

The Chronicle

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NEWSLETTER OF THE
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

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Chiefly Speaking: Opportunities for Improvement



The employee satisfaction survey forums were a great opportunity for me to get out and see many of you. Talking with you directly about the survey results provided additional insights regarding the issues. It gave me a chance to learn more about what is happening throughout the Department, to explain why certain things are the way they are, to dispel a couple of misperceptions, and to hear lots of suggestions on how things could be done better.

Planning and Research documented employees' input by preparing a forums report containing the issues raised and suggestions made at all eleven forums. A copy of that report can be found on the intranet under "Employee Satisfaction Survey."

I want you to know that the employee satisfaction survey is not something that we take and then forget about. The results of the survey are incorporated into our management goals and department measures. They influence projects and the priority they take.

Members of the Executive Team recently discussed how the five areas identified as opportunities for improvement are currently being addressed. One outcome of that meeting was a desire to communicate better with staff about what's going on and what's being done to address employee concerns. So, in this column I want to move in that direction.

I am pleased and proud of the important activities that are underway to improve employee satisfaction and our department's performance. Please understand though that the information below does not represent a complete list of what's happening, nor any implication that these efforts are enough.

The department strives to continually improve, and we can all participate. Sometimes, we can accomplish a "quick fix." Other times, projects require multiple stages and months or even years to accomplish the desired results – in those cases, there should be some satisfaction in knowing that necessary steps are being taken, and we are pursuing our goals.

Pay

Market studies are underway in an effort to secure competitive salaries for staff. These include officers, administrative and finance positions, and counselors. Officers' safety and pay were established as the top two funding priorities that the Court gave the County's Office of Management and Budget.

There is continual work to identify classifications that still need market studies and to assist staff in preparing their Position Description Questionnaires in the best manner.

(Continued on next page)

The Chronicle

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“Opportunities for Improvement” (continued)

We are in negotiation with the County to evaluate communication system operator salaries. Furthermore, we have an ongoing dialogue with the County to continue pay for performance raises and to improve shift differentials.

Workload

Most random warrants are now being assigned to Court Liaison, and they are handling the cases throughout the PV process. Field officers will no longer handle most of these cases and will not have to update the PV report on probationers who have been gone for more than a year.

The case assignment policy has undergone revisions for a more equitable distribution of cases. E-filing processes for court forms and court reports are under development that will reduce duplication and paper handling. An iCIS caseload view (dashboard) is being developed to track court actions and hearings for an officer’s caseload, thus improving communication and integration with the Court.

Additional statistical reporting requirements from AOC have been assumed by Planning and Research to prevent additional workload for line officers.

Interest in Employees’ Welfare

Safety surveys of every office were conducted . Build-out construction to improve office safety is scheduled to begin in early November, 2006. Office build-outs will include magnetometers, interview/arrest rooms, panic buttons, wands, and security guards. Several improvements have been made to the Communications System, including CAD, dead zone improvement, one radio purchase per officer, a Communications Center link in the Dashboard, and increased efforts to staff Communications Center operator positions.

A Master Space Plan has been completed that addresses security concerns in future offices that are built, increasing the square footage for workspace, and providing interview rooms for safety and privacy. The department is also purchasing better furniture.

Safety training has been expanded to support a tactical mindset and to include Applied DT and safety training for non-badged staff. Better safety equipment is being purchased. CORP has been supported. Employee recognition is accomplished in multiple ways including PRIDE awards, Spot awards, “Of the Year” awards, “1000” training awards, and pay for performance.

Communication Between Departments

On a monthly basis, I am joined with Deputy Chiefs Walensa and DalPra along with Pre-sentence Division Director Mary Anne Legarski and PreTrial Division Director Penny Stinsen. Together we meet with the Criminal Bench to discuss operational issues. Also on a monthly basis, I attend a meeting with the Sentencing and Probation Committee, which has representation from the criminal judges and commissioners, defense bar, Clerk of Court, County Attorney, Court Administration, Sheriff’s department and APD. On a quarterly basis, I attend the Maricopa County Justice Commission, aka McJustice. This group is comprised of appointing authorities, elected officials, the court, indigent defense, County Attorneys Office, Sheriff’s Department, Clerks Office, ACJIS, City of Phoenix Mayor’s Office, Phoenix Police Department, and Administrative Office of the Courts (AOC). In addition, several times per month, I routinely meet with the Presiding Judge, the Presiding Criminal Judge and the Associate Presiding Criminal Judge.

