

The Chronicle

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NEWSLETTER OF THE
MARICOPA COUNTY ADULT PROBATION DEPARTMENT

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In this issue:

Chiefly Speaking	1-3
Bill Harkins-national	3
Project LEARN-Gold	4
EDGE Graduates	5
Resource-Women	5
New Supervisors	6-7
Drug/DUI Court	8
Garfield Retrospective	9-12
Canyon City VIP	12
Managing For Results	13
Mental Health Court	14
Mental Health Month	14
Trauma Informed Services	15
X-Tattoo Program	16
Victim Rights Fair	16
County Government Week	17
Dennis Harrison Retires	17
Joanne Hester Retires	18
Years with APD	18



The Chronicle

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Chiefly Speaking “We’re All Winners”



Left to Right: Bill Harkins, Chief Broderick,
Richard Breed

You’ve heard me talk a lot lately about retirement plans, market studies and pay for performance. They all concern something vital to the very fabric of our department; hiring and retaining a quality and diverse workforce. It is also the Managing For Results (MFR) goal that I have made my top priority. As important as pay and benefits are to accomplishing this goal, it is only one side of the equation. It is equally important to recognize and reward staff performance and achievement.

On April 27, 2006 the Adult Probation Department held its annual “Of the Year Awards” at the Black Canyon Building. Awards were presented by Chief Broderick to Scott Allen for Supervisor of the Year, Bill Harkins, Probation Officer of the Year, Ammie Burleson, Surveillance Officer of the Year, and Maria Gonzalez, Employee of the Year. The awards program is a chance to recognize employees for their dedication, commitment, and hard work in improving public safety by changing behavior.

Bill Harkins, Probation Officer of the Year – Richard Breed presented Bill with the Officer of the Year Award. Bill is a probation officer assigned to the Fugitive Apprehension Unit for several years. During this time, his contributions to the unit and the department have been numerous and significant. He established a working relationship with the U.S. Marshal’s Office, which resulted in him being the first officer from this department to achieve the status of a deputized U.S. Marshal. His work and dedication to duty have resulted in above average arrest numbers on a continuous basis, establishing himself as a role model to other officers. Throughout his 16- year career, Bill has maintained a healthy sense of humor towards his job and working relationships. His positive attitude toward life is contagious and adds to camaraderie with officers and staff within the unit, the department, and other agencies. He is a highly respected officer in probation, known for his dedication to the unit and department mission and his professionalism toward probationers. As we all know, an on-duty incident resulted in Bill getting shot and seriously wounded. This department rallied around him, but it ended up that Bill rallied around the department. His positive attitude throughout his recuperation and recovery showed us that Bill maintains a positive outlook, his sense of humor is intact, and he kept all members of the department optimistic and looking forward to each progress report. Additionally, it should be noted that Bill’s wife Julia has been an inspiration in her dedication and support to see Bill through this ordeal.

Scott Allen, Supervisor of the Year – Linda Ettari presented Scott with the Supervisor of the Year Award. The way Scott supervises makes you want to do the best you can, as he leads by example. Scott promotes his unit to better themselves while treating them with respect, dignity and equality. Even though the teams of his unit all have different job functions, they are encouraged to share ideas, opinions, knowledge, and expertise with one another. He helps the unit perform as a whole. Scott is very approachable and when asked for help will often drop what he is doing to assist. He pushes all to gain as much knowledge and skills as possible. While Scott has helped within our unit, and the other units of the department with general information, and special projects, his assistance is not limited to Adult Probation. He has participated on committees such as the PeopleSoft Committee, the Payroll Consolidation Committee and also an IT Committee. Scott recently worked on projections for market studies. Additionally, Scott does not forget to let other know when they are doing a great job.



Linda Ettari, Scott Allen



Julia Harkins

Julia Harkins, Woman of the Year – An unscheduled award consisting of flowers and a Woman of the Year Trophy was presented to Julia Harkins (wife of Officer Bill Harkins) by Chief Broderick. Julia is a probation officer in Pre-sentence. The award was presented to Julia for being a fine officer in her own right and a strong, supportive wife to Bill.

Ammie Burleson, Surveillance Officer of the Year -

Therese Wagner presented Ammie with the Surveillance Officer of the Year Award. 2005 was a year of change and growth for the Work Furlough program. Ammie played an integral role in Work Furlough's transformation. During the past year, Ammie helped reformat, update and test the work furlough macro screening and guidelines to make them user-friendlier for staff. She helped develop information sheets for the courts, probation staff and employers to educate and market work furlough. The marketing plan helped increase the work furlough population, but no additional staff was received to manage the increased workload. Ammie again utilized her skills to auto-mate monthly program statistics for her peers, thus reducing the time spent completing this task. She helped reduce paperwork and processes for the work furlough orientation, which resulted in a 50% reduction in the amount of time spent completing paperwork. She also assisted with training a new surveillance officer, helped conduct orientations and co-wrote an article to apply evidenced-based practices to the work furlough contact standards and practices. Ammie is one of those rare well- rounded individuals whose contributions to the Work Furlough unit have inspired and brought out the best in all her peers.



