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the CHRONICLE

Maricopa County Adult Probation Newsletter

Voice.

May/June 2015

The good work continues

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Over the past few months, I visited 13 Adult Probation offices to talk face-to-face with staff. *Conversations with the Chief* are a good way for me to share more in-depth information with staff and to respond directly to your questions. We schedule *Conversations with the Chief* twice a year now: in the fall, the focus is on Managing for Results and our department's performance, and in the spring, the focus is on the budget.

Our department fared well in the county budget this year. The Maricopa County Board of Supervisors was faced with sluggish tax revenues as well as \$32.2 million in state-mandated cost shifts and direct contributions to the state as a result of legislative action to balance the state budget. On June 22nd the Supervisors voted unanimously to adopt a \$2.2 billion budget for FY 2016 that focuses on criminal justice and financial security. Seven departments received budget increases, all of them in public safety. Adult Probation gained thirty new positions, more than any other department. We will be adding:

- ◆ 1 domestic violence team (2 positions)
- ◆ 2 sex offender teams (4 positions)
- ◆ 11 probation officers for Standard
- ◆ 1 probation officer supervisor for Standard
- ◆ 3 prison reentry probation officers
- ◆ 6 probation officers for Intensive Probation Supervision (IPS)
- ◆ 1 IPS supervisor
- ◆ 2 drug court probation officers

CHIEFLY SPEAKING

While we received 30 positions, we actually requested 60 based on the increased demand for our services. I am hopeful that the County's financial situation may improve and that they may at least be willing to take another look at our growth, if needed. Another area impacted by fiscal issues was the County's inability to consider merit pay increases. However, the County did provide us funds for a \$1.8 million increase for CORP retirement and approximately \$1,500 per employee for increased healthcare costs.

Our department is beginning a large pilot with the Apple iPhone 6. We ordered 300 iPhones and will roll them out to the field over the next several months as they come in and are imaged. Each phone will be imaged like our computers. There may be applications that we can design. Some of the units identified for the pilot are Fugitive Apprehension, IPS, Pretrial Electronic Monitoring, Prison Reentry, Drug Court, DUI Court, SMI, Transferred Youth, Domestic Violence, Sex Offender, and Veterans Court. We will see what we learn from the pilot. There is interest in rolling iPhones out to the remainder of the field supervision staff if we are able to secure funding for this.

Officer safety is a priority in our department and over time, we have been able to expand the types of safety equipment provided to staff. Rifles were recently added to the safety equipment approved for officers working in the Fugitive Apprehension Unit. Officers in FAU informed management that rifles would assist them in performing their jobs safely. In general, rifles are more effective than handguns, especially in some of the situations in which FAU officers work. Rifles provide greater accuracy and stopping power. While a handgun is held only by the hand, a rifle is contacted by the body at four points, giving it greater stability. The bullet of a rifle is smaller and faster; when it hits something, it disburse its energy and lethal power more quickly. This lessens the risk that a bullet would penetrate a wall or continue to travel with lethal power after hitting something. Furthermore, most of the police agencies that FAU works with have rifles. Brian Armbruster and Beth Streeter developed a compelling, data-driven proposal and presented it, along with Lance Nickell, multiple times, gaining unanimous approval at each step from the chief and deputy chiefs, to the Executive Team, Presiding Judge and Court Administration, AOC's Staff Safety Advisory Committee, AOC's Committee on Probation, and the Arizona Judicial Council. Ultimately, the Arizona Code of Judicial Administration was changed, approving rifles for officers assigned full-time to a warrants position. Our FAU units are now fully trained and equipped with rifles. Pima and Mohave Counties have also decided to equip their warrants officers with rifles. This initiative originated with and was driven by line staff. I am proud of the professionalism they demonstrated and Deputy Chief Saul Schoon and I were pleased to support them through this process.

Over the past two years, officers in the IPS Division have been steadily advancing and honing their correctional supervision skills with EPICS-II. Effective Practices in Correctional Settings (EPICS-II) is a set of empirically-supported supervision techniques for officers to use in their daily interactions with probationers and involves a series of skills that officers use to build a therapeutic alliance, shape behavior, and develop a relapse prevention plan with probationers. In March 2013, six IPS officers were selected to participate in an EPICS-II training sponsored by the Administrative Office of the Courts (AOC). The first group of officers practiced using the skills, submitted tapes of their interactions with probationers, received structured feedback on their use of the skills, and continued to develop proficiency. In addition, they participated in monthly practice sessions with highly trained coaches from U.S. Probation.

The first group then returned to the classroom for training as EPICS-II coaches and submitted tapes to demonstrate the new skill of coaching. In addition, they participated in monthly practice sessions with highly trained coaches from U.S. Probation. By March 2014, a second group of IPS officers were identified and our EPICS-II coaching team and the new students participated in six monthly webinar classes instructed by Melanie Lowenkamp. Probation departments around the state were involved in the webinars and members of U.S. Probation went to each webinar location statewide to provide support and coaching for the coaches. Each of our coaches was paired with a new student and provided structured feedback as the students practiced the core correctional skills between webinar classes.

