



# RCP QUARTERLY

VOLUME I  
ISSUE II  
FALL 2014

## UFC FIGHTERS VISIT INDIO JUVENILE HALL

PROFESSIONAL MMA FIGHTERS CUB  
AND STEVE SWANSON ENCOURAGE  
YOUTH TO BUILD INSPIRING LIVES  
Pg. 7

## PROBATION WEEK

RCP GIVES BACK FOR NATIONAL  
PRETRIAL, PROBATION, PAROLE, AND  
COMMUNITY SUPERVISION WEEK  
Pgs. 9-12



FEATURED ARTICLE

A YOUTH'S LIFE AT RISK, TRAINING AND FOCUS  
COME THROUGH FOR RJH'S JIMMY OWENS PG. 8

BY CARI SHEPHERD

# A LIFE IN THE BALANCE





# MESSAGE FROM THE CHIEF

FALL 2014

SERVING COURTS, PROTECTING OUR COMMUNITY, CHANGING LIVES IS OUR MISSION AND IN THIS EDITION OF RCP QUARTERLY OUR FEATURE STORY IS ON PROBATION CORRECTIONS OFFICER'S JIMMY OWENS' EFFORTS NOT TO JUST CHANGE A LIFE, BUT TO SAVE A LIFE. WHILE MR. OWENS' HEROIC EFFORT CERTAINLY DESERVES SPECIAL RECOGNITION, FROM MY VIEW AS CHIEF, THIS SUMMER HAS BEEN ONE TO REMEMBER WHEN IT COMES TO EACH MEMBER OF OUR DEPARTMENT MAKING A DIFFERENCE IN OUR COMMUNITY AND TOUCHING THE LIVES OF OUR CITIZENS. WHILE THE BOARD OF SUPERVISORS RECOGNIZED THE DEDICATION AND WORK OF OUR STAFF WITH A PROCLAMATION FOR PRETRIAL, PROBATION, PAROLE AND COMMUNITY SUPERVISION WEEK, THE CONCERTED EFFORTS OF BOTH OUR SWORN AND NON-SWORN STAFF TOOK TIME TO CELEBRATE THE WEEK BY PARTICIPATING IN PROJECTS ACROSS THE COUNTY THAT INCLUDED HELPING PASS OUT FOOD TO THE NEEDY AND HOMELESS, VOLUNTEERING AT HOMELESS SHELTERS AND SENIOR LIVING FACILITIES, PAINTING THE HOUSE OF AN ELDERLY COUPLE, COMPLETING A BEAUTIFICATION PROJECT OF AN ELDERLY COUPLE'S YARD, SEVERAL BLOOD DRIVES, A COLORADO RIVER CLEAN-UP PROJECT AND WORKING A GRAFFITI CLEAN-UP PROJECT. MEANWHILE OUR BAKER TO VEGAS TEAM HELD ITS ANNUAL YEAR END MEETING AND THROUGH THE NEVER ENDING EFFORTS OF THE MANY NON-RUNNING VOLUNTEER TEAM MEMBERS THEY HAVE DONATED 25% OF THEIR EARNINGS TO THE EASTER SEALS CAMP OAKES PROGRAM AND THE SERGEANT ERIC (DOC) WILLIAMS SCHOLARSHIP FOUNDATION. THE EFFORTS IN SUPPORT OF THE COUNTYWIDE FUND RAISING FOR THE AMERICAN HEART ASSOCIATION HAVE BEEN IN FULL SWING AND TO DATE OUR EMPLOYEES HAVE RAISED OVER \$10,000 IN HOPES OF MAKING HEALTHIER COMMUNITIES. THE SUCCESS OF EACH ONE OF THESE CHARITABLE EFFORTS HAS BEEN DEPENDENT ON THE MANY INDIVIDUAL CONTRIBUTIONS OUR STAFF HAS MADE AND TOGETHER THEY HAVE MADE A DIFFERENCE TO SO MANY OF THE PEOPLE IN NEED THAT MAKE UP OUR COMMUNITIES. THANK YOU ALL FOR A SUMMER TO REMEMBER!

A handwritten signature in blue ink that reads "Mark A. Hake".

