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# The Chronicle

NEWSLETTER OF THE  
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

*A Force for Positive*

**CHANGE.**



## *Chiefly Speaking: Affordable Care is Coming*

Regardless of our personal feelings about “Obamacare,” the Affordable Care Act has been passed, upheld by the Supreme Court, and will be in effect soon. This law pushes sweeping changes in national health care policy and its impacts will be substantial.

The Patient Protection and Affordable Care Act (ACA) has significant implications for the health and behavioral health of our clients and their families and for the health and safety of our communities. The majority of the criminal justice population is currently uninsured and low-income. This population also has high rates of mental health and substance abuse disorders as well as high rates of chronic and communicable illnesses. Large numbers of these individuals, and their families, will be newly eligible for health insurance and that insurance will provide coverage for both physical and behavioral health care.

With effective implementation of the ACA, the financial obstacles to accessing substance abuse treatment, mental health treatment, and physical health care that have traditionally delayed or impeded treatment for our clients can be expected to fall away on a large scale. Behavioral health care has always been critical to the success of our clients and to our public safety goals. Increased access to behavioral health care has significant potential to enhance community safety and well-being by reducing crime and the social costs associated with unmet mental health and substance abuse needs. More consistency and continuity in access to behavioral health care will also support a model of long-term recovery and wellness.

From a financial perspective, reductions in crime, arrests, and incarceration can be expected to yield considerable savings in taxpayer dollars. In addition, increased access to health care in the community and better continuity of care is expected to reduce the cost of correctional health care services in our jails and prisons, where many individuals are now treated for conditions that went untreated while they were in the community. Opportunities for diversion and reentry also expand when community-based treatment is accessible.

In January 2014 most of the remaining provisions of the Patient Protection and Affordable Care Act will go into effect,

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and new processes for application and enrollment in health care coverage will be implemented beginning in October 2013. As consumers of health care and as professionals who assist others in accessing services, it is important that we have an understanding of these changes.

The ACA brings major changes in national health care policy with five components of reform:

- Insurance reform
- Coverage reform
- Quality reform
- Payment reform
- IT reform

While much could be written about the ACA; I will touch lightly on the five areas of reform and suggest some relevant activities for our Department in light of these changes.

**Insurance reform.** The ACA is expected to expand health insurance coverage to approximately 38 million adult Americans who currently lack it. This will be accomplished through 1) Medicaid expansion and 2) State Health Insurance Exchanges. The ACA expands Medicaid coverage for most low-income adults to 133% of the federal poverty level (\$15,281.70 for an individual or \$31,321.50 for a family of four in 2013). Medicaid expansion was originally mandated, but is now a state option. After much debate and contention, Arizona opted to expand Medicaid. The financial benefit to states from Medicaid expansion is considerable with the federal government funding 100% of the cost of expansion during 2014-2016 and the federal contribution declining to and remaining at 90% to 2020.

Health Insurance Exchanges are new competitive private health insurance marketplaces that will offer a range of health insurance products to uninsured individuals and small businesses. Exchanges will help individuals and small employers shop for, select, and enroll in qualified health plans. Exchanges will also assist eligible individuals to receive premium tax credits and cost sharing reductions. Some states, including Arizona, are not ready to operate a State Health Insurance Exchange or have chosen not to at this time. Arizona will be participating in a Federally-facilitated Health Insurance Exchange.

The individual mandate is an ACA requirement that most individuals in the U.S. have a minimum level of health insurance coverage beginning in 2014. Among those who are exempt from the penalty associated with this mandate are individuals who are below the filing threshold for federal income taxes and people who are incarcerated. For those not exempt, penalties are assessed through income tax filings, starting at \$95 in 2014 and rising to \$695 in 2016.

Medicaid and the plans offered in Health Insurance Exchanges are required to provide 10 categories of services known as Essential Health Benefits. The required benefits include mental health and substance abuse care and prevention. Furthermore, the mental health and substance abuse benefits must be at parity with those for primary care. The Essential Health Benefits are:

- Ambulatory patient services
- Emergency services
- Hospitalization
- Maternity and newborn care
- Mental health and substance abuse disorder services, including behavioral health treatment
- Prescription drugs
- Rehabilitative and habilitative services and devices
- Laboratory services
- Preventive and wellness and chronic disease management
- Pediatric services, including oral and vision care

Currently in the U.S, there are negative health disparities, including behavioral health disparities, among persons of lower social status and minority groups. These health disparities are associated with disparities in access to care. Social justice is one focus of the ACA, which promotes equity in health insurance coverage and access to care in order to reduce these health disparities.

It is anticipated that 6.6 million of the uninsured adults who will gain health care coverage under the ACA will have pre-existing substance abuse conditions. Many of the newly insured

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with pre-existing behavioral health disorders are expected to come from the homeless population and the criminal justice population.

**Coverage reform.** Some provisions of the Affordable Care Act have been in effect since September 2010 and have already provided benefits to our employees and clients. These provisions have been popular with the public, because they addressed deficits in our previous health care coverage. They include:

- Family coverage for children up to the age of 26
- Guaranteed coverage for pre-existing conditions
- Elimination of annual and lifetime limits
- No co-pay or deductible for disease prevention and health promotion interventions

**Quality reform.** The core values behind the ACA include whole health care, shared decision making, and person-centered care. Significant organizational changes as well as new accountability mechanisms will be implemented. A “Health Home” is a service delivery model envisioned by the ACA to enhance integration and coordination of primary, acute, behavioral health, and long-term services and supports for individuals with chronic conditions, such as mental illness, substance abuse disorders, diabetes, asthma, and other conditions. A Health Home may provide this coordinated, integrated care at the same or different sites. Typically, a Health Home would be responsible for a defined population (that is, targeting specific populations, diseases, and geographic locations). States have some leeway in selecting the specific chronic conditions for Medicaid-funded health home services in their state.

An Accountable Care Organization (ACO) is an organizational arrangement put in place to operate Health Homes. This could be a lead organization that coordinates the activities of subsidiary organizations, or it could be a new entity created to operate a Health Home. It appears that ACOs are likely to be led by hospitals, primary care practices, and health centers and that considerable work will be needed to integrate behavioral healthcare entities into ACOs.

**Performance reform.** Provider entities will be expected to report a small number of comparable performance measures on a periodic basis that will reflect not only quality, but include summaries of outcomes achieved by the persons served. Financing will be shifting from a piecemeal, per encounter basis toward an annual case rate (per person served) or annual capitation rates (per person covered). The goal is to adapt the financing mechanisms toward person centered and whole health care.

**IT reform.** In recent years, provider entities have started implementing and using electronic health records in a meaningful way. The ACA encourages the use of electronic health records with financial incentives, such as providing incentives for reporting performance measures to the federal government with electronic health records. A universal application for healthcare coverage is being established at the [www.healthcare.gov](http://www.healthcare.gov) website. As part of determining an applicant’s eligibility for Medicaid or tax credits associated with this application, a data hub operated by the Centers for Medicaid and Medicare will automatically pull information from the Social Security Administration and the Internal Revenue Service.

