

Newsletter Date:
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The Chronicle

NEWSLETTER OF THE
 MARICOPA COUNTY ADULT PROBATION DEPARTMENT

A Force for Positive
CHANGE.

FY 2011 Performance



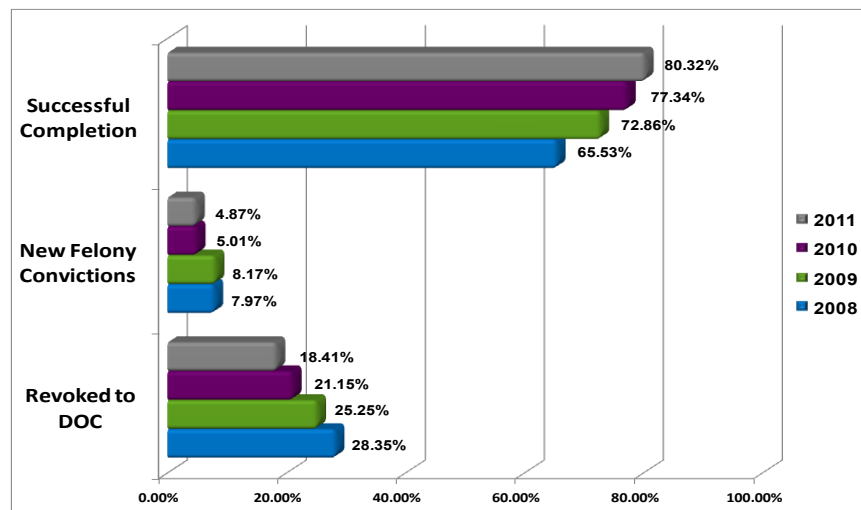
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The Fiscal Year 2011 data has been compiled and reported. It's time to inform employees of the department's performance results and for all of us to review the department's progress over the past year toward our MFR goals.

Goal A: Crime Reduction

Recidivism has been reduced again this year. There is less crime, fewer victims, and a safer community as a result of your efforts. The following graph illustrates the department's progress on MFR Goal A during the past four years.

Maricopa County Adult Probation Department
 Crime Reduction Results



The Chronicle
 Maricopa County
 Adult Probation
 Department
 620 W. Jackson
 Phoenix, AZ 85003

Phone
 (602) 506-3516
 Fax
 (602) 506-5952

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We are in the business of changing lives and we know that these percentages represent thousands of success stories. When the numbers of individuals impacted in FY 2011 are compared to the numbers in FY 2008:

1,340 more individuals successfully completed probation. This is a personal accomplishment for each individual. Probationers addressed significant issues, including substance abuse, antisocial attitudes, lack of education, and unemployment. They paid restitution and probation fees and completed community restitution hours.

1,601 fewer individuals were revoked to prison. They are continuing to meet probation requirements and have avoided significant consequences, including removal from the community, lost earnings, and family disruption. We estimate that 1,937 fewer children had a parent revoked to prison, thereby preventing a significant risk factor to their well being. At an average in-state regular private prison bed cost of \$57.29 per day, reduced revocations have saved the State millions of dollars in prison costs.

885 fewer individuals were sentenced for a new felony. These individuals have changed criminal thinking and behavior and are living within community standards. New victims and harm to the community were prevented.

Our dedicated Adult Probation employees deserve the credit for these stunning accomplishments. You have worked very hard to provide evidence-based services. Through effective communication and relationships, you offered probationers encouragement and hope. Despite the fiscal challenges and the absence of pay increases, staff has produced positive results. You are a force for positive change! I salute you for your commitment and congratulate you on these important achievements.

MCAPD Crime Reduction Performance Results FY 2008 compared to FY 2011				
Performance Measures	Goal	FY 2008 Results	FY 2011 Results	Difference in Number of Individuals
Successful Completion of Probation	60%+	66%	80.32%	+ 1,340
Revoked to Department of Corrections	33%	28%	18.41%	- 1,601
New Felony Sentencing	8%	8.0%	4.87%	- 885

Goal B – Compensation and Retention

The Department values the retention of skilled employees and we set a goal to increase the average department years of service for badged staff. The goal was set at 8.9 years. In FY 2011, badged staff averaged 10.565 years with the department, up from 10.15 years in FY 2010. There was a 9.83% vacancy rate in non-badged positions.

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Goal C – Process Improvement

FY 2011 results include:

- 97.5% on-time rate for presentence reports; 14,736 reports completed
- 100% pretrial packets delivered to IA Court within 24 hours
- 80.5% of probationers ordered to pay restitution paid at least partial restitution (\$10,953,887 collected)
- 60.5% of probationers ordered to complete community restitution completed at least partial community restitution (219,626 hours)
- 74.7% of tested probationers were drug-free

Goal D – Customer Satisfaction

Two customer satisfaction surveys were completed during the year.

