

# The Chronicle

OCTOBER–NOVEMBER–  
DECEMBER 2007

NEWSLETTER OF THE  
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

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## The Chronicle

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## Chiefly Speaking:

### Season's Greetings

Another busy and wondrous holiday season is upon us. Year after year, this remains a special time for giving and for gathering together with loved ones. Kind and generous employees in our department have adopted families for the holidays, made donations, and given their time to help others. I am thankful for our wonderful employees and recognize that your dedicated efforts have improved the lives of many individuals and families this year.

In addition to the holiday celebrations scheduled by various units and buildings, we have been seeing another type of social gathering occurring with greater frequency in our department. Retirement receptions are being held to say farewell to employees who have been with the department for many years. Recent retirees and those who are scheduled to retire soon have been institutions in our department. They have trained and mentored other employees. They have contributed to innovations and process improvements. Day after day, they have performed their public service with excellence. Many lasting friendships have been formed. May these retirees enjoy good health as they pursue their personal interests in retirement. They will be missed.

In the news, as well as in our workforce, we see men and women who have recently been reunited with their families after being away on active military duty for a lengthy period. Other military families will be unable to join together for the holidays. Service members and their families have made many sacrifices and contributions this year and continue to do so. They give, whatever it takes, to protect our country and the freedoms we hold dear. Their service is noble and appreciated. We hope and pray for their safety and that the world will become a more peaceful place.

During the holidays, we look a little closer at our probationers' relationships. We want our probationers to experience the warmth and joy of the season, while avoiding some of the indulgence common to the holidays. Often an employer, spouse, or close friend cares deeply how a probationer is doing. Other friends, relatives, and organizations may be available to lend assistance and support as needed. Probation officers often hook needy probationers up with food boxes and toys for their kids, but just as importantly, they help probationers identify and recognize the people and activities that will provide them with a fulfilling holiday season and the right start for the New Year. Supportive relationships are critical to our probationers' success and we strengthen them, by affirming probationers' positive choices and by telling these significant individuals just how important they are.

I hope that each of you will enjoy special moments of warmth and joy during the holidays.



# Veteran's Service Center Dedicated in Honor to Surveillance Officer Elijah Wong

By Shari Andersen-Head

Sergeant Elijah Wong, a Maricopa County Adult Probation Surveillance Officer and a member of the Arizona National Guard's 363rd Explosive Ordnance Company, was killed in Sinjar, Iraq, in the line of duty on February 2, 2004. He was the first Maricopa County employee and first Arizona Guardsman to die in Operation Iraqi Freedom. He left behind his wife Elizabeth and three children.

Eli was an exemplary surveillance officer and was dedicated to the Department's mission. During his short stint with APD he touched the lives of his co-workers and probationers alike. Eli demonstrated great passion for his work and in his life. He was a man of conviction and served his country to make a better life for others.



Members of the Luke Air Force Honor Guard posted colors to open the dedication ceremony.

On September 27, 2007 the Maricopa Connections West Valley Career Center opened its doors. Supervisor Max Wilson led the formal dedication of the Elijah Wong Veterans Service Center. Sergeant Wong's widow, Elizabeth and many members of his former unit were in attendance. Mrs. Wong received a plaque in Eli's name, followed by a ribbon cutting at the entrance of the Center with Members of the Board Of Supervisors, Andy Kunasek, Mary Rose Wilcox, and Max Wilson, County Manager, David Smith, Program Administrator, AZ DES Employment Administration, Rochelle Webb, Chairman of the Maricopa Workforce Investment Board, Richmond Vincent and Adult Probation Chief Barbara Broderick.



Left to Right: Richmond Vincent, Supervisor Andy Kunasek, Elizabeth Wong, Supervisor Mary Rose Wilcox, County Manager David Smith, Supervisor Max Wilson, Adult Probation Chief Barbara Broderick, Rochelle Webb, and Trish Georgett





# Over 400 Students Participate in G.E.D. Program

By Shari Andersen-Head



On October 4, 2007, in partnership with the Arizona Supreme Court, Administrative Office of the Courts, Maricopa County Adult Probation Department, Glendale Community Council, Arizona Department of Adult Education, City of Phoenix Neighborhood Division/Garfield Neighborhood, City of Phoenix Police Department, and the Mesa Public School District, 437 students completed the requirements to earn their general education diplomas. One-hundred of those students, along with family and friends, celebrated the happy occasion as students processed to the front of the auditorium in their blue caps and gowns.

