The Chronicle

Jan / Feb 2003

Newsletter of the
Maricopa County Adult Probation Department

Volume VIII, Issue 1

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St. Patrick's Day March 17

The Chronicle

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Chiefly Speaking

It is a Matter of Trust and Respect

For those of us who have been connected with community corrections for a decade or two, or more, we've seen many cycles to the philosophical approaches and policy decisions that affect the day-to-day operations and practices of our organization.

Policy is often the by-product of many factors. Changes in law, new administrative directives, availability of resources, and budget restraints are just a few of the factors that can have an immediate affect on establishing new policy. Other changes may take a more evolutionary path such as new knowledge from research into best practices.

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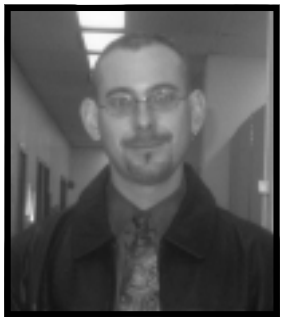
Visions of Excellence

On February 20, 2003, at the Arizona Center AMC Theatre, the Department recognized outstanding staff members who exemplify our Department's mission and the hard work that staff do each day to change lives and make our community safer. Presiding Judge Colin Campbell and Presiding Criminal Court Judge Thomas O'Toole provided opening remarks recognizing Adult Probation's important role in the Court and community. Chief Probation Officer Barbara Broderick served as the Master of Ceremonies for the morning celebration.



Adam Silberman
Surveillance Officer
of the Year

Adam Silberman has the very difficult job of supervising sex offenders on Intensive Probation Supervision. Supervising sex offenders can be emotionally and mentally challenging, but Adam always has a positive attitude. He has a good rapport with probationers, collateral sources, treatment providers, and his fellow officers. Adam's job knowledge, his accurate and informative documentation in APETS,

(Continued on page 3)

Blythe Milby
Probation Officer
of the Year

Blythe Milby has spent the last year working with seriously mentally ill sex offenders, mostly without the benefit of a surveillance officer. She constantly works with Value Options to secure the best treatment and housing available for her clients. Blythe also works diligently to secure civil commitments for those who are too mentally ill to live in the community. She interacts daily with hordes of

(Continued on page 3)

Chiefly…

(Continued from page 1)

Times have changed. We no longer have the resources and staff to provide many of the intermediate sanctions that we used to offer. Also, the trend during the last few years has been increased emphasis on accountability – not just our agency's accountability to the community, but offender accountability to the conditions of probation. One of the initiatives from the Arizona Supreme Court Strategic Agenda for 2002-2005 talks about providing *"a balanced approach to probation that focuses on holding probationers accountable, keeping communities safe, and providing treatment and rehabilitation services to offenders."*

It is crucial that we attend to the rehabilitative needs of the probationer. We can and should reward compliance. But, we must react to non-compliance. While I do not expect anyone to be responsible for the decisions and behavior of the probationer, I do insist that appropriate action be taken when the probationer is in breach of the conditions of probation.

It is proper supervision practice to develop a case management plan that addresses and prioritizes the probationer's most immediate and pressing needs. It is also expected of us to hold probationers accountable to all the conditions of probation, including financial penalties (especially restitution) and community service hours. We cannot give the impression to the probationer, the victim, the Court, and the public that certain conditions that were delayed–for whatever reason–will not be addressed during the course of the probation grant. Keep in mind that many of the terms of probation are statutorily driven and are therefore required by law.

Even though the budget situation has forced us to look more closely at early terminations, we should not be doing them if the probationer is not appropriate.

So many of you have worked hard to earn the trust and respect our customers and stakeholders have for this organization. Unfortunately, trust and respect are fragile commodities. Once lost, they are difficult to gain. I can think of no greater risk to this agency, including the financial problems, than the loss of trust and respect from the Court, the community, and all those who rely upon us to carry out our mission.

This means that we do the best we can to enforce all the Court's orders and not pick and choose the ones we can or will enforce. It is up to the Court to make these decisions. It is our job to make sure the Court has accurate information and our job to follow the orders the Court makes.

In an organization the size of ours, there are many opinions and philosophical beliefs. This diversity is one our greatest strengths and assets. However, if an individual makes personal policy decisions that do not conform to those of the agency, or violates the law, or disregards the orders of the Court, then there is conflict. It threatens our relationship with the Court, the legislature and the public who all place their trust in our ability to supervise offenders in the community. The department cannot function unless we are all on the same page regarding this very fundamental principle. ☙

Win 2 Harkins Movie Passes

Mystery Person

There are 8 clues in this edition of the *Chronicle*. If you can identify the mystery person, send in the name to Merci Hernandez via e-mail by March 21. If there is more than one correct response, the winner will be selected by a random drawing.

