



MARICOPA COUNTY
ADULT PROBATION
DEPARTMENT

**CHARTING A NEW COURSE
FOR BEHAVIORAL CHANGE**

2007
ANNUAL REPORT





Dear Judge Mundell:

It is with great pleasure and a sense of accomplishment that I present this fiscal year 2007 annual report. This was the first year that the department had complete permanent county funding pursuant to Arizona Revised Statute 12-269. Improved compensation for staff was a huge gain that brought many benefits to departmental operations and morale. With capacities reached, the department is now moving briskly to advance the use of evidence-based practices and data-driven decision-making. It has indeed been a year of "Charting a New Course" for our Department.

Recruitment, retention and development of a qualified and diverse staff are ongoing challenges. Significant strides have been made in this area with new recruitment strategies, a strong compensation package, revamped performance-based employee evaluations, and increased attention to leadership development and succession planning. Of great importance to our employees, safety build-outs were completed and security screenings were implemented in the area offices.

Our greatest value to the community is our contribution to public safety. Accomplishments with the evidence-based initiative include full implementation of the offender assessment and reassessment tools, and progress in the development of effective case plans, the use of motivational techniques, and collaboration with community partners. Quality assurance is an essential part of the process. We are measuring performance, producing management reports, and using the data to continually review and improve our processes. Quality Assurance Supervisors have been designated to further this important public safety initiative. A continuing, collaborative relationship with the National Institute of Corrections brings us the highest level of knowledge and assistance regarding evidence-based practice in community corrections.

The progress and successes reported here reflect the efforts of many dedicated employees, committed partners, and our court and county leaders. This is an ideal time to express my gratitude for the support we have received, especially to implement the market studies, secure our office facilities, and move forward with the evidence-based initiative.

As always, I look forward to working with you in the interest of justice and community safety.

Sincerely,

Barbara A. Broderick

Barbara A. Broderick
Chief Probation Officer

TABLE OF CONTENTS

PAGE

Section I	
Letter to Presiding Criminal Court Judge Barbara Mundell	3
Vision, Mission and Values Statements	5
Managing For Results and Major Accomplishments	6
Evidence-Based Practices	9
General Information	12
Section II	
Pretrial Services & Presentence Investigations	14
Standard Probation	15
Seriously Mentally Ill	16
Sex Offenders	17
Domestic Violence	18
Transferred Youth	19
Intensive Probation	21
Interstate Compact and Indirect Services.....	22
Compliance Monitoring, Custody Management, Work Furlough	23
Fugitive Apprehension	24
Section III	
Treatment	25
Education	26
Section IV	
Surveys	27
Maricopa County Adult Probation Fiscal Year 2007 Awards.....	29
Maricopa County Adult Probation Organizational Chart	31

Vision Statement

An agency of professionals committed to continuous improvement in the quality of community life by offering hope to neighborhoods, victims and offenders.



Mission Statement

To enhance the safety and well being of our neighborhoods. We accomplish this through:



• Working in partnerships with the community to provide research based prevention and intervention services;



• Assessing offenders' risk/needs in order to help guide court decisions and to apply the appropriate level of supervision;

• Managing offender risk by enforcing court orders, affording opportunities for pro-social change and expecting law-abiding behavior and personal accountability;



• Facilitating victim involvement and restorative justice services;

• Recognizing and rewarding staff performance and achievement;

• Providing training to enhance our professional skill and build leadership.

Values

We believe:



In treating all people with dignity and respect.



People can change and that probation services are a viable means to affect positive change.



In promoting and maintaining a positive, safe and healthy community environment.



In the value of our positive relationships with our stakeholders.



Staff is the greatest resource in accomplishing our mission.

MANAGING FOR RESULTS AND MAJOR ACCOMPLISHMENTS

Maricopa County government implemented a comprehensive and integrated management system known as Managing for Results (MFR) in 2001 and required all departments to develop an MFR strategic plan. MFR integrates planning, budgeting, performance measurement, evaluation, and reporting to the public.

In developing and updating its strategic plan, the Maricopa County Adult Probation Department (MCAPD) has aligned its mission and goals with both the Strategic Agenda for Arizona's Courts and the goals of county government. Five major goals have been established and each goal has its own set of performance measures.

CRIME REDUCTION: The Department's first major goal is to enhance public safety through crime reduction.

The performance measures for this goal are:

- Reducing the number of probationers committed to the Department of Corrections
- Reducing the number of probationers convicted of a new felony offense
- Increasing the rate of successful completions from probation
- Increasing the rate of successful completions from pretrial supervision

To achieve the crime reduction goal, the Department is adopting evidence-based practices (EBP) as the foundation to its organizational structure and culture. EBP are scientifically proven methods of offender management that are effective in reducing recidivism and offender risk.

Evidence-Based Practices Summit: In September 2006, members of the Maricopa County Adult Probation Executive Team joined their counterparts from Multnomah County, Oregon, Adult Probation at the National Institute of Corrections for an Evidence Based Practices Summit. The purpose of the meeting was to explore methods for furthering the advancement of both agencies' evidence-based initiatives. Topics included evidence-based management, succession planning, hiring practices, and the latest research on evidence-based practices. Presenters included Dr. Ed Latessa and Dr. Chris Lowenkamp, from the University of Cincinnati and Nancy Campbell, a nationally recognized consultant.

Evidence-based practices work extremely well within the framework of Managing For Results (MFR). Both are results driven with the goal to produce the best quality of public service that combines achievement of desired results with fiscal responsibility.

Global Positioning Monitoring: At the end of FY07, 33 cases were assigned to the monitoring caseload. Per A.R.S. 13-902 (G), Global Positioning System imposes monitoring only for persons convicted, on or after November 1, 2006, of any offense designated as a Dangerous Crime Against Children for which the person serves a probation grant. Global Positioning Monitoring provides information about the location of offenders within the community.

Warrant Task Force: Maricopa County Adult Probation Department implemented the Property and Person Warrant Task Force component of the Fugitive Apprehension Unit to target class 2, 3, and 4 felony property and person offenders on warrant status. As a result, two teams were hired consisting of probation officers and surveillance officers to ensure alignment of target goal.

COMPENSATION/RETENTION: The Department's second goal is to recruit, hire, compensate and retain a quality and diverse workforce. The performance measure for this goal is to reduce employee resignations because of pay.

Compensation: Market studies for probation officers and surveillance officers were completed and implemented, providing pay increases averaging more than 20 percent. Market studies have been completed on most of the department's nonbadged positions as well.

Recruitment: Through collaboration with the Arizona State University School of Business, recruitment practices were updated and improved. A group of undergraduate students assessed the strategies for recruiting badged staff and made a number of useful recommendations.

With salary adjustments and new recruitment strategies, the Department has been more successful in hiring staff and filling vacant positions. In the past fiscal year, the vacancy rate in badged positions dropped from nearly nine percent to four percent.

Retention: The County conducts interviews with employees after they leave county employment and asks them about their reasons for resigning. The number of former Adult Probation employees who cited pay as their reason for leaving has decreased considerably, from 34 and 35 percent in fiscal years 2005 and 2006 respectively to 25 percent in fiscal year 2007.

Quality Workforce: Through a collaboration of the department's Staff Development, Court Human Resources, County Staff Development, and Arizona State University faculty, MCAPD established a system for leadership development, methods for the objective selection of staff for promotion, and baseline performance measures for workforce diversity.

PROCESS IMPROVEMENT: The Department's third goal is to improve case processing. The performance measures for this goal are to maintain the high rate at which presentence reports are submitted to the Court without a continuance, increase the rates of victim restitution collection and community restitution work hours completion, increase the use of the Offender Screening Tool for newly sentenced probationers, and use the Field Reassessment Offender Screening Tool to develop case management plans.

Community Restitution Program: Over 6,000 probationers, whose skills include landscaping, painting, plumbing, carpentry, office work and general labor, complete community restitution. The Community Restitution program screens and matches probationers to over 1,600 partnering nonprofit and governmental entities that are certified to accept and supervise probation work assignments. During fiscal year 2007, probationers worked nearly 700,000 hours, which calculates to a savings of nearly \$6.8 million to our communities.

Assessments, Reassessments and Case Planning: The Department has fully implemented and achieved nearly 90 percent assessment with the Offender Screening Tool of all probation eligible offenders going through presentence. The department has trained all field staff and implemented the Field Reassessment Offender Screening Tool for reassessment. Assessments determine appropriate supervision levels, guide development of case management strategies, and provide a mechanism to measure offender progress.

CUSTOMER SATISFACTION: The Department's fourth goal is to improve customer satisfaction. The Department engages in many activities to achieve this goal and routinely conducts satisfaction surveys with victims, offenders, criminal court judges, MCAPD staff, and community and criminal justice partners.

Satisfaction Surveys: Surveys conducted in FY2007 show a 95% overall satisfaction rate from Criminal Court Judges, an overall satisfaction rate from Probation clients of 86%, and an overall satisfaction rate of 53% for opted-in victims.

