Chiefly Speaking:
The Holidays Inspire Goodwill

The holiday season is here. Like many of you, I treasure this time of year – the beautiful decorations, gift shopping, music, parties, and family gatherings. Beyond the hectic pace and crazy spending, we manage to remember the true meaning of our holidays and to experience the spiritual inspiration and renewal they bring.

Did you read about the Worcester Wreath Company?

This small company in Harrington, Maine donated 5,000 wreaths to Arlington Cemetery, a tradition they have continued since 1992. The owner, Merrill Worchester, also provided the trucking expense, and various groups helped place the wreaths throughout the cemetery. It’s heart-warming to read about the good things that people do.

Adult probation employees extend themselves throughout the year to help others, yet do that little extra more in December. Probation officers make the necessary referrals so that needy individuals and families receive food boxes, and children receive toys. Some of you help out with social services and holiday celebrations to benefit others. You extend goodwill and generosity and make the world a better place.

Another important aspect of the season is gathering together to share some good cheer. Holiday celebrations have been scheduled or have taken place at some of our offices. Yes, I know who you are! Good for you. You deserve some merriment, so go ahead -- enjoy good food and have fun with your coworkers. (What a wonderful way to spend your lunch hour...)

Wishing you a safe, peaceful holiday season and a happy new year!
Operation Fugitive Safe Surrender

During the four-day (Nov. 15 – Nov. 18) Operation Fugitive Safe Surrender more than 1,300 fugitives surrendered themselves. In collaboration with other criminal justice agencies, the Maricopa County Adult Probation Department put together Operation Fugitive Safe Surrender. The operation was modeled after a similar project in Cleveland, Ohio. Outstanding fugitives were able to surrender at a neutral site, the Pilgrim Rest Baptist Church. The goal of Operation Fugitive Safe Surrender is to have fugitives who are wanted for a non-violent crime and have no history of violence, turn themselves in to authorities. In exchange for turning themselves in, fugitives receive favorable consideration at sentencing.

Three courtrooms, pretrial, probation, and sheriff’s officers, clerks, county attorneys, and public defenders set up at the church in order to process fugitives coming through. By having all the necessary players at one location, cases were able to be disposed of on the day the fugitive surrendered. Many fugitives had their cases disposed of or were placed under pretrial or probation supervision.

Building collaboration and partnerships are guiding principles of evidence-based practices. Operation Safe Surrender mirrors these principles. Collaboration and partnerships are being established with police, faith-based organizations, service providers, neighborhood organizations, and city governments in each region. The collaboration and partnerships will hold departmental leadership accountable to the citizens of Maricopa County and all stakeholders.

DV Units Make An Impact On Domestic Violence

In early October, officers from the Adult Probation Domestic Violence and Warrant’s units participated in this year’s “Domestic Violence Round-up”, kicking off domestic violence awareness month. Each year, agencies across Maricopa County, including Phoenix Police, Mesa Police, Glendale Police, U.S. Marshall’s, County Attorney’s Office, and Adult Probation, participate in this ‘round up’. The goal is to apprehend as many wanted domestic violence offenders during this two-day event, in conjunction with bringing awareness to the issue of domestic violence.

During this year’s ‘round up’, which took place Tuesday evening and all day Wednesday, fourteen officers from the DV units and Warrant’s unit participated, working alongside various police agencies. The hard work and cooperation of our officers resulted in nineteen wanted DV offenders being apprehended during these two days.

As awareness is brought to the issue of Domestic Violence, we are all reminded of the potentially deadly consequences that can result from such violence. Even if such violence does not result in a fatality, we must be aware of the effects of domestic violence on the victim(s) and family. These effects continue to drive our officers to provide hope and services to victims and encourage positive changes in offenders, thus making an impact in our community.
Julie Begona Rides Off Into The Sunset
Submitted by Mary Anne Legarski

At the end of the day on 12/29/06, Julie Begona embarks on the wonderful world of retirement. Julie has had a long and illustrious career with Maricopa County. She started working in the Office of the Court Interpreter on 3/21/81. After seven years of service as a Spanish interpreter, Julie moved on to the Adult Probation Department.

Julie’s language skills were put to good use as a probation officer in the Eastern Field Division where she supervised a caseload that extended from Scottsdale to Apache Junction. After a leave of absence, Julie moved in Field unit 19 at the Tanner Building. From there she went to the Day Reporting Center, a new program that was getting started. Julie participated in the first cognitive pilot program called Crossroads.

