



IDEAS.VOICE. RESULTS.

the CHRONICLE

Maricopa County Adult Probation Newsletter

Voice.

May/June 2016

Lead The Charge - Drive The Change

IN THIS ISSUE

CHIEFLY SPEAKING

The County’s fiscal year starts on the first day of July. The Board of Supervisors adopted the FY 2017 Budget of nearly \$2.36 billion on June 20, 2016. Very few items were changed from the tentative budget announced earlier and there were no changes to the criminal justice items. Adult Probation’s budget will provide for staffing increases in many areas: domestic violence, sex offender, seriously mentally ill, interstate compact, standard probation, pretrial, prison reentry, DUI court, drug court, and community reintegration. Funds are still allocated in the final FY 2017 Budget for the upgrade and expansion of our Black Canyon Building and Southport office. We have also received the wonderful news that a Pay for Performance increase has been approved and was designed to mitigate the impact of compression. Subject to specific criteria, eligible employees with one year of service will receive an increase of 1.5% and eligible employees with two or more years of service will receive an increase of 2.5% effective July 4, 2016. Additional details were sent out to staff by Judicial Branch Human Resources. I am grateful for the wonderful support that we received throughout the budgeting process from the Board of Supervisors, Court Administrator, and Presiding Judge.

From April 25 through April 28, 2016, Mark Carey presented training on “Achieving Risk Reduction Through Effective Staff Interactions” for our Managers Forum. All supervisors and the executive staff had the opportunity to sign up for one of the two trainings held on April 25-26 or April 27-28. Mark Carey is the President of The Carey Group (TCG), a national consulting firm that provides training and technical assistance for justice and correctional professionals and community groups. The training began by emphasizing the importance of identifying the key factors that are needed in order to change offender behavior.

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Lead The Charge – Drive The Change

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Based on the Pareto Principle, 80 percent of outcomes are a result of 20 percent of our activities. This highlights the importance of pinpointing the 20 percent of the items that are more impactful toward behavior change than the others. Mark Carey outlined the specific steps towards behavior change which include risk, focusing on the key criminogenic need, skill deficit, intervention and adjustment based on responsivity. In order to achieve risk reduction, we need to make sure that we are using our empirically based assessment tools consistently. In addition, by using an empirically based assessment tool along with our professional judgment, we increase our ability to effectively guide case planning.

In order to have effective interaction that promotes behavior change, we need to make sure that we are supervising at the appropriate level and that we are matching treatment dosage and intensity to risk level. Since low risk offenders tend to recidivate at higher rates when services are over-delivered, services should target offenders who are assessed as medium- or high-risk to reoffend. As risk increases, service duration and intensity should also increase. We need to gauge how we are doing by asking the following questions:

- ◆ How accurately are staff identifying risk?
- ◆ How do we respond according to their risk level?
- ◆ Does the dosage match their risk?
- ◆ Are staff responding to the top criminogenic needs?
- ◆ Do the assessment results match the case plan?

The ability to identify the driver (the criminogenic need that is the driving force) is critical to implementing positive behavior change. The driver tends to be one of the four most influential needs . . . but not always. After identifying the driver, be sure to make it a case plan goal.

It is imperative to remember that when you change thinking, you can impact many of the criminogenic needs. The most influential programs aimed at changing illegal behavior and reducing recidivism are cognitive behavioral interventions.

CASE PLAN

- ◆ Identify risk level & supervision intensity
- ◆ Identify criminogenic need
- ◆ Select the driver
- ◆ Identify skill deficit related to the driver
- ◆ Identify responsivity factors
- ◆ Work with the offender to establish a goal
- ◆ Address another goal once the first goal is met

Using skill practice techniques including modeling, role-playing, reinforcement and graduated practice to build skills will assist in the offenders' transformation. According to Mark Carey, 50 percent of the time officers should be engaging in role playing with clients. Although this strategy may be a bit awkward at the onset, it is an effective tool for clients to have dialog regarding a challenging situation.