The officers in the second EPICS-II group have since received training in coaching. The established and new coaches continue to develop proficiency; they participated in three full days of live training with Melanie Lowenkamp and U.S. Probation in January 2015 and are now participating in monthly booster sessions. The remaining IPS line staff and management had three days of training in January that provided an introduction to EPICS-II concepts and skills and the targeted skill building approach being utilized in order for staff to build proficiency in these skills. The AOC recently received a grant to assist with large scale implementation; their project will include quality assurance and evaluation activities, training, and the creation of manuals.

A shout out to our EPICS-II officers: Group 1 - Joel Thurston, Boyd Frick, Roberta Navarrette, Tracy Gorr, Michelle Crouch, and Leslie Ebratt, and Group 2 - Cheryl Piper, Christina Collier, Christine Frey, David Perkins, Elizabeth Forton, Hector Ramos, Jolie DeLong, Katherine Schiets, Mark Smalley, Shaun Dahl, Terri Sieser, Wendy Lange, and Zach Bruns. (Five of these officers are not currently assigned to IPS). A special thank you is extended to Leslie Ebratt, who serves as our department's coordinator and liaison for this project.

Through successful partnerships with Enroll America, Keogh Health Connections, Phoenix Day, Concilio Latino de Salud, Maricopa Integrated Health Systems, and Maricopa County's Health Care Integration Specialist, we have made significant strides in a multi-pronged approach to facilitate probationers' enrollment in healthcare coverage. Over 7,500 probationers who were uninsured or underinsured filled out Commit Cards to be contacted by Enroll America. In-person assistance was provided to more than 800 individuals in Adult Probation's Assessment Center by community partners, and an educational program was provided to over 221 individuals to ensure they understand healthcare and their coverage, and how to use it. Our healthcare initiative continues to be needed and will be ongoing. Through these efforts, we have become aware of the need for "healthcare literacy." Many individuals have limited knowledge about the requirements and provisions of the Affordable Care Act, such as the penalty fee for not having healthcare coverage, availability of financial assistance for healthcare coverage, inclusion of substance abuse treatment as a healthcare benefit, and the availability of free health screenings. There is also limited understanding of healthcare cost sharing terms (such as copayment, premium, and deductible), the importance of having a doctor, and other areas significant to being an informed consumer of healthcare. Since November 2014, Maricopa Integrated Health Systems (MIHS) has provided more than 30 healthcare literacy classes at probation offices for probationers and area residents. A very high percentage of participants expressed satisfaction with the classes, and participants increased their knowledge and understanding of health insurance and preventive services.

These classes will continue to be offered and MIHS recently submitted a grant application hoping to expand the number of classes provided for probationers. Therese Wagner and Paula Krasselt are to be commended for their leadership in the healthcare initiative and Tracee Frick developed an ambitious plan to roll out more healthcare literacy classes.

Adult Probation managers and staff produce innovative and effective programming. We were notified this month that three of our programs were selected for *2015 NACo Achievement Awards* by the National Association of Counties. Great work and congratulations to everyone involved with these award-winning programs:

- ◆ Off to Work We Go (the Job Skills Program at Garfield)
- ◆ Firearms Reality-Based Training
- ◆ Adult Probation's Healthcare Initiative Expands Probationer Opportunities

Stay well and be safe.

The End of A/B/C Cards at Field Offices

By Gary S. Streeter

Very recently, the Field Office Screening and Security Procedures were revised with an effective date of August 1, 2015. While many items were revised, there is one in particular I want to highlight. In the past, anyone entering an APD field office had to be screened by the deputy marshals prior to continuing to the lobby. Each screened individual was given an A, B or C card, which indicated whether the marshals retained an item or not. The card was to be presented to the officer when the individual was brought back to the interview room.



Although this procedure served a valuable purpose of communicating between marshals and probation staff, it became apparent that it needed revised to maximize efficiency and effectiveness. There were concerns of cleanliness of the cards, and the marshals estimated that C cards comprised upwards of 90% of all cards issued. Doing so required much time and effort just to inform the officer that nothing was retained. What is more important is that officers be notified only when an item is retained. I think we all have confidence in the marshals' ability to detect items. Only being notified of retained items will highlight the importance of talking with the marshal, and viewing the item to determine if it will be seized or returned to the individual.

If you have any questions about this revised procedure, please contact your supervisor and/or refer to the revised Field Office Screening and Security Procedures for more information.

Children of Incarcerated Parents, Managers' Forum

By Rodney Rego

Currently Arizona leads the Western states in the rate of incarceration, resulting in more than 176,000 Arizona children with a parent in jail or prison, or on probation or parole. It is difficult for children who have experienced the trauma of having a parent arrested and who have been deprived of a parent's support, love and care.