Given our relationships with clients and the assistance that they are accustomed to receiving from us, we have a clear opportunity to help connect clients and their families with the health care services that will become available to them under the ACA. We can provide information, assist with the eligibility application, and facilitate enrollment in health care coverage.

Our Department applied for a grant from the U.S. Department of Health and Human Services requesting funds for three “Navigators” (screener positions) to help with Affordable Care application and enrollment activities and to disseminate information to our staff and clients regarding the new processes and opportunities associated with ACA. Unfortunately, we just learned that we were not selected to receive this grant.

Our Department will want to assist clients to understand their options and to access health care coverage as informed consumers, regardless of grant funding, but of course, the additional positions would have helped. To some extent, assistance with the health insurance eligibility application and enrollment process is viewed as a natural extension of the eligibility screenings currently being conducted by the Assessment Center.

We will also want to continue collaborating with providers and criminal justice partners and other entities to facilitate clients’ access to care and the continuity of their care, especially during clients’ reentry from jail or prison. Significant progress has been made through these collaborations

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and they will continue to be very important. The recent award of the Regional Behavioral Health Authority contract to Mercy Maricopa Integrated Care is being disputed by Magellan Health Services, providing even more uncertainty as we approach the changes under the Affordable Care Act. We will want to reach out, stay informed, and continue our collaborative approach. As changes occur, we can coordinate our cross-agency efforts, identify and remove gaps in service delivery, avoid duplication of effort, and strive for efficient and effective services.

We are accustomed to change and I look forward to our continuing work as a force for positive change. Thanks to all who participated in the Employee Satisfaction Survey. As always, I enjoy hearing from you. ☺



## Safety Matters

By Gary S. Streeter

Since it appears that computers and the World Wide Web are here to stay, we should take advantage of this great resource to educate ourselves about officer and staff safety. The internet provides a convenient way to stay current on safety, either by searching [Google News](#) or by going to one of the many officer safety websites.

To search Google News enter “probation officer” in closed quotes. This helps narrow the search. You can also search for more specific stories, for example, stories of officers being punched, by entering “probation officer” punched. Recent searches revealed one story about threats directed at a probation officer by a probationer. Five other stories about physical assaults on probation officers, both on and off duty, were found as well.

Below are some favorite websites (with a short synopsis) of the full-time trainers in the Staff Development Safety Unit.

### [Below 100](#)

An initiative that aims to reduce the line of duty deaths to below 100, a number not the seen since 1944. The website also contains officer safety tips.

### [Policeone](#)

A website with breaking news, training opportunities, and editorials.

### [Force Science Research](#)

The Force Science Institute is dedicated to the study of human dynamics in high stress, rapidly unfolding force encounters. Through classes and consultation the Institute strives to facilitate the application of Force Science concepts during investigations, training, and the evaluation of officers' behavior during these encounters.

### [Law Officer Magazine](#)

LawOfficer.com provides law enforcement news, exclusive online feature articles, a buyer's guide, and special pages dedicated to every facet of the police community, as well as the archives of *Law Officer* magazine. New content appears every business day and is updated for breaking news stories.

### [Safe Call Now](#)

Safe Call Now is a confidential, comprehensive, 24-hour crisis referral service for all public safety employees, all emergency services personnel and their family members nationwide.

### [Adult Probation Training Webpage](#)

Contains safety websites, videos of defensive tactics and firearms techniques, and safety instructor contact information.

### [Warrior Science Group](#)

Delivers knowledge in combat human factors, a generic term that implies all aspects of the psychological, physical and performance aspects of being a peace-maker (i.e., law enforcement, military, educators, leaders).

Thanks to members of the Safety Training Unit and Robert Villasenor for their contributions to this article. ☺



The following articles are full of lessons and incite that attendees of the 38th annual APPA training institute were inspired to share.



## Don't Be a Lazy Gardener

By Michael Cimino

**D**uring the plenary session at the American Probation and Parole Association (APPA) 38<sup>th</sup> Annual Training Institute in Baltimore, Maryland, we were privileged to hear from Tonier Cain. She's currently the CEO of an organization called Neen Inc, and she works for the National Center for Trauma-Informed Care.

While her current work is admirable and interesting, it was how she got to where she is that was particularly significant. Just around nine years ago, she could have been any one of those waiting in our lobbies. She had a history of substance abuse (crack) and related crime – some eighty-three arrests and a couple dozen convictions. She told us how this spanned across a couple decades, most of which she was homeless and living on the streets of Annapolis. It's hard to describe the extent of the various trauma she experienced starting at a very young age of nine or ten years old. From abandonment by her mother, to physical and emotional abuse, to rape, and to places in the system where honestly we failed her, the pain was difficult to hear in detail. She had quite a story to share.

The turning point for her was the most significant part, which occurred when someone cared enough to ask her about that story. It sounded like for most of the time until then, no one asked. She was medicated, supervised, incarcerated, but the underlying experiences and causes for the substance abuse and mental illness went unaddressed. To make things worse, the professionals in the system designed to address these issues failed her and the community that hired them. She was quick to note that for many in the system, it wasn't intentional, but as someone that supervised similar people not so long ago, that doesn't make it acceptable and I'm sure there were many where I missed it as well.

Her story was one that offered despair as well as hope. In fact one of her personal mottos was, "Where there's breath, there's hope." As her talk drew to a close, she talked about how she now has a daughter who is nine and began this journey with her. This in itself demonstrated hope as she had four previous children taken from her (and rightfully so, she added).

Ms. Cain also noted that she's now a home owner, and went on to describe how she can always tell the quality of a gardener who comes to work on her home. A true gardener tends to the weeds by going deep into the soil to remove the root. By contrast, the lazy gardener is content to trim off what is above the soil, only to leave the roots behind to choke out the life and beauty in the flowers. Her charge to us, "Don't be a lazy gardener." Don't be content to go through the motions in a job where some might not immediately notice. Ask the difficult questions, listen, and try and get at the deeper drivers of what has brought someone into our system and into our office. Her story is illustrative for us, and worth considering and listening to yourself. You can likely find out more about her and her story online and her spirit and enthusiasm will make you glad you took the time. [ca](#)

# The Island of Misfit Toys

By Joseph Pallo

As a youngster growing up in Southern California, I recall taking apart a perfectly good set of roller skates to install the wheels onto a wooden skateboard which I built under the guidance of my woodshop teacher. As I think back to those days, I am pretty sure I was the envy of the neighborhood. The skates weren't misfit toys, but nevertheless I found a new and, in my mind, better use for them.

Finding useful new talent from individuals assigned to your unit was the topic of a workshop at the APPA conference in Baltimore, MD, entitled "The Island of Misfit Toys". The presenters were eager to point out that they do not consider their unit members as misfits, suggesting simply, if a supervisor seeks out the potential of each member of a unit, the outcome usually results in motivated, happy employees and quality performance. In other words, since we are in the business of changing offender behaviors, we should not be resistant to change for ourselves as supervisors. The result will take you to an island of paradise and not to an island of misfit toys.