Clue #1: This person has been a PO for more than six and one-half years.

Surveillance Officer...

(Continued from page 1)

and his demeanor during probation violation hearings have resulted in favorable Court findings. Always willing to learn more, Adam was recently certified in field sobriety testing and horizontal gaze nystagmus.

Not long ago, Adam and his partner had a probationer who was released from prison early. The probationer did not contact them and was living at a residence with his two minor children, despite having registered a different address with MCSO. At the violation hearing, an inexperienced prosecutor omitted key questions. Adam elaborated appropriately in his testimony to include all the information needed to substantiate the allegations. As a result, the probationer was found in violation of many conditions of his probation, including term #1- failure to register as a sex offender.

Adam goes above and beyond the scope of his duties in many ways. He trains officers on the booking procedures of both Madison Street Jail and the Southeast Facility. Adam also calibrates breathalyzers for the entire Wells Fargo Probation Office. Adam regularly helps other officers with contacts, searches, arrests, and bookings. He will always respond to an officer who needs help.

Adam is the epitome of an ideal surveillance officer and is proudly recognized as this year's Surveillance Officer of the Year.

From the nominations made by Frank Sheppard, Connie Koch and Ken Groom

Probation Officer...

(Continued from page 1)

and mental health professionals.

On numerous occasions, Blythe has assisted the Indirect Services Unit with difficult cases that are not even assigned to her. She has provided invaluable assistance on delicate violation issues on courtesy supervision cases. She has repeatedly taken the time to help Indirect Services determine the best course of action with sex offenders who may be better off living in another county, yet would benefit from more highly developed treatment options in Maricopa County.

The effort she demonstrated with an Indirect Services probationer who was facing civil commitment in another county, despite the lack of a substantiated diagnosis, was truly remarkable. Her intervention with probation, multi-county and state agencies resulted in a placement with the most appropriate psychiatrists and case managers. It is a true measure of her teamwork that she volunteered to keep this case rather than have it returned to the sending officer.

In facing the loss of a close friend and coworker, Blythe has shown herself to be a compassionate and courageous individual. Blythe provided support to her coworkers, coverage for the caseload, and helped prepare a memorial service. All while dealing with her own grief.

Blythe Milby is a shining example of what a probation officer can be. She is proudly recognized as MCAPD's Probation Officer of the Year.

> One of the most valuable things we can do as people is provide each other with hope.
>
> **--Blythe Milby**

As she accepted this award, Blythe shared some deeply moving words. Blythe recalled that during her job interview, she was asked what quality was most important in a probation officer. She answered "hope," and has since learned how right she was. Blythe informed that this has been a very difficult year for her. She questioned everything, including her own worth, following the loss of her good friend Tiffany. Yet, she found that her co-workers were there for her. They supported her, giving her hope. Experiencing this personally, she reflected upon how truly important it is that we provide probationers and the community with **hope**.

From the nominations submitted by Sue Bauer, Erin Cacciatore, and Colleen Curran

Clue #2: This person would rather be water skiing, horseback riding or preparing to run the "Baja."

Marialice Haney Support Staff Supervisor of the Year

Marialice Haney holds award given by Ed Turner.

Marialice Haney is the Support Staff Supervisor at the Garfield Probation Service Center. She and her staff have provided invaluable service to the Garfield Center and helped out in other areas as well. When the Scottsdale office needed assistance due to workload issues, Marialice and her staff provided it. They also provide support services for Sherry Johnston's expedited probation unit.

This past year and certainly in the years that she has been the support supervisor, Marialice has performed her job responsibilities and duties in an outstanding fashion. She expects and accepts nothing less from her staff, the officers, and supervisors of Garfield; although this is not always popular. She is a very effective coach and mentor for not only the support unit, but for all the Garfield staff. Marialice truly leads by example and is always ready to assist with a computer problem or volunteer for special assignments. She is always there when needed and is truly deserving of recognition as this year's Support Staff Supervisor of the Year.

From the nomination made by Ed Turner

Brad Finch Support Staff of the Year

This has been a challenging year for the department generally and for human resources in particular. In the late spring, when the twin specters of budget cuts and a reduction in force reared their ugly heads, **Brad Finch** rose to the occasion. He was called upon to process all remaining performance increases for fiscal year 2002 by mid-June in order to assure approval by the County Board of Supervisors. He worked tirelessly, not only processing the paper work, but also gently nudging supervisors to make sure everyone had a current performance appraisal on file so that the County would process the increase.