Theresa Wagner, Ammie Burleson

We're All Winners (continued)



Penny Stinson, Maria Gonzalez

Maria Gonzalez, Employee of the Year – Penny Stinson presented Maria with the Employee of the Year Award. Maria is an integral part of the foundation and the supporting beams that keep the structure of the Pretrial and Custody Management division together. No matter what the task or project, Maria produces a completed project that exceeds the expectations. She makes what she does look effortless and at the same time makes everyone around her appear better. Whether I need a project done, a meeting scheduled, a specific form created or located, or additional resources secured, I know Maria can be counted on to figure out a way to make it happen. Once an assignment is in her hands I can be confident that it will be completed to the highest standards. She anticipates and problem solves and provides creative and professional outcomes. Maria's contributions add not only to the well-being of those she works with on a daily basis, but the overall well-being of the organization. Maria has been with the department for two years and her lasting imprint has been left in so many areas. Maria's assistance with projects in Pretrial, Work Furlough, 4th Ave Jail and CMU have resulted in improvements in technology and information dissemination.

Bill Harkins Receives National Honor



The U.S. Marshals Service selected probation officer Bill Harkins as Law Enforcement Officer of the Year 2005. The prestigious award recognizes Bill for his dedication, bravery, and professionalism.

In December 2004, Bill Harkins became the first MCAPD probation officer to be deputized as a Special Deputy U.S. Marshal. At the request of the U.S. Marshals, he was assigned as a full-time member of the Phoenix, Arizona High Intensity Drug Trafficking Area (HIDTA) Task Force. His effectiveness in coordinating a weekly round up of the most wanted Maricopa County probation violators resulted in the apprehension of over 400 fugitives by the task force. When Bill and U.S. Marshal Bob Morris went to arrest a probation violator in August 2005, the offender shot both officers before they had a chance to react.

With this award, Bill receives the highest recognition bestowed by the U.S. Marshals Service. He is honored as the highest example of courage and valor that is demonstrated by all the men and women in law enforcement who put their lives on the line each day to make this country safer for its citizens. Bill traveled to Arlington, Virginia to receive the distinguished Law Enforcement Officer of the Year award at the Director's Honorary Awards Ceremony on April 19th. Also attending the award ceremony were his wife MCAPD probation officer Julia Harkins, U.S. Marshal for the District of Arizona David Gonzales, and several fellow U.S. Marshals from Arizona, including Bob Morris, Dennis Harkins, Ernest Grizzle and Joshua Butout.

MCAPD Project LEARN Takes Home the Gold

By: Lindell W. Rhodes, M.A. Director, Education Programs



Left to Right: Bill Pebbler, Dawn Monturi, Dan Sitzler, Kim Adams, Kathy Beal, Kathy Plank, Dan Rogers, Chief Justice McGregor, Hans Rehse, Betty Wimmer, Tonissa Saul, Lindell Rhodes, Jim Hill

This year the 2006 AOC Project LEARN (Literacy, Education, and Resource Network) Teacher and Adult Education Program of the Year Awards went to your very own Maricopa County Adult Probation Department. The awards are in honor of Frank X. Gordon, Former Chief Justice of the Arizona Supreme Court, whose vision and leadership led to the establishment of the LEARN initiative in 1987.

The annual awards were established in 1998 to recognize outstanding achievements within the forty (40) LEARN state-wide programs. The awards have been presented annually (except years 2000 and 2001) at the Project LEARN Awards Luncheon during the Arizona Correctional Education (ACE)/LEARN Professional Development Symposium. MCAPD took home either Teacher and/or Program of the Year award in 1999, 2002, 2005. This year we were privileged enough to take home both adult awards.

LEARN Centers throughout the state have been providing alternative educational opportunities for high-risk youth and adults by utilizing computer technology and employing some of the best teachers in Arizona. For many clients, Project LEARN serves as a shining beacon of hope at a time of struggle and transition in their lives. Project LEARN educators and staff have the unique challenge of empowering these learners to open new windows of opportunity for personal achievement and success.

Dawn Monturi, our WRC GED teacher, won Adult Teacher of the Year. Dawn is recognized extensively and consistently for her commitment, innovation, goal-orientation, partnership and experience. Dawn's approach to teaching is progressive and flexible. She creatively adapts fundamental principles to the many different educational learning styles and levels of her students. It was noted that over 60% of her students made the equivalent of two and a half years worth of educational gains while spending just one year in WRC GED classes with Dawn.



