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the CHRONICLE

Maricopa County Adult Probation Newsletter

Voice.

November/December 2016





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Happy Holidays!

IN THIS ISSUE

CHIEFLY SPEAKING

It is the end of the year – a time to reflect on the year that has passed as well as a time to look forward to a new year. We had a busy and productive year, with its share of challenges and triumphs. There is so much to be thankful for that I could not possibly provide a comprehensive list, but I offer a few highlights of calendar year 2016:

- ◆ Our wonderful employees continued to demonstrate commitment, innovation, and enthusiasm for the job.
- ◆ Adult Probation made a difference in individuals' lives and enhanced community safety and well-being.
- ◆ Thousands of pretrial defendants and probationers successfully completed their supervision.
- ◆ 8 out of 10 probationers now have health insurance.
- ◆ Through expanded collaboration with the Regional Behavioral Health Authority and AHCCCS, probationers gained increased access to behavioral health treatment.
- ◆ Staff received a pay for performance increase.
- ◆ The Court and the Board of Supervisors provided tremendous support for our Department including growth positions and approval for new facility space.
- ◆ The Court and probation departments have a more unified Judicial Branch, reflected in the new strategic plan and court seal.
- ◆ E-sentencing was completed.
- ◆ The Department hosted another successful Garfield Turkey Feast with good food and fun for all.
- ◆ Valued partnerships with community and government partners continued to be instrumental in our success.

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Happy Holidays

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Truly, it is an honor to lead this Department and I appreciate you!

Looking forward to 2017, we will stay the course with many of our strategic priorities including evidence-based practice, technology, and reentry initiatives. While we can anticipate change following the elections and perhaps some related apprehension or uncertainty, change can be a good thing. With steadfast focus on our values and priorities, I am confident that we will manage whatever transitions are needed. In the New Year, we will have expanded office space, increased technological interconnectivity, and more to celebrate.

With the holidays upon us, our thoughts turn to familiar holiday traditions and cherished time with family and friends. My warmest wishes to you and yours for a safe and joyful holiday season!



Victims of Crime and the Holiday Season

By Tony Bidonde

The Holiday Season carries a message of joy, reflection, and a time of giving.

Adult Probation provides opportunities for probationers to have a second chance and to work towards positive goals. Probation offers an opportunity for the individual to modify their behavior and reintegrate into a safer community with a sense of accomplishment and belonging. MCAPD achieves this by incorporating evidence-based practices, managing for results, and appropriate levels of supervision.

MCAPD is also here for the victims of crime. Probation officers are vigorously working with offenders to ensure court-ordered compliance and to preserve the victims' safety. They communicate with the victims in order to disseminate and receive case related information. Probation officers provide resources when requested by the victim. They listen and treat victims with fairness, dignity, and respect. One of the ways the probation department works on behalf of the victims is by actively collecting court mandated restitution. In fiscal year 2016, over \$9.7 million was collected.

I personally am proud to work for an organization that cares about the community and with a highly motivated group of professionals. The team and the spirit of the season are alive and well. On behalf of Victim Services,

Happy Holidays.

From Boots on the Ground to Boots in the Court: Justice Involved Veterans

By Arlyn Harris

The November 2016 Managers' Forum fell on the heels of Veterans Day and Veterans could not have been a more appropriate topic. The morning opened with our own Veterans Color Guard, Gary Streeter (Retired) and Dene Bimber (Drug Court), thank you both for your service to our country and our community, along with Adelita Nunez (Supervisor, PSI) singing the National Anthem. Tiffany Grissom, Veterans Court Supervisor, assisted Team Forum with this very special Managers' Forum and coordinated an array of speakers from the Arizona Coalition for Military Families, the Phoenix VA Medical Center, and Veterans Justice Outreach. There was a lot of great information and several amazing stories from APD staff whose loved ones have served (are serving) in various branches of the U.S. Military. Salutations to those who shared their emotional stories; your strength and courage are commended.

