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# The Chronicle

NEWSLETTER OF THE  
 MARICOPA COUNTY ADULT PROBATION DEPARTMENT

A Force for Positive   
**CHANGE.**

## Chiefly Speaking: Our Values Determine and Guide What We Do



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Adult Probation employees are held to a high standard of personal integrity. The Code of Ethics for Court Staff states that judicial employees “should aspire at all times to conduct that ensures the greatest possible public confidence in their independence, impartiality, integrity, and competence.” Honesty and adherence to ethical principles are important elements in building trust with probationers, victims, co-workers, and others.

Given the importance of personal integrity, it is helpful to know our personal values. The values we bring to the job are directly linked to what motivates us, how we communicate with others, and what we choose to do or not do. If we become discouraged and cynical, it can impact our belief system and the values we convey. We all have biases; are we aware of them? Typically, we act in accordance with our personal values without giving it a lot of conscious thought. When faced with a difficult decision or a moral dilemma, we may look to our values for guidance. However, there are good reasons to reflect on our values without waiting for those difficult moments. From time to time, self-assessment provides opportunities to increase our effectiveness.

The Department has a set of shared beliefs known as our Values Statement. The Values provide a guide for organizational priorities and activities and help define who we are as an organization. Recently, the entire management team, with input from a cross-section of staff, reviewed, discussed, and updated the MCAPD Values. The revised Values Statement is aligned with our Vision and Mission Statements and affirms many of our traditional values. The updated Values also state our convictions in favor of ethical conduct, informed decision-making, and the use of proven and promising methods and technologies. This is the new Values Statement for MCAPD:

### VALUES STATEMENT

#### We Believe In:

- Promoting and maintaining a safe and healthy community.
- Fostering productive relationships with our community partners.
- Our staff as the greatest resource in accomplishing our mission.
- Carrying out our duties in an ethical and empathetic way.
- Treating people with dignity and respect.

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- The ability of clients to change and that the professional relationship between staff and client provides assistance, expects accountability, and can have a profound impact on successful outcomes.
- Using proven and promising methods and technologies to assess and assist clients in changing their behavior.
- Using strategies from established as well as emerging research to make strategic decisions.

We communicate extensively at work and our values and perceptions are expressed in these communications. Our choice of words, tone of voice, body language, and willingness to listen are all significant to treating people with dignity and respect. Words of appreciation, constructive feedback, and inclusion in discussions help communicate that staff are valued. As we reflect on our communication process, what are the values that come through? Do we convey a genuine interest in others? Enthusiasm about our work? Confidence and trust in others? A belief that positive outcomes can be achieved?

Within our department, there is some evidence that employees feel valued and connected. The employee satisfaction survey consistently finds that employees rate “people you work with” as one of the areas in which they are most satisfied. In the most recent employee satisfaction survey, employees’ satisfaction with every level of management was relatively high. Managers were regarded as supportive of employees.

The probationer satisfaction survey indicated that probationers feel they are treated with respect. Letters from probationers relate the encouragement and support they have received. This connection is largely accomplished through one-on-one communication between probationers and staff.

Do we have good communicators at MCAPD? Absolutely! I think that this is one of our strengths. I also think that communication is one of those areas where we need to be the best that we can be, because it’s such a critical part of our work.

A communication process that leads to understanding and helps people connect contributes to both personal and organizational effectiveness. In *Communicating with V.A.L.U.E.S.*, by James Young with Jim Mayfield, PhD., a framework is presented for being a successful communicator. The process includes:

- V** – Valuing
- A** – Asking
- L** – Listening
- U** – Understanding
- E** – Empowering
- S** – Serving

The Communicating with V.A.L.U.E.S. model recognizes that communication is both intellectual and emotional. The model can be applied in many areas, such as coaching, customer service, and sales. MCAPD has incorporated this model in lessons taught in the Leadership Academy as a tool for our managers. The Communicating with V.A.L.U.E.S. framework could also be beneficial in communicating with clients:

- Valuing** – know yourself, respect the individual, establish rapport, and make an emotional connection.
- Asking** – ask questions that create further understanding. Open-ended questions that are relevant, positive, and focused on action further the conversation and lead to problem-solving.
- Listening** – listen actively to develop empathy and build trust.
- Understanding** – understand the speaker and the context of the message.
- Empowering** – provide opportunities to develop expectations and competencies; tolerate self-determination.
- Serving** – discover and meet the needs of others; this may require putting one’s own wants on hold to get the job done.