Julie transferred to Drug Court in 1995 and was part of a group that implemented the department’s first budget class. At the end of 1995, Julie’s leadership skills were acknowledged and she was promoted to supervisor. She took over the reins of Field Unit 17 in the Western Field Division. This assignment honed her driving skills and her hearing difficulty that coincidentally emerged when others complained about long commutes.

Julie’s role in collections continued to emerge as she supervised the department’s first collectors. As their success and numbers grew, she was transferred to PSC in July 1997 to supervise the first collections unit. Julie started the Financial Compliance Committee which is still in existence. Additionally, Julie developed protocol for those sentenced to unsupervised probation.

In October 2001 Julie was promoted to Division Director, overseeing the Eastern Field Division. Her division was selected to pilot the FROST. The division also developed the quality assurance process for the FROST. This will be the template for the caseload audit process and the new performance evaluation.

Julie leaves a lasting imprint and legacy. Her contributions to MCAPD have been numerous. We will miss her keen wit, intellect and dedicated service.

HAPPY TRAILS.....
Community Partnership With East Valley Police Agencies
Mark Bergmann

Over the last several months, the Probation Service Center has been approached by two local police agencies (Gilbert and Mesa) to promote better lines of communication between our respective departments. The key to each partnership was to openly share information and communicate with these agencies to promote safer communities. To date, several meetings have taken place with MCAPD supervisors, warrants staff and police personnel. Detectives from the Mesa Police Department’s Special Investigations Unit took particular interest with the information our Department could disseminate. Information regarding the defendant’s probation offense and current location would be used to cross-reference any ongoing investigations being conducted. The same information was provided to Gilbert PD, and to date, they remain actively involved with our warrants unit to provide assistance in serving warrants. Additional meetings will be arranged in the future to continue our commitment to making these east valley communities a safe place to live.

Mesa Tattoo Removal Program
Kim Gionta

The City of Mesa’s tattoo removal program has openings for anyone residing in the East Valley that wants to have gang, gang related, and visible homemade tattoos removed. The program accepts individuals up to the age of 25 and requires a commitment not to get any new tattoos during and up to one year from participation. The cost is volunteer service at a rate of 8 hours per treatment session, the first session is free. Anyone interested in applying should contact Dan Zorich at 372-5386 or 619-1833. This is a great opportunity for individuals under probation who want to make a positive change in their lives.

East Valley Transferred Youth Caseload
Lynda Zawatsky

Typically, transferred youth are male and have extensive criminal histories, many times for violent offenses. The Youthful Offender Cognitive Intervention Program with Rick Adams, is utilized to aid in supervision. Working with families, schools, teachers and counselors on a regular basis is a key to success with this population. Some of the juvenile remands participate in the Juvenile Transfer Offender Program (JTOP), which reviews the status of the offender on a monthly basis. The court uses rewards for compliance, and consequences such as community service and jail time for non-compliance prior to a petition to revoke being filed.
The Arizona Quality Alliance has selected MCAPD's Financial Compliance Program for a Showcase in Excellence Award. This recognition follows last year's Showcase Award for the Sex Offender Supervision program. MCAPD's financial compliance process underwent a significant change in 1997 when Julie Begona redesigned the process and the department hired professional collectors. The ongoing efforts of the collections unit, the Financial Compliance Committee, and staff throughout the department have resulted in significantly improved payment compliance and much higher collection amounts for both restitution and probation service fees. The Showcase in Excellence award recognizes performance excellence in a specific process. Julie Begona accepted the award at the 2006 Arizona State Quality Awards Banquet on December 14, 2006.

ASU Students Help With Campus Recruitment
By Kirk Jaeger, Office of Management and Budget

Each semester, Arizona State University senior undergraduate students enrolled in MGT 450, Changing Business Processes, work with County Departments to improve Maricopa County’s business processes. Departments are asked to submit proposals to OMB that will both significantly benefit Maricopa County departments and provide an opportunity for the ASU students to apply what they have learned in a real-world environment. Another consideration is whether or not the project can realistically be accomplished in a semester. The proposals are then submitted to Arizona State University Professor Howard Layson, who selects the projects he believes will benefit his students the most.

Department personnel meet with the teams to scope the projects and specify the desired outcomes of the projects. Throughout the semester, the students continue to communicate with department personnel and, at the end of the semester, the students present the results of their work to the department.

In early December, two teams presented the results of their work to two Maricopa County departments, Adult Probation and Employee Health Initiatives.

