

Newsletter Date  
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# The Chronicle

NEWSLETTER OF THE  
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

A Force for Positive   
CHANGE.

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## Chiefly Speaking: This is a Good Place to Work



The results of the recent Employee Satisfaction Survey have a distinctly familiar ring. We like the same things we always have: your benefits, the people you work with, the kind of work you do, and the feeling of accomplishment that you get from work. We also have the same problems -- communication continues to be a challenge. This year, pay resurfaced as an area of dissatisfaction.

Ninety-seven percent of you, 969 employees, made your opinions known by participating in the survey. This is an outstanding level of participation and I appreciate your time and thoughts. The Employee Satisfaction Survey results were positive. The overall satisfaction rate for the department was 5.79. A score of 5.0 or higher indicates satisfaction. While the level of satisfaction was slightly lower than two years ago (5.87), the overall satisfaction rate is still higher than it was in 2006, 2004, and 2002. Given the very difficult year that we just came through, with reductions in our workforce and major program changes, the favorable results are sweet, even amazing.

Our strengths – the desire and willingness to work with each other and the dedication to a common purpose – have been evident. For me, it has been gratifying to see people really step up and make the adaptations needed, both for fiscal reasons and to implement EBP. It hasn't been easy, but, by and large, employees have encouraged and supported one another and remained mission-driven. While there is always room for improvement, I think it is fair to say that this is a great organization to work for, in good times and in difficult times.

Continued on page 2

There are a couple of items from the employee satisfaction survey that I want to mention:

While previously satisfied with training, staff expressed even more satisfaction with the level of training received and job related training opportunities. These results reflect the fine work of Staff Development, the Quality Assistance Supervisors, and others.

Adult Probation employees have come a long way in understanding Managing For Results. The Employee Satisfaction Survey includes four questions related to the employee's knowledge, understanding, and belief in MFR. Employees' scores on the MFR questions were very positive and were higher than the scores for the County (e.g., a consolidated score of the appointed County departments). The results affirm our ongoing efforts to increase understanding of MFR and dialogue about our Department's performance results.

In March and April, I am going out to the offices to share news and discuss issues with staff. It's been awhile since I've made it out to the regional offices and I'm really looking forward to seeing you and hearing your concerns and suggestions. Please plan to attend one of the twelve "Conversation with the Chief" sessions that have been scheduled. You can sign up in Pathlore.

## Presentence Re-Re-Engineering

By John Wertsching

There is an old expression, "What is old is new again." That seems to sum up the recent and ongoing changes in the Presentence Division. My first experience with PSI dates back to 1988. In those days, all officers who wanted to earn the exalted title of "senior" probation officer had to have a minimum of seven years in the department and three separate assignments. One of those assignments had to be an eighteen-month stint in presentence. In those days, nobody really wanted to "do time" in PSI.

We did not have screeners. Instead, we had support staff that ran "LEJIS" inquiries to gather criminal history information and others who were typists. The officer was responsible for everything else. A defendant would report to presentence and be assigned to an officer. That officer would meet with the defendant that day, providing a presentence questionnaire and schedule a second interview. The officer would translate the criminal history information, initiate the contact with the victims, attorneys, lead police investigator and other interested parties. They would then meet with the defendant for the second interview, go over the questionnaire and then dictate a report that mandated several sections to address. Once the report was dictated, the tape and file would go to a typist. If the defendant was in-custody, the officer went to the jail for the interview. Needless to say, few officers wanted to stay in PSI beyond their eighteen-month stint.

Then came the first PSI re-engineering project. During this process, the screener position was created. They would take the presentence questionnaire (which later morphed into the OST), interview the defendant (either in-custody or out-of-custody), send out the victim letters, and gather and translate the criminal history information. The officer would then do a follow-up interview with the defendant, review information provided by the screener and then type up their own reports. As re-engineering progressed, we went from one report format to three; a standard, abbreviated, or express report format, depending on the nature of the case. Even though we had the OST, we started using the M-OST which was quicker, though less informative.

