



IDEAS.VOICE. RESULTS.

the CHRONICLE

Maricopa County Adult Probation Newsletter

Voice.

March/April 2016

"...Every person, every day, every time"

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CHIEFLY SPEAKING

The Judicial Branch in Maricopa County recently completed a strategic planning process that engaged leadership from the Superior Court and the probation departments. Input from the last employee satisfaction survey influenced an inclusive approach: staff wanted better communication between Judicial Branch departments. As the strategic plan was crafted, staff input from the last Employee Satisfaction Survey (ESS) and work completed by ESS committees were critical. The new Mission, Vision, Core Values, and Strategic Priorities were developed with input from staff, managers, directors, and judicial leadership and bring clarity and a united purpose to the Judicial Branch.

The Court recently sent emails to staff to introduce the 2016 Strategic Plan and to recruit volunteers to work on Strategic Project Committees. If you haven't already seen the 2016 Strategic Plan video, I encourage you to take a few moments to view this important announcement: <http://courts.maricopa.gov/publicInfo/survey/video.asp> or <https://www.youtube.com/watch?v=OTemEip-pvk>.

Newly formed Strategic Project Committees are comprised of employees from across the Judicial Branch who volunteered to participate on a committee of interest to them. Each committee will address a specific topic, in more depth, that was identified from the last employee satisfaction survey. This year's Strategic Project Committees and their membership are shown on the next page.



"...Every person, every day, every time"

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Strategic Committee and Chair(s)	Committee Members		
Active Shooter Drill Karen Westover	John Gilbert Kim Kelly Earle Lloyd Cuong Nhan	Jennie Randall Jan Reynolds Dana Shepherd	Eric Suhren Carol Shegog-Parker Elisa Young
Career Counseling Phillip Hanley	Jessica Alvares Araceli B. Ambert Trisha Bernhardt Adis Bosnic Beverly Dupree	Eva Fatigoni Thelma Fowler Michelle Hall Mark Harris Marie Long	Ellen Opitz Valerie Quintana Tracy Schatza Daly Donna Swan Kathleen Weibly
Citizen Type Academy Dennis Carpenter	P. Mark Berkshire Rodrick J. Coffey Veronica Craig Daniel Dito Sandra Feijoo Negron Shawn Friend	Michele Malachi Dr. Joe Montanez Wendy Morton Tamara Ogden Jane Parker	Anthony Previte Justin Robnett John Slone Ronee Korbin Steiner Wil Vaisman
Disaster Emergency Mike Cimino, Teresa Tschupp, and Karen Westover	Shari Andersen-Head Denise Bozenski Michael Czerniejewski Scharlene De Horney	David Elston Daniel Fox Julian Garcia Bryan LaBrake	Carla Loi Mario Martinez Kathleen Mullin Jennifer Harvey (tentative)
Procedural Fairness Cindy Reid	Jennifer Bangerter Christopher Bleuenstein Keelan Bodow Paul Carolan Kyle Crosthwait	Lori Dennison Elizabeth Eells Jennifer Gates Scott Gibson Myra Harris	Shawn Haight Cedric C. Lamar Chantel Miller Wendy Morton Porche Williams
Recognition and Reward Danna Quinn	Tammi Asay Karen Bledsoe Gloria Braskett Elaina Cano Kayla Cathcart Christine Cobb	Amanda Copciac Angelita Eaton Jeff Fischer Harriet Galbreath Kyesha Gatison Chrissie Patel	JoAnn Paulus Danielle Radler Valarie Serrano Lorin Smith Carol Thompson Kathy M. Waldner
Refresh Website Jayne Pendergast	Paula Collins Kafi Grossley Erma Hernandez	Chris Holly Tracy Randall Dan Sitzler	Randy Tirado Darrell Troxel
Signage Committee Phil Knox	Brian Bledsoe Terri Clarke Stephanie Donaldson Penne Garrett Greg Hanson	Paul Hurtado Margaret B. LaBianca Phyllis Mack Colleen Pardo Rebecca Puentes	Danielle Sims Jackie Traher Kerry Vogel Doug White Scott Robert Loos