- 86% of probationers expressed satisfaction with MCAPD (Goal is 89%; result is the same as the last probationer survey)
- 48% of opted-in victims expressed satisfaction with MCAPD (Goal is 60%; result is lower than last year’s result, which was 53%).

Goal E – Infrastructure

This goal supports the other four goals and the most significant performance measure is the employee satisfaction survey, which is completed bi-annually. The next employee satisfaction survey is in FY 2012.

I cannot possibly include the performance results for all of our programs and activities; there are just too many. More information is available through your division directors and from the Policy, Planning, and Analysis unit.

As we evaluate our MFR results, let’s enjoy our successes. You have helped individuals improve their lives and made our community safer. In our quality assurance process, we will evaluate our MFR results and target performance efforts as we strive for continuous improvement.



Employee Satisfaction Survey

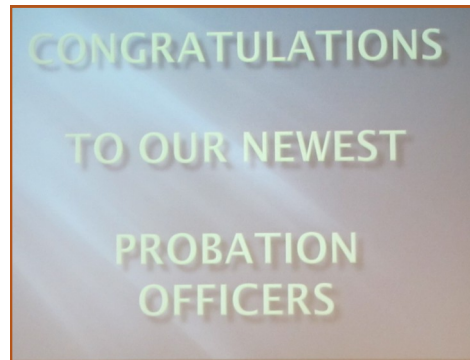
Your participation is important to show what is going well and what changes need to be made. You will be receiving several reminders because full participation is the only way to show a united voice for the department and provide the leverage for desired changes. Please take 20-30 minutes out of your very busy schedules to take this important survey. For your convenience, the County’s Research and Planning Unit has scheduled a variety of times and locations. ☞

Welcome New Officers

The Maricopa County Adult Probation Department would like to welcome the latest class of new officers to graduate from seven weeks of training and earn their badges. Traditionally the Criminal Presiding Judge, currently Judge Douglas Rayes, administers the officers their oath and gives them their badge and certificates. However, this class had Juvenile Presiding Judge Eddward Ballinger administer their oath and for very good reason. Judge Ballinger's son Jeffrey Ballinger graduated and became an Adult Probation Officer. This class is very eager to learn as evidenced by the many questions they posed to the staff members that led the training sessions. Good luck to all of you and be safe!



Judge Ballinger administers the oath to the graduating class



Chief Broderick addresses the new officers



Pictured with Chief Broderick are Jeffrey Ballinger, William Berg, Jackalyn Browning, Tyrone Burwell, Sylvia Dominguez, Howard Dworman, Lauren Guida, Patricia Harris, Allen Larkin, Mary Mares, Casey Martinez, Sarah Matzke, Kyle Miller, Joanne Perry, Iris Serrano-Cuevas, Anthony Strocks and John Tomkies

Adult Probation Helps Promote the Maricopa County Leadership Experience

By Ed Guerrero, Maricopa County Diversity Director

Adult Probation Department employees certainly made a positive impact on the lives of young teens who participated in the Maricopa County Leadership Experience (MCLE). Pretrial supervisor Greg Miller and Unsupervised case administrator Yolanda Cardenas contributed in the MCLE Diversity Leadership Experience.

As part of the MCLE Diversity Leadership Experience, Greg Miller gave an insightful presentation about various diversity issues that may exist within the judicial system. He also talked about various career opportunities within the judicial system, to include adult probation. Throughout his entire presentation, these young teens were locked on his every word and had several questions afterwards.

Yolanda Cardenas helped develop the training lesson plan for teaching the MCLE teens a set of nonverbal and verbal skills for public speaking. After the explanation and demonstration of these skills, the teens were expected to use three of the verbal and nonverbal skills in their oral presentation. After writing a script, they helped develop a PowerPoint group presentation that supported their individual presentations, which were given to a live audience.

On August 4th, 2011 the Maricopa County Asian Network and other County employees, who were in the audience, gave the teens strong rounds of applause for their presentations. The MCLE teens were a big success!

The Maricopa County Leadership Experience had 149 actively participating MCLE teens, with 73 of them completing the program. There were over twenty departments that provided various activities during the 2011 MCLE summer program that helped develop our next generation of leaders. Thank you, Greg Miller and Yolanda Cardenas!