Mr. Lindell Rhodes welcomed all the students and their guests prior to the processional. Once seated, Chief Justice Ruth V. McGregor of the Arizona Supreme Court was introduced as the commencement speaker by Chief Barbara Broderick. Chief Justice McGregor delivered congratulations and encouraged each graduate to continue on their path of success.



Lindell Rhodes welcomes students and families.



Jodie Harris addresses her graduating class.

Jodie Harris addressed her class with words of encouragement and dedication to achievement. Jodie did a great job summarizing the hard work and fortitude it took many of the students to complete their educational goals.

Once special achievement awards and scholarships were awarded to students, Chief Justice McGregor and Chief Broderick presented each student with their diploma. The ceremony concluded with a sea of blue caps in the air, cake, pictures, and congratulations to all the graduates.



Chief Justice McGregor and Chief Probation Officer Barbara Broderick deliver diplomas.

# APD's Juanita Gutierrez Nominated for the 2007 Valley-Wide Trip Reduction and Clean Air Campaign Awards

By Scott Allen



Congratulations to Juanita Gutierrez of the Maricopa County Adult Probation Department for being nominated the 2007 *Outstanding Site Coordinator* in the Valley's Trip Reduction and Clean Air Campaign! Juanita was the only site coordinator for Maricopa County nominated for the award, which encompassed many public and private employers from throughout the Valley. The 2007 Clean Air Campaign Awards Luncheon was held at the Arizona Biltmore Resort and Spa and hosted by Valley Metro.

Juanita thanks all of you who continue to help in the effort to keep our skies blue. Riding the bus, carpooling, vanpooling, riding your bike or even walking to work can really make a difference in reducing air pollution and traffic congestion and in the end, you help to make our community a better place to live, work, play and visit.

Juanita's biggest thanks goes out to the Adult Probation site coordinators (Olivia Ramirez, Rachael Rodriguez, Tina Burrel, Julie Chavez, Kim Gionta, Ruth McNally, Vickie Johnson, Sandy Mishkin, Nancy Leholm, Avalon Peevy, Marialice Haney, Linda Bertram and Sandy Rogers) who have helped to spread

the Rideshare word to staff at each area office. They hang up all information that needs to be posted for employees to view and have also assisted in getting staff to complete our mandatory surveys, which is a huge job within itself. She is glad to report that all offices that took the survey met their percentage requirements and our department is at an average of 77%.

Thanks to all of you who submitted the survey. Please continue to read Juanita's Trip Reduction and Clean Air Campaign e-mails on Rideshare as they will help educate you on how to make our environment a better place for us all.

## Your Quality Assurance Team on the Move

Since getting started, we have met with several divisions and had the opportunity to discuss inter-related reliability and the FROST. We would like to share with you what we have heard from others in our travels.

- CHANGE vs. CONTROL is one of our goals. (Barbara Broderick)
- The FROST is an assessment tool not a compliance checklist. (Saul Schoon)
- We have a relationship and an influence with those on our caseloads, be it positive or negative, so it might as well be positive. (Leslie Ebratt)

We have been receiving telephone calls asking FROST questions, accepting invitations to unit meetings and staffing individual cases with officers. Our unit meetings are tailored to what the unit wants to talk about. Typically we have been discussing substance abuse questions, what constitutes a violent offense, the attitude portion of the FROST Questionnaire, and "double dinging" or simply put, scoring the same item twice, thus raising the score. There have been some lively discussions, which is great. If we have not been able to answer a question right away, we "park it in the parking lot". These questions, and answers, will be an instrumental part of our future plans.

*Continued on page 5*

We are currently working on the development of a web site with the help of Joanne Paulus. The FROST Questionnaire, the Scoring Guide, the Addendum, and Frequently Asked Questions will be a part of the site. Reference materials and more will also be accessible. In addition to our web site, information is being shared through Q.A. tips that have been going out department wide via e-mail. We are also finalizing distribution of scenarios to use at the division and unit meeting level.