**MARK A. HAKE**  
CHIEF PROBATION OFFICER





## Pretrial, Probation, Parole and Community Supervision Week: Changing and Saving Lives

The Riverside County Board of Supervisors proclaimed July 13 through July 19, 2014, as Pretrial, Probation, Parole and Community Supervision Week. During their July 15th meeting, the Board of Supervisors presented the proclamation to Chief Probation Officer Mark A. Hake who accepted it on behalf of the Riverside County Probation Department. The Board of Supervisors encouraged all citizens to honor Probation Officers and Probation Corrections Officers in recognition of their contributions to community safety and their outstanding achievements in the prevention, supervision and treatment of juvenile and adult offenders. Chief Hake received the proclamation and proudly stated, "While this week is intended to honor the men and women of our department, it gives me great pride to share with you that our staff have chosen to use the focus of this week to find other ways to change lives by giving back to the community."

During this week, probation staff volunteered to paint a house for an elderly resident, participated in a yard cleanup project for an elderly couple through Habitat for Humanity, clean the Colorado River, hold a Bingo night at a retirement center, eradicate graffiti, donate blood through Life Stream, volunteer at the Community Settlement Association, Coachella Valley Rescue Mission, Carol's Kitchen and the Second Harvest Food Bank. Additionally, juvenile hall staff made donations to Operation Safe House and provided care packages and letters to American troops deployed in Afghanistan, while the Adult Services Division collected and donated items to the Riverside Animal Shelter and the Riverside Community Regional Center Children's Cancer Ward. The daily actions of our staff deserve to be commended and the week events are a testament that the men and women of the Riverside County Probation Department are truly individuals with huge hearts.

*Continued on page 9*

# CONTENTS



4

**YAT STRENGTH ACADEMY 2014** **FAY SHAW**

**NATIONAL NIGHT OUT** **SEQUOIA PAYTON**

5

**YAT/DA EVENT** **NADINE LUNDBERG**

6

**VETERAN'S COURT STAFF CHANGING LIVES** **JULIE NISCHWITZ**

**THE RIGHT PATH** **IVAN GONZALEZ**

7

**UFC FIGHTERS VISIT IJH**

**DOG PROGRAM GRADUATION** **MICHEL WILSON**

8

**LIFE IN THE BALANCE** **CARI SHEPHERD** **FEATURED ARTICLE**

9

**PROBATION SERVICES WEEK, PT. 1** **INTRODUCTION**

10-11

**PROBATION SERVICES WEEK, PT. 2** **MAP & TIMELINE**

12

**PROBATION SERVICES WEEK, PT. 3** **PHOTO GALLERY**

13

**THE POWER OF EDUCATION** **PATTY MENDOZA**

**10<sup>TH</sup> ANNUAL WRAPAROUND UNITY DAY** **BRENDA WATERMAN**

14

**SUPPRESSING CRIMINAL ACTIVITY** **JOE DOTY**

**OPERATION DISRUPTION** **PATTY MENDOZA**

15

**AHA HEART WALK**

16

**BLYTHE SWEEP** **CRISTINE CASTRO**

**A LIFE TRANSFORMED** **ELISA PORRAS**

17

**READY RESPONSE** **WESLEY BRUMBAUGH & JOE DOTY**

18

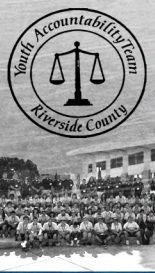
**CCPIA EMPLOYEE OF THE QUARTER** **LATOYA THOMAS**

**SECRETARIES CONFERENCE** **NANCY PEASE**

19

**PROMOTIONS**



YOUTH  
ACCOUNTABILITY  
TEAM

# YOUTH STRENGTH ACADEMY 2014

WEEK-LONG CAMP PROMOTES HEALTH AND SPORTSMANSHIP AMONG AT-RISK YOUTH

The Youth Accountability Teams (YAT) representing the western end of Riverside County hosted the second annual Youth Strength Academy from July 28 – August 1, 2014, at Val Verde High School. Approximately 55 at-risk youth attended the week long camp which encouraged teamwork, sportsmanship, positive interaction and personal well-being. The youth, identified as “cadets,” participated in various activities throughout the six- hour day. The theme of this year’s event was “The Olympics.” Rex Cawley, a gold medal winner in the 400m hurdles at the 1964 Tokyo Olympics, conducted the opening ceremonies and brought along his gold medal to share with the cadets.