Mark Carey introduced a number of tools during the training including a skill deficit poster, case planning handbooks, cognitive model worksheets, session structure checklists, and a presumptive response guide that can all be utilized in order to make the exchange meaningful.

Lead The Charge – Drive The Change

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How to have an Impact?

- ◆ **Spend** 20 minutes or more in appointments
- ◆ **Affirm/identify** positive behaviors
- ◆ **Build** a meaningful alliance...show them you want them to succeed.
- ◆ **Focus** on skill building in criminogenic areas
- ◆ **Practice** prosocial skills
- ◆ **Require** offenders take action!

We want to make sure that our visits with clients are focused on behavior change and that we incorporate as many strategies as possible to make our visits consistent, efficient, and meaningful. We are already utilizing a number of these techniques and strategies, but that there are many opportunities to further utilize these techniques and utilize them in a consistent fashion. In the upcoming months, we will begin discussions on strategies that we can incorporate immediately in addition to strategies that we will implement over time.



Did You Know (DYK) is a means to educate and improve communication within APD!

Send ideas and/or questions to:
APDCommunicationCommittee@apd.maricopa.gov

The graphic features a central blue globe with the text "DID YOU KNOW?" overlaid. Surrounding the globe are several colorful icons representing communication and technology: a smartphone, a Wi-Fi symbol, an email symbol, a speech bubble, a computer monitor, a printer, a television, and a mail envelope. The background is a blue sky with clouds.

The Process of Opting-In for Victims

By Tony Bidonde

The Arizona Constitution guarantees explicit rights for crime victims. Amongst them is the right to receive automatic notification from the supervising entity, per ARS § 13-4415. In order to exercise that right, the victim is asked to opt-in. There are two occasions when a victim may opt-in, pre-sentence and post-conviction. Victims opt-in through the prosecuting entities depending on who tried the case, Maricopa County Attorney's Office (MCAO) or the Arizona Attorney General's Office (AAGO). Once the defendant is sentenced, the victim is again asked to opt-in if he/she wishes to receive automatic notification from the managing agency. Often victims do not realize they need to opt-in twice in order to receive automatic notification. This is done because, at times, there are victims that once the sentence has been passed do not wish to be involved in the case any longer. This gives those victims that do wish to be notified on an ongoing basis an opportunity to request that service. Here is what an opted-in victim may receive notification/information for once the defendant is sentenced to adult probation:

- ◆ Any proposed modifications regarding restitution, incarceration, and/or if the modification will affect a victim's safety
- ◆ Termination proceedings
- ◆ Revocation proceedings
- ◆ Restitution that is two full months in arrears
- ◆ Arrests made pursuant to a warrant issued for a probation violation

Adult Probation and its Victim Services Unit (VSU) are unable to opt-in victims. To opt-in the victim may be referred directly to the agency that prosecuted the case. (Their respective numbers and emails are provided below). Once the victim contacts the prosecuting agency, the victim will be guided through the post-conviction opt-in process. Upon receiving the completed form from the victim, the MCAO enters the information in their database for their own purpose and the completed Post Conviction Notification Request (PCNR) is forwarded to the VSU electronically. In the case of the AAGO, they send a partially filled form to the victim. Once the victim completes the form, he/she sends it to the VSU via regular mail. The VSU enters the information in the Adult Probation Enterprise Tracking System (APETS) and forwards a copy of the form to the probation officer electronically.

Victims may opt- in or out of an active case at will. Opt-In underscores the request for *automatic* notification. Victims of a crime may receive the same information even if they have not opted-in, the difference being that opted-in victims receive automatic notifications.

Below you will find the phone numbers and links to the Victim Services for the Arizona Attorney General's Office and the Maricopa County Attorney's Office. The Arizona Department of Corrections' Victim Services contact information has also been provided as a resource.

The Process of Opting-In for Victims

By Tony Bidonde

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Please contact me if you have questions regarding the above information or for victim rights related questions.

Tony Bidonde: vsu@apd.maricopa.gov or call 602-372-8286.

Arizona Attorney General's Victim Services Division: <https://www.azag.gov/victim-services/victim-services-0> or call 602-542-4911.