When it became apparent that the developing RIF policy would require information from each individual's personnel file, Brad led the effort to pull each file and record information needed for the RIF calculations. When the threat of a RIF reemerged recently, he again hand pulled each file to verify and update the previously recorded information.

Brad has been an ever-present, ever-pleasant presence in the Human Resources Unit. From new hire to retirement and everything in between, Brad takes care of the work behind the scenes. He consistently performs all aspects of his job responsibilities with speed, accuracy and good humor. Brad is well liked by peers and management alike. His institutional knowledge, compassion, humor and intelligence make him highly effective in his position. The Department is proud to recognize Brad as Support Staff of the Year–the second time he has been so honored.

From the nomination made by Lauren Eiler

Probation Officer Supervisor

Marty Soto awards a plaque to Richard Breed

Throughout the past year, and in recent years, no other supervisor has personally assisted so many officers, across multiple divisions, as **Richard Breed**. As supervisor of the Warrants Unit, he has been called upon to coordinate the transport and security of probationers who were arrested and needed medical clearance prior to being booked into the jail facility. This can be a time-consuming and taxing process. On many days and nights, Richard has personally gone to the jail or medical facility to assist, often with the jail or law-enforcement entity on behalf of that officer.

On any given night, Richard may have assisted a domestic violence officer, an intensive probation officer, someone in the sex offender or SMI unit, or numerous other officers and supervisors working standard probation. None of these staff are his direct responsibilities. Division directors, supervisors and line staff have all expressed gratitude for the valuable assistance Richard has provided at very critical times, when no one else was able to assist.

(Continued on page 5)

Probation Officer...

(Continued from page 4)

Appreciation for Richard's assistance is also heard from agencies outside the Department, such the U.S. Marshall's office, Phoenix Police, and most recently, the Coconino County Sheriff's Office. Richard spent a number of hours assisting them in tracking a homicide suspect. That suspect was apprehended and is now in custody. In the process of locating and apprehending some of our most violent offenders, Richard has never hesitated to assist other agencies whenever possible.

At the same time, Richard has continued to manage the warrants unit through the challenges and changes of the past year – higher numbers, improved statistical counts, a standardized APETS entry process for the unit, and oversight of training and safety practices and policies as they develop. In the matter of intangibles, Richard has instituted integrity and hard work through role modeling. The positive influence he has had as a supervisor and as a representative of this department has been far reaching from both an internal agency and a valley-wide perspective.

Richard has been "Supervisor of the Hour" on many, many occasions throughout the past year. It is because of his dedication and his lasting impression on people and agencies that he is recognized as Probation Officer Supervisor of the Year.

From the nomination made by Marty Soto

Brandi Strieter and Kristi Ward Outstanding Service to Crime Victims

Brandi Strieter, Barbara Broderick, and Kristi Ward

Brandi Strieter and Kristi Ward are officers in the Domestic Violence Unit who share an office and frequently work on cases together. They consistently go above and beyond in protecting and empowering victims. Between the two of them, they conducted 1,012 victim contacts and made 91 victim referrals to services in the community over the past year. Furthermore, they made 21 arrests of domestic violence offenders with an immediate impact on victim safety. Typically, these arrests were prompted by distress calls from victims and were conducted during late evenings and weekends.

Even after ensuring victims' safety by arresting offenders, Brandi and Kristi have been known to continue assisting victims with housing, medical care and employment while offenders are incarcerated. On one occasion, they even rescued a victim's pet after the offender, who was in jail, threatened to have a friend go and kill the victim's cat. The victim was temporarily in custody, so Brandi and Kristi went to the victim's apartment, rescued the cat and placed it in a shelter until the victim was released.

These dedicated officers are recognized as a team for their Outstanding Service to Crime Victims.

From the nomination by Saul Schoon

Armando Gandarilla Volunteer of the Year

In presenting this award, Judge Reinstein remarked that former employee **Armando Gandarilla** has touched many of our lives personally and professionally. Some of the projects that Armando has managed include the Christmas food baskets, Nite Hoops and recycling bicycles. Armando served on the Board of OIC and the Trial Boards Commission. He continues to serve on the board for the Grant Park Neighborhood. Beyond ***Volunteer of the Year***, Armando is the ***Volunteer of a Career***.