In our work, we need to build trust and develop understanding before we can effectively engage others in problem-solving and change. We often have multiple interactions with the same individuals and an ongoing communication *process*. Within the Department, we have been having employee satisfaction survey forums and empathy and understanding sessions. We are trying very hard to listen and understand what staff are telling us and we know that “follow through” (empowering and serving) is essential. We want to continue our communication about the organization, what’s needed, and what’s being done. As part of this process, statements within our Mission that begin “we accomplish this through...” will be examined. At that time, we will re-examine the Values Statement to ensure that it all works together. ☪

# Complacency, Confidence, and Our Conclusions

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

Editor's note: This is the final installment 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*.

The *American Heritage College Dictionary* defines complacency as "...an unawareness of danger or trouble." It has been my experience that we can place complacent officers in two broad categories: those who deny that the job holds danger, and those who see the dangers of the job but still become complacent. The former group is still complacent, as their denial shows an "unawareness of danger," and they are hard to convince otherwise. Sadly, it will likely take a 9/11 moment for them to realize what other officers already know. In fact, they are not too likely to read this article past the first paragraph. Even though they recognize that they work with convicted felons in high-crime neighborhoods, they are still blind to the danger. Does a fish know that it is wet? Due to their constant denial and unconscious incompetence, these folks should not work in the criminal justice arena. Their lack of awareness could be a safety hazard to other officers.

At one time or another, we have all been a part of the second group of officers and have slipped in and out of complacency. It is a slow fade from being a well-trained, tactically-minded officer to a totally complacent officer. This group is teachable because they acknowledge the premise that our jobs can be dangerous. Three major factors can cause us to be complacent officers: laziness, hurriedness, and offender cooperation. The first two need no explanation — we shortcut because it's easier and faster.

As officers, we want and strive for offender cooperation. I tell our Arizona officers to not let yesterday's cooperation lead to tomorrow's complacency. There is no guarantee that just because an offender is constantly cooperative and even friendly with you, that you are safe in their presence. So even in the midst of the cooperation that we expect and enjoy, be a safety-conscience professional. Mind your safety issues just as strongly with those offenders who cooperate and smile at us, as we do with those offenders who seldom cooperate and sometimes scowl at us.

In 1981, a study was conducted that is still applicable to our jobs today. A group of researchers went to a prison and interviewed 53 violent offenders. They showed these violent offenders a video tape consisting of 60 citizens walking up and down the street. They asked those offenders whom they would choose to victimize from this group? Overwhelmingly, the violent inmates chose people who appeared to lack confidence (Grayson, B. and Stein, M., 1981).

So what should officers take away from this study?

Act confidently.

What about officers who lack self-confidence?

The answer is simple: Fake it — act confidently.

Studies show that while it is difficult to think your way to a new way of acting, you can act your way to a new way of thinking. When we act a new way and receive positive feelings regarding that action, our beliefs change and our behavior will follow suit (Kenagy, J., 2010). So act confidently, and you will see that, over time, you will grow into a person of confidence. While you are growing into that confident person, you will seem less vulnerable to human predators.

Bear Bryant was right: Most of us have the will to win or be successful, but the victor is the one who plans, prepares and ponders what it will take for success. So prepare to win by practicing your defensive tactics techniques and with all your safety-related tools. However, do not underestimate the importance of the mental preparation and knowledge as it relates to safety. Mentally rehearse possible negative situations that could occur. Have a plan to be successful when any of those negative situations occur (remember — not if, but when).

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Exercise situational awareness by scanning the environment and subject(s) and assessing the demeanor of the subject(s). Know the OODA loop cycle\* and how to use that to your advantage. Be on the lookout for threats, and know how to assess them. Never let yourself become complacent by laziness, hurriedness or trust. Just **think first!**

\* As discussed in an earlier part of this series, the OODA Loop concept was developed by a USAF pilot and combat veteran, Colonel John Boyd. Simply put, Boyd believed that responses to threatening encounters could be broken down into four recurring phases: Observe, Orient, Decide, and Act. Further, that the key to success is to speed through the process faster than your opponent, and to challenge their thought process by performing in an unexpected manner. ☞

## Safety Matters

By Gary S. Streeter

In recent months Adult Probation has experienced six incidents involving probationer or subject resistance during arrest situations (several were the subject of department-wide emails from Division Directors). Three of these incidents occurred in area offices, and three occurred in the field. The officers involved in these arrests performed admirably, and in four of the six incidents Adult Probation and/or Surveillance Officers (SO) physically assisted in restraining the probationer or subject.

One of the recent field arrests involved a female non-probationer who entered the house without permission while it was being searched, disregarded repeated verbal commands from several officers, grabbed a ball point pen and stabbed a Surveillance Officer twice in the hand. The SO and another probation officer were able to get her handcuffed, and the SO did not sustain any injury requiring medical treatment.

