks made by Chief Broderick, which included thanks to Robert Villasenor who is leaving the Training Unit for an assignment with DUI Court. During the morning session, Terrell, through group dialogue, spoke on cultural competency and how to prevent organizational/professional prejudice in the workplace. The presentation centered on the Nine Levels of Organizational/Professional Prejudice:

Anytown, National Charity League, Arizona State University's Upward Bound.

who is leaving the Training Unit for an assignment with DUI Court. During the morning session, Terrell, through group dialogue, spoke on cultural competency and how to prevent organizational/professional prejudice in the workplace. The presentation centered on the Nine Levels of Organizational/Professional Prejudice:

- Conditioning
- Thoughts / Self-fulfilling Prophecy
- Gossip & Backbiting
- Avoidance / Exclusion
- Conscious / Subconscious Sabotage
- Intimidation & Harassment
- Total Breakdown
- Physical Violence
- R2D3 (Repetition, Denying, Discounting, & Displacing)



Left to Right: Channing Williams, Harriet Galbreath, Seteara Haddock, Catharina Johnson, Chief Broderick, & Robert Villasenor

The afternoon session was led by the Diversity Council, who engaged participants in a very interactive session filled with activities surrounding the topics of:

- Valuing Diversity
- Traits of Diversity
- Identifying Barriers that Prevent Diversity

PRIDE

Probation Recognizing Individual Deeds of Excellence

PRIDE Committee – What do they do?

⊙ The PRIDE Committee was formed to provide you with a platform to recognize your peers for their contributions to the Mission of the Adult Probation Department, Juvenile Probation Department & Pretrial Services Division via three types of awards.

Types of Awards

- ⊙ PRIDE Award
- ⊙ Quarterly Award
- ⊙ Thank You Award

Who is Eligible for a PRIDE Award?

- ⊙ A staff member who has done something above and beyond the “norm.” *Examples: assisting with a vacant caseload; covering for fellow staff; preparing a report for a fellow officer; taking active roles in committee work; assisting victims; promoting a welcome/friendly environment when dealing with difficult situations; expediting work in an emergency.*
- ⊙ A staff member who is practicing the mission statement of the Department in an exceptional manner.
- ⊙ A staff member who is practicing Evidence Based Practices established by the Department.

Guidelines

- ⊙ Awards should be presented in a timely manner...don’t let the action be bypassed by time- this will also make the award more valuable to the recipient.
- ⊙ There is no limit to the number of PRIDE Awards any single employee can receive.
- ⊙ Information on PRIDE Awards will be posted on the “PRIDE Wall” in each area office, with examples of the various award templates.

What is the Process?

- ⊙ Award nominations can be sent to the PRIDE Committee, and will then be distributed to the nominee.
 - ÿ *Staff will select the award template they wish to give from the intranet, and fill out the content.*
 - ÿ *Staff will then e-mail the nomination to the PRIDE Committee.*
 - ÿ *PRIDE Committee will then prepare the award and distribute it to the nominee and their supervisor.*
- ⊙ The person nominating has the choice of presenting the award to the nominee, or having their supervisor present it.
- ⊙ A copy of each award will be sent to the nominee’s supervisor to be placed in their employee file.
- ⊙ All PRIDE Awards will be entered into the quarterly award drawing (*see Quarterly Awards for more information*).

Have questions? Don’t hesitate to call Tina Burruel at 63680
Your Building Representatives are:

BCB

- Teri Dane
- Theresa Franklin
- Allison Thompson

Durango

- Diane Hazlett

Garfield

- Tammy Aho

Northport

- Lane Gunderson
- Paul Webb

PSC

- Amber Boswell
- Kim Gionta

Scottsdale

- Julie Piontkowski
- Jill Gentry

SEF

- Pam Fowler

Southport

- Jodie Mertens
- Evelyn Rodriguez

WRC

- Kristen Lewis
- Greg Miller
- Katie Tomaiko

WCB

- TBD, 2nd Floor
- Brenda Crawly, 3rd Fl
- Christina Burruel, 5th Fl
- Sandy Rogers, 6th Fl

25 Year Anniversary with MCAPD

Dorothy Danciscin 03/10/06

20 Year Anniversary with MCAPD

Mark Hendershot 3/3/06

Claude Renfrow 3/10/06

Kameelah Shabazz 3/10/06

John Wertsching 3/10/06

John O'Connor 3/31/06

CHRONICLE BIDS FAREWELL TO JANET BACA

For the past two years, Janet Baca has been the production manager for the Chronicle. The publication has flourished and has received many compliments from its growing readership during her tenure. Recently, Janet has accepted a promotional opportunity with Court Human Resources as a Staffing Analyst.

You may have seen Janet around the department as the person in charge of our monthly statistics. Janet originally joined Adult Probation in October 2001 working on staff payroll and then joined Planning and Research in April 2004. We will all miss her excellent work and marvelous personality.

Production and submittals for the Chronicle will be taken over by Linda Savage. You can contact her at 372-0302 or lsavage@apd.maricopa.gov.

Thanks to Our Writers

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Your Stories Wanted!



*Interested in
submitting articles,
announcements or
success stories to
The Chronicle?*
E-mail submissions to
Linda Savage at
lsavage@apd.maricopa.gov



Success Stories Welcome!

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Access *The Chronicle* on-line at:

<http://www.superiorcourt.maricopa.gov/adultPro/pdf/chronicle.pdf>



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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 Janet Baca.
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