On May 20, 2015, managers from across the department met for the second Managers' Forum of the year and heard an eye-opening presentation on children of incarcerated parents. Children of incarcerated parents are impacted by their parent's incarceration before, during, and after the incarceration period. While individual situations vary, impact includes chaotic home life, neglect, abuse, poverty, poor supervision, and developmental disruptions. DeAnn Arroyo and Kathaleen Larsen, from the Pima Prevention Partnership, presented information to help managers gain a better understanding of the impact parental incarceration has on a child, which includes self-esteem, behavioral health, and identity issues.

The Pima Prevention Partnership is a group of individuals and institutions that have been working together for over twelve years to assist the children of incarcerated parents in Arizona. An online version of a handbook they published, *Behind Bars, Difficult Questions Children Ask*, is located on the APD webpage under Services – Questions Kids Ask.

DeAnn Arroyo and Kathaleen Larsen will be providing staff trainings on Children of Incarcerated Parents at three area offices beginning in late June. Sign-up is available in Pathlore.



Pictured from left to right: DeeAnn Arroyo and Kathaleen Larsen

Sisu Sisu

By Tony Bidonde

The title of this article derives from the Finnish language and it is pronounced See-soo See-soo. The word cannot be translated into the English language directly, but the loose interpretation for it is: stoic determination, guts, hardness. The reason for the title will become clear once you read the article below.

Every so often I look for the opportunity to highlight a success story: meet Hannah Perryman. The story unfolds in East Peoria, Illinois, but it could happen anywhere and it does. The story begins when Hannah was in fifth grade. She and her younger sister were assaulted at a sleepover by a girl one year older than Hannah. The offender was placed in a diversionary program; it did not work. The girl stalked Hannah not for days or weeks or even months, but for years after the incident. Walking in front of her home and sitting in the public walkway for hours, even in the middle of the night. The girl would deliver threats secondhand, always careful not to cross the line. One could say Hannah's adolescence was punctuated by fear. She often avoided outdoors activities. In an effort to circumvent further problems, Hannah and her sister were placed in a school outside their district; the stalker continued her pattern of abuse.

The laws in place did not help in her case. It was not domestic violence. Law enforcement was unable to assist and Hannah's mental torment only grew. This stalking pattern went on through middle school and continued through high school. A detective working on the case placed a seed by saying the best possible way to get action was to have the law changed. So far, Hannah had been tight lipped about her plight.

At age 17, Hannah, with the help of her mother and encouragement from a caring social worker and a police officer, reached out to a state representative and a senator, who co-sponsored a bill, which was supported by the Cook County State's Attorney and the Illinois Attorney General. Hannah traveled to Springfield, the state capital, to present her case. She also presented her case to the Attorney General of the United States in Washington, D.C. Her voice was heard and finally on January 1, 2010, the "Stalking No-Contact Order Act" became law. Because of her courage and caring adults around her, other victims like her do not need to suffer in silence. Her stalker was charged and accepted a plea deal. She moved out of the state soon after.

Hannah story's does not end there. She is now 21 and attends college. She is the star softball pitcher for the University of Missouri, St. Louis. She has pitched six perfect games. No pitcher in any division of NCAA softball had that distinction. Her height (5'5") is not an indication of who she is or what she has accomplished. Hannah has sisu!



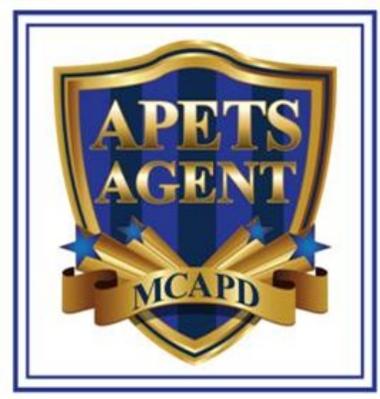
Don't underestimate what a few words of encouragement are worth or hesitate to "think outside the box" to assist a victim.

Click on the links below if you would like to read more about Hannah.

ESPN W: <http://espn.go.com/espnw/news-commentary/article/12839349/meet-missouri-st-louis-hannah-perryman-star-pitcher-anti-stalking-advocate>

CNN: <http://www.cnn.com/2011/CRIME/01/18/us.stalking.justice.dept/index.html>

If you have questions regarding the above article or Victim Services related questions you may contact me at: vsu@apd.maricopa.gov or by telephone: 602-372-8286.



"Check it out" - Agents have been busy each month with topics from TASC Updates, to APETS Aspen Build, State Identification (SID) number, and APETS Help Desk! 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!

The complex block features a background image of a sunset over a beach with waves. On the left side, there is a logo for 'APETS AGENT' with 'MCAPD' on a banner below it. The logo is shield-shaped with a blue and gold color scheme. To the right of the logo, there are two paragraphs of text.