Until next time,

Tricia O'Connor 619.0933 - Julie George-Klein 619.2891 - Mary Anne Boyden 619.3162

## Department's Communication Center Moves Upward and Onward

By **Tammy Allen**

The APD Communication's Center, formerly known as dispatch, has moved upward and onward and seen a few changes in between! The Center moved to another location and upgraded everything from the safety software to the location and even the furniture! The changes were vast and long overdue. Thanks to the hard work of Jim Baribault and a host of other dedicated people throughout the Fugitive Apprehension and Revocation Division, the Department, and the County, the Communication's Center has greatly improved it's ability to serve the safety needs of our dedicated officers.

Last summer the Center moved from the APD Durango office to a Juvenile Probation Building located at 3125 W. Durango Street. Located exactly at 31<sup>st</sup> Ave. and Durango St., the Communication's Center is on the east side of the building, marked by the brass sign, Durango Communication's Center posted on the door. Next to it is a video intercom device that will allow Communication Systems Operators to identify staff and afford their entry to the facility. As a reminder, a county identification card must be displayed before entry will be permitted.

The functionality of the APD Communication's Center has greatly improved and is ever evolving to accommodate the continuing needs of the Department. The new facility is larger than our previous home. As a result of having increased space, the Center has grown from six to eleven workstations and each workstation is fitted with ergonomic state of the art furniture to ensure a healthy work environment for CSO's. Presently, the APD has a fleet of 741 radios, and with the addition of two hundred more from JPD, the Center is responsible for a total of 941 radios (and the officers using them), at any given time during the day. That creates a lot of radio and phone traffic daily, so in order to keep up with the demands of our officers, the Communication's staff has expanded from thirteen CSO's to thirty, plus three Lead's (assistant supervisors). Staff at the Communication's Center takes pride in knowing their work is critical to line officers in the field exposed to safety issues. Officers should feel confident that 'the voice on the other side of the radio' has their backs and is 100% concerned with their welfare.

With the move, came software upgrades. These upgrades assist staff at the Communication's Center in various ways. The Computer Aided Dispatch system used is attached to a 'mother' system at the Maricopa County Sheriff's Office. In the past, the Communication's Center hand wrote all information sent and received from radio use in the field.

When the CAD System was implemented a couple of years ago, transactions became fully automated allowing for data to be entered in real time, saved to a hard drive, and archived for record keeping purposes. Another advantage of using the MCSO CAD system is that, when necessary, APD dispatchers can work out of MCSO dispatch and vice-versa. That would be a rare occasion, however, because of the new UPS (uninterrupted power supply) and generator.

Additional features of the CAD include the ability to retrieve individual radio logs for past and present use. Whenever an officer goes into service, they are required to provide their individual badge number as well as the name of the radio unit they are using. The badge number identifies who is in the field.

*Continued on page 6*



The radio name (i.e. X-Ray Young 555) serves as a means to organize data received to/from that radio so that dispatchers can more effectively track officer movement. It is important that a radio be assigned to a specific officer, for both inventory and geographic reasons. Each radio is programmed to only work in a specific geographic area, depending on the officer's assignment. This allows for the organization of radios to fall into channels, or categories. At present, there are nine active radio channels. Each dispatcher is responsible for at least one channel and whoever comes into service on their channel; the dispatcher is responsible for tracking. Since some channels are typically busier than others, dispatchers will rotate channels every two hours. The CAD System takes the data received and stores it in files organized by date and radio name. This way, when a request comes in for a report of radio hours, it can be easily retrieved.

A recent addition to the safety software is the Nice Recorder. This is a voice recorded logging system. Every time someone speaks to a dispatcher either on the phone or on a radio, the conversation is recorded and archived. Dispatchers have the ability to instantly replay their most recent conversation to verify information received. Additionally, should a need arise in the future to review dialog, that history can be retrieved. This feature is utilized on an as-needed basis and can only be requested by a supervisor or higher authority.