Did you know: 10% of Arizona's population are Veterans? There were 393 veteran suicides in Arizona in the last 15 months? Most Veterans don't ASK for HELP? Veterans typically find themselves involved in the justice system as a result of the difficulties they face transitioning from military to civilian life or they are masking other military related trauma, such as using drugs and alcohol use to cope with Posttraumatic Stress Disorder (PTSD), Traumatic Brain Injury (TBI), or Survivors Guilt.

Practical take-a-ways include replacing your current terminology with the following:

- ◆ Have you served in the military?
- ◆ Tell me about your service.
- ◆ Use the term "Service Member" which covers all branches as opposed to Soldier (Army only).

This Managers' Forum was recorded and will be made available in the future.

Thank you, Susan Savoy, for your years of leadership as Team Forum Chair-person!



Kelly Anne Beck and Thomas Winkel,
Arizona Coalition for Military Families



Raymond Perez, VA Peer Support, and
Penny Miller, Veterans Justice Outreach

Garfield Turkey Feast 2016

By Joe Pallo

Heads in the neighborhood turned at the sound of the siren and the flash of the red firetruck headed west on Garfield Street on Thursday, November 17th. The firetruck was not headed to a fire this time. There was something different about this firetruck. If you looked closely, the passenger was not dressed in the uniform typically expected of a fireman. He wore a red outfit and had long white hair topped with a red cap and he sported an even longer white beard. St. Nick himself was visiting the Garfield Probation Center for the annual Turkey Feast.

Soon the neighbors formed a line down Garfield Street. The guests were welcomed at the front door by Deputy Chiefs Michael Cimino and Saul Schoon. They handed out special tickets to the children who wished an appointment with Santa Claus. The duo also pointed out the staff from Walgreens who were offering free flu shots; 56 individuals took advantage of the opportunity. APO Sunikia Bullen loaned her bi-lingual skills to the crowd when the opportunity arose.

As usual, a turkey dinner with all the trimmings was loaded on to plates and handed out to 540 guests. About 316 children took advantage of Santa's visit to discuss strategies with him as to just how he will be able to deliver just the right toy for them on Christmas Eve. The line to Santa's chair was quite long, so in the meantime, the guests enjoyed their food and mingled with Mrs. Claus (Supervisor Jessica Ethington) who accompanied her husband to the celebration.

There were lots of things to do at Garfield. Officers manning a booth handed children's books to anyone who asked. Music was provided by our department's resident Disc Jockey Manny Barron. I am sure no one will forget the sight of the children dancing along with Phoenix police officers and probation officers to some of Manny's lively tunes. Some of the children participated in the face painting activity, courtesy of SO Tamara McBride, who invited a talented face artist to work her magic.

Chief Barbara Broderick and her special guests, Presiding Judge Janet Barton and Judge David Gass, gave Santa a break by assisting him in handing out the toys which were gathered throughout the year by Probation Department employees. I am sure Santa appreciated the help. The Garfield staff was honored by the presence of these judicial officers.

A number of social agencies like Big Brothers/Big Sisters, the Marc Center, Crisis Response Network, and Native American Health were on hand to engage the guests and hand out information. The Arizona Probation Officers Association provided financial support and members were also rolling up their sleeves to pitch in wherever they were needed.

Many thanks go to Norma Brasda, Amelia Giordano and their crew at the Garfield Center for planning and carrying out the annual Turkey Feast. This event doesn't happen by itself. Planning begins when the thermometer is still in triple digits.

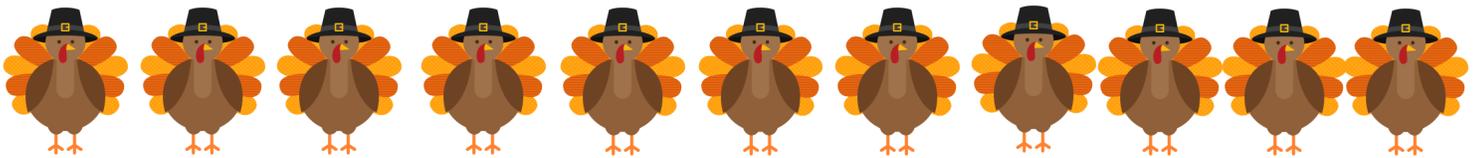
Garfield Turkey Feast 2016

By Joe Pallo

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Surveillance officers once assigned to the Garfield Post return during Turkey Feast like swallows returning to Capistrano (look it up) to lend a hand. Official Elves Michele Mayer and Tammy Allen worked tirelessly, like they always do each year, to ensure the toys and candy for the children are readily available. Thanks also to the 103 wonderful volunteers from the Probation Department and other Maricopa County agencies and departments for taking valuable time from their work and donating it to our celebration. A special shout out goes to Phoenix Police Officer Mario Ancich and his fellow Phoenix Police Officers, who all pitched in and helped out. See you all next year.