In Fiscal Year 2011, there 25 threats against staff, 14 of which were in an arrest situation. Additionally, out of five assaults on staff, two occurred during arrest situations.

All of this serves as a good reminder that, although most arrests occur without incident, an arrest situation presents the possibility of resistance, threats and violence. So, there are some steps (see 31.015-Arrest Procedures for more) that can be taken to reduce the chances of these things happening.

Below I've listed some concepts associated with an arrest situation, and for each concept I've included some action words taken directly from the Arrest Procedures. Some of the action words could be included under several of the concepts.

### **Planning and Preparation:**

- Officer **consults** with a building supervisor to devise a plan.
- Officer **requests** assistance from another officer.
- Officer **completes** the APD Arrest Form before/during staffing.
- Information shall be **shared** with the receptionist as necessary.
- Officer makes sure the arrest area is **secured**, made as safe as possible.
- Officer **completes** as much of the booking paperwork prior to the arrest.
- Officer **parks** his/her vehicle at a distance...of the probationer's location prior to a field arrest.

### **Communication:**

- Receptionist **advises** officer that defendant is in the lobby.
- Officer **notifies** the receptionist that an arrest will take place.
- Officer **shares** the plan with applicable supervisors and director(s).
- Assisting officers may be enlisted to **disseminate** the plan to staff.
- Staff **contacting** police should have necessary information for the dispatcher.
- Officer shall **notify** the APD Communications Center prior to a field arrest.

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- Officer shall **alert** the police dispatcher to any propensity for violence or flight.
- Officer should fully **brief** the police of the situation/plan/roles/special concerns.
- Officer shall **notify** police whether or not they are armed.

### Awareness

- Assisting officer **ascertains** if the defendant is accompanied.
- **Discuss** with a supervisor if the defendant has brought children.
- While **waiting** for police prior to a field arrest the officer should be **aware** of: anyone approaching the immediate area or the defendant's location; any groups nearby that might interfere with the arrest; any observable movements of the defendant.

NOTE: Although not specifically mentioned in the Arrest Procedures, the on-duty Court Security Officer(s) can be a great source of information about the defendant, how he/she arrived, and if he/she arrived with anyone.

### Execution

- Assisting officer will **escort** police to the arrest location.
- Assisting officer will **ask** the police if they wish to use APD handcuffs.
- Officer will **inform** the probationer that he/she is under arrest.
- Officer **informs** anyone who accompanied the defendant of the arrest.
- Officer **contacts** the Intake Supervisor to **advise** of special circumstances.
- Officer shall **carry** all department-issued safety equipment (field arrest).
- Officer should attempt to discreetly **gather** information to facilitate a safe and effective field arrest.
- Once probationer is in custody, the officer should **leave** the area of a field arrest with police. ☞

## Three Maricopa County Adult Probation Programs Receive National Recognition

By Cathy Wyse

The National Association of Counties has selected three MCAPD programs as 2012 NACo Achievement Award winners. The NACo Achievement Award program is a non-competitive award program, established in 1970, that recognizes effective and innovative county programs that contribute to and enhance county government.

MCAPD's 2012 NACo award winners are:

### Field Probation Officer Performance Evaluation

*Evidenced Based Practices* rely upon, among other principles, an ability to provide consistency in supervision and subsequent quality assurance. To achieve this goal of quality assurance, a group of managers worked to define specific and consistent criteria for performance evaluations where none existed before. This work led to the development of uniform measurement of essential case management, review of work product, and effective performance management. Defined manuals and supporting forms detailing measurement instructions, weights, and activities needed to achieve high ratings were developed and published on the Department's intranet providing employees specific answers related to achieving desired results. This type of consistency not only improved personnel management but also improved existing county government programs in community supervision of probationers. A consistent evaluation process that reinforced research supported approaches to community supervision contributed to substantial improvement in strategic departmental outcomes with eighty percent of probationers leaving probation successfully in 2011.

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### **The Legacy Project: A Collaborative Approach to Reducing Recidivism**

In order to address the high concentration of crime and criminal justice expenditures within South Phoenix, the Maricopa County Adult Probation Department and the Arizona Department of Corrections developed a collaborative model of offender supervision. The Legacy Project aligns and enhances supervision strategies between probation and parole. The Legacy Project improves the transition of offenders released from prison and addresses the barriers that greatly impact the successful reintegration of offenders into the community. It provides comprehensive training to program staff to increase knowledge and use of evidence-based supervision strategies with offenders in the area. The Legacy Project increases collaborative reentry efforts among stakeholders interested in reducing recidivism within the South Phoenix community, including local police, government agencies, faith-based organizations, treatment providers, service providers, neighborhood associations, and community members including ex-offenders. Adult Probation achieved its goals in the Legacy Project by improving the rate at which probationers successfully completed supervision and by reducing the number of probationers revoked to prison or jail. The Legacy Project increased public safety, reduced criminal justice system costs, improved collaborations among the agencies involved with the Maricopa County criminal justice system, and increased collaborative efforts among community stakeholders involved with offender reentry.

