

The Chronicle

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Newsletter of the
Maricopa County Adult Probation Department Volume XII, Issue 1

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The Chronicle

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Chiefly Speaking “A Season for Celebration and Hope”



The holiday season is a time for celebration and reflection. Thoughts of the holidays quickly brought me to an appreciation for life in a society that values liberty and the pursuit of happiness.

Our holiday parties and religious services would be greatly curtailed without the freedoms to gather together, and to worship, as we choose. It is delightful to be a consumer in a free market. How wonderful to shop amid abundance, purchase festive décor, buy gifts for loved ones, and engage in charitable activity! As the year ends, we traditionally look forward, with hope, to the New Year.

This is a land of opportunity and we have confidence that we can fulfill our desires and goals. In the Department’s vision and mission statements, we speak of offering hope and enhancing safety and well-being. We have good reason to remain confident that our actions will make a positive difference for victims, offenders, families, and the community as a whole.

As I look back over the year, I am proud of the recognition that our Department and its employees have received at the county, state and national level. We have accomplished a lot in assessing offender risk; delivering meaningful, timely reports to the Court; expanding our specialty courts; supervising offenders safely in the community; training and equipping staff; and expanding our automation systems. Taken all together, it’s impressive what we have done and the future looks even more promising!

It is natural for staff to sometimes become discouraged by offender failures, but as I look forward, I see our Department embarking on an exciting journey. With evidence-based practice, I believe that staff will have the opportunity to acquire and hone skills that increase effectiveness and success. We will realize gains in fulfilling our mission and we will experience this success individually and collectively.

Wishing you joyous and safe holidays.

Remembering Our Heroes



With the special holidays of November and December coinciding with the war in Iraq, this is, more than ever, a time to pay tribute to our men and women currently serving in the military, as well as our veterans; to give thanks for our freedom and many blessings; and to maintain an enduring hope for peace on earth. The tragedy of war has come home to Maricopa County this year, personally touching our employees and their families. The Department

has been deeply saddened by these losses. Let us remember and always appreciate the courage and sacrifices of members of the military and their families, as they protect the freedoms that we, as Americans, so deeply value and enjoy.

Perhaps, you would like to send a card or letter to a member of the armed forces who is far from home this holiday season. The Department has three employees currently on active military duty*: Tricia Works, Arni Cook, and Tyrone Timms. Arni is currently in Iraq and Tyrone's unit will be leaving for Iraq soon. On behalf of the Department, the **Chronicle** extends its best wishes for a safe return home.

*Editor's note: In case the Chronicle missed anyone, please contact Janet Baca so that they may be included in a future issue.

In Remembrance

Elijah Wong

Michael Downey

himself destitute, yet still able to recognize the need for help if he wanted to kick his habit, recoup his life, and rise back into society. In this case, it just so happened that he was in the right place at the right time – Maricopa County. Initially Henry had come to Arizona at the request of his mother and sister, who urged Henry to try and get help for his addiction. Unsuccessful at his own attempts, Henry found himself in the system as a Prop 200 case.

Pride and self-confidence is something no one can give you. It is something earned when you look in a mirror and are able to say, "I accomplished this!"

- Sonya Ruschak

On March 31, 2004 Henry was sentenced to 18 months of standard probation. Although this was Henry's first offense, he had been using Methamphetamine for many years. Per his conditions of probation, he was required to meet with his assigned officer, Manny Athans. As another condition of probation, Henry was ordered to complete 360 hours of community service, where he came into contact with Sonja Ruschak, supervisor of the PSC community work service crew. Over time, Henry built up a level of trust with Sonja. This led to Henry opening up to Sonja about the seriousness of his addiction. This trust was extended to Manny as well.

The steps that Manny took to help Henry mirror the principles of Evidence Based Practices (EBP).

The table on the next page illustrates this nicely.

Evidence Based Practices at Work: How one destitute meth addict found his way back into society.

By: Maria Aguilar-Amaya

Imagine yourself without any family or friends. You are jobless, homeless and addicted to methamphetamine. You may find this difficult to imagine considering your present circumstances. However, many in our society find themselves in this situation.

For those who believe that one cannot overcome a methamphetamine addiction, consider the following story about a probationer whose reality was the opening paragraph of this article. Here was an individual who found



APO Manny Athans, Henry Amador, & Sonja Ruschak.