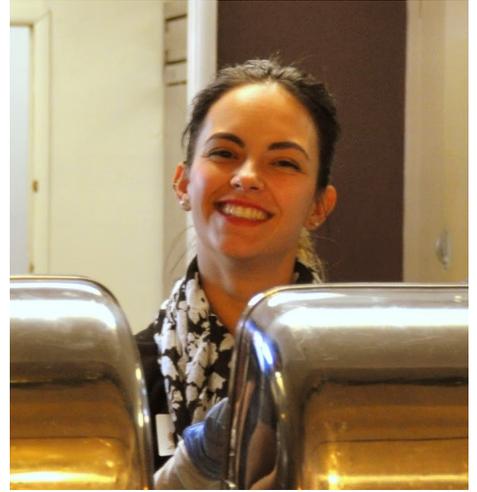
Garfield Turkey Feast photos taken by Kristi Wimmer.



Garfield Turkey Feast

Photos taken by Kristi Wimmer

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Thinking for a Change (T4C) – Evidence-Based Practice Tool That Works

By John Smith

The Thinking for a Change (T4C) program in Maricopa County started with a few classes back in the 2000s and has expanded to serving hundreds of Maricopa County participants who are on probation or incarcerated. T4C classes teach participants to resist recidivism, practice social skills and make positive choices like probation compliance and employment retention.

Research establishes Thinking for a Change (T4C) as evidence-based. Early T4C research found “Thinking for a Change group completers differed from untreated probationers, with about a 33% reduction in new offense charges.” Researchers also reported “positive changes in interpersonal and problem solving skills among probationers who completed Thinking for a Change compared to comparison subjects.” (1) Later research followed the Tippecanoe County (Indiana) Probation Department. Tippecanoe, like Maricopa County, implemented T4C using field instructors. Researchers wrote, “Participation in the [T4C] program... is associated with appreciable reduction in recidivism.” (2) Isn't that what you want for probationers?

Many officers with specialized caseloads (Sex Offender, DUI, Veterans, and Drug Courts) use T4C as a pre- or post-treatment activity. Kenneth Gorr, IPS Sex Offender unit supervisor, taught T4C and recommends it to his officers. He is convinced T4C works because he practices T4C techniques himself. “In effect, the program changed my life. I knew if it had that kind of impact on my life, then it was bound to have a dramatic effect on the lives of those who chose to participate in the class.” Officers share the belief that T4C works. Probation officer Darcy McLeod says, “I have witnessed major behavior changes in several of my defendants who have completed the program.” Other officers find that their T4C participants show changes in behaviors and attitudes. “When they go through the program, it is pretty awesome to see the transformation,” reports IPS officer Janet Acuna. Rachel Nededog, a standard probation officer, adds that T4C teaches her probationers to “make sound decisions or hold themselves accountable for their actions.”

Stories motivate Supervisor Gorr to recommend T4C. He tells about a person he once supervised who “...had an 'aha' moment during class regarding how he could get what he wanted in life if he just utilized the skills...” He also recalls a person who began to cry during class because, “...no one had ever taken the time to teach her the skills before so she could have led a very different life.” He likes to, “tell my officers those stories and encourage them to allow their clients to experience those moments as well.”

(1) Golden, Lori. *Evaluation of the Efficacy of a Cognitive Behavioral Program for Offenders on Probation: Thinking for a Change*. 2002.

