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the CHRONICLE

Maricopa County Adult Probation Newsletter

Voice.

September/October 2015

Why You Matter and How You Can Help

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CHIEFLY SPEAKING

At the recent Statewide Annual Arizona Probation Employee Recognition Day, sponsored by the Arizona Chief Probation Officers' Association and the Administrative Office of the Courts, a dynamic and inspirational guest speaker spoke about our business and the population we serve. Joel A. Dvoskin, Ph.D., a forensic and clinical psychologist in private practice, has had a long and distinguished career in mental health and corrections. His vast experience includes serving for eleven years as Director of Forensic Services and Associate Commissioner for Forensic Services for the New York State Office of Mental Health. In this capacity, he oversaw the forensic and correctional mental health systems for the State of New York and directly supervised three free-standing maximum security forensic psychiatric hospitals, two forensic units, and fifteen prison mental health programs.

In his presentation at the Arizona Probation Employee Awards of Excellence ceremony, Dr. Dvoskin's topic was why probation officers matter and how we can help our clients. I know that you are so busy doing your jobs that it's easy to miss the small successes, to downplay or trivialize them, and to focus on the negative stuff. It's not often that employees stop to reflect on the impact you have on individual lives. So, I wanted to share some of the content and the spirit of what Dr. Dvoskin had to say.

There is a higher prevalence of mental illness among individuals in the criminal justice system and 75% of those with serious mental illness have substance abuse problems. There are high rates of abuse and trauma and an increased risk of suicide. Some individuals do not seek or receive mental health treatment in jail or prison, and most offenders received no treatment while in jail.

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Their return to the community is stressful. Thirty percent (30%) are homeless. Offenders often live lives of despair. For more than 50%, their offenses are non-violent.

The number of women in the criminal justice system has grown. Among women, the prevalence is twice as high for anxiety, depression, trauma, and status as a custodial parent. Female offenders have a variety of concerns, which may include their children's welfare, potential loss of custody, family violence, and housing.

Why are these individuals in the criminal justice system? Failures of many service delivery systems (e.g., mental health, substance abuse, child protection, social services) contribute to individuals' involvement in the criminal justice system. Furthermore, the diagnoses of co-occurring mental illness and substance use disorders is associated with intrapsychic, behavioral, social, economic, and criminogenic effects, and is associated with a host of negative outcomes.

What can we do to help?

Integrated treatment of mental illness and substance use disorders has consistently been associated with better outcomes than other approaches. Serial treatment does not work and neither does parallel treatment. The integrated treatment approach is about relapse prevention for both mental illness and substance abuse. Steps include assessment of risks, identification of risk-laden situations, assessment of skill deficits and strengths related to risk-laden situations, and education around avoiding and escaping from risky situations. It's about skills.

"Without hope, no one ever recovered from nothin'," Dr. Dvoskin stated. Hope is the key to recovery. Motivation is important. Stages of Change is an excellent model to understand the change process and Motivational Interviewing provides an effective way to talk with people who aren't ready to change. Threats and punishment do not inspire hope. Research has shown that threats increase anxiety and punishment is often a waste of time. Our real job is to motivate people to change. Key words are educate, challenge, and inspire.

Consider where probationers have been and the possibility that they are doing the best that they can. Adaptive behaviors in jail or prison are often maladaptive behaviors in the community. Some inmates with mental illness have trouble adapting to prison culture, find the environment unbearably stressful, can't turn to correctional officers for help, refuse treatment or find treatment services inadequate, refuse treatment due to stigma, etc. Returning to the community can be a culture shock and re-adaptation is stressful.

The Recovery Model is a good way to help. This model includes a focus on protective factors, respect for history, and hope for the future. The client is our partner and controls the results of our work. There is power in relinquishing control

Why You Matter and How You Can Help

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and engaging in a partnership with the client. Recovery is a process, with gains and losses. Take an interest in the client as a person and ask them what they want. Value autonomy and choice. Remember that hope is the key to recovery.

Probation officer (PO) factors related to client success are caring, fairness, and respect. Ask if you can help. Communicate a sincere desire to understand the person's choices. Give respect and expect respect. The best POs are problem solvers. Good POs are not weak. Consequences, both positive and negative, serve a purpose. Praise is important. Dr. Dvoskin's first rule of managing behavior: "Catch 'em doin' something right." The most powerful reinforcer in the world is systematic, targeted, deserved praise.

Dr. Dvoskin identified the enemy as despair. The enemy is not criminals, mental illness, or drugs. The enemy is despair. Hope is the only cure for despair. Threats, punishment, and consequences do not inspire hope. Solving problems inspires hope. Believing in your client's possibilities inspires hope.

On behalf of clients, Dr. Dvoskin offered the following statements:

"Believe in my possibilities; believe that I can recover."

"Restore my hope for a better future; help me to dream."

"Allow me to make choices and to fail, and help me to my feet when I stumble."

"Help me solve problems."

"Consider the possibility that I'm doing the best that I can."

Offering gratitude to probation officers, Dr. Dvoskin closed his presentation with:

Thank you for your skills and wisdom.

Thank you for never giving up.

Thank you for your hope and resilience.

Thank you for risking your lives for making our communities safer.