Case Administrator Yolanda Cardenas (left) with the MCLE teens



Pretrial Supervisor Greg Miller



Pretrial Supervisor Greg Miller giving his presentation

An Adult Probation Presence in the Phoenix Veterans Day Parade

By Jim Frost

Since 2001, the Phoenix Veterans Day parade has included an entry that salutes the contributions, dedication, and sacrifice of the military working dog. These dogs save lives – it’s been estimated that each canine saves 150 lives during its tour of duty. When you realize there are at least 700 canines on duty right now in Afghanistan and Iraq, those are valuable statistics. The entry was organized by Adult Probation officer Jim Frost who was assigned to the 981st military police company, a sentry dog unit based out of Cam Ranh Bay, Vietnam. Also participating in the parade will be probationers from drug and veterans court – all are volunteers who will carry banners, distribute water along the route, and clean up after the dogs.

This year’s parade features members of the clubs from the German shepherd dogs, Labrador retrievers, Doberman pinschers, and the Belgian Malinois. A new group will be “a soldiers’ best friend.” This organization pairs up returning veterans who have special needs with a canine. Both go thru a training program here in the valley. In addition, two very special families are also arriving in Phoenix to walk with this entry. Both families lost a son to combat in Afghanistan. Colton Rusk, a Marine canine handler, was shot and killed by a sniper. His dog, Eli, immediately covered Colton with his own body and had to be dragged off for medics to reach him. In February of this year, Colton’s family adopted Eli and this dog will be walking in the parade. Billy Crouse and his dog, Cane, were both killed when the Taliban set off an IED explosive. Before he died, Billy was calling for Cane to be loaded on the evac helicopter with him. These families will be recognized at the Maricopa County employees’ Veterans Day event on November 10, 2011. The main speaker at this event will be John Burnam, a national leader in the establishment of a Military Working Dog Teams National Monument. John’s book *Dog Tags of Courage* is a critically acclaimed account of his experiences with scout dog Clipper in Vietnam.



Billy Crouse and Cane



Colton Rusk and Eli

You are all encouraged to attend the Phoenix Veterans Day parade on November 11, 2011 and thank all veterans for their service to this country. The parade starts at 11:00 am at 7th street and Montecito, goes north to Camelback, then west to Central Avenue, and north again to the parking lot of North Phoenix Baptist Church, just south of Bethany Home Road.☺

Bob Kaliszczjk Recognized for Contributions to Youth Program

By Janet Kasha

For over 12 years, Bob Kaliszczjk, APD's Housing Rehabilitation Program Coordinator, has been the driving force behind numerous projects designed specifically to "enhance the safety and well being of our neighborhoods."

Bob first developed a partnership with Deborah Chapman from the Southminister Church MentorKids program when she was the Director of Keys Community Center. Keys provided a plethora of programs vital to APD goals, including prevention and intervention services. Bob and his crew worked tirelessly at the Keys Center, providing painting, electrical, plumbing, and landscaping services, not to mention the construction of a sign monument.

Bob Kaliszczjk and Deborah Chapman joined forces again recently when the MentorKids USA project teamed up with the Southminister Church MentorKids Program located in the South Mountain Village area. A building had been designated for an after school program for kids, a Sunday school for the church, and a parent resource center for the community. It is hard to imagine a set of services more ideally aligned with the APD value to promote a positive, safe and healthy community. The building however was in very poor shape and that is when Ms. Chapman contacted Bob and APD.



Deborah Chapman and Bob Kaliszczjk

Eight months later, thanks to Bob and his crew, the building has new drywall and paint, new electrical and plumbing, a new bathroom, new flooring, and an office for Director Chapman. As if this were not enough, they also repaired playground equipment, landscaped the property, and helped out in their community garden. Building "The Field of Dreams," the Center's baseball field was especially rewarding.

On August 26, 2011, Bob Kaliszczjk was recognized with an award from the Southminister Church MentorKids Program. This is a well deserved reward for an APD employee who continually supports the mission, goals, and values of this organization. By providing his expertise and manpower to our community partners, Bob plays a critical role in "enhancing the safety and well being of our neighborhoods."

Congratulations Bob!

Please visit the web site of The Restorative Justice Resources Council Inc. (www.AZRJRC.com) to find out more about this Adult Probation program.☞

Important Facts about Domestic Violence and Stalking

By Linda Dore', Domestic Violence Unit

October has been designated as Domestic Violence Awareness month. Many programs and conferences occur during this month that promote awareness of domestic violence and community assistance, as well as provide updates in regards to agency collaboration and new statistical information. One such conference, Violence against Women and Children, was attended by Maricopa County Adult Probation officers from the domestic violence unit.