Electronic interconnectivity has been developed and is being used with multiple departments. A file is sent to police departments weekly, and we receive a DOC feed weekly. Boundary changes and organizational restructuring support improved communications with police departments. ICE is working with us to improve ICE response procedures. We are engaged with DOC on discharge planning/reentry work. Policy revisions and Chronicle articles have helped to improve communications between departments. And, when there are important issues and pay updates, I have been sending out e-mails.

Dealing With Personnel Problems

The performance evaluation and its uniform application are under development to improve objectivity. Through quality assurance efforts, all caseloads are being monitored with the same instrument. New supervisors are receiving training on addressing performance.

The employee satisfaction survey helps us identify opportunities for improvement and focus our efforts to do better. There is a lot of good work being done, and together we can do even more to make this a great place to work and a highly effective organization.

30 Year Anniversary
with MCAPD
Michael Goss



Michael Goss 30 Years with MCAPD

Every organization has that one special employee who has the collective knowledge and wisdom of the agency. Mike Goss is that employee for the Adult Probation Department. Used as a sounding board for the Chief to line-staff, Mike is always available to provide feedback, information, or advice on nearly every subject.

On 10/4/06, Mr. Goss, along with several other county employees, was recognized during a Board of Supervisor's Executive meeting in the BOS auditorium.

Mike's career with the department started on September 13, 1976, earning a whopping \$6.44 per hour. Some say, the department is finally seeing a return on its investment. His first assignment was as a field probation officer. His talents were quickly recognized and promotions soon followed. He became a supervisor in 1981 and then Division Director in 1984. But, in Mike's mind, he was always a Deputy Chief. When this position was created in 1993, Mike became the first Deputy Chief of Administrative Services. His recent major accomplishments include: assisting the County and the Department with development of an effective employee compensation plan; coordinating and managing consolidation efforts with the Court and Juvenile Probation; coordination of the facilities master plan; and unwavering advocacy to make Adult Probation Department facilities safe for staff and the public.

Mike's sharp and witty sense of humor is contagious. It has not been eroded by his allegiance to "Da" Bears, and his more recent support for the Arizona Cardinals. Besides football, Mike at one time was a legend on the links. In his youth, Mike consistently was a front-runner in the Department's golf tournaments. Now that Mike is *much* older, he has traded in his spikes for commitment to family and work. He is member of the City of Goodyear's Public Safety Committee that makes recommendations to the City Council regarding Police and Fire operations. Additionally, for many years he served on the Arizona Supreme Court's Foster Care Review Board.

LOCATION, LOCATION, LOCATION

The MCAPD Master Plan

Michael Goss

The Dick and Fritsche Design Group recently completed the Master Plan for the Adult Probation Department. The Master Plan is the guide for developing future space planning as the Probation Department grows and as the Maricopa County population continues to expand into as yet undeveloped areas. The Master Plan was recently presented to and accepted by the county Facilities Review Committee.

Of primary interest to staff are two fundamental directional shifts regarding future probation offices. These shifts have been brought about by recent events in which probationers have brought weapons to the field office when meeting with officers, and an increased focus on security to keep officers and staff safe. The first directional change is most future probation offices will be developed as part of regional court complexes, either in the same facility or immediately adjacent to the court facility. Where feasible and where it makes good business sense, Juvenile Probation staff will be collocated with Adult Probation. For example, on the drawing board now is a Southeast Regional building that will be located on the SEF county-owned property which will include Adult and Juvenile Probation in addition to other court/county departments. The concept is to create one secure point for the public to enter the facility, be subjected to a magnetometer search by trained security personnel, and then proceed to that part of the facility where they have business.

The second directional shift for probation offices is in the design of the internal space of our field offices. As the Facilities Management Department begins alterations and construction at Durango and Southport the first week in November, staff will begin to see the new design that will emphasize security. At some of the current offices, we are limited by existing layout and the fact that staff will be moving to new facilities within a relatively short period, such as Scottsdale. However all field offices will be converted to the new office design, and all future offices will be built with this design.

The new design emphasizes a definitive separation between public and private areas. Currently, in most probation offices, that separation is not well defined. Allowing probationers to wander into the private offices of probation officers is a security concern. Public areas are considered those areas where probationers are allowed to go. This includes the main lobby, public restrooms, urinalysis room, interview rooms and any public multi-use training rooms. Private areas are those where only the staff is allowed. These areas include the reception area, support staff work areas, mail/fax/copy areas, officer work areas, break rooms, staff conference rooms and staff restrooms. The doors leading to the private areas are secured by key card. The main lobby is the central space of the public area. The main lobby is also the connection point between the public and private areas. The concept is that an officer will proceed to the lobby to meet a probationer, then escort the person to an adjacent interview room. Interview rooms should also be adjacent to a copy area and the law enforcement entrance. The law enforcement entrance should be immediately adjacent to those interview rooms dedicated as arrest rooms, and this close proximity allows a somewhat inconspicuous exit after an arrest has been made, away from those in the lobby area.

