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The Chronicle

NEWSLETTER OF THE
 MARICOPA COUNTY ADULT PROBATION DEPARTMENT

A Force for Positive



CHANGE.

Chiefly Speaking	1-4
Legislative Changes	4
Black Canyon Building is Ivy League	5-6
Supervisor Leadership Academy	6
2012 Of the Year Winners	7
2012 Of the Year Nominees	8
Unity Spring Fling 2013	8
Six MCAPD Officers Recognized by Mesa Police	9
Distracted Driving Awareness Poster	10
EPICS-II: Intervention Skills and the Cognitive Model -- Theory in Action	11-12
New Probation Officers	12
Safety Matters	13
Cerreta's	13
EBP Spotlight: To Do's	14
Second Quarter P.R.I.D.E. Winners	15
Anniversaries	16

Chiefly Speaking: Four Innovative Programs Receive National Honors



It is a pleasure to announce that four outstanding Adult Probation programs, two of which are conducted in collaboration with partner agencies, have been selected by the National Association of Counties (NACo) to receive 2013 NACo Achievement Awards. It is a tremendous credit to our organization and staff to have four programs receive national recognition for innovation and achievement.

The NACo Award-winning programs are:

1. Stress Management Program for Employees Exposed to Vicarious Trauma

Award Category: Personnel Management

Research has consistently demonstrated that professionals who work in human service occupations are impacted by the traumatic experiences of those they serve, and recent research on probation employees suggests challenging caseload events, officer victimization, and longevity were associated with higher reports of traumatic stress and burnout. MCAPD is the first probation department to develop an employee stress management program that specifically targets the impact of vicarious trauma. Primary prevention strategies include staff education and pre-incident preparedness with specific trainings designed for officers, supervisors, and executive management. Interactive response technology is utilized, which allows participants to anonymously respond on keypads to questions in the PowerPoint presentation; their collective responses become visible in the PowerPoint slide. This safe, anonymous method of disclosure is both entertaining and allows individuals who may have felt alone to see that others are also suffering. The program measures the frequency of incidents and severity of symptoms in staff and uses the data outcome to guide program content. Furthermore, the training curriculum offers protective coping strategies to better prepare staff for the emotional challenges of probation work.

Continued on page 2

The Chronicle
 Maricopa County
 Adult Probation
 Department
 620 W. Jackson
 Phoenix, AZ 85003

Phone (602) 506-3516
 Fax (602) 506-5952

Continued from page 1

With 368 employees having received the stress management training, program evaluations suggest that it has been well received. Eighty-six percent of those employees reported that they had experienced three or more symptoms of vicarious trauma and 68% indicated that their current stress level could not continue without significant cost to their bodies. Kirsten Lewis has presented the results of the data collected from the stress management program at workshops and conferences and recently had an article published in the American Probation and Parole Association journal, *Perspectives*. MCAPD's stress management program also includes secondary prevention strategies that include Critical Incident Stress Management (CISM) Team, Individual Crisis Intervention/Decompression (ICI), group crisis interventions, and stress assessments. NACo selected the Stress Management Program for Employees Exposed to Vicarious Trauma for the additional honor of **Best in Category** due to its exceptional results and unique innovations. To our knowledge, this is the first MCAPD program to receive the **Best in Category** distinction. Kirsten Lewis is to be commended for her ground-breaking research and training, which has helped employees and the organization to recognize and better manage the impact of vicarious trauma on probation employees.

2. Veterans Court

Award Category: Criminal Justice and Public Safety

The Superior Court of Arizona in Maricopa County and MCAPD collaborated to establish the Veterans Court and have partnered with the Veterans Administration (VA), Magellan, and other partners to provide very specific, individualized treatment and services for veterans who now find themselves under court supervision. The Veterans Court is a problem-solving court designed to help those who have served our country to successfully complete probation. The program targets veterans who are assessed as medium to high risk. Six specialized probation officers and one supervisor have been appointed to supervise up to 300 veterans on probation by working closely with the Court and VA. In addition, one officer was assigned to locate and re-engage veterans who had absconded and were in warrant status. The Veterans Court brings multiple resources together in one forum, allowing the veteran to more easily access the appropriate services, including services they had not known they were eligible to receive. Collaboration is key to the program's success, and none is more significant than the close, committed working relationship with the Veteran Justice Outreach Specialist from the VA. FY 12 outcomes for Veterans Court compared with standard probation show that Veterans Court had a higher rate of successful probation completion (82.4% vs. 73.62%), a lower rate of revocation to prison (17.6% vs. 23.69%), and a lower rate of new felony convictions (0.7% vs. 3.82%). The program also significantly reduced the number of veterans in warrant status, from 275 at program inception to 102 approximately two years later. Of the veterans re-engaged, only one person had to be taken into custody in the more than two years of operation. Congratulations to the Veterans Court team: Commissioner Michael Hintze; Division Director Wes Shipley; members of the Vet Unit: Supervisor Tiffany Grissom, Kevin Bishop, Tameka Loyd, Chad Beeman, Gerrick Hyde, Beth Cervantes, and Bobbie Stumper; Penny Miller, Veteran Affairs Healthcare; Anthony Irby, Veteran Affairs Regional Office; John Houston, Public Defender's Office; Frankie Jones, County Attorney's Office; Khonsavanh Silivongxay, Magellan; and the Arizona Coalition for Military Families.