Pictured above: Dave Puyear, Laura Thomas, Kenneth Snodgrass, Diane Bracamonte, Raul Munoz, Linda Dore, Glynn Thomas, Daniel Hernandez, Jane Parker and Aaron Porzel

This conference provided innovative ways to identify stalking behavior, including through technology, as stalking is identified as one of the most lethal domestic violence offender behaviors. For most people, when they hear the word stalking, unwanted following or showing up at a victim's residence or work come to mind. Although these can be stalking behaviors, they are no longer the norm. Now offenders have the availability of technology to stalk and harass their victims. A method known as spoofing can change an offender's phone number or voice so his calls can not be traced back to him without call logs from both the offender and victim's phone carriers. GPS tracking devices that are as easy as placing a program on the victim's phone or vehicle allows the offender to locate the victim anywhere he/she goes. Computer programs can also be a method of stalking if used to track a victim's email or social networking activity. Programs can also be installed on laptops that can track a victim's location as well as her computer activity. All of these programs are easily accessible and most can be disguised so the victim has no idea of their presence. Officers should keep in mind the main reason for stalking is the offender's determination to maintain power and control over the victim.

By exercising power and control, the offender can manipulate the victim to keep her from leaving. The first six months after a victim has left the offender and immediately following an offender's arrest are the most dangerous times for her. Many believe once the victim has left the offender, she is safe. This is false. Since the victim is considered property by the offender, he is going to likely do everything in his power to get that property back, even if it means destroying it so someone else can not have it. This becomes extremely important to identify when there are children in common and visitation is court ordered.

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She may fear for her safety or the safety of her children and pets. Other common reasons a victim remains with the offender are: financial support, medical insurance, and a real belief the abuse will never happen again. The goal of probation is to keep the victim safe and provide the offender with resources to change his behaviors and thinking patterns. Reunification is always a possibility and what we can provide while the offender is under community supervision may ultimately assist with decreasing or preventing future violence.

Domestic violence is a lethal problem and it should be taken very seriously. The victim can be any gender or ethnicity. Some signs to look for are: suspicious injuries, bruising, victim's reluctance to be seen, injuries on children or pets, victim is being isolated from friends and family, monitoring of the victim's activities or excessive phone calls, financial control/allowance, and damage to residence/property. If any signs are present, attempt to speak with the victim away from the offender to discuss safety concerns, safety planning, and to provide a referral to a victim advocate. Remember, a victim may be hesitant to admit to any abuse or immediately seek assistance, but she may still use the resources she is provided. Remember to be patient and consider what the victim may have endured up to that point.

There are many informative websites available to review signs, stories, and offender threat assessment. Please refer to any of the following for domestic violence resources: Aequitas.com, Arizona Coalition against Domestic Violence (www.AZCADV.com), National Domestic Violence Hotline (www.thehotline.org), the Purple Ribbon Foundation, Center against Domestic Violence (www.centeragainstdv.org), www.aardvarc.org , and www.stopfamilyviolence.org.



Managers' Forum on Safety

By Gary S. Streeter

The August Managers' Forum topic was Safety. Some goals of the presentation were to reinforce to the audience that they are safety leaders, that we all have beliefs about safety that need to occasionally be challenged, and to update on safety-related changes that have occurred in the past several years.

The Forum began with a scenario, which was repeated later in the morning, in which an officer is chased into the room and threatened by an unknown subject. The officer eventually uses OC Spray in response to the threatening behavior and is able to gain control of the situation. The repeat of the scenario found the officer again chased in the room, but this time in response to the same threats, utilizes Personal Weapon strikes to gain control of the situation. Managers were asked whether they believed the officer was justified in "hitting first;" most of the managers agreed the officer was justified. This was based on the threats made by the unknown subject, which clearly rose to the level of "actions becoming more aggressive and may cause physical harm" per the Continuum of Control.

The remainder of the morning was devoted to a variety of presentations. The first speaker was Rich Wilson, deputy chief with the ASU Department of Public Safety. Rich is also a member of the Association of Threat Assessment Professionals. He spoke to the group about threats in general and basic assessment of the validity of a threat. Rich noted that very often, though not always, those who verbalize a threat do not act on that threat. The next speaker was Ed DeCoste, the recently appointed director of Judicial Security. Ed spoke about the current role of Judicial Security and the direction he sees the agency going. He indicated new officers are being hired who can be armed.

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APO Alan Glickman followed with a presentation about probation and terrorism, and spoke about recently becoming certified as a Terrorism Liaison Officer through the Arizona Counter-Terrorism Information Center. Alan discussed possible indicators of terrorism activity such as flags. He also provided resource information for those responsible for investigating potential terrorist activity.

The clean up hitter was APO Kirsten Lewis, who talked with the audience about stress related to the probation career field. Kirsten showed a number of pictures of common objects that demonstrated how many managers have developed a different perception as a result of working in the career field. She also talked about how to manage the stress, and how supervisors and managers need to be attentive to behavior changes in their staff. These behavior changes may be a result of job-induced stress. Supervisors need to be open to having conversations with their staff about stress, how it can impact them, and how to manage it.