Maricopa County Attorney's Victim Services Division: <http://www.maricopacountyattorney.org/serving-victims/brochures-forms-information/> or call 602-506-8522.

Arizona Department of Corrections Victim Services: <https://corrections.az.gov/victim-services> or call 602-542-1853.

Spring Fling

By Chandelle Porter

On May 5, 2016, the Maricopa County Adult Probation Department and Juvenile Probation Department came together to celebrate our diversity at the annual Spring Fling. This year we celebrated Cinco de Mayo at the Black Canyon Building with food prepared by those in our community, along with donated items included in theme bags, dessert walk, and salsa contest. We are grateful for the continued dedication to this group and we would like to thank the countless volunteers who put in the time and effort to make this event a success, including attendees! We are grateful for the continued support from our Executive Teams, as well as our coworkers. We look forward to seeing you all in the fall!



Pictured left to right: Adult Probation staff Ariana Barone, Angel Williams, Rosario Miller, Chandelle Porter, Anna King, Manuel Barron, Coleen Cowhey, Lolita Rathburn.



Juvenile Detention staff Aundrea Newman, Christina Barbarisi, Jaime Sandoval, and Kartae Grant.

Photos courtesy of Harriet Galbreath.

The Coronado Probation Office Closes

By Joseph Pallo

He steps out of his car and walks up to the modest home in a Central Phoenix neighborhood. The clickity-clack of his shoes on the sidewalk makes a steady cadence. He notices that the tree in the front yard looks a little thirsty this morning. Fumbling for his keys, he opens up the screen door to the home the probation department calls an office and then opens the front door. Switching on the light in the living room, he walks a few feet to a desk and sits down and begins the day. A few minutes later another person walks through the front door. "Hi Chris," he says. "Good morning, Kyle," says the other. Another new day begins in the Coronado Probation Office, but today is different. Today marks the final day of this assignment. The Coronado Office is closing forever.

The Coronado Probation Office began in 1994 under the direction of Supervisor Leslie Ebratt. The concepts behind this office are explained in the book, *What is Community Justice?: Case Studies of Restorative Justice and Community Supervision*, by David Karp and Todd Clear: promoting awareness in the community, creating partnerships in the community, and creating an environment of exchange of knowledge and ideas among community members and influential parties which guide offender supervision and community development. These key concepts drove the mission of the Coronado Office and incorporated all three entities involved: the probationer, the Adult Probation Department, and the Coronado Community.

The times have changed and so has the neighborhood. Home values have risen and more people are investing in Central Phoenix neighborhoods and moving in. There are other uses for property. The landlord decided not to renew the lease on the property occupied by the Coronado Probation Office.

Chris Hein and Kyle Miller, the last two officers assigned here, would tell you the Coronado Office was a different assignment because it required officers to interact with members of the Coronado Community while supervising a Standard Probation caseload. Office days were unusual and always interesting. Offenders come to the house and sat on a bench on the front porch and signed in to see their officer. On hot summer days, a cooler of water sat outside to provide a drink to those waiting their turn.

Leslie Ebratt pointed out that it was easy to talk about behavior change in such a non-threatening environment. Probationers usually did not wait too long, and a more accessible office and less formidable experience supported frank and productive discussions which truly assisted probationers to recognize the changes they needed to make in their lives.

During the last week in May, a reunion of sorts was held at the Coronado Office for all of the officers and supervisors who had the Coronado Office as their assignment. Supervisor Jolie DeLong served both as a Coronado officer and supervisor as did Joe Pallo. Leslie Ebratt brought old photos and magazine articles featuring the work of the Maricopa County Adult Probation Department at Coronado.

The Coronado Probation Office Closes

By Joseph Pallo

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Coronado alumni John Abshire, Sergio Mosqueda, and Silvia Partida toured their old haunts and relived some of their memories. Even Juvenile Probation Supervisor Cody Smith dropped by to pay her respects and recall her days as a Coronado officer with our department.