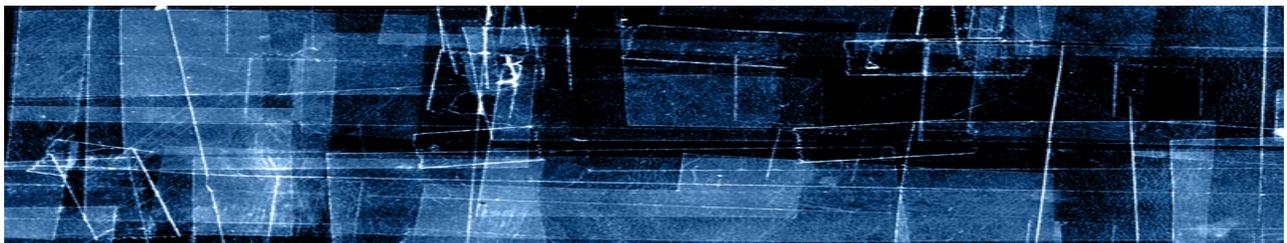
By 2002, when I returned to PSI as a supervisor, I found presentence to be very different from what I experienced as a line officer in the late 1980's. Fewer than one in four defendants had an OST, fewer interested parties were being contacted for comment, and most of the reports utilized

High Profile, or extremely violent or sophisticated cases. Although sufficient information was still contained in the report for sentencing, due to the volume of work coming through and strict time-lines imposed, the overall content of the reports as a whole was slipping from what we did prior to re-engineering. Further, more and more, and due to workload considerations, fewer defendants were being interviewed at all by the officer writing the report.

With the advent of the FROST in the field and implementation of Evidence Based Practices, a request was made to PSI to stop relying on the M-OST and move toward the OST. Due to workload issues, we couldn't come up with a plan to complete the OST for all reports, but we worked on correcting the situation. We excluded those cases that we felt had little chance of ending up on probation after sentencing (prison stipulated cases, ICE holds, etc.) Unfortunately, even though we were implementing more OST's, rarely did the information contained in the OST find its way into the report. Discussions were made regarding getting officers to make better use of the OST in formulating their reports and recommendations. By this time, most reports were written under the abbreviated format, but many officers had developed their own style of the report. Two years ago, a committee was formed to create a "single report" format to replace the three that existed.

In January, 2009, AOC formed a committee of judges and probation staff from across the state to develop a presentence report format that utilizes OST information in developing evidence based sentencing recommendations. The committee met for several months and the outcome was an administrative requirement that an OST would be completed for all standard presentence reports for which probation is available. This decision accelerated the development of the single-report format. In looking at what we had and needed, we took this opportunity to work on improving the overall quality and content of our standard reports and revised policy. Not only would OST information be concisely and accurately reflected in the report, we would bring back the need of gathering and including interested parties' information in the report. Valuable information can be gathered from previous probation and parole officers as well as defense and prosecuting attorneys, police officers, family members, etc. that presents the Court a full picture of the defendant, their risks, strengths and needs. This in turn aids the field in developing case management plans.

In the late 1980's, PSI had one report format that incorporated statements from interested parties and used the same presentence questionnaire. We are now moving to a single report format that brings back interested parties for comment, and requires the OST to be clearly presented in the report. Some will argue that this change increases the workload of staff. To an extent, it certainly changes what staff is required to do. However, with the use of automated systems such as CHD for criminal histories, better use of macros in the report, and examining and eliminating procedures and processes that do not deliver on our goals, the increase of work is negligible while the quality of our product improves significantly.



**T**he NLECTC as part of the National Institute of Justice is sponsoring a Corrections Conference for both Institutional and Community Corrections June 21 – 23, 2010. We would like to make sure all corrections agencies are aware of this conference which is being held in Ft. Lauderdale, FL. Follow the link below for more information.

[www.justnet.org](http://www.justnet.org)

# Arizona National Guard and Military Reservist Must Register With Judicial Branch Human Resources

By Gary M. Bridget, SPHR

**E**mployees of the Judicial Branch (Superior Court, Adult and Juvenile Probation) who are currently members of the National Guard or a Military Reserve Unit are reminded they must notify Judicial Branch Human Resources of their military affiliation.

There are several very good reasons for notifying Judicial Branch Human Resources of your military affiliation. First, all National Guard and Reservist are entitled to military leave accruals. Per Superior Court policy P-304M, Military Leave for Judicial Branch Employees, absences from work to perform military duties can be covered by paid military leave for up to 30 (thirty) working days in two calendar years. Military Leave is a separate bank of accrued leave made available to military members by state law.