October is Domestic Violence Awareness Month. Emails have been sent out and there is an article in this issue of the Chronicle to enhance staff knowledge of domestic violence and assistance for victims.

I hope to see you at Conversations with the Chief! Sixteen sessions have been scheduled between October 12th and December 16th at various locations.



Achieving Risk Reduction through Effective Staff Interventions

By Tyler Vinton

On September 28th, I had the opportunity to attend the all-day training seminar, Achieving Risk Reduction through Effective Staff Interactions, by The Carey Group, sponsored by the Administrative Office of the Courts (AOC). The speaker, Mark Carey, discussed the importance of the relationship between the offender and the supervising officer. The relationship begins when assessing an offender's risk level and continues while the officer effectively manages the offender's risk by providing support, resources and guidance to the probationer, which will ultimately have a positive impact on recidivism and probation completion rates.

Mark Carey stressed the significance of probation departments utilizing a universal risk assessment tool as determining an accurate risk level for an offender is very important for community and officer safety. Also, a proper risk level assessment is beneficial to offenders, ensuring that they are not over or under supervised. Carey emphasized the importance of not wasting time with low risk offenders, and instead spending that time with high risk offenders, as high risk offenders are the ones that need the most guidance, supervision, and treatment.

The seminar also stressed the importance of applying the eight (8) criminogenic needs in nearly all probationer-probation officer interactions. For a refresher, the eight (8) needs are: antisocial cognition, substance abuse, family stressors, lack of prosocial leisure, education, antisocial associates, antisocial personality, and employment. Carey recommends for these criminogenic needs to be posted all around the department, so officers can easily refer to them when meeting with probationers. Research shows that the risk of recidivism is significantly reduced when attention is paid to criminogenic needs.

A main component of the seminar was directed towards what an effective contact with a probationer should look like. Most importantly, contacts should ideally last around 22 minutes and should be focused on a criminogenic need and the dominant force behind the illegal behavior. Another key item Carey made note of was to only discuss one criminogenic need per contact. Discussing too many needs can overwhelm an offender and will not contribute to their ability to comply with their case plan or the court's orders.

Carey also stated that Arizona is setting a wonderful example for how to successfully and effectively implement evidence based practices. Arizona boasts a remarkable caseload ratio. While the national average is about 125:1, Arizona's is about 60:1.

Carey left us with the thought, "Time matters, but it is how we spend our time that really matters."



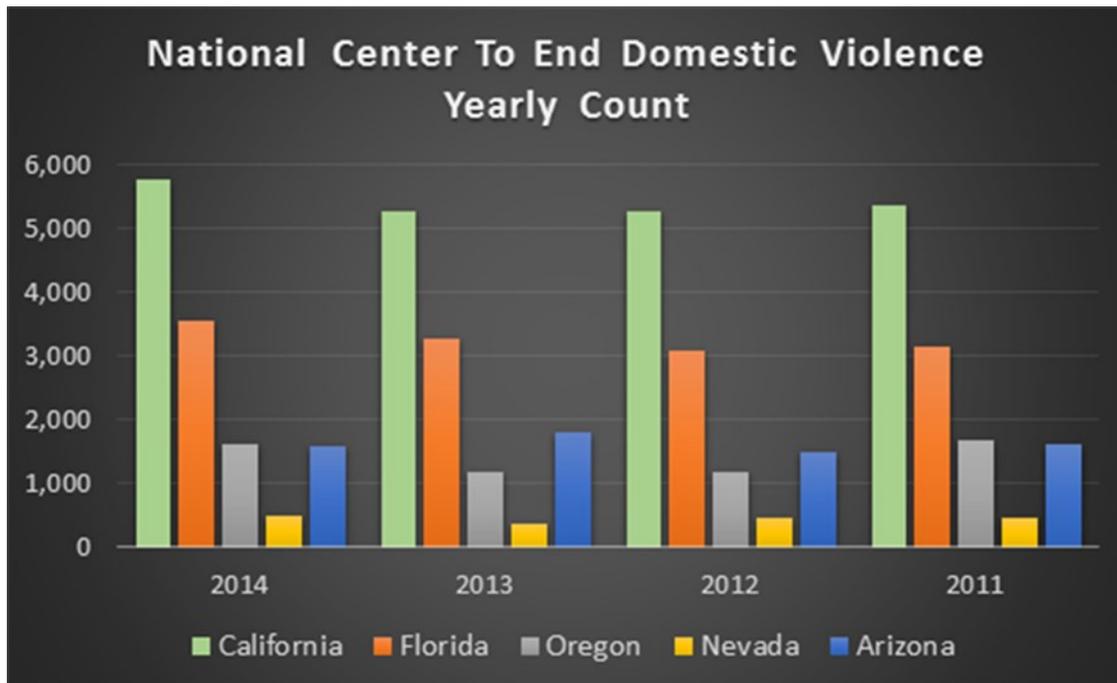
Mark Carey

Domestic Violence Awareness Month

By Tony Bidonde and Sanja Markovic

October is National Domestic Violence Awareness Month. Every year government agencies, law enforcement, and organizations from around the country working on behalf of victims of crime hold vigils and organize other activities to draw attention to the very prevalent issue of domestic violence (DV).