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EBP	Effective Intervention*	MCAPD Intervention
Assess Offender Risk & Needs	Case information should be gathered formally and informally through routine interactions and observations with offender and/or assessment instruments.	The ASUS & MOST were conducted on Henry. Additionally, Manny and Sonja gathered information from Henry based on discussions that occurred during office visits and while performing community service work that lead them to identify the seriousness of his addiction and the help he desperately needed to regain his self respect and self-confidence.
Enhance Offender Motivation	Staff should relate to offenders in interpersonally sensitive and constructive ways to enhance intrinsic motivation in offenders.	Manny and Sonja always took the time to speak and listen to Henry whenever he came to the office or called regardless if it was a scheduled visit or not. Manny and Sonja were sensitive to Henry's needs, yet were still able to provide genuine motivation to him by helping him to understand his value as an individual.
Target Intervention	<p><u>Risk</u>: Prioritize supervision and treatment resources for higher risk offenders.</p> <p><u>Need</u>: Target interventions to criminogenic needs.</p> <p><u>Responsitivity</u>: Be responsive to temperament, learning style, motivation, gender and culture when assigning to programs.</p> <p><u>Dosage</u>: Structure 40-70% of high-risk offenders' time for 3-9 months.</p> <p><u>Treatment</u>: Integrate treatment into the full sentence/sanction requirements.</p>	<p><u>Risk</u>: Weekly UA's were administered and the frequency of contacts increased even though Henry was not on IPS due to high level risk of using.</p> <p><u>Need</u>: Henry was required to move from his residence into an in-house drug treatment facility, continue with intensive out-patient treatment, and move into a men's shelter.</p> <p><u>Responsitivity</u>: Henry was placed in a men's shelter in order to keep him out of a drug using environment.</p> <p><u>Dosage</u>: 50-60 % of Henry's time was structured for 4 months to help him find employment, overcome his drug use, and to comply with court ordered terms of probation.</p> <p><u>Treatment</u>: Treatment has been vital to Henry's success; first with in-house drug treatment, followed by intensive out-patient treatment, along with weekly UA's.</p>
Address Cognitive-Behavioral Functioning	Skills are not just taught to the offender, but are practiced or role-played and the resulting pro-social attitudes and behaviors are positively reinforced by staff.	Manny required a strong level of accountability for Henry's actions. As Henry's thought process became clearer he was given direction and scenarios on how to cope with people and a life not involving drugs or alcohol.
Provide Positive Reinforcement	Behaviorists recommend applying a much higher ratio of positive reinforcements to negative reinforcements in order to better achieve sustained behavioral change.	Manny & Sonja consistently encouraged Henry with every visit/conversation they had with him by asking about his progress & giving positive reinforcement for his own accomplishments. Manny never once took on the authoritative/threatening mode with Henry.
Provide Ongoing Support	Realign and actively engage pro-social supports for offenders in their communities.	A support system was built for Henry since he did not have any family or friends in Arizona. Manny and Sonja became his primary support coupled with support from the treatment facilities, and a former co-worker.

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<p>Measure Outcomes</p>	<p>Agencies must routinely assess offender change in cognitive and skill development, and evaluate offender recidivism.</p>	<p>Manny routinely assessed Henry's change by: 1) reviewing monthly attendance and progress reports from the treatment program, 2) reviewing weekly drug tests, 3) having Henry provide pay stubs at each office visit to verify current employment status, 4) checking RFR regularly to verify payment status, and 5) at each office visit Manny would have Henry provide him with the required time sheet signed by the agency as to the number of community service hours Henry had performed.</p>
<p>Provide Measurement Feedback</p>	<p>Once a method for measuring relevant processes/practices is in place, the information must be used to monitor process and change. Providing feedback to offenders regarding their progress builds accountability and is associated with enhanced motivation for change, lower treatment attrition, and improved outcomes.</p>	<p>Manny and Sonja continuously provided Henry with feedback about his progress and the potential barriers that could possibly arise. Henry progressed in his treatment from in-house to out-patient. Manny provided Henry with feedback when his employer would write letters about Henry's outstanding performance on the job.</p>

Initially Henry had difficulty testing clean in his UA's. Manny knew that in order to get Henry to test clean that a change in his living environment would have to take place. With Manny's assistance Henry was placed in a drug treatment facility followed by residence in a men's shelter on June 19, 2004. During his residence at the shelter, he was able to find and retain employment, save money, and eventually get an apartment of his own.