Secondly, upon military call up, you are entitled to retain or cancel all or part of your employee benefits. Likewise, you are entitled to immediately re-activate cancelled benefits upon return. Coordination with HR ensures minimal disruption to your employee benefits during any period of military service.

Finally, under the Uniformed Services Employment and Re-employment Rights Act (USERRA), if you are deployed, your job will be protected for a cumulative total of five years of military service. There are a few exceptions to this law that may extend this job protection even longer. Human Resources will track time served during military deployments to ensure you are afforded job and benefit protections under USERRA.

There are several other reasons to identify your membership in the Arizona National Guard or Reserves, all of which will allow you to better transition between employee and service member with ease.

If you have any questions about your military service, please call me at (602) 506-8568 or HR Manager Jennifer Vidlak-Nothnagel at (602) 506-6774. Thank you for your service to our country.



Save The Date!

## ***MANAGERS' FORUM***

Tuesday, March 23<sup>rd</sup>  
From 9:00a.m. until noon  
DTJC – 2<sup>nd</sup> floor training rooms 1 & 2

Mark your calendars; we hope to see you there!

# Washington Receives “Living the Dream” Award

By Terri Mullholland

**G**loria Washington, a 31 year senior adult probation officer for Maricopa County, was awarded the Living the Dream “Arizona Black Law Enforcement Employee Officer of the Year” Award at the Martin Luther King luncheon held January 15<sup>th</sup> at the Phoenix Convention Center.

“Gloria Washington has been such a great asset to our community for so long,” said District 5 Supervisor Mary Rose Wilcox. “To me, the Living the Dream Award, given in honor of Martin Luther King Jr. is the highest honor a citizen can receive in our state and city. That a Maricopa County employee should be so honored for her work and commitment to a better world reflects so well on the people who work for our county. It is a Lifetime Achievement Award. I couldn’t be prouder.”

In the 1970’s, she helped form “Just Us,” a group that provided unity and support for black law enforcement officers. Washington currently participates in the Adult and Juvenile Probation Diversity Council, Arizona Probation Officer’s Association and the Maricopa County African-American Knowledge Network. She also served on the Foster Care Review Board for more than 25 years.

Always committed to advocating the best outcomes for individuals in difficult situations, she has been recognized for her dedication and willingness to go the extra mile.



Pictured: (left to right) La Shawn Jenkins, Human Resources Committee Chairman, award winner Gloria Washington, and Andréa Weeks Hardin, Chairperson of the Martin Luther King Committee

# Domestic Violence Unit Continues to Do Good Work with Holiday Food Drive 2009

By Kristi Ward

**D**uring the recent holiday season, the DV unit collected toys and non-perishable food to benefit A New Leaf Foundation: Autumn House Domestic Violence Shelter in Mesa. Several decorated boxes were placed at PSC and at the Scottsdale office for collections. We received a “wish list” of items from the shelter to help families residing in the shelter as well as families transitioning to the community. What an amazing response we received from APD! We delivered hundreds of canned goods, boxed food items, and juice boxes along with various new toys. We got everything that was on the shelter’s donation wish list and more! A special thank you to Barb Bartelme at the Scottsdale office! She organized an entire turkey dinner box including a brand new crock pot to be donated to a family at the domestic violence shelter. Learn more about A New Leaf Foundation DV shelters: [www.FaithHouseArizona.org](http://www.FaithHouseArizona.org) Thank you to everyone who donated! You made this a successful and, possibly, annual event.

## DV FACTS:

During the calendar year 2009, DV officers:

- Initiated 2,026 victim contacts
- Conducted 7,283 residential contacts
- Attended 520 review hearings in DV Court
- Referred 345 offenders to DV treatment (active participants)



Pictured: (left to right) Jill Bogner, Kristi Ward, John Cleland

# Adult and Juvenile Probation Celebrate Diversity

Ed Guerrero

On January 26, 2010 Maricopa County held the 6<sup>th</sup> Annual Unity Day that celebrated our employees various ethnicities, cultures, and backgrounds. George Garcia, Maricopa County Diversity Manager, emceed the event that featured guest speaker, County Manager David Smith, a fashion show, Chilean dancers, and music by the Los County Boys. Awards were given to various County diversity groups for their remarkable accomplishments.

Three of our own, Luzviminda Vacca, Merci Hernandez and Ed Guerrero, helped the county learn more about different cultures by participating in the fashion show. Also Juvenile Probation administrative assistant, Tom Collier, proudly donned his Air Force uniform as part of the ceremonial color guard.



