

The Chronicle

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NEWSLETTER OF THE
MARICOPA COUNTY ADULT PROBATION DEPARTMENT VOLUME VIII, ISSUE 2

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Memorial Day May 26



The Chronicle

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Chiefly Speaking

"Probation Works!...Here's Proof"



First of all, let me extend my best wishes for a safe return home to members of our staff who have been called up for service. They are: Dan Way, JIS programmer; Joe Murdock, SO in Warrants; Shareef Muhammad, drug counselor at Wells Fargo; and Elijah Wong, SO at Wells Fargo. Additionally, many staff have sons, daughters and other loved ones who are serving our country. My thoughts and wishes go out to them as well.

Amidst all the doom and gloom of a budget crisis and the uncertainty with our nation at war, it is important that we not lose sight that we have accomplished a great deal and should

take pride in our successes. I was recently reminded of this when we were chosen by the United States State Department to receive visiting Judges from Bulgaria. They were very interested in our form of criminal justice and particularly interested in how probation works. What we have taken for granted for more than one hundred and fifty years is quite new to them. No longer under the yoke of the former Soviet Union, Bulgaria has been experiencing all the benefits -- and burdens -- of a free society, including a rise in crime. They looked to us as a model for community based corrections. It's flattering that our department was chosen for their visit, but I'm proud to say, it is well deserved.

(Continued on page 2)

Fish Philosophy—Klara's Hooked

Not long ago we were introduced to the "Fish Philosophy," which has turned into one of the top 3 morale and team building strategies in corporate America. The program was developed based on work ethics that are practiced at Pike's Place Fish Market in Seattle, Washington.

Everyone knows that working in a cold, wet market surrounded by dead, smelly fish can be depressing, yet employees at the Seattle Fish Market have turned their work environment into a very profitable business and tourist attraction. Many local residents and businessmen spend their lunch hour at the Market watching workers throw fish back and forth to each other. Their work style is exhilarating and almost contagious.

If you have ever walked into the Administration Office you will see some very creative artwork that will catch your eye at the front reception window. Depending on the holiday being observed or celebrated, you may see Cupid, Leprechauns, or Holiday ornaments.



Klara Smith

(Continued on page 4)

Chiefly...

(Continued from page 1)

The judges seemed keenly interested in Managing for Results and what successes we've had. It provided me with an opportunity to reflect on the fact that despite all the pressure we've endured during the past year, and all the gloom that may be lurking in the future, that we still have much to celebrate and much to look forward to. I think it is terribly important that we take some time and acknowledge our accomplishments.

Two years ago, we were getting our Presentence and Combination Reports to the court on-time at a rate of 95%. That sounds good, but it means nearly 1,000 reports to the court were late! You can imagine the court's displeasure with that. Now, we're maintaining a 99% on-time rate with only a handful of late reports. When I go before the judges, AOC, and the Board of Supervisors, and the subject of efficiency in case processing comes up, I don't hesitate to point out that we are doing our part, and that it took a lot of hard work from all staff to accomplish this dramatic turnaround.

When staff were polled about their safety concerns, the majority indicated a desire for safety training, equipment, and the option for officers to be armed. When Arizona Supreme Court Chief Justice Jones issued Administrative Orders addressing the Use of Force, Safety Training, and Firearms Standards, we responded. Forty-three MCAPD staff received 40 hours of prerequisite training in order to become Defensive Tactics or Firearms Instructors. Recently, members of the

Executive Team took part in defensive tactics training...and have the bruises to prove it. We also wrote a host of policies and procedures that include the continuum of force, use of non-lethal weapons, firearms, and safety training. All are in the process of review and implementation.

I also want to recognize the department's Safety Committee, which worked diligently to enhance staff safety through numerous projects including establishing building safety procedures, training for search and seizures, and developing a field safety alert system. In addition, more than 500 officers have been custom fitted for bulletproof vests.

When it comes to enhancing safety in neighborhoods and holding offenders accountable, few things stand out better than what we are doing with some of our most problematic class of offenders. For example:

- 2 out of 3 probationers being supervised for domestic violence successfully complete their counseling program.
- 3 out of 4 probationers on IPS were compliant with their community service and probation service fee obligations.
- After a three-year study by Dr. John Hepburn from Arizona State University, we learned that nearly 90% of sex offenders were not arrested for a new crime while under supervision and 98% did not commit a new sex offense while under our supervision.