Melinda Van de Water Intern of the Year

While earning her Masters degree from Ottawa University, **Melinda Van de Water** completed her internship with our Community Punishment Program. She completed 340 hours facilitating substance abuse treatment groups at the Northeast and Wells Fargo office, going wherever she was needed. She continued to contribute hours after her internship was completed until she obtained her current position with Black Child and Family Services. For her valuable contributions to our organization, Melinda is recognized as Intern of the Year. ☙

Phoenix Police Officer **Jason Schechterle** was badly burned when his police car exploded in flames after being hit from behind March 26, 2001 by a taxicab. The collision occurred late in the evening near 20th Street and Thomas while Jason was responding to a call. The Phoenix Fire Department was also in route to the same call and witnessed the tragedy. The Fire Department did an amazing job saving Jason's life, freeing him from the burning vehicle. He received severe burns to his face, arms and upper body. Transported to the Maricopa County Hospital Burn Unit, he was treated for over four months until he was finally transferred to the Good Samaritan Rehabilitation Unit. Jason has since fathered his third child and served as a deep source of hope and inspiration for those of us who followed his heroic recovery. Jason has persevered through remarkable progress in his ordeal, and has returned to work for the Police Department as a public information officer. ☙

Active in His Community — APO Bill Tremont

Jason Schechterle and APO Bill Tremont.

Emotions ran high at VFW Post #720 January 18th when PO **Bill Tremont** acting in his role as Post Commander presented Phoenix Police Officer Jason Schechterle and wife Suzanne with recognition awards for their community service. Although Jason has been in the media limelight for the past couple years and received numerous accolades for his brave recovery, Suzanne had never before been formally recognized for her strength and inspiration.

Suzanne fought back tears as Bill Tremont paid tribute to her courageous devotion to Jason's countless hours of rehabilitation. She explained there was never any doubt he would live through the disaster, because the couple always knew they would spend the rest of their lives together.

Jason and Suzanne's recognition ceremony coincided with the annual State Veterans of Foreign Wars/Ladies Auxiliary Voice of Democracy Essay Contest at the VFW Post. This year's essay topic was "Freedom's Obligation." High school students from around the State competed for academic scholarships and a chance to represent Arizona in Washington, DC to compete for the National Essay Title. Scholarship prizes will total $141,500, with the first place winner earning $25,000. This year's Arizona student representative, Danielle Schaffer of Phoenix was selected to compete in the Washington finals. Bill Tremont, Post Commander since 1998, coordinated the 56th annual event, which drew about 400 students, veterans and guests.

Community service is nothing new to Bill's VFW Post. Each year, they present free Thanksgiving and Christmas holiday dinners to the homeless and needy. At November's Veteran's Day Parade in central Phoenix, Bill worked with Montessori Elementary School students to decorate their float entry, a military Humvee. The float won second prize. Bill and his fellow post members also organized the students' Valentine's Card drive for hospitalized veterans. Meanwhile, he frequently speaks as a school guest on veteran's issues.

Bill enlisted in the U. S. Army in 1964. He attended basic training at Fort Polk, Louisiana; Clerk School at Fort Knox, Kentucky; Military Police School at Fort Gordon, Georgia; and recruiting duty in Beckley, West Virginia. He was stationed in Korea, and has fought in combat in Viet Nam. He received an honorable discharge from the Army in 1968. He supervises a standard field caseload from the Scottsdale Office. ☙

by Kyle Mickel, Standard Supervisor

Clue #3: This person was secure in rooting for the Kansas City Chiefs.

Defensive Tactics Update

Gary Streeter
Safety Supervisor

Upon my return to work in mid-December I stepped into the newly created position of Safety Supervisor. This position falls under Staff Development and Training, and includes supervision of Safety Training Officer Robert Villaseñor. Robert did much of the footwork on safety-related matters over the last several months, which made my return a smooth one.

Although I have a variety of responsibilities including working with the Administrative Office of the Courts (AOC) on safety issues, and resuming my work with the Safety Committee, my main focus thus far has been on defensive tactics. As the name implies a defensive tactics system (and there are many) is DEFENSIVE in nature as opposed to OFFENSIVE. All of the individual techniques, such as wrist locks, stances and strikes, when put together form a comprehensive system to deal with any given situation. These tactics then fit into the continuum of control and are utilized based on the officer's perception of a situation. It is my sincere hope that no one in the department ever encounters a situation where these tactics have to be used. However, if an officer should find him or herself in such a situation, defensive tactics training will help the officer more easily and capably resolve the situation even if physical force is necessary. Additionally, defensive tactics training will increase the officer's ability to successfully defend him or herself, and decrease the chances of being injured.