George Garcia, a naval veteran, proudly announced to the audience that this was the very first time an all-Maricopa County employee color guard was ever assembled. The color guard who posted and retrieved the Colors during this event were Tom Collier, Ed Guerrero, Gary Bridget (Judicial Branch Human Resources), and Jorge Palomino (Assessor's Office.)

The recently formed Maricopa County Asian Network hosted a fashion show that consisted of models representing traditional dress from China, Guam, Indonesia, Japan, Korea, the Philippines, and Vietnam.

Minda Vacca, from the Philippines, wore a "Traje de Mestiza" which originated from the local baro at saya (blouse and skirt). The mestiza dress is an elegant formal outfit for women that symbolize the virtues and nobility of Filipino women. Mestiza dresses are made of expensive fabric and lace, adorned with embroidery.



During the Spanish Era in the 1890's, the Mestiza became very popular. The Hollywood era of the 1900's inspired the transformation of the Mestiza: "acquiring bell shaped sleeves and a slimmer skirt with a tail."

In modern days, the Mestiza is typically worn to theater art performances that feature the rich cultural heritage of the Filipinos; and has become one of the traditional formal wear used for social and political gatherings. Ed Guerrero, from Guamanian descent, introduced himself with a spear-thrusting warrior dance and wore the simple dress of the Ancient Island Warrior. Ed wore the traditional "**SAH DEE**" or loincloth, traditionally woven from either pandanus or coconut fibre. Warriors would first oil their bodies with coconut oil as protection from the harsh effects of the sun and salt water.

The traditional "TOK-CHA" that Ed carried was a sharp spearhead made from bone tips carved and sharpened before they were attached to 8-foot spears. Warriors used animal bones that could be lethal when aimed at their target. Ed closed his presentation with another warrior spear dance.

Merci Hernandez was very instrumental in preparing Ed's traditional dress and very interesting script to the audience.

Guest speaker, David Smith, spoke about how understanding and valuing everyone's differences brings strength within our community. And we must be willing to change our way of thinking to openly accept and respect others. David Smith's quote of Mohandas Gandhi summed it up, "Be the change that you want to see in the world."

## Congratulations to Our Newest Probation Officers

Congratulations are due to our newly promoted Probation Officers who graduated from training on December 4<sup>th</sup>, 2009. Judge Granville and Chief Broderick officiated the ceremony which took place in the Board of Supervisors Auditorium.



Front Row-Angel Williams, Chief Broderick, Roberta Navarrette , Cuong Nhan, Shari Smith, Adrianna Rodriguez and Cheryl Begay

Back Row- Greg Scott, Clayton Hunt, Victoria Curness, Lindsay Hertzler, Robert Craig, Zach Bruns and Brian Burrer

# Responsibility - by Patrick Humphreys

By Marcia Dinovo

Patrick Humphreys was an 18 year-old convicted of Misconduct Involving Weapons, when he was placed on standard probation supervision. Within six months, the first of four Petitions to Revoke his probation had been filed. He struggled with the concepts of accountability and responsibility.

By his fourth reinstatement to IPS, he began to realize that probation was not giving up on him, even if he had doubts that he would successfully complete probation. He showed a willingness to discuss his personal views and future plans prompting his team to encourage the completion of writing assignments, some of which were completed in the waiting room to ensure he kept his word to finish what he promised. He completed this final writing assignment which he called, "Responsibility" just days before his grant expired in January 2008.

## - Responsibility -

Responsibility, my responsibility to myself is to set goals and complete my goals. My responsibility to myself is to do what I have to do to take care of myself and stay me. My responsibility to myself is to make it in life and become someone important in our world.

My responsibility to my family is to stay away from stuff like guns, drugs, and the streets. Also to be the person I should for my lil sister and my son. My responsibility to my family is to do everything I want and need to do for me to be happy. My responsibility as a man is to my family.

My responsibility to others is to show them respect and treat them with fairness. My responsibility to others is to show young people I can do right and that they have a choice. My responsibility to others is to help an elder lady with her bags that she can't carry, to get out of my seat on the bus when a mother or father and young child gets on and needs a seat. My responsibility to others is to show respect.

