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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: Adapting to Change



We have seen a lot of change at Adult Probation in recent years. And, of course, there will be more. Not because the Chief is rolling out a big new initiative, but simply because there is always change. Evidence-based practice inherently means that our practices will continue to change as new evidence emerges and we continue to learn and utilize new knowledge.

In the workplace, the people we work with, and for, are significant. And those people change. Individuals hold a position for a finite period of time. Even if they stay for a long time, eventually, they move on.

Recently, County Manager David Smith and Court Administrator Marcus Reinkensmeyer announced their respective retirements. These gentlemen are both extraordinary leaders who have accomplished much and served the public admirably. Each has given critical support to Adult Probation during their tenure and as a department, we are losing champions.

David Smith has been the County Manager for over 17 years, including the entire time that I have been Chief at MCAPD. During the budget crisis, David Smith was instrumental in the County's decision to take over financial support of our department from the State. He recognized that the loss of any more positions would compromise public safety – something he was unwilling to let happen. Mr. Smith has also been very supportive of our EBP Initiative.

As Court Administrator, Marcus Reinkensmeyer watched our department grow over the years. During his tenure, he supported improved facilities for Adult Probation. Mr. Reinkensmeyer was instrumental in the safety changes that were implemented, including the security screening at probation offices.

Thank you, David Smith and Marcus Reinkensmeyer, and best wishes in retirement.

Change is necessary. Successful organizations are made up of individuals who develop, progress, and advance.

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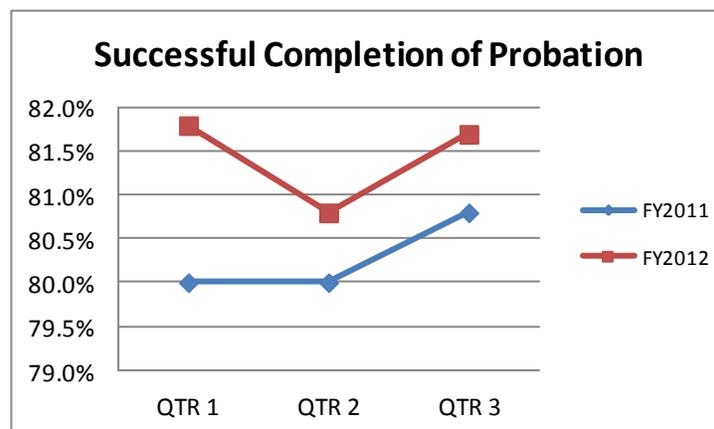
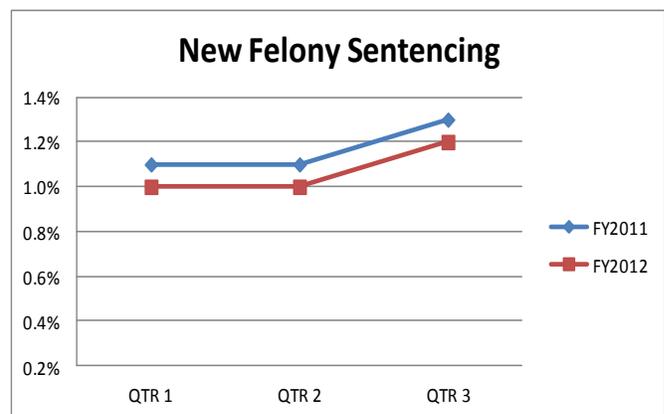
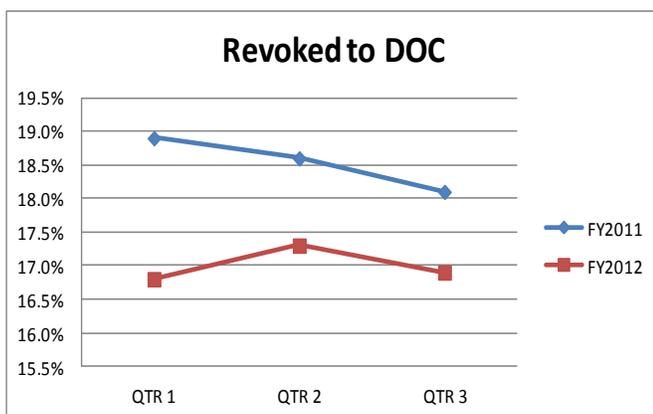
**The Chronicle
Maricopa County
Adult Probation
Department
620 W. Jackson
Phoenix, AZ 85003**

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

Our employees do this. The ability to accept change and to successfully adapt to changing conditions is essential to survival and a precursor to success, in organizations as in life. The implementation of EBP has been a lot of work and a lot of change. Staff took on the challenges and delivered positive results.

Over the past few years, we have achieved very significant and exciting outcomes on our public safety measures. The question then becomes: Can we sustain these results? Can we do even better? We continue to push forward on multiple EBP strategic projects that involve training, quality assurance, collaboration with community partners, and empathy and understanding within our department. Good things are happening. Two current Leadership Academies will be completed in June, at which point over one-third of our supervisors will have completed this training. Five divisions have had Empathy and Understanding sessions and learned about Appreciative Inquiry; the remaining four divisions will have Empathy and Understanding sessions this year. We have found Appreciative Inquiry to be a very effective approach for improving internal dialogue. The Community Collaboration Workgroup has identified three priorities: communication between agencies, cross-training and education, and culture change. Strengthening our collaborations with community partners holds tremendous promise in terms of what we can accomplish together.

How well are we doing on our crime reduction measures this fiscal year? During the first three quarters of FY 2012, we have done better than we did during the same time period last year. These graphs illustrate our continued progress and positive outcomes



I am proud of this organization and our accomplishments, and I am confident that we will continue to learn, and grow, and change, and we will build on our successes. ☺

Health Care Reform and the Criminal Justice System

By Ted Milham

At the APPA Winter Institute in San Diego, I attended a workshop titled *An Unprecedented Opportunity to Reduce Offender Recidivism: Health Care Reform and the Criminal Justice System*.

The Affordable Care Act, aka “national healthcare,” in its current state, is scheduled to begin in 2014. The prospect of healthcare coverage, while politically charged, has very specific and positive ramifications for the field of community supervision. As currently passed, this law will afford healthcare coverage, including mental health and substance abuse treatment, to all those in need. This opens up services to those who previously would not have been able to afford such services.

In many states, including Arizona, there are currently significant limits to who can obtain public funding for services. With this new bill, offenders can obtain needed/required services with public funding. The presenters believe that with this new availability and access to services there will be an increase in successful completions and recidivism should decline. ☞

A Unique Approach, Success with Female Probationers

By Mike Cimino

We talk a lot about targeting the areas that research shows us are most predictive of new criminal behavior and tailoring our approach uniquely to learning style and ability of the person before us. The work shop I attended discussed how gender should also inform our work as applied to working with female offenders. While we look at risk scores differently related to gender, the workshop recommended we consider that the factors driving criminal behavior are likely different for women and merit our attention. Specifically, it discussed the fact that female offenders are generally facing more, as well as different, needs than their male counterparts, and that while these needs don't necessarily make them higher risk for new criminal activity, these needs likely make them a higher risk at failing on supervision. Some of the needs they offered as examples in this area are housing, child care, health, personal distress (mental health), previous trauma (in broad terms), parenting skills, finances, and relationships.

The presenters offered that looking at these needs may hold the keys to removing barriers to treatment. They further noted that while these were not necessarily unique to women, they find higher prevalence rates in women versus men in problem areas such as history of personal abuse, mental illness, substance abuse, emotional and social marginality, homelessness, and relationships.

Another area discussed at length in the workshop is the high levels of trauma experienced in female offenders and how understanding this further could assist us in case management, from changing some minor procedural approaches to how we understand resistance from women on probation. They recommended looking at operational practices such as when and how we meet with female offenders, how we address problematic behavior or performance, the noise and privacy offered, as well as other simple procedures that we might not commonly think of or consider.