3. Assessment Center

Award Category: Court Administration and Management

The reorganization of the Assessment Center in the Presentence Division has increased the efficiency of the division, distributed workload more equitably, increased quality assurance, and improved customer service. Historically, the screener's job description was based on whether the screener conducted pre-sentence or post-sentence screenings. The pre-sentence screeners were supervised in six different units consisting of both probation officers and screeners and the post-sentence screeners were supervised in a separate unit by one supervisor. This arrangement resulted in inconsistency in supervision, including how screeners' work was reviewed and assessed, and how they were told to do their job. Furthermore, screeners were on different floors with no central hub, some were in cubicles that were not conducive to interviews, and there was no emergency notification system in place.

Continued on page 3

The screener position also had a 25% turnover rate, largely because it is an entry level position from which many individuals seek advancement. Inequities in screeners' workloads resulted in long wait times for clients, with an average wait of 55 minutes. A group of presentence supervisors decided to tackle these problems and, at their recommendation, the screeners were pulled from the existing PO/screener units and four units of screeners were created, with four supervisors committed to working as a team. Each supervisor took responsibility for one of four vital aspects of the Assessment Center: training, jail screenings, DTEF and grant funding, and hiring. The office space for screeners was remodeled for efficiency and safety. Screeners were cross-trained to assess both pre- and post-sentence cases and job duties have been re-organized to establish one efficient, centralized Assessment Center. This change required screeners to give up some of their independence and more emphasis has been placed on teamwork. The jail screeners were placed in one unit to increase focus on the unique issues that they face. The processes for assigning cases to screeners have been changed to keep workloads manageable and equitable and to alert supervisors when overtime is needed. With a shared commitment of the supervisors, quality assurance tools were developed and implemented: a screener checklist was developed as a guide for screener work tasks as well as a review tool for supervisors, training issues and common trends were identified, statistical reporting was revised and automated, and a fair and equitable performance evaluation was developed and automated. Furthermore, an OST refresher was developed and delivered to all Presentence staff. Frequent turnover in the screener position was also addressed such that vacancies are filled quicker and on-the-job training and coaching are accomplished in a shorter timeframe. In addition to the many internal benefits from these changes, average client wait times have been reduced by more than 21 minutes. Supervisors Paula Krasselt, Jennifer Lennox, and Todd Bodin are to be commended for this successful project. In addition, the input and flexibility of the screeners, the support of the Assignments Unit, and the vision and support of the executive managers all contributed to the project's success.

4. Apprehensions in Phoenix Hotels

Award Category: Criminal Justice and Public Safety

A special unit consisting of Phoenix Police and Adult Probation Fugitive Apprehension Unit (FAU) officers was formed to locate and apprehend criminal offenders from hotels, motels, and apartment complexes located in an area with a high number of service calls to police. It was determined that probation absconders and other individuals on probation were often in this area called the "I-17 Corridor." It was too cumbersome for police to contact each and every supervising probation officer for the individuals on probation that police came into contact with during their investigations in the area, and a partnership between agencies developed. One FAU officer is assigned to work with the Phoenix Police Warrant Interdiction Squad. Early each day, the special unit obtains guest lists from the hotels and motels in the I-17 Corridor and police perform record checks on all of the listed individuals to determine if they have active warrants, are currently being investigated for criminal activity, or are targeted for surveillance. The FAU officer checks the registration lists to identify individuals who are currently on probation or who have absconded from probation. Individuals with probation warrants are identified for contact. The FAU officer checks probation case notes and attempts to contact supervising officers to determine the status of the individuals who are currently on probation. After the registration lists have been checked, the unit cross-references the individuals that each department identified and prioritizes the offenders based on their risk to the community. The unit then assigns each officer's tasks and they go out to make the contacts. The unit makes an average of 12 to 15 contacts per day. Five or six officers knock on a hotel room door and when an occupant responds, officers ask to step inside, where officers verify the identification of the individuals present and scan the room for drugs, fraudulent documents, and weapons. The room is cleared to check for any individuals that may be hiding. If an individual registered to the room is on probation, the FAU officer has the authority to search the room. When contraband is found, police typically conduct an investigation for new charges. Individuals with warrants are arrested and other individuals involved in criminal activity may be arrested. The unit rarely gets resistance when they knock on a hotel room door. As a whole, the special unit has arrested approximately 8,000 offenders. The FAU officer averages 20.5 arrests monthly of probationers with warrants. In addition, the FAU officer assists field officers by arresting individuals who do not have a probation warrant, but are found to be in significant violation of their conditions of probation.

Continued on page 4

Probation searches have resulted in seizures of drugs, weapons, and stolen property. The special unit has intervened in offenders' commission of fraud related activities such as stolen checks, credit cards, stolen identification, and the production of counterfeit currency. This partnership serves the community by providing a safer, more enjoyable experience for citizens who wish to utilize the services provided by the hotel, motel, and apartment industries. Congratulations to FAU Officer Brian Armbruster and Phoenix Police Lt. Dibenideto, Sgt. Dillon, and Detectives Jones, Turner, Razon, Coda, and Gilbertson.