Finally, private areas are connected by a staff corridor. This links the private areas with the lobby. The staff corridor also connects to a staff entrance that leads into secured parking by the staff.

Please be patient as construction commences on our facilities in order to make our buildings more secure. Also be aware that the above is a model design to which we hope to bring all of our offices. A toad cannot be converted to a tulip overnight.



Spanish Language DUI Court Is Honored Three Times !!!

Over the past year, the Spanish language DUI Court has been honored on three different occasions. First, they were recognized by the National Association of Counties (NACo) with a 2005 Achievement Award. Next, they received a Justice 2006 Achievement Award in the category "Improving Communications and Cooperation with the Community" from the Arizona Judicial Branch.

The most recent award was received from the Arizona Governor's Office of Highway Safety. This agency honored Presiding Judge Barbara Rodriguez Mundell and Maricopa County Superior Court and Adult Probation for "their innovative monitoring program for DUI Spanish speaking offenders."

The program was recognized at the Highway Safety Conference

for Law Enforcement and Prosecutors, in Tucson, on August 16, 2006. Programs Division Director Vicki Biro, DUI Court Program Manager Phyllis Jantz, and Clinical Supervisor Carey McGrath had the pleasure of receiving the award on Judge Mundell's behalf. Judge Elizabeth Finn, presiding judge for the City of Glendale, in presenting the Highway Safety award, explained that the success of the Spanish DUI Court was established as a result of a 1998 grant from the National Traffic Safety Administration. Judge Finn stated, "This program offers the Spanish-speaking population treatment and court hearings in their native language, providing them with a better opportunity to succeed on probation and reduce future drinking and driving behavior," she said.

Ms. Jantz presented the award to Judge Mundell in Spanish language DUI Court the following day in front of the program participants and team. Judge Mundell graciously accepted the award by acknowledging that it was the participants' hard work and success that truly was to be honored.

Maricopa County Adult Probation DUI Court Program has been in existence since 1998. It has developed a great track record of reducing drinking and driving recidivism among repeat DUI offenders. This post-conviction probation program uses a proven team-approach model. A probation officer, counselor, defense attorney, prosecutor and judge work within guidelines of incentives and sanctions to promote a client through a series of paths which culminates in a client's graduation. A grant from the National Center for Substance Abuse Treatment provided the enhancements that included the creation of the Spanish language DUI Court in 2001.



L to r: Arizona Supreme Court Chief Justice Ruth V. McGregor, Jayson Meline of the Court Interpreter's Office, MCPD Deputy Chief Zachary Dal Pra, Maricopa County Superior Court Presiding Judge Barbara Rodriguez Mundell & Arizona Supreme Court Vice-Chief Justice Rebecca White-Birch

Interesting Information

Clandestine Methamphetamine Labs, 2nd Edition

Methamphetamine accounts for 80 to 90 percent of the clandestine labs total drug production. This guide addresses the national problem of clandestine methamphetamine labs, as well as responses to the problem of clandestine methamphetamine labs. 78 pages downloadable at sites below:

URL: <http://www.cops.usdoj.gov/mime/open.pdf?item=274>; <http://www.cops.usdoj.gov/txt/pop/e07063402.txt>

Welcome, September Officer Graduates



First row, left to right: Tim Inacio, Laura Medlock, Kayla Cathcart, Crystal Bond, Raul Munoz, Michelle Butcher, Erica Ephriam. **Second row**: Steve Sieckmann-(S.O.), Jim Elson, Melissa Cozad, Sharon Smith. **Third row**: Nick Skrbec, Terry Short, Steve Harbey, Dene Bimber, Jim Paladini, Terry Carter, Lenny Tasa-Bennett-(S.O.)

A few of them may have been a little rowdy and rambunctious at times. Others may have been perceived by some as being somewhat inattentive. They all made good friends. They learned a lot and had a good time doing it.

They laughed as Deputy Chief Mike Goss read the funny memories they shared of their seven weeks of training, but they also share the desire to do the job well. You could see they were ready to take the job seriously as Judge Edward Burke had them repeat the oath.

When these thirty-five new officers graduated on September 29, 2006, they were off to their assignments filled with enthusiasm and determination. You have already seen them in your offices, with smiles on their faces and a somewhat overwhelmed look in their eyes. They have taken over caseloads and, as a result, have provided some relief to many officers whose caseload numbers were a little crazy.