Henry would come into the probation office on a weekly basis to talk to Manny and Sonja about his progress. In the beginning, Henry had very little faith in succeeding at probation. Over time he began concentrating on improving himself. Aside from not wanting to let others down, Henry knew that in order to succeed that he had to become clean for the most important person involved – himself. Manny made it clear to Henry up front that he was there to help him, and that he was committed to helping him change.

From the time that Henry was first placed on probation, he has gone through remarkable physical changes. He is now healthier, clear eyed, focused and alert, and has gained the appropriate weight. His attire is clean and neat, and his mannerisms reflect a new found confidence. May 3, 2004 was Henry's last positive UA. He has successfully tested clean to this date.

Let us not forget one important factor, Henry is the one who made the choices that led to him taking steps to improve himself. This takes much courage, hope and determination. All who undertake life changes should be commended for their actions, as it is a daily battle.

Henry lives life one day at a time, seeing each day as a goal that has been met. Being able to stay clean for a day, getting up for work, and being able to pay his bills are Henry's daily goals that he meets and that are reminders of how far he has come in his progress. Ultimately it has been Henry who made the choices in life that lead to success or failure. Henry is one example, but there are so many others out there that are trying hard to change some rough situations and are now working to stay clean.

With less than a year left of supervision, we wish Henry the best as he continues forward with the great progress he has made since the day he decided to trust someone, take a chance, and embrace probation for what it is; an agency of professionals committed to the continuous improvement in the quality of community life by offering hope to neighborhoods, victims, and offenders.

*References

Andrews, et al, 1990; Andrews & Bonta, 1998; Aos, 2001; Azrin, 1980; Bandura, 1996; Bandura et al, 1963; Clear, 1981; Clements, 1996; Currie, 1998; Elliot, 2001; Gendreau, et al, 1996; Gendreau & Goggin, 1995; Ginsburg, et al, 2002; Gordon, 1970; Guerra, 1995; Harper & Hardy, 2000; Hartland, 1996; Higgins & Silverman, 1999; Kropp, et al, 1995; Lipsey, 1993; Lipton, et al, 2000; McGuire, 2001, 2002; Meehl, 1995; Mihalie, et al, 2001; Miller & Mount, 2001; Miller & Rollnick, 2002; Palmer, 1995; Petersilia, 1997, 2002; Ryan & Deci 2000; Satchel, 2001; Silverman, et al, 2000; Steadman, 1995; Taxman & Byrne, 2001; Williams, et al, 1995

Urban Chiefs and NIC Meet in Phoenix

Chief Broderick played host to the Urban Chiefs Network. The group, which is sponsored by the National Institute of Corrections (NIC), is comprised of Chiefs from many of the largest urban centers and adult probation departments in the country. The group meets semi-annually in various cities to share knowledge, discuss trends and issues, and promote direction and leadership in the field of community corrections.

The group met from November 30th to December 3rd. The first item on the agenda was a panel discussion with Presiding Judge Colin Campbell, County Budget Director Sandi Wilson, and Court Administrator Marcus Reinkensmeyer. The topic included Maricopa County's experience with Managing for Results and the relationships with county government and the court. Chief Broderick then gave a presentation on Maricopa County Adult Probation's experience in aligning Managing for Results with evidence-based practices. The day concluded with a tour of the Garfield Probation Service Center and the Revocation Center located in the new jail. Other topics discussed included critical incidents and the NIC/NIJ research network.

Maricopa County Adult Probation impressed all participants with its accomplishments and plans for the future. The Chief stressed that the successes we've had are due to the quality and dedication of staff and the ongoing collaborations with our community and criminal justice partners.



Back row left to right: Paul Donnelly, Director, Houston; Armando Cervantes, Chief Adult Probation Officer, San Francisco; Robert Galardy, Chief Probation Officer, Pittsburgh; Robert Bingham, Chief Probation Officer, Indianapolis; Fred LaFleur, Director, Minneapolis; Joanne Fuller, Director, Portland; Richard Levy, First Deputy Commissioner, New York City; Veronica Ballard, Chief Probation Officer, Chicago;
Front row left to right: Barbara Broderick, Chief Probation Officer, Phoenix; Vincent Iaria, Chief Probation Officer, San Diego; Gary Sherzan, Director, Des Moines; Ronald Hajime, Probation Administrator, Honolulu; Dot Faust, NIC; Ron Goethals, Director, Dallas; Gayle Dittmer, Chief Probation Officer, Columbus; George Kiezer, NIC.