Unit 37 Team Building

By Linda Dore



Zombie! What? Where? Yes, this was the predicament Unit 37 found themselves in one sunny April afternoon trapped in a room with a zombie with the only escape being a collaborative effort to effectively solve clues to accumulate more clues to ultimately unlock the door to their freedom. Using team work and the complimentary skills of each individual team member to solve puzzles was the only way this group of captives was going to escape. Effective communication and motivation to survive were paramount in determining the success or failure of the team. With little time for horseplay, this team was focused and each member played a role as a scribe, riddle solver, or zombie distracter. No person was going to be a victim on their watch. The team worked dynamically, rapidly locating clues and using their personal skills to complete tasks and progress towards freedom. Some puzzles were no match for the determined group of warriors, while others required the team to think outside of the box and hone in on their knowledge of mathematics, art, and language. The zombie was growing frustrated and closer by the minute. Two members were lost, becoming victims of the undead; but not as a result of lack of teamwork. The room was just too small to accommodate the large team as the zombie's chains grew longer! With only one puzzle standing between freedom and failure, time ran out and the team succumbed to defeat and became zombie dinner. The team proved to be determined and confident in solving the tasks presented to them and used their cohesiveness to overcome obstacles. You better watch out for this new team of zombies!



EBP SPOTLIGHT ON NIKKI WHITE

By Sandra Tom

The following letter was recently received from a probationer’s mother to recognize probation officer Nicole (Nikki) White and her commitment to the department’s mission. Nikki embodies evidence based practices through her caring, but firm approach with her probationers. It is evident Nikki knows the impact building a sincere relationship with her probationers and their families has on a probationer’s success in the community. Nikki is able to truly facilitate lasting behavior change and better the lives of the probationers she works with due to her commitment to an impartial and compassionate approach to probation supervision.



Nikki, your passion for truly making a difference in the community is greatly appreciated. Thank you for all you do and for representing our department in such a positive way.



Sandra,

I wanted to write you today to tell you what a tremendous job Nikki (Nicole) White has done with our son. We had a recent incident that without Nikki’s help would have ended in disaster. Allow me to give a very brief history so you can truly see the value in what Nikki did.

Our son was arrested for smoking pot his freshman year of college. Attempting to be good parents, we made him pay the price for his mistake, which was a felony conviction with the opportunity to have it dropped down to a misdemeanor after successful completion of probation. Unfortunately, it went from bad to worse because mentally our son was unable to overcome the rejection that a felony had on obtaining a job and housing outside our home. Our son has border line personality disorder and the continued rejection was just too much for him. He also did not get along well with his probation officer after she advised him that “he didn’t have mental issues but was just a drug addict,” so he did what stupid kids do and stopped contacting her. Of course that didn’t go well and he ended up in Maricopa County Jail for thirty days and then transferred back to Coconino County for probation violation. Enter Nikki. She was assigned to our son for intensive probation on behalf of Coconino County because the judge really wanted him to be successful and finish this probation. At the time we were all a bit stunned that he was on intensive probation but we could not have been more fortunate to have Nikki. She commanded our son’s respect from the beginning, which I may add was difficult after his past experiences, held him accountable and pointed him in the direction for the help that he needed and wouldn’t take from anyone else.



I am happy to say he successfully completed probation and is drug free. Nikki's help did not end there. Two weeks ago our son was in a park and a police officer asked for his ID. When he ran our son's information it showed an outstanding warrant for his arrest in Coconino County and they took him to a Chandler jail. His Dad and I were both out of state working when we got the call from our son. He was frantic because they were going to take him down to the Maricopa County Jail within the hour. My husband tried to reach Coconino County and was unsuccessful. In a desperate attempt to help our son before the cycle started again my husband called Nikki. She was able to see that he had completed probation and the warrant was most likely a glitch in the system. Even though it wasn't her job, she made some courtesy calls and they released our son and even brought him home. She went above and beyond her job and I wanted to make sure you knew what a tremendous employee you have in Nikki. If we had started out with her four years ago I feel confident that our son's life would have taken a better path. For today our son is working full time and was able to move into an apartment with friends this past weekend. His path will still have many challenges but Nikki made a difference in his life. Her dedication and passion for her job should be recognized.

Sincerely,

Grateful Mother

Thinking for a Change Empowers Probationers, Rewards Facilitators

By Jolie DeLong

Several probation officers in the Custody Reintegration Unit (CRU) are trained Thinking for a Change (T4C) facilitators. The program—which teaches cognitive self-change, use of appropriate social skills, and problem solving techniques—aims to help probationers take control of their lives through control of their thinking.

Officer Meghan McEuen is a CRU officer who focuses her T4C facilitation efforts on the south Phoenix population at the Southport Office. "Field probation work can sometimes have a negative feel, but through T4C facilitation, probationers become empowered with mental tools that help prompt positive changes in their lives, and that's very rewarding to me," says Officer McEuen. Officer McEuen says the T4C process can be time-consuming, but that the payoff is "extremely rewarding."

Officer Christine Frey, who facilitates T4C classes with the veterans population at Towers jail, has seen first-hand how probationers use T4C to positively impact their circumstances. In one recent instance, a pro per probationer, who seemed to be on the losing side of an issue during a court hearing, paused mid-argument to take a deep breath to more rationally reflect on his position. The tactic, taught as part of T4C, helps probationers work through problems logically instead of through anger. In the end, the Judge granted the probationer's request!