Just as we use “universal precautions,” such as gloves, when we think of blood borne pathogens, they recommended we consider looking at our practices with all populations, so that they were universally appropriate for someone who may have a background of personal trauma, as we may never know if they have this type of background. They offered a lot of supporting research and helpful information. If you are interested in learning more, send me an email and I can share the power point.

The presenters were Alyssa Benedict and Dr. Patricia Van Voorhis of the University of Cincinnati. More information can also be found at the following website if you're interested in learning more

<http://www.uc.edu/womenoffenders/publications.html>. ☞

The Power of Soccer

By Alison Cook-Davis



The APPA Winter Training Institute was packed full of informative workshops and sessions, but Theresa Regina Castaneda ended the Institute with a message that was both powerful and inspirational! She and her four brothers (all of whom had different fathers) were raised on the streets of Watsonville, California. Gina's mother was an alcoholic and was abused by the men in her life, and she in turn abused her children. Gina spent time on the streets living out of a car, until that car was towed and she and her mother had to live in abandoned buildings and on the street. She took the bus to a school that was mostly "white kids" where she was called derogatory names and made to feel like an outsider. However, she continued to attend because school was a warm place to go with two meals a day. When she was lost and her mother had disappeared, one of her fellow gang members took her under his wing and offered her the things she really needed and wanted: affiliation, respect, and security.

Ultimately, she found that the price was too high and she avoided gang affiliation and found that these needs could be met elsewhere. She had a teacher who believed in her and inspired her to try out for soccer. She finished high school and went to college on a soccer scholarship, although she hurt her knee and the scholarship was pulled in her junior year.

She has used her experiences to help and inspire high-risk youth. She is a probation officer for Santa Cruz County and she works with high-risk, gang-involved youth. When she asked these kids what they really had a passion for, they replied "soccer," but there was no place for them to play. In 2008, Gina created the AZTECAS Soccer Program (<http://www.aztecasocceracademy.org>) where kids (ages 14-18) who are on probation play indoor soccer. She managed to unite kids that were in rival gangs on the soccer field. In fact, the AZTECAS color is purple, a combination of the gang colors red and blue (which the kids are not allowed to wear to practice or during games). Through soccer, these high risk youth are gaining skills like teamwork, problem solving, conflict resolution, and sportsmanship. They also show respect for fellow teammates, follow their own agreements, and abide by laws and rules of the community. Parents come to practices and show support at games; in some cases, this is the first show of support by parents, improving the kids' self-esteem and self-efficacy. Soccer provides a safe, pro-social activity.

Gina believes that her suffering early on has all been for this reason: to use her experience to relate to other youth to be able to help them to make better choices and show them that they too can choose a more productive and positive path away from the gangs and violence they may be used to. Her story exemplifies the drive to truly make a difference in the lives of individuals.

To find out more check out the four part documentary, "Rise of the Aztecas" on YouTube:

<http://www.youtube.com/watch?v=7TQE3FTVy4I&feature=related> 

Suspicious Activity Reporting

By Cathy Wyse

During the APPA Winter Institute, I attended a workshop about the National Suspicious Activity Reporting (SAR) Initiative, presented by the U.S. Department of Justice.

After the tragic events of September 11, 2001, agencies at all levels of government recognized the tremendous risks associated with not sharing critical information. Since then, an elaborate system has been implemented that enables law enforcement to share critical information and "connect the dots." Suspicious Activity Reporting is another method that has been implemented in the National Strategy for Information Sharing.

A SAR report is defined as "official documentation of observed behavior reasonably indicative of preoperational planning related to terrorism or other criminal activity." *Behavior* is the key word here. Suspicious activity is not identified by ethnicity, race, religion, or country of origin; suspicious activity is identified by behavior and its context.

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Privacy and individual rights are critical and the SAR process was designed with this in mind.

Suspicious activity may be illegal or legal. U.S. citizens who can be converted to extremist views are now being actively recruited, making homegrown terrorists one of the greatest current threats. Things you may observe include a change in an individual's views and associates, families that are concerned about the changes, and rhetoric, possibly with online activity. Some additional actions that may be indicative of preoperational planning for terrorist or criminal activity are breaches or attempts to enter authorized areas, use of false identification to try to gain access, theft or loss of items related to access, eliciting information beyond normal curiosity about facility operations, false alarms, photography or surveillance of facilities, acquisition of expertise in certain areas (such as explosives), and the acquisition and storage of certain materials.

Suspicious activity can be reported to law enforcement by anyone. Law enforcement will treat this information as a tip or lead and will ask for specifics to complete a SAR report. Standardized processes have been developed to identify, analyze, track, and share pre-incident indicators of criminal activity or terrorism. Although an activity reported may not seem significant, when combined with other similar actions or activities, it may become an essential element in preventing criminal or even terrorist activity.

Further information is available from the U.S. Department of Justice at <http://nsi.ncirc.gov>. Also, MCAPD has a terrorism liaison officer, Alan Glickman, who can be consulted regarding suspicious activity. ☞

Emotional Addiction and Domestic Violence - The Tie That Binds Victims to Perpetrators!

by **Shari Andersen-Head**

While attending the 36th annual American Probation and Parole Association Winter Conference in San Diego, I was privileged to attend this great workshop on Emotional Addiction and Recovery given by Dr. Kathie Mathis, Psy.D, NCP, DAPA, CLC. Dr. Mathis currently works for the California Cognitive Behavioral Institute which supports positive change. She herself was a victim of domestic violence for many years and when the violence turned towards her daughter, she left - breaking the cycle of violence.

In addition to being recognized on a national level, Dr. Kathie (as she is referred to), has certifications in coaching, drug/alcohol addictions, sex addictions, sex offender counseling, Pairs Relationship counseling, grant writing, and Court Advocacy and she holds certificates of completion in the 40-hour Batterers Facilitation and Domestic Violence Advocate training. She is a skilled observer of human interaction and a powerful international public speaker, teacher, and trainer. Kathie is a state and national advocate who meets with legislators in Washington, D.C. and California, as well as with California's Supreme Court Justice and Judicial Council, promoting legislation and safety measures for abused children and women.

In her 90-minute, standing room only workshop, she outlined:

- Cognitive Behavioral Skills
- Victim Mentality and Emotional Addiction
- Moving Past Addiction
- Coach, Therapy, and Healthy Choices

Dr. Kathie's philosophy is working with the person to make them desire change. Working with both the abuser and the victim (in separate sessions - never together), she focuses on how to develop skills within, so that positive change can occur. Often times, this means that the victim will become strong enough to make life-changing decisions and leave a violent situation.

You can follow Dr. Kathie on her web site: <http://www.drkathiemathis.com/index.html> ☞

Telephone Reporting - More than Just Phone Calls

By Lolita Rathburn

I recently attended the APPA conference in San Diego and was excited to see a workshop titled, “Clearing the Clutter from Noise – How to Find More Time for Management of High Risk Offenders by Clearing the Workload of Low Risk Cases: Telephone Reporting – The Tool of Choice,” since I had just joined the Compliance Monitoring division and wanted to know more about how other agencies are using technology to manage their low risk cases.

The workshop was co-presented by two supervisors, one from the San Diego County Probation Department and one from Colorado, which has a statewide agency, spanning 65 counties. Each jurisdiction uses telephone reporting differently, but both agencies implemented telephone reporting to match risk to supervision level and free up staff to have more time with the higher risk clients whom they felt could benefit the most from having more interaction with a probation officer.

Colorado uses telephone reporting as a step down from standard supervision and San Diego uses it as a step up from their large banked caseloads. Both agencies require the client to pay for the program and have money available to pay the vendor on behalf of the client for short amounts of time. In Colorado, a client who is unable to pay for a lengthy amount of time is removed from the program and put back on standard supervision.

