



IDEAS.VOICE. RESULTS.

the CHRONICLE

Maricopa County Adult Probation Newsletter

Voice.

January/February 2015

Looking Forward

A number of topics are on my mind, ranging from governmental budgets and priorities to state-of-the-art community supervision practices. These topics are intertwined and directly related to our mission to enhance the safety and well-being of our neighborhoods.

In January Supervisor Steve Chucuri assumed chairmanship of the Maricopa County Board of Supervisors. In his acceptance speech, he spoke of the county's vision and mission to be a government that listens and best serves its people, and about county government being collaborative, nimble, open, committed to delivering more at a lower cost, and constantly striving to do better. He mentioned some of the county's significant accomplishments in the past year, such as implementation of a recently crafted countywide strategic plan and efforts to initiate sweeping regulatory reforms with the intent of more customer service and less red tape. Supervisor Chucuri acknowledged that the county faces serious challenges, including employee turnover, as talent moves to other jurisdictions in a fiercely competitive market. He suggested that efforts to achieve exemplary customer service and lean, efficient operations could be enhanced by giving greater attention to the county's employees, personnel rules, policies and practices. Supervisor Chucuri stated that the county must find a

IN THIS ISSUE

PG. #

- 1 Chiefly Speaking
- 5 Pretrial Revealed
- 7 February Managers' Forum
- 8 Engaging Fathers
- 8 Hope and Optimism
- 9 How Trauma Informed Improves CJ Responses
- 9 Victim Centered Supervision
- 10 Domestic Minor Sex Trafficking
- 10 Smart Supervision
- 11 Supervising Stalkers
- 11 Engaging Communities
- 12 We Decked the Halls...
- 13 Cass Officers Help Homeless
- 14 Turn Resolutions Into Reality
- 15 What's "PLARN"?
- 15 APETS Agents
- 16 EBP Spotlight - Marialice Haney
- 17 EPB Spotlight - Keri Madrid
- 18 Anna King Promotion
- 19 Fourth Quarter P.R.I.D.E.
- 20 Department Anniversaries

CHIEFLY SPEAKING

way to capitalize on the knowledge and skills of our experienced work force and attract the next wave of skilled, motivated and engaged professionals into public service. It is his belief that we cannot do that with out-of-date personnel and compensation practices and merit systems designed for a different time.

Many steps have been taken to prepare and submit our department's budget requests for next fiscal year. Population projections (based on our monthly statistics) were completed to identify areas of growth in the department. Budget requests for FY 2016 were carefully constructed considering the department's existing expenses and the funds available for the base budget, as well as growth, related operational costs, and operational cost increases.

Our department is experiencing growth in many areas. We requested 61 additional personnel to meet the demand for services as well as support for the associated equipment, operating expenses, and space. To help recruit and retain qualified staff, we asked the county to look at market studies and salary increases.

At this point, the county is reviewing the budgets from all of the departments and the available funds in order to determine the county's overall budget. So, we are waiting to hear.

As you all know, the state budget has some serious deficits: according to the State Legislature's Finance Advisory Committee, a deficit of approximately \$148 million for FY 2015 and over a half billion dollars deficit in FY 2016. Governor Ducey recently released his budget recommendations for FY 2016 and these include impacts on county government. Regarding public safety, the Governor's budget recognizes the need to accommodate additional prison growth, address the prison healthcare settlement, and reform the Department of Juvenile Corrections. The state legislature is currently working on the budget and we will continue to monitor the state's decisions in this regard.

Our department is seeing growth. The Arizona Department of Corrections is seeing growth. The state budget is in deficit status. The possibility of receiving any additional funds from Maricopa County is an unknown. These factors underscore the importance of the next topic, effective community supervision. Research has demonstrated that specific approaches and practices of offender management effectively reduce crime, reduce returns to prisons and jails, and save taxpayer dollars. Much progress is being made. It is paramount that we, as probation professionals, continue with our EBP initiative and effectively implement state-of-the-art policies and practices in our daily work.

The National Institute of Corrections recently released a publication entitled *Behavior Management of Justice-Involved Individuals: Contemporary Research and State-of-the-Art Policy and Practice*, written by Madeline M. Carter, Principal, Center for Effective Public Policy. This publication reviews key research on shaping

behavior with an emphasis on responding effectively to both prosocial and noncompliant behavior. The author clearly presents key principles and provides lists of “Never Events” and “Always Events” in the effective management of justice-involved individuals. I wanted to share a few highlights and provide a link if you would like to read more. (<http://nicic.gov/library/029553>).

We know, and research shows, that most offenders will violate one or more conditions of their probation/parole during their term of community supervision. Nationwide, a significant portion of these offenders are sent to jails or prisons for a new offense committed while under supervision, or even more often, for failure to comply with technical conditions. Historically, the justice system has emphasized the use of punishment in response to violations. However, research has demonstrated that the use of positive reinforcement and negative reinforcement is more effective in changing behavior than the use of punishment alone.