"...Every person, every day, every time"

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The 2016 Strategic Plan identifies five Strategic Focus Areas as well as goals, objectives, and projects for each focus area. The Strategic Project Committees mentioned above will work on projects that align with these goals and objectives. There are many more projects outlined in the Strategic Plan that will be staffed by existing committees, workgroups, and Judicial Branch leaders. At Adult Probation, projects we are benefiting from include the elimination of macros and automation in Presentence with iCISng. There is potential in other areas. The Judicial Branch recognizes opportunities for improvement through using technology to enhance efficiency and effectiveness.

For staff who would like to know more about what Judicial Branch leaders are thinking and doing, the Strategic Plan provides transparency. As you look through it, you will see that the probation departments are included, staff input is valued, recommendations from previous ESS committees are being utilized, and that Judicial Branch leaders have a clear, ambitious, and well-developed plan for future improvement that will continue to enhance the performance and services of the Judicial Branch. The 2016 Strategic Plan Document can be accessed at the following link: <http://courts.maricopa.gov/publicInfo/survey/2016-strategic-projects.pdf>

The FY 2017 budget has not been finalized. At this time, we are optimistic that Adult Probation will receive approximately 21 growth positions. If our client numbers continue to grow, we will ask the County for further review of our staffing needs during the fiscal year. Tentatively, the initial growth would cover 19 probation officers and 2 surveillance officers, along with basic equipment for these positions. I am pleased that Reverse Drop has been continued in the Correctional Officers Retirement Plan and that some of our valued staff will now delay retirement and stay with our department a while longer.

Finally, I would like to say congratulations to staff on the successful results of the 2016 Hand Count. Your collective efforts in assuring data quality were well demonstrated!

MISSION

The Judicial Branch of Arizona in Maricopa County is dedicated to providing a safe, fair and impartial forum for resolving disputes, enhancing access to our services, and providing innovative, evidence based programs that improve the safety of our community and ensure the public's trust and confidence in the Judicial Branch.

VISION

The Judicial Branch of Arizona in Maricopa County is committed to excellence and the principles inherent in the rule of law every person, every day, every time.

VALUES

*Fairness
Respect
Integrity
Innovation*

High-Five

By Manuel "Manny" Barron

Let me start by giving you a High-Five!



For the last 10 years, Maricopa County Adult Probation staff have actively recognized our peers by submitting PRIDE Awards for exemplary leadership behavior. Kouzes and Posner categorized these behaviors to five specific practices which consist of:

1. Model the Way
2. Inspire a Shared Vision
3. Challenge the Process
4. Enable Others to Act
5. Encourage the Heart

These five practices were introduced to management at the leadership academies and were recognized as qualities MCAPD values in our current and future leadership. Division Director Anna King envisioned these practices becoming a part of MCAPD culture, so she submitted a proposal through the Managers' Action Committee (MAC). As such, the High-Five Committee was created, and after two years of diligent work, these five practices are ready to be distributed department wide.

So what does this mean? How can you recognize your peers? The same way you have done it before... You might have noticed them on the front page of the PRIDE Awards. We have adopted these five practices as the new way to recognize our peers by aligning the specific behaviors being identified to one of these specific leadership practices. For example, when recognizing individuals you will now provide examples of ways in which they modeled the way, inspired a shared vision, challenged the process, enabled others to act or encouraged the heart.

With the assistance of the PRIDE Committee, soon you will see High-Five fliers with the Exemplary Leadership Practices around your buildings. A department wide email will be coming to introduce these five practices and provide specific examples of these behaviors. In addition, be on the lookout for these five practices to become a part of the "Of the Year" awards and for PRIDE certificates to be "refreshed" with a more modern look.

Members of the High-Five Committee are: Adelita Nunez, Jolie DeLong, Tracey Benton, Jane Parker, Gary Streeter, Julie George-Klein, Anna King, Cynthia Stevens, Jamie Collins (Co-Chair) and Manny Barron (Co-Chair).