As many of you know last summer a small number of our staff participated in defensive tactics training provided by the staff at the Arizona Law Enforcement Academy (ALEA). This training was very beneficial, and it gave us a head start on getting instructors trained. Currently we have fourteen officers fully certified as defensive tactics trainers. As of this writing another nine staff, myself included, are scheduled to attend AOC's *Defensive Tactics Train the Trainer* course in late February. My hope is that we will be able to schedule at least one more course in March to further increase our cadre of instructors. If not, I will continue to work with AOC staff to get more instructors trained.

Training a department of our size in a timely manner presents quite a challenge. Given the variety of positions and limited training resources available we are prioritizing the training schedule. I anticipate training for the entire department will commence in April of this year. The first groups to participate will be the Executive Team, the remainder of the Warrants Unit (most unit members are already fully trained), and the Domestic Violence Units. They will be followed in order by all Surveillance officers; IPS PO's and Supervisors; SMI and Sex Offender officers and Supervisors; Standard Field officers and Supervisors; Administration; and Presentence officers and Supervisors. Other questions involving the logistics of the training are still being addressed.

Because this training is being conducted on such a massive scale, and will impact the day to day operation of each unit I have made a point to solicit input from line staff and managers. For example, supervisors were queried about training their units as a whole or dividing up staff to minimize coverage issues. Also, I have spoken with current instructors and their supervisors to determine how frequently an instructor can be away from his or her primary job. The instructor's absence will impact not only the caseload, but also the unit since the instructor's caseload will need to be covered. These are but a few of the issues under consideration as the planning process continues.

As to the curriculum of the defensive tactics course, again many of you have undoubtedly heard the tales from the ALEA training of the mighty Redman and adventures with OC spray (pepper spray). Are these same training items found in the AOC defensive tactics curriculum? The answer is yes, but somewhat scaled down and with a "twist" toward probation. For example, the AOC course does not require students to be sprayed with OC, but rather it is applied to the face with a cotton swab. The AOC curriculum does require physical exertion in the course of learning a variety of strikes and kicks, parrying techniques, and use of the expandable baton. So, I would encourage everyone to start a physical fitness program. Doing so will increase your fitness level, which positively impacts your ability to do strenuous activities like defensive tactics. Increased physical fitness also improves your mental preparedness. Key components common to a fitness program and defensive tactics include endurance, strength and flexibility. Of course, you should check with your physician before beginning any new exercise program.

I hope this article has shed some light on a much-talked about topic, and dispelled some misconceptions. When it is your turn to attend DT training come with an open mind and lots of energy. I guarantee you will learn something new, and believe you will have a good time doing it.

If you have any questions feel free to email me at gstreete@apd.maricopa.gov or call me at 506-3264.

by Gary S. Streeter, MCAPD Safety Supervisor

Managing for Results: "We're On Our Way"

Robert Cherkos
Strategic Planning Coordinator

At the risk of being politically incorrect, let me start with a confession. I liked the "Little Rascals." One of my favorite characters was Stymie. I thought he was an entrepreneurial genius who constantly came up with new business ventures and was unafraid to take risks. One of his enterprises involved a taxicab company. He got an old Model T Ford and put a rear engine in it. Actually, the engine was an alcoholic mule that would go homicidal whenever it heard someone sneeze. Sure enough, at the top of the most monstrous Hollywood hill, someone would sneeze; the mule would go psychotic and break loose, leaving the cab to go careening down the hill while skirting one disaster after another.

While the cab descended out of control, one of Stymie's loyal customers asked him where they were going. Stymie's response, "I don't know, but we're on our way."

It may seem that the current budget crisis is a similar free fall, lined with doubt and uncertainty about the future. It would be comforting to know that there is a giant haystack at the bottom of the hill to save the day. But that is the movies, not reality. It is only natural that some of us feel helpless and powerless to do anything. But is that really the case?

For the past two years you've probably read or heard a lot about performance measures, establishing baselines and making incremental improvements in our numbers. Not very exciting, but it does help show how we are doing. And in today's world, "results" gets funded, and funders want to know if we are delivering the goods to our customers. Managing for Results can be narrowed down to this very simple paradigm.

Management has to make some difficult decisions about the future of this agency. They may be forced to cut back or eliminate services that are not proven to be effective on the basis of either performance or cost. That's their job. They also have to convince our funding sources and the powers that be that what we do "works" to protect the community and make our neighborhoods safe.