The medical field introduced the term “never events” to describe behaviors and practices that should be avoided at all costs because of their potential harm to patients. Practices were put in place to avoid “never events” (such as surgery on the wrong body part). Because justice system officials can increase harm if certain behaviors and practices are not steadfastly avoided, the author suggests that the following be considered as:

“NEVER EVENTS” IN THE BEHAVIOR MANAGEMENT OF JUSTICE-INVOLVED INDIVIDUALS

1. Never fail to make expectations around compliance perfectly clear.
2. Never ignore noncompliant or rule-breaking behavior.
3. Never take more time to respond to noncompliant behavior than is necessary to gather pertinent information.
4. Never fail to notice and reinforce prosocial attitudes and behaviors.
5. Never respond disproportionately to the behavior and circumstances when public safety is not in jeopardy.
6. Never fail to examine – and address – the risk factors (criminogenic needs) that drive noncompliant behavior.

Based on research discussed throughout the publication, the author recommends the following Behavior Management Policy and Practice Approach:

“ALWAYS EVENTS” IN THE BEHAVIOR MANAGEMENT OF JUSTICE-INVOLVED INDIVIDUALS

1. To ensure system wide alignment, establish behavior management systems that apply evidence and principle-based approaches across the entire justice system.
2. To ensure full support of these approaches, engage decision makers, line staff, and other critical representatives in the formulation of these approaches, including the goals and values the system is designed to achieve.
3. To ensure clarity and transparency, document the goals, values, processes, and methods of the behavior management system.
4. To increase the effectiveness of the behavior management system, ensure that:
 - justice-involved individuals understand what is expected of them;
 - expectations are reasonable and attainable;
 - prosocial behaviors are encouraged, noticed, and affirmed;
 - strategies are developed to prevent noncompliance from occurring in the first place; and
 - when noncompliance does occur, responses are
 - * swift;
 - * certain;
 - * fair;
 - * proportional;
 - * parsimonious; and
 - * designed to address the underlying drivers of the behavior.
5. To support understanding of the rationale of the behavior management system, provide information and training to all stakeholders.
6. To support the implementation of the behavior management system, develop processes that do not add burden to staff but, instead, simplify and streamline their work.
7. To ensure the integrity of the system, routinely monitor activities to confirm that implementation is occurring as designed and expected.
8. To support policy and practice refinement, collect and analyze performance

When we are experiencing growth, I know that the demands on our staff increase. Your hard work and dedication to our mission are very much appreciated. I look forward to our work together throughout 2015.

PRETRIAL REVEALED by Vincent De Armond

In December the Pretrial supervisors hosted an introduction to the Pretrial Division and the myriad duties and responsibilities we hold. A follow-up article about the presentation was then recommended by our Team Forum Guides.



Director Penny Stinson presenting the Pretrial Division. Artist Rendition

By simple definition, one would be correct to assume that Pretrial deals with defendants prior to a determination of guilt or innocence, it is literally pre-adjudication. Interestingly though, most probation officers would have more knowledge of the three units in the division that work with probationers (post-adjudication): Court Liaison, Custody Reintegration, and Work Furlough. As Pretrial Services Director Penny Stinson said, "...the division is comprised of basically any unit that touches the jail." The part of Pretrial that most staff knows less about consists of three jail units: a bond reduction team, three standard defendant monitoring units (DMU), and three electronic monitoring (EM) units for higher risk offenders.

The three jail units comprise a day, evening, and weekend component and operate twenty-four hours a day, seven days a week. The focus of these officers is to interview arrested persons and complete an assessment to help the Initial Appearance (IA) Hearing Officers make informed release decisions. These officers also staff IA court where hearings are set every three hours of every day, including weekends and holidays. The results from these hearings average over 800 defendants per month being referred to the defendant monitoring units. The jail staff completes interviews on more than 55,000 arrested persons a year. That is a number which certainly merits a silent nod of respect.

Another function of the jail staff is a more recent addition to their duties, handling the majority of after-hours calls. Since the inception of this program in 2013, they handled over 2,000 calls that would have otherwise gone to field officers during the late night/early morning hours. (Jail staff, you rock!)

Bond reduction also falls within the purview of Pretrial Services. The function of this two-person team is to prepare detailed reports to the court about modifying release conditions based on attorney information, criminal history, and risk to the community. On average, they prepare 90 reports each month.

There are six defendant monitoring units within the division, three standard DMU and three EM. The standard units monitor the release conditions of the defendant, make court appearance reminders, give social services referrals, submit status reports to the court, and conduct field contacts. The EM units do the same in addition to utilizing active GPS tracking for higher-risk defendants. Officers from both units may also dual supervise a case with one of their peers from the probation side. There are currently over 650 defendants supervised by EM and 1,700 by standard DMU.

There are notable differences between the pretrial defendant and the probationer related to their supervision.