For the past nine years, on September 10th, the National Network to End Domestic Violence (NNEDV) has done a census to document the number of individuals seeking services. In 2014, a total of 1,697 local domestic violence programs in the U.S. and its territories participated and collected data for a 24-hour period on calls received and services rendered. The collected data was submitted to the NNEDV, which in turn generated a report. The graph below illustrates the number of victims served in one single day in each of the four states plus Arizona for each of the past four years.



Of course, the above chart only captures a partial picture. Those calls for assistance are the ones that can be documented. As a point of reference, the entire population of Oregon in 2014 was just over 3 million people. Arizona's was more than double that, with over 6.5 million people. In the chart, it shows Arizona and Oregon as very close in the number of callers assisted. Consideration must be given to how the different states define domestic violence, how law enforcement responds to calls, and how much access victims have to shelters and advocacy.

Domestic violence is not just a crime against women; it also occurs to men, albeit to a lesser extent. In years past, domestic violence was viewed by some as a family matter, just a dispute between a husband and wife and no one else's business. The fallout from one incident may have egregious and deadly consequences for the victim as well as the victim's family, friends, co-workers, and even neighbors. Due to the nature of the crime, it will take the cooperation

Domestic Violence Awareness Month

By Tony Bidonde and Sanja Markovic

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and involvement of communities across the nation together with law enforcement agencies and prosecuting agencies to stamp out domestic violence. That is where Adult Probation and Victim Services come in.

Probation officers have a huge impact, not just on the probationer but the community as well. Probation officers monitor clients, ensuring court orders are being followed, thus providing probationers the opportunity to change their behavior and their lives, all the while keeping the community safe. Further, they may visit with the victim and partner up with advocates while in the field in order to ensure the victim's safety as well as answer questions. An important part of the healing process is the restitution. Adult Probation collects thousands of dollars in restitution on behalf of the victims. In turn, Victim Services provides valuable information regarding probation, victim rights, and resources as needed.

The true heroes are the survivors of domestic violence. Adult Probation facilitates the healing process by holding the probationer accountable for their actions as well as providing victim services. It is fair to say the Adult Probation Department stands with the victims of domestic violence. For more information on domestic violence, the NNEDV census report, resources, and other victim related topics, follow the link below:



National Network to End Domestic Violence: <http://nnedv.org/>

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



“Keep a lookout!” Agents have been busy each month with topics from APD Online Tools to the new APETS Bonsai Build! All information is available on the M/APETS Agent Folder. Have a suggestion or ideas for a monthly topic and or questions about APETS, APD On-line, or JWI? Take it to your Agent! We’d love to hear from you!

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Buenos Dias Maricopa County

By Anna King and Tina Burruel

On September 24th and 25th, some of our own APD staff attended the Hispanic Women's Conference. We celebrated the Hispanic culture and our role as women in the workforce. What an awesome time we had learning about our health, financial opportunities, negotiation, and what matters most in our lives! The workshops were facilitated by men and women with a passion to share and encourage others to be the best "you" that you can be. One of the most passionate and enthusiastic speakers, Marisa Rivera, was at the "Life Coach" workshop. She emphasized that we are the author of our own books. We should learn to water the seeds - not the weeds, and to treat each day as a gift. We also attended a luncheon with guest speaker, Rosie Rios, U.S. Treasurer. All who attended are considering how we can make the most out of our careers and possibly be more involved with the Hispanic Women's Youth Leadership Program.

Here are a few comments by some of the attendees:

"I found all of the guest presenters very inspirational; just to hear their struggles and celebrate in their successes was uplifting." 🌹 *Tanya Kluender*

"Steve Connor gave advice on delivering/receiving both positive and negative feedback and how it benefits our personal growth." 🌹 *Raquel Shackelford*

"I was inspired to put more heart and passion into whatever I do in my life. It was admirable to hear and see so many of these women who are inspired also by their own families and communities and they do wonderful things." 🌹 *Michelle Hernandez*

"The exercise that struck me the most was making the time circle in which we indicated how our daily time is currently proportioned. The point of this exercise was to challenge how it is that we spend our time, and whether we are spending time on the things that matter to us the most or if life is out of balance." 🌹 *Jennifer Cooper*

"Session on The Power of Positive Feedback: his information on delivering feedback with regard to personality types can result in motivating a positive behavior and leaving an employee with a sense of dignity and acceptance of the real message. It becomes a Win-Win situation." 🌹 *JoAnn Paulus*



Buenos Dias Maricopa County

By Anna King and Tina Burruel

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“It’s amazing to see so many successful women gather to encourage other women to be successful and empower one another.”  *Monica Pimentel*

“The ‘Life Coach’ workshop helped me to better understand the importance of knowing who I am and the importance of envisioning where I would like to be. If success is to be achieved, one must focus on the opportunity and not the obstacles.”  *Beatrice Sainz*

“It was a very empowering experience. I felt a strong sense of pride being among such influential & inspirational women. All the guest speakers were uplifting and encouraged us to be positive leaders, at work, with our families, and in the community.”