We congratulate and welcome these new officers! They will make *excellent* probation officers and surveillance officers. We hope they keep their sense of humor fine-tuned. Humor is a tremendous way to reduce stress.

We would also like to thank the many staff who assisted with their training. A strong foundation has been built upon which these officers can build a successful career as a result of your contributions.

GED Graduation-2006



GED—THEN AND NOW

BY LINDELL W. RHODES

U. S. Supreme Court Justice Thurgood Marshall once said, “None of us has gotten where we are solely by pulling ourselves up from our own bootstraps. We got here because somebody – a parent, a teacher, an Ivy League crony or a few nuns – bent down and helped us pick up our boots.” He could have added a PO to the list..

In 1987 there were only a couple of teachers and less than 100 students in APD’s education program. Classes were held at the Mesa Hohokam probation building located at University and Mesa Drive. Now, in 2006, through grants from the State and Federal Departments of Education, we have four education centers and twelve teachers. They have collectively acquired almost 300 years of teaching experience, and are presenting instruction to approximately 2,500 students.

Last month these teachers conducted the Probation Department’s 19th annual GED graduation ceremony. With the encouragement of Judges, Commissioners and Probation Officers, the combined hard work of the students, teachers, tutors, and volunteers, almost 300 students obtained their GED’s. Many of these students (along with approximately 350 of their family members, court personnel, and honored guests) attended the graduation ceremony held at the Phoenix Prep Academy. It was a special night for everyone. Also attending were former Arizona Supreme Court Chief Justice Frank X. Gordon, and Judges Carey Hyatt, Ray Lee, Brian Ishikawa, Jose Padilla and Commissioners Kirby Kongable and Lester Pearce.

In addition to these honored guests, the professional organization, ALTRUSA, provided refreshments, dictionaries and transitional education incentives. Every year the Professional Organization “ALTRUSA“ donates scholarship funds to our Education Program’s graduates (This year there were five.). This allows deserving students to enroll in community college, vo-tec programs and continuing education courses.

Adam Ramirez, a 21 year-old probation student, won a scholarship and plans to attend Mesa Community College and open his own appliance shop. Adam has studied with us since 2005 and attended hundreds of GED class hours in the program. He took the GED test in June 2006, and passed it the first time. Adam has a full-time job, and he and his wife are raising five children.

Another recipient, Robert Pierson, was an excellent student who attended the PSC education center. He studied hard and stayed focused on his studies. Now he wants to go on to college to learn how to run his own business.



Arthur Ponce



Linda Puci & Adam Ramires



Maria Galvan & Linda Puci

A female probationer from WRC plans on using her scholarship in Glendale Community College’s nursing program. Her goals were to pass the GED, then to enroll in college and become an R.N. She would often attend morning, afternoon and night classes. As a mother she wants her children to be proud of her. By obtaining her GED she is well on her way and is not going to slow down. Next semester she will be in GCC.

Another scholarship went to Maria Galvan who is already enrolled at Mesa Community College where she plans on completing her Associate’s Degree in business.

The final scholarship award winner was Arthur Ponce, a 52 year-old student who studied with us since 2004 and spent over 500 hours in our program. He was determined to get his GED. He passed most of the test in 2004, but the Math gave him problems. This did not deter Arthur. He finally conquered the Math portion and passed the GED. While studying to finish his GED, he also worked full-time and supported a family. He is enrolling to study art and photography at Mesa Community College.

The keynote speakers for the ceremony were our very own client/student GED Graduates. These students have studied and toiled to improve their lives through education. They have many diverse life experiences, but they have one thing in common - they have succeeded. They requested to speak to their families, fellow students and teachers about their journey.

The guest speakers ranged in age from 16 to 52, and they told of how proud their parents and children were of their accomplishments. In addition to being from IPS, SMI and standard caseloads some were (non-probation) community residents. The guest speakers who were on probation spoke about PO’s and counselors who helped them gain control over methamphetamine and alcohol abuse problems, and how the Department’s teachers assisted them in obtaining their GED. They told of the many challenges of studying between work, court ordered requirements and family commitments.

One family member, Naara Herrera, also spoke at graduation. Naara is an APD post-sentence screener and the mother of GED graduate, Eva Yakx. Naara has learned first hand how APD’s education program helps students become successful in reaching their goals. Naara has been enthusiastically referring students to our program. She said it is fantastic that the Department is making excellent life-changing programs available to community residents as well as probationers. Naara and Eva as well as other GED graduates had family travel from out-of-state to attend the annual GED graduation ceremony.

Our students and clients have learned first hand what John Dewey meant when he said “Education is not preparation for life; education is life itself.”