(2) Lowenkamp, Christopher T., Dana Hubbard, Matthew D. Makarios, and Edward J. Latessa. “A Quasi-Experimental Evaluation of Thinking for a Change: A ‘Real-World’ Application.” *Criminal Justice and Behavior* 36, no. 2 (2009): 137-146.

MCLEAPS Experience

By Bryanna Christensen

My name is Bryanna Christensen and I am a senior at Arizona State University graduating in May 2017 with a degree in Public Service and Public Policy with an emphasis in Criminology. Throughout this semester I took part in the Maricopa County Leadership and Education Advancing Public Service (MCLEAPS) program, which is an internship linked between Arizona State University and Maricopa County. I am among eight other students that received the MCLEAPS internship. This internship is a full immersion program that lasts the full semester. Students work 40 hours a week and gain hands-on experience that helps us apply our school work to the real working world. My internship was with the Adult Probation Department. It is a competitive program for which the top students are chosen to receive this paid position.

At the beginning of this internship, I was a bit overwhelmed by all of the new information that was being thrown my way. After a lengthy application process and a few interviews, I was chosen to be a part of the Policy, Planning and Analysis Division in Adult Probation with Jennifer Ferguson. Having a major with an emphasis in criminology, I have taken quite a few criminal justice courses, but one of my first impressions with MCAPD was how little I knew about the Adult Probation Department and I realized that the small chapter that touches on probation was very vague. Before this internship, my interpretation of probation was only one task, which was the field officer supervising a probationer. My time with Adult Probation has shown me how much more vast the department is. They are all working together to better this community and I can clearly see how each and every employee is making a difference. One of the aspects I enjoyed most interning with Jennifer was how she created my schedule to see the entire probation department from start to finish. Meaning I started with a tour of the jail and Pretrial and spent my last few weeks going on a field observation and attending probation violation court. I feel like this really put all of the process and true meaning about what it is to be a part of probation together for me. This experience has really opened my eyes to the public service opportunity that Adult Probation offers.

For as long as I can remember, I have been focused on pursuing a degree in Law and have always been focused on the front end of the Criminal Justice System (CJS), the punishment of criminals. This experience has given me the insight into the rehabilitation and treatment side of the CJS. I know this has changed my outlook on the entire field, seeing that there is so much more that happens to these individuals that choose to disobey the law. It is not all about punishment and paying their dues, but also to give them the tools to return to society and become better citizens. This is where the balance between enforcing the law and affording opportunities for change becomes critical. During this internship, I feel like I came to know myself better and this has helped me with seeing my future in a better light. Before this internship, I had never truly pictured myself being involved with probation, and wow, how my view has changed. I have learned throughout this process that I do have a drive to work in this field and to pursue a career with Adult Probation.

MCLEAPS Experience

By Bryanna Christensen

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I was also given the opportunity to attend meetings and trainings that made me feel like a true employee. I feel like this MCLEAPS experience is one of a kind. I never felt like I was just an intern, but part of the team. I see the value in my work here and also the gratitude from my co-workers. These months have gone by so much faster than I ever anticipated. I am so humbled for this experience. I would like to thank the entire APD, along with the Policy, Planning and Analysis Division, for including me in their everyday work. But most importantly, a very special thank you to my wonderful supervisor, Jennifer Ferguson. Without your experience and knowledge I would not have come this far.



Looking Out for the Kids

By David Taylor

While conducting evening field work, Probation Officers Paul Berardi and Zachary Nothwehr went above and beyond their regular duties, resulting in safer circumstances for a group of small children.

Paul attempted to make contact with a new probationer at his residence. A small child answered the door and indicated that the probationer was not home. Instead of simply moving on to the next field contact, Paul investigated the situation further. He discovered that four small children, between the ages of one and six, were home alone. Paul contacted his supervisor and notified police, who responded to the residence and took over. Shortly thereafter, the Department of Child Safety took custody of all of the children. The probationer, who is on probation for Child Abuse, returned to the residence hours later. Both the probationer and the children's mother were subsequently charged with Neglect.

Without Paul and Zach making this contact and taking action, the children would have been home alone for more than seven hours. The awareness and attention of Paul and Zach to this situation may have kept the children out of harm's way and has resulted in them being in a safer place.