(Continued on page 3)

Congratulations to **Jason Hathcock** for correctly guessing last edition's mystery person—Paul McDonald. Jason won two Harkins movie passes.

Win 2 Harkins Movie Passes

Mystery Person

There are 10 clues in this edition of the *Chronicle*. If you can identify the mystery person, send in the name to Peggy Gomez via e-mail by May 20th. If there is more than one correct response, the winner will be selected by a random drawing.



Clue #1: This person has been a PO with the department since 1983.

Clue #2: This person is a huge fan of the "Divine Miss M."

Chiefly...

(Continued from page 2)

Our staff have also achieved good results with our probationers who are in treatment. Thanks to efforts by probationer officers like Ricki Cohen, SMI probationers now have access to treatment at little or no cost to the probationer or the department. On average, 3 out of 4 (75%) of the probationers attending treatment successfully completed treatment. And those who are successful have a 90% chance they will not be going to prison by the time they are off probation.

Similar results are seen with probationers attending our education programs. Did you know we had the highest GED graduation rate in the state? Last year, 81% of the probationers who tried to get their GED were successful.

We continue to seek ways to improve our services to victims. Our staff have been recognized nationally, statewide, and locally.

- Victim and Community Help Line Coordinator, Maria Amaya, was honored by the American Probation and Parole Association for "exemplary services to victims of crime."
- MCAPD received a National Association of Counties Award for the Victim and Community Help Line.
- Probation officer Erin Cacciatore was recognized by the Office of the Attorney

General as "Outstanding Sexual Assault Professional" for her work with victims.

- Brandi Strieter and Kristi Ward of the Domestic Violence Unit recently received Visions of Excellence Awards for "Outstanding Service to Crime Victims."

We've also seen dramatic increases in the amounts of victim restitution collected. Last year we set a new standard by collecting nearly \$14 million.

In the months to come, as things heat up—figuratively and literally—it is extremely critical for all of us that we are able show how invaluable we are to the community. Our accomplishments and results are the most formidable tools we have to tell our story to the legislature and the public. As we enter the new fiscal year, with all of the uncertainties surrounding the budget, it is vital that I am able to tell the legislature that we make a difference in the community. The achievements I mention here are just a few examples of what we have accomplished as an agency. The larger picture is made up of each of us doing our part and striving for a common goal. I am confident that the quality and dedication of our staff will be a key factor to get us through these difficult times. I am proud to say we have the finest staff...anywhere. ☺

Did You Know?

The Adult Probation Department currently has four employees on military leave. Maricopa County has approximately 25 employees on military leave.

Seniority Salute



Retirements

Marty Phillips	04-04-03
Keith Bailly	04-29-03



Clue #3: Don't forget the letter "e" in this person's name.

Fish Philosophy...

(Continued from page 1)

Klara Smith, our very own creative and cheerful receptionist at WCB 3, does not throw fish back and forth from the reception window, but does convey a genuine feeling of warmth and friendliness towards all employees and visitors to our Department. She will stay late after work or arrive 2 hours earlier to decorate for a co-worker's birthday. And we are not talking simply hanging a Happy Birthday Streamer from the 99 Cents Store either. Klara will hand craft every theme possible, from Daisies, Paper Mache Oriental Lanterns, to faux paus stain glass butterflies and dragonflies.

While WCB 3 may never become a tourist attraction, it is certain that Klara's positive attitude and handiwork are appreciated by her co-workers and visitors. Her customer service skills bring credit to our Department and Klara's positive attitude is definitely the first and lasting impression of the type of public service provided at APD's Administrative Office.

The Fish Philosophy focuses on the fact that each of us has the ability to choose our attitude and the way we work...even though we sometimes can't choose what we do for a living. A bad attitude threatens essential functions in the workplace, inhibits communication, and results in poor work productivity with unhappy and unhealthy employees.

Klara chooses to be cheerful and makes the time to brighten up our office environment. We take this opportunity to thank her and convey our appreciation. ☞

by Merci Hernandez, Adm. Coordinator



Peggy Gomez celebrates her birthday.