These programs reflect the best of what we do at MCAPD and our commitments to performance excellence, working in partnership, and fulfilling our mission to enhance the safety and well-being of our neighborhoods. ☞



Legislative Changes

By Tony Bidonde Victim Services

Here is the Arizona Supreme Court definition of Restitution:

Is reimbursement for economic loss, which is defined as “any loss incurred by a person as a result of the commission of an offense.” When a defendant has been convicted of a crime causing economic loss to another person, the court may order that some or the entire fine imposed be allocated for restitution.

While this definition of restitution is very legalistic, to a victim, it is more than just a payment, it is one of the ways to be made whole – restored.

There is a new provision to the existing restitution lien law that covers an individual who unknowingly purchases a vehicle that has a lien attached. Here is the scoop. The amendment:

- Allows the Director of the Arizona Department of Transportation (ADOT) to remove a restitution lien from a vehicle record, after a hearing, if 1) a person purchased the vehicle without knowledge that said vehicle was subject to a restitution lien filed; and 2) the person who sold the vehicle is an obligor under a restitution lien and sold the vehicle without disclosing to the purchaser that the vehicle was subject to a restitution lien.
- Allows ADOT to remove restitution liens perfected after the effective date of the bill.
- Requires ADOT to place a code on the obligor's record that automatically restores the restitution lien on any vehicle that is subsequently titled or registered by the obligor.
- Prohibits a lien created in favor of the State for the total amount of fine, surcharges, assessments, costs, incarceration costs and fees from being perfected against a titled motor vehicle.
- Requires ADOT to provide notice of the hearing to the governmental agency that requested the lien be placed on the obligor's record, which agency shall then notify any victim for whom restitution was ordered.

This bill was signed by Governor Brewer on March 28, 2013 and goes into effect three months after the enactment of the bill. The bill number is: HB 2311 and it amends: §§ 13-804 and 13-806.¹

We at Maricopa County Adult Probation have an impact on the everyday lives on both clients and victims through our combined and individual efforts. This bill is one more tool we can use to provide our victims with useful and pertinent information. Below are links to the Arizona Superior Court Restitution site and the subsequent Provisions and for ADOT Lien information.

<http://www.azcourts.gov/restitution/Home.aspx> <http://www.azleg.gov/legtext/51leg/1r/bills/hb2311h.htm>
<http://www.azdot.gov/mvd/vehicle/watch-for-liens.asp>

If you have any questions regarding the above information or any victim issue you may contact me at: vsu@apd.maricopa.gov or 602-372-8286 ☞

¹ Arizona Attorney General's Office of Victim Services, Legislative Tracking

Black Canyon Building is Ivy League

By Douglas Murphy

The Black Canyon Building (BCB) is more than just numbers, but the numbers are big. It is one of the busiest buildings in the department, so busy that the six support staff handle 54 documents an hour, from memos to payments to warrants to combo reports, 8 hours a day, 5 days a week, 52 weeks a year. It is also one of the largest buildings in the department, home to over 80 officers with caseloads from Standard, Seriously Mentally Ill (SMI), Domestic Violence (DV), Sex Offenders, Intensive (IPS), Transferred Youth, Veterans, and White Collar, and that's just on the second floor.

"Everything we do, as an organization, is here," said Chief Barbara Broderick during her annual *Conversation with the Chief* in May.

But it is more than just big numbers, small cubicles, and lots of officers. BCB is also the department's equivalent of an Ivy League university where new officers learn and grow professionally and veteran officers can mentor and teach. With large numbers of officers and units come lots of opportunities to grow in an atmosphere where officers help officers.

"There is a collaboration and teamwork here," said Melissa Boudreau, a standard supervisor who has been at BCB for the past nine months, a phrase echoed time and again by officers and supervisors at BCB.

"I love this place for the camaraderie," said Aaron Smith, a new standard officer in his first year with the department. "Everyone here is family." And because of that, he knows he can turn to his assigned mentor, Nicole Mesquita, or to any officer or supervisor if he gets stumped and isn't sure how to proceed. "We're very team oriented," said Aaron.

Years ago some officers, including a sex offender unit, were in the basement, separated from their second floor colleagues by the interview and training rooms on the first floor. Recently there was a reorganization so that now just about everyone is on the second floor and just steps away from each other. For Megan Wiehn, who has been with the department almost eight years, all of it at BCB, having so many different types of units on one floor is an asset. "You have resources here," she said, plus "it's more social interaction; you get to know people from units that you normally don't work with."

The building is a training ground for many new officers, like Aaron and Nicole when they first started, which means there are lots of opportunities for veteran officers to mentor and teach the new folks. "It's a little like pay it forward," said Megan, who remembers how she was helped as a new officer out of the academy by David Pixley. Mentoring and working with new officers also means an opportunity to get to know the officers who eventually move on to other buildings and assignments, which results in a large network of personal contacts throughout the department that you can call on for help explained Megan.

Because there are so many different types of caseloads at BCB, there are opportunities to see what life is like in the world of specialized caseloads like Seriously Mentally Ill, Veterans, or Sex Offender. By talking to specialized officers, new and experienced officers alike can better manage and help their existing clients, and it allows officers to see what life is like on the other side of the fence in case they want to interview for a specialized caseload.