Safety Matters

By Gary S. Streeter

Officers, imagine that one day you are sitting in an interview room meeting with a probationer on your caseload when you get notified that you have another probationer in the lobby. Ten minutes later you are asked to come to the lobby. When you do, the Court Security Officer informs you that your probationer has been very disruptive. The probationer questioned, in a loud, semi-abusive manner, why he had to be screened; made comments to the Court Security Officer about being disrespected during the screening process; commented about the officer’s Taser and other safety equipment and smelled strongly of alcohol. The Court Security Officer attempted to verbally de-escalate the defendant without success, notified him that his probation officer would be requested to come to the lobby, and asked him to step outside the lobby to “cool off”. The defendant refused to go outside.

You are faced with an unexpected situation that must be addressed safely. It is a busy office day and you must do something about the disruptive probationer. What are your options?

Since this is a situation to which you are responding (behaviors happened out of your view and you were requested to come to the “scene”), it would be appropriate to utilize the three (3) steps outlined in the Responding to a Scene training conducted in defensive tactics refreshers over the last two years. Specifically, gather information, act on the information, and get control of the situation. So, with that in mind, below are some actions that would likely be effective in resolving the situation:

Gather information:

1. Support Staff
 - a. What is the reason for needing to come to the lobby?
 - b. What specifically is going on?
 - c. Who is involved?
 - d. Has anyone (ex: Court Security) intervened?

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2. Court Security Officer about the defendant and his behaviors
 - a. Defendant's specific statements and actions
 - b. Is anyone else with him?
 - c. Did the CSO retain any items from the defendant?
 - d. Did the defendant give any indication why he was being disruptive?
3. Consider what pre-existing knowledge you have of this particular defendant.
 - a. What is the defendant's baseline behavior?
 - b. Have there been other instances of disruptive behavior?
 - c. Do you know of any current issues in the defendant's life that might be driving this behavior?

Act on the Information

Since the defendant is present in the lobby, you will most likely be acting on the information immediately.

Get Control of the Situation

In this particular scenario/situation, you have to determine how to approach the defendant, but his disruptive behavior and possible impaired state definitely ensure you are in Condition Yellow.

At this point, an important consideration is where to talk with the defendant. You will need to do something to address the disruptive behavior, but where you do it will depend on several factors. The lobby, with others present, may not be an environment conducive to this type of discussion, especially if there is something bothering the defendant. Your initial discussion with him, while assessing whether you are going to bring him back to an interview room, might need to occur outside the building. You know he has been screened, and taking him outside, where you are still near Court Security staff and not isolated, will allow you to talk with fewer interruptions, and where no one can hear.

If your de-escalation efforts are successful, then you may feel it is okay to bring him back to an interview room. However, despite the fact that you may need to see the defendant because it is his scheduled day to report, his disruptive behavior may preclude that from happening due to safety concerns. It may not be prudent to bring an agitated, disruptive defendant into the interview room area, particularly if no other staff is around. This may isolate you, and also put the defendant in an environment where he feels trapped. Instead, it may be safer to tell the defendant you are not going to see him today, and that he needs to call you tomorrow to schedule another appointment.

If he persists with the disruptive behavior and/or will not leave, it may become necessary to request a supervisor come to the lobby to assist. Extreme cases might require a call to local law enforcement.

Of course, everyone is busy and it may be inconvenient to have to reschedule an appointment. And, it is easy to get task oriented and feel that you have to bring this particular defendant back to an interview room to accomplish your tasks despite the potential for violence. However, there may be occasions when the situation dictates that the best course of action is to see the defendant another time. We all must remember that our actions have an impact on others because the office/interview room setting puts us all in a linked system. Meaning, one officer's decision to bring an obviously agitated, disruptive and possibly impaired defendant back to an interview room not only impacts that officer's safety, but the safety of everyone else in that environment. ☹

It's that time of the year to visit
with friends and associates to
give thanks for all that we have.

Come join us at the Garfield Community Center for our Annual Turkey Feast

*Este es tiempo del año
que se visitan los amigos y
asociados y se dan gracias
por todo lo que tenemos*

*Vengan - Juntémonos todos para neustro annual "Turkey Feast" (cena
de pavo) en la Garfield Community Center*

Thursday, November 17, 2011
Festivities begin at 3:00 p.m.

A surprise visitor will be there with gifts for the
children!!

Garfield Community Center
1022 E. Garfield
Phoenix, AZ

Tom O'Connell Promoted to Deputy Chief

By Cathy Wyse

Tom O'Connell has been promoted to the position of deputy chief of Administration effective August 1, 2011. In his new position, Tom is responsible for Unsupervised Probation; Minimum Assessed Risk Supervision (MARS); Indirect Services; the Records Unit; Staff Development; the Communications Center; the Planning, Policy and Analysis unit; facilities planning; and information technology business issues. Furthermore, Tom is the department's Public Information Officer. Tom's office is located in the department's administrative headquarters at the Downtown Justice Center.