Like the wheels on my skateboard, I will be looking to the potential of those in my unit to ensure they have the support and opportunity to turn into truly exceptional officers. ☞



## Smarter Sentencing: Doing Evidence-Based Practices with Criminal Justice Partners

By Julie George-Klein

Frank Domurad began his 2013 Baltimore APPA workshop with a few statistics, all pointing to the United States having the highest incarceration rates among seven countries. The big questions that came to mind were "why?" and "what do we do about it?" The answers to both questions involved a discussion surrounding sentencing philosophies, the need for prosecutors, public defenders, the court, and elected officials to become more aware of effective sentencing, and the importance of utilizing "Smarter Sentencing Practices." In other words, Evidence-Based Practices on a grand scale!

In general, sentencing can be approached with two thoughts in mind. Sentencing from a risk control perspective, limiting a person's capacity to carry out crime (while incarcerated) and sentencing from a risk reduction model, diminishing the likelihood a person will commit a crime in the future.

Mr. Domurad discussed five sentencing philosophies to further illustrate the various sentencing approaches, all of which have some aspects that may still be applicable today. These philosophies, all of which are personal to each individual involved in the process, include:

Retribution - punish him/her, an eye for an eye, the defendant deserves it

Incapacitation - lock 'em up, keep 'em behind bars

Deterrence - make an example of someone, threaten incarceration of others who behave similarly

Restoration – repair the harm to the victim, make the victim "whole"

Rehabilitation - provide treatment, opportunities for change

A challenge has been put to us should we wish to create further support in our efforts to create safer communities: provide education and information to our stakeholders, so they may move into the realm of evidence-based sentencing – sentencing that measures long-term results and outcomes!

If you would like to know what Arkansas is doing in terms of "Smarter Sentencing," here is a web-site you might find interesting: <http://www.arkprosecutor13.com/news022012.htm> ☞

# How to Be an Effective Witness...Or in the Alternative, How Not to Make a Fool of Yourself on the Stand

By Susan Savoy

The Honorable Scott Wisch, the Honorable George Gallagher, and the Honorable Jamie Cummings, all Criminal Court judges in Tarrant County, Texas, presented a very entertaining APPA session on being an effective, competent, and accurate witness in a court setting. The judges provided common sense skills for the probation officer who is required to provide sworn testimony in revocation proceedings or other administrative court hearings. The judges outlined Eight Rules for testimony success:

- Rule 1:** Look and act like a professional. Be on time, respectful, and promote a positive attitude. Don't act mad about having to testify. First impressions can never be erased.
- Rule 2:** Be prepared and know your facts. Review the working file before your hearing and never guess at answers.
- Rule 3:** Listen to the question and only answer the question asked. Don't volunteer more information or stray from the original question.
- Rule 4:** Don't be confrontational. Listen carefully and answer clearly. Follow the judge's instructions and be truthful.
- Rule 5:** Don't oversell yourself. You're an expert on your probationer's file and your agency's policy and procedure, but not on anything else.
- Rule 6:** Don't "hide the garbage." Always advise the prosecuting attorney of any problems or concerns with the probationer's case. Nobody likes surprises in court.
- Rule 7:** Keep your cool and don't let yourself get provoked. It's the defense attorney's job to "rattle your cage." Don't let the attorney control your testimony and don't be distracted by the attorney's tone or antics.
- Rule 8:** Just be yourself. Don't take anything personally and don't get emotional. ☞

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## The Ethics of Influence: Influencing Without Authority

By Kristi Ward

While the session title lends to the overall topic of influence, the primary discussion during this workshop was on integrity. At the end of this article, I will give you a few questions you can ask yourself to measure *your* integrity. So, what is the key to being a great leader at work, at home, or in the community? According to Mr. Corder, it is "the willingness to make an investment in people and take the necessary steps toward becoming a person of influence." In order to do this, four levels of influence were identified:

- Modeling (integrity)
- Motivating (nurture)
- Mentoring (empower)
- Multiplying (reproduces influencers)

These levels are increscent in that the base is modeling and once mastered, the next step is to motivate and so forth. In following these steps, a great leader becomes a positive influencer, growing an organization and not just themselves.

The following are questions to help you measure your integrity. Take some time to reflect, and make a point to work on areas in which you're having trouble.

- How well do I treat people from whom I can gain nothing?
- Am I transparent with others?
- Do I quickly admit wrongdoing without being pressed to do so?
- Do I put other people ahead of my personal agenda?
- When I have something to say about people, do I talk to them or about them? ☞



Source: Craig Corder, Project Coordinator  
Correctional Management Institute of Texas

<http://www.cmitonline.org/>

# Adult Education Program Receives National Honor

By Lindell Rhodes and Cathy Wyse

When awards were presented at APPA's 38th Annual Training Institute in Baltimore, Maryland, MCAPD's Adult Education Program has honored to receive the American Probation and Parole Association's President's Award 2013. Dan Rodgers, the Garfield ESOL teacher, was in attendance at the conference and accepted the award on behalf of the program. This prestigious award recognizes an exemplary community corrections program that serves to advance the knowledge, effectiveness and the integrity of the criminal justice system. Organizations that receive this award exemplify the management and innovations necessary to lead community corrections into the next decade.

The Adult Education Program has surpassed state performance targets on ALL of the State and Federal Department of Education Core Goals for the last 10 years. Based on the program's FY 2012 performance, the Arizona Department of Education ranked our program as the #1 adult education program in the state.

In addition to being state certified educators, as part of our Department, the adult education instructors are trained in evidence-based correctional practices and are committed to working in concert with other probation staff to accomplish positive probationer outcomes and reduced recidivism. The Adult Education Program:

- Targets criminogenic needs of education/employment
- Provides a structured, prosocial activity
- Provides positive and supportive role models
- Advances students' educational levels, employability, and employment status
- Contributes to the Adult Probation Department's goal of reducing crime

In FY 2013 the Adult Education Program served 1,657 students, which includes adults from the community as well as probationers. Accomplishments for FY 2013 include: 287 students received a GED and 535 students received an educational gain, which is equivalent to two years in the public school K-12 system.



Pictured left to right:  
Dan Rodgers, Chief  
Barbara Broderick



# Taking the Family into Account for Successful Reentry

By Deneen Bertucci

The harsh reality is that millions of incarcerated men are fathers. However research indicates that only about 10% receive any type of family strengthening service to assist them with eventual reunification with their children, and this is usually just a basic parenting class. This session at the most recent APPA conference took a look at the results from 12 different sites that implemented a program to serve incarcerated fathers with children. The goal was to remove barriers that were preventing or limiting family interaction during incarceration while also hoping to strengthen these important relationships.