Managing for Results County Management Fitness Awards



MCAPD Receives County Management Fitness Awards

Chief Broderick was presented with three Management Fitness Awards at the County Management's Strategic Planning Retreat. The County's Office of Management and Budget presented Chief Broderick with the Pioneer Award, Fiscal Fitness Award, and the Strategic Fitness Award. The awards will be housed in the Administration Office of APD (WCB-3).

Pioneer Award – The Pioneer Award recognizes Adult Probation's proactive development and use of Managing for Results. APD is leading the way, among County departments, in utilizing Managing for Results to track results and more effectively manage departmental operations.

Fiscal Fitness Award – The Fiscal Fitness Award is based on a number of criteria related to accurate, timely and meaningful management of the department's budget and cooperation with the County in the budget's development and administration.

Strategic Fitness Award – The Strategic Fitness Award recognizes quality and consistency in the Department's implementation and reporting under Managing for Results, as well as appreciation for the Department's active participation in the Budgeting for Results pilot project.

A special **thank you** to the **entire** staff of MCAPD; it is because of your support and hard work that APD was able to receive these awards. Keep up the great work!



Linda Ettari, Barbara Broderick, and Robert Cherkos

Probation Officers Receive Medals from Arizona Police Games

Congratulation to the following individuals who participated in the Arizona Police Games "combat pistol course" on October 14, 2004. The Arizona Police Games is a full day event with five separate courses of fire. The following probation officers received medals:

Name	Medal	Course
Alan Glickman	Silver	Semi-auto, Production Gun, Master Class
Lance Nickell	Silver	Semi-auto, Duty Gun, Master Class
Timberly Matson	Silver	Woman's Class Semi-auto Duty Gun
Timberly Matson	Bronze	Semi-auto Duty Gun, D Class

MCAPD Community Work Service Program Receives Letter of Appreciation

The Community Work Service Program (CWSP) is a labor force of more than 6,000 probationers with a variety of skills in landscaping, painting, office work, and general labor. CWSP partners with over 1,600 non-profit and government agencies that are certified to accept and supervise probation work assignments.



Above & to the right: Work in progress at a Tempe Thrift Store.



On average, probationers complete approximately 45,000 work hours in the community per month. Although the program partners with agencies, the services provided by the CWSP benefit many individual homeowners in the community.

The DES Vocational Rehabilitation Office is one of the agencies that partners with APD to accept probation work assignments. The following is an excerpt from a letter of appreciation that was mailed to the department from the Rehabilitation Services Administration on behalf of the DES Vocational Rehabilitation Office:

“Mr. H. had/has been warned of being fined by the City of Phoenix for not keeping his yard up to standard. These warnings have only exasperated his stress and anxiety level. Since Mr. H.’s parents both died within a one- year period in 2002, he was left with having to make decisions that only his parents made before. Mr. H. has no siblings or any relatives that live in this state.

Mr. H. and I stood on the sidewalk and looked at his yard many times and couldn’t believe the wonderful cleanup job you and your crew provided him with. It was a pleasure to meet you and to let you know that we see your program as being a very valuable resource to this city and county. I am glad that people who owe the government their time for offenses made are being used to pay society back in such a very meaningful way.”



Above: Work in progress at a Mesa home.
Right: Work completed.



Manager's Forum: Recipe for Success



Chef Brad Bogue

On November 18, department supervisors, managers, directors, deputy chiefs, and Chief Broderick participated in the Managers' Forum. The theme was "Recipe for Success." Management staff was introduced to the Evidence Based Practices (EBP). EBP is a new concept that the department has embraced for effective intervention. You may recall several of the articles which Chief Broderick has presented in *The Chronicle* on EBP and the eight principles that guide effective interventions.



"Chef" Barbara Broderick

It was with great pleasure that we were able to welcome Brad Boque, as our feature presenter. Brad has received national recognition for helping agencies implement EBP. Opening remarks were made by PSI Division Director, Mary Anne Legarski, followed by Chief Broderick who welcomed the newly promoted supervisors, Mike Cimino and Katie Tomaiko.

Brad spoke about the big picture that will face our department as we move towards evidence based practices. Some of the key areas he touched on included:

- A detailed explanation of the meaning behind the term EBP;
- How EBP should resonate with managerial agendas;
- Motivational interviewing;
- The importance of measuring with accuracy;
- Treatment;
- Resistance to change.