Deputy Chief
Tom O'Connell

After 22 years with MCAPD, Tom brings a wealth of knowledge and experience to his new position. Most recently, he served as the director of the Presentence Division for two years and was interim deputy chief of Assessment and Development for four months during 2010. While director of the North field division for four years, he had oversight of the SMI program when it was recognized at the state level for performance excellence and the Financial Compliance program when it received state and national honors for innovation and excellence. In 2006, the Committee on Probation Education selected Tom for its Trainer Excellence Award. Tom's assignments as a supervisor included Court Liaison and field units at PSC and Scottsdale. As a probation officer, he supervised field caseloads out of the McDowell office and the Scottsdale office, and completed assignments in presentence, court liaison, and drug court.

A few of Tom's recent projects provide a sampling of his important contributions and leadership in the department. He led the revision of PSI policies to align with evidence-based practices and updated procedures. He is currently chair of a committee that is updating victim letters throughout the department and working to improve victims' access to information and resources. Tom also served as co-chair on the development of graduated responses.

"Tom is an excellent choice to complete our deputy chief team," said Therese Wagner. "He has stepped right in and picked up where Zach left off, without missing a beat. Tom knows the organization very well, he has solid relationships with employees and Court partners at all levels, and he has a knack for utilizing the qualities and strengths of our staff to facilitate organizational change and progress. Tom is a well-respected member of the organization and I look forward to working with him to serve the organization and the community."

Tom is excited about the wide range of new responsibilities that come with the job of deputy chief of Administration. In particular, he is looking forward to working on updating a master space plan for our probation offices, evaluating replacement cell phones, and being involved with our Staff Development Division, Planning and Research, and the Compliance Monitoring Units. Tom is also looking forward to getting to know all of the staff in his bureau. While he is excited about the challenges and opportunities in his new role, he leaves behind fond memories of working with the staff in his prior assignment in the Presentence Division.



New Presentence Division Director Ted Milham

By Alison Cook-Davis

Ted Milham started with Adult Probation as a probation officer in 1998, and over the next seven years had assignments in Standard, IPS, Sex Offender, and DV caseloads. In 2005, he became a supervisor of an IPS unit that had both sex offender and IPS caseloads. In 2008, he became the supervisor of the DV west unit, which had him working out of both the Western Regional Center and the Black Canyon Building.



Division Director
Ted Milham

Ted has worked on several committees and workgroups to promote the department’s integration of evidence-based practices. In 2008, he became the co-chair of the newly formed Mid-Managers Committee. He served in a key leadership role and was instrumental in developing a committee that continues to evolve today to provide managers a way to promote department communication and influence decisions that affect both managers and field processes. Ted was also a member of the PO evaluation workgroup and the supervisor evaluation workgroup. He has since become part of the ongoing PO observation form workgroup that aims to provide more qualitative information on PO Interactions with clients, which includes empathy and content related to case plan goals. Ted is also serving on two EBP organizational priority workgroups: Enhancing Quality Assurance and Collaboration with Treatment Providers.

As the new division director of the Presentence division, Ted is now working out of the West Court Building as of October 17, 2011. The Presentence division includes presentence, assignments, screeners, and RCC/EDC. He looks forward to the challenge of this new assignment and to learning the processes and practices of the Presentence Division.

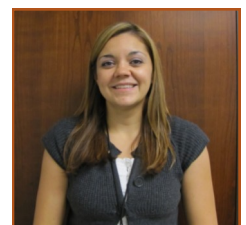
Donna Vittori, director of the Sex Offenders & Domestic Violence Division, had this to say of Ted, “I feel very fortunate to be able to continue working with Ted in his new capacity and couldn’t be happier for him. I hope to reciprocate the warm welcome and cooperation Ted extended to me when I was promoted.”



Melissa Froderman promoted to Supervisor

By Jeni Wade

Melissa has been with the Adult Probation Department for 6 years, and began her career in a Standard Unit at the Black Canyon Building (BCB). She has also worked Interstate Compact and Intensive Probation caseloads at the BCB, Garfield and Durango offices.



APO Supervisor
Melissa Froderman

Along the way Melissa has made some lasting friendships while serving on the BCB Morale Committee, The Diversity Council, the Fincom committee and the IPS Voice Committee. Before making her way to Adult Probation, Melissa worked her way through the ranks of a local grocery chain, eventually becoming Customer Service Manager.

As the Unit 18 supervisor in the Northern division, Melissa is looking forward to learning new things, meeting new people and soaking up the new office atmosphere. She is also excited about working on her singing voice on the extended commute to Scottsdale everyday.