Activities each day included a physical training component, an educational presentation (sex trafficking awareness, financial literacy, nutrition and healthy eating tips, “university of life” real issues and relationships and a K-9 presentation), an arts and crafts activity and a team building exercise. The cadets not only learned to work together in teams, they demonstrated good sportsmanship during the highly competitive events held throughout the week. On the final day of camp, parents were invited to attend a two-hour parenting

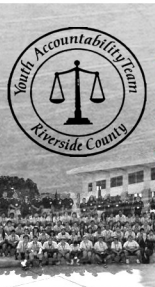
session presented by Deputy District Attorney Evelyn Essengwanger.

At the conclusion of the session, parents watched as the cadets walked into the gymnasium carrying hand-made torches and team flags in a “Parade of Nations” which closed the event. It was an impressive sight to behold! Afterwards, the entire group (parents, cadets and staff) listened to motivational speaker Luis Galdamez, who moved the audience with his speech about the importance of believing in our youth and improving communication. After enjoying a beautifully catered lunch provided by the staff at Riverside Juvenile Hall, the camp concluded with each cadet being presented a certificate acknowledging their participation. Additionally, staff and cadets had the opportunity to vote for individuals they thought worthy of receiving several special achievement awards.

Thank you to the YAT staff and YAT team members, which include the District Attorney’s Office, the Riverside Sheriff’s Department, the Riverside Police Department and the many Youth Outreach Counselors who assisted with the planning and facilitating of the camp. Overall, it was an overwhelming success and a tribute to our department’s mission of Serving Courts, Protecting our Community and Changing Lives.



PARENTS OF CADETS VIEW A SLIDESHOW FEATURING THE ACADEMY’S ACTIVITIES

SUPERVISING PROBATION OFFICER  
**FAY SHAW**YOUTH  
ACCOUNTABILITY  
TEAM

# A COMMUNITY UNITED BY NATIONAL NIGHT OUT

YAT ATTENDS COMMUNITY-BUILDING EVENT TO RAISE DRUG ABUSE AWARENESS

The mid-county Youth Accountability Teams (YAT) participated in the National Night Out event held on August 5, 2014. The event promoted involvement with local law enforcement, crime prevention activities, police and community partnerships, and cultivated neighborhood camaraderie. In addition, the community’s presence at the event created the message that neighborhoods are united and will not tolerate criminal activity in their areas. Many law enforcement agencies participated, including: the Murrieta Police Department, California Highway Patrol, Riverside County Sheriff’s Department, Border Patrol, and Riverside County Probation Department. In addition, several civilian and local charitable organizations such as Community Outreach Ministry, Circle of Safe-T, and Paws for Life joined law enforcement at the National Night Out.

YAT made a significant contribution to this event as team members distributed informational brochures, referral forms, and Parent Project flyers. Their participation allowed the team to publicize its focus on early intervention, diversion, and youth rehabilitation. The YAT booth was staffed by two YAT Probation Officers, a Deputy Sheriff, and two Deputy District Attorneys, thus making a positive impression and showing the multi-agency approach to youth intervention. By presenting demonstrative materials such as drug pamphlets and display cases, YAT also created public awareness regarding the ongoing problem of drug abuse in our communities.

ABOVE: PARENTS AND CHILDREN AT THE YAT BOOTH  
LEFT: PROBATION OFFICERS SEQUOIA PAYTON AND LEON REYNOLDS,  
ALONGSIDE A DEPUTY DISTRICT ATTORNEY AND DEPUTY SHERIFFDEPUTY PROBATION OFFICER II  
**SEQUOIA PAYTON**



# YAT FIELD TRIP TAKES YOUTH TO MULTI-AGENCY DUI PREVENTION EVENT

On July 17, 2014, Youth Accountability Teams (YAT) in the western and mid-county areas, along with other representatives from the Riverside County Probation Department, Riverside County District Attorney's Office, Riverside County Sheriff's Department, California Highway Patrol (CHP), Mothers Against Drunk Driving (MADD) and various youth outreach counselors, presented an informational program to approximately 60 YAT students about the effects of drinking and driving. The program included lectures, presentations and the observation of an actual court proceeding.

