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## the CHRONICLE

Maricopa County Adult Probation Newsletter

November/December 2014

IT IS THE  
*Season*  
TO BE  
*awesome*



CHIEFLY SPEAKING

The holidays are here again and one aspect of this wondrous season is celebration. In November, our department put on two incredible events to honor accomplishments and celebrate relationships. We celebrated GED graduation with students who had advanced their educations through our Adult Education Center. Complete with caps and gowns, this was an inspiring evening filled with happiness and pride for the students and their families. The Garfield Center hosted its annual Turkey Feast with a holiday meal for guests and toys and treats for the children. Music, togetherness, gratitude, and holiday joy are hallmarks of this event with the Garfield community and guests from the city of Phoenix and the Superior Court. These celebrations are an enjoyable, memorable way to show our probationers, students, community members, and partners that we recognize and value them. Special events like these take a lot of work; I applaud all of the employees who recognize their importance and whose efforts enabled our department to host these wonderful celebrations.

Those of us at Adult Probation believe in positive change and our vision is one of hope. Throughout the year, staff works hard to help individuals out, extend a second chance, and make our community a better and safer place for all. I am very proud of the consistent dedication shown by Adult Probation employees. During the holiday season, I hope you will take some time to reflect, relax, and recharge.

In keeping with traditions, let's also remember others who work to make the world a better place, and reach out to those who can be lifted up by a kind word or helping hand.

Warmest holiday wishes to you and your families. May your holidays be safe and joyful!

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## Garfield Turkey Feast 2014 by Joe Pallo

The Adult Probation Department (APD) celebrated the 19<sup>th</sup> Annual Turkey Feast on November 20, 2014, at the Garfield Probation Center. This celebration brings together the local community, law enforcement, and the Judicial Branch for a holiday meal and an opportunity to mingle. Even Santa Claus took a break from his busy work at the North Pole to meet and greet the youngsters at this gathering. We are fortunate that Probation Supervisor Jessica Ethington and her husband Brian Ethington were able to pull a few strings to ensure Santa's attendance.

This year a record 850 plates of turkey, mashed potatoes, and corn were served to our hungry guests. Dessert consisted of pumpkin pie and 400 chocolate cupcakes were baked and iced by Probation Supervisor Tammy Allen. Seventy-three APD and Court staff members, supervised by Probation Officers Martha Mays and Anastacia Castillo, volunteered for duty, which involved event setup, serving guests, bussing tables, and assisting Santa sort out the toys that went to over 300 lucky children. Members of the APD staff and Toys for Tots receive special recognition as Honorary Elves for furnishing the toys. Appreciation also goes to the army of volunteers who stayed after the celebration to assist the Garfield staff with clean up.

Chief Broderick and Court Administrator Ray Billotte rolled up their sleeves serving meals. Representatives from Get Covered America, Maricopa Medical Integrated Care, Crisis Network, The Family Resource Center operated by the University of Arizona, and Magic Smiles Dental Care all provided valuable resources to assist members of the Garfield community.

Music, courtesy of the Adult Probation Department's official disk jockey, Supervisor Manny Barron, had our guests literally dancing in the aisles. Probation Supervisor Jodie Rogan's unit from Mesa banded together to volunteer their services as a team building activity.

Planning for this gathering begins when outdoor temperatures are still in the triple digits, so many thanks go to Supervisor Norma Brasda and her Garfield staff for handling the logistics for a very successful Turkey Feast. Hats are off to Specialized Office Assistant Amelia Giordano for her organizational skills and to Surveillance Officer Julie Quiroz and Supervisor Jack Dillon for coming back to Garfield to help us out even though they left Garfield to take on new assignments.

The Garfield Turkey Feast is always an event that jump starts the holiday season and creates the memories that may carry you through the next year. It will be difficult to forget the little boy who, as he was leaving the celebration, caught up with Probation Officer Doug Murphy to ask him to relay the message to Santa Claus that Christopher loves him very much.



“ We shall never know all the good a simple smile can do. ”

- Mother Theresa



## Staff Development Joins Policy, Planning and Analysis! by Brandelyn Jackson

The Policy, Planning and Analysis Division does an exemplary job of providing the organization information and diverse supportive services. The team includes Policy, Planning and Research, the Communications Center, Business Applications, Victim Services, and Quality Assurance.