## Career Fair at WRC

By Janet Blake

On November 20, 2009, the Western Regional Center had its first Career Fair. The Career Fair was not only for those on probation and their friends and family but also for the local community. APO K.C. Smith spearheaded the event with numerous other probation staff.

Considering the present economy, we had only one employer, but 37 different colleges and technical schools were represented. They set up tables with information, flyers and applications. Representatives from each school interacted with the participants and answered many questions. Nearly 200 probationers participated and many made appointments with college representatives. It is hoped they will be eligible for grants and will eventually earn a degree which could lead to better employment opportunities.

The probation department set up a table which provided employment information and opportunities, and several staff were available to answer questions. The WRC Frank X. Gordon Literacy Center also had a table providing information for participation in ABE and GED classes.

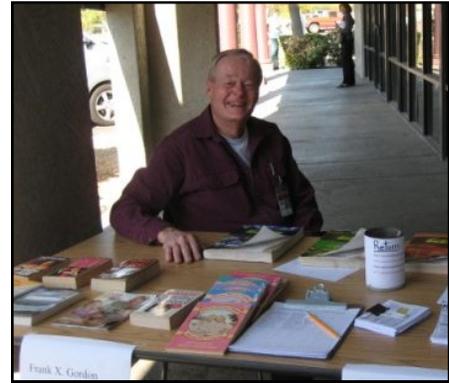


Probation Officer's Jennifer Behner, Jocelyn Myers, Janet Blake, Shirleen Tarangle

We are all excited about what we accomplished and how many people joined us in our first Career Fair. Our goal is to have a Career fair once or twice a year.

The probation department set up a table which provided employment information and opportunities, and several staff were available to answer questions. The WRC Frank X. Gordon Literacy Center also had a table providing information for participation in ABE and GED classes.

Thanks to Andrea Romano for taking pictures of our Event!



Adult Education Instructor, William (Bill) Pebler

## Stalking Awareness Month

By Stephanie Bradley

**D**id you know that January was Stalking Awareness Month? Stalking is a continuous pattern of behavior directed at a specific person that includes unwanted and intrusive attention, harassment, and repeated contact. Stalking is a crime in every state. It can occur while in a relationship, after the relationship ends, and in the absence of a relationship. It can involve strangers, acquaintances, friends, current or former partners, or co-workers. The stalker becomes fixated on the victim and may use surveillance, threats, or continuous unwanted gifts, phone calls, and e-mails to harass the victim. If the relationship has ended, the stalker feels by keeping in contact with the victim, he or she is either maintaining or regaining control. Stalkers may find a way to gain access to a victim's home, vehicle, or place of employment. The stalker may leave "gifts," such as a dozen roses at the front door to the victim's home. Even more invasive, the stalker may leave items the victim would correlate with the stalker, such as the brand of cigarettes he or she smokes. Pinpointing an offender is difficult to prove if no one saw the stalker leave the items. To the victim, the stalker is making a statement that he or she can get to the victim at any time and anywhere. Though the behavior may seem friendly, unthreatening, or flirting to outsiders, the behavior creates fear and anxiety for the victim.

What would you say to a stalking victim? How can you help a stalking victim?

First and foremost, find out if it is "safe" to talk. If so, safety plan with the victim. Getting an Order of Protection or Injunction Prohibiting Harassment may not deter the behavior. In fact, it may aggravate the situation. Having the victim change her or his phone number may facilitate in-person contact. So, it is important for the safety plan to be designed around the victim. In some cases, the victim knows the perpetrator best. Safety plan with code words to call the police, escape plans (and have the victim practice the escape plan), staying out of rooms with no exit or with weapons if the perpetrator makes entry into the home are just a few examples. It is also important to log every call, in-person contact, e-mail, or text message. It is also important to note if things seem out of place or left at the home, such as the type of cigarette the perpetrator uses. Date, time, and what happened should be kept in the log. And most importantly, encourage the victim to call police EVERY TIME there is a harassing incident, especially if the victim has a protective order. For more information regarding safety plans, logs, or other information, please visit [www.ncvc.org](http://www.ncvc.org) stalking resource center and/or End Stalking in America at [www.esia.net](http://www.esia.net). It is very important that you take the victim seriously. Be careful not to invalidate the victim's feelings and **don't** blame the victim (e.g.; "Why did you call him back?" or "Why would you go out with him in the first place?") Instead, use a calm tone. "Can I create a safety plan with you?" "I believe you. Let me give you some resources to be safer."