The ASU Consultation team that addressed the Adult Probation project included students Elaine Anawalt, Matt Kirch, Chris Lind, and Stephanie Parker. The scope of the project was to analyze the effectiveness of current recruitment practices on college campuses and then make recommendations to increase the number of qualified applicants for the Adult Probation Officer position.

The team noted that approximately 150 applicants each month came from 9 sources, but 72% came from just three sources; the county and state websites, referrals from staff, and the Arizona Republic. The team made several recommendations aimed at increasing the number of applicants, and redesigned Adult Probation’s employment ad based on feedback from a survey administered by the team.

Adult Probation and Employee Health Initiatives were impressed with the efforts of the ASU students, and believe their process will benefit from them. The students enjoyed working on real-world business process issues.
Drug Court Volunteers Help Make Parade A Success

APO Jim Frost

The 2006 Phoenix Veterans Day Parade has come and gone. For six years now I have helped organize a Salute to the Military Canine for the parade. I was with a US Army Sentry Dog Company in Vietnam…the 981st…and also was with the dog training facility that was on Okinawa during that era. Those dogs are never forgotten by the people who worked with them. I am totally dedicated to bringing their story to the public, and the parade is the number one way for me to do that right now. Four thousand canines served in Vietnam, 281 were killed in action, less than 200 even left the country. The canine was declared surplus property as the conflict wore down, and they were either euthanized or turned over to South Vietnamese authorities. This wasn’t made public until 1996.

As with any endeavor, help comes from many sources. Three German Shepherd organizations participate in the parade entry, furnishing dogs to represent their warrior brethren. The Grand Canyon German Shepherd Dog Club has been in every single parade. Many of their dogs are show quality…champions of their breed, but the members think nothing of letting them mingle with canines of lesser quality. The SW German Shepherd Rescue Group, dedicated to finding homes for unwanted/abused German Shepherds, and the Eye Dog Foundation, established to provide trained dogs for the sight impaired.

Not to be overlooked are the community service volunteers furnished by this department. We were recognized as a community service project about four years ago, and it has been a tremendous help. Volunteers perform a variety of duties for us before and during the parade. They carry the banners for the group. They clean up the staging area as we leave to join the parade. They carry water and stop at the various water stations along the two-mile route to distribute water to the participants. And, yes, they provide the ‘pooper scooper’ duties, following behind the entry with the “little red wagon” and buckets.

Always a bit touch and go if the buckets will be large enough!!!! We coordinate our activity with Denise Gray, out of the Black Canyon Community Restitution office, and most of the community restitution volunteers come from Drug Court…they are exactly that. volunteers, none are ordered to participate. Judge Carey Hyatt starts announcing the parade a month before it starts. She has been an enthusiastic supporter of the entry and our message. Because of her efforts, we have no problem getting the volunteers needed for this entry.

The folks who show up are enthusiastic, willing to take on every duty, and enjoy seeing the dogs and the people who own them. Our thanks for this participation is never enough. Because of them, our entry is a success, we win an award every year for the entry, and it provides a valuable social setting with people who appreciate their efforts.

2006 was no exception. Eighteen volunteers showed up to perform the duties that a lot of people don’t notice – although the ‘pooper scoopers’ usually get a round of applause from the crowd each time they have to stop!!!! Once again, although our thanks is not enough, we thank Denise Gray and Judge Hyatt for their help and assistance in this entry. The Vietnam Dog Handlers Association appreciates the effort of everyone who helps make this entry a success. As a token of their thanks, Judge Hyatt was presented with a special plaque from the Association for her help in this endeavor.
I wanted to facilitate a team building exercise at our October unit meeting, not because they needed it, but because they deserved it. I was a bit concerned how a group of adult professionals would react to having to decorate and build a haunted gingerbread house. But to my surprise the reaction was nothing but positive. Working in groups of two, one person was blindfolded (not really but they had to close their eyes) while their partner provided instructions on how to decorate their portion of the house. The activity was meant to build trust, practice listening skills, and as it turned out, it also exemplified the need to give precise, clear, concise instructions. The individual pieces were then put together as a haunted house, and scary as it was, the effort and pride exuberating from the team couldn’t have been more rewarding.

Team Building
Arlyn Harris

"Team building" refers to the process of establishing and developing a greater sense of collaboration and trust between team members.