In conjunction with officers in the field and other supportive services, Policy, Planning and Research has largely contributed to the mission, vision, and strategic plan of the organization by providing materials that increase transparency to external stakeholders and illustrate the value and hard work every employee does in the organization. They develop and administer grant proposals that allow for specialized services to be funded and implemented throughout the organization. The Communications Center enhances officer safety and serves as a resource for internal and external customers by responding to thousands of radio calls and telephone traffic 24 hours a day. Business Applications do an exemplary job of keeping our services running and strive to continuously enhance functionality. While it can be frustrating when systems do not work properly, we encourage users to consider all the time that APETS runs smoothly, or the process improvements achieved with e-PTR. Victim Services improves our ability to provide excellent customer service to our victims; who did not ask to be a part of a system that can feel overwhelming at times. A friendly voice on the other end of the line and supportive information can make a world of difference, setting the foundation for officers to develop great working relationships with victims. The Quality Assurance team dedicates their resources to helping the organization operate on the most current and accurate principles grounded in research, often referred to as evidence-based practices, and that we do it well.

Despite all these amazing services, there was an opportunity to add a missing piece to this dynamic team: Staff Development and Training! On December 1, 2014, Staff Development and Training officially joined the Policy, Planning, and Analysis Division. The reason for this is that there is strategic value for those charged with developing and training our staff to be meeting with and grouped with those who are assessing the Department's strategic measures, developing and refining our continued implementation of evidence-based practices, and assisting with our planning for the future. While the Policy, Planning and Analysis Division already had a great working relationship with Staff Development, the Division is excited to have the privilege to continue working with training as a cohesive team and providing excellent services to the field and our external stakeholders.

Given the diverse roles encompassed within the Division, the team will be working together to consider a new name. We would be happy to receive ideas, and encourage those to be sent to Shana McCarthy via email.

## Civil Options and Restitution by Tony Bidonde

*As per A.R.S. § 13-804 restitution is: Reimbursement for economic loss, which is defined as “any loss incurred by a person as a result of the commission of an offense.” When a defendant has been convicted of a crime causing economic loss to another person, the court may order that some or the entire fine imposed be allocated for restitution.*

According to the National Crime Victim Bar Association (NCVBA), almost twenty-three million Americans are victims of crime each year, with an estimated \$450 billion dollars loss annually to society. The consequences of crime often reach far beyond the crime itself; victims are often riddled with expenses for property damage, medical procedures, counseling... To victims of crime, the award of restitution by the court and the consistent payment of said restitution is one of the ways by which he or she can slowly start recovering from the crime.<sup>1</sup>

There are several actions a victim may undertake to encourage an offender to pay restitution. After being awarded restitution by the court, a victim may opt to place a lien on property owned by the offender, with the Maricopa County Recorder’s Office. This may be done while the offender is on probation. Another option is to place a lien on the vehicle owned by the offender, with the Arizona Motor Vehicle Department. In both cases the victim becomes the lien holder. Upon receiving the total awarded amount, the lien holder releases the lien back to the original owner.

Another recourse would be to file a civil suit for the amount of the judgment; this requires hiring an attorney in most cases. The suit may also be filed while the offender is on probation. There are some differences between the civil and criminal proceedings. In a criminal matter, the state controls the case; in a civil matter, the victim maintains control of the case. In such cases civil justice is not attempting to establish guilt or innocence, the goal is to determine if an offender is liable for the injuries and or the loss of property as a result of the crime. Civil suits can take approximately three to five years to come to fruition. For further information follow the provided links.

Maricopa Adult Probation and the Victim Services Unit strive to assist and provide information to victims of crime. The above material may be provided to a victim as possible options to collecting awarded restitution. This can help empower the aggrieved, thus allowing them to gain a measure of confidence in the process of becoming whole again.

Provided below is a link to the Arizona Judicial Branch Restitution page. It offers information on restitution, answers basic restitution questions, offers resources and provides the necessary information required to place a lien as well as the forms and samples.

*Arizona Judicial Branch  
Restitution Page:*

<http://www.azcourts.gov/restitution/Home.aspx>



Below are some helpful links, where a victim can better inform themselves about their rights and options.

*State Bar of Arizona:*  
<http://www.azbar.org/>

*National Center for Victims of Crime:*  
<http://victimsofcrime.org/>

*The National Crime Victim Bar Association:*  
<http://victimsofcrime.org/our-programs/national-crime-victim-bar-association>

<sup>1</sup> The NCVBA is a nonprofit organization operating under the umbrella of the National Center for Victims of Crime out of Washington, D.C.