Correctional facilities participating in this initiative implemented a variety of services designed to improve the quality of interactions fathers were experiencing with their children, as well as to help begin laying the groundwork for their eventual return to the community. Parts of the program that I found interesting included the assistance fathers received in addressing child support matters, reducing or eliminating arrearages, and in maintaining parental rights during their incarceration. Help was offered to get driver's licenses restored. Options were provided to fathers for creating audio or DVD recordings to be sent to their children to aid in maintaining contact. Video visitation services were coordinated for those at a distance, and letter writing supplies were provided. Visitation centers were modified to be more child friendly; parent-coaching and parent-child activities were encouraged during visits. Weekend seminars were also held at the facilities to assist fathers and their partners with co-parenting issues. While these were positive outcomes, the study showed that more work needs to be done in this area. ☞



# Racial Disparities in Probation Revocation

By Achi Yapo

Associate researchers, Jesse Jannetta and Heken Ho, conducted a study examining the racial disparities in probation revocation and this was the topic of a workshop that I attended at the 38<sup>th</sup> APPA Institute in Baltimore, MD. According to their findings, African Americans are more subject to probation revocation than their counterpart Whites and Hispanics. They utilized a statistical method called the Blinder Oxaca Decomposition to provide some explanation for the existing gaps. They hypothesized that the static components of offender assessment tools such as criminal history tend to be the main conductor of the increased gaps, but some disparities remained unexplained. The unexplained gaps may be related to several different factors, such as the probation officer's own experience or bias, characteristics of the officer, and officers' styles of supervision, as some officers are more lenient than others. Mr. Jannetta recognized that the offender's criminal history plays a great role in the revocation process, which suggests that their findings were foreseeable since African Americans tend to disproportionately be convicted of more crimes than their counterpart Whites and Hispanics.

Director Malinda (co-presenter) raised two relevant questions: "What does your department do to address cultural sensitivity in the workplace to help officers work more efficiently with their clients?" and "What would a racially sensitive workplace look like in your department?" If the answer to those questions is "We don't know," then we all have some work to do collectively. Management should not be left on an island to deal with this issue; all of us bear responsibility to treat all of our clients with the utmost dignity and respect that the humankind commands and deserves.

They suggested that continuous cultural sensitivity trainings for supervisors to reflect in meetings and staff development would afford a better understanding and practices of cultural diversity. As probation officers we need to ascertain that our personal biases do not blind us from seeing the potential in all human beings and assure that they don't deprive us of our humanity. Those who fail to comply with their conditions of probation should be candidates for the revocation process regardless of who they are, and who they are should not be a factor for favoritism or harshness. ☞

# Pretrial and Probation: What is the same? What is Different? Risk, Supervision, and Legal Status

By Penny Stinson

I know we have a pretrial officers in our probation department, jail, and court, but what exactly do they do? They look an awful lot like probation. After all, they make recommendations to the court and they supervise/monitor people. A lot of those people they have over there just end up on probation anyway, right? They even may have drug testing, electronic monitoring, treatment, etc. So if it walks like a duck and talks like a duck, it must be a duck, right?

At the 2013 APPA Conference in Baltimore, MD, I had the privilege to present this topic along with Katie Green, Correctional Program Specialist, National Institute of Corrections, and Spurgeon Kennedy, Deputy Director of Operations, Washington, DC Pretrial Services Agency. Washington, DC has a model state-of-the-art pretrial program which we in the business enviously refer to as “Disneyland.”

This is always a fun and lively session as pretrial functions reside in many different forms in different organizations in criminal justice systems, so it is often a varied audience. After facilitating a number of these sessions, this is commonly how we hear pretrial described, “pretrial is a probation ‘lite’ ” and “a dress rehearsal for how defendants will act when they get probation.” As a result, many organizations overlay the same supervision strategies for pretrial defendants as they do for the post-convicted population. What we are learning is that this is not always the right thing to do. In fact, we are probably over conditioning and over supervising those in a pretrial status. Where we do have similarity is that EBP in probation has told us that the sentence and “the dosage” (amount/intensity) of services needs to correlate to risk. The same can be said for the pretrial population. What we do know is that if decisions are made that result in unnecessary custody and detention (even if only for 48 hours), the risk of that individual returning to the system within two years is elevated. Wrong dosage = future elevated risk.

It is important to note the fundamental legal differences between pretrial *defendants* and probation *offenders*. There is a significant distinction between those accused of a crime (pretrial), who still retain all their civil rights, as opposed to those who are adjudicated guilty of a crime (probation) and have lost quite a few of their civil rights (voting, gun possession, search and seizure, etc). The purpose of Pretrial Service entities is to minimize the risk of nonappearance at court proceedings and risk to the safety of the community. The purpose of probation entities is to assist in reducing the incidence and impact of crime by probationers in the community. The fundamental difference is while both pretrial and probation investigate and supervise, but probation is also responsible for *affecting behavior change* that reduces long term recidivism through cognitive interventions, sanctions and rewards, etc. This is vastly different than the role of pretrial to assist people in securing the tools necessary to make it to their court date and remain arrest-free until they are sentenced. Pretrial assists defendants by referring them to needed social services, but revocation for non-compliance is not an option unless it impacts court appearance and community safety. So it may walk, talk, and look like a duck, and it is easy to mistake both as being the same, but believe me it is definitely not a duck! ☹



## Social Media: What's Your Image?

By Wes Shipley

Just about one year ago, the MCAPD Fugitive Apprehension Unit (FAU) developed a Facebook page dedicated to posting pictures and information on probation absconders. We modeled our page after what many police agencies are doing around the country. Our hopes were to generate information that would lead to tracking down some of our more serious offenders. So far, we have experienced some decent results.

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So, while I was in Baltimore, MD, for the APPA Institute, I was very interested in any programs that would help move our FAU project forward. As such, I attended “Social Media: What’s Your Image?” While I unfortunately did not learn a lot of new information, I was reminded of several concerns that we must all remember when interacting on the various forms of social media, especially when working in a law enforcement/professional setting as we do.

First and foremost, when you post on Facebook, Twitter, or whatever you tend to use, you are setting an image for yourself that is open to the world. This image does not go away and can set the tone for how you are perceived in both your personal and professional lives. Whoever views this information may interpret it in a variety of ways, some of which you did not intend. Second, in our jobs we have to be careful when posting personal information. We have now given access to not only our “friends,” but also anyone who wants to check in on us via the social media. While there are various ways to block this information, do you want to take a chance in allowing persons we supervise to see pictures of our children or learn about the activities that we may participate in?

One very interesting piece of information provided in the session was an article providing advice on “13 Things Facebook Won’t Tell You.” You can Google the full article, but in general, the article reminds us that we must be careful and that anything we post can be used by a variety of persons, such as burglars, your insurance agent, and even your boss. On a monthly basis, there are roughly 845 million active Facebook members. I can’t think of 8 people I want to share that much information with, let alone 8 million.