Officer Sunny Carpenter facilitates T4C classes at Estrella jail and has also experienced how the program positively changes lives. Following a recent T4C facilitation, a probationer wrote the following to Officer Carpenter, *“I wanted to thank you for the joy you brought into my life—it’s people like you that make the world a better place.”*

“The response is appreciated because as probation officers, we don’t always receive positive feedback from probationers,” says Officer Carpenter. Officer Carpenter explains T4C gives probationers a new perspective and helps them develop their own strategies to deal with their unique challenges.

Officers Patrice Moeller and Terri Seiser are also CRU officers and facilitate T4C classes at Estrella jail. “My favorite part of the T4C process is ‘when the light goes on’ as a probationer begins to understand how the program can actually work for him or her,” says Officer Moeller. Officer Seiser echoes that sentiment and adds, “To be a part of the T4C process is rewarding, and when I see how probationers leave the justice system with problem solving skills and renewed confidence, it reminds me that the job I do every day is truly worthwhile.”



Pictured left to right: Patrice Moeller, Meghan McEuen, Sunny Carpenter, Terri Seiser, and Christine Frey.



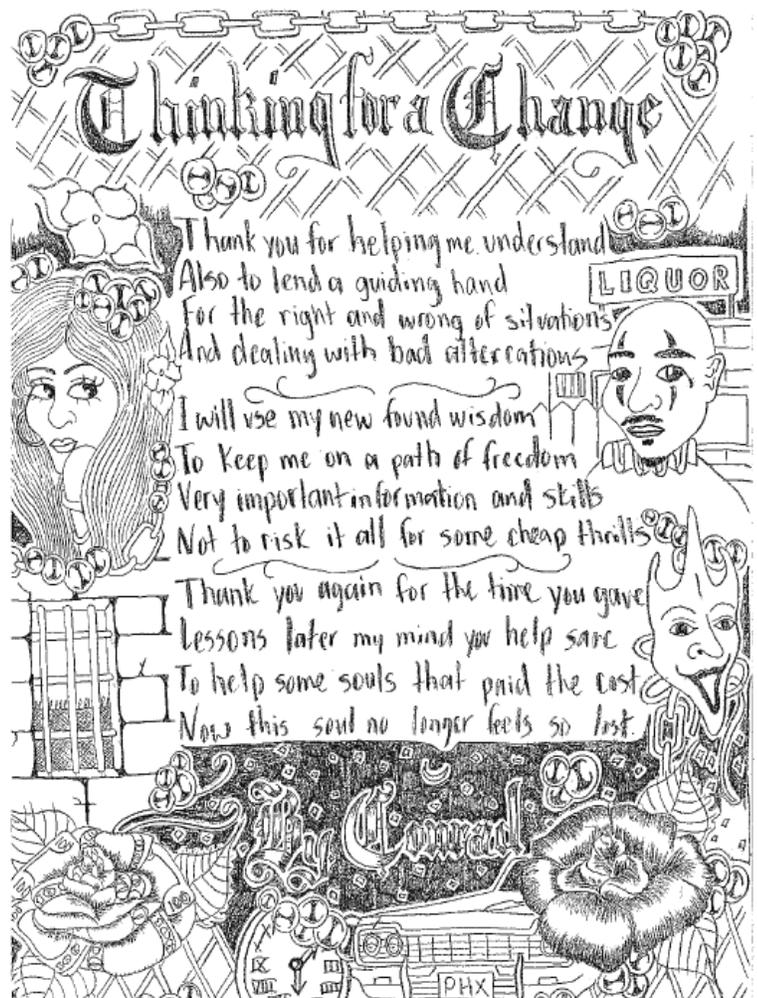
This Aha moment brought to you by T4C!

By Christine Frey

As Thinking for a Change (T4C) facilitators, we all live for that one moment: *when “Huh?” becomes “Aha!”* When Conrad started the class, he was unabashedly all about women, parties, and making money. These themes showed up in every role play, thinking report, and conversation. Gradually, the conversations about women became discussions about his child’s mother and being a father. The talk of fast money turned into legitimate business ideas. Parties were no longer discussed. In lesson 17, we asked the participants to close their eyes and go to a safe or calming place they can visualize in stressful times. Conrad visualized a scene with his child. After the exercise, Conrad addressed the class and stated he realized now he acted poorly in the past, apologized for his actions, and then apologized to the class if we felt he had acted poorly in class. AHA!

In his own words, Conrad stated, “I grew up on and off the San Carlos Apache Reservation and found it difficult to juggle the different lifestyles. I never thought clearly as to why I did wrong or why I was the person I was. Thinking for a Change helped me realize why I did certain things without thinking. This class taught me to solve many problems big or small. Now I use these skills and positive thinking in my daily life routine. I thank Thinking for a Change for changing my thought process for the better. The missing link is to think!”

On graduation day, Conrad presented my co-facilitator, Nadia Lozano (MCSO), and me with a drawing and poem. It shows all the past bad habits that held him back and talks about how he now plans to use his new Thinking for a Change skills. As a facilitator, you hope you will be able to reach the participants and make a difference. Conrad truly took the lessons and new skills to heart and wanted to share it with everyone through his artwork. This is the end result we as facilitators hope and strive for...when their “Aha” moment becomes our reward and keeps us coming back for more.