 *Tina Burruel*



Evidence Based Practice (EBP) Task Force Update

By Lolita Rathburn

The EBP Task Force recently welcomed a new Co-Chair: Jason Walker, a field supervisor currently leading a Sex Offender unit at WRC, accepted the leadership position in June and co-chairs the committee with Lolita Rathburn. The EBP Task Force is composed of leadership staff from across the department, representing various workgroups and committees. Current members are Therese Wagner, Lolita Rathburn (co-chair), Jason Walker (co-chair), Cynthia Stevens, Donna Vittori, Arlyn Harris (MAC), Manny Barron (MAC), Susan Savoy (Team Forum), Leslie Ebratt (EPICS) and Julie George-Klein (QA). The Task Force is charged with coordinating EBP efforts to avoid duplication and provide support. The committee functions as a preliminary step prior to a proposal being heard by the EBP Steering Committee, which is made up of the entire Executive Team.

Recent projects are summarized below:

A Managers’ Action Committee (MAC) proposal which created a work group to increase the collection of PSF and other financial sanctions. The workgroup proposed new Behavior Agreements to be utilized to specifically address financial sanctions in



Jason Walker

Evidence Based Practice (EBP) Task Force Update

By Lolita Rathburn

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Standard and IPS. The Behavior Agreements were approved and the Co-Chairs, Sandra Tom and Lisa Roubicek, presented the new forms at the Managers' Forum and the new forms have been ordered by all area offices.

The Internal Communication workgroup's proposal to form a standing Internal Communication Committee was approved and the new committee has been assembled. Kristi Ward will chair the committee and the group will determine an implementation plan for the matrix created by the original workgroup to assist staff with internal communication.

The workgroup to Enhance Consistent Quality Assurance among All Supervisors has been busy addressing consistency in expectations, recognition, feedback, and information sharing, while fostering a safe environment.

- The workgroup continued its efforts toward the goal of promoting consistency through:
 - ⇒ Development of a document titled "Guidelines for Developing Performance Evaluations (which is located on the APD Home Page under Performance Evaluation Guides).
 - ⇒ The workgroup is nearing completion of two other documents: a guide outlining responsibility for accurate data elements within APETS and a guide for staff on quality and scoring of court forms and documents.
 - ⇒ To address feedback and information sharing, the workgroup in collaboration with Policy, Planning and Analysis implemented changes in the timing of the release of quality assurance reports.
- Quarterly divisional topics completed to date include: Creating a Safe Environment, Collaboration, Refresher training for Supervisors on Risk assessment and Case Plan, and Job Knowledge as related to performance evaluations. The October/November topic is on Recognition and Celebration.

The Treatment Collaboration Committee continues with its pilot project, following a treatment provider collaboration protocol created earlier this year. The committee is continuing their efforts at:

- ⇒ Initiating/maintaining relationships with the treatment agencies.
- ⇒ Providing training for clinicians regarding our supervision philosophy and case management.
- ⇒ Utilizing standard monthly reports which include reference to Stages of Change and intervention strategies.

If you have an idea or proposal that you would like the EBP Task Force to consider please talk to your supervisor or use the MAC proposal form located on the home page.

Attitudes are like Onions

By Arlyn Harris



Shrek: Ogres are like onions.

Donkey: They stink?

Shrek: Yes. No.

Donkey: Oh, they make you cry.

Shrek: No.

Donkey: Oh, you leave 'em out in the sun, they get all brown, start sproutin' little white hairs.

Shrek: No. Layers. Onions have layers. Ogres have layers. Onions have layers. You get it? We both have layers.

Donkey: Oh, you both have layers. You know, not everybody likes onions. *[pause]* CAKES! Everybody loves cakes!

Cakes have layers! (Shrek, 2001)

Attitudes are like Ogres...I mean Onions – lots of layers. And yes, they can smell bad, make you cry, get all brown, and start sprouting little hairs. But attitudes are what make us who we are and drive us to do the things we do. Attitude is defined as a way of thinking or feeling about someone or something and is typically reflected in a person's behavior. Thinking for a Change is about getting people to pay attention to their thoughts and feelings, recognize when there is risk, and use new thinking to reduce that risk. In Thinking for a Change we like to say that attitude is the thinking BEHIND the thinking; and the best way to get to it is to start peeling back the layers. We do this by asking "why." Why did you do that? Why did you think that? Why is that important? Each question removes a layer and eventually you will discover the underlying attitude (core belief). For example, during a T4C group one participant did his homework on running a red light. At first he reported his attitude as "it's ok if you don't get caught." Well, that sounded like a thought to me, so I asked him, "why did you run the red light?" He said, "because I was late...and I didn't see the cop."

Q: Why did you care about being late?

A: Because I didn't want to make my PO mad.

Q: Why do you care if your PO gets mad?

A: Because I don't want to violate my probation (he was on his way for his office visit).

Q: Why not?

A: I don't want to go to jail.

Q: Why not?

A: Because my family depends on me and I'd lose my job.

Q: What does that have to do with running the red light?

A: Because it's my job to provide for my family and I can't do that if I'm in jail.

So I reflected back to him, "you'll do whatever it takes to provide for your family," and he replied, "Heck Yeah!" AHA...there is your attitude! It was an exhausting exchange, but a great learning experience for everyone. As T4C facilitators, we often work way too hard at helping participants identify their attitude, when we should be asking "why" and

Attitudes are like Onions

By Arlyn Harris

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helping to peel back the layers. This is the same when considering the Attitude section of the FROST/OST assessment. When scoring attitude it's not about **what** the person is saying, but **WHY** they are saying or doing it. And, does his/her behavior (past or current) support what he/she is saying? Just because he/she says "drugs are bad," are his/her actions contradicting (i.e., is he using)?