Overall, social media is a way of communication that will evolve and change, but will remain in some form well into the future. As an agency, we need to look at the tools provided by the social media and think of smart ways to use it to our advantage and keep up with the persons we supervise. However, we always must be cautious and concerned about what we are throwing out there for the public to view. Remember, your personal and professional image can, and will, be set by what you allow these 845 million people to see. ☞

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## Building Bridges between Community Corrections and I.C.E.

By Tricia O’Connor

U.S. Immigration and Customs Enforcement (I.C.E.) is the principal investigative arm of the U.S. Department of Homeland Security and the second largest investigative agency in the federal government. On an average day, 250 I.C.E. detention facilities around the country house approximately 35,000 individuals. I.C.E. receives 107,000 probation and parole queries each year. They have staffing and monies to remove approximately 400,000 “aliens” each year. To determine how to best use their limited resources, they utilize Enforcement Priorities:

- Convicted Criminals/Threats to Public Safety
- Immigration Fugitive/Absconders
- Repeat Immigration Violators
- Border Removals/Recent Arrivals
- Other Removable Aliens

To build bridges with the community, they have developed a Community Outreach for Enforcement and Removal Operations. There are a number of options for contact:

Phone for Community & Detainee Helpline: 1-888-351-4024

Email: [ERO.Outreach@ice.dhs.gov](mailto:ERO.Outreach@ice.dhs.gov)

Website: [www.ice.gov/about/offices/enforcement-removal-operations/ero-outreach/](http://www.ice.gov/about/offices/enforcement-removal-operations/ero-outreach/) ☞

# LGBTI

By Jaci Christenson

What is LGBTI? Alphabet soup? At the recent APPA Training Institute in Baltimore, I attended a workshop entitled “LGBTI - Having That Difficult Discussion.” And no, it had nothing to do with soup. Rather, it was a panel discussion regarding the safe and respectful supervision of Lesbian, Gay, Bisexual, Transgender, and Intersex offenders. The purpose of the workshop was to educate and to provide solutions regarding the safe and respectful supervision of this population and to identify practices that may be unintentionally discriminatory, restrictive, or permissive.

In addition to discussing the need for agencies to address the LGBTI community in policies and procedures, we discussed some of the unique aspects of community supervision. One of the topics that was explored was how do we drug test, or do we even drug test, transgendered clients. Transgendered clients pose a challenge in this realm due to the question of who, a male or female, monitors the submission of the drug test among other unique situations or challenges not traditionally faced in probation. We also discussed the need for officers to consider and educate themselves regarding the special needs of the clients, such as health or mental health concerns, as well as becoming familiar with resources available to the LGBTI population. The importance of being willing to ask questions was repeatedly emphasized throughout the workshop. If you don't know how your client wants to be addressed, ask him or her, and don't just assume you know how they wish to be identified. In order to treat this population professionally and appropriately, you have to have the conversation and ask the difficult questions.

If you wish to learn more about this subject, the National Institute of Corrections has an online resource page which can be accessed for additional useful information. Awareness and sensitivity are imperative, as is respect. But as you likely know, these values are at the core of what we should do with ALL clients.

✂



## How Do We Know What Services Agencies Provide?

By Jennifer Ferguson

When you refer probationers to treatment, do you know how well the treatment services align with Evidence-Based Practices? Would it be helpful to know more about the services probationers are receiving when they attend a program at a particular agency? It can be challenging to know what is actually taking place. What if there were tools available to help learn more about these services?

Dr. Faye Taxman, a professor at George Mason University and Director of the Center for Advancing Correctional Excellence, has led a project that designed a number of tools for the field to help link offenders to appropriate treatment services with the overall goal of improving client outcomes. One of these tools, the Program Tool, allows programs to do a self-assessment to see how well their program reflects the principles of effective intervention. Services are categorized into six different types of programs that include: 1) Substance Use Disorders, 2) Criminal Thinking/Cognitive Restructuring, 3) Self Improvement and Management, 4) Interpersonal Skills, 5) Lifeskills, and 6) Punishment Only. These labels are provided based upon the way that the programs define their target behaviors. Agencies then provide information about their current program operations and are given scores in six categories. The six categories in the assessment include: 1) Risk, 2) Need, 3) Responsivity, 4) Implementation, 5) Dosage, and 6) Restrictiveness.

One benefit of the Program Tool is that it is easy to use and not overly time consuming. The information provided by the tool is also useful to a number of different people. For providers, it helps identify areas where they may want to make changes in their programs. For those who use the services, it provides information about the types of services provided and how consistent those services are with evidence-based practices. This information can be very useful in helping to make referrals. This tool could be very useful to our department. Hopefully we can test it out in the near future. For more information about the Center for Advancing Correctional Excellence and the projects they are involved in, check out their website at: <http://www.gmuace.org/> ✂



CELEBRATING  
100 YEARS  
OF SAFETY

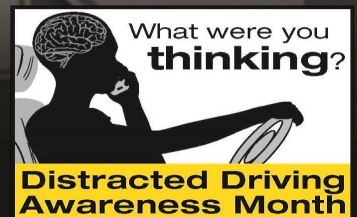
# Now you see it, **now you don't**

Did you know your brain can miss seeing up to  
**50% of your driving** environment when you  
are **talking on a cell phone** behind the wheel?

What you miss could be very important.

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

Tell others about the dangers.  
**[distracteddriving.nsc.org](http://distracteddriving.nsc.org)**



# Mental Illness and Violence -- What the Research Really Says

By April Sadler

I had the extreme pleasure of attending the 38<sup>th</sup> annual APPA Institute this July in Baltimore, Maryland, and the added honor of presenting at it. Alongside my colleagues Fred Wilhalme and Joseph Pallo, I assisted in presenting what, we hoped, was an eye-opening and perspective-changing breakout session regarding the mentally ill population and violence.

In order to begin a whirl of thinking amongst our crowd, we introduced this statement: "If you define 'mentally ill' as 'doing things that most people don't do,' then all murderers are mentally ill...as are all geniuses." Most of what we believe about our world and the populations within it as a community and a society is given to us by the media and colored by our own unique perspective. The mentally ill are often portrayed throughout movies and TV shows as being unpredictable, dark and frightening. In reality the research tells us that individuals suffering from a mental illness are more likely to be victims of a violent crime than perpetrators of it.

Within our presentation we also touched on the terrible tragedies that have occurred over the last fifteen years that involved individuals rumored to suffer from a mental illness committing violent acts: namely the Columbine, Tucson (Loughner), Aurora, and Sandy Hook shootings. As portrayed by the media, these events were perpetrated by mentally ill individuals who are part of an overall violent population. The perspective that isn't readily given to us: these are four events over a period of **fifteen** years and all mental capacities of individuals involved are conjecture. What about all the individuals over the last fifteen years who may suffer from a mental health challenge who did not commit a violent act? They will not be featured in the news. They are not exciting.