The presenters stressed how important it is to get buy-in from within the agency and acknowledged that low risk cases can be reinforcing to line staff. Therefore, officers have a hard time letting go of their low risk cases. They indicated that ongoing training in the appropriate use of the program was vital to keep it productive, and integrating the telephone reporting system to the existing case management system is crucial to the success of the program to promote efficiency and eliminate duplicate data entry.

I really enjoyed the presentation and the lively discussion following their presentation. Judging from the packed room, it was apparent a lot of agencies have implemented evidence-based practices and are seeking tech solutions to focus the right amount of energy on the right clients. ☞

EBP – Are We Missing the Point?

By Jennifer Ferguson

At the winter APPA Training Institute in San Diego, Dr. Chris Lowenkamp was the speaker for the Plenary Session. If you have been with the department since 2004, you have had the privilege of hearing Dr. Lowenkamp talk about the principles of Evidence-Based Practice (EBP). While I am a firm believer in the principles that have guided our department’s implementation of EBP, no one was happier than I was to hear him say he was not going to present on the principles of risk, need, and responsibility. This meant that something new related to EBP might be discussed.

What did Dr. Lowenkamp say? He thinks we are missing the point when it comes to EBP. EBP has become an overused term and has been reduced to a series of programs and assessments. In other words, EBP has come to mean do an assessment (e.g. an OST or FROST) and then put someone in a cognitive treatment group (like Thinking for a Change). He says this is an improvement but it is still a one-size-fits-all approach, and misses the point..

So what do we need to take away about EBP so that we don’t miss the point?

- We need to recognize that EBP involves constant change. It is not static. What is considered EBP will be based on the current best available research. We cannot grab onto one thing and then become resistant to change.

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- We need to remember that evidenced-based practices in community corrections are about reducing recidivism. This is the bottom line.
- If we don't address the biggest risk factors (e.g. attitude, peers), we are not being evidence-based.
- EBP is really an individual approach to working with probationers. It is about decision-making that is done in consultation with the probationer.
- Offenders are responsible for their own behavior. However, within probation we need to provide them with the best interventions based upon research. If something isn't working, sometimes we need to ask "is this the right intervention?" rather than assuming the offender won't change.

Dr. Lowenkamp provided a lot of interesting things to think about and shifted the focus from evidence at the policy level (which is still important), to looking at evidence at the individual level. He closed by saying that there is a unique opportunity for probation right now. Because of budget situations we will see more people placed on community supervision. This is our chance to educate people that probation is better than what we have been doing. In order to be successful, we need to be sure our strategies don't miss the point. ☞

Mid-Managers Committee 2nd Quarter 2012

By Susan Savoy and Jodie Rogan, Co-Chairs

The Mid-Managers Committee has had some exciting changes! Previous Co-Chair Lolita Rathburn was promoted to Division Director (congrats, Lolita!), and Susan Savoy has now joined Jodie Rogan as Co-Chair. Replacing Susan in the Specific Sub-Committee is Alison Cook-Davis. Welcome, Susan and Alison, to your new positions within the MMC!

As we move into the coming months, the MMC continues to move forward on several projects. Here is a summary and update from each sub-committee:

Specific Sub-Committee (Co-Chairs Deneen Bertucci and Alison Cook-Davis): Specific Mid-Manager Committee continues to work on the current project, "A Supervisor's Guide to Staff Movement." The purpose of the guide is to assist supervisors through the newly acquired staff or exiting staff processes by providing both a list of needs by area (e.g., automation/equipment, safety/building functions, termination/FMLA, and mentoring/coaching/QA) and providing links to policy, forms/checklists, and identification of contact persons. The guide will be available on the intranet and provide a resource for all supervisors. The goal is to increase new staff satisfaction, supervisor preparedness for newly acquired staff, and the ability for staff to have the tools required to be productive as quickly as possible.

In developing the guide, the Specific Mid-Managers Committee has already sought the expertise of key staff, including newly hired/transferred staff, office mentors, staff development, safety staff, HR staff, and representatives from IT/APETS and quality assurance. We will be sending out the guide for additional feedback and hope to have it completed by the end of June!

Mid-Range Sub-Committee (Co-Chairs Manny Barron and Leslie Ebratt): The Empathy and Understanding sessions that have taken place within the last year provided vital feedback from staff. One such topic indicated staff would like one location where they can access reliable and accurate department information. Our current project involves just that: To develop a centralized electronic resource guide that serves as a "one stop shop" for staff to readily access current and reliable information on APD programs, services, and assignments. This will be one electronic "guide" in which each assignment will have its own page, which includes such things as: program description/criteria, links to screening documents, contact information, procedures and tips, and links to relevant policy. The project has been broken down into four distinct areas that include: information gathering, format and writing, CTS and automation, and updating and sustainability.

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So far, we've developed two separate formats for the main page and are firming up formatting for the department information page. We anticipate having a proposal completed and submitted for approval by summer's end. Once approval is granted, we will be asking directors to identify "subject matter experts" or SME in each assignment, whose responsibilities will include determining the exact content on their respective page and then, perhaps quarterly, they will be asked to ensure the accuracy of that information, making changes, additions, and deletions as necessary. In addition, we've identified processes to help ensure the relevance and accuracy of the database over the long term. Clearly, the ultimate definition as to the success of this endeavor will be its usefulness to staff, so built into this project is the need to both educate and "market" the availability of the page and then to measure staff satisfaction with respect to its usefulness.

We are fortunate to have committee members like Mary Stuart-Bronski, Katrina Williams, Cynthia Stevens, Beth Garrow, Marie Long, Karie Strauss, Samantha Corder, and Connie Koch, to help navigate the complexities of automation and to help make sure all department areas are covered. In addition, we appreciate the technical support and guidance of QA supervisors Julie George-Klein and Tricia O'Connor, whose expertise in project planning has been critical in reminding us to stay focused and orderly with regard to tackling a project of this size and scope.

Global Sub-Committee (Co-Chairs Dana Shepherd and Jean Scott): Global is very excited to be wrapping up the Process Improvement Project. A huge thank you to all of you who have contributed to this project. You may remember recently seeing the Case Transfer Policy that came out for feedback, and we expect the completed policy to be in effect very soon and to eliminate the need for the current case transfer form. Global also worked closely with the MARS unit to develop the new MARS screening. Be watching for the complete project to be sent out very soon!

Team Forum (Chair Rod Rego): In January, the Mid-Managers held their annual Managers Social. It was a good time for the managers to network and interact with some of their colleagues across the Department. Among other things, managers were involved in an EBP exercise that required them to recall some important facts in the department.

In April, Team Forum will host its first Manager's Forum of the year. The topic for this quarter's Forum will be Social Media: what we don't know, what we do know, and what we need to know. Speaking at the Forum will be Jennifer Liewer, Communications Officer from AOC.

Keep your eyes out for more exciting news from the MMC in the coming months! If you are a supervisor and are interested in joining the Mid-Managers Committee, please contact your Division Director, Jodie Rogan, or Susan Savoy. ☞

Drug Court Celebrates 20 Years

By Presiding Judge Norman Davis

March of 2012 marked Maricopa County Drug Court's 20th Anniversary! This innovative program has helped many "...drug involved criminal offenders achieve lasting sobriety, enabling them to get their lives back..." to quote Judge Carey Hyatt.

In 1992, former Superior Court Judge Susan Bolton founded our Drug Court program – the third in the nation. Upon her appointment to the Federal bench, Judge Bolton was succeeded by Judge Carey Hyatt. Over the years, Judge Hyatt and several other judicial officers have made significant contributions and improvements to our Drug Court program.