So, what can we do as individuals to make a difference? It's tempting to say we're already doing the best we can. Or, that we cannot make our "numbers" better while we have all this extra work to do because of increased workload. That does not mean that we should not strive to do better, even at just one thing no matter how small. It may be something that you can do a bit more efficiently, or effectively, or costs a little less. This may not seem like much, but if we all do one small thing, it can ***result*** in something large. Collectively, we're a pretty potent resource.

> "In the final analysis, it is often not what we do but rather how we do it that determines whether we succeed or fail. When we face a potential budget crisis, it is a time for action. We should not circle the wagons but charge ahead. It is not a time to require less, it is a time to require more. It is also an opportunity to reaffirm what is important, what our values are, and what we believe in. It is a time to stand up and be counted, to move forward with conviction and determination to achieve the agency's vision and mission."
>
> Thomas F. White
> Director of Operations
> Connecticut Judicial Branch

by Robert Cherkos, Strategic Planning Coordinator

Farewell Marian Bechtel

It couldn't have happened to a nicer person. **Marian Bechtel** finally decided to take a break from 40 plus years of work and see another side of life. Marian retired on December 31, 2002, after 20 years of service to the Adult Probation Department. Before her career here, Marian worked as an over-the-road truck driver, suffered on the assembly line at Westinghouse, ran her own office-cleaning business, and worked in the Arizona Department of Transportation motor pool.

Marian started her career here at the now demolished "500 South" building, assisting with processing out of state cases (yes, probationers were allowed to move out of state even back then). She soon transferred to our Tempe Field Office (the Department's first "satellite" office) as a clerk/typist. Marian's talents quickly became evident. She became known for her strong work ethic and efficiency. Any probation officer who worked in the Tempe Office soon discovered that Marian was the one who could be relied on to get their petitions and reports completed expeditiously and without error. After a year or so she was promoted to Administrative Assistant to the Eastern Field Division Director. From there she moved to the "Hohokam" building (the Tempe Office had become vastly overcrowded and unworkable). Marian was instrumental in coordinating the move of some 55 staff and 3,500 probationers to the newly remodeled building. From there she moved to the Central Court Building as Administrative Assistant to the Presentence Division Director.

After two years working "downtown" Marian returned to the eastside, where in 1992 she became Administrative Assistant to the Division Director in the Centennial Building. She was eventually promoted to Support Staff Supervisor at the Centennial building where she remained until the Fall of 2001. Marian ultimately decided to hang up her management spurs and transferred to the SEF Presentence facility where she ended her probation department career working as a presentence screener. During this whole time Marian also found time to serve on the Foster Care Review Board, reflective of her great concern for the welfare of children.

During her years in the Department, Marian was described as "exuding quiet confidence," exercising "common sense" in her decision-making, and as "the glue that held them (the support staff) together." Marian wanted no big good-byes or fancy send-off. She simply wanted to be remembered as someone who cared about doing her job to the fullest and someone who made a difference here.

She has moved to her newly built home in Yavapai County, just north of Prescott Valley. Marian vowed to not spend one more summer in the Valley of the Sun heat. She took her first real vacation this January when she traveled to Hawaii. As a single mother, Marian had always been too busy and too short on discretionary funds to take a real vacation. Now, her two children are grown and on their own, she is retired, and she can start taking care of Marian—oh, and occasionally looking after her two grandchildren. Knowing Marian, she'll wind up back in the saddle someday, only this time at a less hectic pace. We wish Marian the very best of health and happiness in her retirement.

by Mike Jones, PSI Supervisor

Seniority Salute

25 Year Anniversary with the department

Richard Rodgers 3-19-03

Retirements

Marian Bechtel 12-31-02
Wayne Scamuffa 12-31-02
Kathleen Gudenschwager 1-01-03
Connie Curtin 1-31-03
Verleane McKind 2-21-03

Gift Wrapping Project

Derek Halsey

Barbara Broderick

Steve Lonsberry

Wildlife Critter Care and the Adult Probation Department joined forces last Christmas to raise money for charity. Probationers, agency representatives and probation officers wrapped gifts for donations in front of the Wal-Mart located at 2020 N 75th Avenue. Wildlife Critter Care was generous enough to donate half of the proceeds from the project towards the APD Food Basket Committee, providing an additional $784.00 that MCAPD used to purchase food for needy families.