The current fleet of radios is aging and will soon become obsolete once the County moves to a digital telecommunications system. All analog field radios will eventually be replaced with digital ones over the course of the next few years. As the Communication's Center receives the new radios, distribution to the field will begin with specialized units and then move to standard field assignments. Each radio is worth nearly \$5000.00 each, a very expensive investment for the Department as well as a very expensive personal financial responsibility for each officer who is assigned to use one, especially if it was to be lost or damaged. Please remember to treat your equipment with the utmost care.

On August 27, 2007, Supervisor Jim Baribault transferred out of the Communication's Center, after spending several dedicated years bringing the facility to modern standards. His commitment to the Department, the safety of all badged staff, and the welfare of his own staff paid off big time. On that same day, Supervisor Tammy Allen took the helm. While she has some big shoes to fill, she is committed to the continuation of delivering excellent service and plans to expand the resources of the Communication's Center to serve the innovative needs of the Department. In celebration of the expansion and move to the new facility, the Communication's Center will host an Open House on January 23, 2008 from 1:30 p.m. to 3:30 p.m. to showcase the new facility. Please come down, meet your Communication Systems Officers and see what happens 'behind the scenes' when fieldwork is conducted.

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

Each site's P.R.I.D.E winner won American Express gift cards:

- BCB – Erin Cacciatore, Jennifer Cooper, Shane Neil, Kayla Cathcart, Lance Kaino, Thomas Weiss
- DTJC Pretrial – Maria Teresa Martinez, Theresa Zawlocki
- DTJC3 – Robert Cherkos, Brenda Crawley
- DTJC 2 – Donna Carroll, Alan Glickman
- Durango – Tyrone Timms, Brenda Aldaco
- Garefield – Julie Quiroz, Gregory Scott
- Northport/Sunnyslope – Sonia Cruz, Cynthia Huth, Tanja Josipovic, Michele Albo
- PSC – Terry Sharneck, Blanca Gruber, Clayton Hunt, Gerrick Hyde, Jason Crouch
- Scottsdale – Andy Lembo, Gayle Davis
- SEF – Alan Dyal, Hector Ramos
- Southport – Alejandra Garza, Jackie Chagolla
- WRC – Jerry Waller, Sean Steill, Jeffrey Lauer
- WCB5 – David Leventhal, Brandi Moncovich
- WCB6 – Kim Kelly, Chris Cross
- 4th Avenue Jail – Patrick Nedved, Stacy Mills
- 4th Avenue Jail—Maria Reynolds, Shaun Robar

# Managing for Results End of FY 2007 Results

By Ed Guerrero

**A**nother fiscal year has recently ended. Here is another chance to continually review our results and improve our processes. The following are highlights from our FY2007 MfR measures. To look more closely at all our performance measurements, please visit the county MfR website at: <http://www.maricopa.gov/mfr/viewOnlyDept.asp?DID=54>.

## **Goal A - - Crime Reduction**

- 59% of probationers successfully completed standard probation for this fiscal year, compared to 61% in FY2006.
- The number of probationers convicted of a new felony offense was reduced to 9%.
- Fugitive Apprehension cleared 9,052 warrants during the fiscal year; 6.7% of these included warrants with class 2, 3, or 4 person and property offenses. Compared to new warrants coming in, they had a 101.4% clearance rate for FY2007.
- Pretrial Services had a successful supervision completion rate of 80.4%.

## **Goal B - - Compensation/Retention**

- At the end of the last quarter for the fiscal year, vacancies were 4% for badged staff , and 15 % for non-badged staff.
- Department resignations because of pay fell to 25% for the year, compared to the county annual rate of 32%. The two previous years in FY2005 and FY2006 were 34% and 35% respectively. Also market studies were completed for badged staff and most non-badged staff positions.

## **Goal C - - Process Improvement**

- 98.2% of presentence reports were submitted to the Court without a continuance.
- Probationers paid a total of \$9,483,703 in restitution dollars and performed a total of 680,716 community work hours.
- The Offender Screening Tool (OST) was used 88% of the time for newly sentenced probationers for developing their case planning.

## **Goal D - - Customer Satisfaction**

- 86% of probationers were satisfied with services provided by the department. 25% of these probationers were strongly satisfied.
- 53% of victims were satisfied with services provided by the department. This is a drop in 7 percentage points from the prior fiscal year's score of 60%.
- 95% of the criminal court judges and commissioners who responded to our survey were satisfied with our services.