Operation Fugitive Safe Surrender: To help achieve the Department's goals of reducing crime and working closely with community and criminal justice partners, Adult Probation successfully completed Operation Fugitive Safe Surrender staged at the Pilgrim Rest Baptist Church in Phoenix, Arizona. The goal was to have outstanding fugitives, who were wanted for a non-violent crime and with no history of violence, turn themselves in peacefully to authorities. During the four-day project, the church was set up to house three courtrooms, pretrial services, probation officers, Sheriff's officers, clerks, county attorneys and public defenders. As a result of Operation Fugitive Safe Surrender 1,300 cases were processed over a four-day period.

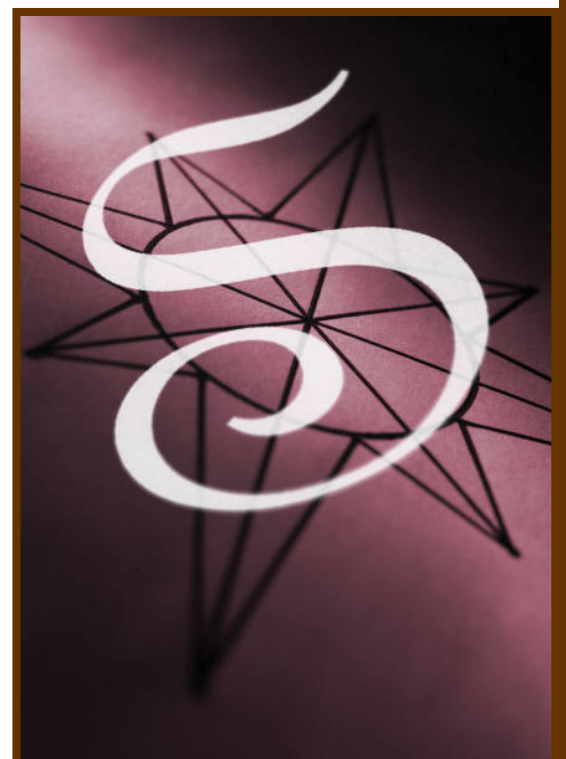


Literacy Development: Educational services were expanded at the Human Services Campus, offering greater access to literacy and job readiness classes. The Learn Lab increased the number of students served by 33%.

INFRASTRUCTURE: The Department's fifth goal is to have the equipment, facilities, support services and technological interconnectivity with agencies to provide efficient and effective probation services, and promote staff safety. In FY2007, security audits of all field offices were completed and resulted in improved officer safety training, revised office procedures, and a \$2.1 million dollar office security initiative that included screening equipment, office design and court security officers.



New magnetometers installed at all area and regional offices.



EVIDENCE BASED PRACTICES

The Maricopa County Adult Probation Department is committed to using evidence-based practices to enhance public safety through behavioral change. In a multi-year endeavor, the department is implementing the *Integrated Model* developed by the National Institute of Corrections (NIC) to help probation departments achieve sustained reductions in recidivism. The model incorporates the implementation of evidence-based practices with organizational development and collaboration.

The implementation of evidence-based practices in community corrections is based upon eight principles of effective intervention.

THE INTEGRATED MODEL



1. **Assess Offender Risk and Needs.** The foundation of implementing effective interventions for offenders is offender risk and need assessment. This should be done using a validated assessment tool that measures the probationer's risk to reoffend and identifies need areas that, when addressed, can reduce the risk of criminal behavior. Key need areas include attitudes, peers and associates, and substance abuse.
2. **Enhance Offender Motivation.** For probationers to be successful, they need to have some motivation to change. Through their interactions with offenders, probation staff have the opportunity to help motivate offenders. This can be done through effective communication, including motivational interviewing.
3. **Target Interventions.** Research has clearly identified where interventions are most effective. Interventions are most effective when they focus on the higher risk offenders and are targeted toward criminogenic needs, those factors that are closely related to criminal behavior. In addition, interventions are more effective when individuals are matched to appropriate programs, when the programs provide the appropriate dosage, and when the treatment is timely.
4. **Provide Skills Training using Cognitive-Behavioral Treatment Methods.** Research has identified cognitive-behavioral treatment programs as having significant success in reducing recidivism. Programs that incorporate cognitive-behavior techniques address anti-social attitudes and are designed to teach offenders new skills through practice and role-playing.
5. **Increase Positive Reinforcement.** Research indicates that positive reinforcement is an important component of achieving sustained behavioral change. An appropriate ratio is four positive reinforcements to every one negative reinforcement.

6. **Engage On-going Support in Natural Communities.** Research indicates the importance of pro-social relationships and activities in helping achieve positive results for offenders.
7. **Measure Relevant Processes and Practices.** Evidence-based practices have been identified because of the research that has been done, including data collection and analysis. Providing accurate documentation of case information and continual measurement of outcomes allows knowledge of effective practices to continue.
8. **Provide Measurement Feedback.** It is important to use the data collected to provide on-going feedback. This includes providing feedback to offenders on the progress they are making on their case plan. It also includes feedback to management and staff to help engage in data-driven decision-making.

The Implementation of Evidence-Based Practices by the Maricopa County Adult Probation Department. As the Department implements the evidence-based principles for effective intervention, emphasis has been placed on the first three principles. Since these principles represent the foundation of effective interventions, the department believes it is important to do them right. Implementation in these areas has included the following:

- The Department uses the Offender Screening Tool (OST) and the Field Reassessment of the Offender Screening Tool (FROST) to assess probationers. Both instruments were developed internally, with consultation from Dr. David Simourd, to reflect the current research on risk and need assessment. The information provided by the assessments helps determine an appropriate supervision level and develop a case plan to address areas in need of treatment or intervention. The FROST is administered to assess a probationer's progress and allows officers to measure changes in risk. This information allows officers to modify supervision and case plan strategies appropriately.

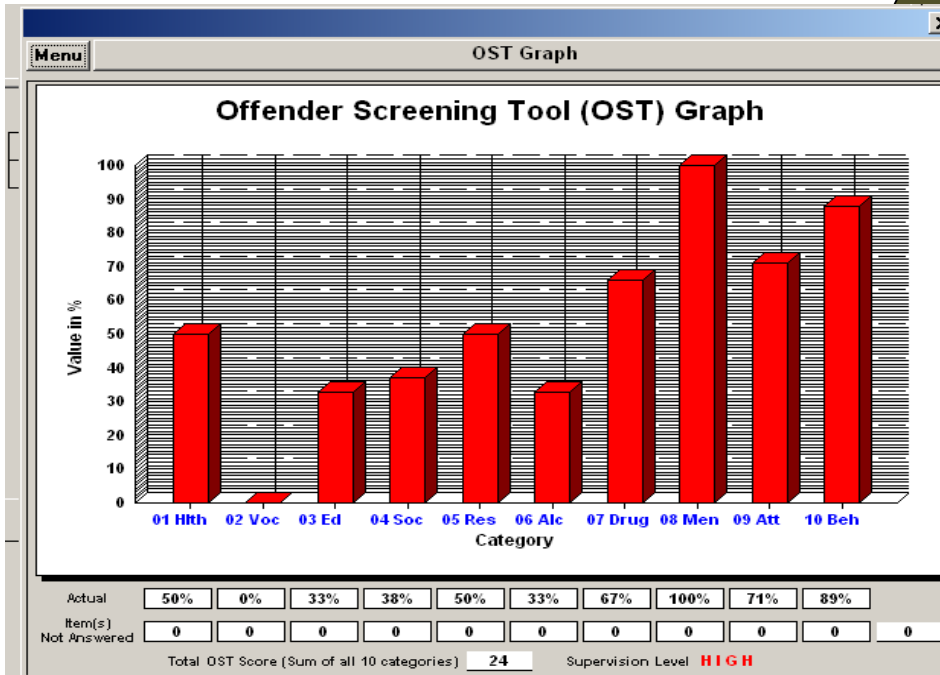
EIGHT GUIDING PRINCIPLES FOR RISK/ RECIDIVISM REDUCTION



- Department staff have been provided with opportunities to improve their ability to motivate offenders through training on the dynamics of readiness to change and the use of motivational interviewing skills. Many staff, including the Executive Team, Drug Court and DUI Court Counselors and Probation Officers, and some supervisors have received extensive training in motivational interviewing.
- Through the use of the OST and FROST, the Department has been able to focus on those probationers that are medium and high risk. Officers have been trained to develop case plans that target areas of greatest need, as identified through the assessment.

The implementation of evidence-based practice will continue to be ongoing and to guide the Department through the upcoming years. The Department's performance measures have been aligned with EBP and key outcome measures can now be reported at multiple levels in the organization. This information lets managers and employees know how they are doing in support of the department's mission and goals and allows them to track changes in their performance. Probation officer performance appraisals have also been aligned with EBP. Funding has been secured for quality assurance supervisors who will help ensure the integrity of our EBP efforts and advance our movement into additional areas of EBP, including collaboration.