Thanks to the representatives of Wildlife Critter Care who took the time to teach Wrapping 101, the probationers and staff really enjoyed the project with some volunteers learning how to wrap gifts for the first time. Community members commented that they were glad to see probationers working at such a project. Some MCAPD staff reported the event made them feel exceptionally good and they had fun seeing the different gifts people were giving. ☙

by Jeny Ramirez, Spanish Speaking Intern

Tools Employed by Officers Supervising the Seriously Mentally Ill

Supervising the seriously mentally ill can be a rewarding experience for officers looking to assist probationers who have special needs. In most cases, these probationers present unique challenges, as they work through various mental illnesses and gain the stability necessary to successfully address their conditions of probation. The ultimate goal is for probationers to recognize that in most instances their mental illnesses have contributed to their present legal dilemmas. Officers hope these probationers use the services available to them and learn to cope with crises constructively and in a way that will not lead to further involvement with the criminal justice system while on probation or once they complete probation.

The primary agency that SMI officers work with is Value Options. Although there are other services available, Value Options offers the most comprehensive, ongoing care available to the mentally ill. When an officer suspects a probationer suffers from a severe mental illness, he/she can be referred to Value Options for a screening that will assess their illness and specific needs. Through the screening process Value Options determines if the probationer suffers from a mental illness and what services the probationer can receive. Through Value Options, probationers have access to case management, psychiatric care and medication. Probationers can be placed in various programs that can assist them in becoming stable, law-abiding and productive. Case managers can also assist with financial issues and housing, as well as providing the appropriate level of in-home care. It is hoped that probationers realize the benefits of their required participation with mental health services during their period of supervision and continue to use these services after completing probation.

One effective tool SMI officers use to gain probationers' compliance is a status conference. These conferences are generally preceded by a staffing between the supervising officer, the case manager, attorneys, and the judge in chambers. These conferences help reinforce with probationers the consequences of ongoing non-compliance and help improve communication between treatment providers and members of the Court. By using status conferences the number of petitions to revoke filed have been significantly reduced in the SMI unit. The use of status conferences should continue to contribute to the Adult Probation Department's overall objective of motivating positive, long-term changes in offenders, while also providing continuing protection to the community. ☙

by Reed Stewart, APO

X-Tattoo Program

Do you have a probationer who is a gang member, and has VISIBLE tattoos related to gang life? Would the probationer like to get his/her tattoos removed to enhance employability, or to renounce affiliation with the gang? If so, the answer is X-Tattoo, a program coordinated through the City of Phoenix. This program utilizes laser removal technology, and consists of a series of treatments. The number of treatments required depends upon the intricacy of the tattoo. Applicants are screened by the City of Phoenix, and if accepted are placed on a waiting list. This is a VOLUNTARY MEDICAL TREATMENT so officers cannot attach sanctions or issue directives mandating compliance.

To apply, your probationer simply fills out the program application, which can be found in the forms area of each area office (if none are found please contact me). You can also call (602) 534-3121 or (602) 261-8411 to have an application faxed to you. Once the application is completed mail or hand deliver it to the City of Phoenix At Risk Youth Division, 3333 N. 7th Avenue, Phoenix, Arizona 85013. Applicants will be notified of their status by mail.

Requirements:

PARTICIPANT GROUP	AGES	COMMUNITY SERVICE HOURS	EDUCATIONAL WORKSHOPS	PER TREATMENT FEE
YOUTH	13-19	16 hours	YES	$10.00
YOUNG ADULT	20-22	16 hours	YES	$25.00
ADULT	23 & older	8 hours	OPTIONAL	*FEE SCALE

*** Adult fees cannot be determined on the phone, you must attend an orientation and assessment because the fee is based on the characteristics of the tattoo.**

NOTE: Community service hours completed to satisfy a term of probation will be accepted by X-Tattoo. Be prepared to provide proof of completion.

I believe this program is a great opportunity for probationers who want to make a positive lifestyle change. They also receive a service, which would normally be beyond their financial means. Removal of gang related tattoos can provide a huge boost in a probationer's self esteem and your referral may help establish a positive rapport.

If you have any questions please contact me at 506-3264. Staff for the X-Tattoo Program can be reached via email at xtattooprogram@yahoo.com.

by Gary S. Streeter, MCAPD Safety Supervisor

Clue #4: This person chased people across the Missouri River for a living.

Clue #5: This person has a "Cowboy" persona.

Assessment and Referral Center

In an effort to streamline the transition of our clients from *pre-* to *post* sentence, the Maricopa County Adult Probation Department Assessment and Referral Center (ARC) was established and has been in operation for several months. A group effort by several dedicated people developed this new concept for a few reasons. Various department entities such as PSI, Reach Out, and CPP (STRONG) were administering clinical assessments to clients to determine substance abuse treatment need. This redundancy proved to be detrimental in many ways: clients became "test wise," it was a duplication of workload, and separate, multiple databases didn't "communicate" with each other.