Managers on their morning break

In her closing remarks, Chief Broderick, touched on the



Chef Greg Miller, Chef Sandy Rogers, Chef Jean Scott, Chef Luis Ebratt, and Chef Mary Anne Legarski

importance of incorporating the eight principles of EBP into our five goals of Managing for Results. The business of probation is to change behavior. By embracing EBP we can impact community safety.

We would like to give a very special **thank you** to the Pre-sentence Division for organizing the Managers' Forum.



Mark Hendershot and Linda Savage

Supervisory Promotions

Congratulations

Katie Tomaiko and Mike Cimino
who have been promoted to
APO Supervisor.

Katie Tomaiko has been with the department close to 15 years. January will mark her 15-year anniversary with APD. Her assignments have included standard probation (twice), IPS (twice), Warrants, PSI, DRC, and Court Liaison, where she was last assigned prior to her promotion to supervisor.

Katie assumed supervision of Unit 10 at WRC on December 1st. She said "I am pretty nervous about it so it is hard to pin down. I guess that would be the opportunity to learn new skills."



Katie Tomaiko & Mike Cimino

February will mark Mike Cimino's 6-year anniversary with APD. His assignments have included standard probation, Staff Development and Training, and IPS at Southport, where he was last assigned prior to his promotion to supervisor.

Mike assumed supervision of Unit 2 at PSC on November 22nd. He stated "I am looking forward to the challenge that is ahead in serving the Department and our unit. I have enjoyed the challenges and rewards of leadership outside of our Agency, and I am looking forward to experiencing the same within a professional setting."

APD employees named on Pillars of Honor

County Supervisors Fulton Brock and Andrew Kunasek recognized County employees at the second annual Pillars of Honor ceremony on December 15, 2004. The

County has three aluminum pillars in front of the Superior Court Building on which names are engraved to honor county employees.

John Black's name has been added to the Service pillar to recognize his 30 years of employment with the County. Jennifer Ferguson's name has been engraved on the Salute pillar in recognition of her receipt of a national honor. You may recall that Jennifer received an award from the American Probation and Parole Association in July 2004. Congratulations John and Jennifer!



John Black in front of the Pillar of Service



Andrew Kunasek, Rick Romley, Jen Ferguson, and Fulton Brock

New Hires

November 17, 2004, marks the date that 25 individuals started their careers as adult probation and surveillance officers. These individuals came to the department from different states and counties, all bringing with them a wealth of knowledge and skill. This group includes former lawyers, counselors, probation officers transferring from other states and counties, and transfers from the sheriff's office.

The new group was given six weeks of intensive training and all were very open to the tasks they were given. These new officers shined during two days worth of role-plays and were very well received in the field during their office observations and field ride-a-longs. These new officers will be looking to veteran officers for guidance and knowledge now that they have entered the field. Please help them in any way you can. Staff Development and Training would like to thank all the presenters who helped out along the way, your time and effort does not go unnoticed.

Congratulations and be safe.

Tim Schouten
Staff Development and Training



Left to Right: Back Row: Wayman Westbrooks; Robert McGhee; Jason Westcott; Roberto Valentin; Pamela Hines; Debra Deese; Susan Sherer; Catherine Crudele. **Middle Row:** Jeffrey Fischer; Tanya Marie Kluender; Theresa Zawlocki; Eileen Ostergren; Stan Alexander; Grace Gohel; Melissa Ann Pilacelli; Gilbert Hernandez; Kimberly Burton; Surveillance officer Tasha Vaca. **Front Row:** Rebecca Britt; Gabriela Carranza; Marylou Stevens; Graciela Torres; Santos Garcia. Not Pictured APO Dennis Neely; Surveillance Officer Jennifer Latecki.

Ken Groom Retires!

After 27 years at MCAPD, Ken Groom will be retiring on January 03, 2004. Ken's first assignment was sole responsibility of the Maryvale probationers; a caseload of about 115. As an APO, he served in Presence and Work Furlough. Ken was promoted in 1981 to APO supervisor. As supervisor, Ken supervised several Standard units and PSI. It was not until 1989 that he was promoted to director where he served in Standard, PSI, and IPS. Ken will be ending his career with APD as Division Director from the IPS Division in the new Black Canyon building. Ken has served on a numerous amount of committees. The three areas that he is most proud to have been a part of were the development of the Court Liaison Program, the Warrantless Arrest Procedures, and obtaining a pay differential for Spanish-speaking officers.