## **Goal E - - Infrastructure**

- The Security Audit Study construction build out to enhance security at our facilities was completed. Security enhancements included the addition of security guards and screening equipment in our facilities, the new security-enhanced Sunnyslope facility, and facility renovations.
- By the end of FY2007, 140 officers completed Defensive Tactics training, and 668 officers completed the Defensive Tactics refresher course.

# Adult and Juvenile Probation Departments Hold Annual Diversity Picnic

By Melissa Boudreau

Have you recently taken a trip to the Southern United States or South Africa? How about India or Italy? Maybe a quick jaunt to Poland or Mexico? No? If you came to the Second Annual Celebrate and Appreciate Diversity Event at Encanto Park on October 24<sup>th</sup> you got a taste of these parts of the world without even leaving work. The Diversity Council sponsored the event in the hopes of highlighting some of the world's cultures that make up Adult and Juvenile Probation staff. The turnout was great and everyone appeared to enjoy sampling the diverse food choices.

The day proved to be an adventure for the mind as well as the palate. At the India presentation many people imbibed on Chai tea while sampling Naan bread and vegetarian Biryani. Later, they learned how to correctly wear a Sari and had an opportunity to have Mehndi artist apply a henna tattoo. At the South Africa exhibit, a video slide show of South African scenery complemented by cultural music was served as an accompaniment to traditional fare, which included



fried plantains. The Poland table distributed recipes for variations of pierogies along with business cards for the local butcher who provided the Kielbasa. The Mexico exhibit appeared to be more of a small kitchen with multiple volunteers taking turns watching the beans, chicken mole and tortillas on the propane stove. The Italy exhibit served up a hearty fare, including lasagna and meatballs that would have made any grandmother in Little Italy proud. Speaking of grandmother's, many would have been put to shame by the cornbread, greens and sweet potato pie served at the Soul Food table. For those with heartier appetites hamburgers and hot dogs were also provided.

A noticeable change to this year's event was the addition of live music. And live it was. Local band, Kokomo, played a variation of songs that kept the crowd happy and moving to the beat. Later, some of the best of both departments had a chance to show off their talents

while singing karaoke style. Who knew we had so many talented singers in Juvenile and Adult Probation!

We were fortunate to hear enlightening comments from such guest speakers as George Garcia, Acting Director of Maricopa County Diversity Program, Prince Arthur VIII, African American Knowledge Network, Jacque Gencarelle - Chair, Maricopa County Indigenous Circle and Fentress L. Truxon ("Trux"), Maricopa County Diversity Manager.

If this year's event is a marker, next year's event, on October 23, 2008, should be a thrilling, educational and fulfilling experience for all of our "world travelers."

A special thank you to both Chief Broderick and Chief Boone for their continued support of the Diversity Council and this event in particular.





## Domestic Violence Officers Recipients of Proclamation

By Greg Miller

In an effort to reduce incidents of domestic violence in the City of Glendale, officers from Maricopa County Adult Probation Department's Domestic Violence unit established a partnership with the City of Glendale's Domestic Violence Task Force. Officers Glynn Thomas, Barbara Goree and Supervisor Greg Miller serve on this Task Force, which is also comprised of members from Glendale Police, Glendale City Prosecutor, County Attorney, Victim Advocates and Presiding Glendale City Court Judge Elizabeth Finn.

On September 25, 2007, at the request of the Glendale City Council, Mayor Elaine Scruggs issued a proclamation declaring October Domestic Violence Awareness Month in an effort to educate Glendale residents about family violence, including prevention, intervention and city resources available to victims. Upon issuance, this proclamation was awarded to Probation Officers Glynn Thomas, Barbara Goree and Supervisor Greg Miller in recognition of their collaborative efforts with Glendale Police. This collaboration involves warrant sweeps focused on domestic violence incidents and offenders. These officers were also recognized for their collaboration with victim advocates and the city prosecutor's office regarding probation violations and offender accountability.