### **Project SAFE: Improving Outcomes of Transferred Juveniles on Adult Probation**

The goal of Project SAFE (Swift Accountable Fair Enforcement) is to immediately address the target behaviors of drug and alcohol use by probationers with consistent, but proportionate, consequences instead of waiting to file a petition to revoke probation once numerous violations have occurred. A lengthy petition to revoke can increase the likelihood of a prison term being imposed. Transferred youth attend a Project SAFE Orientation with the designated judge during which the rules of the program are explained. Probationers are placed on weekly random drug testing. They are required to call their probation officer the day after a drug test to find out the results. If they are positive, or admit to drug or alcohol use, they are required to appear in court the next morning for a hearing. If the probationer misses a drug test, they are also required to appear in court following the same procedure. The Court imposes a brief jail term, usually two days. Each subsequent violation may increase the jail time in similar increments. After a year in operation, the program has accomplished decreases in the numbers of new arrests, petitions to revoke probation, and probationers revoked to prison.

Congratulations to all involved with these award-winning programs! 🎉

## **Victim Services Assistant**

**By Antony Bidonde**

**I** would like to take this opportunity to introduce myself. My name is Tony Bidonde and I am the new Victim Services Assistant for Maricopa County Adult Probation.



I have previously worked in the law enforcement field and most recently for the Yavapai County Attorney's Office, Victim Services Division. In that capacity I assisted with referral information and helped guide victims through the court system.

Keeping victim contact information current is important in order to keep them informed of what is happening in their case. As a reminder, there is a form specifically for that very function and you may contact me or find a copy of this form on the intranet. As a security measure, the contact information form requires the victim's signature and can either be mailed, faxed, or scanned and emailed back to our office.

If you should have any questions, please feel free to call me or email, and I will be glad to assist you. 🎉

# OPTIONS

By Antony Bidonde

Did you know victims of crime in Maricopa County have **options**? They may choose to opt-out and not participate in or receive information relevant to the case. I should clarify that statement: that does not mean the victim cannot ask questions regarding the case, and ask for and receive restitution; it simply means we are not obligated by statute to notify the victim of court hearings and other changes that occur while the probationer is being supervised.

Victims can also choose to opt-in and by doing so, this serves as an empowerment tool. Most victims opt-in at the scene of the crime through law enforcement or an advocate from the prosecutory agency (County Attorney's Office or Attorney General's Office).

The next occasion to opt-in is post conviction. Keep in mind that before sentencing, the victim has had a victim advocate assigned to them who may have attended court with them or may have spoken on their behalf to gain information. Once the trial is over, the victim advocate from the prosecutory agency is no longer readily available. Now what does a victim do? By opting-in the victim is requesting to be kept informed of hearings, termination proceedings, and revocation proceedings; in addition they may need assistance seeking restitution that is three complete months in arrears. Something to keep in mind - individuals can opt-in, businesses cannot. Businesses are entitled to the same standard information we give to individuals, if they call and request it. Furthermore, victims not opted-in have the right to receive information at their request.

Once a victim opts-in and the department receives the Post-Conviction Notification Request (PCNR) from the prosecutory agency, the information is posted in the Adult Probation Enterprise Tracking System (APETS). The probation officer receives an electronic copy of the PCNR for placement in the probationer's file and the victim will receive an Initial letter from Victim Services. The letter contains the name of the client, the CR number, and contact information for the probation officer. In addition, the victim is sent a pamphlet with resources and a Crime Victim Handbook.

At times, a victim might have several on-going cases. That person can choose to opt-out of one case, but opt-in on another case; each case is treated individually. It is the victim's responsibility to keep their address updated with the Adult Probation Department. Should the officer receive returned mail from a victim, they should contact Victim Services in order for us to opt-out the victim in APETS.

So here are some helpful tips:

- Victims have to opt-in two separate times (Presentence and Post Conviction).
- Victims can only opt-in through the prosecutory agency (County Attorney or Attorney General).
- It is the victim's responsibility to keep their contact information updated with MCAPD.
- Post-Conviction Notification Requests are sent to officers for inclusion in the file.
- Businesses cannot opt-in, but can request information.
- Officers should communicate with non opted-in victims when they call.