The day began in the media room of the Downtown Law Building in Riverside, with welcome remarks provided by Assistant District Attorney Creg Datig, who is an expert in cases involving vehicular manslaughter. Deputy District Attorney (DDA) Debra Postil spoke next and shared some of her experiences prosecuting DUI cases. She explained how choices affect one's decision to use alcohol and drugs. DDA Postil also advised the audience she was the prosecutor in the DUI case involving the next speaker, Kathy Ediss, from MADD. Kathy shared the tragic personal story of her daughter, Nicole, who lost her life at the age of 19 as a victim in a DUI crash. Kathy now travels around the county speaking to youth about the negative effects of drinking and driving.

The youth then proceeded to the Hall of Justice, where in Honorable Judge Helios Hernandez's courtroom they witnessed the court proceedings and sentencing of a defendant involved in a DUI case. After the hearing, they returned to the media room, where they ate lunch, and listened to a panel discussion moderated by DDA Justin Feikert, CHP Officer Travis Monks, drug and alcohol expert Ray Lozano and presenter Paul Espinoza.

The goal of the event was to broaden the youths' perspective and awareness of the effects and consequences of driving while under the influence of alcohol and/or drugs.

The speakers delivered powerful messages about choices and the devastating repercussions of bad ones; hopefully, the audience listened!



TOP: DEPUTY DISTRICT ATTORNEY **DEBRA POSTIL** BEGINS HER PRESENTATION  
 ABOVE LEFT: ASSISTANT DISTRICT ATTORNEY **CREG DATIG** ADDRESSES THE YOUTH  
 ABOVE: PROBATION STAFF IN ATTENDANCE



ASSISTANT DISTRICT ATTORNEY  
**CREG DATIG**



DEPUTY DISTRICT ATTORNEY  
**DEBRA POSTIL**



GUEST SPEAKER  
**KATHY EDISS**



ARTICLE AND PHOTOS SUBMITTED BY DEPUTY PROBATION OFFICER NADINE LUNDBERG





ADULT  
SERVICES  
DIVISION

# VETERAN COURT STAFF CHANGING (AND SAVING!) LIVES

On June 27, 2014, Veterans' Court Deputy Probation Officer (DPO) Brian Quigley and Probation Specialist (PS) Eugene Gordon, acting on a tip from a Veterans' Court participant, responded to the home of a distressed Veterans' Court graduate. While he was no longer on formal probation, the veteran was still on summary probation.

When they arrived at his home, they found the veteran extremely gaunt and intoxicated. Initially, due to his level of intoxication, the veteran did not recognize DPO Quigley and PS Gordon. When his memory was refreshed, the veteran allowed them into his apartment. The veteran tearfully told DPO Quigley and PS Gordon that he was in a "very dark place." He confessed he had relapsed and was drinking excessively because he had been served with divorce papers. As a result, he attempted suicide, which ended up in a 5150 WIC commitment. He advised he was very embarrassed and commented that it felt "weird" (in a good way) for DPO Quigley and PS Gordon to show this level of concern for him. The veteran consented to a preliminary alcohol screening device test, which registered a 0.40 blood alcohol content (five times the legal limit). Concerned for his safety, DPO Quigley and PS Gordon summoned paramedics to the scene. They

remained with the veteran while paramedics assessed the situation and cleared him of physical and mental health concerns. A friend arrived to assist him with transportation to his parents' home for the weekend.

DPO Quigley asked the veteran to return to the Veterans' Court session on Monday, June 30. He did in fact appear in court on that day and was met with the support of the Veterans' Court staff and the judge. His summary cases are in the process of being converted to formal supervision. He subsequently agreed to wear a Secure Continuous Remote Alcohol Monitor (SCRAM) and to ongoing assistance from Veterans' Court staff.

On any given day, 22 combat veterans commit suicide; unable to cope with the memory of the horrors witnessed or the readjustment back into society while suffering with post-traumatic stress disorder, traumatic brain injuries and other wounds of battle. Without the tip from the fellow veteran and the intervention efforts of DPO Brian Quigley and PS Eugene Gordon, this veteran may have become another casualty of war.