PRETRIAL	PROBATION
PRE-ADJUDICATION	POST ADJUDICATION
PRESUMPTION OF INNOCENCE	CONVICTION OF GUILT
CIVIL RIGHTS REMAIN	CIVIL RIGHTS SUSPENDED
LEAST RESTRICTIVE CONDITIONS TO SECURE APPEARANCE AND COMMUNITY SAFETY	CONDITIONS IMPOSED TO ADDRESS RISK, NEEDS AND REPAY VICTIMS AND COMMUNITY
COMPLIANCE FROM ARREST TO DISPOSITION	LONG TERM BEHAVIORAL CHANGE – TARGETING RECIDIVISM REDUCTION

Something to note about the differences between probationers and pretrial defendants is that on the probation side, you deal with a convicted person, whereas on the pretrial side, you may be supervising a person that is found not guilty of their charges, or perhaps one that will go straight to jail or the Department of Corrections without any community supervision ordered, or the case may be dismissed. Pretrial officers supervise individuals alleged to have committed criminal offenses ranging from DUI and drug possession to murder and sexual assault. Also, because pretrial defendants have not had their civil rights suspended, in most cases, these defendants are allowed to still function and enjoy the rights they are afforded by our Constitution, such as to vote, bear arms, be free from search and seizure without a warrant, and not have excessive bail imposed.

Even though there are many differences with the duties and responsibilities of the officers in the Pretrial units, our purpose is still in line with the Vision and Mission of the department by seeing to the needs of our jurisdiction, improving our community’s safety, and reducing the risk of flight.

FEBRUARY MANAGERS' FORUM A LEADERSHIP BOOSTER

by Kathy Daniels

Emphasizing the importance of selfless service, authenticity, and committing conscious acts of kindness, Cindy Reid reminded all managers what it takes to engage employees and to be a real leader.

Cindy, the director of Education and Training for the Superior Court, pointed out that unless a leader addresses their own health, behavior and attitude, they will not be able to have a positive impact on their staff. She also stressed that attitude is a choice for all of us, and that if a manager adopts a positive attitude, they may well influence everyone they come in contact with. Contagious, in a very good way!

Along the same lines, the High Five Committee (consisting of Manny Barron, Anna King, Jamie Collins, Adelita Nunez, Gary Streeter, Cynthia Stevens, Jolie DeLong, Julie George-Klein, Tracey Benton, Jane Parker, and Shari Andersen-Head) reintroduced the managers to the Five Practices of Exemplary Leadership. The audience had the opportunity to come up with examples of things they could do as managers to:

- Model the Way
- Inspire a Shared Vision
- Challenge the Process
- Enable Others to Act
- Encourage the Heart

The managers left the forum feeling energized and motivated to make these practices part of their leadership style.



ENGAGING FATHERS FOR SUCCESSFUL REENTRY

by Dana Shepherd

Have you ever found yourself wondering how to help your probationer re-engage with his children after being gone for several years? Or is this something you feel you simply have no time to involve yourself in? How would assisting a father in engaging with his children impact his probation? How will it impact the children of these fathers? In 2007 nearly 1.7 million children under the age of 18 had a parent in prison or jail. These children may display signs of Post-Traumatic Stress Disorder; they may suffer poor school performance and have an impaired ability to cope with future stress and trauma. They often have a negative perception of police and other authority figures. Some tips for released fathers according to the National Fatherhood Initiative include:

Prepare: Build a Strong Base

- Be patient
- Forgive yourself
- Forgive those who wronged you
- Be careful of what you feed your heart and mind

Partner: Work with Mom

- Lighten her load
- Get on the same page

Prevent: Reach Out to Stay Out

- Listen first and then talk
- Affirm your children by telling and showing that you love them
- Stay Free

For additional resources, please visit <https://www.fatherhood.org>

HOPE and OPTIMISM

by Julie George-Klein

Thus began Mark Carey at the APPA Winter Training Institute 2015. These words not only provide inspiration for us to examine our perception toward life events, but to find, recharge, and maintain an ever important positive outlook on life. If we are successful in recharging our own lives, we can be a part of something bigger... offering hope and optimism to the very people who need it most; oftentimes, the individuals we supervise (or perhaps, closer to home, family and friends). As you may guess, it is all very "cog" in nature. The steps include: examining your personal thoughts, identifying patterns or trends, and training your brain to re-frame your interpretation of events. It is rather simply put, but oftentimes very difficult to do!

If you would like to read more, consider the following books: *Learned Optimism* written by Martin Seligman and *How Children Succeed* authored by Paul Tough.

If you would like to challenge yourself and are interested in examining your outlook on life, the following web site leads to an optimism survey adapted from Martin Seligman's book *Learned Optimism*. Give it a try!

<http://www.thecareygroupinc.com/documents/Optimism%20Test%20and%20Scoring%20Guide.pdf>

HOW TRAUMA INFORMED IMPROVES CRIMINAL JUSTICE RESPONSES by Veronica Gunnison

Trauma-informed criminal justice responses may assist by avoiding the re-traumatization of individuals whom we interact with on a daily basis. This workshop at the APPA conference in Tampa, Florida, indicated that a vast majority of the population involved in the criminal justice system has suffered from some form of trauma in their lives and as we interact with these individuals we have the opportunity of promoting positive change. This workshop provided a multitude of fictional videos of individuals who discussed their trauma and how certain interactions with first responders and/or behavioral health professionals impacted their lives.