Victims' Rights week is fast approaching – April 18-24, 2010. This year's theme is: Fairness. Dignity. Respect. Watch for additional information in the coming weeks.

# EBP SPOTLIGHT

**Alan Henry**

APO Staff Development and Training



**A**lan is a Master Trainer for EBP/FROST/Case Plan and a trainer for the two-day Motivational Interviewing classes. He exemplifies the use of MI techniques in his everyday encounters with staff through his use of OARS and advanced use of reflections. He excels with his ability to roll-with-resistance and increasing his audience's intrinsic motivation to improve their communication and professional case management skills. This ability was further demonstrated in the mandatory eight-hour communication class offered in 2009. His use of humor, combined with his admirable communication skills, provide staff with an enjoyable learning experience while enhancing their capacity of EBP tools. Thank you, Alan, for your innumerable contributions to the advancement of EBP throughout the department.

*CONGRATULATIONS ALAN!*

## Domestic Violence Awareness

By Linda Rampersaud-Dore

**E**ach day, more than three women in this country are murdered each year as a result of domestic violence (Bureau of Justice Statistics). Seventy-percent of domestic violence homicides in Arizona involve a firearm, and in 2001, 92 people died as a result of domestic violence (Arizona Coalition Against Domestic Violence).

As a result of these staggering statistics, agencies around the valley continue to promote domestic violence awareness and the message that domestic violence will not be tolerated. As a part of this effort, October has been designated domestic violence awareness month.

In October 2009, the probation department, along with law enforcement agencies across the valley participated in the annual domestic violence offender round-up. The round-up included arresting probationers with active warrants or who were in violation of probation and assisting law enforcement with serving Orders of Protection. As a result, the probation department's Domestic Violence and Fugitive Apprehension units arrested approximately 25 offenders.

Another effort to send the critical message of the seriousness of domestic violence is the annual Walk to End Domestic Violence presented by the Arizona Coalition against Domestic Violence. Participants range from victims, victims' families, businesses, domestic violence shelter staffs, counselors, and law enforcement. Officers from the Domestic Violence unit have been participating in the walk for the past few years and this year was no exception. This year also reflected the largest turn out of probation officers showing their support! The annual Walk provides financial assistance to those agencies who support victims of domestic violence and who provide the community with important awareness information. The Walk also sends the sobering message that domestic violence affects everyone and can have lethal results.



# Congratulations

## 5 Year's of Service

Brenda Aldaco  
Tracey Benton  
Austin Brabble  
Ricardo Brandon  
Holly Carlson  
Julie Chavez  
Samantha Corder  
Jack Dillon  
Shirley Fields  
Eisha Galbraith  
Enrique Garcia  
Nan Hammel  
Robin Hargrove  
Michelle Hernandez  
Susie Hiralez  
Christina Keenan  
Robyn Kissler  
Patricia Merino  
Jason Overmeyer  
Valerie Quezada  
Eloisa Rodriguez  
Beatrice Sainz  
Sheree Setzer  
Morgan Stevenson  
David Szeto  
Sherri Tucker  
Carrie Turek  
Nancy Vejar  
Michael Wollangk

## 10 Year's of Service

Amy Azpeitia  
Kristina Buckanan  
Jill Gentry  
Becky Walls

## 15 Year's of Service

Marialice Haney  
John Ettari

## 20 Year's of Service

**Wes Shipley**  
**Chris Moore**  
**Tamara McBride**

# Thank You!

## *Thank You to Our Contributing Writers*

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Marcia Dinovo  
Ed Guerrero

Terri Mullholland  
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*Or*

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AdultProbation/NewsAndReports/  
Chronicle.asp](http://www.superiorcourt.maricopa.gov/AdultProbation/NewsAndReports/Chronicle.asp)

**Or**

**Via the intranet at:**

[http://courts.maricopa.gov/apd/chronicle/  
index.asp](http://courts.maricopa.gov/apd/chronicle/index.asp)

### **Chronicle Editorial Policy:**

- All articles and pictures submitted for publication in *The Chronicle* are subject to acceptance and editing.
- If an article receives significant edits, changes, additions, or deletions it will be returned to the writer for review before publication
- Good quality photos focusing upon the subject of the article may be submitted. All people in photos must be identified.
- 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 Jackie Novak.