It's in the STARs! Excellence in Learning

By Lindell Rhodes

Once again the APD education program has been recognized by the Arizona State Dept. of Education (ADE) as outstanding.

ADE regularly sends out inspection teams to each of their funded sites. There are 33 such sites in Arizona. The State Technical Assistance Review (STAR) promotes program improvement efforts between the Arizona Department of Education, Adult Education Unit and the Adult Education programs it funds. The STAR is based on the Adult Education Indicators of Program Quality (IPQs), mandates by the federal Workforce Investment Act, state statutes, and the Arizona State Plan for Adult Education.

During a STAR, the inspection team works with a local program's personnel to examine the operational and educational issues. Program practices are rated according to published guidelines. We received many commendations and only two suggestions for improvement.

The following are sections addressed in the STAR:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Program planning • Program operations and administration • Community interaction and recruitment • Curriculum and instruction <ul style="list-style-type: none"> o Assessment o Accommodations o Instruction o Instructional Resources • Retention and support services | <ul style="list-style-type: none"> • Staff development • Federal core goals attainment • Special considerations and requirements <ul style="list-style-type: none"> o ADA facilities compliance o FERPA o Capital outlay • Challenges identified in the program's previous STAR's and their resolution • Issues identified during current STAR |
|--|---|

All areas were inspected at each of our centers and the only deficiency found was that we needed better signage on the door of our education center at PSC. Betty Wimmer now has a new door and sign for our PSC education center.

So PO'S, SO'S and staff, please refer not only your clients, but also your friends or relatives to any of our three education centers. We are open mornings, afternoon, and evenings. APD's award winning education centers are open to anyone 16 years old or older.

WRC 372-5769 or 372-5886

PSC 372-5509 or 372-5507

Garfield 254-7030
ext# 240, 241, 242

Safety First!

Sue Bauer

The Security Screening Procedures Committee was recently formed in preparation of having Court Security Officers and security equipment at field offices. The first priority for the field Court Security Officers will be to conduct security screenings. The committee has drafted protocol which will be used delineate the items to be retained once a probationer or member of the public is screened. The retained items will then be designated as to possible probation violation items. The Committee, comprised of representatives from Court Security and all APD field offices, has also drafted lesson plans to familiarize Court Security Officers with APD operations. We are looking forward to this beneficial partnership with Court Security in our quest to make our buildings more safe.

WHAT'S UP?

OPERATION FUGITIVE SAFE SURRENDER

Maricopa County is working in collaboration with its criminal justice partners to run Operation Fugitive Safe Surrender. This operation is spearheaded by the United States Marshall's Service and is modeled from a project conducted in Cleveland, Ohio. The project is working with the faith-based community and is staging this event at the Pilgrim Rest Baptist Church with the assistance of Bishop Alexis Thomas and a small group of congregation volunteers. The goal is to have outstanding fugitives, who are wanted for a non-violent crime and have no history of violence, turn themselves into authorities. This is not an amnesty program. In exchange for turning themselves in, they will receive favorable consideration at sentencing. At the conclusion of the project, the United States Marshall's Service and Adult Probation will stage an intensive one-week warrants round-up. This will all be communicated in a media blitz that will include, posters, billboards, print media and television.

During the four-day project, the church will be set up to house 3 courtrooms, pretrial, probation, and sheriff's officers, clerks, county attorneys and public defenders. The intent is to dispose of as many cases as possible on the day of surrender by proceeding to disposition. For those cases that cannot be sentenced, the warrant will be quashed and defendants will be given a new court date. Even those defendants with more serious felonies and a history of violence will be encouraged to peacefully surrender and will be taken into custody. It is believed the majority of defendants will have their case disposed of or will be placed under pretrial supervision or probation.

So mark your calendars for the big event: **Wednesday, November 15, 2006 through Saturday, November 18, 2006, 9 am to 5 pm, Pilgrim Rest Baptist Church, 1401 E. Jefferson Street, Phoenix, AZ.**

Tracking Into The Future

Karl Kasowski

Have you ever found yourself out in the field wondering where your probationer might be? Well, for some, that has changed. Probationers convicted, on and after November 1, 2006, of an offense designated as a Dangerous Crime Against Children (DCAC) are subject to Global Positioning System monitoring for the term of their probation (A.R.S. 13-902G). Yes, for some, that means lifetime.

The Global Positioning System (GPS) is a constellation of 27 Earth-orbiting satellites (24 in operation and three extras in case one fails). The orbits are arranged so that at any time, anywhere on Earth, there are at least four satellites "visible" in the sky. A GPS receiver's job is to locate at least four satellites, calculate the distance to each and use the information to deduce the location of the receiver.