# MAC Random Reports Workgroup: Survey Results by Alison-Cook Davis

The Random Reports Workgroup created a plan to improve understanding of the process and inform the department of changes that have impacted the number of random assignments through a number of ways. To see if we were successful, two surveys were conducted. The first survey (pre-test) was completed by standard officers and field supervisors in May 2014. This survey also informed the areas around assignments that needed clarification and provided many of the questions used for the FAQ. The second survey (post-test) was conducted in November 2014 to see if there was a change in responses. Compared to the pre-test, the post-test indicated that understanding of the random assignments process has improved. Here are the highlights:

### For Officers:

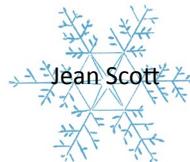
- ◇ Compared to the pre-test, 22% more officers rated their understanding of the assignments process as “above average” or higher on the post-test.
- ◇ 4% more officers rated random assignments as “somewhat easy” or “very easy” to identify on the post-test.
- ◇ 8% more officers rated themselves as “satisfied” with the on the post-test.

### For Supervisors:

- ◇ 58% more supervisors rated their understanding as “above average” or higher on the post-test.
- ◇ 73% more supervisors indicated that random assignments were “somewhat easy” or “very easy” to identify.
- ◇ On the pretest, a majority of supervisors 67% were “dissatisfied” with the random assignments process however, a majority 53% were “satisfied” with the process on the post-test.

We have received a lot of positive feedback on the FAQ, the video, and especially from those units who have toured the assignments center. The Random Assignments Workgroup met its overall goals. The full report will be available on the intranet soon!

Thanks to all workgroup members:



## A Team Building Exercise by Joe Pallo

The Standard probation officers at Garfield recently decided it would be a good idea to engage in a team building experience, which would involve our entire unit. Perhaps bowling might be a good activity. Others thought an autumn hike through the nature preserve might be suitable. One suggestion though, the brainchild of our unit's safety officer, Kyle Miller, was to engage in a four-hour defensive tactics (DT) refresher at the Downtown Justice Center. So it was decided. Team defensive tactics... really... no kidding.

Our next step was to discuss our proposal with our department's safety supervisor, Gary Streeter. We talked about how our unit consists of natural partnerships, since two officers work the Coronado neighborhood, two others work the Garfield area, and two more work together at Central Arizona Shelter Services (CASS). The rest of our unit consists of a white collar specialist and a Spanish Speaking caseload officer. Gary clearly understood our objectives and set out to produce a specialized training just for our unit. With the assistance of Safety Officers Alan Glickman and Lance Nickell, Gary created a number of scenarios and drills for our officers. These required us to utilize DT skills in a team environment. Since we wished to demonstrate the safety considerations when working as partners, the scenarios involved two officers working together against the notorious "Red Man." Alan and Lance donned the red man suits in those instances.

These scenarios truly demonstrated the advantage that a team of two officers has over a single opponent in a physical confrontation. The fact that the officers were able to train with another officer with whom they were already familiar was extremely useful, especially because these same officers work together every day in the real world.

Furthermore, since some of the officers in our unit are armed officers and others are not, we entered into an animated discussion about how an armed officer should work as a team with an unarmed officer. Scenarios in these cases revealed that communication between officers is vital and the officers should be talking to one another about their respective roles, before they go into the field together.

So what did the officers have to say about this refresher? John Abshire was impressed with the cohesion and team unity this training brought to our unit. Lori Meyer commented that this training reminded her that our job encompasses so many different aspects, from defensive tactics to situational awareness, all the way to empathy and understanding. Martha Mays found the training to be very thought provoking. She said she understands how important it is for field partners to communicate thoroughly before entering the field.



**Pictured from Left to Right:** Andres Rocha Leon, Lori Meyer, David Cook, Ana Castillo, Tom Goss, Martha Mays, Joe Pallo, Kyle Miller, John Abshire



Andres Rocha Leon thought the DT refresher was a great opportunity to reenact real life scenarios with the actual partners with whom we go out in the field. "It was great to see scenarios we normally do not think about, which expanded our training objectives," he said. "The team building experience allowed us to feel comfortable with everyone's abilities to protect each other."

This training gave us all an opportunity to reflect upon the benefit our jobs provide to the community and allowed us to appreciate the skills of our peers. We truly rely on each other for so much in this job, whether we need each other for moral support, or yes, physical support too, should we ever be involved in an unexpected event. As for next year when it comes time for us to discuss a team building outing, I hear Sedona is a great place for a picnic, and the changing colors of the leaves are supposed to be breath taking.