As a final tribute to the old place, Leslie Ebratt and Kyle Miller presented the American flag that flew over Coronado to Chief Barbara Broderick to commemorate all those who worked here and the probationers whose lives were literally changed here. The Chief reminded us our department is growing with building improvements at Southport and the Black Canyon Building and that our mission to serve the community continues.

Today though, on this last day at Coronado, he turns off the lights and closes the door one more time. He is thinking of the work he has to do at his new assignment, but first he gets out the hose and puts a little water on that little tree in the front yard. The day ends forever at the Coronado Probation Office.



Pictured left to right, back row: Sergio Mosqueda, Joe Pallo, John Abshire, and Kyle Miller; front row: Silvia Partida, Chief Barbara Broderick, Christopher Hein, Cody Smith, Jolie DeLong, and Leslie Ebratt.



DON'T FORGET TO CHECK OUT THE LATEST TOPIC!
The new Data Quality Checklist!
Do you have a suggestion or an idea for a monthly topic and or questions about APETS, APD On-line, or JWI?
TAKE IT TO YOUR AGENT!
All information is available on the M/APETS Agent Folder.
We'd love to hear from you!

Thinking for a Change (T4C)

By John Smith

AT A LOCATION NEAR YOU



T4C Program
Coordinators:
Arlyn Harris, Supervisor
602-619-1804 and
John Smith, Counselor
602-908-7904

Thinking for a Change (T4C)

Why should you refer med/high and high risk probationers to T4C?

- T4C is a fun, free, interactive program that meets twice a week for approximately 13 weeks (25 lessons).
- Classes are available throughout Maricopa County.
- Participants learn a variety of social skills, thinking skills, and problem solving skills.
- T4C teaches probationers to communicate more effectively with family, friends, co-workers, and probation officers.
- Participation and completion of T4C can result in Earned Time Credit and Community Restitution hours for eligible participants.
- Participants must attend, participate, and complete homework each session. Three (3) absences may result in a discharge from the group.

[Click Here](#) now to refer your med/high and high risk probationers to a T4C class near you.

T4C: Coming soon to these locations:

July	PSC; Luhrs; Clean Start; WRC; Terros West
August	Sunnyslope; Garfield; Terros East (Stapley); SouthPort



Sorting out life...one load at a time!

By Melissa Boudreau

Editor's note: Probationers' names were withheld for their privacy.

On June 2, 2016, family, friends, and county officials came together to celebrate the graduation of the first group of Clean Start participants. In March, Maricopa County initiated the *Clean Start* program as a joint collaboration between the Sheriff's Office, the Adult Probation Department, and the Human Services Department (Arizona at Work). Adult probation officers recommended a group of female probationers to work in the jail laundry operation for thirteen weeks for which they were paid for forty hours a week while gaining access to occupational skills training, cognitive behavioral change training, career guidance, and job placement services.

The graduation was a culmination of three months of challenges and growth – for everyone involved. Family and friends, county officials, and staff from all three agencies showed up to celebrate the accomplishments of the women and to encourage their continued success. Assistant County Manager, MaryEllen Sheppard, warmly greeted the women, noting that “A whole group of people believed in Clean Start. A whole group of people believed in you!” She continued by expanding on the lyrics from Leonard Cohen’s song, “Anthem,” by encouraging the women to “ring the bells that can still ring; forget your perfect offering” and to remember that “there is a crack in everything; that’s how the light gets in.” County Board of Supervisors Chairman, Clint Hickman, personally awarded each participant a certificate and encouraged the women to relish in the “brightness of their future.”

The participants were asked to share their thoughts about the program and what they had to say showed that the benefits of their participation went far beyond earning a paycheck. Every woman expressed sincere gratitude for this opportunity and plans to build upon this success in the months and years to come. A few of their statements:

- “(My probation officer) . . . is proud of me for completing the Clean Start Program. It’s given me hope to not let this situation define me.”
- “I thought having a felony meant I had limited options. Now I am confident and very positive for the road ahead of me. This is a blessing for me and I will never forget this. Thank you so much!”
- “It feels amazing to have success and work hard towards my goal!”