And if mentoring one-on-one isn't your thing, there are other ways officers can use experience gained over years to help colleagues.

The Search and Officers Safety Committee is an example of the ad hoc training and teamwork available at BCB. Officers who enjoy conducting searches gain additional experience, and sometimes COJET credit through specialty training, in return for being available to help with a search. When an officer needs an immediate search, they don't have to hope they can find another officer from their unit on the spur of the moment.

Continued on page 6

Instead, they can contact Fred Wilhalme, an SMI officer based at BCB, to find trained officers who are available to swoop in and help.

The Committee also allows officers to get experience working with outside agencies including the Bureau of Alcohol, Tobacco, Firearms, and Explosives and the Phoenix Police Department's Gun Squad and Gang Squad working searches. And it provides some great stories like the search that ended with the Hello Kitty bong, or the swords that wouldn't fit into the evidence lockers.

The building is going through some renovations, with newly painted interview rooms and the hope of new carpeting next year as the "lived-in look" is slowly being replaced with a cleaner look.

But in the end, it isn't the building, or even the numbers that makes BCB the Ivy League University of the department, it is the people. ☺



Congratulations

2013 Supervisor Leadership Academy



Pictured from Left to Right

Back Row: Dan Sitzler, Dana Shepherd, Shari Andersen-Head, Marie Long, Adelita Nunez, Jane Parker, Nancy Leholm, Seteara Haddock, Deneen Bertucci, Olivia C. Ramirez, Mark Pivonka

Front Row: Stacy Farmer, Alison Cook-Davis, Randy Tirado, Cindi Barocas, Thomas Weiss, Lisa Roubicek, Melissa Filas

2012 Of the Year Winners:



From Left:
Jack Dillon, Julie Quiroz, Shari Andersen-Head, Chief Barbara Broderick, Brandelyn Jackson, Boyd Frick

Probation Officer Of The Year **Boyd Frick**

Nominated by: *Beth Hoel*

Boyd Frick works with the specialized population of IPS sex offenders and has been in this position for approximately three years now. Boyd's nearly 17 years with the Adult Probation Department contributes to his knowledge of the mission of APD which he carries out daily in his interaction with his clients. His easy-going and laid-back personality allow for his clients to feel comfortable talking with him, which in turn allows Boyd to address their needs appropriately. This leads to a high success rate among clients on his caseload graduating from IPS. Boyd is a firearms instructor, he is president of the IPS Voice Committee which has allowed him to assist his peers within IPS in making their jobs a bit easier in various capacities and their voices heard among upper-management. During the APPA Conference, Boyd participated in showing our guests from out-of-town the field work we do and discussing MCAPD with his ride-along and also learning about other organizations, bringing back with him the knowledge he gained. Boyd is a dependable officer who serves the community and the department in an exceptional manner and for these reasons and more; he deserves to be recognized as Probation Officer of the year.

Surveillance Officer Team Of The Year **Jack Dillon & Julie Quiroz**

Nominated by: *Janet Kasha*

Jack and Julie are currently assigned as the community restitution coordinators for Garfield. Their work has a tremendous impact in the Garfield neighborhood as well as at the Garfield Center itself. Approximately 25,000 hours of C/S work were completed by probationers over the last year under the supervision of these two officers.

They have developed partnerships with City of Phoenix Neighborhood Services, Youth at Risk, First Friday organizers, Neighborhood Housing Services, Tovrae Castle, Booker T. Washington School, and City of Phoenix Parks and Recreation. They coordinate and supervise weekly community projects at various locations such as parks, alleys, schools, and Garfield neighborhood residences. They have an ongoing relationship with Graffiti Busters through the City and are actively involved in neighborhood beautification.

Both of these officers are constantly proposing new ideas on how to improve the Garfield facility and the overall effectiveness and efficiency of the community restitution program. They continue to lead the effort in the Garfield recycling program and have transformed the building to "green." They have refurbished resident rooms, started a vegetable garden on the grounds, and have reorganized tools and supplies. Finally, the two have been instrumental in the success of the Garfield Community Garden which is the most recent collaboration with the Garfield Community Organization.

They are well deserving of recognition for their dedication and hard work!

Supervisor Of The Year **Brandelyn Jackson**

Nominated by: *Mark Hendershot*

Brandelyn Jackson is a dynamo always looking for a challenge. Since coming to the Communication Center she has built a solid collaboration with her shift supervisors. Together they have worked with radio staff to instill trust and the knowledge that everyone's voice is valuable when implementing change. Brandelyn has created an advisory board of her peers to improve services, recommended policy changes.

Brandelyn is always looking for ways to provide better, safer services to officers and the law enforcement community. She has helped to smooth the communication lines with the MCSO jail staff who manage holds; trained her staff in after-hours monitoring of GPS alerts. She jumped into action recently when the Communications Center was overwhelmed with toxic fumes. Under her leadership and with the help of MCSO the entire operation was moved to the MCSO Communication Center without a single dropped radio communication.

Occasionally she can be heard backing up her staff on the radios. Needless to say she puts in a lot of above and beyond to cover this assignment. She serves as an EBP trainer, Super Mom and long distance trainer to boot. Every day she comes to work with a positive attitude and great sense of humor.