The retirement cake

Some interesting facts about Ken: At the time he was hired, he was the youngest PO in the department. In his 27 years of service, he has seen the department grow since its early infancy and be guided by three Chiefs: Hank Duffie, Norman Helber, and Chief Broderick. Little known fact: Ken recruited our very own Mary Anne Legarski to come work for the Department after meeting her in a Master's Program.



Melissa Groom, Ken Groom, Pamela Morrow, Cathy Wyse

What will Ken be doing during his retirement? As many of you may know, Ken enjoys motorcycle road trips with his brothers. However, this is not the first thing Ken plans on doing when he transitions into his retirement. Ken will be taking a sabbatical. He plans on spending some time focusing on his physical, emotional, and spiritual renewal and rejuvenation. Ken stated

“What I will miss most upon leaving the Department is all the truly wonderful times I have had with staff here. This is a great Department to work in due to all the dedicated and competent staff we have. I will miss being part of something that I am proud of, that is, this Department and its staff.”

Ken's departing remarks were “ May you seek happiness in all that you do, love in the companionship of your family and friends, and contentment with your life's journey. Thanks for all the great times and the memories. I will cherish them always.”



Ken Groom with Retiree (APD) Gail Parks

Farewell Ken and thank you for 27 years of outstanding service. We wish you the best in your retirement as you focus on your physical, emotional, and spiritual rejuvenation.

Pettett Retires!

After sixteen years with APD, Jim has decided to retire. Jim's assignments have included Standard, Sex Offender Unit (twice), Pre-sentence, Court Liaison, and Staff Development and Training. Jim will end his career with APD, from the Glendale office, as supervisor of the Sex Offender Unit. Throughout the years, Jim has worked on numerous committees. He has contributed tremendously to the professionalism of the department. Anyone who has worked with or near Jim can attest to his welcoming personality. Whenever Jim is

"I will be joining all those who have retired before me in saying that I will miss the wonderful people who work in this department."

around, he's guaranteed to make you smile.

Jim is known for his long-distance cycling, and as you can guess, the wheels on Jim's bike will continue to

spin as he trains for upcoming centuries. What are centuries? In Jim's own words he explains, "I have ridden about 20 centuries (100 miles in a day) and have found them to be challenging, but it is time for me to step up to the next level. When I rode several centuries in California, I saw some cyclists wearing 'Triple Crown' jerseys. To earn one of those jerseys, I will have to ride three double centuries in California in one year. I



Jim at his last Managers' Forum.

want one of those jerseys. The reason I chose to leave this year is that I need to train for about three months to be able to ride 200 miles in one day." In addition to the training, Jim plans on going to France for the Tour De France, cycling in the ride across Iowa (RAGBRAI) with 10,000 other cyclists, and cycling across Arizona again.



Zach Dal Pra, Jim Pettett, and Mike Goss

Jim further stated, "I believe that the work you do is more valuable than your salaries would indicate. Other careers may earn more money, but the work you do is more important than selling investments, keeping books, or developing properties. You are changing people's lives. That effect is not only on your probationer's life; it also affects your probationer's children, the probationer's spouse, and ultimately our society. I will miss you all, but not enough to make me stay any longer."

Farewell Jim, and thank you for sixteen years of outstanding service. We wish you the best in your retirement, and wish you luck in your endeavor to acquire a "Triple Crown" jersey.

Phyllis Lemming Retires

After 20 years with APD Phyllis Lemming has decided to retire. Phyllis began with the Department in 1984 as a typist with the Indirect Services/Warrants Unit. In 1986, when the Department decentralized, she became a “floater” for the IPS units, traveling from office to office, filling-in wherever there was a need. Shortly thereafter, she was assigned to WRC. In 1990, Phyllis left WRC to join Technical Services with Automation. Phyllis found her way back to WRC in 1997 where she joined the Standard Support Staff Unit.

One of Phyllis’ many contributions to the department included the creation of the Wang glossaries that were used to create the various court reports and letters needed by the Department.

Phyllis said “I will definitely miss all the friends I have made in the past twenty years. I will also miss the department. As big as the department is, everyone is willing to help each other in times of need. It’s been a great place to work.”