Dawn Monturi and Chief Justice McGregor

The education staff at the Maricopa County Adult Probation Department's LEARN program has over 260 combined years of experience educating juveniles and adults. They take an innovative approach in presenting Basic Education, GED, ESOL and JOBS classes to their students. During the award ceremony, Arizona Supreme Court Chief Justice McGregor noted that 98% of our LEARN students had obtained unsubsidized employment. Since MCAPD joined LEARN in 1989, the teachers have been ensuring that students receive the highest quality and creative educational services. All of these innovative programs assist students to progress academically, become employed, successfully complete their term of probation and avoid reentering the system as they continue on with their a life long learning experiences.

EDGE Graduates



Left to Right: Donna Vittori, Channing Williams (JPD), Katherine Beall, Connie Koch, Ray Cruz, Phyllis Jantz, Seteara Haddock, Jean Scott

Eight Adult / Juvenile Probation Officer Supervisors completed the six-month EDGE Leadership School on 6/13/06. David Smith, Maricopa County Manager, spoke and presented the 'state of the county' with some projections for future growth and needs of the county. He congratulated each graduate and gave them their diploma.

The EDGE program is six-months long with one meeting per month. In between classes there are books to read, exercises to practice at the work site, personal action plans to work at and presentations to make at the

Basic Principles of supervision

Interpersonal Communications

Managing Conflict in the Workplace

Supervising in a Diverse Workplace

Presenting Oral presentations

Budgeting & Fiscal accountability

Great Resource for Female Probationers

The Fresh Start Women's Foundation Women's Resource Center at 1130 E. McDowell Road, Phoenix, has numerous classes and workshops for women; including work enhancement, communication, finances/budgeting, health, legal issues, and relationships. There are also 12-step support groups available. All services are presented in Spanish as well. Childcare is available for most events. Some presentations are free and the others are \$5. You can access their website at:

New Supervisors



Back Row: Don Warrington, Cindy Goyette
Front Row: Rebeka Trexler, Michele Saldana, Athena Dekarske, Holly Burdine

Congratulations to the following officers who have been promoted to Adult Probation Officer Supervisor: Don Warrington, Cindy Goyette, Rebekah Trexler, Michele Saldana, Athena (Tina) Dekarse, Holly Burdine, Mike Miller, Eric Marmont, Jeannie Morse, Maria de la Rosa, and Paul Guadagnino. These officers bring close to 140 years of combined experience with them.

Don Warrington – has been with the Department close to 14 years. His various assignments have included: Standard field (twice), Presentence, Court Liaison, and Report Only caseload at Northport where he will end his assignment in mid-June. Although Don will miss working with the clients, he welcomes the opportunity as a new supervisor to pass along his experience to newer staff.

Cindy Goyette – has been with the Department 13 years. Her various assignments have included: Standard

field, Gang caseload, and PSI (twice) where she is currently assigned at the West Court Building. Cindy welcomes new challenges and building good working relationships with her new unit as a supervisor.

Rebekah Trexler – has been with the Department eight years. Her various assignments have included: Standard field, the Community Reparative Board, Drug Court, Deadbeat caseload, and Presentence Investigation with the downtown Regional Court Center and Early Disposition Court, where she is currently assigned. Rebekah looks forward to the new challenges that will come her way as a supervisor as well as the exciting opportunity to share her experience and knowledge with others. What will she miss the most from the field? Interviewing defendants.

Michele Saldana – has been with the Department for seven years. Some of Michele's assignments have included: Standard field, APETS Liaison, and the White Collar caseload. She is currently assigned to Court Liaison at the lower level of the 4th Ave Jail as well as the East Court Building. Although Michele looks forward to the challenges that await her as a new supervisor, she will miss the daily interactions with her co-workers and court staff.

Athena (Tina) Dekarske – has been with the Department for six years. She started in a Standard field caseload at WRC and later moved to WRC's Sex Offender unit where she is currently assigned. Although Tina looks forward to the new challenges that are sure to come with being a supervisor, she will miss working with her unit members (unit 23).

Holly Burdine – has been with the Department 17 years. Her various assignments have included: Standard field, Specialized-Spanish speaking, Presentence, IPS and Staff Development where she is currently assigned. As a new supervisor, Holly looks forward to working with a select team of individuals throughout the Department. However, she will miss the sheer number of opportunities to work with so many truly interesting and entertaining people throughout the Department at the level which she currently has been; especially the "past, present and future ghosts" of Staff Development.

New Supervisors (continued)

Mike Miller - has been with the Department 18 years. His different assignments have included: Standard field (twice), Standard field drug caseload, Presentence, IPS (twice), and Reach Out where he is currently assigned. Although Mike will miss working with the clients, encouraging them to become law-abiding productive members of society, helping them gain the tools needed to do so, and assisting them in identifying and reducing criminal behavior; he looks forward as a new supervisor to teaching new officers how to navigate through the madness that makes this job fun by providing them with positive feedback and offering them his experience. Additionally he looks forward to working more directly with seasoned officers and providing the support needed to all officers so they can per-



Back Row: Mike Miller, Eric Marmont
Front Row: Jeannie Morse, Maria de la Rosa, Paul Guadagnino

Eric Marmont – has been with the Department seven years. His various assignments have included: Standard Field at PSC, Financial Compliance, and Sex Offender Unit at PSC where he is currently assigned. Although Eric will miss working with the clients, he looks forward to the new challenges that will surface in this new position.