Scottsdale Domestic Violence Action Team Receives Service Award

By Donna Vittori

One of the ways Arizona recognizes individuals/organizations for service to crime victims is by nominations to receive the Arizona Attorney General's Distinguished Service Award. The Scottsdale Domestic Violence Action Team (DVAT) was nominated and selected to receive the Distinguished Service Award for Service Coordination. The award was presented at the National Crime Victims' Rights Week event held at a local venue on April 15, 2015. Officers from our east side Domestic Violence unit are standing members of DVAT.

Here is the nomination, which fit nicely with the theme of the National Crime Victims' Rights Week for 2015: Engaging Communities. Empowering Victims:

In 1995, individuals from the Scottsdale Police Department joined individuals in the City Prosecutor's Office to create collaboration in order to ensure a stronger response to incidents of domestic violence in the Scottsdale community. This partnership later resulted in the creation of the Domestic Violence Action Team (DVAT). Today, the team is unique in its inclusion of professional Crisis Intervention Specialists, Detectives, Prosecutors, Victim Assistance Advocates, and Probation Officers working together to improve the crisis stabilization services to domestic violence victims and the prosecution of domestic violence offenders. The team's commitment to service provision was recently demonstrated by the implementation of a "domestic violence lethality assessment" for use by first responders. This created a new procedure directing that a Crisis Interventionist be called to a scene when a victim responds that their partner had threatened or used a weapon against them, threatened to kill them, children or pets; or even strangled them. As a result of the team's collaborative efforts, domestic violence victims are better served and perpetrators are being held accountable. Through the team's hard work, compassion and commitment in establishing strategic partnerships to serving domestic violence victims, the DVAT is one step further toward ending the cycle of violence in the Scottsdale community.



Some members of DVAT with the Arizona Attorney General, pictured left to right: Angela Rose, Beatrice Shetler, Caron Close, Attorney General Mark Brnovich, Tracey Wilkinson, Cate Gaudreau, Cathy Marcine, Probation Supervisor Sherri Tucker, and Probation Officer Laura Thomas.



Drug Court Receives Innovation Award

By Karen Barnes

The Arizona Association of Drug Court Professionals (AADCP)'s Innovation Award recognizes a problem-solving court team for excellence in creating an innovative approach that brings tangible creative benefits to their program. In addition to being rewarded for true excellence in innovation, the AADCP understands that innovation requires outstanding teamwork to create a program that really makes a difference.

Maricopa County Drug Court received the *Innovation Award* for its work as a team to develop and implement new guidelines for incentives and sanctions. The process was over a year long, with the Drug Court Judge, Adult Probation, Public Defenders Office, and counselors all working to use best practices of incentives and sanctions received in Drug Court to change clients' behaviors. The new incentives and sanctions consider the place the client is in and what are reasonable proximal goals and what are distal goals to focus on later on in the program. The process was taxing, as the team had to consider what the reasonable expected behaviors are in each phase, and then develop a court response for each behavior. An example would be, at the beginning of the program, a substance dependent person will have difficulty staying drug free, however, there is no reason they can't show up for counseling, drug testing and their probation appointments. The Court then responds with a high sanction such as one day jail for a missed counseling session, drug test, or probation appointment, and a low sanction for a positive test. On the other side, if this same client is able to provide all clean drug tests at the beginning of the program, this is a huge accomplishment and the person receives a high reward. When you consider all of the behaviors we are expecting to change, developing the new guidelines of incentives and sanctions was a big challenge. However, by working together and using research to guide decisions, a new guideline of incentives and sanctions was created. Each team member worked hard on this and should be proud of their accomplishment.



Representatives of Maricopa County's Drug Court team, pictured left to right: first row - Nancy Gerlach, counselor; Karen Barnes, probation officer (PO) supervisor; Commissioner Keelan Bodow; Veronica Alvarado, PO; Kristin Epperson, PO; Brett Turley, Public Defender; second row - Adam Lane, counselor; Pam Adwell, Public Defender; Carey McGrath, clinical coordinator; Megan Merker, PO; Diana Barela, PO; Nate Chaplin, PO; third row- Scott Stoffel, PO; Dene Bimber, PO; Shelly Fassett, counseling contract oversight; Jennifer Dzezinski, PO; Alicia Kaufman, PO; Robert Villasenor, surveillance officer; Daniel King, PO; and Ken Zimmerman, PO.



Victim Service Awards

By Tony Bidonde

In recognition of National Victims' Rights Week, the following 50 employees received a *Certificate of Appreciation* for working with, or doing work on behalf of, victims of crime. The employees were recognized by the Department for conduct that exemplifies professionalism, dedication, willingness to help others, and their commitment in working toward a safer community. The recipients were honored in front of their peers and supervisors. Also present for the award ceremonies were Chief Adult Probation Officer Barbara Broderick and Deputy Chief for Assessment and Development Therese Wagner; both thanked and congratulated the recipients for their contributions and encouraged all to continue their hard work. Chief Broderick also expressed hope that in the future the list of awardees may grow.