EMPLOYEE OF THE YEAR **Shari Andersen-Head**

Nominated by: *Alison Cook-Davis*

Our department's mission is to "offer hope" and Shari embodies this mission through her roles as MFR Coordinator, Victim Services Unit Supervisor, and overall Project Manager. Shari has a passion for building trust and empathy with victims and providing them with restorative services. As she recognized a gap in communication and services for victims, Shari collaborated with department managers and staff (through the mid-managers committee) to develop the Victim Forum curriculum, to revise the victim policy, to simplify victim letters, and she personally trained over 1,000 staff. Her passion led her to coordinate the APPA service project for the Phoenix Conference with StreetlightUSA to bring awareness to domestic human trafficking and the resources available to these victims. Shari is a champion of Adult Probation. As co-chair of the EBP Task Force, she collaborates with community treatment providers to enhance communication with our department and improve services for probationers. Her work is often unrecognized because it represents the accomplishments of the entire department. Her creativity provides the mechanism to celebrate our accomplishments (e.g., Annual Reports) which are shared with stakeholders. Shari sets high performance standards for herself and inspires others to do the same.

Continued on page 8

Of the year Nominees:

Employee "Of The Year"

Beatrice Sainz
 Cody Perry
 Donna Lopez
 Judy Chacon
 Kristi Wimmer
 Mary Stuart-Bronski
 Michelle Zuech
 Rene Bates
 Sam Catlett
 Sandy Rogers
 Yolanda Cardenas

Supervisor "Of The Year"

Beth Hoel
 David Servilican
 Jeff Smalley
 Leslie Ebratt
 Maria Long
 Melissa Filas
 Olivia Ramirez
 Rebekah Trexler
 Sandra Tom
 Todd Bodin
 Tricia O'Connor

Probation Officer "Of The Year"

Amy Taylor
 Christopher Fox
 Dena Medley
 Dene Bimber
 Fred Wilhalme
 Jackie Browning
 Janice Nez
 Jeff Fischer
 Jerry Scimio
 Jim Sine

Karen Spittler
 Miranda Boger
 Aaron Porzel
 Robin Hargrove
 Rocio Palomino
 Tania Juarez
 William Scherwenka

Surveillance Officer "Of The Year"

Connie Delgado

Unity Spring Fling 2013

By Kellen Stadler

May 2nd brought a beautiful day and a truckload of fun to the Black Canyon Building in the form of the annual Unity Spring Fling hosted by the Maricopa County Probation Diversity Council. The Spring Fling brought together probation employees from all directions, job duties, and caseload types for an afternoon of music by DJ Manny Baron, games, food, prizes, a silent auction, learning, and fellowship. As an added benefit, the event was able to raise \$877 for the Diversity Council, which will be used for the Unity Fall Festival that will be held at Encanto Park later in the year. Thank you to all the participants and supporters that made the event successful. ☺



Six MCAPD Officers Recognized by Mesa Police

By Raquel Mead Gloden

In June 2011, the Mesa Police Department was one of three agencies selected nationwide by the International Association of Chiefs of Police and asked to participate in a year-long pilot program. This program, known as the Intelligence-Led Community Policing, Community Prosecution, and Community Partnerships (IL3CP) was a new approach to community policing that incorporated partnerships between law enforcement, community service organizations, and prosecutorial organizations. The Maricopa County Adult Probation Department (MCAPD) was one of several agencies that worked on the project. MCAPD was an integral part of the IL3CP Project Team and was well represented. As recognition for their hard work and dedication, *Wes Shipley, Tracee Frick, and Julie Christie* received a Medal of Excellence from the Mesa Police Department, and *Brian Slater, Timberly Matson, and Traci Aparicio* were recognized with a Letter of Commendation.

This project in the area near Stapley and Main Street in Mesa, AZ began in September 2011. Though the area included only two residential streets, it is comprised of primarily multi-family housing units, with approximately 1, 275 residents. This area had extensive calls for service, 462 from July 2010 to July 2011; close to 80% of those calls were in relation to property crimes.

Through collaboration efforts of the IL3CP Project Team (Mesa Police and Fire Departments, City of Mesa Prosecutor's Office and Neighborhood Outreach, the Arizona Department of Corrections, the Maricopa County Attorney's Office, and Maricopa County Juvenile and Adult Probation Departments), substantial changes and improvements were made in the project area. From September 2011 through September 2012, over 42 tons of trash was removed from the area, making visible changes. Neighborhood appreciation and community events were held, where outside organizations attended to provide the residents with free resources such as health and dental care. The IL3CP Project Team also organized youth employment workshops, which provided training to over 80 youth in the community. In addition, during this time, there were 372 arrests made, and 296 of them were adjudicated by the Mesa Prosecutor's Office or the Maricopa County Attorney's Office.

The hard work and commitment from the IL3CP Project Team is visibly evident in the community, and the collaboration efforts have helped to solidify strong relationships among the various agencies involved. This project will be used in the development of a nationwide model for similar programs.

These awards were presented in a ceremony held on April 16, 2013. If you get the opportunity, please congratulate these individuals on their success with the program and in recognition of their dedication to making the community safer.