Passive GPS is a form of monitoring where location information is stored in the tracking device and when the offender places the device in the charger the location data is transmitted via a telephone landline to the vendor's server, in our case Pro Tech Monitoring, Inc., and can be viewed by the supervising officers.

Active GPS periodically transmits location information via cellular telephone as the offender travels and allows officers to view the offenders' location in near-real time.

We anticipate approximately 7 to 9 cases per month that would be require GPS. Although sex offenses are generally designated DCAC, there are drug related charges that can be tagged as a DCAC as well, if the offense is committed against a minor under the age of fifteen.

GPS provides an extra layer of supervision by supplying information about the offender's whereabouts, proximity to restricted locations, such as schools and the victim's residence; and about the offender's travel patterns. The officer receives information about the status of the GPS equipment and is able to view the offender's location and travel on a map program that reveals rate of travel and amount of time the offender remains at a location. Although GPS cannot prevent criminal activity, knowing the supervision team is aware of the offender's location may act as a deterrent. MCAPD once again takes an innovative step into the future of supervision of our clients and in our commitment to provide a safer environment for our community.

DISPATCH CHANGES

Over the next year, the Dispatch you know will be changing. We are moving to a Juvenile building and into a bigger area. We will be adding three additional radio consoles and more Dispatchers. This will help with the high numbers of officers on the same channel as well as offer Juvenile Probation an opportunity to place all their field officers on the radio. Also, we are looking to separate phones from radio operators, increasing response times as well as enhancing safety. These changes will also move us away from just being Dispatch. With the changes we are also changing our name to Communications Center. Dispatchers will now be called Communications Systems Operators (CSO).

Cognitive Intensive YOP Outpatient Program

Rick Adams, L.M.S.W.

The **Cognitive Intervention Youthful Offender Program (COG YOP)** is designed to meet a number of specific needs for male clients aged 25 years and younger. It was born out of an observation that young men were failing out of treatment at a much quicker rate than their older counterparts. When “talk therapy” is all that is offered, the youthful offender becomes disengaged quickly. Since males 25 and younger make up one fourth of adult probationers, it appeared that this group justified the attention. The COG YOP is a program in every sense of the word and not simply a group. It aims to meet the criminogenic, developmental, and emotional needs of this offender population by requiring a range of activities.

According to Dr. Christopher Lowenkamp, from the University of Cincinnati, the more component parts a program encompasses, the more likely the investment of the client and the higher the likelihood of success. The COG YOP program is made up of six component parts which take place over the course of three two-month phases. These components are:

A client must attend school. If they do not have their GED, they must attend GED prep classes at a rate of thirty hours per phase. Should they have their high school diploma or GED, they must attend a vocational school, community college or apprenticeship program

They must be employed. They must work a minimum of 25 to 30 hours a week.

There is weekly homework. The homework is two “thought reports” that describe personal incidents in the client’s life and how he is dealing with them. This allows the facilitator to see what is happening when the clients are not attending group sessions.

Co-pay is mandatory. The co-pay is determined on a sliding fee scale. The co-pay is usually \$8.00 an evening.

They must take part in one family oriented activity per week. This can entail anything from having dinner with parents to taking younger siblings to the mall. If the client has a child, doing an activity with the child most certainly counts.

Attendance at group. One vital part of the program is the counseling group that meets twice a week for 2.5 hours per session. This is a cognitively-based group focusing primarily on current behaviors that continue to cause problems for the client. The clients are allowed six absences for the duration of the program. If they exceed six absences, they may be given remedial consequences including discharge and restarting the program, dropping to the next lower level, etc.

The six requirements listed above engage the clients throughout their daily lives. It is, ultimately, the client’s own hard work and successes that move them through the program. The client either meets the requirements or they don’t. They understand, from the initial meeting, that the six requirements are “non-negotiable” and no excuses are accepted. The importance of these requirements cannot be understated. The purpose is to create an “orchestrated success” for the client. It is driven by the belief that if they can experience success - even just once, they will replace the more appealing, successful behaviors for the self-defeating, negative ones they have practiced for years.

The program is an intervention that goes beyond what many outpatient programs offer and can encompass more than what an inpatient program can provide. The program fulfills most treatment orders on a defendant’s terms, including intensive outpatient substance abuse treatment, standard outpatient substance abuse treatment, substance abuse education, anger management, problem solving, cognitive skills, etc. The program does not fulfill DV and Sex Offender treatment orders.

Probation Officers report that they find the program beneficial for the clients. Officers can easily support the counselor and the six requirements of the program. The program is conveniently accessible for POs; with the referral process being as simple as calling the facilitator or receiving a referral from ARC.