Congratulations



Brett Whitney, Karen Angell, Kendra Martina, John Biship, Dawn McCullar, Laura Thomas, Aaron Porzel, Daniel Fox, Glynn Thomas, Heather Preston, Linda Dore, Raul Munoz, Scott Skoropys, Tracy Medrano, Rebecca Sifuentes, Julie Piontkowski, Chandelle Porter, Angela Hopkins, Laura Carr, Jennifer Bangerter, Shoni Hodges, Tatiana Torres, Joe Bonow, Pamela Fowler, Krista Black, Brian Bednar, Anne Merrill, Michele Saldana, Sarah Gomez, Clint Hill, Jason Crouch, Andrea Teasley, Christopher Hopkins, Barbara Goree, Cedric Johnson, Diane Bracamonte, Laura Radcliffe, Sherri Tucker, Jane Parker, David Silvas, Liberty Torres, Jerry Pieczynski, Jo Ellen McCammond, Marla McDevitt, Erika Balcazar, Jeri Modesti, Abel Gonzalez, Samantha Ott, Shana McCarthy, Tony Bidonde, Kevin Peters.

“For a community to be whole and healthy, it must be based on people’s love and concern for each other.”

-Millard Fuller (1935-2009)



11 New Officers Join the Department

By Jim Sine

Please join Staff Development in welcoming our 11 new probation officers and one surveillance officer to the Department! On June 2, 2015, these officers completed nearly ten weeks of NOTES training and are ready to jump into their new assignments. During this time they completed the *AOC Probation Officer Certification Academy* and the *Defensive Tactics Academy*. Having the new officers attend the AOC Certification Academy during NOTES has continued to be a real positive as it prevents officers from having to leave their caseloads for two weeks after they have completed their NOTES training. Most of the officers were assigned to standard field units, however, two were assigned to Drug Court. Like the previous classes of new officers, this class was able to attend a full week of field coaching during training which gave them the opportunity to work with an experienced officer. A real benefit to this is being able to put into practice many of the topics learned in class while still in a controlled setting. Feedback from all parties has continued to be extremely positive with the new officers truly appreciating the real world and hands-on training they receive.

A very appreciative THANK YOU is due to our many adjunct faculty for their ongoing contributions to training our new officers. We have continued to expand our trainings to include as many role plays as possible and plan on adding in even more in the future. Another enormous THANK YOU is due to our field coaches who took a full week to help our new officers become more comfortable with the job. Their wide range of knowledge and experience is essential to the learning process for new officers. Congratulations and good luck to our new officers in their new adventures!!



Pictured from left to right: Judge Welty, Chief Broderick, Susan Barker, Janine Conner, Brianna McGill, Shelby Chaney, Rachel Ribelin, Katie Vandik, Ezenwa Ukeagu, Katie Wakefield, Jared Ellis, Hepzebah Erwin (hidden), George Jagun, and Jaleesha Fortune.



"Of the Year" Awards

By Sharlene Weeks and Tina Burruel

The *2014 "Of the Year" Awards* highlighted the amazing work of four individuals within Adult Probation. Many nominations were submitted by APD employees to the PRIDE Committee, who then had the difficult task as the Nominations Committee of selecting one outstanding winner for each award. These individuals not only do their job on a daily basis, they go above and beyond to make the Department better and to help their fellow employees. The awards event was held at the Black Canyon Building on May 13, 2015, and approximately 150 people were in attendance to celebrate the work of Donna Lopez (Employee), Doug Murphy (Probation Officer), Olivia Ramirez (Supervisor), and Connie Delgado (Surveillance Officer).



Pictured from left to right: Connie Delgado, Douglas Murphy, Donna Lopez, Olivia Ramirez and Chief Barbara Broderick

Congratulations to this year's winners!

Your hard work does not go unnoticed, and we appreciate everything you do!

The descriptions below are summarized from the award nominations submitted for this year's winners.

Employee of the Year: *Donna Lopez*

Donna Lopez is an excellent match for her job as administrative assistant for Staff Development and Training given her attention to detail, positive attitude, passion for serving others, and refined organizational skills. She maintains approximately 63,000 training hours for some 1,156 employees and does so with exemplary customer service. Donna goes above and beyond by providing people answers to their many questions, reserving rooms, coordinating schedules, assisting with organizing and setting up for special events, and contributing valued suggestions to improve the unit's customer service and tracking abilities.

Not only is Donna Lopez ALWAYS helpful, she is always HAPPY to help. She may be part of the Training Unit and the Policy, Planning and Analysis Division, but her team is the Adult Probation Department and she is truly a TEAM PLAYER.



Probation Officer of the Year: *Douglas Murphy*

Doug Murphy is an SMI officer who always goes above and beyond his job description. Doug cares about his and other officers' clients. He is always there for his clients and their loved ones. He will work for hours helping other officers so their clients can be evaluated for mental health or get services. He gets deeply involved in each case staffed with him, offers sincere and useable advice, and frequently checks back in to see how situations are evolving.