For Standard Field Unit 3, team building means reaffirming an already great sense of collaboration and trust between team members. For almost two years I have had the opportunity to be team leader/Supervisor for a great group of people, who demonstrate time and again their ability to work together toward a common goal. That goal: to reduce, ease, and minimize everyone’s workload by assisting where ever and whenever possible. We have team members who assist with the writing of Petitions to Revoke and Probation Violation Reports, others who help with field contact compliance (some who do both). Every unit, I’m sure, has its own go-to people for arrests and searches, and so do we. And, of course, no one goes all the way to the court (Downtown or SEF) with only their own work! And that goes, not just for Unit 3, but for all standard officers at the Black Canyon Building.

Correction:
In the 9-10/06 issue of the Chronicle, several authors were left off the articles they wrote: The Records Project was written by Margaret Calloway, Division Director. The Report-Only and Unsupervised Caseload article was co-written by Meir Dembowski, Melissa Boudreau, Margaret Johnston, and Debbie Salomone.
The following APD units/divisions will be moving to the new Downtown Justice Center building, third floor:

- APD Administration,
- Planning & Research,
- APD IT Director & Business Analysts,
- APD Trust Accounting & Procurement Staff,
- Unsupervised and Report-Only caseloads
- Pretrial Services

The Staff Development and Training unit will be housed on the second floor.
Safety Matters
by Gary S. Streeter

Many months ago I was at the dojo for training and my Sensei remarked that another student needed to “start a revolution inside” with regard to losing weight. Meaning, this student needed to lose weight to get in better physical and mental shape; which would, in turn, improve her karate and her life. Those words have stuck with me and I believe they can be words to live by in terms of personal safety.

How does one start a revolution inside? In my opinion, it begins by becoming aware, either by self or other, of an issue that needs to be changed or improved. We all have them, for we are all imperfect humans. The revolution then becomes the desire to improve, the commitment to take the steps necessary to bring about that improvement, development of a plan for improvement and taking action to implement the plan. A change in mindset is also crucial to success. You must challenge old beliefs, habits and behaviors to create new ways of thinking, which will facilitate change.

The revolution starts with an understanding that your current personal safety practices are substandard. For example, you stand in front of the door when knocking. You don’t carry your safety equipment, and you stand much too close to probationers when talking with them. If you figure these things out on your own, then good for you; but if a co-worker points such things out, be open enough to accept and consider their input. Even the most highly skilled officer should be open to suggestion. You must also assess whether you have become complacent, which means a general feeling of comfort in your safety habits. The result is slipping to condition white, or relaxation. You should never be in condition white while on duty! You will have no situational awareness, nor will you be attuned to potential threats. With this new-found awareness comes a desire to improve personal safety.

Out of this desire grows a commitment to make the necessary changes. You have done an honest assessment of your personal safety habits and have found room for improvement. Now, you tell yourself that safety is important and begin changing your mindset to think about your job from this new perspective. A commitment to safety may mean some aspects of the job become more difficult, such as wearing body armor in the field all the time, rather than only when required by policy. Or, you carry all your safety equipment all the time. This adds a few pounds and may necessitate a change in how you dress on the job. However, these are changes you are willing to make as a trade-off for increased safety. You also make a commitment to improving your defensive tactics skills (and firearms skills if you are armed). This too may present difficulties with your daily work duties as any skill improvement comes from training and practice. These will take time out of your schedule, but are trade-offs you are willing to make to enhance your safety.

Once committed to change you must develop a plan. Identify specific areas in need of improvement and consider how to affect this change. For example, you make an honest assessment that your defensive tactics skills need improvement. To make them stronger you might speak with a defensive tactics instructor (DTI) for suggestions or some one-on-one practice. You can also contact Staff Development for suggestions, consult the online training calendar to see what classes are available; and set aside time weekly, monthly or quarterly to train and practice. There are DTI’s in most area offices and five fulltime DTI’s in Staff Development. It may help to have an outside assessment of your skill level, so do not hesitate to ask for assistance or input from an instructor. Your improvement plan should include goals, which could include frequency of practice, attainment of particular skill levels, etc. Goals will help you measure your progress and help you implement your plan.

As human beings we all have the potential for tremendous personal growth. We could all “start a revolution inside” for one reason or another. Often, the seed for the revolution is there, but time prohibits the start of the revolution. Time can be a legitimate barrier, and it can also be an excuse for not starting the revolution. But, by making a true commitment to change, we can break through those barriers, whatever they may be, and stoke the fires of the revolution.