Alas, those with a mental illness or challenge may end up involved in our criminal justice system, usually for a drug crime, property crime, or other non-violent act. So how do we utilize the research and resources available to us in order to better serve them? We attempt to understand the population, their unique needs and obstacles, and address them within specialized caseloads and therapeutic courts. A mental illness does not make you more likely to be a murderer, and it does not make you less deserving of the chance to be a genius.☞



## The First 100 Days: Setting Your Leadership Compass

By Shari Andersen-Head

After graduating from our Supervisor Leadership Academy earlier this year, attending this session at APPA's 38<sup>th</sup> Annual Training Institute in Baltimore, Maryland seemed like a good choice. Presented by Drew Molloy, Chief Deputy Director, VA Department of Criminal Justice Service; Sarah Douthit, Deputy Chief Adult Probation, Coconino County; and Susan Burke, Director, Utah Division of Juvenile Justice Services, this workshop gave not only a global overview, but also a local glimpse from our colleague in Flagstaff. Ten strategies shared with participants were:

- Conduct a leadership assessment – know where to start!
- Be visible and approachable
- Listen, really listen!
- Surround yourself with good people
- Formulate and communicate a vision
- Think before you act, but ACT
- Build relationships
- Manage expectations
- Acknowledge and fix mistakes
- Practice self-care

The leadership style that you use depends on the needs of the person you are leading and the needs of the environment. There are plenty of strategies to pick from, so embrace your leadership role.☞

# Engaging Communities in Reentry Success

By Heather Peckham

I attended the “Engaging Communities in Reentry Success” workshop at the recent APPA Institute. This presentation discussed how communities across the state of Virginia have implemented a collaborative reentry approach, bringing together law enforcement, human services, community treatment providers, workforce investment boards, non-profit/faith based groups, and business communities to plan and coordinate councils that address local reentry related activities for previously incarcerated adults and juveniles.

The reentry collaboration approach is developed around four primary principles: pre-release planning, interagency coordination, integrated service delivery, and support of family and community reintegration, including development of positive links to the community. The reentry engagement has been done voluntarily by localities and existing resources.☞



## Generations in Today’s Workplace: Too Many Baby Boomers in Control? What To Do If You Are a Gen X or Millennial

By Marie Long

The current workforce is the most generationally diverse of all time. It is estimated that 20% of the Baby Boomer generation is currently employed. The average retirement age has risen from 67 years of age to 71 years of age. Generation Xer’s are often found in middle management with an inability to move higher in management due to the Baby Boomers still in the work force. Generation Xer’s report an overall disinterest in career advancement and are much more interested in “spider-web” or lateral career options. Almost 77% of Generation Xer’s will leave their employer for “increased intellectual stimulation” or for higher pay and bonuses. Also, Generation Xer’s demand a balance between work and family life, whereas Baby Boomers traditionally work extended hours to support their family.

Millennials are the most educated generation. This generation is more focused on working for an agency that serves society. They also have a tendency to leave their jobs every two years and are estimated to have three to four vastly different careers in their lifetime. Their knowledge of technology and optimistic mindset leads them to envision new and more efficient processes for the workplace. However, they often clash with Baby Boomers as Millennials do not respect the “rank and file” chain, but instead respect competency. Due to their exposure to technology and social media, the Millennials are “more inclusive and open to cultural diversity.”

This APPA workshop presented various areas of potential conflict and cohesion between the current generations in the workforce. The presenter also left us with questions that we must ask ourselves. Do we advertise our jobs as flexible, yet balk at new staff who ask for flexible time for family and fun? Do we focus our recruitment on retirement to generations that would rather be “intellectually stimulated”? Do we state that we allow movement within our agency, but limit an employee’s ability to move? Is our employee appreciation program meaningful to Generation Xer’s and Millennials? In previous generations, if agencies got them “in the door,” staff would often stay for years. Our new question is how do we get Generation Xer’s and Millennials to stay?☞

# The More Things Change

By Fred Wilhalme

I was lucky to be picked to present at this year's APPA Conference in Baltimore.

Almost 25 years ago, as a much younger presentence probation officer, from Pinal County, I got the opportunity to fly in to Reno for my first APPA conference. A good portion of the sessions offered at that conference were put on by staff from Hennepin County, Minnesota or Pima and Maricopa Counties from Arizona. These three departments were considered at the forefront of probation programs at that time. Other participants spoke very highly of the innovative nature of these departments and that was one of the reasons I chose to apply here.

Over the next twenty-five years, I was able to attend almost all of the APPA Conferences presented in this state. Although Pima County and Hennepin counties were seen a lot less, Maricopa County seemed to grow in popularity. Probation staff from Maricopa County were chosen by the APPA selection committee to present a number of our programs and we continued to be known as one of the front runners in the drive to use evidence-based practices.

It would be easy to believe that we did the bulk of presentations due to our hosting these conferences, but that was not the case. Norma Brasda, Carla Loi and I were picked to present at the Austin Conference in 2010. While there, we spoke with a number of attendees who were familiar with our department's reputation for innovative practices. Once again Maricopa County had a good size group of presenters to share what we do here.

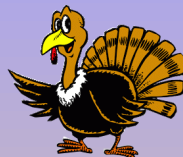
This year Maricopa County presented 8 of the 76 breakout sessions in Baltimore. This was far more than any other county. After twenty-five years, this county is still seen as an innovator and has the respect of departments from around the country. As staff members here, dealing with the day-to-day operation of our jobs, we don't always get to see just how influential our department is in this field. Please take the opportunity to attend these conferences, if you can, so you can see for yourself the role you play in making this department one of the best in the country. ☺

*Thank you to all the contributors who attended and have shared their experience with those who could not.*



## SAVE THE DATE:

Thursday November 21<sup>st</sup> starting at 3:00 pm



The annual Garfield Turkey Feast

We are always looking for staff who wants to participate and help us pull off this tremendous event for the community!

You can assist us by donating toys for the kids, volunteering your time to help during the festivities, or simply showing up that day for support!

Any questions contact Garfield supervisor Janet Kasha at 619-0785

Thanks everyone!☺







## Prison Life: Inside/Out

By Trish Doktor and Arlyn Harris

Our latest Managers' Forum focused on "a day in the life of a prison inmate." What does an inmate go through in the first few days and the ones that follow? We were fortunate to have several guest speakers taking us through the classification process, everyday inmate life, gang classification, and prison violence.

The first speaker was Stacey Crabtree, AZ Department of Corrections (DOC) Classification. She explained that classification is based on the inmate's risk to the public as well as to corrections staff and the time remaining until his/her release. Maximum custody consists of a single cell, limited work, and escorted movement. Sixty-five percent of this population is violent convictions and the average term is 13.5 years. Medium custody is for moderate risk; they have limited controlled movement. Fifty-five percent of this population is violent and the average term is 9.7 years. Minimum custody is for low risk and they work on crews outside of the facility; 75% of the population is non-violent and the average term is 4.1 years. During classification a corrections plan is made that identifies needed services (e.g., medical, dental, treatment) and programs (e.g., GED, vocation, self-improvement).