Excerpts from Judge Hyatt's speech during the March 20th Anniversary celebration follow:

...Today our Drug Court is nearly 700 participants strong. If you add all of the participants involved in the ancillary Drug Courts today, the numbers approach 1,500. Across the country, there are over 2,500 active Drug Courts in operation, and they address many problem-solving areas; DUI, Juvenile Drug, Family Dependency, Re-Entry Court, Tribal Wellness Courts, Truancy Courts, and Veterans' Treatment Courts.

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I've often said in talking to people about Drug Court that if society brings a problem to the Court for solution....Look out! We'll build some kind of Drug Court around it.

Time and your attention span will not allow me to go into all of the changes and adjustments that the Maricopa County Drug Courts have gone through over the last 20 years. We've learned much, and there is more to do. We can build better alliances with the business community for employment purposes. We can build better alliances with law enforcement for communication. We need to better ensure the long-term success of our graduates by continuing their support system with alumni groups.

Nothing about where we've been, where we are, or where we are going could or can exist without the hard work and dedication of the Drug Court Team. That, in my humble opinion, is the core characteristic behind why Drug Courts work! No individual team member is more important than any other...not the judge, not the probation officer, not the prosecutor, not the public defender, and not the treatment counselor. Everyone has a voice, including the participant. As a team, we learn together how to actively listen to each other, and especially to the participants, to truly understand...and only then can we inspire and motivate change. There have been 1,000s of success stories, and I can assure you there will be 1,000s more with the guidance of the current and future Drug Court Teams.

Now, they say that you have to have a special personality to be a Drug Court judge. I'm not sure that I agree. I believe that all you need is a beating heart and a willingness to listen and learn. In all my years on the bench, with all of the courses I've taken, with all of the books I've read, and all of the different kinds of cases I've handled...the most valuable lessons I've learned and have taken with me on every one of my assignments have come from my time as a Drug Court judge. That experience has been to me the greatest gift.

Personally, and on behalf of the court, I would like to thank all involved in creating and collaborating on our drug courts. ☞

Former Drug Court Judicial Officers

Drug Court Judicial Officers

Hon. Susan Bolton
 Hon. Carey Hyatt
 Hon. David Cole
 Hon. John Foreman
 Hon. Jonathan Schwartz
 Hon. Aimee Anderson
 Hon. Colleen McNally
 Hon. Steven Holding

Juvenile's Drug Court Judicial Officers

Hon. David Cole
 Hon. John Foreman
 Hon. Jonathan Schwartz
 Hon. Aimee Anderson
 Hon. Colleen McNally
 Hon. Steven Holding

Family Drug Court Judicial Officers

Hon. Carey Hyatt
 Hon. Rosa Mroz
 Hon. Colleen McNally
 Hon. Sheila Madden

Specialty Court Judicial Officers

Hon. Arthur Anderson
 Hon. David Cole
 Hon. Warren Granville
 Hon. Michael Hintze
 Hon. James Morrow
 Hon. Lisa Vandenburg
 Hon. Shellie Smith

Drug Court Snapshot

By Karen Barnes

The Drug Court Program is a challenging program that offers long-term treatment and increased judicial supervision or the defendant. All defendants in the program are medium-high or high-risk offenders. They are required to attend Drug Court a minimum of once every four weeks, but many see the Judge every two weeks. Prior to each Drug Court hearing the defendant's case is staffed by the entire Drug Court team to determine any incentives or sanctions the defendant may receive. In addition, they initially attend treatment three times weekly and remain in some type of treatment for the entire time that they are in the program. Upon graduation from the program, the defendant is early terminated from probation and if the offense is undesignated, they receive a misdemeanor.

Drug Court Supervisor
 Karen Barnes

Drug Court Probation Officers
 Denise Pine
 Daniel Fox
 Ken Zimmerman
 Scott Stoffel
 Dene Bimber
 Serina Tooms
 Sheila Jones
 Christopher Black
 Rebecca Rowland
 Veronica Alvarado
 Joseph Coppola
 APO Diana Barela



Adult Probation Division Director Steve Lessard

Mental Rehearsal and Threat Assessment

By Kevin Jeffries, Probation Safety Specialist, Arizona Supreme Court
and Lance Nickell, Lead Firearms Instructor, Maricopa County Adult Probation

Editor's note: This is part three of a four-part series written by the authors addressing a critical element of officer safety, the need to "think first." The articles have been published in *PoliceOne* and in APPA's *Perspectives*.

In our previous installment in this series, we stated that when we act in a manner contrary to the perpetrator's plan, we cause the perpetrator to rethink (orient, observe and decide), which causes hesitation prior to Acting and provides officers with an opportunity to escape or enhance their defense. This allows officers to get inside the assailant's OODA loop and force the assailant to sort through their OODA loop again.

This concept is referred to as: visualization, mental imagery, or crisis rehearsal. In fact, many athletes attribute this principle to assisting them in winning gold medals, championships and/or personal bests. With this technique, they envision an athletic event and their successful participation and conclusion to that event. In a probation/parole setting, officers would imagine a use of force situation that concluded successfully. The idea is that mental rehearsal tricks our mind into believing that we have been there before. Through this, officers react more quickly, more confidently, and in a reasonable manner, in accordance with *Graham v. Conner*.

I encourage officers to take advantage of the time spent driving from contact to contact to mentally rehearse. Consider escape routes to use when confronted in the home of a probationer or a hallway of an apartment complex. Consider being attacked by various types of weapons and by various types of people (older, younger, bigger, smaller, male, female etc.). Visualize yourself in threatening situations that others in your department have encountered or even something read in a book or seen on TV...be realistic, but also be creative. Be sure to always see yourself as being confident, in control, and winning the encounter by retreat or force used. Also, be sure to rehearse using a reasonable force option. It is now that we can — within the safety of our imagination — consider alternatives so that when confronted with reality, we can react quickly and reasonably. I am proud to say that I decided 15 years ago how I would act in a crisis that may not happen until tomorrow, next week or next year. Because of that, I am prepared to win...are you?

As mentioned earlier, officers must have a firm grasp of the agency's use of force policy, state law, and use of force case law. They also must be able to recognize emerging and immediate threats. Further, they must be able to identify the type of threat as deadly or non-deadly and choose a reasonable force option (or plan of retreat) to deal with the threat.

Officers should look for behavioral cues to assist in threat assessments. Behavioral cues can be divided into subcategories. The first is unarmed threatening assailant. The behavioral cues in this category are the subject's resistance both verbally and physically while threatening the officer or another. The unarmed threatening then turns into the unarmed assailant when the threatening subject attacks the officer by grabbing, striking, biting, kicking, etc. The closing of distance is the officer's warning that the threatening is about to turn into unarmed assailant. Of course, the assault is obviously a behavior cue. (Gillespie, Hart, and Boren, 1998).

The unarmed threatening assailant should not be seen as harmless. People who threaten often carry out those threats. When the unarmed threatening assailant is closing distance, it is important for us to know that we can use preemptive force. The cases of *Wardlaw v. Pickett* and *Prymer v. Ogden* clearly state that an officer can act in a preemptive manner if a reasonable officer would believe that a physical attack is immediately pending.

How can officers know when they are in a deadly force encounter? Officers can use this strategy to identify deadly force situations. There are three injuries that can cause death or "serious physical injury." They are large gaping wounds, major internal organ damage, and major broken bones. There are three types of weapons that can cause those three types of injuries: firearms, edged weapons, and blunt trauma instruments (Gillespie, Hart and Boren, 1998).

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So when officers are confronted with these three weapons (coupled with hostile intent), this should lead a reasonable officer to believe they are in a lethal force encounter. Keep in mind, a person who is standing still while holding and threatening with a knife or a blunt trauma instrument must demonstrate intent before lethal force can be used. This intent can be demonstrated by the armed threatening subject moving toward the officer or verbally threatening to use the weapon to harm the officer.