## Residential Search Contributes to Public Safety by Beth Hoel

In October 2014, numerous officers from the Sex Offender and Domestic Violence Division, along with an MCAPD Fugitive Apprehension Officer, conducted an arduous search of a sex offender's home, with significant results for community safety. During the search, guns, ammunition, weapons, multiple laptops/computer equipment, police scanner, night vision scopes, and cell phones, were located and seized by probation officers and the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF). Due to some serious concerns for the health of the occupants, the Department of Child Safety (DCS) was called to assess the situation.

The officers did outstanding work on this very long night, many starting their day early that morning and not ending until early the next morning. Probation officers, along with federal, state and local agencies, worked well together on this challenging effort. Considering the number of people involved and the size and condition of the home, they cannot be commended enough for the work they did on this daunting and emotionally challenging task to improve the safety of one of our communities. The assigned probation officer is commended for her efforts in this case and being proactive, and all who participated are recognized for their efforts.



Wow! Agents have been busy each month with topics from **Foreign Born/Citizens** to **APETS ICE Attributes** Quality Control Lists. All information is available on the M/APETS Agent Folder. Have a suggestion for a monthly topic or question about APETS, APD On-line, or JWI? **Take it to your Agent!**

Happy Holidays



## Welcome Erica Stewart to Policy, Planning and Analysis

We would like to welcome Erica Stewart to the PPA team! If you have questions about stats please contact Sam and Erica at [MCAPDstats@apd.maricopa.gov](mailto:MCAPDstats@apd.maricopa.gov).



Happy Holidays





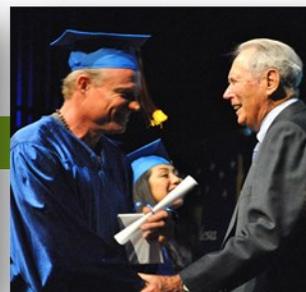
## 25th Annual GED Graduation Celebration by Kristi Wimmer



Twenty-five years ago, the Maricopa County Adult Probation Department (MCAPD) Education Program started with a couple of teachers and less than 100 students. To the present date, MCAPD has assisted nearly 30,000 adult students in successfully completing their educational goals. This year, on November 13, 2014, in the Central High School Auditorium with the encouragement of their families, judges, commissioners and probation officers, and the combined hard work of the students and teachers, over 100 students participated in the MCAPD's 25th Annual GED Graduation Ceremony. Approximately 700 of the students' family members and friends, court personnel, and honored guests attended the graduation ceremony. Former Arizona Supreme Court Chief Justice Frank X. Gordon himself (who created the program that is still named after him) was there, shaking hands with and congratulating happy graduates as they crossed the stage. It was a very special night for everyone.

MCAPD presented 5 college scholarships to help a few of our students continue on their life long education quest. Student merit awards and achievement pins were awarded to the most exceptional students as well. The keynote speakers for the GED graduation ceremony were our very own client/student GED Graduates. These students have studied and toiled to improve their lives through education. They have many diverse life experiences, however, they have one thing in common - they have succeeded. They requested to speak to their families, fellow students and teachers about their journey. They told of how proud their parents, children and grandchildren were of their accomplishments.

As John Rohn once said, "If someone is going down the wrong road, he doesn't need motivation to speed up. What he needs is education to turn him around." The MCAPD Education Program is just such a place. In our organization, not only do the teachers inspire the students, but so do all MCAPD staff. The great motivational staff of Maricopa County Adult Probation Department insists that NOW is the time to learn. And it is never too late to change for the better.





## Tameka Loyd Promoted to Supervisor by Cathy Wyse



Chief Barbara Broderick has announced the promotion of Tameka Loyd to the position of supervisor. On November 24, 2014, Tameka assumed leadership of a field unit at the Southport office.

Tameka became a probation officer with MCAPD in 2007. In her first assignment, she supervised a standard field caseload in the Western Division. In 2011, Tameka transferred to the newly created, specialized Veterans Court unit and she has been an integral part of the Veterans Court program.

As a member of the WRC Fun Police and a project leader for some of their fundraisers, Tameka has been committed to employee morale at the Western Regional Office for the past six years. She has written for the *West Side Story*, a quarterly newsletter for the Western Division, and recently became a member of the Wellness Committee. Furthermore, she has been an APETS Agent for one year and continues to serve in this capacity.