**Greg Miller, Glynn Thomas, Giovannie Galinda-Leyva, Barbara Goree, Judge Elizabeth Finn and Victim Advocate Laurie Smith**

## Officers in Domestic Violence and Fugitive Apprehension Units Impact Community During Round-Up

By Greg Miller

On October 10, 2007, Officers from the Domestic Violence Units and the Fugitive Apprehension Unit, fanned out across Maricopa County in this year's Domestic Violence Round-up. In an effort to kick off the month of October as Domestic Violence Awareness month, Adult Probation Officers partnered with various law enforcement agencies throughout the county, including Glendale Police, Phoenix Police, Mesa Police and the U.S. Marshalls, to locate and apprehend domestic violence fugitives and probation violators. The Round-up also served to bring awareness to the issue of Domestic Violence, including education, prevention, intervention and the resources available to both victims and offenders.

The dedicated efforts of all officers involved in this year's Round-up was made evident by the successful number of apprehensions and the services provided to victims as a result of the apprehensions. This year thirty (30) violators were apprehended out of fifty nine (59) attempts, and one order of protection was served, clearly making an impact on the safety of our community. Additionally, media attention was drawn to this event, including televised coverage on all local news stations and Telemundo, and an article appeared in the Mesa Tribune. Such attention bolsters awareness and perhaps will provide hope to victims and families impacted by domestic violence.

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Clearly, this year's Round-up would not have been successful without the dedicated efforts of the Domestic Violence Unit members including Officers Glynn Thomas, Barbara Goree, Dana Shepherd, Linda Dore, Diane Bracamonte, Scott Skoropys, Ralph Pagano, Jeff Lauer, Tiffany Butler, Tracy Medrano, David Specht, Greg Miller, Jeff Fischer, Jill Bognar, Greg Clark, Tracee Frick, Seth Poulin, Sunny Carpenter, John Cleland, Ken Snodgrass, Andrea Teasley, Kristi Ward and Fugitive Apprehension Unit members including Cory Rhodes, Timberly Matson, Brian Armbruster, Paul McDonald, George Fairburn, Derrick Knott, Chris Moore, Emmanuel Briseno, John Patterson, Jesse Leroy, Richard Breed, and standard field officers Kevin Sheridan and Suzanne Segarra.

## The Ranks Continue to Swell

By Kathy Daniels

**T**wo groups of new officers have graduated in the past few months, resulting in the addition of twenty-seven new probation officers and six new surveillance officers to our dedicated staff.

Probation Officers Terri Boss, Rich Brown, Lizabeth Cage, Angela Morris, Eric Parriott, Kenneth Pokuta, Michael Rambole, Heather Redmond, Cynthia Romero and Rachel Rowland and Surveillance Officers Darell Hobbs, Steven Smith and Greg Thiel graduated and were sworn in by Judge Anna Baca on August 17, 2007. Those who attended the ceremony enjoyed Chief Broderick's comments as she presented each officer with their certificates and badge. After completing the core training curriculum, they returned for a number of additional classes and could be seen checking e-mail and answering phone calls from probationers on their breaks. What a conscientious group!



**O**n November 13, 2007, new P.O.s Teresa Denman, Hepzebah Erwin, Jenna Fitzgerald, Dawn Haar, Todd Heaton, Steven Horton, Angel Lewis, Tameka Loyd, Jane Parker, Jason Quayle, Roger Robinson, Beatriz Rodriguez, Bill Schmidt, Neil Smith, Anna Stankiewicz, Joshua Tukuafu and Carrie Ward and S.O.s Melvin De La Cruz, Paul Monroe and Chad Towe completed seven weeks of training and were ready to get to work following their graduation and swearing-in ceremony. This group immediately developed camaraderie and even had a class historian who documented their training with photographs.



The enthusiasm exhibited by these new officers truly is contagious. Spend some time with them and you will see for yourself!

# Adult Probation and Garfield Residents Celebrate GAIN (Getting Arizona Involved in Neighborhoods)

By Marilyn Windust and Joann Roskoski

On October 20, 2007, probation staff, Garfield neighborhood residents, police officers, and neighborhood businesses combined efforts to celebrate GAIN - Getting Arizona Involved in Neighborhoods. The Garfield Probation Center has been involved in this event since 1996, when it was a small block party-type event. By 2000, the event had expanded, and it was moved to the Garfield Elementary School. This year, approximately 1500 people came to enjoy music, dancing, free food and other activities. Probation staff worked a booth to provide information about GED classes; ESL classes and "goodie bags" for children with toothbrushes, coloring books, crayons, and word games. Probation staff and Garfield clients also provided community restitution work to set up and clean up booths, chairs, and equipment. Clients also helped Phoenix Police officers with barbequing over 2,000 hot-dogs. This year's event was a huge success thanks to all those involved.