Doug is a wonderful role model in how you talk to clients. He uses Motivational Interviewing and is very kind when he talks to clients. Doug has a special talent to diffuse a potential volatile situation. He attends Maricopa and AOC new officer training and he actively works with new officers to help them prepare for the challenges ahead. Doug always comes into work with a positive disposition. He is a wonderful role model, works very hard, and is very dedicated in helping others.

Supervisor of the Year: *Olivia Ramirez*

Olivia Ramirez has made multiple contributions as manager, change agent and team leader. Olivia began her work with Adult probation in 1985 as a support assistant and promoted to supervisor in 1997, eventually overseeing the Southport office. Olivia also took on the task of support supervisor for the Fugitive Apprehension Unit in 2010, overseeing both the large FAU Support Division and Southport!

Olivia balances her time to promote the changing needs of our department and motivates others in change opportunities. She was instrumental in helping implement the E-filing system and the Support Staff Performance Evaluation, and is a long standing member of the Managers' Action Committee, where she assisted with victim enhancements and the staff movement guide. Olivia serves on the Data Quality Committee and is always seeking new ways to improve productivity and reduce wasteful tasks. She also served a critical administrative role with the Legacy Reentry Project. Olivia continuously inspires staff morale by organizing parties/events and is the first to cheer the loudest for work well done. She is recognized as a leader, developing new staff and encouraging senior staff to take leadership roles. Olivia has made our organization a better place.

Surveillance Officer of the Year: *Connie Delgado*

Connie Delgado is skilled with the ability to understand and interrupt sex offenders' most deviant struggles and develop strategies to help them manage control of such behaviors. During the summer of 2014, Connie balanced numerous tasks, covering her caseload alone while her partner was on leave. In a nine-day run, she performed numerous residential searches, followed by seven arrests. She prepared all of the incident reports and continued to balance group attendance and mentoring clients. Connie facilitated office days and quickly learned the paperwork duties of the probation officer as she assisted the coverage team with required treatment referrals, polygraph referrals, voucher requests, etc.

Connie is committed to victims, clients, their families, treatment providers, and stakeholders. She is a member of the Mesa Police Department Multi-Disciplinary Team committee. Connie is also a facilitator at contracted treatment agencies, teaching Introduction to Sex Offender Treatment classes, and presents annually at the APD Sex Offender Committee trainings. Connie has many talents and avails herself to those in need.

Happy ANNIVERSARY

25 Years

Patty Barnfield
Brian Herlihy

15 Years

Pat Daily
Michelle Mayer
Hank Mongovan
Joyce Tisdale
Sean Steill

5 Years

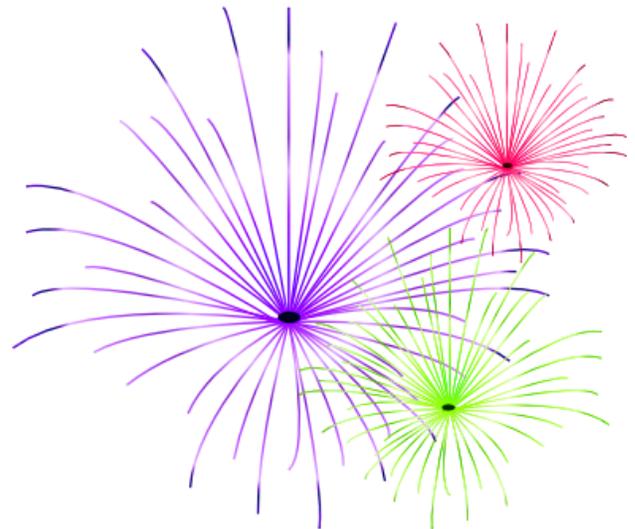
Janet Acuna
Traci Aparicio
Carmen Arvizu
Amanda Borquez
Angelica Camacho
Emily Etchebarren
Ted Froderman
Stacy Gustavson
Sinisa Malisanovic
Douglas Murphy
Ray Owes
Silvia Partida
David Taylor
Aubrey Tindle

20 Years

David Servilican
Ruth Manner

10 Years

Korik Anderssohn
Kimberly Connor
Christine Frey
Jasmine Herrera
Julie Piontkowski
Deborah Rollins
Joel Thurston
Reggi Williams





Production

Manager

Samantha Ott
602.506.9044
otts001@apd.maricopa.gov

Chronicle

Editors

Cathy Wyse
602.506.3688
Sanja Markovic
602.372.0846

Contributing

Writers

Cathy Wyse
Christine Frey
Gary S. Streeter
Jim Sine
Jolie DeLong
Karen Barnes
Linda Dore
Rodney Rego
Sandra Tom
Sharlene Weeks
Tina Burruel
Tony Bidonde

Chronicle

Staff

Adam Killoran
Barbara Broderick
Cathy Wyse
Samantha Ott
Sanja Markovic

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



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