In addition to her experiences and contributions at MCAPD, Tameka has developed valuable knowledge and skills through work experiences outside the Department. She previously worked for Child Protective Services, Arizona Division of Children, Youth and Families, and the Arizona Division of Developmental Disabilities. She has been a member of the U.S. Navy Reserve for 14 years, where she is a Second Class Logistics Specialist. During her military career, she has received three Navy and Marine Achievement medals, Letters of Accommodation, and Sailor of the Quarter. Outside of work, Tameka enjoys spending time with family and watching sports.

When asked about her promotion, Tameka said that she is excited about learning a different aspect of the department and the opportunity to show her leadership skills and be a catalyst to assist others to obtain their career goals.

Tiffany Grissom, Tameka's supervisor for the past three years, shared these thoughts, "Tameka's experience combined with her sincerity and sacrifice will lead Tameka down a road to successful leadership. She will be the first one to offer you a glass of ice cold water in the summer with a slice of sweet potato pie. She will excel in any assignment and her sense of humor will be a welcome addition to APD management."

Congratulations, Tameka!



## Kafi Grossley Promoted to Supervisor by Erica Stewart



Kafi Grossley has been promoted to the position of Communication System Operator Supervisor. Kafi began her career with Adult Probation seven years ago at our Durango office as a Communications System Operator.

During this tenure, she has also held the position of Communications Lead. When asked what she enjoys most about working with the department, she stated, "Assisting the officers and having the opportunity to learn more about the inner working of the judicial system." In her new role, Kafi is excited to explore the management functions of the Center as well as Adult Probation on a larger scale.

Kafi currently serves on the Employee Satisfaction Survey Committee on inter-departmental communication. In her spare time, she's an avid enthusiast of computer games and enjoys writing poetry and short stories.

Let's all congratulate Kafi on her promotion and wish her continued success!

## Amy Melgaard Promoted to Supervisor by Samantha Ott



Please join us in congratulating Amy Melgaard on her promotion to Communication System Operator Supervisor. Amy joined the Adult Probation Department seven (7) years ago as a Communication Systems Operator (CSO). She was promoted to Lead CSO on October 31, 2011, and has assisted the sex offender officers with Operation Safe Treat on Halloween ever since her promotion.

Amy looks forward to working with a great team of people, including the Management and Communication Systems Operators. She is also excited about learning the many responsibilities of her new position. Amy loves spending time with her family playing games and taking road trips. Amy is a twin and the youngest of five, and has two adult children of her own.

Congratulations Amy!



## Sahara Bergstrom Promoted to Communications System Operator Supervisor by Tony Bidonde

Hard work and dedication pay off; Sahara Bergstrom, the new Communications System Operator Supervisor, embodies that. Sahara began her journey with Adult Probation seven years ago come January as a Communications System Operator (CSO). Sahara was promoted to Lead CSO in November of 2010 and served in this position until her current promotion.

Sahara is very active within the department, serving on the P.R.I.D.E. committee as a representative of the Communications Center. She is also part of the Communications Center Advisory Team (CCAT), which collaborates with representatives from various parts of the department to foster “better communication and understanding of each other’s roles.” The CCAT endeavors to problem solve and innovate through effective communicating.

Congratulations Sahara!

## Congratulations to Our Newest Graduating Class of Probationer Officers



Chief Deputy Michael Cimino, CaraLee Alvarado, Kimberly Bryant, Scott Gibson, Arlene Gonzales, Bryan Hageman, Chris Hein, Zyeshia Johnson, Daniel King, Kevin Kittle, David Kreighbaum, Darcy McLeod, Heather Morris, Veronica Noelp, Reyna Roa, Bridget Secret, Dawn Underwood, Maria Yanez, Liliana Zavala, Judge Welty



## 25th Anniversary

Colleen Curran  
Jennifer Lennox  
Cynthia Lopez  
Tamara McBride

## 20th Anniversary

Todd Brown  
Linda Butler  
Raymundo Cruz  
Marialice Haney  
Wendy Matlock  
Lance Nickell  
Hector Ramos  
Jacque Williams

## 15th Anniversary

Edna Amodei  
Teresa Deanda

## 10th Anniversary

Brenda Aldaco  
Marla McDevitt  
Suzanne Ogara  
Valerie Quezada

*Happy Ann*



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Rules

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