A video presented a man who admitted suffering from trauma and mental illness as he discussed a time when he failed to take his medications, which resulted in contact with two officers. He stated one of the officers appeared attentive, sought useful information, and overall demonstrated a more subtle demeanor. It is his belief that this officer's ability to maintain his composure and better recognize the displayed signs of trauma and mental illness ultimately resulted in him receiving necessary treatment rather than being incarcerated.

Thus, this workshop challenged professionals to consider the possibility of past trauma and/or mental illness when interacting with individuals, while making efforts to recognize signs of distress and collaborate with mental health providers as needed. It is hoped that if professionals respond in a more trauma-informed manner and appropriately identify the need of the individual, we will further increase community safety and decrease recidivism.

VICTIM CENTERED SUPERVISION IN SEX OFFENDER MANAGEMENT CASES by Andrea Romano

When any sexual offense occurs, it can affect everyone around the victim, not just the victim. This workshop at the APPA Winter Training Institute provided information on how to focus on and develop victim-centered policies and supervision strategies. They stressed the importance of collaborating with other agencies to ensure the victim's needs are being met.

The presenters, from a variety of different agencies, discussed in detail the importance of building strong relationships with victim advocates. One of the agencies presenting had a victim advocate located at every probation office to help meet every victim's needs. This proved to be successful in their department.

The workshop identified current practices, barriers, and promising approaches regarding collaboration between supervising officers and victim advocates. Probation officers tend to have a lot on their plate, and unfortunately, victim contact sometimes falls to the wayside. Having victim advocates more readily available, working as a liaison between officers and victims helps to improve communication with victims.



DOMESTIC MINOR SEX TRAFFICKING by Manuel Barron

Domestic Minor Sex Trafficking is a worldwide dilemma that continues to grow. This APPA conference workshop provided a glimpse into the lifelong effects violence against children has on a child's mental, physical, emotional, and social development. The emphasis was placed on those minors affected by sexual violence.

The presenters, who were from the Georgia Department of Juvenile Justice, vividly described how minor victims affected by domestic sex trafficking react to certain situations and how to effectively communicate with them. They provided videos of several minor victims of sex trafficking describing their struggles in their own words.

The presenters provided ways of identifying potential victims of minor sex trafficking and ways of successfully working with them, to include resources available in their community. The workshop was very impactful, since in our role as probation officers we are tasked with working primarily with the offenders.

SMART SUPERVISION: PARTNERING WITH RESEARCHERS TO MAKE COMMUNITIES SAFER by Enrique Garcia

At the APPA Winter Training Institute, I attended a workshop presented by Glenn A. Tapia, director of Colorado Community Corrections, and Sara Stone and John Watts, M.A., representatives from the State of Connecticut SMART-Forensic CBT Program.

Glenn Tapia discussed the challenges of choosing a research partner when entering a grant program. When choosing a research partner, you have already as an agency discussed the challenges you currently have, and have some hypothesized ideas for solutions. However, we all know that evidence-based practices are what, we as an industry, have begun to rely heavily on. Glen discussed how, with ideas of solutions to their challenges with community corrections, they partnered with a researcher that understood their needs and were able to develop quantifying material to test the solutions presented. The most important piece of this collaboration was the trust and mutual creativity by both agencies. The corrections agency had to trust the researcher in order to plan for productive outcomes, and in turn, the researcher had to trust in the product being delivered by the agency.

Sara Stone and John Watts provided an overview of their work with researchers at the university level. The Connecticut Judicial Branch has developed a program in which probation officers have begun to utilize cognitive behavioral therapy (CBT) in their supervision meetings with clients. Adult Probation Officer Sara Stone provided a demonstration of a "script" that they use to elicit change talk from their defendants and reflect their "better thoughts." The Connecticut Probation Department collaborated directly with the university to develop scripts that were time efficient and a training curriculum which integrated quality assurance. Officer Stone provided an example, using many skills which we have all been trained in: Motivational interviewing, change talk identification, and OARS (open ended questions, affirmations, reflections, summary) skills, but the officers explained they now feel they are using these skills at another level. The skills are now organized and being utilized in a controlled fashion. The officers both discussed the reduction in their feeling of officer burnout, which they attribute to scheduled "roundtable discussions" with their peers for review of their practice with Forensic - CBT.

SUPERVISING STALKERS: STRATEGIES FOR COMMUNITY CORRECTIONS

by Jamie Collins

This training at the APPA Winter Training Institute was presented by James E. Henderson, Jr., who is the technical assistance provider for the Battered Women’s Justice Project (www.bwjp.org) in Michigan. Mr. Henderson provided a definition of stalking: “a pattern of behavior directed at a specific person that would cause a reasonable person to feel fear.” Recent statistics show that 7.5 million individuals are stalked in one year within the United States. He stated we must look at and consider collateral consequences, which means shifting our focus to putting victims first; there is missed work time, children taken from homes and put into foster care, they miss school and sometimes even have to change schools, mental health stress, and continual travel to/from court. He suggested most stalkers are not on probation for said crime, more like assault, disorderly conduct, trespass, and failure to obey court orders. Everyone, from the victim advocates, law enforcement, prosecutors, to the parole/probation officers, need to collaborate and work together to protect the victim(s), community, and see appropriate cases successfully prosecuted. Mr. Henderson stated that, “Community partners who understand the nature and dynamics of stalking can enhance public safety and help save lives.”