Some of Phyllis’ plans for retirement include sleeping in during the morning hours, reading, sewing, quilting, going to lunch and movies with friends, traveling, exercising, taking classes at GCC, and shopping. Phyllis says she has enough projects around the house to keep her busy for the first couple of years of her retirement. Phyllis’ departing words are “I will miss all of my friends and plan to keep in touch. Our unit gets along so well, we are all like a family instead of coworkers.”

We wish you well Phyllis as you transition into your retirement. Thank you for 20 years of great service. You will be missed.



Phyllis Lemming

Dorothy Price Retires

After eighteen years with APD, APO Dorothy (Dottie) Price has retired. Some of Dottie’s assignments have included Court Liaison, Pre-sentence, Standard, and RCC/EDC, where she will be ending her career with APD. In all of her assignments, Dottie has served with integrity, distinction and excellence. She is very focused and has worked hard in every assignment she has had. Her incredible work ethic has resulted in a host of new ideas and streamlined operations in whatever position she has held. Dottie has also been a volunteer for the Foster Care Review Board for many years.

Some of Dottie’s plans for retirement include redecorating, relaxing, traveling, pursuing new goals, as well as continuing to volunteer for the Foster Care Review Board. Dottie stated, “I loved interviewing and writing PSI reports, because I could get into the person’s mind and find out their thought process. Another thing I will miss is having prior clients who have straightened out their lives, who seek me out to tell me I made a difference in their lives. That one client who proves they made a mistake through criminal action, and rectified it on probation to go on to live a crime-free lifestyle -- that’s the best. That’s what it’s all about.”

Dottie’s final message to the department is, “I have met many wonderful people and am glad our paths crossed, because I’ve learned many positive things from so many. While working with clients, always be respectful. Everybody wants respect. I would give clients a pat on the back when they did anything positive. Clients love positive feedback. Have a good life and always be ready and eager for your next journey.”

Dottie’s professionalism and dedication will surely be missed, along with her kind and caring nature. Best of luck, Dottie, as you embark on a new journey in life.

Newly Approved and Revised Policies

By Rebecca Loftus

Seventeen new and revised policies were approved by the Executive Team between October and November. These policies include the following:

10.002: Conditions of Employment: was revised to include a form for staff disclosure of contact with law enforcement, added language prohibiting staff from using department equipment to access sexually explicit materials, updated information consistent with revisions to Public Information and Public Relations policy, and updated the Certificate of Understanding/Conditions of Employment form to reflect the updates to this policy.

10.009: Procedures for Fire/Bomb Threat: was updated to reflect changes to the Court's emergency evacuation procedures.

10.010: Public Information and Public Relations: reflects the revised process for staff to obtain authorization to speak to an outside group (requests must be forwarded to the employee's division director) and adds the process for staff fielding inquiries from non-English speakers.

10.026: Badge/ID: was updated to reflect updated Court procedures regarding suspension of by-pass privileges (Section IV). In addition, Section VI was added to include procedures for wearing a badge shroud for mourning fallen officers within and outside the department. Finally, eligibility for badge retirement was changed from ten to fifteen years of service within the department.

11.003: Substance Abuse Testing of Employees: Section III.B.2.g (which required staff to submit to a drug test if involved in a vehicle accident while conducting department business) was removed.

11.028: Peer Support/Critical Incident Stress Management Team: This is a new policy which outlines the parameters of the Peer Support Team and CISM Team.

11.029: Line of Duty Death/Serious Injury: This is a new policy which outlines department procedures for instances in which an employee dies or is seriously injured in the line of duty.

13.001: Standards for Training: was revised to reflect updated training requirements for staff.

13.002: Travel Authorization: was revised to reflect updates to County policies with regard to business travel.

30[1].501: Use of State, County, or Personal Vehicles for County Business: This policy replaces 12.009 (with the same name) and updates state and county procedures regarding using vehicles for business purposes. Several forms have been created for enhanced record-keeping and accountability for staff with assigned vehicles.

30[2].125: Standard and IPS SMI Caseloads: replaces 01.012: SMI Probationers and was completely revised to reflect current practices for standard and IPS SMI caseloads.

30[2].145: Unsupervised Probation: This is a new policy which reflects the parameters for probationers placed on unsupervised probation.

30[2].201: Arrest Procedures: replaces 30.002 and 50.009, and was extensively revised.

30[2].602: Expiration/Termination: This policy was updated to reflect changes in Court and departmental procedures including the ICE Notification, situations in which a probationer is expiring on one case while remaining on probation for another case, criminal restitution orders, file close out procedures, and calculating a probationer's discharge date.