MARICOPA COUNTY ADULT PROBATION OFFENDER SCREENING TOOL (OST) AND CASE PLAN



Case Plan		Assessment		Effective Dates				
Date Added	Added By	Type	Date	Type	Attempted	Begin	End	Final
08/01/2007 12:25 PM	Ferguson, Jenn	180 day	03/08/2006	OST	00/00/0000	08/01/2007	00/00/0000	Y
08/01/2007 09:51 AM	Ferguson, Jenn	180 day	03/08/2006	OST	00/00/0000	08/01/2007	08/01/2007	N

Type: 180 day
Current Assessment Date: 03/08/2006 Type: OST Attempted Date: []
Effective Dates: 08/01/2007 - 00/00/0000 By: []

Risk	Scores					
24	Health	50%	Residence	50%	Mental Health	100%
High	Vocation	0%	Alcohol	33%	Social/Peer	38%
	Education	33%	Drug	67%	Criminal Behavior	89%
					Attitude	71%
					Other	NA %

Current Supervision Information
Type: IPS Level: Level II Location: [] Status: Active 3/8/2006

Behavioral Goals

Assessment: Drug 67%
Problem Statement: 1. When I am with my friends, I use drugs
Goal: 1. Become Drug Free
Strategy: 1. Contact Sage Counseling for an intake appointment
PO Strategy: 1. Provide referral for counseling

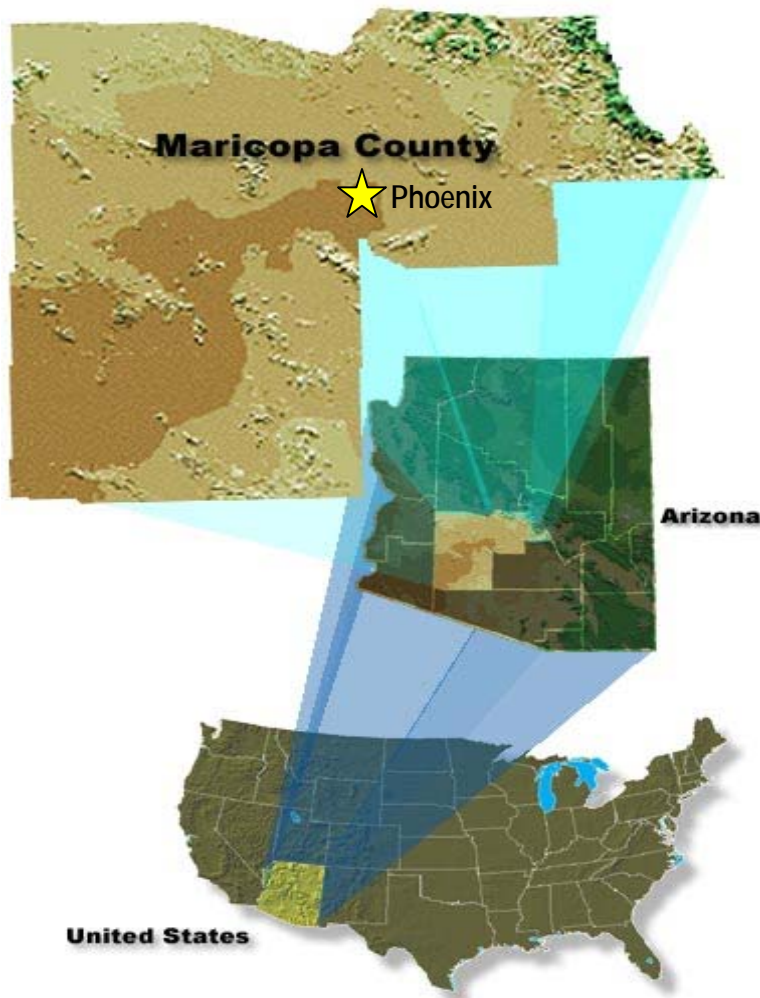
An Adult Probation Officer reviews information with a probationer, using the Offender Screening Tool (OST). By utilizing the OST, the probation officer can focus services in high risk areas and the probationer can visually see where they need assistance.

Once an assessment has been conducted using the Offender Screening Tool, an accurate Case Plan can be established, targeting the offender's needs.

The probationer is reassessed every six months with the Field Reassessment Offender Screening Tool (FROST), which aids in tracking progress of the case plan.

GENERAL INFORMATION

Maricopa County At A Glance



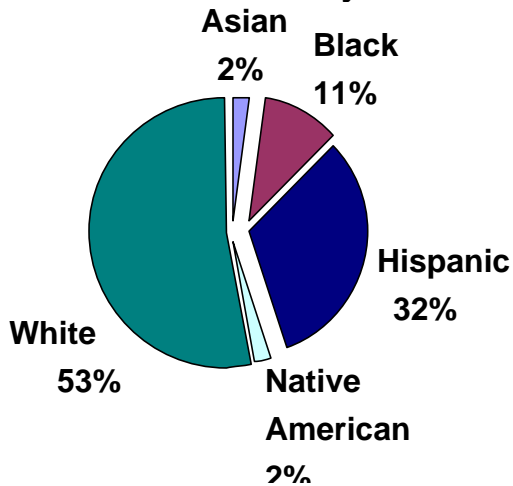
- ☞ Population – 3,792,675 (2006)
- ☞ The fifth largest county in Arizona
- ☞ Land Area – 9,222 sq. miles (98 sq. miles of which is water)
- ☞ Persons/sq. mile – 334
- ☞ Fastest Growing County in the Nation
- ☞ 14th Largest County in the United States

- ☞ 4th Most Populous County in the United States
- ☞ More than half of the state's population lives in Maricopa County
- ☞ County measures 132 miles from east to west; 103 miles from north to south
- ☞ 24 cities and towns are located within Maricopa County's outer boundaries
- ☞ Phoenix, the county seat, is the fifth largest city in the United States with a population of 3,791,123
- ☞ The cities of Buckeye, Surprise and Goodyear are three of the ten fastest growing cities in the nation.

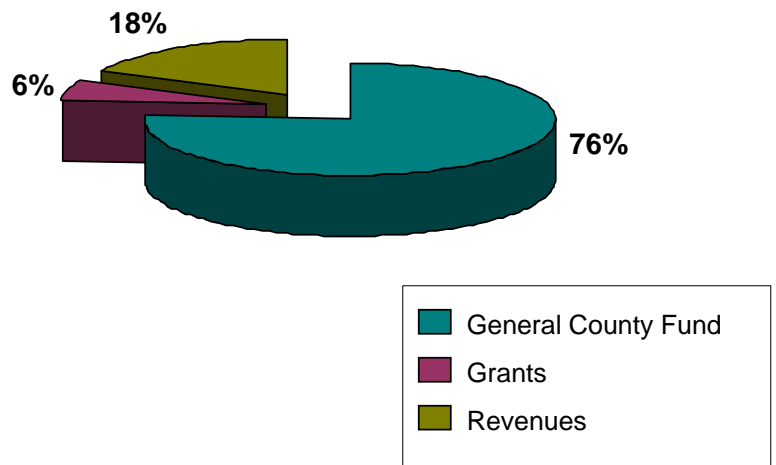
Maricopa County Adult Probation Department

- 🌀 Average Daily Active Probation Population: 31,380
- 🌀 Average Daily Total Probation Population: 55,657
- 🌀 96% on Probation for Felony Offenses
- 🌀 Average Daily Pretrial Supervision Population: 2,055
- 🌀 1,246 Full-time employees
- 🌀 14 Office locations

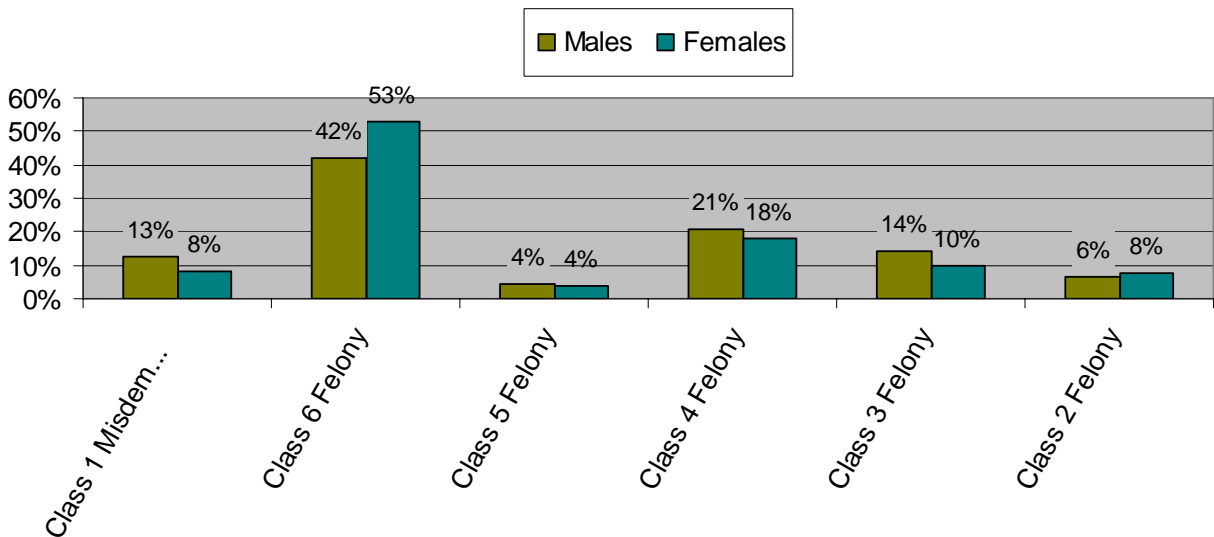
**Maricopa County Adult Probationers
Race/Ethnicity**