Not surprisingly, the participants' probation officers also noted some significant changes in them over the course of the last few months. APO Kim Bennett observed her probationer's overall confidence and self-esteem improved significantly from this program. APO Caroline Petrie recognized her probationer “is more confident because she is working. Having the opportunity to be a part of the program has given her hope in her future with stable employment.” APO CaraLee Alvarado said her probationer “had a sense of belonging to something for the first time. She was ecstatic about having the opportunity to be a part of something so great and even more proud to have a ceremony to celebrate completing the program!” APO Alvarado went on to add her thanks to the program “for reminding her that she can be successful at something and feel achievement!”

Sorting out life...one load at a time!

By Melissa Boudreau

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APO Rachel Nededog stated, “The Clean Start program has restored hope in my client that she can change her life for the better, and she is certainly working hard to do so. The T4C program has enabled her to recognize the impact of her behavior on others and herself, and to identify and engage in socially acceptable behaviors.” APO Cheryl Begay also expressed her own gratitude for the availability of the program, noting “I have seen an improvement in (probationer) since her placement on probation and the Clean Start Program has been a part of the progress. (Probationer) has come a long way on her own; but with the completion of this program, she has been able to obtain employment.” Finally, APO Heidi Cichon noticed a “significant change in my probationer. She is testing clean, working, making payments, and has an overall better attitude towards probation. She is very thankful for the opportunity!”

As a result of this program, the Sheriff’s Office experienced an increase in efficiency and output in laundry production and, along with the other county partners, they have expressed an interest in exploring how to continue and grow this project to include more probationers in different capacities.

Group 2 of the Clean Start Program has recently begun and five of the participants from Group 1 have been provided the opportunity to stay involved and move into a lead capacity. As a part of this second group, they will learn leadership skills, manage a community service project, and earn a slightly increased hourly wage. In addition to being able to continue their journey, they will be central in encouraging the new participants to accomplish their goals, change their lives, and start fresh, with a clean start.



Deputy Chiefs Therese Wagner and Saul Schoon with Clean Start participants.

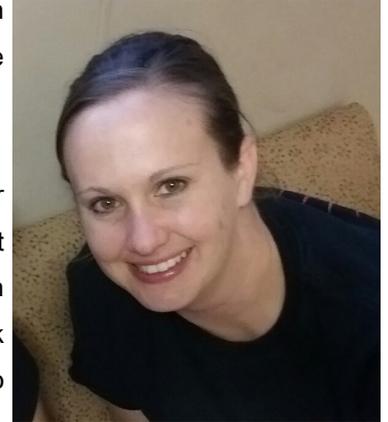


EBP Spotlight on Michele Butcher

By Holly Burdine

You may know Michele Butcher as an active, energetic, highly skilled safety trainer in the Safety Unit, but did you know she also continually seeks to improve her skills in the art of Mindfulness?

Michele has researched this skill for the past few years and continues to enhance her knowledge of Mindfulness and its potential impact on our officers. Michele recently sent an email to trainers from Safety, Staff Development, and Juvenile Probation with an article containing new research about Mindfulness and its potential impact on both work and home life for all employees, not just officers, although the article is specific to officers.



Kudos to Michele for promoting a learning organization and her focus on the well-being of our people!

You may also find the article useful. Here is a link to the article which includes a video on the topic:

“How Mindfulness is Changing Law Enforcement”:

http://greatergood.berkeley.edu/article/item/how_mindfulness_is_changing_law_enforcement?utm_source=Newsletter+May+18+2016&utm_campaign=GG+Newsletter+May+18+2016+&utm_medium=email

EBP Spotlight on Veterans Court

Submitted by Tiffany Grissom

Relationship skills are absolutely essential in successful EBP staff. The following letter received from the mother of a Veterans Court participant speaks to the open, warm, empathetic, and respectful communication that she and her son experienced with various members of the Veterans Court team. Through this mother’s words, you can see that the Veterans Court team collaborated with a probationer’s natural support in the community, conveyed a solution-focused approach, and brokered helpful resources. The Veterans Court team is to be recognized for utilizing evidence-based practices that result in changed lives! (The probationer’s name has been changed in the letter below to protect his privacy).