This team currently consists of six energetic screeners: Teresa DeAndra, Claudia Facio, John Johnson, Rosela Morales Sharon Osboe, and Hong Tran-Hovis. We also have clinicians to interpret assessment information: Rhoda Alexander, Lakshmi (Lucky) Nolletti, and Bruce Isit. So, the team has a *clinical* supervisor, Linda Savage, and an *operations* supervisor, Phyllis Jantz.

On July 15, 2002, we started out small. We began screening out of custody clients, immediately post sentencing in the downtown court complex only. As these clients report to obtain their probation officer assignment, they complete standard assessment tools for internal and community contract providers. Prop 200/DTEF clients are immediately referred to a contract provider to begin the most appropriate level of substance abuse treatment. The team quickly expanded to SEF and the Glendale Regional Court Center, and completed training for community sex offender notification.

Clients released to Pretrial Services Agency supervision complete assessments and begin counseling during the court process. For continuity of services, we have collaborated with PSA. They share assessment information, and for those sentenced to probation supervision, the client needs only to continue in their counseling to satisfy the court order.

For the next major expansion, we assumed the duty of field assessments at all of the large area field offices on the established dates. A Probation Officer can refer a client to a M-OST, Prop 200 screening/referral, or STRONG screening. I eventually would like staff to use the e-mail address, **ARC-APD,** we've established in the county Outlook Global Address List for referrals to field assessments. That way we can look them up to determine if they've already been screened to avoid duplication, and avoid having a client take off work to report when he/she doesn't need to do so.

Future expanded duties include determining eligibility/completing application processes for special funding sources, such as Title 19 (AHCCCS) and Title 21 (AHCCCS/KidsCare). Eventually, we hope to play a part in ensuring that special population clients such as domestic violence, seriously mentally ill, transferred youth, and sex offenders are assigned to the most appropriate caseload and to intervention services as expeditiously as possible.

by Phyllis Jantz, ARC Supervisor

Did You Know?

Probation service fees (PSF) collected during January 2003 increased by 15% for Standard and 4% for Intensive compared to the average monthly PSF collected during the previous six months.

☺ ☺ ☺ KEEP UP THE GOOD WORK! ☺ ☺ ☺

Clue #6: This person was considered to be too mean for Mike Tyson.

"I Can Work More Efficiently at Home, But What Do I Need?"

Information Technology staff are posed this question daily. But, it's not easily answered. There are also a number of issues to consider in making the decision to work from home, including obtaining supervisor's permission and reviewing current policy, but for this article, I am only going to address automation issues. Start by asking yourself the following questions:

1. Do you have your own distraction-free workspace?
Is your workspace an area with minimal interruptions or distractions? Speaking from personal experience, my office workspace at home is a small desk, with an ergonomic chair. It's also away from the television. One big rule my family knows is to leave my "stuff" alone.

2. What equipment will you use?
If you are you going to use one of the department's supplied laptops there are definite advantages. For example, JIS supports our authorized software and hardware. Their hours are Monday through Friday 6:30 a.m. to 6:00 p.m. and you can even e-mail or call them and leave a voice mail message at 602.506.6311.

If you want to use your personal home computer, a pilot project is currently underway. In an effort to allow employees to work from home with their personal desktop or laptop computers, the plan is to provide instructions and minimal assistance installing Metaframe software and configuring dial-up connections. However, if your personal computer breaks down, neither JIS nor Automation personnel can work on, trouble shoot or help fix your personal computer. We are also working to provide instructions on how to install an additional application that is needed if you have a high speed DSL or cable connection.

Stay tuned to the APD web page *Automation/Automation Updates* section for instructions on how to connect using these methods in March 2003.

3. What kind of options should I consider for my remote workstation?
Flat screen monitors are nice, so are all-in-one printers (copier/scanner/printer/fax machine), but these can get expensive. I would recommend starting with a solid desktop with Windows '98 at the minimum and XP as the preferred operating system. A good rule of thumb is to have as large a hard drive and RAM memory as possible, starting around 10 gigabytes for the hard drive and 192 megabytes of RAM. Conducting maintenance such as checking your volumes and defragmenting the hard drive is also a good routine and habit. Think of it as checking the "oil" or "fan belts" in your computer!

Call me old fashion, but within reach of my computer, I also have pens, pencils, and paper handy! Good luck. And remember the old saying: Strive to be the "master" of technology, not its "servant."

by Bob Amavisca, Automation Supervisor

Clue #7: If the situation warrants it, this person can be very defensive in his tactics.

Clue #8: This person has something in common with an old farmer.

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