The next speaker was Franz Beasley, chief executive officer of AZ Common Ground and former DOC inmate. Mr. Beasley spoke candidly about his 12 year stint in and out of AZ DOC, during which he learned how to survive, who to trust, and the importance of living with and enforcing rules. He shared what it was like to be in prison on September 11, 2001, to have the feeling of patriotism even behind the prison walls and how he related his days as a criminal to that of a terrorist. It was from his personal experiences that he was able to form AZ Common Ground, a 501(c)(3) non-profit organization, dedicated to assisting others through the reentry process. Visit [AZCommonGround1.org](http://AZCommonGround1.org) for more information.

Our final speaker was Daniel Romo, AZ DOC Special Threats Group (STG). Mr. Romo talked more in depth about the identification and classification of prison gangs and how gang activity vastly differs between races. Did you know that a young white male going to prison for even a minor offense MUST select a gang affiliation his first day on the yard in order to survive? Coming out of prison is a whole other story – did you know inmates can leave prison with a "hit" on them? This is often known as a "green light;" ask anyone from the DOC/Reentry unit about supervising one of these guys. Luckily, AZ DOC would like to send Mr. Romo back to Adult Probation to conduct several, more in-depth trainings. We hope to get these scheduled soon and will keep you posted!

# Maricopa County Adult Probation Communication Center

By Brandelyn Jackson

**D**id you know that the Maricopa County Adult and Juvenile Probation Departments have the second largest fleet of radios in Maricopa County and that the Maricopa County Adult Probation Department Communications Center has a higher number of push to talk transmissions through dispatch than any other county agency? All these radios and radio traffic require a significant amount of behind the scenes work!

It has been an exciting year for the APD Communications Center. We have implemented new radio codes, developed the Communications Center Advisory Team, exchanged nearly 900 radios, and are preparing to transition to a new computer-aided dispatching system.


In December 2012 we introduced and trained staff to enhance our emergency codes, including the ability for officers to use plain talk in emergency situations. This has allowed officers more flexibility in emergency situations and allows for more communication to be provided to first responders.

In January 2013 the Communications Center Advisory Team was developed, which includes field supervisors and officers from various assignments and multiple divisions as well as Communications Systems Operators. This committee is designed as a virtual committee that will meet in person two or three times a year, but participate in ongoing virtual conversations and knowledge exchange to stay apprised of current issues, opportunities, and perspectives to contribute to radio and Communications Center related decisions.

We exchanged nearly 900 radios for Adult Probation, Juvenile Probation, and Court Security. This exciting project took a lot of man power, but moved along quickly. A special thanks to Staff Development and Training for all their assistance and support! The new radios offer backwards compatibility to allow us to transition smoothly to an improved radio system. The new radio system will take several years to complete, as site acquisitions is the key and can be time consuming, but current system reliability must remain a priority during the construction phase.

We presently use a computer-aided dispatching (CAD) system to monitor officers in the community for safety purposes. We share this system with the MCSO and will be moving to a new CAD system later this year. We began the configuration process several months ago and continue to test and retest the system to ensure it fits our needs. While this new system is state of the art, and very exciting, it will be a change for Communications Systems Operators (CSO) and field staff as we make the transition. The roll out for the project is tentatively set for the last week of September 2013. Please stay tuned for more updates and we appreciate everyone's support and patience during this transition.

Thank you to everyone who works together to keep our community safe! ☺



## Time to Paint the House...The County's Major Maintenance Program

By Michael Cimino

**W**ith the start of a new fiscal year last month, we thought it might be helpful to let you know about the County's Major Maintenance Program. Through the Facilities Management Department, the County is proactive in keeping our buildings running smoothly and safely, and a significant part of that effort is through doing appropriate maintenance. "Major maintenance" is usually considered non-routine maintenance or improvements that extend the useful life of our facilities. In the spring of 2012, a master plan for all Adult Probation sites was completed by the Facilities Management Department, which helped us identify critical needs at all of our twenty different locations. This plan had input from the staff and managers at the different locations, and we used the issues raised in that plan when submitting projects for this year's major maintenance requests. During the last fiscal year, it was the Major Maintenance Program that provided for needed improvements such as the fence around WRC and the fire sprinklers, furniture, and remodeling at PSC, as a couple of examples. This year, we are hoping to see improvements at the Black Canyon Building with paint, carpet, and addressing other issues present at that office. Additional projects are still being worked on for the months to come, but this is a significant way APD works with the County to ensure a safe and productive work environment for us. It's also a part of our larger strategic departmental goals seen in *Managing for Results, Goal E, Infrastructure.* ☺

# EBP Spotlight

## Spotlight Award

By Melissa Filas

The Presentence (PSI) Division represents the Adult Probation Department's first line in supporting crime reduction and offender management. Through the use of assessments and in conjunction with evidence-based practices, officers assigned to the Presentence Division are responsible for completing a thorough investigation, compiling a court report reflecting input from relevant stakeholders and formulating an objective sentencing recommendation. From January 1, 2013, through June 30, 2013, officers in the Presentence Division completed a total of 8,459 reports with a near-perfect timeliness record. The officers below are just few examples of the staff who have been instrumental in furthering the mission and vision of the Adult Probation Department:



Pictured Left to Right: Dena Medley, Paddy McDonagh, Kristine Fischer, Laura Carr, Krista Black

**Paddy McDonagh** recently received a complimentary e-mail from a victim expressing her appreciation for “the diligence and focus in communicating the impact (of the crime) on my life!” Additionally, Paddy went above and beyond after receiving a request from a victim wanting her dance shoes (which had been impounded as evidence by the police department) for an upcoming dance competition. Paddy recognized the importance of these shoes to the victim and initiated contact with the investigating detective. In addition to the aforementioned, Paddy frequently provides valuable input to PSI policies and procedures. Paddy is a wealth of knowledge and is frequently called upon by this writer to staff sentencing recommendations. Paddy has a great sense of humor and is a pleasure to work with.

**Kristine Fischer** recently received a letter of commendation from a private defense attorney complementing her on her “professionalism” and “the thoroughness of her presentence investigation and the extensive presentence report she prepared!” As her supervisor, I can attest to the quality and thoroughness of Kristine’s reports. In fact, Kristine is consistently asked to prepare high profile and conflict of interest reports. Kristine is a pleasure to work with and her positive “can do” attitude is contagious. She can be counted on to assist when needed. In addition to her regular duties, she administers the PSI test and maintains the PSI wish list.

**Laura Carr** recently received an e-mail from a Judicial Assistant (JA) complementing her work on a complex case. The JA specifically mentioned, “you deserve major kudos!” As her supervisor, I can attest to the quality and thoroughness of Laura’s reports. Laura is a pleasure to work with and her sense of humor is priceless. She brings a high level of employee morale to the entire PSI Division.