These talking points often prompt officers to question how the 21-foot rule comes into play. The 21-foot rule only applies when the subject is actively charging. Anytime someone is standing flat-footed, threatening us, we need to get a reasonable tool off of our belt for our protection and/or leave. There is no downside in being prepared to protect ourselves. Drawing a reasonable force option will not escalate the situation — it will more likely deescalate it. If we wait until the subject is charging us, we are way behind the curve and more likely to be injured. Do not ignore reality.

In an effort to help frame reasonableness in a deadly force situation, the FBI instructs its agents in the following four categories. “If an agent has probable cause to believe any of the four examples exist, and the subject poses a threat of serious physical injury, then deadly force may be permissible under the policy” (Petrowski, 2002). The four examples are:

- 1.) The subject possesses a weapon, or is attempting to gain access to a weapon, under circumstances indicating an intention to use it against the agent or others.
- 2.) The subject is armed and running to gain the tactical advantage of cover.
- 3.) The subject, with the capability of inflicting death or serious physical injury or otherwise incapacitating agents without a deadly weapon, is demonstrating an intention to do so.
- 4.) The subject is attempting to escape the vicinity of a violent confrontation in which he or she inflicted or attempted the infliction of death or serious physical injury.

Note that number 3 includes the possibility of a person with no weapon as being a lethal threat. It is important to know that our mind is always making threat assessments on a subconscious level, and sometimes it will perceive danger and communicate it by an unexplained bad feeling. This bad feeling is sometimes referred to as instinct or a gut feeling, or the hair raising on the back of your neck. Whatever these feelings are called, they should not be ignored (De Becker, 1997). Officers should trust those instincts and safely remove themselves from that particular situation.

Check back in the next Chronicle for our final installment in this series, ‘Complacency, confidence, and our conclusions.’

Probation Officers as Support!

By Michael Runningwolf

Greetings! My name is Michael Runningwolf and I am presently on SMI probation in Maricopa County in the East Valley. In November of 2009, I was released from the Ada County Jail in Boise, Idaho with a ten-year sentence to supervised probation. Before I served my four month incarceration, I was a certified high school teacher, coach, husband, business owner, and homeowner. I was active in my church and was one of the leaders of my local Men’s Ministry. I was living the life I had imagined and was planning on a life full of teaching, family, and church. Unfortunately, sometimes the plans we make take a different turn into a less desirable direction.

Around 2007 I started experiencing delusional thinking, and as the years went by delusional thinking was accompanied by audio, visual, and olfactory hallucinations. By February of 2009, I was unemployed, homeless, divorced, and ill with a new diagnosis of a disease I did not understand. The diagnosis was Paranoid Schizophrenia and I would soon get a quick education about hospitalizations, medications, and their side effects.

Continue on page 12

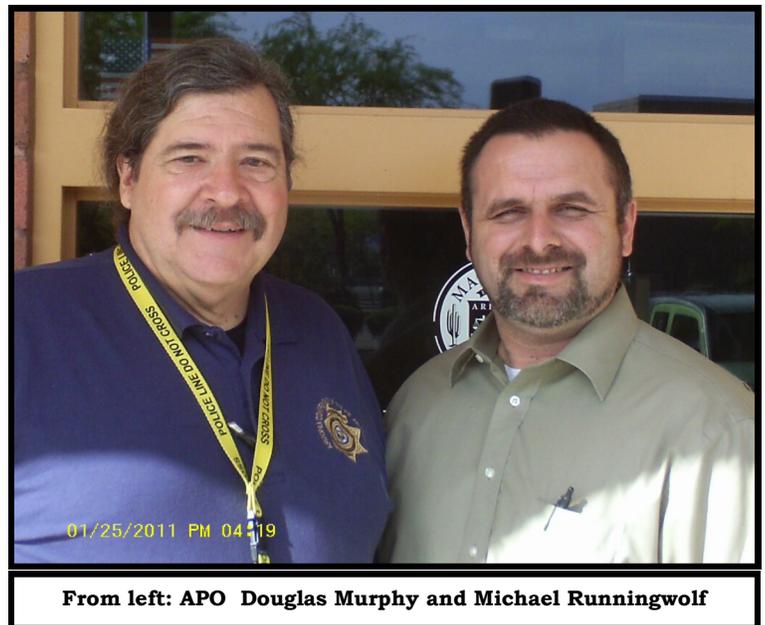
Unfortunately, I was soon to learn the fact that many with a psychiatric diagnosis will someday enter the court systems as well. After release, I soon found that the psychiatric services and the other agencies in Idaho were ill-equipped to help me.

I was soon able to move to Arizona on a transfer, because I had a family member in Phoenix. When I first met with my probation officer, she asked me how I was doing and talked to me about the services available in Maricopa County; she also provided me with the crisis hotline number and let me know she cared and was willing to help me. This was totally not what I had experienced in Idaho, and I was yet to learn that this would be the norm instead of the exception.

I started volunteering at NAMI (National Alliance on Mental Illness) and David's Hope and my probation officer encouraged my participation with these agencies. I loved volunteering for them and it gave me empowerment to know I was working hard to help others with challenges such as psychiatric symptoms, incarceration, substance abuse, and poverty. NAMI and David's Hope taught me the power of recovery and advocating for others. In 2010 I was transferred to the SMI Unit of Adult Probation and the support and encouragement from my probation officers grew even more. I quickly came to understand that my probation officers supported me and are always there to help me with any questions, concerns, or challenges I have. They are always just a phone call or email away, and they are always lending an encouraging word when I need it the most. Knowing that they believe in me gives me the motivation and empowerment to go the extra mile in treatment, work, education, and church and community involvement.

When I attend my therapy sessions or do an In Our Own Voice presentation for NAMI, I always talk about the support I get from my probation officer and how critical they are to my recovery and how important it is to have them on my support team.

In 2011, after a year volunteering full time at NAMI, I was offered a teaching position with Recovery Opportunity Center as a Recovery Specialist Instructor teaching Peer Employment Training classes to peers across the country and teaching them how to empower themselves by empowering others. I am teaching full-time again, receiving excellent psychiatric treatment, and living a fulfilling and rewarding life. I am where I am because of the support from the SMI unit and the encouragement they give me every month. I am where I am because of all the hard work they have devoted to me and my case. I am where I am because they do not give up on me and I know they are always in my corner.



From left: APO Douglas Murphy and Michael Runningwolf

I just wanted to write this to say thank you, for all that you do to support us in a community where stigma and lack of information make it difficult for us to see ourselves as successful productive members in society. Thank you for going the extra mile for us and caring enough to help when many would have given up. Thank you for your tireless and never-ending support. Thank you for a job well done; we are blessed to have you.

“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.” -- Margaret Mead ☞



"In the Army: This We Will Defend"

By Tiffany Grissom

Wearing a five-pound camouflage helmet and a thirty-pound vest while marching in a platoon to an Arizona National Guard Sergeant's orders wasn't what we had in mind when we signed up for a two-day military immersion training. Two days meant 31 straight hours, along with only a few hours of sleep on a military cot at the Arizona National Guard facility in Phoenix. As civilians with no personal military background, we didn't know what was coming when we were told we would get a little taste of life in the military.

One hundred community members took part in two days of full military immersion on March 12 and 13, 2012. Two officers in the Veterans Court unit, Bobbie Stumper and Beth Cervantes, and I embarked on this adventure in an effort to increase our awareness of military culture in order to better meet the needs of Veterans involved in the criminal justice system. The boot-camp-style adventure gave us a first-hand look at what life is like as a member of the Military.