EBP Spotlight on Veterans Court

Submitted by Tiffany Grissom

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Dear Veterans Court Staff,

Words can never do justice to the thankfulness in my heart for you and this program. Mark would NEVER have gotten the help he needed without this special diversion court. He would have done his jail time, and gone right back into the life he had before. I want to thank you all and I would like to name a couple individuals.

Tiffany Grissom, she doesn't know it, but she scared me to death the first time I talked to her because she was so tough!!! I talked to her for many hours. She answered all of my questions and I did feel better when we were finished talking!

Michelle Meyer, who was so kind and understanding to my fears.

Beth, even though she wasn't Mark's PO, would give advise and resources whenever she saw us.

Gary who has been a trooper with Mark and his very involved mom.

Scott who was there at the beginning with his sage advice.

The lawyers whose names I cannot remember (I am OLD after all).

The heart and soul (my opinion) Miss Penny Miller, who was so patient and knowledgeable and patient...

The prosecutor, the Judge and the staff in the courtroom. Everyone associated with this program.

This program helped me realize that I can love him and support him, but I do NOT understand what he has been through and HELPING him on that level is above my pay grade! He would not be where he is without me, and I would not have been able to help him without the team of you guys and your willingness to listen and advise me. When he didn't care if he lived or died, I had to care enough for both of us. Some days it was really hard to be his mom, but I don't get to quit because it's a hard day.

It was so much easier for me to deal with him, when I realized there was some stuff I just was NOT going to understand and that was ok...I could still love and support him and be his MOM, but he needed help from people that DO understand, and through the Veterans Court system he got that help and support.

I know it's not OVER, I know for Mark it will never be OVER, but now I feel that both of us are better equipped to handle whatever comes.

Probationer's Mother



Adult Probation Employees Recognized for Service

By Cathy Wyse

Six Adult Probation employees were formally recognized by County and Court officials on April 13, 2016, for 30 years or more of service. Assistant County Manager MaryEllen Sheppard served as the emcee for the special event, which was held at the Security Building. Each of the employees being honored received a plaque and individual recognition for their 30 years or more of service to the people of Maricopa County. This milestone reflects outstanding dedication, a wealth of experience, and numerous contributions. Congratulations to Shelly Bodenmiller, Richard Breed, Jim Marshburn, Linda Newton Velasquez, Claude Renfro, and Kit Russell! In the photos, each employee is pictured with Chief Barbara Broderick, County Supervisor Steve Gallardo, Presiding Judge Janet Barton, County Supervisor Denny Barney, County Board Chairman Clint Hickman, and County Manager Tom Manos (now retired).



Claude Renfro



Richard Breed



Linda Newton Velazquez



Kit Russell



Jim Marshburn



Shelly Bodenmiller



2015 "Of The Year" Awards Celebration

By Cathy Wyse

The 2015 "Of The Year" Awards celebration was held at the Black Canyon Building on April 20, 2016, to recognize four outstanding employees who went above and beyond last year. "Of The Year" Awards are given to honor employees who perform their duties in an outstanding manner, exemplify the vision and mission of the department, participate in committees/community work/projects, and make significant contributions to the probation department. Recipients are nominated and selected by fellow employees. The Department celebrates the following award winners who represent the best of what MCAPD employees strive to do each day:

Norma Brasda	<i>Supervisor of the Year</i>
Martha Mays	<i>Probation Officer of the Year</i>
Robert Villasenor	<i>Surveillance Officer of the Year</i>
Beatrice Sainz	<i>Employee of the Year</i>



Pictured left to right: Robert Villasenor, Martha Mays, Chief Barbara A. Broderick, Beatrice Sainz , and Norma Brasda .