Jeannie Morse – has been with the Department almost 23 years. Some of her assignments include: Presentence, the Drug and Alcohol caseload, Standard field, Transferred Youth and Sex offender where she is currently assigned. While Jeannie looks forward to the change in her new position and getting more of the “big picture,” she will miss the direct contact with her clients and working with her team.

Maria De La Rosa – has been with the Department seven years. Different assignments have included: Spanish Speaking Standard caseload and Domestic Violence. Maria looks forward to the new challenges coming her way, learning a new job, and welcomes the opportunity to help the Department accomplish its mission. What will she miss the most for the field? Working with the clients.

Paul Guadagnino – has been with the Department 16 years. His various assignments have included: Standard field, Presentence, and IPS for the past ten years. Although Paul will miss working with various officers and those in his unit, he welcomes the opportunity to assist in the development of newer, less experienced staff.



Show Me the Money

Members of the Fugitive Apprehension Unit and police recently conducted a probation violation warrant arrest and searched the residence with unusual results. Police had received complaints of possible drug dealing and the residence had a small camera in the front window. The following items were found and seized: 10 firearms, 10 knives, 4 swords, nearly a pound of suspected marijuana and a small quantity of a yellow powder. The probationer had a safe in his closet. Its contents were burglary tools and over \$100,000 in cash! These items were also seized.

Drug/DUI Court Month

On May 25, 2006 a special celebration was held honoring both Drug and DUI Courts in Maricopa County. Judge Barbara Rodriguez Mundell opened the ceremonies by talking about drug courts and how they have proliferated across the country to 1,557 drug courts as of 4/06 (ONDCP). One Drug Court graduate, Samuel Hairston, eloquently stated, *"This program has changed my life for the better. It has taught me more about being a man of my word, being a good listener, giving respect, being a role*



model and trusting those that are trying to help me become more organized with my day to day activities, and responsibilities. I understand now what my freedom means to me."

Pictured on Left: Patricia Kilpatrick, seen with Judge Hyatt, shared how much better her life is after completing the Drug Court Program.

Pictured on Right: Samuel Hairston



Special Recognition

Mike Peterson, below right, and his supervisor, Guy Giblin, were given special recognition for helping other Drug Court probationers graduate and succeed. Mr. Peterson, an 08/04 graduate, spoke about how Mr. Giblin hires felons to work at his construction company and inspires them to lead productive, law abiding lives.



Jesus Cantero



Jose S. Reyes graduated from the Spanish Adult DUI Court.

Garfield Retrospective

By: Tammy Aho

As organizations struggle to keep up with the demands of a changing world, people at all levels of the organization are being called upon to make changes. The Garfield Center has made several transitions since its inception. The following detail a timeline of the inhabitant's of 1022 East Garfield and a few pictures of the land in the 1800 and 1900's which are close in proximity to the Center:



Central/McDowell in 1880



Central/McDowell in 1948

1897 – 1982 : Florence Crittenden used the building as a home for pregnant girls and schooling.

August 10, 1981: State of Arizona purchased the building @ 1022 East Garfield

1982 – 1988: Unknown (A surprise to anyone who can obtain this information!)

1988 – 1992: New Dawn Prison! New Dawn, originally opened as halfway house for juvenile females, converted to Arizona Department of Corrections first DWI facility for female inmates; during FY 1990-91, New Dawn converted to a Community Correctional Center for female inmates. Due to budget constraints, New Dawn was closed on June 30, 1992.

September 8, 1993 – Present : Probation Department: Shock incarceration, DRC, IPS, Standard Probation as well as CCRP, the education center and resident facility.

Garfield Center has undergone a major transition. The landscaping, flooring, workstations and furniture in several rooms have been upgraded and remodeled.



Garfield before transition 2005



Garfield during transition in 2006

Garfield Renovations

For a long time Garfield operated almost exclusively on “hand-me-downs,” discarded items, and donations. We have managed to plug through the world of probation with the most archaic methods of operation and the slowest forms of communication. Until recently the 28 residents were being fed through the utilization of 21 used/donated refrigerators and freezers placed throughout the building and they were kept warm in their beds thanks to quilts made and donated by members of church attended by a Probation staff member.

As we round the middle of 2006, Garfield is no longer the underdog. We are seeing a fresh look to the inside and a more neighborhood friendly look to the exterior. As for the interior, carpeting and tile is being installed, computers are being traded for newer ones and the kitchen has received a new walk in refrigerator as well as a three- door freezer. The residents all have new sheets and matching comforters on their beds and the dayroom is looking less like a halfway house and more like a home.