From left: APO Bobbie Stumper, Supervisor Tiffany Grissom, and APO Beth Cervantes

For two straight days we were immersed in military culture. We were immediately split up into platoons, learned to march in formation, and were even yelled at as we failed to march according to the orders. We yelled "kill" during role call and to acknowledge the sergeants' orders. Why? It was explained to us that soldiers are trained to kill and it gets them in the mindset of war. This was the point where it became real. We were faced with consequences when a platoon member wasn't in sync or was late to formation. Push-ups, along with more stern orders followed. The sergeants would stop and explain why we were being yelled at and why it was important for soldiers to move, act, and think as a group. We ate a meal in a pouch (MRE), drank warm water out of a tank trailer after being schooled on how to avoid the floaters, and listened to accounts of soldiers who spent months in the battle fields eating only MRE meals. We attended weapons and tactics demonstrations and experienced the military chaplain services. In one demonstration, we learned how handling weapons contributes to the stress on our service members.

When our 4:30 a.m. wake up call occurred with sergeants banging metal trash cans and blowing obnoxiously loud horns into the large room packed with participants sleeping on cots, we were not prepared for physical training in the cold, windy morning on the last day of training. We rushed to pack up the cots and prepare for the unexpected as we stood in formation and marched to the track. Along came more push-ups, sit-ups, and loud orders to give it our all.

Additionally, we learned firsthand from service members what it's like to go to war. We listened to stories about the invisible wounds of war and how normalizing into the community after a deployment is not an easy mission for many service members. Soldiers shared stories of how loud noises, fast moving vehicles, and open desert highways would trigger Post Traumatic Stress. Several service members talked openly about their struggles with Post Traumatic Stress Disorder and problems that developed in their personal lives with friends and family. Normal conversation with friends and family became difficult, they struggled with always having a heightened awareness, and would muddle through it with unhealthy coping mechanisms.

This unique 2-day event gave us the chance to get up close and personal with the military and the service members who serve our country everyday. It helped increase our understanding of military culture and equipped us and our organization to better provide support to service members, Veterans and their families. Additionally, it gave us a different perspective on our military members, how professional and passionate they are, and why they serve.

Continued on page 14

The overall goal was to allow participants to better understand the physical and mental stresses of military life so we can relate to service members in need of care and support. The mission was accomplished as we walked away with intense admiration for our service members.

Veterans Court is just one valuable resource for service members to get the help they deserve. Unfortunately, when we come into contact with them, they are typically at a very unmanageable time in their lives. Having a better understanding of the military culture will unquestionably assist us in our daily interactions with Veterans on probation. ☪

Maricopa County Superior Court Veterans Court Mission:

We unite through collaborative efforts; for Veterans in our criminal justice system; with conviction, compassion and deliberate justice; to address substance abuse, alcoholism and behavioral health issues endured by those who gave so dearly to protect our Community.

Managers' Forum on Social Media

By Rodney Rego

Have you ever wondered why people are so interested in Facebook, Twitter, and other social media sites? On April 23rd, managers from across the department met for the first Managers' Forum of the year to discuss some of the issues surrounding social media and how it impacts our jobs, our lives, and the lives of our probationers.

Chief Broderick opened the Forum and mentioned some of the recent accomplishments of the department including FINCOM receiving the 2012 Crime Victims Financial Restoration Award. Recent promotions were recognized as was the retirement of Deputy Chief Tom O'Connell and Holly Burdine receiving Supervisor of the Year.

Jennifer Liewer, Communications Officer from the Arizona Supreme Court, discussed the social media revolution and different platforms. She also talked about how social media impacts us, the courts, and our jobs. Jennifer concluded by discussing the positives of social media, how it has negatively affected some people, and some of the security issues surrounding this topic.

Karen Arra, Media Relations Director for the Judicial Branch, talked about how the Judicial Branch is using Facebook, Twitter, and YouTube to convey Court information.

The Forum was concluded with the group doing an activity in which they described how they would handle potential abuses of different social media sites, by not only staff, but by probationers.

Overall, the Forum was very informative and opened the eyes of some who may not have been familiar with all of the aspects of social media. ☪



April 2012 Manager's Forum

New Probation Officers

By Jim Sine

Please join Staff Development in welcoming our 19 new probation officers and two new surveillance officers to the Department! On March 29, 2012, these officers completed five weeks of training and are ready to jump into their new assignments. The new officers were assigned to a wide variety of assignments including Intensive Probation, sex offender caseloads, and Pretrial Services. This class received very positive feedback from presenters and they are very eager to learn. There is a lot to learn in this job and our newest class has shown that they are well on their way to becoming excellent probation and surveillance officers. Congratulations, everyone!! ☺



Pictured with Judge Douglas Rayes and Chief Barbara Broderick are Officers Acheme Amali, Jennifer Blaisdell, Jennifer Borgen, Henry Esparza, Mario Garcia, Bethaney Hames, Ernan Kiselica, Deborah Kurth, Wendy Lertzman, Keri Madrid, Ricardo Mendez, Michele Mikel (Sears), Alyson Popalardo, Justin Robnett, Barbara Rubio, Daniel Russo-mano, Donna Swan, Amy Taylor, Ryanne Wood, LeKisha Woods, and Wade Woolsey

Evidence Based Practices – What’s Leadership Got to Do with It?

By Julie George-Klein with assistance from Colleen Dorame and Tricia O’Connor

Evidence-based practices require the ability to make changes based on research and data. Change requires the willingness for continuous learning. Becoming a learning organization involves providing an environment for that kind of learning, and it takes leaders at all levels to create an environment supportive of a learning organization. To connect all these pieces, Colleen Dorame, Training Manager, and the Executive Team have developed a Supervisor Leadership Academy by taking the leadership curriculum developed by Orange County and the Crime and Justice Institute (CJI) and customizing it to meet the needs of our Agency.

The Executive Team served as participants, facilitators, and developers of the first Leadership Academy. Based on their feedback, the curriculum underwent its initial changes to meet the needs of our Agency. The first class of supervisors entered the program in August of 2011, graduating in January 2012. Their feedback then provided additional information to further enhance the program. The two academies currently in session have also provided feedback for additional revisions. Thanks to the Executive Team and our first three classes for all their assistance in creating a Supervisor Leadership Academy that will provide an opportunity to continue our journey in evidence-based practices.

Continued on page 16

The Academy is six months in duration, with participants attending class two days per month. The Academy uses a blended learning approach. This requires the ability to have fun; to complete individual reading and research assignments, self-assessments, and on line learning; to benefit from guest speakers; to work with peer mentors; and to learn from each other's experiences.

Sessions:

The Leadership Journey – management versus leadership, how to become more like a learning organization, the foundation needed for becoming better leaders

Changing Organizational Culture – change theory, leading an organization through change, and assisting one's self and unit members in efforts to work toward change

Engaging Others – use of all of our intelligences, emotional intelligence (EQ), adult learning theory, and cultural competence to assist in engaging others and to provide skills for enhanced collaboration

Communication Skills – communication with values and recognition

Conflict Management – conflict management styles and handling difficult conversations

Teams and Wellness – conversations on building teams and promotion of wellness

So, "What's Leadership Got to Do with It?" If we are to create a safer community using what works, we should be open to continuous learning while aligning our practices with effective research. The MCPAD Supervisor Leadership Academy challenges supervisors to do just that – examine our current leadership skills, learn what is most effective in leading others, and make decisions as to personal change in our "style" based on what we understand to be effective. Enhancing our leadership skills will improve our understanding, communication, and collaboration with our staff and internal and external stakeholders, and allow us to continue building on the strengths of our Agency.