National Crime Victims' Rights Week Recognition Event

By Jennifer Biddle

The week of April 10, 2016, marked National Crime Victims' Rights Week, a week designated for communities nationwide to highlight the importance of assisting victims to heal and recover. This year's theme —Serving Victims. Building Trust. Restoring Hope.— presented the opportunity to highlight the importance of providing needed services at the earliest stage of victimization and establishing a relationship with the victim built on trust.

In order to recognize staff who have gone above and beyond in assisting victims, the Victim Services Unit (VSU) hosted an event on April 12, 2016, at the Black Canyon Building. Prior to the event, the department was asked to nominate staff that have provided exceptional customer service and support to victims and highlight specific situations in which the staff member went beyond the requirements to assist a victim. VSU received 51 nominations!!!! All nominees and their supervisors were invited to the event. On April 12, the executive team, Judge Myers, various supervisors and staff from all areas of the department gathered to commemorate the nominees. Both Chief Broderick and Judge Myers discussed the challenges we face in serving victims and acknowledged the effort and commitment we display as a department. All nominees were presented a certificate and pin by Tony Bidonde, VSU Assistant, while Chief Broderick provided a description of how the staff member went above and beyond in their service of victims.

Deputy Chief Saul Schoon and Adult Probation Officer Sunny Carpenter presented Randy Koeppen, a victim advocate with Chrysalis, with a special plaque for his exceptional, ongoing work with domestic violence victims. Randy has worked in conjunction with Adult Probation for over 12 years providing a voice for victims. We were honored to recognize his effort and commitment.

Congratulations on being recognized for your work with victims!

Alexander-Williams, Rhoda	Hodges, Shoni	Radcliffe, Laura
Angell, Karen	Hopkins, Angela	Romero, Meri
Balcazar, Erika	Hopkins, Chris	Rowland, Rebecca
Berg, Eva	Johnson, Cedric	Rubio, Barbara
Bidonde, Antony	Kreterfield, Justin	Saldana, Michele
Bishop, John	LeVardi, Lisa	Sifuentes, Rebecca
Blomker, Odetta	Martina, Kendra	Silvas, David
Bracamonte, Diane	McCullar, Dawn	Skoropys, Scott
Carpenter, Lynne	Medley, Dena	Sunderland, Kristin
Chanay, Judith	Moe, Mike	Teasley, Andrea
Dore, Linda	Munoz, Raul	Thomas, Glynn
Fox, Daniel	Norton, Cortney	Thomas, Laura
Francis, Peggy	Ong, Kim	Torres, Liberty
Gomez, Sarah	Ortiz, Dameon	Tucker, Sherri
Goree, Barbara	Parker, Jane	Whitney, Brett
Herrera, Danielle	Peters, Kevin	Willoughby, Leslie
Hill, Clint	Porzel, Aaron	

National Crime Victims' Rights Week Recognition Event Photos



Pictured: Chief Barbara Broderick.



Pictured: Presiding Criminal Judge Sam Myers



Pictured from left to right: Deputy Chief Saul Schoon, Randy Koeppen, Officer Sunny Carpenter, and Chief Barbara Broderick.

FAU Uses Social Media to Locate Wanted Persons

By Jeff Fischer

The Fugitive Apprehension Unit (FAU) continues to use social media, namely Facebook, to help gather leads on probationers who are missing and have had a warrant issued for their arrest. MCAPD's Fugitive Apprehension Unit regularly tracks down and apprehends persons with probation violation warrants. The Unit is constantly looking for new and improved methods to track down these wanted probationers and is using social media to be more effective and efficient. MCAPD-FAU has a new Facebook page listing the "Most Wanted" probationers. The focus remains on high-risk offenders. The concept was developed from what other agencies are doing around the country as was found in the International Association of Chiefs of Police (IACP): Center for Social Media website. MCAPD-FAU launched its original Facebook page on August 29, 2012. MCAPD-FAU updated and created a new page. We are now partnered with Silent Witness, Manhunt Monday on Channel 5 news, and the Prensa Hispana newspaper. They are advertising our Facebook page as well as probation absconders as another way to hopefully generate leads for MCAPD-FAU officers. MCAPD-FAU is also advertising on the monitors in the probation lobbies around the county. MCAPD-FAU is optimistic that the community will realize the value of tools like this and follow the Facebook page regularly. The public's support is necessary for this endeavor to be successful. Please visit us at: www.Facebook.com/AdultProbation.