For those of you who have been with the department long enough to have used the volleyball courts on the west side of the building, they are now being transitioned into a community garden where neighborhood residents are using a piece of land to grow items of wants and needs. Facing Garfield Street, the 8- foot high chain link fence is gone as are the 6- foot high oleanders giving way to a streetscape that matches the neighborhood and exposes the unique historic character of the building.

From all of us housed here at Garfield, and from our neighbors, many thanks to all the wonderful people involved in the process of this transition, from the Chief to community restitution workers. Whether we realize it or not, a workplace is a community and with probationers living in our workplace it is an even more unique setting. Garfield has always been a special facility for all to see and appreciate and it is becoming more special every day.

Seeing as how we are still in the transition stage, this article is merely a sneak peak look into where we started and where we are headed. Still everyone is invited to stop by and /or take advantage of the new training/tour being offered through Staff Development. As the progress continues we will keep everyone informed, and upon completion we will be asking all our friends, co-workers, probation partners and neighbors to join us for a grand opening celebration of the new and improved Garfield.



Front of Garfield after the transition in March 2006

Cleaning Up

By: Amelia Giordano

When City Councilman Michael Johnson's office called the Garfield Probation Center and asked if we would be willing to assist with the clean up of the homeless camp under the 7th Avenue bridge, we were happy to oblige. Probation staff, probationers and Phoenix Police worked together to encourage the homeless to find other shelter, especially at the Human Services Campus. The volunteers then disposed of the remaining garbage. Not a pleasant task, but one that was appreciated by many in District 8, and one that taught probationers and staff alike to be grateful for what they have.



Reaching Out to Those in Need

By Marilyn Windust

Due to a very sad chain of events, Manuel and Vivian Pena wound up caring for their children's children, ages newborn to 18 years of age, a difficult situation of two people of any age, and they are working very hard to keep their fourteen grandchildren together.

When Dominick Bueti from the Garfield Probation Center heard about the plight of the Pena family, he sprang into action to assist. With the assistance of the entire Garfield Surveillance Officer crew, he put together a significant food donation including a turkey for the Pena's Easter dinner. The smiles and tears on the faces of the Pena family and the fact that all of the children are happy and healthy were the GSO Staff's reward.



Garfield Landscapes

In the Garfield neighborhood, KTAR radio sponsored the re-landscaping of the Lupe Sisneros Safe Haven, which is located across the street from our Garfield Center, to make it a positive example for the community. Garfield probation staff including Building administrator Dominick Bueti, SO Michelle Crouch, SO Cristi Seger, and numerous Garfield residents and community restitution workers, worked side by side w/radio station employees, Garfield Neighborhood Association Board members and community volunteers. The result was a water-wise, lush landscape that incorporated guidelines for crime prevention through environmental design. As noted by Steve Swanson, President of the Garfield Organization, "this project wouldn't have been possible without the help of Dominick, Michelle, and Cristi...and the community restitution workers from Maricopa County Adult Probation."



Canyon City Corridor Violence Improvement Project

By: Robert Amavisca

In September, 2005, Probation Officers and community restitution staff at the Black Canyon Building became involved in an attempt to become a recognized federally funded Weed and Seed site. This recognition, coupled with funding for additional services by police and treatment personnel, helped provide additional resources to combat what was becoming identified as a "blight" situation in the area, violent crimes against person and property crimes. For those not familiar with the area, it is comprised of high density neighborhoods with many older apartment buildings that are in disrepair.

Local activists comprised of treatment service providers, home owners and small business owners joined with city police, prosecutors and neighborhood service agencies to address these problems in their neighborhoods. With the support of management, Adult Probation supervisors and probation officers met with staff of various community resources to discuss trends and identify problems. Probation staff also participated in weekly meetings with the local Violence Impact Project (VIP). As a result of this coordinated effort, the area was identified by Phoenix Law Enforcement personnel as a "hot-spot" of criminal activity. Active prostitution was clearly visible from the streets, and there was a high incidence of property and assaultive crime within easy access to the I-17. These activities would merely move north and/or south on both sides of the freeway when law enforcement personnel presence and efforts to curb their activities increased.

As part of a community-based effort, one particularly large real estate management company offered to provide commercial office space to develop a staffed community center. In the future the community center is expected to provide activities for seniors and younger families. It will also be a place where document preparation assistance can be obtained, those needing access to a telephone can get it, and even movies can be shown for entertainment. In April 2006, federal officials from Washington D.C. toured the proposed site and, at the days conclusion, commented they had not seen a better prepared location.