The defendants learn quickly that the therapist and PO work together. The primary goals of the program are for clients to learn to respect others, respect themselves, and develop a healthy respect for authority; allowing them to develop into productive citizens. The overriding mission of the COG YOP Program is to provide a road map for these young men and give the PO a real tool to use in order to be successful with their youthful, male defendants.

BCB Weed & Seed Partnership with the Canyon Corridor Community Coalition

Bob Amavisca

The Canyon Corridor Weed and Seed was recently selected by the US Justice Department as a Weed and Seed site. The announcement was made at Grand Canyon University by U.S. Attorney Paul Charlton with numerous community members and media representatives. Weed and Seed sites are federally funded and focus on preventing and reducing violent crime, drug abuse and gang activity in crime-plagued neighborhoods across the country. The Canyon Corridor is 1 of 28 officially recognized sites nationwide. APD Supervisors Bob Amavisca and Allison Thompson have been instrumental in the development of this site.

The Adult Probation partnership with community members to include Grand Canyon University, Phoenix Police, religious leaders and local neighborhood associations was recently recognized and awarded federal funds for a Weed & Seed site to be located at 2942 West Camelback Road. It is the site of the newly founded Vida Nueva Lutheran Church, but was known as the Messiah Lutheran when built in the early 1950's.

Phase I of this partnership, which is anticipated to occur with the next 3-4 months, will involve the church working with Probation and Phoenix officials as well as local resources to renovate landscaping and a large building and hall on the property which will then be used to provide needed social services.

Recently, 3-Dell desktop computer towers and a light-pro projector were donated by local orthodontist Clark Jones. His practice of more that 25-years in northwest Phoenix, donated the equipment when their desktops were replaced by newer equipment. An additional donation of a complete Dell desktop system by Adult Probation IPS Supervisor Mary Anne Boyden, as well as a monitor, keyboard and mouse donation from Adult Probation Field Supervisor Allison Thompson resulted in the computers being rebuilt and donated to local partners to the Weed and Seed Program.



PHPD Sgt. Steve Walmsley, Lynnhaven Pastor Michael Edwards and Phoenix City Councilman Claude Mattox with Supervisor Allison Thompson.

Warrants Taser Training



In the past several years, perhaps you have heard from a friend or read in the newspaper about Tasers being used to subdue criminals. Tasers are making their way into many police departments as a means to control criminals who are putting up a great amount of resistance in an effort to avoid being arrested. What exactly is a Taser? Tasers are hand held weapons that when shot, deliver voltage. A Taser shot will temporarily immobilize an individual. "Each time the trigger is pulled, the darts, which connect to electric cables that stay attached to the gun, deliver a 50,000 volt jolt for five seconds. The shot can penetrate up to five centimeters of clothing, and can be activated as many times as needed for the life of the gun's battery" (www.resources.lawinfo.com).

During the month of September, all Warrant officers completed a nine-hour Taser training given by the Department at the Black Canyon building. The purpose of the training was to provide the officers with an understanding on how the Taser works; when it is appropriate to use; deploying the Taser in the field under stress; and to teach officers to react correctly in a low light stressful encounter. The Warrants Units is piloting an 18-month pilot project with the Tasers. Officers began carrying the Taser on September 15 after completion of the training.

Reference: <http://resources.lawinfo.com/index.cfm?action=results1&cat=109&act=faq&keywords=&state=&subcatid=265&i=a>

Celebrating G.A.I.N. in Garfield

Marilyn Windust



Children at the probation booth picking out the 'perfect' book

G.A.I.N. stands for Getting Arizona Involvement in Neighborhoods and is Arizona's answer to National Night Out, which is held in August. But because of the rather unpleasant weather in August, communities statewide decided to observe the event in October and call it G.A.I.N. This year G.A.I.N. was held on October 21st. Neighborhood Associations and Block Watches throughout the state hosted block parties in order to celebrate the successes of crime prevention efforts through community involvement and to show support for those involved in these efforts.

Entertainment included Mariachi bands and Hip-hop dancers. There were prizes, face painting, and a dunk tank. Adult probation was an active participant, as always, in this event. Community restitution workers, as well as probation staff, set up and took down booths and tables, provided clean up services and even cooked some of the food. Probation also hosted a booth providing information about the services



Garfield Organization member Steve Swanson with APD Judicial Administrator Dominick Bueti, who is cooking the hot dogs.

APD Admin Coordinator Amelia Giordano, probationer William, Mayor Phil Gordon and probationer Bryon



available at the Garfield Probation Service Center, such as G.E.D. and E.S.O.L. classes, and gave away children's books in an effort to promote literacy.