If you have information on the whereabouts of a probation fugitive, contact the Maricopa County Adult Probation Department Fugitive Apprehension Unit at 602-619-5478 or e-mail your information to probationfugitives@mail.maricopa.gov. All information will remain anonymous.

2016 Hand Count Results: A Job Well Done!

By Jennifer Ferguson

Every year, usually in February, we participate in a hand count. For those that do not have the privilege of participating in this event, the hand count provides us with the opportunity to compare the number of clients identified as direct or indirect in APETS with a count of the hard files in the possession of officers. This is a process we conduct, at the direction of the Administrative Office of the Courts (AOC), that allows us to verify that the individuals we are supervising are in APETS and APETS reflects the correct supervision status.

During the hand count, over 27,000 files were counted. When we compared our total Standard and IPS population numbers with the population numbers from APETS, the results were impressive. The overall difference for IPS was less than one percent (.60%). The overall difference for Standard was even better. There was a difference of 10 people, which is less than one-tenth of a percent (.04%).

	Hand Count Numbers	APETS Numbers	% Difference
IPS Total (Direct and Indirect)	1,158	1,151	.60%
Standard Total (Direct and Indirect)	26,116	26,126	-.04%

Thank you for the effort that you put into the hand count process! We know that completing monthly stats is not the reason that you entered the field of probation, but the information you provide is invaluable to the department. As the official court record of the case, having accurate information about the cases you supervise in APETS is essential, and also contributes to officer safety. The hand count helps improve our confidence in the accuracy of the information contained in APETS. Congratulations on a job well done!



EBP Spotlight on Diane Knuepfer

By Tammy Allen

Accepting, facilitating, and supporting change are key components in an evidence-based organization, an organization such as Maricopa County Adult Probation, an organization that embraces change that enhances our processes and procedures for the betterment of our agency and those we serve. In that light, the following EBP Spotlight article was submitted to highlight Diane Knuepfer:



I would like to formally acknowledge and recognize Diane Knuepfer as a staff member who demonstrates exceptional skills in terms of her acceptance and support of the change process. Throughout 2015, Diane assisted newer staff in Presentence Investigations (PSI) as they adjusted to their assignment in PSI and the changes it brought. No matter how busy she was with her own work, she was always willing to stop what she was doing to assist a co-worker and she always managed to have a positive attitude.

During the summer of 2015, Diane volunteered to assist staff at the Regional Court Center (RCC) with reports when that unit was down in staff. During an extended time period, Diane adjusted her own duties writing both expedited and standard pre-sentence reports, assisting both sides of the pre-sentence division. By assisting RCC, she became one of the first officers to accept the challenge of learning how to navigate iCISng and submit reports electronically. As a result of Diane's willingness to learn a new system, she was able to support the change and share her knowledge with fellow officers as the entire division migrated to this new process. Her actions mitigated anxiety and apprehension held by her peers. Diane guided many co-workers during this learning curve and essentially became a division motivator by affecting this new process.

What makes Diane stand apart from the crowd is that even after twenty-five years of service to the Adult Probation Department, she continues to serve as a role model to her fellow officers by accepting new challenges with a positive and enthusiastic demeanor.



Have a suggestion or an idea for a monthly topic and or questions about APETS, APD Online, or JWI? Take it to your Agent! All information is available on the M/APETS Agent Folder. We'd love to hear from you!



Carla Loi Promoted to Supervisor

By Sanja Markovic

Please join us in congratulating Carla Loi on her promotion to adult probation supervisor. Carla joined the Adult Probation Department ten years ago as a probation officer. In her first assignment, she supervised a standard field caseload in the Black Canyon Building. In 2008, Carla transferred to the Seriously Mentally Ill unit at Western Regional Center and served in this position until her current promotion.