Managing for Results

Goal A-Crime Reduction

By Maria Aguilar-Amaya

Adult Probation...County Responsibility



HB2819 – adult probation; county responsibility - was signed by the Governor on May 8, and will go into effect on the general effective date. What does this mean for probation? Beginning in fiscal year 2006-2007, Maricopa County will fund both adult and juvenile probation services. Any centralized support services will be provided by the Administrative Office of the Courts. Maricopa County must maintain probation standards that are consistent with evidence-based practices in differentiated case management. Maricopa County Adult Probation Department will continue to keep “Crime Reduction” as one of its goals (Goal A).

Goal A - Crime Reduction By the end of fiscal year 2007, MCAPD will enhance public safety by:	
MCAPD Goal	FY 2006 YTD Status
Reducing the number of probationers committed to the Department of Corrections to 20%.	DOC commitment rates and new felony offense rates are reported annually. However, through the third quarter 2,736 have been committed to the DOC. This is based on probationers who have been committed to DOC on all causes and counts. At this rate the end of the fiscal year committed rate will be approximately 28%.
Reducing the number of probationers convicted of a new felony offense to 10%.	Through the third quarter there were 2,768 probationers sentenced for a new felony offense. If this rate continues, the end of year performance rate will be approximately 13% (based on a comparison of the active population).
Increase the rate of successful completions from probation to 65%.	Successful completion from standard probation during the third quarter was 59%. The YTD successful completion rate for standard probation is 61.25%.
Increase the rate of successful completions from Pretrial Supervision to 80%.	Successful completion from Pretrial supervision during the third quarter was 80%.

Mental Health Court

The Maricopa County Mental Health Court (MHC) is a court that collectively oversees cases involving probationers with serious mental illnesses (SMI). Cases for MHC come from criminal judges who believe MHC would be beneficial for these probationers. It helps consolidate SMI cases in the courts, so assigned staff can “*address their clients’ issues in one integrated Court...*”⁽¹⁾. The MHC “*focuses on and encourages success*”⁽¹⁾, while holding these probationers accountable for taking medications, attending treatment services and completing MHC contract orders. There are currently ~650 probationers with SMI needs who are in MHC. Several of many objectives are: (1) to reduce recidivism, (2) to reduce the ‘revolving door’ or ‘frequent flier’ processes, and (3) to give these individuals ‘wrap-around services’ to stabilize them...perhaps for the first time in their lives.

MHC meets weekly on Wednesdays for both morning and afternoon court sessions for those probationers capable of being supervised in the community. A court calendar is also available at the MIHS Psychiatric Annex (Phoenix) and Desert Vista Behavioral Health Center (Mesa) for those in these locked psychiatric facilities.

Before court starts, a staffing for all clients scheduled that day is held. Staff attending include: Public Defender and County Attorney legal staff, Probation Officers, and Value Options Clinical Liaisons and treatment provider staff. The staffing includes reports of how each probationer is doing and what is recommended to happen in future court contracts.

Data linkages have been formed between the jail and Value Options (VO), the contracted Maricopa County Regional Behavioral Health Agency (RHBA), so that VO is notified within 15 minutes of bookings. VO workers then email a return to the jail which defendants are known to have SMI issues. A GAINS grant (1999) helped to develop this special database.

VO has a number of programs available to these MHC participants:

Housing-They have several apartment complexes that are specifically for this group, as well as subsidized housing for those who can pay something for their living space.

Treatment / Medication-Treatment services are provided on-site at the apartments and also at 22 VO sites around the county and also at contracted agencies in the community. Residential treatment and inpatient psychiatric services are available for those needing them.

Crisis Intervention Teams (CIT)-In addition to services for these SMI individuals, there has been extensive mental health training for local police officers. This helps them identify potential SMI clients pre-booking so they can be diverted to services rather than jail..

To date, the data indicates that probationers in MHC have a reduced recidivism rate that is lower than the general adult probation population. There has been a reduction in jail bed days for these people. The formula for success is:

Increased functioning, symptom reduction and dignity = Success

Reminder: Mental Illness Awareness Month

July 2006

The toll of mental disorders is high. Currently there are 450 million people who suffer from some form of mental or brain disorder, including alcohol and substance abuse disorders. Projections from 1990 to 2020 suggest that the portion of the global burden of disease attributable to mental and brain disorders will rise to 15%. Depression, schizophrenia, bipolar disorder, alcohol dependence, Alzheimer’s and other dementias are all found among the 13 leading causes of years lived with disability (World Health Organization, 2002).