**Total FY2007 Budget
\$77,255,547**

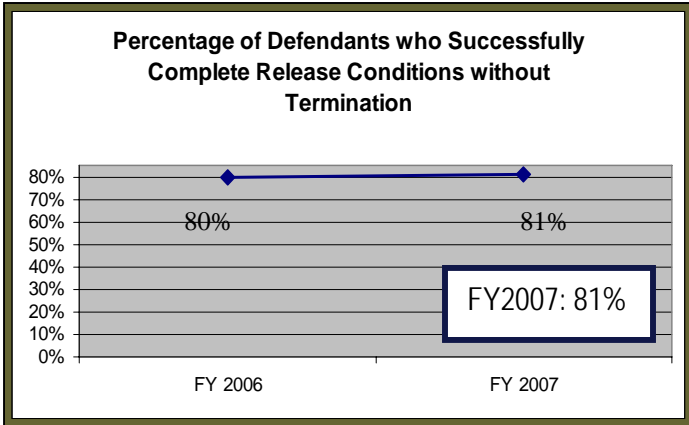


**Maricopa County Adult Probationers
Offense Levels**



PRETRIAL SERVICES

The primary job of Pretrial Services is to assist judges with release decisions by interviewing and assessing arrestees at the jail. This is done 24 hours a day, seven days a week. In addition, Pretrial Services provides community supervision to unadjudicated defendants under release conditions issued by the Court.



Average Daily Supervised Population:
FY2007

2,055

Average Cost Per Defendant Supervised

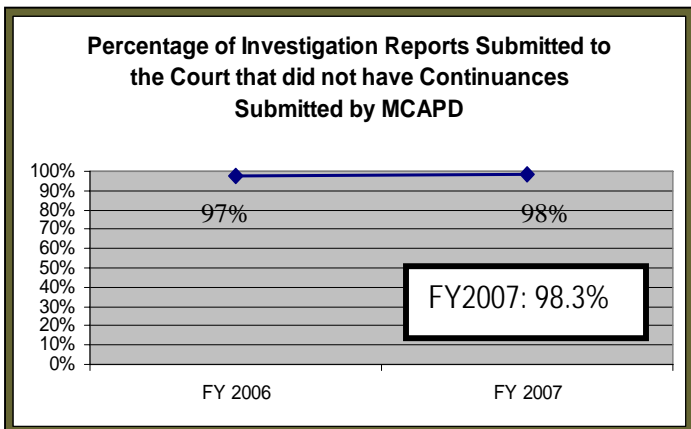
\$4.36

Annual Program Cost
FY2007

\$3,201,465

PRESENTENCE INVESTIGATIONS

Upon the finding of guilt, whether by plea agreement or jury verdict, it is the responsibility of the Presentence Division to prepare a Presentence Report to aid the Bench in determining an appropriate sentence for the offender. The division will review the factual basis of the crime, social and criminal history of the offender and any impact that the offense may have had on the community and/or victims. Offenders are evaluated for any potential need for intervention as well as their risk to re-offend. Recommendations are made to the Court that take into account mandatory fines and assessments, possible restitution, treatment needs, and (unless a prison recommendation is being made), special conditions of probation that will aid the probation officer in supervising the offender in the community.



Number of Presentence Investigation Reports Completed
FY2007

16,631

Average Cost Per Presentence Investigation Report

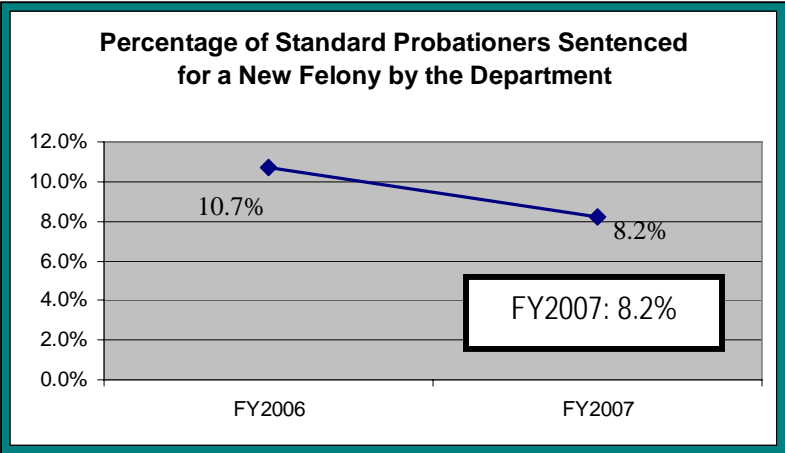
\$458.82

Annual Program Cost
FY2007

\$7,630,598

STANDARD PROBATION

Standard Probation Supervision focuses on three goals which lead to the success of offenders. They are accountability, change, and community. Together, these activities provide a foundation where intervention reduces risk, and community involvement increases long-term success.

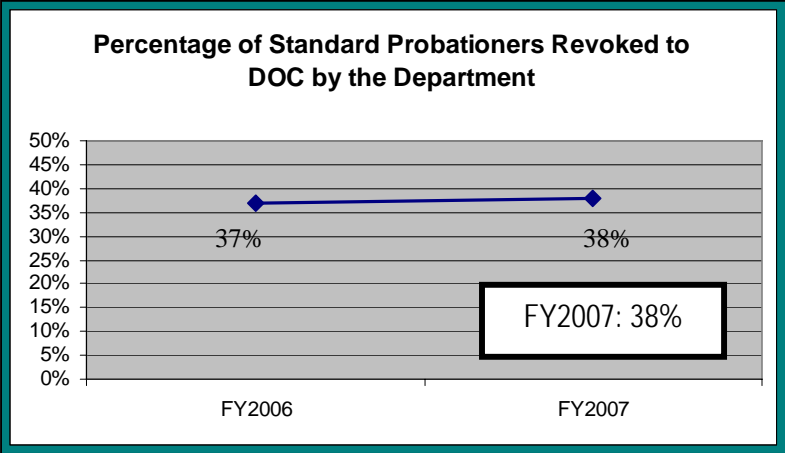


Average Daily Population:
FY2007

23,654

Number of Probation Officers/Average Caseload

1:66

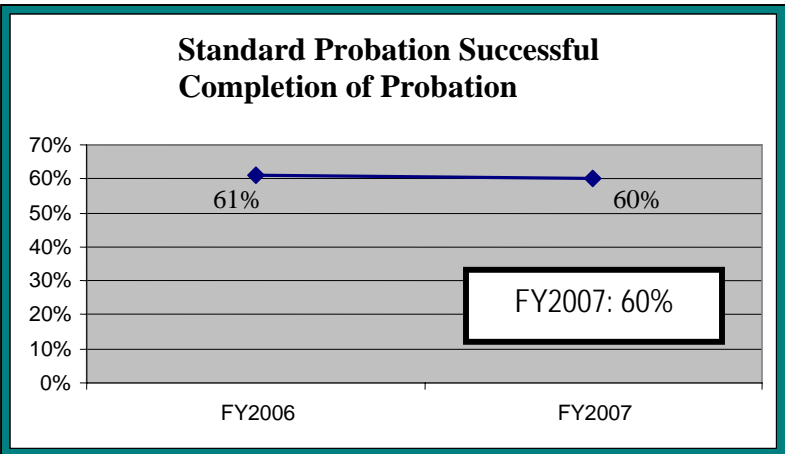


Average Daily Cost Per Probationer

\$3.29

Average Annual Program Cost
FY2007

\$28,383,602



Restitution Paid by Standard Probationers

\$9,223,296

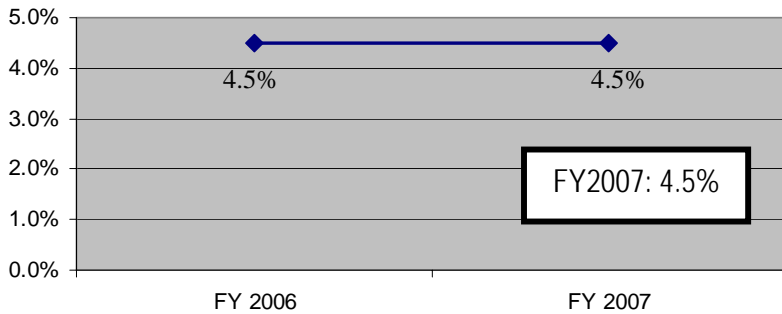
Community Restitution Hours Completed by Standard Probationers

400,000

SERIOUSLY MENTALLY ILL (SMI)

The purpose of the Specialized Mental Health Unit of the Maricopa County Adult Probation Department is to monitor seriously mentally ill probationers while providing enhanced opportunities for successful completion through close supervision, timely case management, education, training, advocacy, and effective collaboration with community agencies.