Chief Broderick Honored with Awards

Chief Barbara A. Broderick’s experience, knowledge, ability, and achievements are recognized and valued in Arizona and nationally. She is highly respected as a committed professional, an innovator, and a collaborator. Stakeholders have described her as “a focused, outcomes oriented, problem-solving strategic leader who exemplifies the very best qualities of a public servant and a public leader” and “a role model for others working in all aspects of the criminal justice system.” At this time in her distinguished career, Chief Broderick is the recipient of two prestigious awards that honor her substantial contributions and exemplary performance.

Dan Richard Beto Award

The National Association of Probation Executives have chosen Maricopa County Chief Probation Officer Barbara Broderick as this year’s recipient of the Dan Richard Beto Award. This discretionary award, presented for the first time in 2005, is presented by the President of the Association in recognition of distinguished and sustained service to the probation profession. It is named after Dan Richard Beto, who served the Association as Secretary, Vice President, President, and Executive Director. Recipients of this award include:

2005	Dan Richard Beto	Texas
2006	Christie Davidson	Texas
2007	Ronald P. Corbett, Jr.	Massachusetts
2008	George M. Keiser	Maryland
2009	Thomas N. Costa	Pennsylvania
2010	Robert J Malvestuto	Pennsylvania
2011	Barbara Broderick	Arizona



Ellen Brokofsky presents Chief Broderick with her Award

Arizona Judicial Branch 2011 Achievement Award



Deputy Chiefs Tom O’Connell, Saul Schoon, Therese Wagner; Arizona Chief Justice Rebecca White Berch; Arizona Supreme Court’s Awards Committee Chair Yvonne Hunter; Chief Barbara Broderick; and Maricopa County Superior Court Administrator Marcus Reinkensmeyer.

Barbara Broderick was selected to receive the Arizona Judicial Branch 2011 Achievement Award in the Probation Category. This award recognizes substantial or creative contributions to the Arizona Supreme Court’s strategic goal of Protecting Children, Families, and Communities. Under Chief Broderick’s leadership, MCAPD has become a nationally recognized pioneer in the development and use of evidence-based practices. Consistent with the changes in how MCAPD works more effectively with offenders, the department has changed its organizational culture. The Department’s crime reduction results show outstanding contributions to public safety.

Furthermore, MCAPD has a significant role in seven specialty courts and implements innovative projects that bring research to practice. Barbara Broderick has served the American Probation and Parole Association in various Board positions, including president for the past two years. In addition, she has been Chair of the Arizona Parents’ Commission on Drug Education and Prevention for many years. In all of her endeavors, Chief Broderick is a positive reflection on the honor and integrity of the Arizona Judicial Branch.

EBP Spotlight

APO Dulcelinda Ramirez

Nominated by Beth Garrow

Dulcelinda is deserving of an EBP Spotlight Award for her outstanding work with a probationer I will call Amy. Amy had a long history of abusing substances, and continued to use while pregnant. Dulcelinda worked very hard to get Amy into residential treatment, which Amy eventually left without completing the program. However, rather than file a PTR, Dulcelinda staffed the case and decided to allow outpatient treatment along with increased drug testing and reporting. Dulcelinda's efforts to keep Amy in the community and motivate her to become clean and sober allowed Amy to have a healthy baby and to maintain custody of her child despite her prior issues. These are the cases that make our job and the work we do worthwhile. Given many observations of Dulcelinda's interactions with probationers, I know that this is only one example of her significant progress towards implementing Evidence Based Practices. I thank Dulcelinda for all that she does to effect positive long-term behavior change. ☺



APO Dulcelinda Ramirez



Black Canyon Support Staff

Nominated by Theresa Franklin

BCB's Support Staff continually strive to integrate EBP principles into their daily work. We have harmony in our workspace and project that onto the probation officers and staff when they come into our area. Making our work area a positive environment helps us treat staff and probationers with dignity and respect. Additionally, our support staff are positive with probationers at the reception window and on the phone, making it easier for the officers to have conversations with them.

The staff are happy and very productive, and I support them as they invest in their current successes and future advancement. They are motivated to keep growing and learning. This can be seen as one individual is going for an interview to become a probation officer, while another just interviewed for juvenile detention officer.

Overall, the Support Staff at BCB treat our internal and external customers with dignity and respect. They do whatever is necessary to get issues resolved and to help make office days more productive for probationers and probation officers by portraying a positive influence at the reception window.