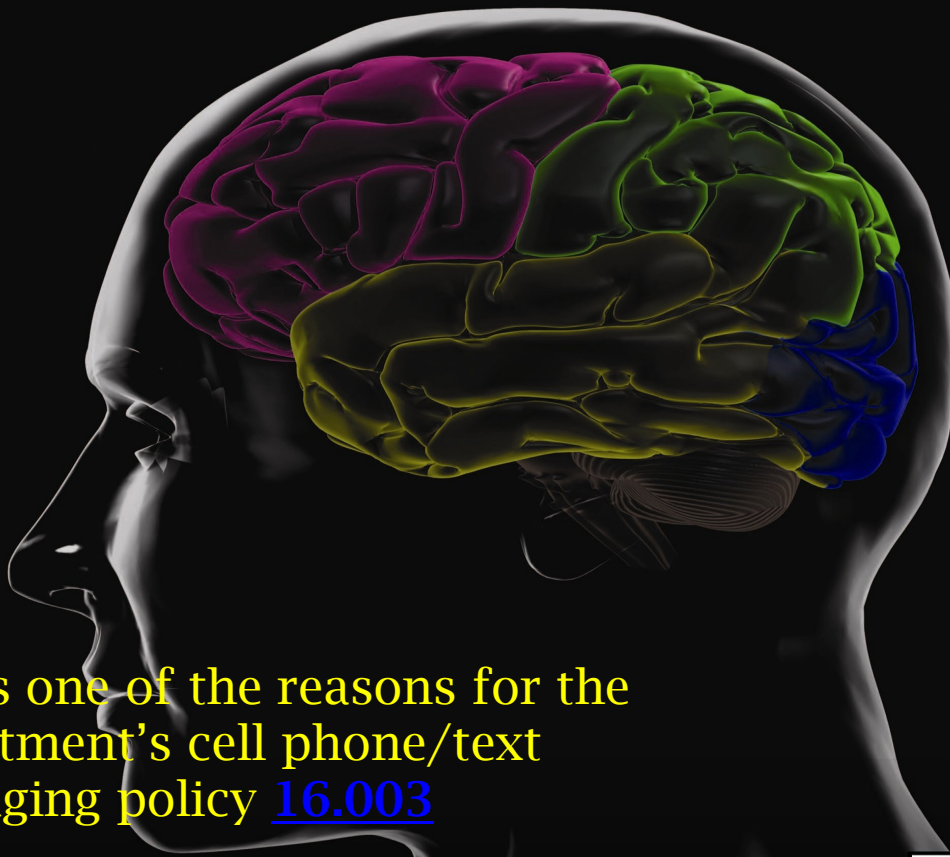


CELEBRATING
100 YEARS
OF SAFETY

Where is your **brain power going?**

The activity in the area of the brain that processes moving visual images – important to safe driving – **decreases by 1/3** when listening to a phone conversation.*

*According to a Carnegie Mellon study



This is one of the reasons for the Department's cell phone/text messaging policy [16.003](#)

Tell others about the dangers.
distracteddriving.nsc.org



EPICS-II: Intervention Skills and the Cognitive Model -- Theory in Action

By Julie George-Klein

In March 2013, five IPS officers and an IPS supervisor attended EPICS-II training to learn more about the use of Effective Practices in Correctional Settings. During the training, researchers and practitioners, Dr. Christopher Lowenkamp and Melanie Lowenkamp, presented several cognitive-behavioral techniques. Participants received an opportunity to practice using these techniques in role plays and then with probationers in a pre-arranged office situation. The officers have since begun using these techniques with their own probationers. Recently, one of the officers involved, Tracy Gorr, shared her thoughts and experience in using the tools.

Thus far Tracy has used five of the six cognitive-behavioral based tools presented during the training and practice sessions. She is awaiting feedback from the Lowenkamps as to her recent use of the tools and maintains the feedback has been helpful as she further explores her skills in using these tools. Her favorite interaction - the one that has created the “ah ha” moments with probationers – is teaching probationers how to begin the change process by using the Cognitive Model in examining their beliefs, thoughts, and behaviors.

As explained during the training provided by the Lowenkamps, Cognitive Behavioral Therapy (CBT) plays upon the important role thoughts and feelings have in an individual’s behavior. More specifically, thoughts and feelings about events determine behavior more than the actual event or situation itself. So, how can you help your probationers explore this connection? Try asking your probationer to use the Cognitive Model by:

- Identifying a situation or event he would like to discuss
- Sharing internal thoughts that occurred at the time of the event
- Discussing the behavior that resulted
- Reviewing the consequences

After the probationer has accomplished this much, ask him to review the steps again. But this time, ask the probationer to replace his original internal thoughts with “replacement” thoughts that would create a different behavior and more desirable results.

Tracy has found that initially introducing real life situations that are not too personal or threatening is most effective in sharing how the model works. From that point, she notes probationers can move on to more personal or problematic matters and explore those connections. Aside from the probationer gaining a better understanding about changes they should entertain, Tracy indicates this intervention provides her with a better, more personal view of what her probationers think. This view assists her in deciding how best to approach a probationer about behavior change without increasing resistance to the possibility of a different life.

Here is a neutral example you can use initially to show your probationer how this works:

Step One – discuss the real situation

- Situation: I got cut off in traffic.
- Thoughts: “That jerk, how dare he do that”!
- Behavior: I flipped him off and tailgated him.
- Consequences: I almost caused an accident.