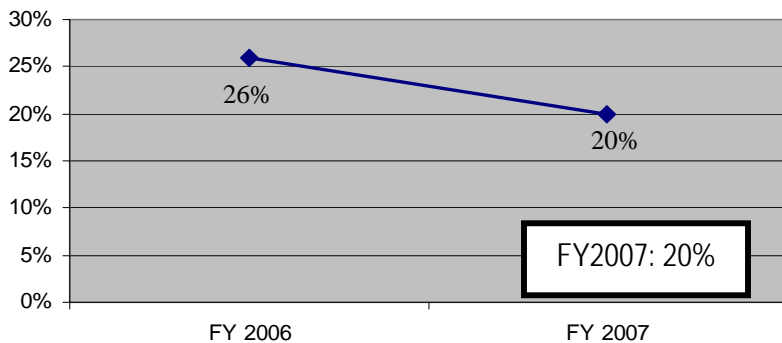
Rate of New Felony Convictions for Active SMI Probationers



Average Daily Population
FY07

529

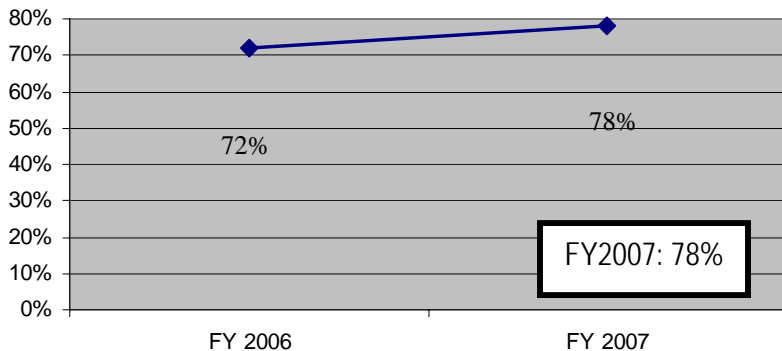
Rate of SMI Offenders Committed to DOC



Number of Probation
Officers/Average Caseload

1:38

SMI Rate of Successful Completion of Probation



Average Daily
Cost Per Probationer

\$5.95

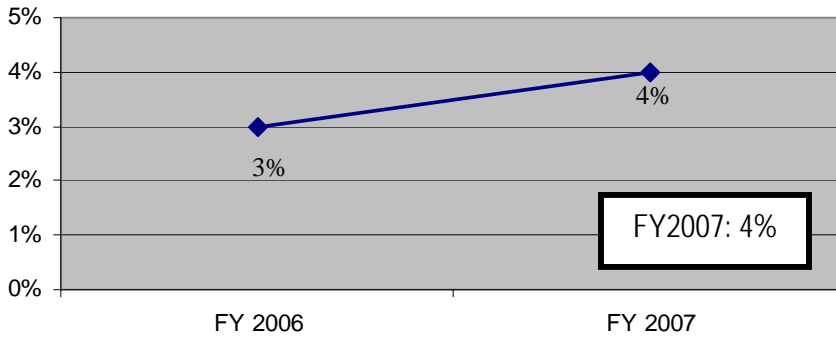
Annual Program Cost FY2007

\$1,149,321

SEX OFFENDERS

The purpose of the Sex Offender Program is two-fold: First, to provide a means of external control through the increased supervision and surveillance of convicted sex offenders. Second, to provide a means for the offenders to develop internal control by engaging in intensive treatment to address any sexual deviancy. The incorporation of these controls is the basis of the containment approach to the supervision of sex offenders. This approach is based on the premise that the sex offender is responsible for the damage inflicted upon others and that they will be held accountable for their thoughts and behavior. Because most sex offenders are on lifetime probation, their success rate is calculated by the number of the active population not committed to the Department of Corrections.

Rate of New Felony Convictions for Sex Offenders



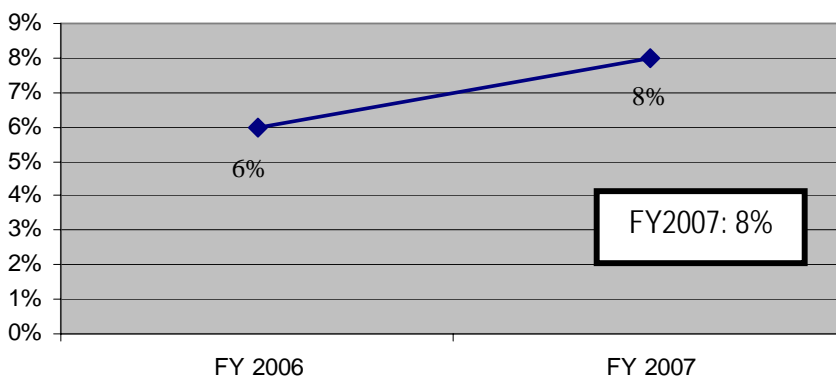
Average Daily Population
FY2007

1579

Number of Probation
Officers/Average Caseload

2:66

Rate of Sex Offenders Committed to DOC



Average Daily
Cost Per Probationer

\$5.12

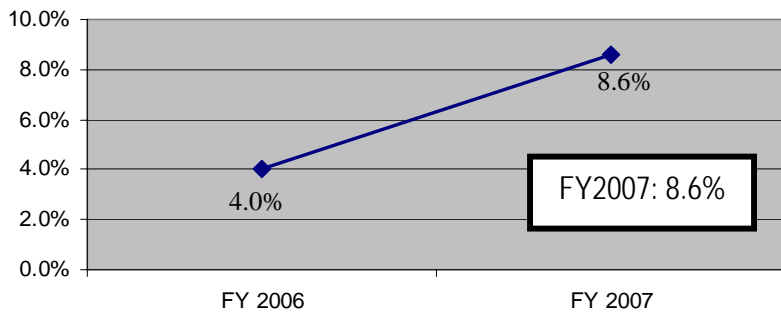
Annual Program Cost
FY2007

\$2,950,835

DOMESTIC VIOLENCE

Domestic Violence Supervision is an intense supervision and treatment program designed for domestic violence offenders involved in partner abuse. The program goal is to end the abuse (physical, emotional and sexual) and replace it with new thinking and behaviors, which will lead to healthy relationships. Emphasis is placed on victim safety, offender accountability, close monitoring and victim intervention. The program is comprised of three principal components: Enhanced Supervision, Victim Outreach and Offender Intervention Programming.