Below are the phone numbers to the County Attorney's Office and the Attorney General's Office where a victim would be directed to opt-in. In addition, here is my contact information if I can be of assistance:

- Maricopa County Attorney's Intake Advocate 602-506-8522
- Arizona State Attorney General's Victim Services Unit 602-542-4911
- Maricopa County Adult Probation Victim Services Unit 602-372-8286  
Or call toll free 1-866-372-8286 Email: [vsu@apd.maricopa.gov](mailto:vsu@apd.maricopa.gov)

# EBP ESSAY

By Sherri Tucker

The EBP Essay for this Chronicle edition is actually a letter from one of our probationers. He spent 45 minutes with Supervisor Sherri Tucker, sharing his thoughts about probation and his APO. He wrote a letter, which serves as a reminder of how our tone of voice, word choice, and actions are important. In the letter, the probationer notes: "The booming voices of authority with their proud list of threatening consequences have availed no conformity in my life. Yet by her faith, trust, and calm, compassionate conviction, she has led me to desire the light of compliance."

To: The Maricopa County Probation Department

From: Probationer

I hope this letter is well received on behalf of my probation officer.

I have hit every rung of the ladder in the juvenile and adult criminal justice system. At the age of 23, I met with the parole board for the first time and, mind you, back in those days, I had an answer for everything. I told the parole agent at that time, I do not intend on coming back here if you let me out. Over the next few years or so, I did exactly what I needed to, to stay out of the legal system. I got a job, continued college, got married, and started a family.

Then life changed; my wife was killed in an accident and I turned to drugs. Everyone faces tragedy in their lives, but not everyone always gets over it, but somehow we manage to move past it. I was able to move beyond the anger by becoming a drug addict, and once again, I found myself in and out of the criminal justice system. A system I thought I left behind.

I have been on probation this time for 2 ½ years; mind you, I started my criminal past 45 years ago. As stated, I experienced jail, prison, parole, and probation previously, but this time is different; one might not expect a letter from the likes of me, especially one that is provided to an "authority figure," my probation officer.

Let me tell you what! The Maricopa County Adult Probation Department has been my only hope. My probation officer was the key, the secret combination, the spirit, confidant, and believer I needed. She has never spoken to me in anger, she never intimidated me with consequence, but rather made me a part of her team effort to avoid them, and she was a craftswoman in human personalities. Perhaps most importantly, she never failed to convey to me that my future was important. I found the commitments I was not willing to make to myself, I could make to her. She was not always able to anticipate my behavior, but she never failed to provide me the opportunity to be trusted.

I visit my probation officer once a month. I hear in the background, if not in the very room I sit with my officer, the anger, intimidation, and frustration booming in the voices of authority. I have no doubt "alienation of compliance" is like building a home with only half the nails.

These booming voices of authority with their proud list of threatening consequences have availed no conformity in my life. Yet by her faith, trust, and calm, compassionate conviction, she has led me to desire the light of compliance.

So thank you, people of the probation industry. I have come a long way because of one of your own. I suppose you could say a good client comes along every now and then. But do not do it! My life was a job that needed to be worked on and I needed help. I guess I needed to know that help was what you offered. ✎

# EBP SPOTLIGHTS

**Nominee:** Nicole Branham  
**Nominator:** Anna King

The following is a card written to APO Nicole Branham. It shows how an APO and the probation department can make a positive impact on the people we supervise.

Nicole and Probation Department,

This card is to show my thanks to my probation officer (Nicole Branham) and to let the department know how great she has been to me and how special an employee (officer) you have. Nicole has been many things to me, she has been kind, patient, understanding, forgiving and has helped me to get and keep my life on track since 2009. I will never forget what she showed and taught me while on probation and how she (helped) treated me. She simply made me want to do right and better myself and helped my term to go smooth and peaceful. The department has a great person and worker in Nicole Branham and is unreplaceable. Hang on to her and treat her well. I also thank the department for helping me better my life after my prison term and for being forgiving and understanding when I messed up and got the DUI. I also thank you for believing in me and giving me another chance. You all have helped me and the experience will not be missed, but also will not be forgotten.

Thank you,  
Josh Ray

**Pictured right: Josh Ray and Officer Nicole Branham**



**Nominee:** Achi Yapo  
**Nominator:** Anna King

Achi is very supportive of his clients and their successes. He took the time to attend an ALPHA Graduation in February 2012, showing support and encouragement for the positive behavioral changes his probationer has made. At graduation, when his client showed a poster of the people who have supported him and been a positive influence in his life, Achi noticed his name was on it! We continually make attempts to find ways to give positive affirmations to our probationers, and in this case, Achi's behavior led to positive feedback in return. Building this professional relationship prior to the probationer's release can serve to encourage continued positive change in the future.