Trauma-Informed Services

By: Linda Savage, LCSW

Trauma Facts

- ◇ Any stressor can be felt as 'trauma' depending on the sensitivity of the person involved. This can include: combat, hostile living environments, dysfunctional family problems, accidents, fires, severe weather, physical/sexual/emotional abuse, being stalked, being in jail or prison, etc. What would be trauma to one person might not be trauma to another. It is a matter of individual perception and experience.
- ◇ Up to 66% of people entering substance abuse treatment also suffer from Post Traumatic Stress Disorder (PTSD).
(4, pg. 5) A large number of probationers/parolees have a history of trauma.
- ◇ Research indicates that many homeless people & many non-homeless people living in poverty have been physically and/or sexually abused. (4, pg. 37)
- ◇ PTSD is a chronic problem. (1)
- ◇ Post Traumatic Stress Disorder (PTSD) is associated with a very high rate of service use and has a higher per-capita cost of any mental condition. (1)
- ◇ Survivors of early sexual abuse may use drugs and alcohol to cope with abuse-related emotional and physical pain, abuse memories and symptoms stemming from the abuse..." (4, pg. 6)
- ◇ Ongoing stressors, which are deliberately inflicted by others are harder for these individuals to resolve than accidents or natural disasters. Calculated cruelty can be more harming than impulsive violence. (1)

Trauma symptoms can include:

- | | |
|----------------------------------|--|
| ◇ Avoidance-isolation | ◇ Hypervigilance-constantly 'scanning' for unsafe situations |
| ◇ Depression | ◇ Problems with decision making and organized thinking |
| ◇ Lack of trust | ◇ Dissociation-"splitting off" (being 2 distinct personality parts; one is in charge, and the other is usually terrified) |
| ◇ Shame | ◇ The 'Fight or Flight Response' is very strong. They may be defensive or argumentative, or they may flee (abscond) because of their fear. |
| ◇ Numbing (not feeling anything) | |
| ◇ Substance abuse | |
| ◇ Flashbacks/nightmares | |

Common Strengths of Maltreated People:

- | | |
|--------------------------------------|--|
| ◇ Loyal-sometimes overly so | ◇ Very aware of how they have been treated |
| ◇ Personal control - vital concept | ◇ Concepts of Fairness & Justice are concerns for them. |
| ◇ Strong survival skills | ◇ Can tell who is sincere and who's "faking it". |
| ◇ Responsive to respectful treatment | ◇ Open to change if shame & humiliation are not part of the process. |

Treatment Research

- ◇ Substance abuse, trauma responses/PTSD, depression and social phobia may not be effectively treated until the trauma-based memories have been addressed. (4, pg. 5)
- ◇ "Clients who are dually diagnosed with Substance abuse and trauma responses/PTSD may benefit from trauma treatment instead of or in addition to traditional model substance abuse programs." (1)
- ◇ Substance abuse treatment recovery rates are very poor for clients who have a history of victimization and are treated in programs where the link between trauma and substance abuse is not dealt with. (4, pg. 14)
- ◇ "...without attention to trauma, trauma/PTSD symptoms often worsen during the initial stages of abstinence, leading to a high probability of drug or alcohol relapse." (3, Pg. 44)

Treatment

APOs and treatment providers may want to consider treatment in this area at initial referral or as a possible intervention with clients who are not responding well to substance abuse treatment. Inquiries about whether agencies offer trauma-informed services should be a part of learning about that agency and what they provide. Some treatment agencies in the county currently offer Stephanie Covington's Helping Women Recover curriculum, which has modules on trauma.

References

- (1) FDA Advisory Statement on PTSD; Esther Giller & Elizabeth Vermilyea, Sidran Foundation
- (2) What is Psychological Trauma?; Esther Giller, Sidran Foundation
- (3) www.nasmhpd.org/general_files/publications/ntac_pubs/Responding%20tp%20Childhood%20Trauma%20-%20Hodas.pdf
- (4) The Damaging Consequences of Violence & Trauma, SAMHSA, 2003



X-TATTOO PROGRAM

By: Gary S. Streeter

Do you have a probationer who is a gang member, and has VISIBLE tattoos related to gang life? Would the probationer like to get his/her tattoos removed to enhance employability, or to renounce affiliation? If so, the answer is X-Tattoo, a program coordinated through the City of Phoenix. This program utilizes laser removal technology, and consists of a series of treatments, the number of which will be determined by the intricacy of the tattoo. Applicants are screened by the City of Phoenix, and if accepted are placed on a waiting list. This is a VOL-

UNTARY MEDICAL TREATMENT so officers are not to attach sanctions or issue directives mandating compliance. Officers are not obligated to sign the application as the sponsor.

To apply, your probationer simply fills out the program application, which can be found in the forms area of each area office. Or, you can also call (602) 534-3121 or (602) 262-7382 to have an application faxed to you. You can also contact program staff via email at Receptionist.PKS@phoenix.gov. Once the application is completed, mail or hand deliver it to the City of Phoenix At Risk Youth Division, 3333 N. 7th Avenue, Phoenix, Arizona. Applicants will be notified of their status by mail.

NOTE: Only City of Phoenix residents are eligible for this program.