ENGAGING COMMUNITIES – EMPOWERING VICTIMS

by Tony Bidonde



Every April the Office for Victims of Crime (OVC) partners with the National Center for Victims of Crime (NCVC) to help lead communities across the country in their annual observance of National Crime Victims’ Rights Week. This is accomplished by promoting victims’ rights and honoring crime victims and those who advocate on their behalf.

While there is more to be done, Maricopa County Adult Probation can be proud to be at the forefront in assisting victims of crime and ensuring their safety through a highly professional staff, dedication, timely and accurate information, and hard work.

As a reference and resource, a Victim Services Commemorative Calendar of Events for the first half of 2015 has been created. Each month highlights a different initiative. To learn more about each of the events, please click on the provided link. (The second half of the year will be posted in July.) If you have questions regarding any of the above information or about Victim Services in general, please contact me at: vsu@apd.maricopa.gov or 602-372-8286 (office).

JANUARY

National Stalking Awareness Month

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

FEBRUARY

Teen Dating Violence Month

Break the Cycle - <http://teendvmonth.org/2015/>

MARCH

Fraud Prevention Month

USA.gov - <http://www.usa.gov/Citizen/Topics/Internet-Fraud.shtml>

APRIL

Crime Victim Awareness Month

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

MAY

Mental Health Awareness Month

Mental Health America - <http://www.mentalhealthamerica.net/may>

JUNE

National Safety Month

National Safety Council - <http://www.nsc.org/act/events/Pages/national-safety-month.aspx>

WE DECKED THE HALLS (AND CUBICLES AND DOORS) ! by Kathy Daniels

In an effort to brighten everyone's spirits during the holidays, the staff of the Assessments and Assignments units housed on the 5th floor of the West Court Building participated in a "decking" contest. Supervisors decorated their doors in very innovative ways. Todd Bodin hung a tree from his door, Jennifer Lennox portrayed a scene from the Grinch Who Stole Christmas, Mike Miller had an Iron Man door, Cindi Barocas displayed a great Santa with his naughty and nice list (Cindi was the only naughty one), Paula Krasselt had beautiful snowflake lights and cut-outs, and Kathy Daniels had a saguaro Santa with flashing lights.

Many cubicles were transformed into festive scenes. Presentence Screener Nicole Freed created a snow globe effect and Screeners Tasha Terrell, Daisy Garcia (dressed in full Santa Claus costume) and Felix Casas (in Elf on the Shelf costume) created a living room complete with fire blazing in the fireplace and stockings hung from the mantle. Screener Erica Lopez-Linton's cubicle was transformed into a gingerbread house and assignments staff, Amy Strock Starks and Bethany Keller, covered walls and other spaces with wrapping paper and bows.

The contest winner, Screener Jolene Hogue, received \$50 for the amazing transformation of her cubicle into a holiday/gingerbread house, including a welcoming gingerbread man.

Contest judges, Deputy Chief Therese Wagner, Presentence Division Director Cynthia Stevens, and Administrative Assistant Sandy Rogers, had a very difficult time selecting a winner. They ultimately decided there should be runners-up, those participants mentioned above, and contributed additional money to the prize pool so these individuals were able to receive \$10 each for their outstanding efforts.

A challenge has already been issued for next year and staff suggested they would like to judge the supervisors' doors to recognize the most creative effort by a supervisor. Perhaps an open house is in order so everyone can have a chance to participate in the festivities.





CASS OFFICERS HELP HOMELESS CLIENTS AND FELLOW OFFICERS TOO by Joe Pallo

“We’ve all seen a man at the liquor store beggin’ for your change. The hair on his face is dirty, dreadlocked and full of mange,” so go the lyrics to the song. This man is homeless and on probation and resides at Central Arizona Shelter Services, which we all know as CASS.

As probation officers, we all have memorized the terms and conditions of probation that are handed down by the courts. One term is the star of most Petitions to Revoke (PTR). I am referring to term #6, which requires probationers to “Report to the APD within 72 hours of sentencing” and among other things, requires a probationer to “continue to report as directed.”

So, what do we do if a homeless individual, who may be attempting to comply with his/her terms, fails to meet with the probation officer? Well, sometimes a warrant is issued for that homeless person’s arrest, even if lack of financial resources is the reason the defendant failed to report.

Meet Probation Officers Martha Mays and Anastacia “Ana” Castillo. These two officers are the new best friends of not only the homeless probationer, but you, their fellow probation officers. Martha and Ana are assigned to a standard caseload in which *all* of their clients reside at CASS.

Some homeless individuals were failing to meet with their probation officer simply because they had no reliable transportation to the probation office, or the bus ride to and from the probation office spanned many hours. Sometimes the very cost of bus fare was a problem as well. As a result, the Probation Department was spending valuable resources on PTR’s and warrants, with ultimate reinstatements, only to start the cycle all over again.