30[2].702: Quickie Assignments: This is a new policy which outlines the procedures for cases in which a defendant enters a plea and is sentenced (typically on the same day) without benefit of a presentence report.

30[3].102: Safety Training: was updated to reflect required safety training for badged staff and provides time frames for completing the defensive tactics training academy and refresher course. In addition, in Section VI.E., wording stating that officers in the pretrial assignment are not authorized to carry handcuffs has been removed. Finally, the process for officers assigned to non-field assignments to request safety equipment has been added into Section VII.

30[3].108: Firearms Standards: A number of changes were made. In Section IV.C, wording was removed reflecting that the reasons for denial of an officer's request to carry a firearm will be kept in the personnel file. In IV.D, wording was added reflecting that the reasons for denial of an officer's request to carry a firearm will be maintained by the chief probation officer and kept confidential as required by law. In Section VII.A.2, training in the AOC qualifications course was added to the training requirements, and clarification was added that an officer must requalify during the same month as his/her initial firearms academy qualification.

Thanks to all staff who take the time to review the policy drafts and send their comments and feedback.

All of the policies are posted on the APD website and can be accessed at the following link:

<http://courts.maricopa.gov/apd/Administration/index.asp>

The Journey from Menace to Minister

By Maria Aguilar-Amaya



APO Linda Helvic & Jaime Perez

Two years ago Jaime Perez was an un-sentenced inmate praying for a miracle in order to keep his freedom. Due to the type of offense Jaime committed, he was looking at serving five to ten years in prison. Not much of a spiritual individual, Jaime relied on his prayers to see him through. After meeting with his defense attorney, Jaime was left without any hope of regaining his freedom.

After 6 ½ months of incarceration in the county jail, Jaime was finally sentenced. The Court had sentenced Jaime to serve an additional six months of incarceration in the county jail with five years of probation. Jaime believed it was a miracle indeed that allowed him to keep his freedom. Determined to make probation work for him, Jaime decided to pursue a promise he made within himself while in jail; a promise that would make him accountable to a higher power.

After two years of successfully completing a testing process with a support system of one, and complying with court ordered terms of probation, Jaime decided to formalize his promise by becoming an ordained minister. What stands out about Jaime is that from the beginning he realized that he needed to make changes in his life. Jaime took responsibility for his actions. He is able to look beyond himself for the strength needed when he is unsure. Life matters to him. Jaime holds himself accountable to a power greater than probation. Jaime is an example indeed of how a change in one's thinking can send an individual down the right path.

Safety Matters

by Gary S. Streeter



In March 2003 the department embarked on a journey towards training all officers in Defensive Tactics. This meant all officers had to attend and successfully complete a 40-hour Academy. With upwards of 700 officers to train in a finite period of time one begins to see this was no small task. Now, consider that only seven of the current Defensive Tactics Instructors could be considered "fulltime", and the task suddenly becomes even more immense. With over 600 MCAPD officers trained to date the training is winding down. However, there will always be new hire groups and mandatory refreshers to ensure a continued DT presence.

As the initial part of the journey ends, I want to take this opportunity to thank the instructors who have helped accomplish this task; this would not have been possible had each of them not volunteered their time and service.

Maricopa County Adult Probation Defensive Tactics Instructors:

- | | |
|-------------------|-------------------|
| Robert Villasenor | Brian Slater |
| Scott Kirshner | Jeff Koenig |
| Tim Schouten | Jeff Gallimore |
| Holly Burdine | Brian Armbruster |
| Jim White | Stephanie Ramirez |
| Nila Pittam | Jennifer Oltman |
| Bob Demers | Chris Currie |
| Ron Mitchell | Darrick Payne |
| Beth Streeter | Jesse Andrews |
| George Boyd | KC Smith |
| Belinda Subers | Kate McClory |
| Jon Liming | Tammy Allen |
| Lee Lerchen | Alan Henry |
| Arlyn Harris | Manuel Canisales |
| Joe Bonow | Ray Cruz |
| Bob Sitnek | Amy Sarvela |
| Frank Shepherd | Gabriel Velasco |



Retirements

Ken Groom	12/31/04
Phyllis Lemming	12/31/04
James Pettett	12/31/04
Dorothy Price	12/31/04
Shirley Ward	12/31/04
Dale Orth	12/31/04

20 Year Anniversary with MCAPD

Jeffrey Goff	12/03/04
Olivia Ramirez	12/04/04

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