The next Supervisor Leadership Academy will begin in July 2012 and is on Pathlore. ☞

- *****
- ★ **Pictured right Class 1:** ★
- ★ **Rebecca Britt** ★
- ★ **Holly Burdine** ★
- ★ **Ray Cruz** ★
- ★ **Kathy Daniels** ★
- ★ **Vincent De Armond** ★
- ★ **Theresa Franklin** ★
- ★ **Tracee Frick** ★
- ★ **Harriet Galbreath (JPD)** ★
- ★ **Julie George-Klein** ★
- ★ **Jill Gondek** ★
- ★ **Sherry Johnston** ★
- ★ **Chad Kewish (AOC)** ★
- ★ **Tricia O'Connor** ★
- ★ **Debra Olsen (JPD)** ★
- ★ **Lolita Rathburn** ★
- ★ **Cindy Reid (Trial Courts)** ★
- ★ **Gary Streeter** ★
- ★ **Jason Walker** ★
- ★ **John Wertsching** ★
- ★ **Katrina Williams** ★
- *****



- *****
- ★ **Class 2:** ★
- ★ **Mary Aguirre** ★
- ★ **Scott Allen** ★
- ★ **Debra Bevins** ★
- ★ **Chauncey Crenshaw** ★
- ★ **Raquel Gloden** ★
- ★ **Brandelyn Jackson** ★
- ★ **Anna King** ★
- ★ **Paula Krasselt** ★
- ★ **Carey McGrath** ★
- ★ **Ted Milham** ★
- ★ **Taylor Pile** ★
- ★ **Jean Scott** ★
- ★ **David Servilican** ★
- ★ **Cynthia Stevens** ★
- ★ **Sandra Tom** ★
- ★ **Kristi Ward** ★
- *****

- *****
- ★ **Class 3:** ★
- ★ **Manuel Barron** ★
- ★ **Jamie Collins** ★
- ★ **Jennifer Cooper** ★
- ★ **Jolie DeLong** ★
- ★ **Robert DeMers** ★
- ★ **Tricia Doktor** ★
- ★ **Jennifer Ferguson** ★
- ★ **Beth Garrow** ★
- ★ **Tiffany Grissom** ★
- ★ **Juanita Gutierrez** ★
- ★ **Stephen Hartley** ★
- ★ **Sandra Mishkin** ★
- ★ **Michele Saldana** ★
- ★ **Susan Savoy** ★
- ★ **Allison Thompson** ★
- ★ **Don Warrington** ★
- *****

- *****
- ★ **Exec Team:** ★
- ★ **Margaret Callaway** ★
- ★ **Michael Cimino** ★
- ★ **Zachary Dal Pra** ★
- ★ **Linda Ettari** ★
- ★ **Mark Hendershot** ★
- ★ **Steven Lessard** ★
- ★ **Jenifer Meiley** ★
- ★ **Penny Stinson** ★
- ★ **Pamela Morrow** ★
- ★ **Thomas O'Connell** ★
- ★ **Saul Schoon** ★
- ★ **Wes Shipley** ★
- ★ **Donna Vittori** ★
- ★ **Therese Wagner** ★
- *****



Crime and Victimization

By Tony Bidonde, Victim Services

In 2010, violent crimes (against both males and females) by intimate partners totaled 509,230, and accounted for 13.36 percent of violent crimes. Of female murder victims in 2010, 37.5 percent were killed by a husband or boyfriend. Domestic violence was the most serious offense of which four percent of adults on probation in 2009 had been convicted. No one ever chooses to become the victim of a crime. When such an occurrence happens, the criminal justice system is there to ensure the victims, as well as the defendants, have their day in court in an impartial manner with full rights. (National Center for Victims of Crime, 2010).

In Adult Probation, the terms below are not unusual; we see and read them on a daily basis. However, when we actually stop to contemplate their meaning, they actually look somehow more menacing than the average word.

Key Words

Victim - Somebody who is hurt or killed by somebody or something, especially in a crime, accident or disaster. Hurt by actions of a person or persons, monetary, mental anguish. (Most victims are not killed in the commission of the crime against them but all suffer mental anguish).

Defendant - A person or company required to answer charges in court for an offense.

Fear - An unpleasant feeling of anxiety or apprehension caused by the presence or anticipation of danger.

Rights - A person has many rights, to include the right to live free of fear.

The criminal justice system is multi-tiered. One of the many arms at the system's disposal is Victim Services. Part of our job at Maricopa County Adult Probation, Victim Services Unit, is to ensure victims of crime have access to the needed information and resources.

Victims come from all walks of life, different levels of education, wide range of ethnic and racial backgrounds, sexual preferences, and varied socio-economic levels. No one is a stereo-typical victim.

Oftentimes the overwhelming sense of fear is what keeps a person who is being victimized from seeking help. Another factor is the lack of information; where or whom can one turn to when one experiences domestic abuse or any other type of victimization? Forms of abuse may include stalking, threatening, raping, controlling, curtailing personal finances, etc., all with the intention of manipulating the relationship in order to cause the other person to remain in the situation even under the most dangerous of circumstances.

When a crime is committed, the first line of defense is the police. Oftentimes first impressions will cause the victim to either **trust or not** the rest of the legal process.

We at Maricopa County Adult Probation, Victim Services, are here as a service to the victim and/or their families. Our main function is resource/data management and dissemination of the correct information to victims and their families. We can also give them available information on the status of their particular case or direct them to the presentence officer or field officer in charge of their specific case, so they can better understand the particulars about the case. Our goal is to give the victim referral and resource information in order to empower them in their journey to heal.

Below you will find resources, some local and others national. Please feel free to call me or contact the resources below for further information. ☞

National Center for Victims of Crime
WWW.NCVC.ORG 1-800-394-2255

Adult Protective Services
WWW.AZDES.GOV 877-767-2385 OR 602-428-7702

Arizona Crime Victims Services
WWW.DPS.STATE.AZ.US (e-mail only)

Catholic Charities Community Services
WWW.CATHOLICCHARITIESAZ.COM 602-285-1999

Fincom Receives National Award

By Barbara Broderick

On April 20, 2012, United States Attorney General Eric Holder recognized our Financial Compliance Unit for their work with victims. FINCOM received the 2012 Crime Victims Financial Restoration Award, which recognizes individuals or programs which have developed innovative ways of funding services for crime victims, or have instituted innovative approaches for securing financial restoration for crime victims. This is a high honor for our colleagues below and a wonderful way to kick off National Crime Victim's Rights Week. Please join me in congratulating them. ☪

The video tribute made for this award should be posted at this link [Office for Victims of Crime Award Gallery](#) .



From left: Acting Director, Office for Victims of Crime, Joye E. Frost, Acting Assistant Attorney General, Office of Justice Programs, Mary Lou Leary, FINCOM Supervisor Kendra Neal, Division Director Michael Cimino, Adult Probation Chief Barbara Broderick, FINCOM Supervisor Stephen Hartley, Attorney General Eric Holder



Standing left to right: Obenia Kingsby, Stephen Hartley, Brenda Jones, Kendra Neal, Michael Cimino, Kristin Agnetti, Judy Chacon, and John Helmrich;

Seated left to right: Oveta Sullivan, Sonia Cruz, Lorraine Guier, Kelly Sussex, Mike Shinault, and Marge Boyett.

(Not pictured: Thea Burress and Rosa Barrio).

EBP ESSAY

If at First You Don't Succeed, Try, Try Again

By Julie Christie

Carolyn (not her real name) has a serious mental illness and an extensive violent history with multiple probation violations for absconding. This is her fifth reinstatement to probation. Since her time in CMU with Officer Denise Conn, Carolyn has come a long way toward a positive future.

Carolyn's probation terms prohibited her from returning to her former living environment. Trying to find a place was difficult. Carolyn suffers from serious mental health issues due to years of abuse, drug use, and living on the streets. Many halfway houses refused to take her because of her medication requirements.

Denise Conn and other officers assisted in locating and facilitating her entry into Southwest Behavioral Agency, which could provide Carolyn with the services she desperately needed.

Carolyn was transferred to my caseload several months ago. She has struggled a bit, but through it all has maintained a positive attitude. She has opened up to me and been honest about her issues and triggers and is learning to face her problems head on without running away.