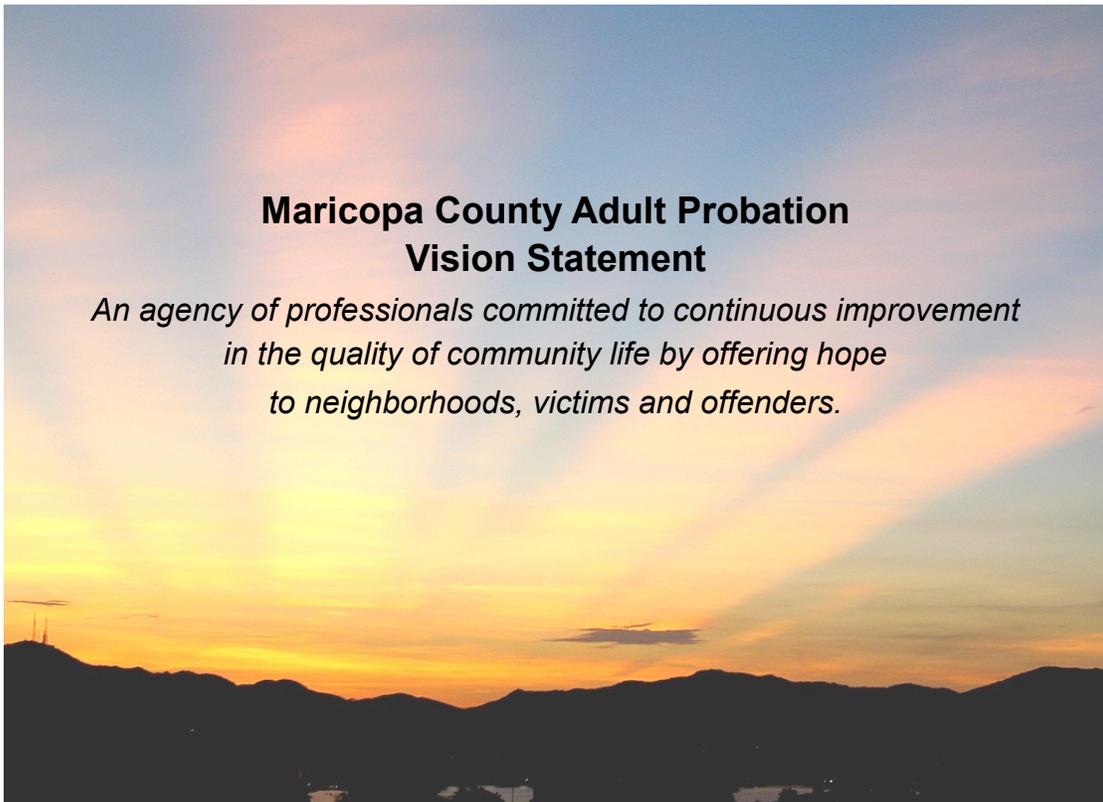
On the flip side, the way a person looks, wearing a hat backwards or pants sagging down to the knees, doesn't mean he/she has a bad attitude. What does matter is what's at the core of the onion. Just ask Shrek!

Donkey: You know what ELSE everyone likes? Parfaits! Have you ever met a person... who says "[Heck] no, I don't like no parfait"? Parfaits are delicious!



Maricopa County Adult Probation Vision Statement

*An agency of professionals committed to continuous improvement
in the quality of community life by offering hope
to neighborhoods, victims and offenders.*





Fred Wilhalme Receives Local Award

By Jessica Ethington

On October 9, 2015, Probation Officer Fred Wilhalme, SMI Unit, was recognized with an Officer of Distinction award from David's Hope for his continued work with the SMI population. As an adult probation officer of more than 25 years, Fred has worked with the SMI population within the Maricopa County Adult Probation Department (MCAPD) for the last eight (8) years. Although he had no prior experience in the mental health field, he quickly learned to navigate the system to assure his clients received the treatment and services needed to be successful on probation. Fred has demonstrated a passion for assisting those who struggle with mental health disorders and overcoming a variety of obstacles that would have otherwise impeded their individual success. He utilizes Mental Health Court effectively to assure clients are held accountable for their probation terms, but also advocates that his clients receive the needed services and tools to be successful. He collaborates with agencies within the community, the mental health system, and the court system to assist his clients.

Recently Fred has shifted his focus to assist members of the SMI population who are homeless, specifically those residing at the CASS homeless shelter. Fred has worked to establish contact with numerous CASS probationers in order to eliminate the need for an arrest warrant. His efforts have led to many probationers being re-assigned to specially trained SMI probation officers in order to best address their unique needs.

When working with the SMI population, many fail to take the time to understand the unique issues confronting an individual client, but not Fred. He is patient and kind and puts in the time and effort to truly understand the issues confronting those on his caseload. He is meticulous in researching new methods that may assist his clientele and is outspoken and willing to argue on behalf of the SMI population. He sizes up issues easily and his frank and practical approach with both defense counsel and prosecution usually resolves complex matters. Many have benefited from Fred's assistance as their probation officer. If they have not succeeded, it is not because Fred did not utilize every skill he has to assist his client.