Communication Committee – Year End Update

Submitted by the Communication Committee

The Communication Committee was introduced in the January/February 2016 Chronicle in an article titled “Improving Communication” by Rodney Rego. In the Department’s continued efforts to improve internal communication, this article was prepared to update all staff on the Committee’s progress over the past calendar year. The Communication Committee as a whole meets on a monthly basis to discuss various issues and strategies to improve communication. Four subcommittees (Email, Department Organization, Safety & Training, and Intranet) were also established to focus on specific departmental topics or special projects. The following is an overview of key developments listed by each subcommittee:

Email:

The primary form of communication in the Department is through emails. This subcommittee is focused on developing a user friendly process that allows all staff to communicate to the committee any topics of interest. A designated email address was established at APDCommunicationCommittee@apd.maricopa.gov for staff to utilize to address questions or concerns regarding virtually any topic of interest. All submitted messages receive a prompt initial response and will be routed to committee members or other area experts to

**DID YOU
KNOW?**

address and respond to messages. In addition to providing a communication avenue for staff, all subcommittees and other department staff contribute to developing Did You Know (DYK) messages. DYK messages are sent out department wide on a variety of topics ranging from officer safety issues to general information about various divisions. During the calendar year, nine DYK messages were sent out department wide and are available for your reference, to view or print anytime, on the M: drive in the Communication Committee folder under published DYKs.

Department Organization:

The purpose of this subcommittee is to educate and bring awareness to staff about the different areas within our department and touching on important aspects that might sometimes be unknown or overlooked. Our goal is to provide a roadmap through the Court process as a case may travel within our department. We started with Pretrial and Presentence and plan on working our way through all units including specialized caseloads and ending with a commentary on Probation Violation Court and Records. By the end of 2017, we would like to provide the Department with an Organizational Chart of each Division and Units to be a useful reference.

Safety and Training:

To raise awareness of the current trends and to increase officers’ safety, the Safety and Training subcommittee provided information to officers on the record high increase in seized weapons found in searches and the dangers of dog bites, which are the third most common cause of employee injuries.

Communication Committee – Year End Update

Submitted by the Communication Committee

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The subcommittee also worked with Policy, Planning and Analysis Division to analyze Special Incidents Reports looking for trends that field officers should be aware of. Additionally, the subcommittee provided helpful tips on how to stay safe during the hot summer months.

Intranet:

In response to the Department's call for updating the intranet, the subcommittee has focused on helping to re-organize. You may have noticed some changes. We have partnered with Policy, Planning, and Analysis on making the intranet more user friendly for all staff. For example, forms have been cleaned up and will have a new location soon. Policies have been renumbered and refreshed. Look to 2017 for more changes. The Intranet subcommittee wants to hear from you with questions or concerns, so let us know!

The Communication Committee is always interested in hearing your ideas, suggestions and comments to improve communication. Staff is encouraged to contact a committee member directly or submit a message to our designated email address at APDCommunicationCommittee@apd.maricopa.gov. To find contact information for a committee member, please click on the following link and search for the name <http://courts.maricopa.gov/apd/PhoneList/index.asp>.

Committee members: Kristi Ward (chair), Michele Butcher (co-chair), Joi Alicea, Tiffany Butler, Catherine Button, Kyesha Gatison, Jill Gentry, Daphne Haslerig, Jessica Hogg, Kirsten Lewis, Sanja Markovic, Carey McGrath, Douglas Murphy, Taylor Pile, Karie Strauss, Lolita Rathburn, Rodney Rego, and Martha Romero.





2016 Supervisor Leadership Academy

By Jennifer Biddle

Beginning in July 2016, I had the opportunity to participate in the 2016 Supervisor Leadership Academy. SLA is a six-month leadership class that provides supervisors the opportunity to develop and enhance their leadership skills to augment their leadership within the workplace. My class spent two days each month focused on leadership development by discussing topics such as linking leader behaviors to implementation of evidence-based practices, creating/changing organizational culture, managing conflict, leadership and team development, and how to have crucial conversations. For each area discussed, we were provided strategies to successfully navigate the circumstances. The 2016 SLA was facilitated by many of the division directors, which provided students the opportunity to see the variation in leadership style and to hear their leadership experiences. One of the most valuable things that I took away from the training is the importance of identifying when to have crucial conversations. There are many instances in which we hesitate to have difficult conversations and we are possibly creating bigger issues if we do not identify and address the concern at the onset.