Carolyn now works full-time and is completing her probation requirements. She is living in a residential treatment facility and is involved in classes and counseling. She is gaining the skills necessary to positively impact her life and the lives of her children. This newfound desire to change her life is a refreshing change from her sordid past. Carolyn believes probation officers truly do care about her welfare and seeing her succeed. She credits her turn around to the patience and dedication of the probation officers who have played a part in her life. ☺



APO Julie Christie

EBP SPOTLIGHTS

Nominee: APO Nicole Mesquita

Present Position: Standard Field, BCB, Unit 1

Nominator: Kenn Gorr

Nicole has been working with a long-time meth user. She was trying to motivate the woman to see that her drug use was killing her; however, Nicole was talking to a brick wall for much of the time, and she was running out of ideas. So, in a moment of desperation (just kidding), she picked up the Carey Guides and started thumbing through them. She found the Carey Guide entitled "Meth Users," and decided to have the woman work on a few of the assignments, one of which was keeping a diary for a month, so she could see how her behavior was affecting her. Nicole didn't know if her client would do the assignment, but she asked her to do it anyway. "I thought she would throw it away," Nicole said. It turns out that the woman completed the assignment, and made an entry every day. In reviewing it together, Nicole was able to get her client to see how the drug was affecting her life, as she saw (in her own hand) the ups and downs she was experiencing. After the assignment, the woman told Nicole she wanted to get into inpatient treatment.



APO Nicole Mesquita

Continued on page 20

Since then she is having second thoughts; however, Nicole continues to work with her. "She gets it, there is just something holding her back," Nicole said. "She wants to do it, but it's back and forth." Nicole also added: "I think that Carey Guide was the only break through I've had with her, because she talks to me now and she didn't talk to me before." ☞

Nominee: APO Katherine Schiets

Present Position: Standard Field, Northport, Unit 41

Nominator: Jamie Collins

I nominated Katherine Schiets for an EBP Spotlight award after finding the following letter attached to her monthly report form. I asked Katherine why she had not mentioned receiving this letter; she said, "...Well, like he said, '...it's my job...'; and it was more about his request for an override risk level than about me and what I had done." This is true; however, while the letter may only mention Officer Schiets by name in a couple of sentences, its complete text is an example of the positive change that occurs in a probationer's life when they have positive, encouraging support from their probation officer. Katherine uses good motivational interviewing skills, seeks the probationer's input, and collaborates with appropriate resources and individuals to assist the probationer to not only successfully complete probation, but effect positive change in his life.

Katherine has been with the Department approximately six years and supervises a standard caseload out of the Northport office in the Northern Division. In addition, she is one of two Northport PRIDE Committee representatives, works as part of a team that assists fellow officers in conducting searches, and is a big supporter of workplace safety. I was Katherine's supervisor for a little over four years, and found her to be an officer who was friendly, fair-minded, and consistent, with a positive attitude.

To whom it may concern:

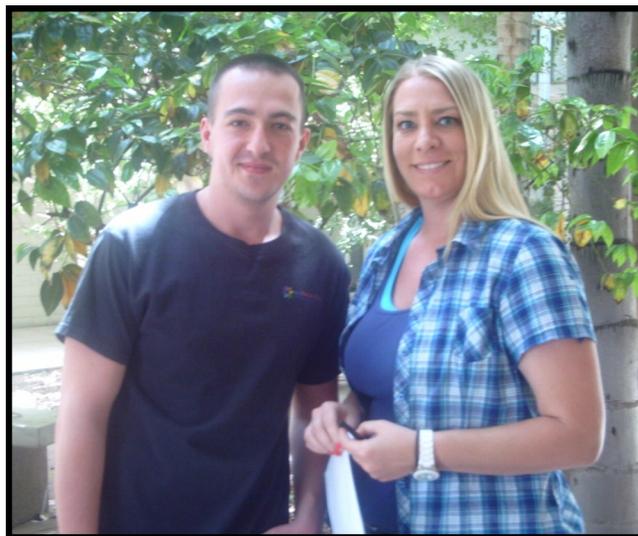
I am writing this letter today in regards to my probation risk level being one point shy of low. I am not writing to justify my actions and behavior of my past. Instead, I am seeking forgiveness for the things that I have done. My terrible actions did not affect anybody directly, but affected many secondhand. I take full responsibility for my actions and the fact is I am still paying for them. It's hard enough trying to earn back your family's trust after you have been deemed a failure, but also trying to earn it back from the State.

Katherine has been a huge help in moving my life in the right direction. I know it's her job and all, but I feel she really does care about the people that she has been paired up with. I currently have an amazing job that I love and would not risk losing. I haven't consumed alcohol in more than a year and definitely no marijuana. Everyday seems like I am getting a little bit of trust back from everybody that I have hurt, and hopefully after all of these probation requirements, I will continue to excel.

Once again, I am truly and deeply sorry. Considering the circumstances and the possible outcome, versus what the outcome actually was, definitely taught me to not take life for granted. I feel like I was given my one and only second chance and life isn't worth looking behind your shoulder every day for a few extra dollars. ☞

Sincerely,

Jas



From Left Jas and APO Katherine Schiets

Please join us for the
"2011 Of The Year"
Awards Ceremony

Monday, June 11th
1:00 pm

Black Canyon (2445 W. Indianola)

Refreshments will be served

Congratulations!

Supervisor Of The Year:
Holly Burdine

Employee Of The Year:
Christina Burruel

Probation Officer Of the Year:
Khameelah Shabazz

Surveillance Officer Of The Year:
Michael Parham

A Special Thanks to the *P.R.I.D.E.* Reps for all the hard work they do to keep up the moral at each site!

(BCB) Rene Bates, Beatrice Sainz

(CLAPO 4th Ave Jail) James Purucker

(Coronado) Silvia Partida

(CSC Durango) Raeann Maille

(DTJC2) Donna Lopez

(DTJC3 Admin) Tammy Aho, Joanne Roskowski

(DTJC3 Pretrial) Julie Chavez

(Durango) Marlene Garcia

(Durango Dispatch) Sahara Bergstrom

(Garfield) Julie Quiroz

(Luhrs) Tina Burruel, Julie Cuen

(Northport) Katherine Schiets, Tricia O'Connor,
Robyn Kissler

(Pretrial Nights 4th Ave Jail) Lisa Stapleton

(PSC) Michelle Hernandez, Jodie Rogan

(SEF) Sandy Lewis

(Scottsdale) Brandon Smith, Cleo Quinn, Jeff Fischer

(Southport) Meghan McEuen

(Sunnyslope) Danielle Chacon

(WRC) Kelly Sussex

(WCB5/6) Sandy Rogers, Katrina Williams

People Recognizing Individual's *Deeds of Excellence!*

Anniversaries



15 Years

Kristi Ward

20 Years

Karl Kasowski
Vickie Johnson
Darlene Carpenter
Janet Kasha

5 Years

Jennifer Ward
Charle Goulding-Reed
Jessica Zimmerman
Kim Vega
Bethany Wittig
Lori Young
Lisa Brown



5 Years

Victoria Curness
Patricia Fernandez
Kristen Hunt
Marie Long
David Niemi
Donald Sharp

5 Years

Robert Fisher
Timothy Lee
James Purucker
Cody Smith
Karie Strauss
Ryan Valley
Dianna Manzutto

5 Years

Kafi Grossley
Gregory Junge
Erika Balcazar
Philip Bish
Roberta Navarrette
Heather Preston
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Production Managers

Audrey O'Donnell
 602-506-9044
odonnella@apd.maricopa.gov
Kellen Stadler
 602-372-5767
stadlerk@apd.maricopa.gov

Editors

Cathy Wyse
 (602) 506.3688
 Shari Andersen-Head
 (602) 372.0302

Chronicle Staff

Barbara Broderick
 Shari Andersen-Head
 Cathy Wyse
 Tricia O'Connor
 Alison Cook-Davis
 Audrey O'Donnell
 Kellen Stadler

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