As a mentor and trainer of new officers within the department, Fred has been essential in teaching officers how to work with defendants with mental health issues. Fred's committee work in educating officers about the importance of AHCCCS coverage and housing for the homeless has contributed toward the success of the SMI program within the MCAPD. In addition, Fred has presented at both the local and national level advocating for the mentally ill.

Congratulations Fred!



Fred Wilhalme with Supervisor Jessica Ethington



ASU Career Event

By Delma Navarro, Lolita Rathburn, Greg Miller, and Ivana Budimirovic

You might recall seeing an email asking for Arizona State University (ASU) alumni with Criminology and Criminal Justice degrees to speak to current ASU students about being a probation officer. On September 1, 2015, Arizona State University's School of Criminology and Criminal Justice sponsored a career event to highlight the position of probation officer within the Maricopa County Adult Probation Department (APD). The event took place at the ASU Downtown Phoenix Campus in the University Center Building. Approximately 30 students attended the event in person as well as many students that joined the event via the online webcast. The presentation was also recorded and is available to students via the ASU home page. Online attendees were able to ask questions through the facilitator and we took questions from the audience and stayed afterwards to speak to students individually.

Four ASU alumni presented:

- Lolita Rathburn, Division Director of Pretrial Services, Community Reintegration Unit, Revocation Court & Work Furlough; Class of 1999, Justice Studies, BS.
- Greg Miller, Electronic Monitoring Supervisor in the Pretrial Services Division; Class of 1987, Justice Studies, BS.
- Ivana Budimirovic, Standard Field Officer out of the Scottsdale Office; Class of 2006, Criminal Justice and Criminology, BA; Class of 2009, Criminal Justice, MA.
- Delma Navarro, Electronic Monitoring Officer in the Pretrial Services Division; Class of 2002, Justice Studies, BS.

Together we spoke to the students for approximately two hours about the APD Vision, Mission, and Values and the role each of us plays in helping our clients make better choices to keep the community safe. We also talked about the various units within the Adult Probation Department as well as the skills, education, and work experience that would be helpful in obtaining a position with the Department and what to expect once their job application had been submitted.

We explained the hiring process and disqualifiers as well as provided examples of questions that would be asked during the interview. We explained that each applicant must fill out a Personal History Questionnaire and Background Packet, and talked about the next step, in which they are then screened for disqualifiers that may include insufficient educational credentials, criminal history, and past drug usage. On average, approximately 400 officer applications are received per posting and approximately 180 qualified applicants are then invited to take the next step in the process and complete the interview.