In an effort to respond to the needs of the homeless population, Ana and Martha hold a full office day, from 8:00 a.m. to 5:00 p.m., each Tuesday at CASS to assist homeless probationers meet their reporting requirements. Not only do Martha and Ana see their own clients, but they also provide a great deal of assistance to their peers by meeting with other officers’ clients as well.

Signs are all over CASS advising clients on probation to check in with “the Probation Officer” on Tuesdays. If a client is not specifically assigned to either Martha or Ana, they will send an email to the assigned officer and put a contact note in APETS. Martha and Ana also spend one evening each week at CASS checking in and looking for clients at the overflow shelter. In other words, these officers are not only the eyes and ears of the courts; they act as the eyes and ears of their fellow officers as well.

There was a time when homeless probationers believed probation officers at CASS were to be avoided, because nothing good could come from such a meeting. Things are different now. Everyone knows Martha and Ana are on the CASS campus and everyone knows how much assistance they can offer to the homeless population. Now, probationers are actually referring others to Martha and Ana to ensure they meet face-to-face with a probation officer to stay compliant. They all know that Martha and Ana will be relaying the message back their own assigned officer. We are really seeing a reduction in the number of warrants filed against homeless defendants. It is the hope of both Martha and Ana that the song of the homeless person ends with a very happy tune.



CASS officers from left to right: Martha Mays & Ana Castillo



TURNING RESOLUTIONS INTO REALITY by Marie Long

Were you one of the millions of individuals who made a New Year's resolution to be healthier in 2015? While we have good intentions, sometimes we find it difficult to stick with our resolutions and find the work-life balance we each need. The Adult Probation Wellness Committee would like to help you attain your goals this year by providing information and resources for healthy living.

The first step in achieving our goals according to the Produce for Better Health Foundation is to make our resolutions into realistic goals. We've taken their suggestions and provided information to help you attain your health goals in 2015.

Top 10 Realistic Resolutions for Healthy Living

10. Become an expert at planning meals and having a well-stocked pantry. Meal planning ideas can be found at <http://ebc.maricopa.gov/publichealth/Pages/Wellness/>.
9. Eat one more fruit or vegetable each day. We live in the desert, but our fruit is plentiful. Bring in fruit to share with your peers and replace your afternoon snack with a healthier option.
8. Become a healthier cook by incorporating recipe substitutions such as applesauce in place of oil. For more ideas go to <http://www.azdhs.gov/healthyliving/documents/HealthyRecipeSubstitutions.pdf>.
7. Get your kids excited about fruits and veggies and try kid-friendly recipes such as bookworm apple bark and corner kick pita pockets. These and additional kid-friendly recipes can be found at <http://www.fruitsandveggiesmorematters.org/kid-friendly-healthy-recipes>.
6. Go green with locally-grown produce, a more plant-based diet, and visiting local farmers' markets.
5. Try a vegetarian recipe once a week (aka meatless-Monday).
4. Have family dinner at least two nights a week.
3. Get 150 minutes of exercise a week. You can break up the recommended 150 minutes to meet your schedule needs. Take advantage of county programs such as weekly wellness walks and the Walk to the Moon campaign. For current programs, check here <http://www.maricopa.gov/benefits/wellness.html>.
2. Fill half your plate with fruits and veggies at every meal. For meal ideas that meet this guideline, check out www.choosemyplate.gov.
1. Save money by eating more fruits and veggies. Saturday March 1st is the start of the new season for the Arizona Farmers' Market Nutrition Program to allow WIC participants to purchase fresh fruits and vegetables at approved Farmers' Markets. More information about local Farmers' Markets can be found at www.arizonafarmersmarkets.com/.

Taking small steps every day toward your resolutions can lead to a healthier and happier you in 2015! Your wellness committee is excited to partner with you in achieving your goals.

For more information about the Produce for Better Health Foundation, review their website at <http://www.pbhfoundation.org/>

WHAT'S "PLARN?" AN EXCITING NEW COMMUNITY RESTITUTION PROJECT



Stephanie Donaldson and Connie Sinsabaugh have started a new project within the Community Restitution Program. They call it the Plarn Project because it involves "plastic yarn." The project is geared toward probationers with disabilities, who often have a hard time completing their community restitution hours, and this project also provides a good rainy day activity for community restitution.

The Community Restitution Program (CRP) is collecting plastic grocery bags. Waste Management has donated cardboard trash bins to the department, which provide general collection sites for the bags at various offices. Waste Management is very excited to be a part of the program and so far has donated 20 cardboard trash bins. Community Restitution staff expect to make the rounds and pick up the plastic bags from departmental offices about once a month.

After the plastic grocery bags are collected, probationers will sort them into groups of 50 bags. A bag of 50 is then given to a probationer to cut and connect together to form a ball of plarn. One ball of plarn is worth five (5) hours of community service. The plarn is then donated to a CRP agency where it will be crocheted into mats for homeless individuals to sleep on.



Happy New Year! We are looking forward to another year of monthly topics to improve the process, simplify any changes and provide relevant updates to MCAPD! 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!