Carla has been co-facilitating Thinking for a Change with the TERROS Bridging the Gap program for the past two years. Additionally, she presented at the American Probation and Parole Institute and at the Arizona Problem Solving Court Conference.

Carla looks forward to learning about a different aspect of the department and the opportunity to assist officers in achieving their career goals.

Congratulations, Carla!



Linda Dore Promoted to Supervisor

By Tony Bidonde

Linda Dore has been promoted to Supervisor effective March 14, 2016, with an initial assignment with the Pretrial Jail Unit. Prior to being hired by Adult Probation, Linda worked in the juvenile system for nearly four years. She has been with probation for 12 years, first joining a specialized sex offender unit, where she remained for approximately 14 months. She then moved to a domestic violence (DV) unit in the Black Canyon Building where she stayed until her recent promotion.

Linda has served in numerous committees including TASC, JWI, and Re-Entry. She was involved with officer training on the Domestic Violence Screening Risk Assessment Tool and facilitated the yearly DV Round-up with the city of Phoenix. She also took part in training new officers assigned to her unit. A favorite activity has been organizing officer participation in the Walk to End Domestic Violence. Serving in each of these areas exemplifies her professionalism and commitment to the department, her clients, victims, and peers. Linda has received MCAPD Victim Rights Recognition awards for at least the last five years for her work done with and on behalf of victims. As a supervisor, Linda is looking forward to learning new skills and putting her already acquired knowledge to use on a different level. She is also looking forward to supporting departmental goals on a higher level.

Congratulations, Linda!





Holly Slater Promoted to Supervisor

By Kellie Therriault

Holly Slater was promoted to Adult Probation Supervisor effective March 14, 2016, with an assignment in the Communications Center. She joined the Adult Probation Department in 1999 as a probation officer. Holly has held diverse assignments in both standard and IPS. She was first assigned to a standard caseload and then to a sex offender caseload at the Probation Service Center (PSC). She then became an IPS officer supervising sex offender, domestic violence, and youthful offenders in Phoenix. Holly returned to PSC to work with IPS sex offenders and youthful offenders. She transitioned to supervising GPS clients, followed by standard sex offenders, and lastly an Interstate Compact caseload.



In her new role, Holly looks forward to seeing a different side of the Adult Probation Department in comparison to her experiences as a probation officer. She is also eager to learn about the related intricacies of her new area and the different Communications Center computer programs. Holly's participation as a Thinking for a Change facilitator will be on hold for a short time while she transitions into her new position. She has also been a Sex Offender/Domestic Violence Solutions Committee member, and enjoys volunteering her time outside the department on community service projects.

Congratulations, Holly!

Jocelyn Myers Promoted to Supervisor

By Jennifer Biddle

Jocelyn Myers was promoted to supervisor in March 2016 and assumed leadership of a standard unit in the Western division. Her office is located in Glendale. Jocelyn has been with Adult Probation for ten years. Her first assignment was in standard at WRC in the Surprise area. Jocelyn was also assigned to a standard sex offender caseload at WRC and the west side sex offender/youthful offenders caseloads at BCB and WRC.



During her time with Adult Probation, Jocelyn has been on the Solutions and Morale Committees. She is currently a facilitator for Thinking for a Change. In her new position, Jocelyn is looking forward to mentoring and supporting her officers. With her intellect and leadership skills, Jocelyn will be a great addition as a supervisor. Her readiness to improve and support the department are contagious!

Congratulations to Jocelyn!