**Pictured left: Achi Yapo and Brooklyn Rens**

**Pictured right: Achi Yapo and Amanda Cozad**



# Arizona Problem Solving Courts Conference

By Marcia Dinovo

The Specialty Court Conference: Collaborating for Positive Change was held at ASU West on May 15<sup>th</sup> and 16<sup>th</sup>. While my interest in attending the conference focused on issues that concern Juvenile Transferred Offender Program Court (JTOP) and Project Swift Accountable Fair Enforcement (SAFE), there were breakout sessions on a variety of subjects ranging from drug testing and chemical addiction to Veterans Court and Drug Courts. The sponsors of the conference were able to have nationally recognized speakers, such as Associate Professor Dr. Cary Heck and Carolyn Hardin, Director of NDCI, as well as our own elite Arizona probation personnel.

Breakout sessions echoed the mantra of "Evidence Based Practices"(EBP) that we hear about so often in unit meetings and training sessions. It was clear, that EBP isn't just for probation, but rather the entire court community, as all professions working with this population are embracing this practice.

My choice of sessions included information on new testing protocols and designer drug trends. Some of the drugs to watch for are:

- Krokodil as it is 8-10 times more potent than morphine. Life expectancy for those abusing Krokodil is 2-3 years after onset of addiction.
- Bath salts, a stimulant similar to methamphetamine and ecstasy, are also becoming popular among substance abusers and effects of the drug begin in 15 minutes and last for hours.

Attending a conference like this gives officers the opportunity to re-energize and refocus, as well as keeping abreast of current trends, practices, and research. Listening to the Drug Court graduate's testimonial reminds us why we do this work in the first place...to make a difference, to help people make a change in their lives, and hopefully stop the revolving door through the criminal justice system. ☪

## New Probation Officers

By Jim Sine

Please join Staff Development in welcoming our five new probation officers, Mike Kreibich, Elisa Young, Chad Clark, Andrew McClamrock, and Katie Steninger, and one new surveillance officer, Sarah Gomez, to the Department! On June 12, 2012, these officers completed five weeks of training and were ready to jump into their new assignments. All members of the class will be going to standard field assignments. 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!! ☪



From left: James Sine, Andrew McClamrock, Michael Kreibich, Katie Steninger, Sarah Gomez, Elisa Young, Chad Clark, and Jerry Scimio

# Domestic Violence Units Annual Drive to Benefit DV Shelters

By Kristi Ward

The Domestic Violence units collected items during the month of April in recognition of National Crime Victims' Rights Week, which was acknowledged during the week of April 22-28, 2012. We saw this as an opportunity to contribute to the shelters when they may have exhausted the donations received during the holidays. We appreciate the donations received including various food items, hygiene and kitchen supplies, as well as community service blankets! We were also able to collect sunscreen, water bottles, and other items to help during the summer months. All of these items go to benefit individuals and families that often enter these shelters with very little or nothing at all. You made a difference with your contributions!

In light of this drive conducted during the National Crime Victims' Rights Week, it is only fitting to highlight the core rights for victims of crime ([Victimlaw.org](http://Victimlaw.org)).

- The right to attend criminal justice proceedings;
- The right to apply for compensation;
- The right to be heard and participate in criminal justice proceedings;
- The right to be informed of proceedings and events in the criminal justice process, of legal rights and remedies, and of available services;
- The right to protection from intimidation and harassment;
- The right to restitution from the offender;
- The right to prompt return of personal property seized as evidence;
- The right to a speedy trial; and the right to enforcement of these rights.



For additional information: Office for Victims of Crime [ovc.gov](http://ovc.gov).

Crime Victims' Rights 2012 video <http://www.youtube.com/watch?v=3amuDYj3FL0> 



From left: John Cleland, Kristi Ward, and Sunny Carpenter.



# Veterans Court Celebrates 1<sup>st</sup> Anniversary

By Chad Beeman

On April 16, 2012, the Maricopa County Superior Court celebrated the first anniversary of the Veterans Court. The Veterans Court is a problem-solving court designed to help those who have served our country to successfully complete probation. The Veterans Court is available for veterans currently on probation in Maricopa County and the target population is felony or misdemeanor high-risk veterans as determined by assessments. Many of these veterans are returning from multiple deployments with mental health or substance abuse issues. The Veterans Court brings multiple resources together in one forum, allowing the veteran to more easily assess the appropriate services based on their needs. Furthermore, it also allows veterans to determine eligibility for services that they might not have known they were eligible to receive. Representatives from the Public Defender’s office, Adult Probation, Magellan Mental Health, the Arizona Department of Veterans Affairs, and the Arizona Department of Veterans Services come together to collectively network a success plan for each individual. Additionally, a mentor program is currently being developed to guide probationers through the probation process with the help of a fellow veteran who may better understand their needs. The hope is to give veterans an opportunity to actively participate in mental health and substance abuse rehabilitation, which provides the veteran the chance to regain normalcy to his/her life. The Veterans Court provides the veteran the tools for success in a more accessible way that may not have been available through standard probation. Finally, the Veterans Court promotes sobriety, recovery, and stability.