Norma Brasda is the supervisor at the Garfield Probation Service Center, a 24/7 operation with 10 employees and 26 residents. Norma promotes teamwork and is always available for unexpected issues or emergencies. She models how to build good working relationships, whether it is with co-workers, residents, or the community. With experience, creativity, and natural empathy, Norma recognizes the strengths of each employee and helps employees as well as residents be the best that they can be.

Martha Mays has a Standard caseload of homeless probationers. She is an experienced officer with a passion for helping the homeless. Martha treats homeless individuals with dignity and respect. She listens, sees, and helps the whole person, and makes recommendations to the right agencies to assist them with their needs. She will, literally, take a probationer by the hand and walk him/her over to crisis or detox if the need arises, and all without judging the person. Martha truly offers hope to the probationers she serves.



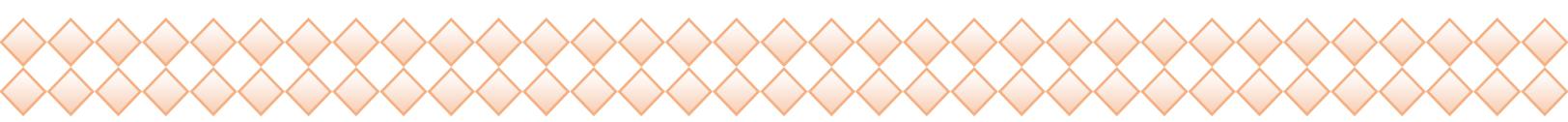
2015 "Of The Year" Awards Celebration

By Cathy Wyse

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Robert Villasenor is assigned to the DUI Court. Robert has a great rapport with probationers; his interactions are very professional and calm and he treats everyone with kindness and respect. Robert went above and beyond to help Drug Court officers when caseloads were high last year by seeing their high risk probationers in the field and finding probationers who were hard to locate or had impossible schedules. Furthermore, Robert is a great Defensive Tactics instructor and a member of the Critical Incident Stress Management team.

Beatrice Sainz is the administrative assistant for the Central Division. With quality in mind and a smile on her face, Beatrice capably manages one of the largest buildings in the department and the busiest division in terms of officer movement (and each staff transfer is a lot of work). Just a few of her duties last year included managing a major building renovation, six cars, and several training and conference room calendars, as well as chairing the Morale Committee. She is actively involved in the PRIDE committee and the Vehicle Accident Review committee, serves as the Wish List Coordinator for all badged staff, trains other administrative assistants, and has nominated nearly 100 employees for PRIDE awards.



Carlos Diaz Promoted to Supervisor

By Cathy Wyse

Chief Barbara A. Broderick recently announced the promotion of Carlos Diaz to communications systems operator supervisor with an effective date of June 6, 2016. Carlos is located at the Communications Center, 550 W. Jackson Street, Phoenix, and he is currently providing leadership for the swing shift.

Carlos came to the Maricopa County Adult Probation Department with previous experience as a dispatch supervisor for DMTS, a non-emergency medical transportation service. He was hired by MCAPD as a communications systems operator (CSO) in June 2014 and worked at the Durango location. Along with the entire Communications Center, he moved to their current location last summer. Carlos is a member of a Communication Committee subcommittee. Regarding his new position, Carlos looks forward to finding his rhythm as a supervisor. He was counted on and trusted as a CSO and he looks forward to gaining that trust and reliability as a supervisor as well as making the Communication Center great.





Joi Guillory-Alicea Promoted to Supervisor

By Jennifer Biddle

Joi Guillory-Alicea was promoted to supervisor in May 2016 and assumed leadership of a standard unit in the Western Division. Her office is located at the Western Regional Center (WRC). In September, Joi will have been with the department for 14 years. Prior to working with Maricopa County, she was a full time student. She has been a field officer at WRC since she began her career with Maricopa County and has supervised the Maryvale area. She feels privileged to work with a diverse population that has allowed her to increase her knowledge. During her time with Adult Probation, Joi has participated in the Communications Committee, the Financial Compliance Committee and the Fun Police. In her new position, Joi is looking forward to learning. Everyday she is learning something new



about the job! With her compassion and ability to facilitate change among staff and clients, Joi will be a great addition as a supervisor. Joi believes that the best reward as an officer is to witness the success of a defendant. In her new role, she is looking forward to supporting staff and giving them the tools they need to facilitate change among clients. She believes it is an honor to be able to assist both the client and officers and she is looking forward to this new opportunity!