Rate of New Felony Convictions for Domestic Violence Offenders



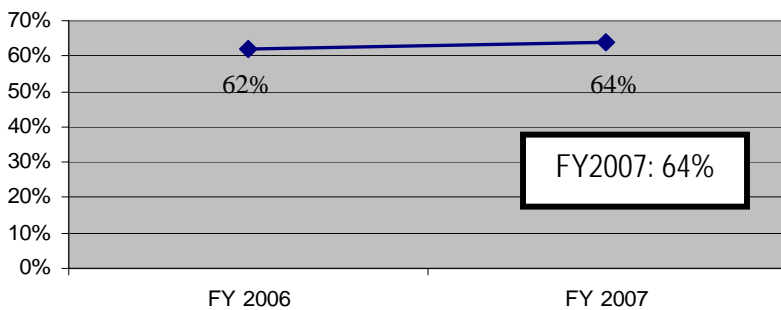
Average Daily Population
FY2007

652

Number of Probation
Officers/Average Caseload

2:59

Rate of Domestic Violence Offenders Committed to DOC



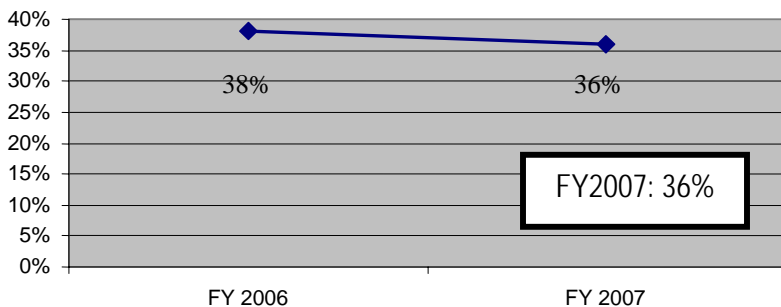
Average Daily
Cost Per Probationer

\$5.17

Annual Program Cost FY2007

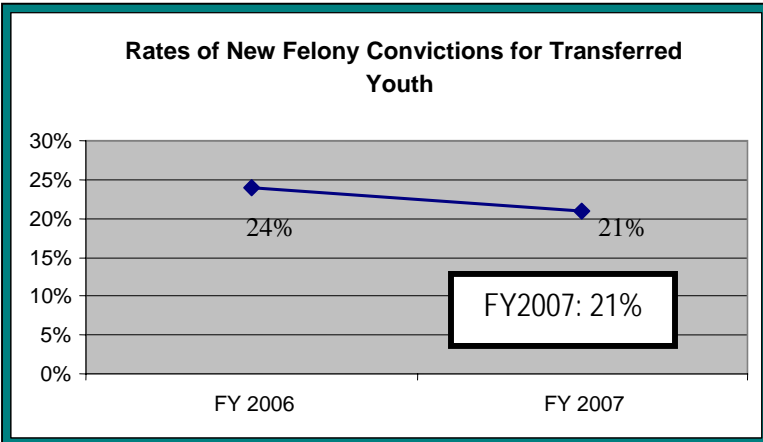
\$1,230,356

Rate of Successful Completion for Domestic Violence Offenders



TRANSFERRED YOUTH

The purpose of the specialized Transferred Youth caseload is to provide the probationer with an officer who possesses expertise in merging the juvenile into the adult system and can coordinate the specialized services needed by this unique population. Because of the smaller caseload, the probation officer can develop a close working relationship with family, schools and the probationer's peers. Currently, the Adult Probation Department has assigned standard, intensive, and sex offender officers to the Transferred Youth caseload.

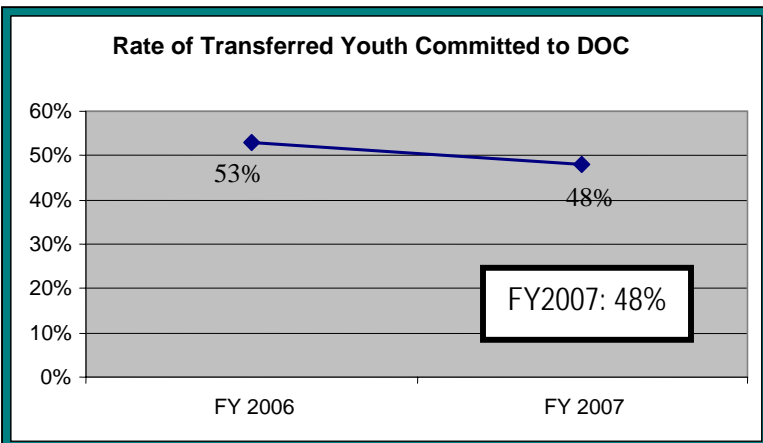


Average Daily Population
FY2007

172

Number of Probation
Officers/Average Caseload

1:43

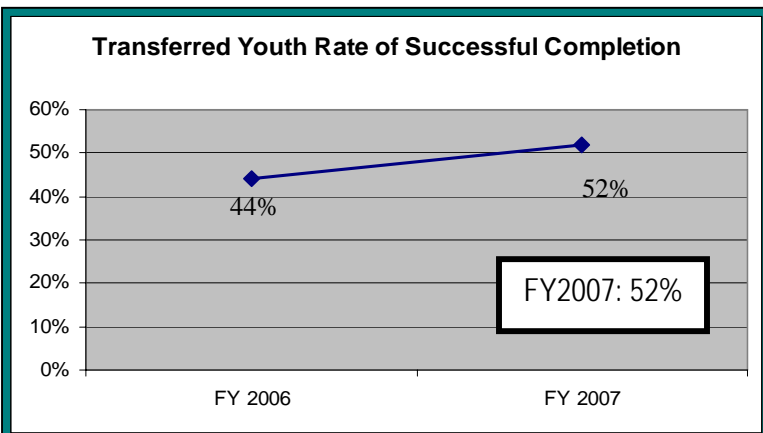


Average Daily
Cost Per Probationer

\$4.75

Annual Program Cost
FY2007

\$298,205





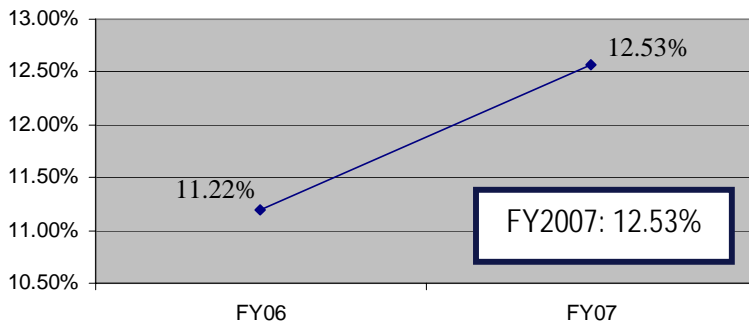
Painted murals at the Garfield Probation Service Center.



INTENSIVE PROBATION

Intensive Probation Supervision Program is a sentencing alternative for offenders who would otherwise have been incarcerated in the State Department of Corrections at initial sentencing or as a result of a technical violation of standard probation. Intensive Probation Supervision (IPS) is designed to provide strict control, surveillance, and supervision in a manner which will restrict and monitor the offender's movement and activities in the community while emphasizing the payment of restitution to victims.

Percentage of IPS Probationers with New Felony Sentencing



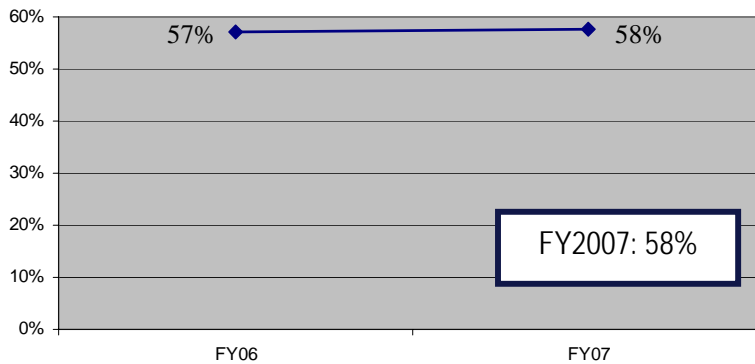
Average Daily Population:
FY2007

1289

Number of Probation
Officers/Average Caseload

2:19

Percentage of IPS Probationers Revoked to DOC



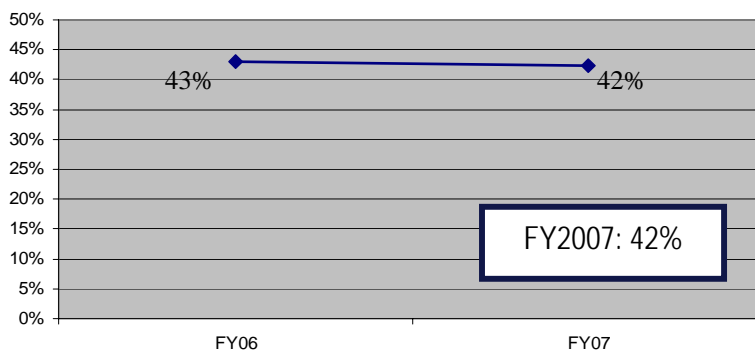
Average Daily
Cost Per Probationer

\$21.91

Annual Program Cost
FY2007

\$10,308,326

Percentage of IPS Probationers who Exit IPS and are not Revoked to DOC or Jail



Restitution Paid by IPS Probationers

\$260,407

Community Restitution Hours Completed by IPS
Probationers

300,000

INTERSTATE COMPACT

Probationers who commit offenses in other states and reside in Maricopa County are supervised by probation officers assigned to the Interstate Compact Unit. Officers are required to perform the same services for Interstate Compact probationers as they would for those from the Maricopa County Superior Court. Reports are routinely sent to the sending state on the probationer's progress.

Amount Paid to the
Victim Compensation and
Assistance Fund
\$269,843

Average Daily
Population
797

Average Daily
Cost Per Probationer
\$3.29
Annual Program Cost
FY2007
\$957,077

INDIRECT SERVICES

Probation officers and case administrators in Indirect Services are responsible for the auditing, submission and processing of probationers who reside out of state or out of county, have been deported, and who are in the Department of Corrections and will be supervised on probation after they are discharged from prison.

Average Daily Number of
Probationers Monitored
Through Indirect Services
FY2007
13,201

Average Daily Cost Per
Probationer to be Monitored
by Indirect Services
FY2007
\$0.17
Annual Program Cost
FY2007
\$822,583

COMPLIANCE MONITORING

Compliance Monitoring Supervision provides case management for probationers who are low risk and/or have been on probation for a non-violent offense over an extended period of time and have obeyed the conditions of their probation. Probation officers and case managers monitor the probationer's progress via telephonic and written reporting. Probationers are placed on this caseload directly after sentencing by the Court.