In September 2011, the Adult Probation Department designated four officers to work in the Veterans Court, later increasing that number to six adult probation officers. Each officer has an average of 60 veterans on their caseload. The results in the first year of the Veterans Court are staggering. Already, the Veterans Court has a higher success rate, lower Department of Corrections revocations, and less felony convictions than standard probation.

2011 First and Second Quarter Veterans Court statistics		
	Veterans Court	Standard Probation
Successful Completion:	82.4%	73.62%
DOC Revocations:	17.6%	23.69%
New Felony Convictions:	0.7%	3.82%

The Veterans Court helps veterans successfully complete probation through better access to resources and targeting the higher risk needs. The Court does not release the probationer from criminal responsibility, rather it holds the veteran accountable if he/she chooses not to take advantage of the opportunities provided to them to be a successful member of the community. The veterans all volunteered to serve this country knowing there was a possibility they could give up their life. We owe it to these veterans to allow them to be productive members of society and enjoy the freedoms they fought so hard to protect. ☞



**Panel of Representatives from the Public Defender’s office, AZ Attorney General’s Office, Adult Probation, County Attorney’s Office, Magellan Mental Health, the AZ Department of Veterans Affairs, the AZ Department of Veterans Services, and the AZ State Bar Military Legal Assistance Committee**

# Unity: Spring Fling and Beyond!

By E. Lamont Leonard

The Maricopa County Probation Diversity Council held its first indoor-outdoor Unity Spring Fling on Thursday, April 26th at the Black Canyon Building from 10 a.m. to 2 p.m. The Fling functioned as a fundraiser that featured fellowship, folly, and free food with probation personnel including several members of management coming from around the county despite the foreboding forecast. Supporters donated their time and talent in various ways to ensure the event's success. After a moment of silence and a rendition of The National Anthem, the fling began.

Outside, Adult Probation Supervisor Manny Barron played diverse ditties and Maricopa County Diversity Director Edward T. Guerrero shared interesting information of how diversity and inclusion is important for professional and personal growth. Frank Groenwold, Catharina Johnson, and Dene Philips—all Juvenile Probation employees—cooked hamburgers and hot dogs to perfection. Inside, tasty treats attracted attendants to the Bake Sale coordinated by Adult Probation Officer Terry Lee and creative crafts collected more than attention at the Silent Auction managed by Juvenile Probation Officer Kimberley Clah, Adult Probation Officer Patricia Hernandez, and Adult Probation Officer Danielle Simms. Holly Burdine, Adult Probation Supervisor of the Year, had fun facilitating a well-attended diversity activity called “Unity within Diversity.” Beautiful baskets brought people to the area where a dynamic duo of massage therapists, introduced to us by Jill Follensbee, Adult Probation Drug Court Counselor, provided services to help relax those who patronized the Cakewalk and other charismatic games.

Donna Summer's “Last Dance” signified the fling's culmination as everyone eagerly watched while tickets were drawn for precious prizes that went to: Megen Page, Olivia Omotinugbon, Christine Frey, Cleo Quinn, Nancy Leholm, Paula Martinez, Bambi Gorbach, Kristin Agnetti, Maria Phillips, McKenzie Holt-Synk, Samantha Ott, Juanita Gutierrez, Catharina Johnson, and Charlene Goulding-Reed. The Unity Spring Fling ended with as much positive energy and enthusiasm as it began. Goals were met because of the unity of those who are committed to recognize, appreciate, and promote diversity and inclusion in the community and workplace.

The Maricopa County Probation Diversity Council (MCPDC) thanks everyone for everything they did to make the Unity Spring Fling successful. Please join us in our mission to unity through diversity and inclusion. Our meetings are in June, August, and October at Black Canyon Building (BCB); dates and times will be announced. Contact Kayle Grayson, Cheryl Starky, Khameelah Shabazz, and E. Lamont Leonard for more information. ☞