Requirements:

- Ages 13-19: 16 hrs of community service and one educational workshop per treatment, \$10 fee per treatment.
- Ages 20-22: Same except \$25 fee per treatment.
- Ages 23 and older: 8 of community service hrs per treatment, and educational workshops are optional. The per treatment fee is based on a sliding scale.

NOTE: Community service hours completed to satisfy a term of probation may be accepted by X-Tattoo. Be prepared to provide proof of completion.

I believe this program is a great opportunity for probationers who want to make a positive lifestyle change. They also receive a service that would normally be beyond their financial means. Removal of gang related tattoos could provide a huge boost in your probationer's self esteem and your referral may help establish a positive rapport.

If you have any questions please contact Gary Streeter via email or at 602-372-2495 or 602-619-9218.

Victim Rights Fair



On a warm Saturday, a number of people attended the Victim Rights Fair in the northwest valley. Many police departments and other agencies had booths with lots of information and people to answer questions about victims and their rights. In addition to the informational booths, there were a number of hour-long classes which included the following topics: Self Defense, Elder Abuse, Door Program/Legal Avenues, Identity Theft, Protective Orders, Teens @ Risk, Victims Rights, Domestic Violence: Public Enemy Number One, Restitution & Victims' Rights, Animal Cruelty and its Link to Family Violence, and Stalking in an abusive Relationships. Volunteers working at the Probation Department booth included staff from MCAPD and MCJPD: Tiffany Butler, Linda Heideman, Erica Amaya, Linda Savage, Katie Tomaiko, Lisa Sutton, Andrea Stiles, Pam Ellis, and Stephanie Bradley.

National County Government Week

The week of April 24th was National County Government Week. This year's theme was "Protecting Our Communities," with a focus on how Maricopa County works to protect its residents.

Events included:

- April 24th 7 am – 2 pm Maricopa County Government Fair (located at 201 W. Jefferson) – The public was invited to pick up free information and souvenirs; meet elected officials; apply for employment; and adopt a pet.
- April 26 1 – 5 pm Children's Health and Wellness Fair (located at the Ranch Market, 602 E. Roosevelt Street.
- April 27th 6 am – 2 pm Maricopa County Shred-A-Thon (located on 5th and 6th Avenues between Jefferson and Madison Roads) – All were invited to come and shred old documents and personal files in a high-speed shredder for free.



Dennis Harrison Retires!

His last message to the department was:

"Well, it's as I expected, when the time comes to leave only the positive recollections remain. Gone are the memories of bloated caseloads, endless report deadlines and mountains of paperwork. Those images have faded with time.

What is remembered is the relationships with people met along the way, and the quarter-century of laughs and tough times together. Everyone who makes this organization a career will have their own list of those who made it possible to succeed and thrive. I hope you will all be as fortunate as I've been to know these and others who made me want to come to work each day."



A Salute To the Legacy of Senior Adult Probation Officer Joanne Hester

By Gloria Washington

Time always brings about a change, and now it is time for Joanne Hester to make that change. After almost thirty-three years with Maricopa County Adult Probation Department, Joanne Hester retired June 29, 2006. Ms. Hester has exemplified the true characteristics of an adult probation officer. She has exhibited high morals and values and demonstrated a quality work ethic.

Let us take a stroll down memory lane to August 2, 1973. Phoenix had a very low crime rate, the population was approximately 100,000 people and not many homes and cars had air conditioning for the 113-degree heat. When Joanne started, women probation officers only supervised women clients, which involved lots of driving since the boundaries were Washington Street and Central Avenue. Mini skirts, hip huggers, clogs were the style, and nearly everyone wore a "natural." When the probation department hired Ms. Hester, Hank Duffy was the chief. The first probation office was located in a two-story building without windows located at 500 South Third Avenue. There were approximately fifty probation officers, including the Chief. Ms. Hester has seen a tremendous increase in staff and the sprawling of probation offices all over Maricopa County.

Ms. Hester has had various assignments including: field supervision, Presentence Investigation Writer, Warrants Officer, Specialized Alcohol Caseload, and she has been in Court Liaison since 1994. During her tenure with the probation department, Ms. Hester also participated in the following programs to give back to the community: Foster Care Review Board, the Holiday Food Basket project, is a board member of Creative Innovations, and is an active usher at her church.

Ms. Hester is knowledgeable, always willing to offer assistance, and she is respectful of both staff and defendants. Ms. Hester has made many friends with staff and developed positive relationships over the years.

We all salute Ms. Hester for her true dedication as a Senior Adult Probation Officer for her time in service to the Maricopa Adult Probation Department. We will miss her, and we wish her well in her future endeavors.

25 Year Anniversary with MCAPD

Zachary Dal Pra

20 Year Anniversary with MCAPD

Manny Athans

Kathryn Lyman

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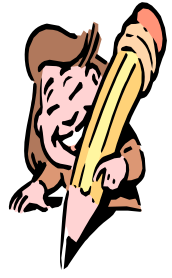
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