*Continued on page 20*

**Dena Medley** is responsible for providing mentoring and training to the PSI Division. As the PSI Division trainer, Dena has refined the training process for officers who have newly transferred to the PSI Division and she serves as a mentor for all officers on the 6<sup>th</sup> floor. Dena is responsible for creating the PSI webpage and automating the PSI training manual. Dena assisted in developing the training curriculum for the Offender Screening Tool (OST) refresher and is currently involved in the ICIS NG project and the Criminal History and Dispositions (CHD) steering committee. Furthermore, she provides valuable input to PSI policy and procedures. Additionally, Dena can always be counted on to assist when needed and is frequently recognized by her peers for offering assistance with CHD's, reports and other work duties as needed. No matter what task is given to her, Dena excels! Dena is always smiling, has a positive attitude and brings a high level of employee morale to the PSI Division.

**Krista Black** has served as an adjunct faculty and OST refresher trainer. Additionally, she assisted with the development of the OST refresher training curriculum and the updated victim letters and has remained active in the Carey Guide training committee. Krista is a hard worker who consistently strives for excellence. Krista can always be counted on to assist when needed. She consistently displays a positive attitude and is a pleasure to work with. ☞



## Spotlight Award

Submitted by Donna Vittori

Upon hearing this story of the role Surveillance Officer Connie Delgado, with the assistance of Supervisor Tiffany Grissom and Probation Officer Gerrick Hyde, had in one probationer's life, I was once again reminded of the quality of staff that works for this department and wanted to share with everyone.

Connie and partner Amy Primak supervised a probationer for a long time and both have been there to assist him through his trying and difficult times. Due to an accident some thirty years ago, the probationer lost a leg and his hearing was damaged. Connie and Gerrick met with the probationer in July of 2012 and provided him with information to determine whether he was still eligible for VA benefits. During that visit the probationer was moved to tears by the help probation was providing him. The following day, once again in tears, he announced his VA benefits had been reinstated. The probationer expressed his gratitude and his feeling of being overwhelmed that he might get a new artificial leg to replace the ten-year-old dilapidated one being held together with masking tape. On June 12, 2013, the probationer proudly showed off his new leg.

The action taken by these officers greatly improved this probationer's life, his interaction with probation officers and his therapist, and vastly improved his self-esteem. He now looks truly happy, wanting to engage in conversation and interact with people, which is a far cry from where he has been in the past few years. The most recent treatment progress report states, "Client has never appeared happier than when Connie Delgado helped him get his Marine benefits for his prosthesis."

Supervisor Beth Hoel acknowledged Connie for her work and thanked her for being an advocate for him and representing the mission and values of this department. Connie replied, "helping this client has been a highlight in my career. It really has been great to see the changes... all it took were a few conversations and phone calls." ☞

## 3rd Quarter P.R.I.D.E Winners

**BCB** - Aaron Smith, William Cooper, Martha Romero, Nancy Gerlach, Jo Ellen McCammond, Noelia, Monge

**CLAPO 4<sup>th</sup> Ave Jail** - Jamie Collins, Julie Piontkowski

**Communication Center** - Ryan O'Toole

**Coronado** - John Abshire

**CSC Gibson** - Abilio Aranda

**DTJC2** - Ellen Opitz, Donna Lopez

**DTJC3 Admin** - Sheri Hanosh, Abel Gonzalez

**DTJC3 Pretrial** - Shannon Sicoy, Porche Williams

**Garfield** - Joe Pallo, Mike Moreno

**Luhrs** - Julie Cuen, Ben Beckhardt

**Northport** - Tracey Benton, Tricia O'Connor, Cynthia Romero

**Pretrial 4<sup>th</sup> Ave Jail** - Marie Reynolds

**PSC** - Amy Taylor, James Hearn, Jarek Wrobel, Stephanie Smith, Mysti Berteau, Sue-Llem Aceves

**SEF** - Shelley Bodenmiller, Robert Asay

**Scottsdale** - Hector Ramos, Lane Gunderson

**South Court Tower** - Rynne Wood

**Southport** - Andrew McClamrock, Michelle Holbrook

**Sunnyslope** - Karie Strauss

**Westport/FAU** - Sylvia Andrade

**WRC** - Danielle Impellizzeri, Patrick Ward, Allison Derrig, Cody Perry, Deborah Epperson, Jennifer Crothers

**WCB5 & 6** - Becky Croak, Paddy McDonagh

## People Recognizing Individuals Deeds of Excellence P.R.I.D.E Representatives

**BCB** - Rochelle Harlin, Brenda Jones

**CLAPO CCBL** - James Purucker

**Communication Center** - Sahara Bergstrom

**Coronado** - Kyle Miller

**CSC Gibson** - Raeann Maille

**DTJC2** - Donna Lopez

**DTJC3 Admin** - Raquel Torres, Brenda Crawley

**DTJC3 Pretrial** - Daryl Johnson

**Garfield** - Julie Quiroz

**Luhrs** - Tina Burruel, Julie Cuen

**Northport** - Katherine Schiets, Robyn Kissler, Tricia O'Connor

**Pretrial 4<sup>th</sup> Ave Jail** - Lisa Stapleton

**PSC** - Michelle Hernandez, Jodie Rogan

**SEF** - Sandy Lewis

**Scottsdale** - Cleo Quinn, Gayle Davis, Cassandra Chacon-Herbison

**South Court Tower** - Rachael Rodriguez

**Southport** - Meghan McEuen

**Sunnyslope** - Danielle Chacon

**Westport/FAU** - Sylvia Andrade, Marlene Garcia, Jeff Fischer

**WRC** - Oveta Sullivan

**WCB** - Sandy Rogers, Katrina Williams

# Anniversaries

## 25 Years

Alan Dyal  
Leslie Ebratt  
BJ Geske  
Sherry Johnston  
Eileen Long

## 15 Years

Karen Angell  
Jennifer Bangerter  
Joseph Bonow  
Kim Kelly  
Luigi Patruno  
Andrea Teasley

## 10 Years

Danielle Chacon  
Jonathan Liming  
Sandra Salazar  
Cynthia Stevens

## 5 Years

Jonelle Acosta  
Amy Ganz  
Lance Kellar  
Aaron Porzel  
Martha Romero  
Kenneth Walker  
Laqucia Woods

**Thank you for your dedication!**

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- If an article receives significant edits, changes, additions, or deletions it will be returned to the writer for review before publication.
- Good quality photos focusing upon the subject of the article may be submitted. All people in photos must be identified.
- All non-employees in pictures and in articles must have a signed Publications-Consent for Release of Information on file. A copy can be obtained from Kellen Stadler.
- Articles submitted for *The Chronicle* may be reproduced in other publications.

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Jennifer Ferguson  
April Sadler  
Shari Andersen-Head  
Heather Peckham  
Marie Long  
Fred Wilhalme  
Trish Doktor  
Arlyn Harris  
Brandelyn Jackson  
Melissa Filas  
Donna Vittori  
Christina Burruel

Top 10 Most Wanted Sex Offenders:

[http://www.superiorcourt.maricopa.gov/AdultProbation/docs/top\\_ten\\_fug.pdf](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](http://www.superiorcourt.maricopa.gov/AdultProbation/docs/arrested_Top_Ten.pdf)

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