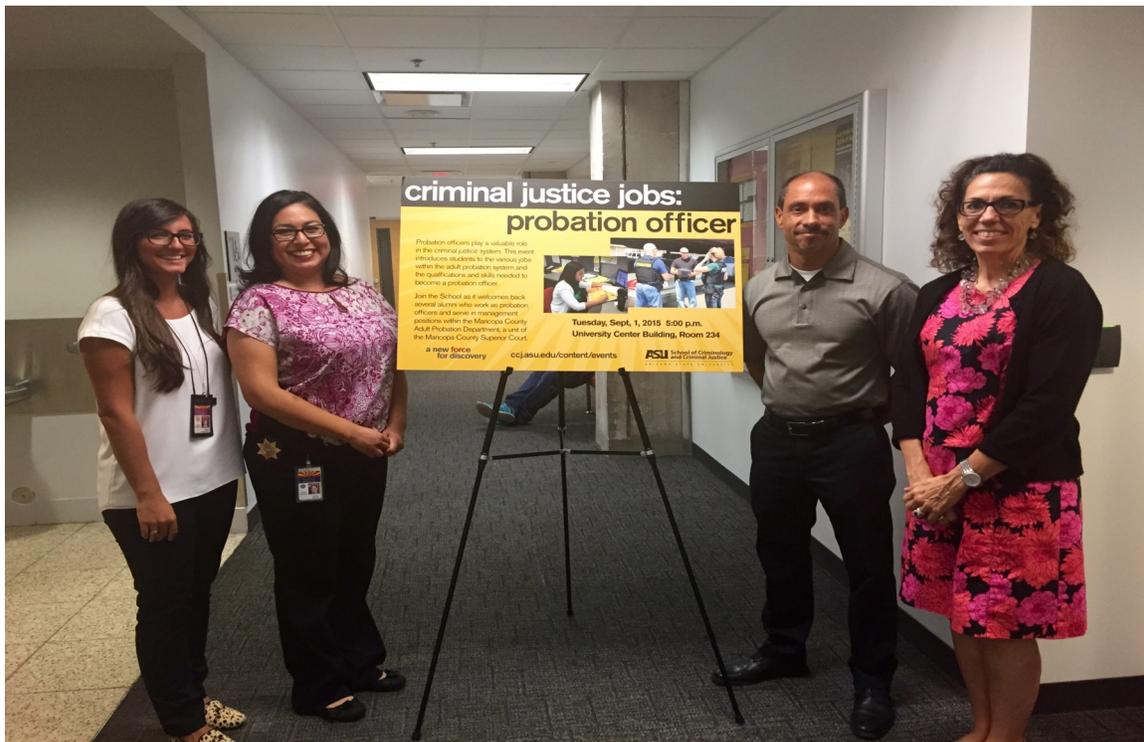
ASU Career Event

By Delma Navarro, Lolita Rathburn, Greg Miller, and Ivana Budimirovic
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Students were told to expect behavior based interview questions based on core competencies: building trust, collaboration, conflict management, cultural competencies, customer/client focus, decision making/problem solving, facilitating change, teamwork, and communication. We spoke with students about their prior work and life experience that may help them during the interview process. A handout was provided that described each of the core competencies, so they can be well prepared when it comes time to take part in the interview. We also explained that after the interview is completed, it is followed by a background check, polygraph exam, and psychological evaluation; and it could take a few months to complete the entire process. Once the hiring process is completed, out of the 400 officer applications that are received, approximately 16 to 20 qualified officers are hired each quarter.

We encouraged graduating students to apply as early as six months within their graduation date. The Adult Probation Department currently has approximately 1,156 employees with 740 of those employees being badged staff. We found the students very well informed, engaged, and interested in our profession. With our participation in the ASU Career Event, we hope to add additional well-qualified ASU alumni to our growing department.

GO SUN DEVILS!



Probation Officers pictured left to right: Ivana Budimirovic, Delma Navarro, Supervisor Greg Miller, and Division Director Lolita Rathburn



EBP Spotlight on Veterans Court

By Tiffany Grissom

The following letter was received from a Veteran on Beth Cervantes' caseload and reflects the great work being done by the Veterans Court team. Thank you to Beth Cervantes and the whole Veterans Court team for your great work!

RE: Veterans Court Probation Department

Dear Ms. Grissom:

I just wanted to take this opportunity to discuss and express my feelings about the above referenced program for Veterans. I was the VA Liaison at my last unit, South Unit, while I was incarcerated. In fact, I was instrumental in creating this position and thanks to COIII Ells, it was created, thus enabling assistance for incarcerated Veterans with all sorts of information, and forms needed for the inmate while incarcerated and to acquire help upon their release.

Well, I found a flyer (attached) regarding the Veterans Court and how they can assist the Veteran being released on probation. Well, the skeptic I am, I looked into this, in fact, if you remember, we held a conversation over the phone one day and I asked a lot of questions regarding your program. I have to admit, I was very impressed with the things you told me but I was still a little skeptical as to all the help that your department offered (The Maricopa County Probation Department has a somewhat tarnished reputation amongst Inmates all over the system). That is, until I got firsthand experience with your department by being on probation and having Beth Cervantes as my probation officer.

After having firsthand experience with this department, I was so impressed with it and the probation department, and the way we were handled, that I bragged about it and shared all sorts of information with others, advising them to look into getting involved. I even lead other Veterans to the Veterans Court who are now under their supervision. I wrote COIII Ells and called her to aid her in understanding the benefits of inmates going through the Veterans Court and from what I've heard, it's been very helpful, and quite successful.

Beth has been super awesome with me and endlessly supportive in all my needs and she also shared with me numerous programs through the VA in helping me find the means to meet my needs. I really like and appreciate Ms. Cervantes and couldn't be more content. She's a very caring probation officer and goes out of her way to help Veterans complete their probation successfully. She has with me, that's for sure.

I would also like to comment on the community service program available there at Garfield. I was able to get all my other community service hours completed by taking advantage of the double points being offered while working out of the Garfield office and doing so with Bob K. on the construction crew he runs. Bob was a pleasure to work for and always treated everyone equally and with professionalism, kindness, and patience. I truly enjoyed working for him. Thank you Ms. Grissom for all the help and support you and the MCAPD, through the Veterans Court, have done for me, and for the opportunity to share these thoughts and information with you.



18 New Officers Join the Department

By Jim Sine



Pictured left to right: Terrick Ford, Chief Broderick, Meghan Bower, Terrell Granberry, Paul Berardi, Kelsey Hartzler, Rosario Miller, Casey Baumann, Katie Cohen, John Petrie, Coleen Cowhey, Elizabeth Porter, Terry Knox, Martha Ramos, Ceirra Hctor, Lisbeth Herrera, Sarah Dorantes, Fallon Metzinger, and Damaris Cruz.

Please join Staff Development in welcoming our 17 new probation officers and one (1) surveillance officer to the Department! On September 23, 2015, these officers completed nearly ten weeks of NOTES training and are ready to jump into their new assignments. During this time most completed the Administrative Office of the Courts Probation Officer Certification Academy and the Defensive Tactics Academy. Most of the officers were assigned to standard field caseloads; however some were assigned to Drug Court, Intensive Probation Supervision, and one to Intensive Probation Supervision sex offenders. Like the previous classes of new officers, this class was able to attend a 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 many of the topics learned in class into practice 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 adjunct faculty for their ongoing contributions to training our new officers. 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!





Heather Peckham Promoted to Supervisor

By Cathy Wyse

Heather Peckham was promoted to supervisor effective September 14, 2015. She is providing leadership of a standard probation unit in the Central Division. Her office is at the Black Canyon Building.