Sunday on Central



POs Stacey Montonaro and Laurie Flood at the MCAPD Booth.

the fiscal benefits to the tax payer when probation resources are appropriately utilized. Tens of thousands attended this event, and over 2,000 children went home with a free book, courtesy of Maricopa County Adult Probation! ☞

For the sixth year in a row, the Adult Probation Department participated in the Sunday on Central event in Central Phoenix. MCAPD sponsored a booth at this neighborhood festival, giving away informational brochures and books in an effort to promote both the Department and literacy. This year more than ever, festival goers were provided detailed information relative to the amount of restitution the Department collects, the number of community service hours probationers perform in area neighborhoods, and



by Staff Writer



Clue #4: To this person, "ABBS" is not a physical exercise.

Clue #5: This person is a secret Tigers, Red Wings, Lions and Pistons fan.

Managing for Results: “Making the Grade”

With all the commotion of current events locally and globally, it's easy to overlook that we are quickly approaching the completion of two full years of Managing for Results. It has been quite a learning process. We found out many things about ourselves as an agency. Some things were good; some were outstanding, while others left room for improvement.

Very soon we will be completing more random studies so we can fill out our final report card for this fiscal year. One study will help us determine offender accountability in key areas and the other study will increase our knowledge about why some probationers successfully complete probation and others are committed to the Department of Corrections.

Last year we completed a study that yielded strong evidence that treatment and education can profoundly influence if a probationer winds up in prison or not. You probably already knew that, but now there's something empirical to back it up.

As we prepare to enter the 2004 fiscal year, what works and what is effective and efficient takes on increased importance. We will have to justify everything we do from now on. And everything we do will have to connect to our mission of enhancing the safety and well-being of neighborhoods as well as the Arizona Supreme Court's "Strategic Agenda 2005."

The cornerstone of Managing for Results is showing that we are accomplishing what we have planned. This means maintaining outstanding performance and developing and implementing strategies to make improvements where needed. Last year, we reported offender compliance in many categories such as treatment, education, and use of prohibitive substances (U/A results). Three major categories of offender accountability that we traditionally report on in terms of agency performance are:

- payment of restitution
- payment of probation service fees
- completion of community service hours

In today's budgetary realities, our performance in these areas will be reviewed more critically than ever before.

This year, we want to examine compliance from an additional angle. Not only will we look at whether or not the probationer is meeting or exceeding their obligations, we want to look at the extent of their compliance. In other words, if a probationer should have paid \$1,000 in restitution for the fiscal year, but only paid \$750 and is more than two full payments behind, we would have to classify that probationer as non-compliant. But we also want to show that we collected 75% of what the probationer owed. And if this was an improvement from the previous year for this individual, we can also show we are making progress.

Here's what part of our report card to AOC and OMB looked like last year.

PROBATIONER COMPLIANCE	STANDARD	IPS
Restitution (current or less than two months in arrears)	46.6%	65.8%
Probation Service Fees (met or exceeded monthly payments)	43.8%	78.0%
Community Service (met or exceeded monthly obligation)	33.0%	75.0%
Employment (32 hrs per week, 51% of the time)	54.0%	65.9%



Robert Cherkos
Strategic Planning Coordinator

What does your caseload look like in comparison? ☞

by Robert Cherkos, Strategic Planning Coordinator

Spring is Here!

The Vernal Equinox occurred on March 21st, representing the first day of spring. On this day, the sun crossed directly over the Earth's equator so that day and night were approximately equal in length all over the world.

Spring is a good time to...

- ◆ get outside and enjoy the weather.
- ◆ take a "spring break" or catch some "spring fever!"
- ◆ work outside in the yard.
- ◆ deep clean around the house and do home improvements.
- ◆ exercise inside or outside.
- ◆ start planning for summer vacation.
- ◆ adopt a puppy or kitten.
- ◆ Notice the birds chirping and the flowers blooming! ☺

by Staff Writer



Employee Discounts

Discount theme park tickets are available at the *First Choice Gift Shop* located at 201 W. Jefferson—(602) 262-2321. Hours of operation: Mon-Fri, 7:30 AM - 3:30 PM; CASH ONLY. The following is a list of tickets that MCAPD employees can purchase:

LEGOLAND Ticket Price: \$30.45

SAN DIEGO ZOO Ticket Prices: Adult \$25.50, Child (Ages 3-11) \$16.25

SAN DIEGO WILD ANIMAL PARK Ticket Prices: Adult \$23, Child (Ages 3-9) \$17.50

KNOTTSBERRY THEME PARK Ticket Prices: Adult \$22, Child (Ages 3-11) \$10.45

Save over 50% on your general admission tickets. **Children under 3 are FREE.**

UNIVERSAL STUDIOS Park Admission ONLY Ticket Prices: Adult \$30, Child (Ages 3-9) \$25

SIX FLAGS Ticket Prices: Adult \$22, Child \$15.50

SAN DIEGO SEAWORLD: Maricopa County Employees' Federal Credit Union for credit union members, please call (602) 252-6831. Adults \$35, Child (Ages 3-9) \$28

Children under 3 are FREE. The First Choice Gift Shop does NOT sell SeaWorld tickets.

For more information on Employee Discounts, please contact **Tricia Works**, ESMA Representative, at (602) 506-6455. ☺



Clue #6: This person plays air guitar to Hank Williams III.

Safety Matters

In the past two months two classes have graduated from Defensive Tactics. I would like to share some details and comments from the graduates of those classes.

The first class was held during the week of March 10th at the Judicial Education Center in the Mercado. The Adult Probation students were both probation and surveillance officers who came from a variety of caseloads including Warrants, Domestic Violence, Sex Offender, Work Furlough and IPS. The class included six staff from Juvenile Probation, which will be standard for all defensive tactics classes. The staff from both agencies interacted well, and as a class performed at a high level. The first official block of instruction was the Continuum of Control followed by Body Mechanics. These two sections form the foundation of the course. All of the techniques the students learned during the week belong in a particular level of the continuum. Body mechanics stresses proper stance and approach while also emphasizing whole body movements.

As the students progressed through the week it became apparent that repetition was making the techniques natural and instinctive rather than a thought process. (It is a commonly held tenet of physical training such as a defensive tactics course that an individual must repeat a movement or technique upwards of 3,500-4,000 times to achieve true muscle memory.) We did not approach anywhere near these levels, but the students were put through enough repetitions to make the movements more natural.

The students experienced some tired and sore muscles, but otherwise were none the worse for wear. The last day of class was devoted largely to examinations in the form of written and practical



PO Tammy Allen dons a "Redman" suit. This equipment allows officers learning defensive tactics to employ full contact/full force techniques during simulation training in defensive tactics. Staff have been heard to comment that these engagements "are as good as therapy."



PO Allen wears a "Redman" suit in preparation for simulation training that tests officer response to a variety of scenarios in defensive tactics training.

testing. The students also participated in simulation training (role-play scenarios) with an instructor in the Redman suit, and were able to experience "fighting" the Redman with the training baton. This allowed them to get a feel for striking a moving target in a dynamic and fluid confrontation. After a turn with the Redman, APO Lynn Williams remarked, "That was better than therapy." The class finished with closing comments and the awarding of certificates.

The second class was held at the Arizona Law Enforcement Academy. The class was comprised mainly of Domestic Violence officers who were joined by two Sex Offender Surveillance Officers, one Deputy Chief, and six staff from Juvenile Probation. Again, the mix was positive, and I think everyone learned a little bit about the workings of each agency.

The class progressed through the curriculum much as the first class had done. SO Julie Mohr stated, "The training I received in the Defensive Tactics course was the most important training I have received so far this year. It not only enlightened my ability to possibly talk my way out of a bad situation; it also gave me ideas and skills to use in the worst case scenario. The Defensive Tactics course increased my chances of surviving a bad situation. Though the course is in its infancy, it was organized and the staff really explained things well."

Both classes had students of all ages, sizes, and skill levels and with a very wide variety of experiences. All of which made for a well-rounded training environment.

(Continued on page 8)



Clue #7: Kurt Gibson, Magic Johnson and this person attended the same school together.

Safety...



PO Supervisor Manuel Canisales (left) and PO Ed Tirado practice a team take-down and control of an assaultive subject during a defensive tactics class.

(Continued from page 7)

The following officers were students in the first two defensive tactics classes: Patty Carey, Lara Laubie, Diane Bracamonte, Sunny Carpenter, Lynn Williams, Christina Rodriguez, Chris Moore, Derrick Knott, Ryan Houser, Scott Homan, Wes Zuber, Shane Neil, Matt Ade, Timberly Matson, Kristi Ward, Ymelda Valenzuela, Danny Hutchinson, Callan Carpenter, Julie Mohr and Zach Dal Pra. If you see one of them offer your congratulations and ask about their experiences in the class.