EBP SPOTLIGHT on MARIALICE HANEY by Joe Pallo



Many of you may recall the movie called “Ghostbusters” about three individuals who start a ghost-catching business. The theme song sparked the catchphrase, “Who you gonna call?” Although some swear of seeing ghosts at the Garfield Office, no one would even think of calling in the Ghostbusters. At Garfield, we are going to call Marialice. Since 1999, Marialice Haney has presided over clerical support services at the Garfield Compound and, like a Giant Stay Puff Marshmallow Man, you’d best not mess with her officers.

The Garfield Office houses one Standard supervisor and the Garfield Center supervisor. Two other supervisors have offices at that location. In addition, three IPS officers, three Re-Entry officers, two SMI officers, and five Standard officers call Garfield home. Additionally, Marialice handles the support work for the two officers assigned to Coronado! Whew, I’m worn out just typing this. This list does not even include the eight Garfield surveillance officers and two education specialists quartered at Garfield. In other words, Marialice has a lot of work to do.

On any given day, she prepares memos, petitions, and court reports of all types. The residents at Garfield pay rent and Marialice handles the money as well as all of the court fees which pass through her window. “Efficiency is the key in making positive changes...even with our staff,” says Marialice, which shows that EBP is not limited to the habits of probationers.

The amount of work going through the Garfield office is startling. On any given day, you can literally see the work baskets filling up, but as Ana Castillo says, “They will be empty by morning.” Martha Mays added that Marialice is a “true workhorse and team player.” Lori Meyer recalls how Marialice took the time to explain the process of APETS to her and how the work flows through support staff. For those, like Lori, who appreciate the big picture of things, Marialice made her job a whole lot easier.

Not only do officers recently assigned to Garfield admire Marialice, she still gets fan mail from old friends. APO Kit Russell, who is assigned to an Unsupervised Caseload, recalls how glad he was to work together with Marialice during her formative years with the department. He describes Marialice as the person he “could count on for sure” and he wanted me to know that. Well, thank you, Kit. Now I know that and so does Marialice and the rest of the Maricopa County Adult Probation Department.

So remember, the next time you are at the Garfield Office, make sure you take the time to walk around this iconic old building and remember, if you see a ghost, don’t call the Ghostbusters... call Marialice.



EBP SPOTLIGHT on KERI MADRID
by Donna Vittori

As you may already know, research on community supervision is indicating that the quality or nature of the relationship an officer and offender has does impact outcomes. A firm but caring relationship produces better results. One of Keri Madrid's IPS probationers submitted a letter recognizing the impact Keri has made on him and I think the letter exemplifies Keri's EBP skills.

Keri's supervisor, Beth Hoel, notes Keri's approach with her clients is very fair and she cares about her clients and their success on probation, ultimately with the goal of moving them off IPS and to a Standard caseload where they can continue reaching their goals.

Keri, thank you for your hard work, for making a difference, and for representing our agency well.

Beth,

I wanted to share with you my experience thus far with my APO Keri Madrid.

Since the middle of 2010, I have not had a very positive attitude about probation. While I was happy to be reinstated and released in August of 2014 after my third violation, I was also very nervous, fearful, apprehensive, and victim-posturing, mostly due to the many horror stories I have heard about IPS, or "In Prison Soon."

I walked out of my first meeting with Keri feeling more positive than I have in many years and have grown more so since then. Keri was very upfront with me about her expectations and also very genuine in her desire to help. I truly feel that she is concerned about my well-being, wants me to succeed, is available and willing to help, and genuinely cares about me as a person. She shows this by constantly encouraging me, praising me when I do well, and doesn't overreact when the daily "life" situations occur – she responds in a firm, yet caring manner. She also takes time to communicate on a regular basis with my parents, my boss, and several of my closest friends in order to get outside perspectives on how I am doing. Keri also holds me accountable for my choices and has been instrumental in helping me to hold myself accountable. I believe that much of my progress to date reflects the job that Keri does and the manner in which she does it.

I have done a complete 180 on my attitude of the past and now, with Keri's help, choose to proceed on IPS as "Intelligent People Succeed." While I look forward to completing IPS and returning to Standard, I do not look forward to losing Keri as my PO. My hope is that I can continue with Keri on Standard Probation when the time comes. If that can't happen, I hope my next PO has a similar approach to probation as Keri does.

Please feel free to contact me if need be.

Sincerely,

Probationer



ANNA KING PROMOTED TO DIVISION DIRECTOR

by Cathy Wyse

Anna King has been promoted to the position of division director. On February 16, 2015, she assumed oversight of the Compliance Monitoring and Records Division, which includes Unsupervised Probation, Minimum Assessed Risk Supervision (MARS), Indirect Services, Financial Compliance, and Records. She is located at the Downtown Justice Center, Adult Probation Administrative Office.



After working several years in Classification for the Maricopa County Sheriff's Office, Anna joined Adult Probation as a probation officer in 1995. She gained experience in numerous assignments, including standard field, Work Furlough, Court Liaison, Intensive Probation, Training, and Presentence, before being promoted to the position of supervisor in 2007.