Heather's career with Maricopa County Adult Probation began 12 years ago as a probation officer with an active South Phoenix caseload. She worked at the Durango and Southport offices before transferring to the Reentry Program, with assignments at both the Black Canyon Building and Garfield. Heather has participated in the Legacy Project and the Carey Guide Committee and served as a Thinking for a Change facilitator. As a trainer, Heather has co-facilitated classes at the Supervisor Leadership Academy and has presented on a variety of topics at American Probation and Parole Association conferences. In her new position of supervisor, Heather is looking forward to guiding officers towards making a positive change in the life of an offender.

Congratulations, Heather!



Tanya Kluender Promoted to Supervisor

By Cathy Wyse

Chief Barbara Broderick recently announced the promotion of Tanya Kluender to the position of supervisor effective September 28, 2015. Tanya has assumed leadership of a Presentence Investigations Screener Unit. Her office is located at the West Court Building. Tanya began her career with the Maricopa County Adult Probation Department 11 years ago as a pretrial officer.

She quickly earned the title of "lead officer" for the unit. In 2010 she transferred to DUI Court, where she participated in the development of a new DUI Court handbook and the roll out of the Sanctions and Incentives Program. She also supervised a specialized Native American caseload with the DUI Court. Tanya has served as a Thinking for a Change group facilitator, participated in the E-PTR Committee, and served as an active participant and leader of the Morale Committee. In her new position, Tanya is looking forward to learning the inner workings of the PSI Division and to personal and professional development.

Outside of work, Tanya enjoys spending time with her children, crafting, a good book, and outdoor activities that include hiking, leisurely bike rides, and jogging. She was recently successful in making piñatas for her children's birthdays.

Congratulations, Tanya!





Team Work is Dream Work

By Terry Lee, Wynkesha McKnight, Allen Larkin, and Manny Barron

John is a great example of how Thinking for a Change can positively influence a defendant's thought process. John began his T4C journey by missing his first session. However, his team managed to re-engage him and he was present for the next session. Initially, his attitude showed great resistance and a lack of accountability.

Throughout the program, the T4C instructors and John's probation team had several conversations on how to keep John motivated and engaged. Progress was slow, but he eventually had an "AHA" moment and became excited about attending class. He would often contact the T4C instructors by phone or come to class early to get help with his homework. His new attitude gave him the opportunity to utilize the tools he learned in class in real life situations. The end result was John successfully graduated the T4C program. He announced it was the first time he had ever completed anything on his own. His probation team was so proud of him, they attended his graduation. John's success demonstrates the importance of collaboration between T4C instructors and the supervising probation team.

"Prior to being referred to T4C, John was very resistant towards any instruction provided by his probation team. Negative thinking continued after a reinstatement, which resulted in his referral for T4C. His probation team showed persistence with John and it paid off by his success in the program. John's compliance on probation has increased significantly, which is attributed to his success in the T4C program." -- Supervisor Manny Barron

"We searched for options that could help John be successful on probation. The team decided that Thinking for a Change would be an appropriate option to assist him with cognitive behaviors. Within a few weeks of being in T4C, it was self-evident through John's behavior he invested himself in T4C. He started actively using the skills he learned in T4C at his regular meetings with his probation team. Since his successful completion of T4C, John's behavior has greatly improved and he is working with his probation team to successfully complete probation." --P.O. Allen Larkin



T4C instructors and supervising probation officers pictured with John - from left to right, back row: Wynkesha McKnight, Joe Lopez, T4C Graduate John, and Allen Larkin; front row: Terry Lee and Supervisor Manny Barron.

Happy ANNIVERSARY

15 Years

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- Scott Homan
- Jesse Andrews
- Debra Bedolla
- Krista Black
- Shana Edmundson
- Ralph Estrada
- Linda Marlowe
- Manuel Martinez
- Richard Rama
- Amy Sarvela
- Kendra Trobaugh

5 Years

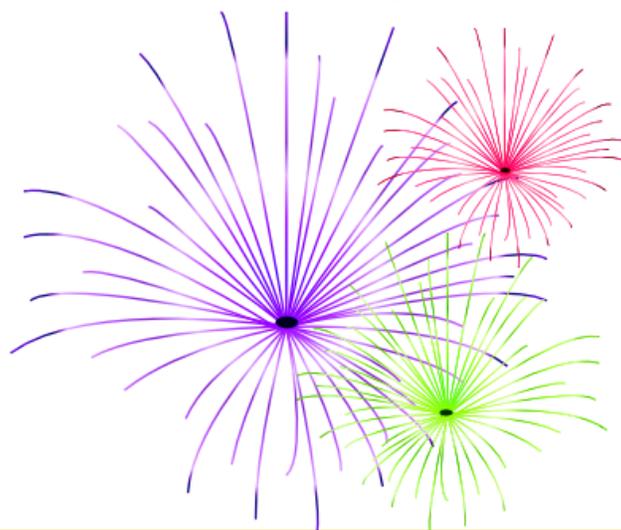
- Daniel Russomano
- Ivana Budimirovic
- Stephanie Chaparro
- Rosario Miller
- Lorena Perez

20 Years

- Tracee Frick
- Jim Frost
- Stacey Lanenga
- Kelli Reed
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- Emmanuel Briseno
- Melissa Froderman
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