As the pictures indicate, the event was a huge success with a good time had by all.

The Records Project

Throughout the past year, we've been engaged in conducting an in-depth and formal review of the work processes within the Records Unit to improve and develop automated changes and functions to enhance the management and maintenance of records. While our initial focus was on analyzing the storage and retrieval of inactive records, we are currently examining our capacity and resource readiness for other functions within Records for automation.

With over 70,000 inactive files and file origination in nine different work areas, including Pretrial, this is a monumental and critical undertaking. And while this has been a long process, we believe that our careful and systematic examination of the functions and the interrelationships between various tasks, jobs, and units, will enable us to redesign a system that will result in efficient and effective service delivery to our customers, and that includes each of you. Additionally, we believe the process improvement initiatives in the Records Unit will ensure our readiness to efficiently interface with the anticipated electronic improvements and services of the Court and the Clerk of the Superior Court.

If you want to know more about the project, contact any of the team members: Mike Goss, Cathy Wyse, Mark Hendershot, Lynda Fowler, Katrina Williams, or Margaret Callaway.

Diversity Fair

Staff from both the Adult and Juvenile Probation Departments sponsored the first annual Diversity Fair at Encanto Park on October 19, 2006. The weather couldn't have been nicer, and all seemed to enjoy themselves.



Over 300 staff from both departments enjoyed the tasty cuisine of many different countries, including: Mexico, Ireland, Italy, China, and Korean; among others.



A wee bit of Ireland with soda bread and several desserts.

Jingli Morley from Adult Probation's Planning & Research staff delighted many with her Chinese calligraphy. She wrote peoples' names for them to take home and enjoy.



Homeless Women and Sexual Violence

A recently released article by Lisa Goodman, Katya Fels, and Catherine Glenn (with Contributions by Judy Benitez) explores the high rate of sexual assault among homeless women and the failure of our current response to this problem to appropriately and adequately address their needs. "No Safe Place: Sexual Violence in the Lives of Homeless Women" provides helpful information for service providers and policymakers about ways to address the complex needs of this population. The article is available on-line at

<http://new.vawnet.org/SpecialDocs/Documents.php?docid=558>.

Report Only and Unsupervised Caseloads-What's the Difference?

Sherry Johnston



The Report Only Caseload (ROC) consists of probationers sentenced to Standard probation who have a minimum OST or FROST score. Only misdemeanor and mid to low-level felony offenses are eligible for ROC. The probationer must have low needs, no term #25 special conditions or violent criminal history. They may be assigned at the screening stage (following sentencing) or referred for consideration from Standard field caseloads. ROC probationers must comply with the same conditions of probation as any other client sentenced to standard

For a specific list of eligible offenses, consult the field screening form available in each office.

Currently, there are six Probation Officers supervising 1226 ROC cases. Reporting is done in the form of monthly mail-in report forms. The only time the probation officer sees the probationer is when he/she needs a travel permit. The officers in the ROC unit complete PV reports, combos and PSI's. There is no fieldwork performed.

Unsupervised cases are sentenced by the Court to Unsupervised or modified by the Court to Unsupervised. Probationers may be sentenced to Unsupervised for any misdemeanor or low-level felony offense. Most of our cases are Possession of Marijuana or other Prop 200 drug offenses. Cases sentenced by the Court to Unsupervised have a special set of conditions that look different from Standard conditions. Probationers may have conditions that include community restitution; treatment and financial sanctions including PSF. PTRs are filed on most new charges and for technical violations. Probationers on Unsupervised probation are not required to get travel permits and may live anywhere in the U.S. Standard cases may not be modified to Unsupervised just to avoid normal Interstate Compact procedures.

In the Unsupervised unit, 2686 probationers are monitored by a staff of eight Caseload Administrators and five Probation Officers. Monitoring is accomplished by phone and mail. Caseload Administrators submit Early Terminations, Expirations, Modifications and Memos to the Court, in addition to writing many letters to probationers, victims and other interested parties. PTRs, PV Reports and some Combo Reports are completed by the Probation Officers in the unit.

A recent addition to the Unsupervised Unit is the Unsupervised Maintenance Caseload monitored by one Probation Officer. The goal is to get the caseload to 300 cases. In a continuing effort to alleviate the high numbers on field caseloads, we have been screening large caseloads for appropriate cases to modify to Unsupervised probation. Screenings have been completed at all area offices and the screening process will be ongoing.

The availability of the ROC and the Unsupervised programs support evidence based practices by allowing field officers to focus more on medium and maximum risk offenders.

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<http://www.superiorcourt.maricopa.gov/adultPro/pdf/chronicle.pdf>



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