Step Two – discuss the situation using replacement thoughts

- Situation: I got cut off in traffic.
- Replacement Thoughts: “Hmmm...maybe he didn’t see me”
- New Behavior: I backed off and gave him some room.
- New Consequences: I was safe; there was no near accident.

Continued on page 12

After using the neutral example, here is something your probationer might end up sharing with you:

Step One – discuss the real situation

- Situation: Sitting at home alone after having bought drugs.
- Thoughts: “No one cares about me. No one really loves me. I hate them all”.
- Behavior: I used drugs.
- Consequences: I got kicked out of my parent’s home.

Step Two – discuss the situation using replacement thoughts

- Situation: Sitting at home alone after having bought drugs.
- Replacement Thoughts: “I don’t want to end up like Joe. I don’t want to go to prison”.
- New Behavior: I didn’t use drugs.
- New Consequences: I got to stay with my parents. I even got in touch with my brother who hasn’t spoken to me in years.

Should you wish to learn more about EPICS-II, the March-April 2013 *Chronicle* contains an article written by IPS Supervisor Leslie Ebratt. In it, she explains what EPICS-II meant for her, and IPS Officers Michelle Crouch, Tracy Gorr, Roberta Navarrette, Joel Thurston, and Boyd Frick.

Reference: Lowenkamp, C. T., Robinson, C. R. & Lowenkamp, M. S. (2010). *Effective Practices in Correctional Settings-II*. ☞



Left to Right: Dmitry Badalov, Cody Toledo, Samantha Berman, Janel Tena, Holly Burke, Ryan Sand, Anastasia Castillo, Velia Salazar, Nathan Chaplin, Cortney Norton, Kristoffer Cox, Adam Moran, Matthew Michalak, Taneka Davis, Daniel May, Marianna Matysiak

New Probation Officers

By James Sine

Please join Staff Development in welcoming our 16 new probation officers to the Department! On June 18, 2013, these officers completed nine weeks of training and are ready to jump into their new assignments. Like the previous new hire class, this class was able to attend the AOC Certification Academy during new officer training. This was done in an effort to avoid the disruption of the new officer having to return to the Academy after already being in a caseload for sometimes six to nine months. In addition, this class was able to attend an expanded full week of field coaching during training which gave them the opportunity to work with an experienced officer. A real benefit to this is being able to put into practice many of the topics learned in class while still in a controlled setting. Feedback from all parties has continued to be extremely positive. A very appreciative THANK YOU is due to our many adjunct faculty for their ongoing contributions to training our new officers. Another enormous THANK YOU is due to the 16 field coaches who took a full week to help our new officers become more comfortable with the job. Their wide range of knowledge and experience is essential to the learning process for new officers. Congratulations and good luck to our new officers on their new adventures!!☞

Safety Matters

By Gary S. Streeter

I love to read (yes, I'm one of the last of the newspaper readers), and I enjoy reading literature that is inspirational and/or motivational in nature. For example, I recently read the Stages of Change curriculum, and a related article provided by Julie George-Klein following a conversation we had about this topic. While reading the Stages of Change literature, I related it to my personal life as well as the change that safety instructors lead by teaching safety-related classes. That change can take the form of increased awareness, surfacing of assumptions/mental models to challenge, new skill development, increased self-confidence, and more effective coping skills during a confrontation. However, a person has to be ready for change, and I believe the Stages of Change curriculum can help safety instructors better understand where students are in terms of readiness to change.

What got me thinking about the Stages of Change curriculum was a recent Supervisor Dialogue session I attended that addressed the topic of wellness. During the session we all completed a Wellness Assessment, which stimulated dialogue about how we could all improve (change) our wellness. That led to a connection to the aforementioned curriculum as a document to shed more light on the journey that is change. All of this has been personally and professionally beneficial for me, and Stages of Change is a topic of dialogue with my unit.

Another motivational book that I keep handy is by none other than good old Dr. Seuss. It is *Oh, the Thinks You Can Think!* Now, you might be thinking to yourself, "How can Dr. Seuss be motivational?" Well, for me, as a card carrying "Gold/Green," it inspires and motivates me to do many things. For instance, I can very easily become task oriented and get my head "buried in the weeds (the details)" of my work. As I'm doing that I'm missing the big picture, and procrastinating on projects that are more time-consuming, but just as important. While I do believe details and the small things are important, I've come to learn that it is equally important to "get my head out of the weeds (the details)" to literally and figuratively look around, see what is going on, "smell the roses" a little, and look at the big picture. It also inspires me to be creative, to brainstorm, to think outside the box and not be limited by preconceived notions about myself or the situation.

So, what could you, the reader, take away from this? Many things I suppose. But, I would encourage you to look for opportunity in places you might not expect to find it. We all have assumptions and mental models that cause us to discount or ignore things (literature, training courses, certain people or types of people) because we assume there is nothing to be learned there. However, in actuality, there could be something of benefit to us. Occasionally, I think it is valuable for each of us to "get our head out of the weeds" and remember "Oh, the Thinks you can think up if only you try." ☪



Cerreta's

By Susie O'Gara and Brandi Goodwin



Supervisor Connie Koch

In a team setting a little sweeter than most (it was at Cerreta's Candy Company in Glendale, after all), we had a unit meeting that both challenged our creativity and celebrated our individuality.