ESL Instructor Dan Rogers & Probation Officer Joann Roskoski hand out "goodie bags".



Specialized Office Assistant Amelia Giordano, Probation Officer Joann Roskoski, and Garfield Resident Martin.



Garfield Resident Robert, Community Action Police Officer Julie Smith, and Probation Officer Tammy Aho.



# The 12<sup>th</sup> Annual Garfield Turkey Feast

By Marilyn Windust

Every November probation staff along with family and friends come together to give thanks and to serve our gracious Garfield neighbors. This year was no different, as the Garfield Probation Service Center hosted its 12<sup>th</sup> annual "Turkey Feast." The "feast" consisted of a turkey dinner with all the trimmings. Garfield residents and probation staff carved the turkey rolls and made sure that everything stayed warm for over 750 hungry guests.



While the food was indeed delicious, the highlight of the feast for many had to be the appearance of Santa Claus (SO Clint Hill), and his Elf (PO Mike Moe), who made sure that each of the over 500 children in attendance went home with a candy cane and a book.



Many thanks to William K. Perry Farms and the Fountain Hills Knights of Columbus; without their support, dinner would not have been possible. Thanks also to the Safeway store located at 7<sup>th</sup> Street and McDowell, especially Shelly, Brett and Crystal. Last, but certainly not least, thanks to all of the probationers and probation staff who were involved in a multitude of activities that resulted in this being the biggest

## Human Trafficking

By Joshua Kelley and James Purucker

Trafficking of humans is the second largest criminal industry in the world after drug dealing. Catholic Charities informs readers that Human Trafficking is the fastest growing criminal industry on the planet at present. Recently, Joshua Kelley and James Purucker attended the Greater Phoenix Area Human Trafficking Task Force's Human Trafficking Training Seminar held at Glendale Community College. The objective of this event was to orient law enforcement and others, including probation, to the issue of human trafficking by increasing awareness and promoting the need for a coordinated and effective community response. The topics and subsequent commentary below chronicles our experience at the seminar with hopes that this department will be able to obtain an enhanced understanding and awareness of these critical issues.



We urge you to take the time to read the entire document and learn what the Trafficking Taskforce means when it asks each of us to "Look Beneath The Surface!" Also, please be on the look out for *Human Trafficking: Indicators for Law Enforcement*, an informational pamphlet provided by ICE, coming soon to your local office! Please click on the link below for further information regarding this comprehensive training and a written article by Joshua Kelley and James Purucker.

**LOOK BENEATH THE SURFACE**  
HUMAN TRAFFICKING IS MODERN-DAY SLAVERY

A victim of trafficking may look like many of the people you help everyday.

Ask the right questions and look for clues. You are vital because you may be the only outsider with the opportunity to speak with a victim.

There are safe housing, health, immigrant food, income, employment, legal and interpretation services available to victims, but first they must be found.

If you think someone is a victim of trafficking, call 1.888.3737.888  
For more information about human trafficking visit [www.icjth.gov/trafficking](http://www.icjth.gov/trafficking).

We urge you to take the time to read the entire document and learn what the Trafficking Taskforce means when it asks each of us to "Look Beneath The Surface!"

Also, please be on the look out for *Human Trafficking: Indicators for Law Enforcement*, an informational pamphlet provided by ICE, coming soon to your local office!

Please click on the link below for further information regarding this comprehensive training and a written article by Joshua Kelley and James Purucker.

<http://www.superiorcourt.maricopa.gov/AdultProbation/docs/lookBeneathSurface.pdf>

# November's Managers' Forum Brings Sharon Knutson-Felix and Dr. Don Andrews to Maricopa County Adult Probation

By Shari Andersen-Head



**Sharon Knutson-Felix, Executive Director of the 100 Club of Arizona**

November's Managers' Forum brought two distinguished guests to our department; Sharon Knutson-Felix, the Executive Director of the 100 Club of Arizona, and Dr. Don Andrews, a renowned researcher and expert in the field of Evidence-Based Practice.