**From left: Deputy Chiefs Saul Schoon and Tom O'Connell**

### 1<sup>st</sup> Quarter P.R.I.D.E Winners!

**BCB** – Victoria Curness, Donna Vittori, Roxanne Granberry, Marisela Cordova, Jenna Fitzgerald, Paul Guadagnino

**CC** – Erin Redpath

**CLAPO** – Julie Piontkowski, Rocio Mejia

**Coronado** – Silvia Partida

**CSC** – David Perkins

**DTJC2** – Holly Burdine, Colleen Dorame

**DTJC3 (Admin)** – Jo Ann Roskoski, JoAnn Paulus

**DTJC3 (Pretrial)** – Ryan Valley, James Morones

**FAJ/Pretrial** – Rocio Palomino, Jennifer Ellsworth

**Garfield** – Janet Kasha, Sandra Cumming

**Luhrs** – Miranda Boger, Lorena Perez

**Northport** – Michele Albo, Ty Mayer, Cheryl White

**PSC** – Kate Desio, Mike Lysfjord, Allison Enriquez, Tom Dang, Kim McCurtain, Amy Ahrens

**Scottsdale** – Jeff Ballinger, Cleo Quinn

**SEF** – Tricia Doktor, Robert Asay

**Southport** – Ashley Holmes, Eula Webb

**Sunnyslope** – Danielle Chacon

**Westport** – Derrick Knott, Stephen Harvey

**WCB 5 & 6** – Kristine Fischer, Angelica Camacho

**WRC** – Jen Ward, Valerie Earley, Sean Steill, Shirleen Tarangle, Margie Boyett, Jason Walker

**1<sup>st</sup> Quarter \*\*\* January 1<sup>st</sup> – March 31<sup>st</sup>**

**2<sup>nd</sup> Quarter \*\*\* April 1<sup>st</sup> – June 30<sup>th</sup>**

**3<sup>rd</sup> Quarter \*\*\* July 1<sup>st</sup> – September 30<sup>th</sup>**

**4<sup>th</sup> Quarter \*\*\* October 1<sup>st</sup> – December 31<sup>st</sup>**

You can nominate an employee today by going to the PRIDE website on the Intranet:

Applications Menu

login:

password:

Scroll down and click on PRIDE

Thanks to the P.R. I. D. E Committee for all that you do!

**People Recognizing Individuals Deeds of Excellence**

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 4<sup>th</sup> Ave Jail**) James Purucker  
(**Communications**) Sahara Bergstrom  
(**Coronado**) Kyle Miller  
(**CSC Gibson**) Raeann Maille  
(**DTJC2**) Donna Lopez  
(**DTJC3 Admin**) Tammy Aho, Joanne Roskoski  
(**DTJC3 Pretrial**) Julie Chavez  
(**Garfield**) Julie Quiroz  
(**Luhrs**) Tina Burruel, Julie Cuen  
(**Northport**) Katherine Schiets, Tricia O'Connor,  
Robyn Kissler  
(**Pretrial Nights 4<sup>th</sup> 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  
(**Westport**) Sylvia Andrade, Marlene Garcia  
(**WRC**) Kelly Sussex  
(**WCB5/6**) Sandy Rogers, Katrina Williams

*People Recognizing Individual's Deeds of Excellence!*

# Anniversaries

## 25 YEARS

Michael Parham  
Nancy Leholm  
Kyla Strader

## 20 YEARS

Jeffrey Gallimore  
Susan Savoy  
Lisa Brooks  
Norma Brasda  
Jerome Callahan  
Margaret Francis  
Mark Smalley

## 15 YEARS

Jamie Collins  
Bruce Isit  
Judith Chanay  
Arlyn Harris  
Lisa Levardi  
William Scherwenka  
Jean Scott  
Carin Koenig

## 10 YEARS

Bertha Lopez  
Kayle Grayson  
Maria Chanto  
Deanna Sanchez

## 5 YEARS

Shari Andersen-Head  
Francisco Bustillo  
Cynthia Romero  
Daisy Hernandez  
Rachel Rowland  
Claudia Betancourt  
Jessica Bradley-Hernandez

## 5 YEARS

Gary Burgett  
Donald Chludzinski  
Israel Fierros  
Ellen Opitz  
Bobbie Stumper  
Jennifer Crothers  
Andrea Romano  
Kelly Sussex

# Thank you for your dedication!

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- 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.
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 Sherri Tucker

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 Jim Sine  
 Kristi Ward  
 Chad Beeman  
 E. Lamont Leonard  
 Christina Burruel

Top 10 Most Wanted Sex Offenders:

[http://www.superiorcourt.maricopa.gov/AdultProbation/docs/top\\_ten\\_fug.pdf](http://www.superiorcourt.maricopa.gov/AdultProbation/docs/top_ten_fug.pdf)

Top 10 Arrested Sex Offenders:

[http://www.superiorcourt.maricopa.gov/AdultProbation/docs/arrested\\_Top\\_Ten.pdf](http://www.superiorcourt.maricopa.gov/AdultProbation/docs/arrested_Top_Ten.pdf)

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