There were a variety of counties, including Maricopa, that were represented at the academy. The learning experience was greatly enhanced because of the diversity of the class. We had a great time getting to know one another and enhancing our skills by discussing challenging situations with our fellow classmates. We developed relationships that will continue throughout our careers. The 2016 SLA class graduated on December 8, 2016.

Congratulations to my fellow graduates of the 2016 Supervisor Leadership Academy!



Back Row (left to right): Kim McCurtain, Chad Feipel, Wilbur Brown, Veronica Gunnison, Erika Pisano, Stephanie Donaldson, Heather Peckham, Scott Mortensen, Sarah Graves, Karla Billingsley, Erik Hernandez, Tanya Kluender, Theresa Boelts, Kevin Manny. Front Row (left to right): Jairo Torres, Veronica Vincent, Jennifer Biddle, Jocelyn Myers, Angela Jones, Michelle Olivarez, Sonia Cruz, Maria LaScala Chanto, Stacie Blackburn, Imelda Arellano-Nunez, Jessica LaRue. (Not Pictured: Alicia Valenzuela, Winifred Lincoln).



New Officers Join the Department



Pictured from left to right: Bart Careaga, Barbara Valdez, Emily Styner, Femi Alege, Mariella Vela, Kory Petersen, Edlin Rasmussen, Martins Okam (hidden), Zemora Davis, Alex Escobar, Issiah Murray, and Michael Graffeo.

Andrea Romano Promoted to Supervisor

By Ivan Ramirez

Please join us in congratulating Andrea Romano on her promotion to Adult Probation Supervisor with the effective date of November 21, 2016. In her new position, Andrea will be providing leadership to a standard Sex Offender unit at the Black Canyon Building.

Andrea has been with Adult Probation for about nine years, and her first assignment was in a standard field unit in Maryvale until she transferred to the SMI Sex Offender caseload in 2013. While working for MCPD, she has also served as a member of various committees: Fun Police at Western Regional Center (WRC), APETS Agent,

EBP Advocate, and the SMI-FACT Team Committee. Andrea has also served as a peer mentor in the WRC Morale Committee and is currently a Thinking for a Change (T4C) facilitator. She has consistently been recognized for being organized, flexible, and a dependable team member. Andrea assisted with the APPA conference held in Phoenix in 2013 and she presented on supervision of SMI Sex Offenders at two APPA conferences in 2015. Andrea looks forward to learning new things, working with the officers, and will provide experience and leadership in her new supervising role.



Congratulations Andrea!



November and December Anniversaries

Happy ANNIVERSARY

30 Years

Janet Blake

20 Years

Tammy Aho

Kathleen Frazier

Stephanie Prince

15 Years

Brandon Smith

10 Years

Sylvia Andrade

Kevin Bishop

Todd Bodin

Alanna Rubin

5 Years

Daryl Johnson

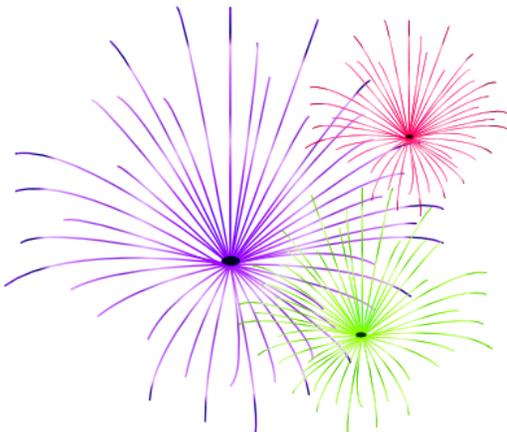
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Please email your submissions to:
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Rules

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

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

4 All non-employees in pictures must have a signed Transfer of Rights and Release form. The form can be obtained by emailing chronicle@apd.maricopa.gov.

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