Eleven New Officers Join the Department

By Jim Sine

Please join Staff Development in welcoming our nine new probation officers and two surveillance officers to the department! On March 21, 2016, the eleven new officers were sworn in by Judge Myers at the Downtown Justice Center. These officers completed nearly nine weeks of NOTES training and are ready to jump into their new assignments. During this time they completed the Administrative Office of the Courts (AOC) Probation Officer Certification Academy and the Defensive Tactics Academy. Also, the probation officers participated in Field Coaching Week. During this very popular week, the officers were able to put the knowledge they gained during training into real life practice. All of the officers were assigned to standard field caseloads. As always, a very appreciative THANK YOU is due to our many adjunct faculty for their ongoing contributions to training our new officers. We have many presenters who have been involved with training our new officers for quite some time and others who even teach more than one class. Another big THANK YOU goes out to our field coaches for taking a full week out of their schedule to work with our new officers in the field. Staff Development recognizes their immense contributions and knowledge in helping our new officers get ready for the job. Congratulations and good luck to our new officers in their new adventures!



Pictured from left to right: Daniel Atkinson, Shelbi Carpenter, Jennifer Lamperti, Caroline Petrie, Jericka Rivera, Mike Mishler, Amanda Hanson, Lauren Karnes, Tatiana Smith, Azra Haseljic, and Lee Sweet.



1st Quarter P.R.I.D.E Winners

BCB - Shanan Aven, Jazmaine Wilkins, Karen Gilreath, Coleen Cowhey,

Michelle Mayer

CCB- Tammy Schroeder, Sean McMillen

★ Communication Center - Jeremy Lumpkins

★ Coronado - Kyle Miller

CSC Gibson - Joe Cortina

DTJC2 - Ellen Opitz, Casey Reynolds

DTJC3 Admin - Kathleen Weibly, Christine Gonzalez

DTJC3 Pretrial - Alanna Rubin, Karl Kasawski, Jennifer Elsworth

Garfield - Kevin Kittle, Terrell Granberry, Austin Brabble

Luhrs - Casey Baumann, Rose Marshall

Northport - Eric Poma, Justin Walloch, Michael Bridget

Pretrial 4th Ave Jail - Maria Reynolds

PSC - Roger Moore, Gary Saunders, Christopher Hopkins, Jason Westcott,

Ramiro Suastegui

SEF - Jason Hatchcok, Danielle Sims

Scottsdale - Ada Chavez, Luzviminda Vacca

South Court Tower - Yolanda Cardenas

Southport - Scott Gibson, Rocy Cortes, Angelina Diaz

Sunnyslope - Kevin Bacchus

Westport/FAU - Dayana Cabrera, Jonelle Acosta, Jeff Fischer

★ WRC - Mayra Duarte, Scott Skoropys, Samuel Hagadorn, Veronica Pena, Sean Steill, Kenneth Snodgrass

WCB5 & 6 - Alejandra Salazar, Jennifer Bangerter

People Recognizing Individuals Deeds of Excellence



Happy ANNIVERSARY

30 Years

Shelly Bodenmiller
Claude Renfro
John Wertsching

20 Years

Jenifer Meiley

10 Years

Richard Baca
Dora Duarte
Danielle Impellizzeri
Raeann Maille
Christian Popovici

25 Years

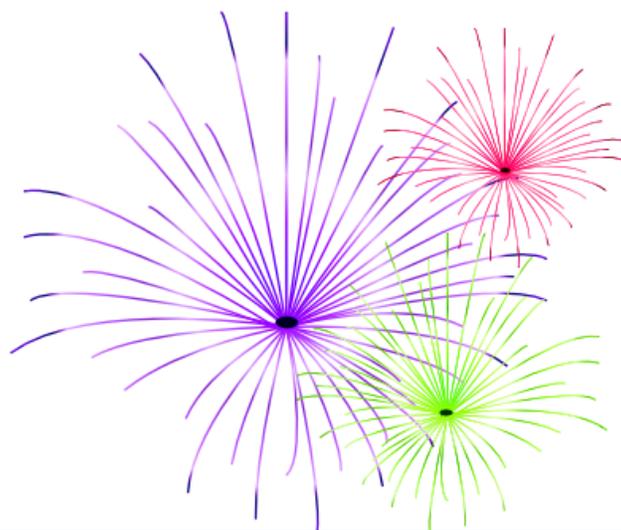
Mary Stuart-Bronski

15 Years

Christine Coller
John Smith

5 Years

Alicja Podlacha Sabo
LaTonya Queen
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Rules

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