Sharon's personal story of triumph over tragedy was shared to encourage managers to look within during the annual County's Combined Charitable Campaign. The 100 Club is just one of the many areas where your contributions can make a difference.

Dr. Don Andrews was the key-note speaker of the morning. He is one of the primary researchers in the "What Works" and "Evidence-Based Practices" movement. Dr. Andrews holds a Ph.D. from Ottawa Ontario Canada.

Dr. Andrews' presented material on the importance of correctional staff characteristics and relationships with offenders. It is not only program characteristics that make a difference in changing behavior, but staff characteristics and the relationships they build with offenders.



**Dr. Don Andrews points out one of the many formulas used in his research.**

# Nominations Due For “of the Year Awards”

Nominate a Probation Officer, Surveillance Officer, Supervisor or Employee!

Do you know a staff member who has gone above & beyond in the past year?

Take this opportunity to recognize your co-workers!

**Submit Your Nominations Now!**

Nominations are due **January 11, 2008.**

Please email your nomination of **200** words or less to Christina Burruel.

## **Criteria:**

**Probation Officer** - This award is given to a Probation Officer who has performed their duties in an outstanding manner and/or made significant contributions to the probation department and/or participated or involved in committee or community work/projects.



**Surveillance Officer** - This award is given to an S.O. who has performed their duties in an outstanding manner and/or made significant contributions to the probation department and/or participated or involved in committee or community work/projects.



**Supervisor** - This award is given to a Supervisor/Manager who has performed job responsibilities in an outstanding manner, who has demonstrated that they have incorporated the Department's mission into their supervision philosophy and their every day tasks; has demonstrated the ability to guide their staff; who has shown that they effectively coach and serve as a mentor to staff or who is involved in community activities, programs, committee work or special projects; and who encompasses a vision which will lead employees in accomplishing the department's goals.



**Employee** - This award is given to an Employee (other than an Officer) who has performed their duties in an outstanding manner and/or made significant contributions to the probation department: participated or involved in committee work/projects; or exemplifies the mission and vision of the department.





**25 Year Celebration**

Manuel Canisales  
and  
Cathy Wyse

**Year Celebrations**

Randy Boulais  
and  
Joe Munley

**10 Year Celebrations**

Tom Bradley  
Eva Berg  
erry Cash  
Gayle Davis  
Marcia Dinovo  
Mark Flores  
Arliiss Cook

Kirsten Lewis  
Artie Patchen  
Linda Ramey  
Stuart Roush  
Demitris Sagias  
Glynn Thomas  
Rebekah Trexler

**15 Year Celebrations**

Sharon Callahan  
Kim Ong  
Donna Trudel  
Sean Anspach  
Trish Doktor  
Ellen Hannabach  
Staci Rostan  
Sharon Steech  
Kelly Kerr  
Avalon Peevy  
Stan Fosdick  
Mack Boatner  
Michael Zarembo



Please join us in congratulating the following newly promoted supervisors:

**Jamie Collins  
Jodie Mertens  
Shane Neil  
Mark Pivonka  
Lolita Rathburn  
Cynthia Stevens**

The effective date of these promotions was

November 5, 2007.

We wish you all the best of luck!



## Thanks to Our Writers

### Contributing Writers

Scott Allen  
Tricia O'Connor  
Julie George-Klein  
Mary Ann Boyden  
Tammy Allen  
Ed Guerrero  
Melissa Boudreau  
Greg Miller  
Kathy Daniels  
Marilynn Windust  
Joann Roskoski  
Joshua Kelley  
James Purucker

### Chronicle Staff

Barbara Broderick  
Jennifer Ferguson  
Shari Andersen-Head  
Cathy Wyse  
Rebecca Loftus  
Alison Cook  
Ed Guerrero  
Berta Prince  
Jackie Novak

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- All articles and pictures submitted for publication in *The Chronicle* are subject to acceptance and editing.
- 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 Shari Andersen-Head.
- Articles submitted for *The Chronicle* may be reproduced in other publications.

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