As a supervisor, Anna led a standard field unit and she had assignments both at Western Regional Center and Durango. She supervised the unit that served as the Electronic Petition to Revoke pilot unit. She was also instrumental in Adult Probation's partnership with the Buckeye Police Department, which resulted in three probation officers having offices in the Buckeye Police building, information sharing, and police assistance in expediting arrests.

Anna has been very involved with departmental committees. She served on the Enhanced APO Evaluation Workgroup, the Collaboration Oversight Committee, the High Five Committee, and the Managers Action Committee (MAC). She also took on leadership roles serving as co-chair of the High Five Committee and as a member of the MAC leadership team.

Division Director Ted Milham, Anna's recent supervisor, characterized her as a very hard worker who has a real passion for the field. Regarding her promotion, Ted stated that he is happy for her and excited to have her on the executive team.

"One of my first priorities as a division director is to attend unit meetings and meet all of the staff in the division," Anna said. "I am looking forward to meeting them and getting to know them."

Outside of work, Anna enjoys going to movies and outdoor exercises. She indicated that these are great stress relievers.

Congratulations, Anna!





FOURTH QUARTER P.R.I.D.E. AWARD WINNERS

Black Canyon– Sam Cuddington, Rodrigo Arce, Kendra Trobaugh, Casey Martinez, Nicole Wheaton, Amy Ganz

CLAPO– Julie Piontkowski, David Gonzalez

Communications– Michael Land

Coronado– John Abshire

CSC Durango– Eric Ward

DTJC2– Jim Sine, Gary Streeter

DTJC3 Admin– Shari Andersen-Head, Mary Stuart-Bronski

DTJC3 Pretrial– Tamara Kindell-House, Manuel Peraza

Garfield– Rosario Miller, Norma Brasda

Luhrs– Veronica Alvarado, Megan Merker

Northport– Kimberly Connor, Sheree Setzer, Michael Trexler

Pretrial Nights– Maria Reynolds

PSC– Lisa Grace, Sarah Gomez, Kevin Peters, Christopher Hopkins, Mary Aguirre, Jodie Rogan

SEF– Robert Asay, Michelle Billy

Scottsdale– Doug Murphy, Boyd Frick

South Court Tower– Delaina Lucero

Southport– Heidi Cichon, Ricardo Mendez

Sunnyslope– Kevin Bacchus

Westport– Autumn Cunliffe, Cory Rhodes, Stacey Soto

WRC– Robert McGhee, Liberty Torres, Jane Parker, Amy Kinney, Suzanne Segarra, Sinan Fazlovic

WCB5/6– Paddy McDonagh, Yvette Martinez

THANK YOU FOR ALL YOU DO!



30th Anniversary

Donna D'Elia

25th Anniversary

Wes Shipley

10th Anniversary

Tracey Benton

Austin Brabble

Ricardo Brandon

Jack Dillon

Enrique Garcia

Robin Hargrove

Michelle Hernandez

Christina Keenan

Robyn Kissler

Patricia Morino

Eloisa Rodriguez

Beatrice Sainz

Sheree Setzer

Morgan Stevenson

David Szeto

Sherri Tucker

Michael Wollangk

15th Anniversary

Amy Azpeitia

Kristina Buchanan

Jill Gentry

Jessica Hogg

Becky Walls

5th Anniversary

Ana Figueroa



Production

Contributing Writers

Manager

Writers

Samantha Ott
602.506.9044
otts001@apd.maricopa.gov

Manny Barron
Tony Bidonde
Jamie Collins
Kathy Daniels
Vincent De Armond
Enrique Garcia
Julie George-Klein
Veronica Gunnison
Marie Long
Joe Pallo
Andrea Romano
Dana Shepherd
Donna Vittori
Cathy Wyse

Chronicle

Chronicle

Editors

Staff

Cathy Wyse
602.506.3688
Shari Andersen-Head
602.372.0302

Barbara Broderick
Shari Andersen-Head
Cathy Wyse
Samantha Ott
Tricia OConnor

Please email your submissions to:
Chronicle@apd.maricopa.gov



Interested in submitting articles, announcements or success stories to The Chronicle? Or joining our e-mail list & having The C. (Chronicle) sent to you automatically each publication? Please email submissions to: Chronicle@apd.maricopa.gov

Access The C. (Chronicle) on-line at: <http://www.superiorcourt.maricopa.gov/AdultProbation/NewsAndReports/Chronicle.asp> or via the intranet at: <http://courts.maricopa.gov/apd/chronicle/index.asp>

Rules

1
2
3
4
5

All articles and pictures submitted for publication in *The C. (Chronicle)* are subject to acceptance and editing.

If an article receives significant edits, changes, additions, or deletions it will be returned to the writer for review before publication.

Good quality photos focusing upon the subject of the article may be submitted. All people in photos must be identified.

All non-employees in pictures and in articles must have a signed Publications-Consent for Release of Information on file. A copy can be obtained from the Production Managers.

Articles submitted for *The C. (Chronicle)* may be reproduced in other publications.