The instructors who gave their time to help make these classes happen were Tim Schouten, Lee Lerchen, Brian Slater, Scott Kirshner, George Boyd and David Forsberg. Kevin Jeffries, from AOC, and I also served as instructors. ☞
by Gary S. Streeter, Safety Supervisor

Best Caption Contest

Create a caption for this picture and send it to Peggy Gomez via e-mail by May 20th to be eligible to win **2 Harkins Movie Passes**.



Ways to Increase Morale

Have you ever wondered how to boost up your office spirit? Different area offices do different things to increase morale. For example, WRC held their First Annual Salsa Contest on March 27th. **Veronica Huerta's Hot Cha Cha Salsa** took first place with **Jim Pettett's Green Onion Salsa** coming in second. Both winners received an award certificate.



On April 8th, WRC held their First Annual Dessert Contest. **Sadie Clisby's O' Cake** took first place with **Debbie Vaughn's Éclair Dessert** coming in second. Sadie won two movie tickets and two boxes of Junior Mints and Debbie won a box of Pot of Gold chocolate.

For both contests, contestants paid \$1 to enter, which paid for the purchase of the prizes. Thanks to all who participated in the contests! ☞

by Staff Writer

Take Your Child to Work Day

On April 24th, employees had the opportunity to take their children to their job to show them what they do at work.

The Court had a mock trial from 2:30 pm - 4:30 pm. This was held in the East Court Bldg #513, Judge Ballanger. The trial was "Jack in the Beanstalk."

Also, the Sheriff's Office had activities at the Durango Complex from 7:00 am to NOON. There were demonstrations by the SWAT Team, SRT Unit, K-9, S.T.A.R.S., SMART Tents, venomous animal safety, and more.

We hope everyone had a great time! ☞

by Staff Writer

Clue #8:

Mystery person at age 8. If you win this contest you may be forced to take this person to the movies with you.



Last American Flag on Iwo Jima Flies Over Buckley

The Battle of Iwo Jima is forever preserved in the minds of Americans because of the prize-winning Joe Rosenthal photograph of Marines hoisting the American flag atop Mount Suribachi on Feb. 23, 1945.

Iwo Jima was the first native soil in the Japanese empire invaded by Americans in World War II. During the 36-day assault, almost 7,000 Americans were killed in action. More than 25,000 Americans were wounded. Virtually all of the 22,000 Japanese soldiers involved in the battle were killed.

Twenty-seven Medals of Honor were awarded to sailors and Marines in the battle; more than any other single battle in our country's history.

The flag raised over Iwo Jima has been flown over state capitols and recently was raised at the Air Force Base in Aurora, Colorado, where **Chris Smith** is currently stationed. He is the son of APD employee Berta Prince. Chris recently had the honor of folding the flag that was flown over Iwo Jima. ca

from a story by Airman Chris Smith, 460th Air Base Wing Public Affairs



Mount Suribachi, Iwo Jima, Feb. 23, 1945
Joe Rosenthal
Associated Press



Chris Smith and retired Senior Master Sgt. Paul Bockman
(member of the *Black Pearl Veterans of Iwo Jima*).



Marine Cpl. Kevin Ennet and Senior Airmen Michael Skaggs and John Stacy fold the Iwo Jima flag after the reveille.
(Photo by Master Sgt. Jim Randall)

Did You Know?

As of March 31, 2003, we had 1,264 Standard and Intensive probationers before the Court for probation violation, representing 5% of our in-county probation population.

Victims' Rights Week: April 7-April 11



The criminal justice system has evolved over time and continues to evolve. Included in that evolution is the way victims are treated by the system. Victims in the criminal justice system initially were only considered witnesses. New laws were enacted when victims voiced a concern for being re-victimized and feeling alienated from the justice system. Many states began to look at how to improve the way victims were treated and initiated laws to allow victims to participate and receive justice orientated healing.

In November 1990, Proposition 104 passed which amended the Arizona Constitution Victims' Bill of Rights. Victims' rights now include the right to be informed, participate, have safety considered, be made whole financially, make an impact statement, and most importantly, be treated with dignity and respect. More recently, new bills have been introduced to update and/or change laws concerning victims. In August 2002, Senate Bill 1048 amended A.R.S. 13-1415 to add five sexually transmitted diseases to the list for which a defendant can be tested if a sexual offense or another offense involving significant exposure was committed. If testing is ordered, the results of the tests, as well as the results of HIV testing, shall be released to the victim of the offense.