"There's more than one way to create a Cerreta's chocolate pizza," one of us quipped. Very true. In this unusual team-building opportunity, we all took the same basic ingredients, arranged them to our liking, and produced something unique to ourselves. Sure, some pizzas looked pretty darn good; others...not so much! But they all tasted fantastic!

And the take-away from this exercise (apart from the chocolate!) was that we could appreciate our individuality and applaud it collectively, too. ☪

EBP Spotlight

To Do's

By Tricia O'Connor

What encourages positive behavior change in ourselves and others? There is no one answer as it looks different for each of us. APO Katherine Schiets worked with one probationer to create a list of behaviors and activities he thought would assist him in being successful on probation and in life. Having a conversation, actively listening, role-playing, and consistently encouraging his efforts made a difference.

Here is his *To Do* list.

- Change how I present myself.
- Slowly stop getting high.
- Seek counseling and drug help.
- Quit using all drugs including alcohol.
- Learn something new.
- Work on manners.
- Less fun, more work.
- Seek out employment.
- Find a hobby.
- Stop leaning to the past and make a future.
- Look into school.
- Complete probation.
- Think on going back to Indiana.
- Think about what matters to me most truly.
- Stop letting myself fall into slumps.
- Have confidence in myself.
- Believe I can do it and make s*** happen.
- Let go of people who truly hurt you more than care for you.
- There's plenty of fish in the sea and I'll catch them all.
- Call my brothers and sisters more often.
- Show respect even when none is given.
- Learn how to trust.
- Go out and have legitimate fun.
- Do s*** for yourself before you choose to help others.
- Don't hide what you feel or think; no lies.
- Stop trying for attention; it will come.
- Walk with a smile. Say it will be a beautiful day and eventually it will. Only you choose how you feel.☺



APO Katherine Schiets

Congratulations

2nd Quarter P.R.I.D.E Winners

BCB – Melissa Boudreau, Rochelle Harlin, Jenifer Meiley, Nicole Mesquita, Jo McCammond, Patty Barnfield

CLAPO – Jamie Collins, Stan Fosdick

Communications – Linda Zeamer

Coronado – Kyle Miller

CSC – Joe Cortina

DTJC2 Training – Michele Butcher, James Sine

DTJC3 Admin – Margaret Johnston, Marianne Jenson

DTJC3 Pretrial – Daisy Lugo, Maria Chanto

Durango FAU – Brenda Aldaco, Sylvia Aldrade

Garfield – Sylvia Partida, Dawn Johnson

Luhrs – Megan Merker, Chris Black

Northport – Katherine Schiets, Sandy Mishkin, Teresa Denman

Pretrial Jail – Thomas Dang, Bea Rodriguez

PSC – Kim McCurtain, Kim Casey, Amy Primak,

Michael Wollangk, Michelle Hernandez

SEF – Aaron Scherbak, Shelly Bodenmiller

Scottsdale – Mario Garcia, Nancy Leholm

South Court Tower – Rachael Rodriquez

Southport – Meghan McEuen, Andrew McClamrock

Sunnyslope – Michelle Zuech

WRC – Nicole Branham, Marie Long, Linda Ramey,

Cathy Button, Joseph Lopez, Kimberly Bennett

WCB – Areli Montane, Dena Medley

People Recognizing Individual's Deeds of Excellence

Anniversaries

25 Years

Teresa Yetmar
Samuel Catlett
Donald Thompson

20 Years

Dawn Hamilton
Abilio Aranda
Kim Cullinan
Yvette Dimas
Rebecca Shackelton
James Sine
Jeffrey Smalley
Donna Vittori

15 Years

Kevin Bacchus
Jennifer Ferguson
Carol Scott
Amy Ahrens
Bricia Zavala
Timberly Matson
Pat Ward
Mary Beck
Juanita Bermudez
Paula Krasselt
Pamela Fowler
Donald Kaliski
Kimberly McCurtain
Teddy Milhalm
Linda Peterik

10 Years

Autumn Freeman
Barbara Goree
Stephanie Spencer

5 Years

Amanda Scott

Thank you for your dedication!

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- Good quality photos focusing upon the subject of the article may be submitted. All people in photos must be identified.
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Brandi Goodwin
Tricia O'Connor
Christina Burruel
Gary Streeter

Top 10 Most Wanted Sex Offenders:

http://www.superiorcourt.maricopa.gov/AdultProbation/docs/top_ten_fug.pdf

Top 10 Arrested Sex Offenders:

http://www.superiorcourt.maricopa.gov/AdultProbation/docs/arrested_Top_Ten.pdf

Production Managers

Kellen Stadler
602-372-5767
stadlerk@apd.maricopa.gov

Samantha Ott
602-506-9044
otts001@apd.maricopa.gov

Editors

Cathy Wyse
(602) 506-3688

Shari Andersen-Head
(602) 372-0302

Chronicle Staff

Barbara Broderick
Shari Andersen-Head
Cathy Wyse
Kellen Stadler
Samantha Ott
Alison Cook-Davis
Tricia OConnor

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