Pictured Above with Supervisor Theresa Franklin: Stephanie Chaparro, Kristen Hunt, Wendy Lertzman, Christine Macy, Lorena Perez and Samantha Ott

Given these efforts, BCB's Support Staff is deserving of an EBP Spotlight Award! ☺

EBP Essay Contest Winner



APO Bill Scherwenka and APO Supervisor Arlyn Harris

The Power of Collaboration

By Bill Scherwenka and Arlyn Harris

Carter is a 20-year-old heroin addict with a string of drug-related offenses. He was sentenced to three years probation with six months jail (early release upon successful completion of ALPHA). Carter was interested in attending ALPHA and had been accepted into the next class; however, he was removed due to a new charge (page-2 arrest). The preliminary hearing on the new charge was scheduled just days before ALPHA was to begin. APO Bill Scherwenka contacted the defendant's attorney in hopes of having the case adjudicated, allowing Carter to begin treatment. The attorney indicated that to have the case adjudicated, the Court and all parties needed to agree to waive the pre-sentence report. In addition, the victim, the defendant's mother, also had the right to be heard. Bill contacted Carter's mother, explained the situation and our hope of having the case settled at the preliminary hearing, affording her son the opportunity to begin ALPHA. She agreed with the plan and appeared in court. Bill then contacted ALPHA staff to ensure Carter's placement in the program. Apparently, all the stars were aligned on this day, because everything fell into place. The State agreed to back down from the DOC recommendation, Carter's mother testified to her concurrence, and the Court agreed to waive the PSI and proceed to sentencing. Carter was granted three years probation on the new charge with no additional jail time. The next day, he was placed in the ALPHA program, all thanks to Bill's hard work and tenacity!

October Is Domestic Violence Awareness Month

To learn more about Domestic Violence: <http://dvam.vawnet.org/about/aboutdv.php>

FIVE THINGS TO SAY WHEN A VICTIM SAYS THEY CANNOT LEAVE:

1. I AM AFRAID FOR YOUR SAFETY
2. I AM AFRAID FOR THE SAFETY OF YOUR CHILDREN
3. IT WILL ONLY GET WORSE
4. THERE IS HELP AVAILABLE
5. YOU DON'T DESERVE TO BE ABUSED

(Adapted from the AZ Police Officer Standard & Training Board workbook)

WHY WOULD A VICTIM BE RELUCTANT OR HESITANT?

- ✦ Fear of threats, harassment and retaliation by the defendant
- ✦ Victim is afraid that the defendant will be imprisoned and she has no other means of financial support
- ✦ Victim and defendant have reconciled and defendant has promised that he will never assault her again
- ✦ Guilt on part of victim for causing defendant's arrest
- ✦ The victim may not understand the criminal process and mistrusts the system. Many victims are concerned that they might be on trial.

(Developed by the Arizona Coalition Against domestic Violence, February 1998)

Anniversaries

5 YEARS

Julie Christie
Jerry Waller
Mckenzie Holt-Synk
Aaron Peterson
Donald Rogan
Catherine Vasquez
Rebecca Rowland

Susan Stewart
Scott Stoffel
Wateka May
Kevin Peters
Liberty Torres
Miranda Boger
Tracy Gorr

15 YEARS

Deanna Baker
Karen Vaniman
Jason Hathcock
Paul McDonald
Shelly Perez

10 YEARS

Rodrigo Arce
Elissa Collier
Christopher Cross
Shareef Muhammad
Tania Newman-Juarez
Adriana Garcia Bloom
Merci Hernandez
Ricardo Hernandez
Julie Lovejoy
Rosemarie Marshall
David Pixley

Raquel Ramirez
Amy Barnes
Tatiana Torres
Marc Ulibarri
Melinda White
Brenda Jones
Shane Neil
Mary Aguirre
Daniel Rodgers
Rene Blake
Sonia Cruz

20 YEARS

Brenda Hott

Thank you for your dedication

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- If an article receives significant edits, changes, additions, or deletions it will be returned to the writer for review before publication
- Good quality photos focusing upon the subject of the article may be submitted. All people in photos must be identified.
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Thank You to Our Contributing Writers

Barbara Broderick
Ed Guerrero
Jim Frost
Janet Kasha

Linda Dore
Gary Streeter
Cathy Wyse
Alison Cook-Davis
Jeni Wade

Beth Garrow
Theresa Franklin
Bill Scherwenka
Arlyn Harris

Production Managers

Audrey O'Donnell
602-506-9044
odonnella@apd.maricopa.gov

Jeni Wade
602-372-5767
wadej004@apd.maricopa.gov

Editors

Rebecca Loftus
(602) 506.4419

Cathy Wyse
(602) 506.3688

Shari Andersen-Head
(602) 372.0302

Chronicle Staff

Barbara Broderick
Shari Andersen-Head
Cathy Wyse
Tricia O'Connor
Audrey O'Donnell
Jeni Wade

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