C ya on the mats, gary s.
RJRC / CRHP
Marilyn Windust

The Restorative Justice Resources Council, Inc. (RJRC) is a non-profit charitable corporation that was formed in 1997 and is managed by a ten-member board that includes Chief Broderick. For over nine years now, the Board has arranged for construction work to be performed for other non-profit organizations including CASS Homeless Shelter, Sunnyslope Historical Society, Roeser House Teen Outreach, Arizona Children’s Association, Tempe Salvation Army, and numerous Headstart schools including Booker T. Washington, Alhambra, Guadalupe and Golden Gate. The RJRC solicits donations of the tools and materials needed and then utilizes the services of the Adult Probation Department’s Community Housing Rehabilitation Program to make it all happen.

The Adult Probation Department’s Community Rehabilitation Housing Program (CRHP) is designed to provide the opportunity for adult probationers to learn skills that can lead to employment while providing a means for rehabilitating and expanding buildings of non-profit organizations as noted above.

Robert Kaliszczj (better known as Bob K.) is the CRHP Program Manager and is the driving force behind the program. Bob is an Arizona Licensed Contractor who is an expert in most construction fields, including carpentry, cement and plumbing. He plans and coordinates these major construction projects in the community and then supervises crews of probationers performing their community restitution hours. Some of these probationers have training in the construction trades and a few are experienced craftsmen; however, most are laborers.

Bob motivates, teaches and trains these probationers, most of whom come away from the experience with the tools necessary to secure employment in the construction industry.

Since 2000, the program has completed more than 30 projects and has saved taxpayers and community agencies more than $2.5 million in construction costs. Numerous probationers have obtained full-time construction employment and many more have been able to advance their careers after participation in this program.

Thanks to the efforts of the RJRC and the CRHP, non-profits, the community and probationers all benefit.
Congratulations to these new officers who graduated in November. We wish them a rewarding and successful career with the Maricopa County Adult Probation Department.

This lucky group of new Probation and Surveillance Officers is the first to participate in a revised training program. Rather than the seven week orientation and training program that has been in place for the past several years, they attended one week of orientation classes, one week of Defensive Tactics training and a little over two weeks of job-related training.

They will be returning to the Black Canyon Building a couple of days a week from November 17 through December 11 to receive additional training. They will then attend other mandatory classes, which must be completed by the end of March 2007.

These changes came about with the support of our Executive Team in an attempt to meet the needs of the Department. A special thanks goes to Chief Broderick for giving us the opportunity to test the waters. Division Directors, Pam Morrow and Therese Wagner, are recognized for spearheading this project and collaborating with Staff Development. The guiding considerations in designing this program were getting new officers into their assignments as soon as possible, providing them with hands-on experiences to reinforce their learning, and ensuring they were given the necessary safety tools.

Another new twist was the location of the Swearing-in and Graduation Ceremony, which took place at 8:00 a.m. on November 8th at the Maricopa County Board of Supervisors Conference Room, rather than at the Black Canyon Building. Judge Edward Burke and Deputy Chief Mike Goss again honored us by officiating the ceremony. Judge Burke was pleased with the location of the ceremony, as it enabled him to be back on the bench shortly following the ceremony.
On September 29, 2006, thirty probation officers and five surveillance officers completed seven weeks of training. Judge Edward Burke officiated the swearing-in ceremony and assisted Deputy Chief Mike Goss in the presentation of their badges, oaths, and certificates of completion.

This dynamic group of new officers brings a wide range of professional and life experiences to their new positions. Through their many weeks of training, they maintained a great sense of humor. Congratulations and welcome to the department!
Every November, probation staff, family and friends come together to support and serve our gracious Garfield neighbors, our probationers and their families, and law enforcement and other probation partners.

This year was no different, as the Garfield Probation Service Center hosted its 11th annual "Turkey Feast." "The Feast" consisted of a full turkey dinner with all the usual trimmings, including pumpkin pie for dessert. Over 500 people enjoyed the meal; a far cry from the fifty that turned out in 1995.

Special guests included the Honorable Cary Hyatt and retired Probation Supervisor Ed Turner. Local law enforcement was well represented, as were numerous City and County Departments who have been supportive of the Garfield Facility.

Of course, the true guests of honor were the many, many children of our neighbors and probationers. These special guests were welcomed at the door by Santa Claus (SO Clint Hill) and his Elf (PO Mike Moe), and each received a candy cane and a shiny new book.

**Pride Award Gift Card Winners-2nd Quarter FY07**

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30 Years of service

Judy Lopez

25 Years of Service

Stan Bednaric
Diane Keys
Winia Scully

20 Year Celebrations

Paula Martinez
Janet Blake
Ginny Wombolt
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