Percent Convicted for New Felony Offense While Supervised FY2007

2.4%

Percent Successfully Completed Supervision FY2007

56%

Average Daily Population
FY2007

4,429

Average Daily
Cost Per Probationer

\$1.01

Annual Program Cost FY2007

\$1,634,331

CUSTODY MANAGEMENT UNIT & WORK FURLOUGH PROGRAM

The Custody Management Unit provides case management of probationers while they are serving a jail term as a condition of probation. Probationers in the Work Furlough Program are allowed to leave the jail during specified hours in order to work in the community. This opportunity allows probationers to maintain employment, support their families, and pay restitution while serving jail time as a condition of probation.

Total Work Furlough
Fees Collected FY2007

\$1,003,929

Average Daily Population
FY2007

1,591

Average Daily
Cost Per Probationer

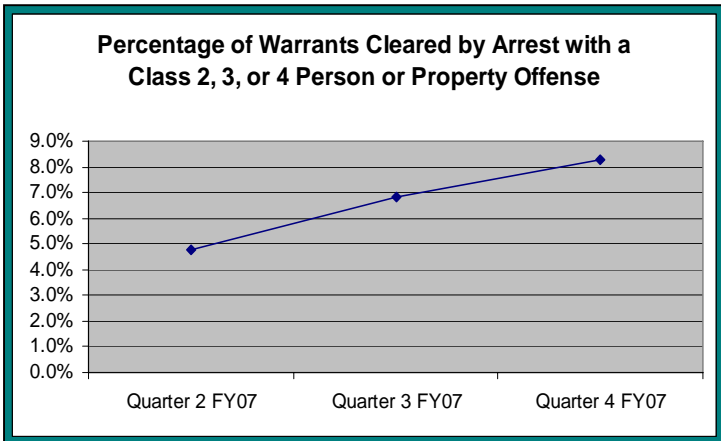
\$2.68

Annual Program Cost FY2007

\$1,556,316

FUGITIVE APPREHENSION

The Fugitive Apprehension Unit provides investigation and apprehension services so that absconded probationers are returned to the Court. The unit expanded this year to increase the clearance of warrants on probationers with class 2, 3, or 4 person or property offenses.



OPERATION FUGITIVE SAFE SURRENDER

Unit members work closely with law enforcement agencies, including participation in a multi-agency warrant task force coordinated by the U.S. Marshall's Service and numerous warrants round-up operations with various police agencies.

Operation Fugitive Safe Surrender was a multi-agency effort during which 1300 outstanding fugitives took advantage of the opportunity to self-surrender and clear their warrant. Of the 1300, 500 Maricopa County warrants were cleared. Of the 500, 170 individuals were on probation. Of the 170, only one case was revoked to the Department of Corrections, 45 cases went to terminal disposition, and the remainder were reinstated to probation.

"It is critical to the integrity of the criminal justice system that we apprehend probation violators and bring fugitives back before the court. Failure to do so compromises community safety, undermines the public's confidence and trust, allows restitution to go unpaid, and sends the wrong message to those individuals who are complying with probation conditions."

--Chief Barbara A. Broderick

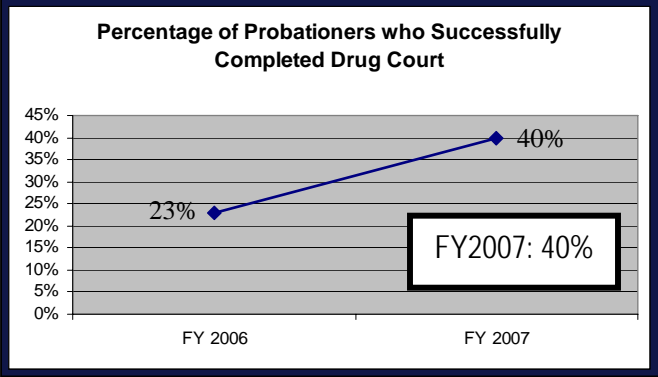
Total Number of New Warrant Cases Received
FY2007

8,926

Total Number of Warrants Cleared
FY2007

9,052

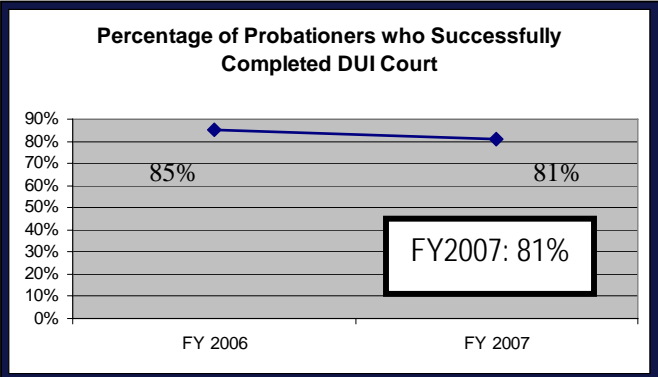
TREATMENT



Drug Court is a post-sentencing program that uses non-traditional methods to address the complex problems associated with substance abuse addiction. The goal is to provide probationers with the tools to facilitate drug-free lifestyles. Drug Court emphasizes a team approach where the judge, prosecutor, public defender, probation officer, and treatment counselor work together toward a common goal of rehabilitation.

Average Daily Population:
354

Annual Treatment Cost FY2007
\$534,830



Driving Under the Influence (DUI) Court is modeled after Drug Court. The goal of DUI Court is to reduce drinking and driving for probationers with a history of DUI behavior. Participants in DUI Court are required to meet with a DUI Court Judge at least once per month. The participant enters into a contract with the Judge, which spells out expectations that include support group meetings, substance abuse treatment, sobriety, attendance at Victim Impact Panels, and reporting to the Adult Probation Department.

Average Daily Population:
260

Annual Treatment Cost FY2007
Probationer Self-Pay

The Drug Treatment and Education Fund (DTEF) is a state program that provides funding to help cover the costs of placing probationers in drug education and treatment programs. Maricopa County Adult Probation uses DTEF funds for substance abuse assessment, cognitive skills classes, Drug Court counseling, and substance abuse counseling with a variety of contracted service providers in the community.

Average Daily Population:
605

Annual Treatment Cost FY2007
\$1,159,168

EDUCATION

The Education Program offers adult education classes for probationers and other community members at four locations, two in Central Phoenix, one in Glendale and one in Mesa. In FY2007, a total of 1,313 students attended the program.

To accomplish great things, we must not only act, but also dream; not only plan, but also believe.

Anatole France

Successful Completion
of Education Goals:

75%

Average Student
Population:

449

Average Daily Cost Per
Student:

\$4.81

Annual Program Cost

\$799,182

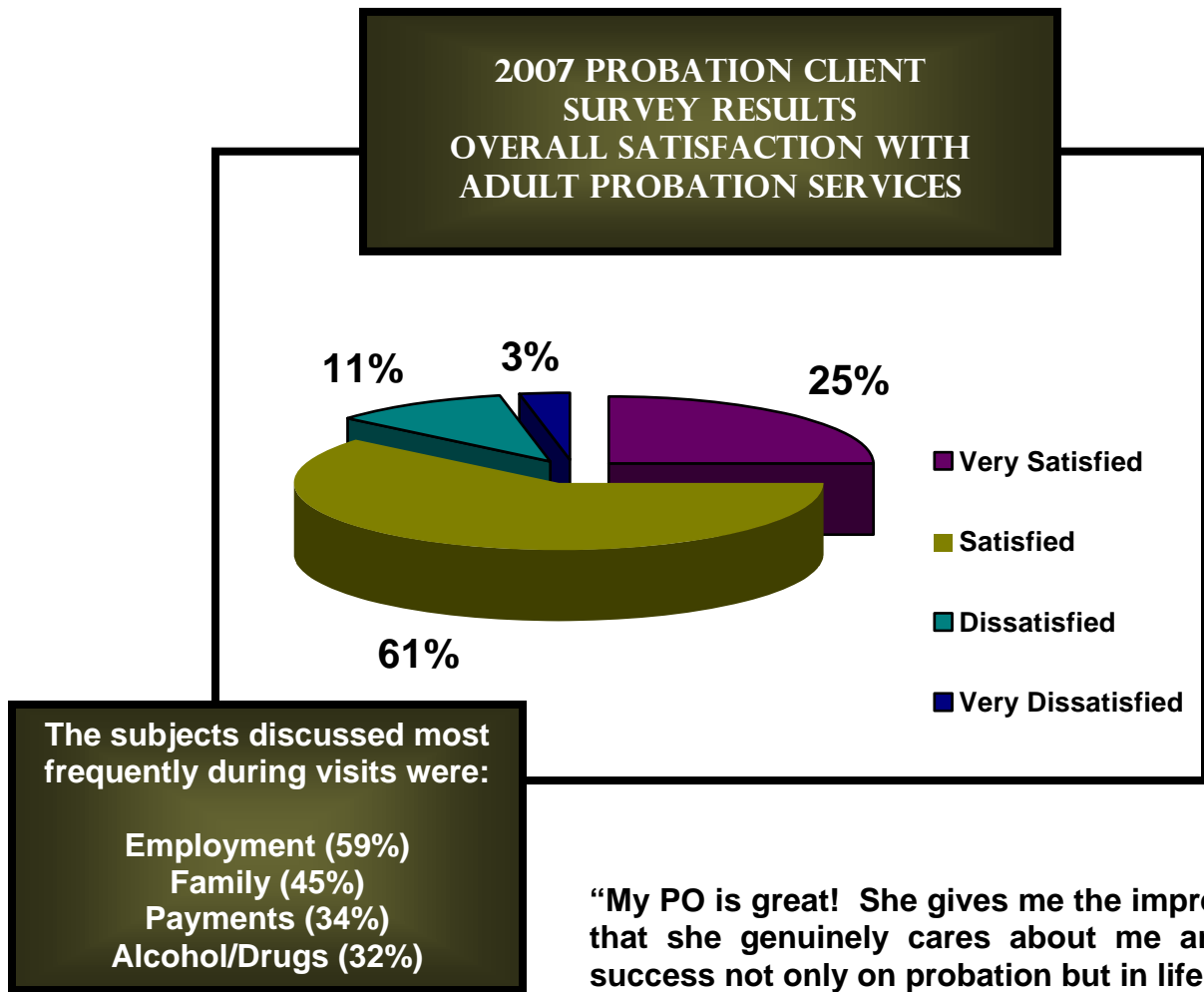


DEPARTMENTAL SURVEYS

As part of Managing for Results, Goal D: Customer Satisfaction, the Maricopa County Adult Probation Department conducted a client survey in June, 2007. To measure the overall satisfaction of probationers with the services they receive from the Adult Probation Department.

The survey was conducted at each area office with an 82% response rate. The results of the survey were positive with nine out of ten clients indicating overall satisfaction with their experience with the Adult Probation Department. 92% of probationers stated that probation officers treated them with respect and 89% stated that their probation officer worked together with them to help complete probation successfully.

PROBATION CLIENT SATISFACTION SURVEY Adult Probation 2007

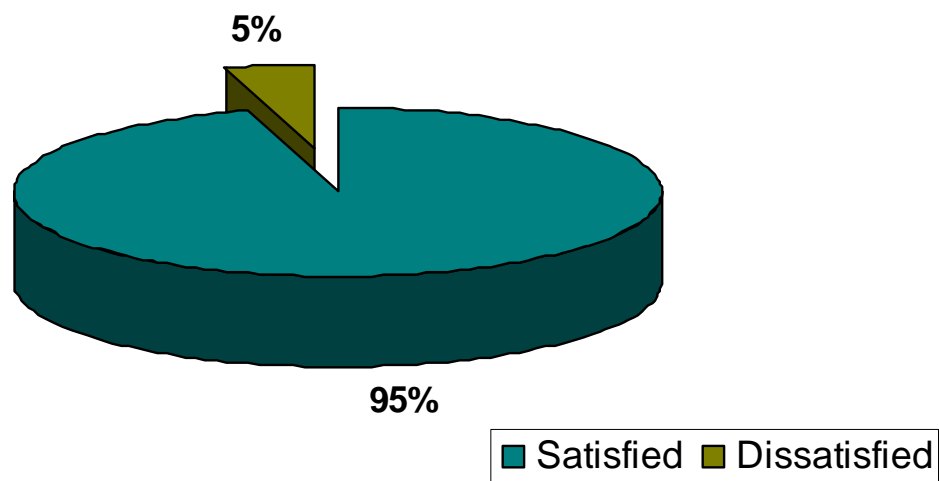


FY2007 JUDICIAL SATISFACTION SURVEY

Overall satisfaction with Maricopa County Adult Probation Department

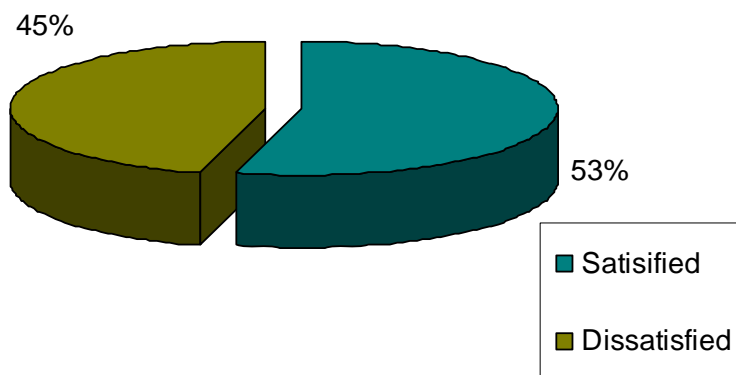
Criminal Court Judges and Commissioners were asked to rate their satisfaction with Adult Probation services, including supervision and preparation of court reports. The Department was rated the highest in areas of professionalism, case knowledge, assistance with sentencing and bail decisions, and adherence to its Mission.

Overall Satisfaction



VICTIM SATISFACTION SURVEY Adult Probation 2007

Victim Satisfaction Survey



Each year the Maricopa County Adult Probation Department conducts a satisfaction survey of opted-in victims. The Victim Services Unit identifies victims who received services during the fiscal year to receive the survey. The baseline for the original Victim Satisfaction Survey was 31%. In FY2007, the overall satisfaction rate was 53%.

MARICOPA COUNTY ADULT PROBATION FISCAL YEAR 2007 AWARDS

DUI Court: Presiding Judge Barbara Rodriguez Mundell and the Maricopa County Superior Court received a *Highway Safety Award* from the Arizona Governor's Office of Highway Safety for Spanish DUI Court.

The Financial Compliance Program: received a *Showcase in Excellence Award* from the Arizona Quality Alliance in recognition of continuous improvement and performance excellence.

Strategic Fitness Award: received from the Maricopa County Office of Management and Budget for the department's efforts in effectively carrying out the strategic management requirements of the county.

Probation Officer Thomas Weiss: selected by the Arizona Probation Chiefs Association for the *Trainer Excellence Award* (Category: Probation).

Probation Officer William J. Harkins III: was recognized by the Maricopa County Board of Supervisors for his bravery and service to the citizens of Maricopa County. His name was engraved on the Salute Pillar of Honor in front of the downtown Superior Court building to recognize exceptional achievement.

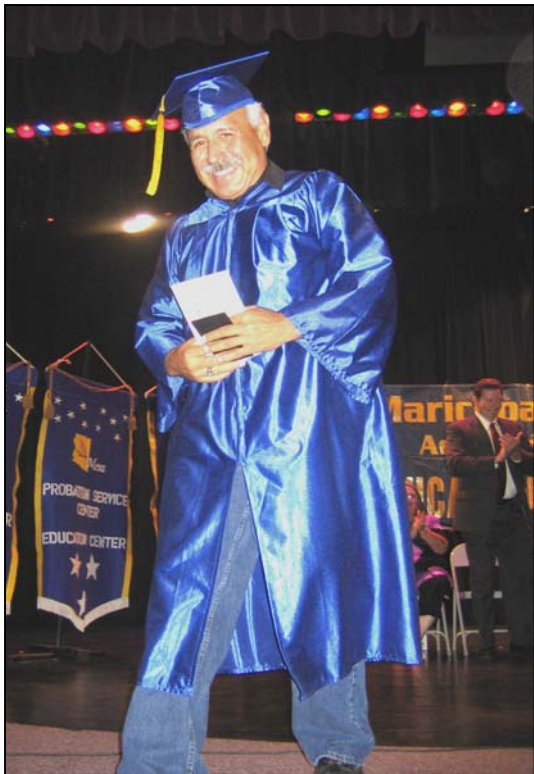
Bill Pebler: GED teacher with MCAPD's Education Center, was chosen by the Administrative Office of the Courts as *LEARN Adult Teacher of the Year*.



Molly Miller, Treatment Manager, Adult Probation Services Division, AOC congratulates Mr. Bill Pebler



Former Surveillance Officer Elijah Wong: was remembered and honored with the placement of his name on the Sacrifice Pillar of Honor in front of the downtown Superior Court Building. Officer Elijah Wong died while serving in Operation Iraq Freedom on February 4, 2004.



Maricopa County Adult Probation Organizational Chart

Chief Probation Officer
Barbara Broderick

Administrative Services
Deputy Chief
Michael Goss

Community Supervision
Deputy Chief
Mary Walensa

Assessment & Development
Deputy Chief
Zach Dal Pra

Budget and Finance
Linda Ettari

West Field
Pamela Morrow

Presentence Investigations
Mary Anne Legarski

Planning and Research
Robert Cherkos

East Field and
Community Restitution
Saul Schoon

Pretrial Services, Custody
Management, Work Furlough
Penny Stinson

Information Systems
Mark Hendershot

North Field, SMI
and Collections
Thomas O'Connell

Community Programs
Vicki Biro

Staff Development
Colleen Dorame

South Field and
Sex Offenders
Therese Wagner

Compliance and
Monitoring & Records
Margaret Callaway

Central Field and
Domestic Violence
Suzanne Bauer

Professional Conduct
Robert Wilmarth

Fugitive Apprehension and
Revocation
Manuel Gomez



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