To raise awareness of the rights of victims the second week of April is recognized across the nation as Victims' Rights Week. Our agency recognized Victims' Rights Week by sending daily quotes and information on victimization via e-mail, sending each PO a bookmark with referral numbers for victims, and distributing posters at each area office. ☞

by Stephanie Bradley, Victim Advocate

Victim Services Unit

In September 2002, the Maricopa County Adult Probation Victim Services Unit (VSU), together with the Clerk of Superior Court, formed a round-table ("Restitution Forum") relative to restitution issues. This is one of the goals outlined under the Victims of Crime Act (VOCA) Assistance Grant Fund, which funds the Restitution Advocate's position. The Restitution Forum was formulated to find ways to improve restitution services to many of our shared clientele ("victims"). **Gwen Ruiz**, Restitution Advocate for Victim Services Unit, co-facilitates the meetings along with Gordon Mulleneaux, Associate Clerk for Financial Services.

The attendees' vision is to

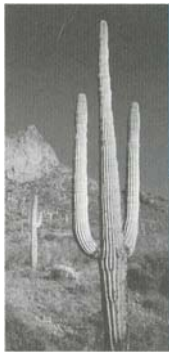
improve services to victims by sharing resources, discussing problems and finding solutions relative to restitution. Members consist of representatives from the Clerk of the Court's office, Collections at County Management, Court Administration, Attorney General's Office for Victims of Crime, County Attorney's Victim Services Division, Department of Corrections, County Attorney's Office, Arizona Governor's Office and the Administrative Office of the Courts as well as a representative of the Judicial Branch. The attendees work side-by-side with management and staff of these agencies with the goal to improving restitution advocacy services. No matter which part of the justice system you look

at, collaboration and partnership are key watchwords: more importantly, our community benefits.

Please Welcome...

VSU would like to introduce our latest member, **Stephanie Bradley**, Program Coordinator, hired on September 30, 2002. She worked as an advocate with the City of Mesa Prosecutor's office for 2 1/2 years dealing predominantly with Domestic Violence cases. Please drop by and welcome Stephanie at the WCB 3rd Floor. VSU Staff can be reached at (602) 372-8286 or via e-mail at vsu@apd.maricopa.gov. ☞

by Gwen Ruiz, Victim Advocate



Free Legal and Financial Advice

As an employee of Maricopa County, you have access to free legal and financial advice through your Behavioral Health benefit.

Legal:

Professional legal advice could cost you many hours and hundreds of dollars. However, under your Behavioral Health benefit, you can get free legal consultations on concerns such as landlord/tenant issues, personal injury, legal disputes and bankruptcy. You have access to:

- Unlimited phone consultations with one of over 16,000 attorneys
- A referral to a local attorney with experience relevant to your case, plus
- One 30-minute face-to-face consultation at no charge
 - 25% discount on additional legal services from the referred attorney
- Telephone consultations with family mediators
- In addition, you have the option to purchase a Will Kit with expert information, resources and guidance for creating a will

Financial:

The complexities of managing your money productively can be overwhelming. But you don't have to figure it out alone. Unlimited phone consultations with Ernst & Young certified financial planners about debt management, taxes, investing and other related topics help you take control of your finances. You get:

- Free phone consultations with Ernst & Young financial planners
- Access to more than 100 financial calculators on www.liveandworkwell.com that help you figure out what it will take to buy a home or car, payoff credit card debt, or save for your child's education

Call toll-free anytime to be connected to free, confidential legal or financial advice.

1-866-312-3078

1-800-842-9489 TDD

Or log on to

www.liveandworkwell.com

access code: 12488



Maricopa County



Clue #9: When you hear the word "ski," it is not referring to a winter sport.

Clue #10: This person was the first to take baton training.

Thanks to Our Writers

Contributing Writers

Stephanie Bradley
Merci Hernandez
Gwen Ruiz
Chris Smith
Gary S. Streeter
Tricia Works

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Your Stories Wanted!



Interested in
submitting articles,
announcements or
success stories to
The Chronicle?
E-mail submissions to
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Success Stories Welcome!

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