Jennifer Crothers Promoted to Supervisor

By Cathy Wyse

Jennifer Crothers was promoted to supervisor effective May 23, 2016. In her new position, Jennifer is providing leadership of an Unsupervised Unit at the Western Regional Center (WRC). Employed with the Maricopa County Adult Probation Department for nine years, Jennifer has worked in a variety of positions including surveillance officer working with a youthful sex offender caseload at the Black Canyon Building, caseload administrator in Unsupervised Probation, and probation officer. After her promotion to probation officer in 2010, Jennifer supervised a Standard field caseload at WRC. She transferred to a Standard Sex Offender Unit in 2012 and remained in this assignment at WRC until her recent promotion. Jennifer's previous employment as a bartender, server, and hair stylist helped her develop very good communication skills that are used daily with MCAPD.



Jennifer is a Thinking for a Change (T4C) facilitator. She has served as an APETS Agent, a SOTIPS (sex offender assessment) trainer, and a mentor for officers with a new assignment to a sex offender caseload. She has received multiple field coach awards for serving as adjunct facility. In her new position, Jennifer is looking forward to new challenges, working closer with staff, and learning all the ins and outs of the new job.



BJ Geske Recognized for Service

By Cathy Wyse

Retired Probation Officer BJ Geske was recognized by the Maricopa County Board of Supervisors at the Pillars of Honor Ceremony on June 6, 2016. The Pillars of Honor, located in front of the Board of Supervisors' Auditorium and the Superior Court Building on Jefferson Street, are a unique way to honor the service and achievements of Maricopa County employees. BJ Geske's name has been etched on the Service Pillar. This Pillar honors individuals who retired in good standing with 30 years or more of service with Maricopa County.



Pictured left to right: Deputy Chief Therese Wagner, BJ Geske, and Chief Barbara A. Broderick.



Pictured left to right, front row: Chief Barbara A. Broderick and BJ Geske. Second row: County Manager Joy Rich and County Supervisors Andrew Kunasek, Clint Hickman, Steve Gallardo, and Denny Barney.



Happy ANNIVERSARY

25 Years

- Patty Carey
- Robert Demers
- Fred Wilhalme

15 Years

- Kimberly Bennett
- Luis Campbell
- Jade Crawford
- George Fairburn
- Clint Hill
- Amy Hood-Schwindt
- Gerrick Hyde
- Sheila Jones
- Kendra Martina
- Janice Nez
- Cynthia Ortiz
- Jodie Rogan
- Valerie Serpico
- Oveta Sullivan

20 Years

- Jeanne Duncan
- Robin Gastelum
- Heidi Gustafson-Waters

Rocio Palomino

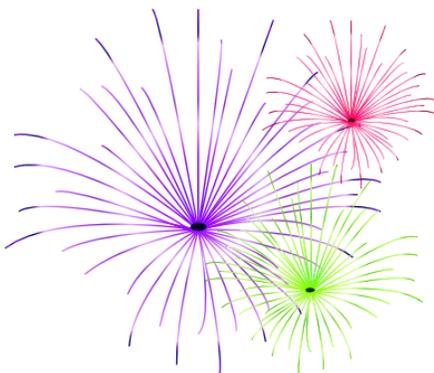
Mark Steever

10 Years

- Dene Bimber
- Michelle Martinez
- Joshua McKibben
- Raul (Mauro) Munoz
- Adriana Rodriguez
- Ramiro Suastegui

5 Years

- April Demarbiex
- Daniel Fox
- Lauren Guida
- Chantel Hammar
- Jolene Hogue
- Mary Mares
- Casey Martinez
- Nicole Mesquita
- Kyle Miller
- Audelia Rosas
- Michael Taylor





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