PS EUGENE GORDON (LEFT) AND DPO BRIAN QUIGLEY (RIGHT)

DIVISION DIRECTOR

JULIE NISCHWITZ

YOUTHFUL  
OFFENDER  
PROGRAM

## THE RIGHT PATH

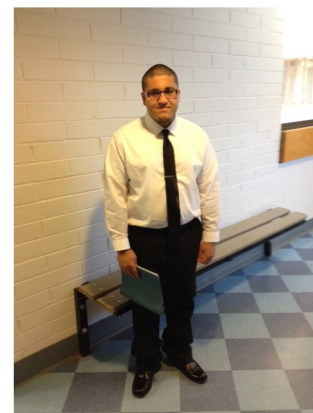
THE FUTURES OF YOUTHS ARE IMPROVED EVERY DAY AT THE YOP

**Paul D. came to the Youthful Offender Program (YOP)** in February of 2014. Not only did he begin the program with a host of issues that contributed to his delinquent behavior, he also faced many obstacles in the initial phases. However, Paul displayed excellent behavior in the living unit and made the honor roll every week. As a result of his improved behavior, Paul was selected as a squad leader in the unit, a position highly regarded by the youth and staff.

One crucial accomplishment Paul made was to graduate from high school while residing in YOP. This achievement would ultimately open many doors in his future. He also attended the Indio WIN Center multiple times per week where participants receive assistance with job training and job placement. Paul attended and completed several courses, frequently receiving high praise from facility staff. These courses include Project CEO, 7 Habits of Being Highly Effective in the Workplace, National Retail Federation Class, and Professional Communication.

While completing his program, Paul obtained his California ID card, food handler's card and original birth certificate, all of which will help facilitate his transition into the workforce, college and community. Paul also successfully completed numerous YOP programs including Anger Replacement Training, substance abuse, victim awareness, and Thinking for a Change.

Paul will be continuing with his enrollment in the WIN Center near his residence upon release and utilizing the skills he learned at YOP to help him become productive in the community. As he neared his release date, he expressed gratitude for the services and guidance offered to him by the YOP staff. The staff who worked so committedly with Paul were rewarded on the day of his release, when his parents wrote a heartfelt card thanking them for all that they did for their son, making a difference in his life, and placing him back on the right path.



PROBATION CORRECTIONS OFFICER II

IVAN GONZALEZ





# BREAKING THE CYCLE

STORIES FROM RCP'S INSTITUTIONS

## UFC FIGHTERS VISIT INDIO JUVENILE HALL'S YOUTH

On July 11, 2014, Indio Juvenile Hall received a visit from Ultimate Fighting Championship (UFC) Fighters, Cub and Steve Swanson. The two fighters were connected with the youth through their aunt and uncle, Roman and Becky Hernandez, who volunteer at the juvenile facility through New Creations in Christ. Youth were able to meet the two gentlemen and participate in a question and answer session. Both fighters gave inspirational talks to the minors about overcoming challenges.



ROMAN AND BECKY HERNANDEZ



## A PIECE OF HOME

On August 13, 2014, two youths from Southwest Juvenile Hall received certificates of achievement for their participation in the Paws for Healing Program. The 13-week program, created in partnership with the K-9 Support Team and Southwest Juvenile Hall, was designed to assist detained youth in training and caring for rescue dogs, with adoption of the dogs being the ultimate goal. At the conclusion of the training program, a ceremony took place at Southwest Juvenile Hall which was attended by Probation managers and supervisors, the youths' family members, members of the K-9 Support Team and Partnership with Paws for Healing. Additionally, Chief Probation Officer Mark A. Hake, Chief Deputy Probation Officer Stacy Adams-Metz, and the honorable Judge F. Paul Dickerson attended the event.

The two youths completed an intensive training program with their assigned canines in which they taught their dogs several commands and then were tested to ensure their proficiency. At the conclusion of the training, the dogs received Good Citizenship Awards, indicating they had passed the program successfully. In addition to certificates of achievement, the youth will receive employment referrals that may assist them in obtaining jobs in the future.

The youth responsible for the care of "Jack," stated the program was a good experience as it taught him responsibility and provided him with skills that will be useful once he reintegrates into the community.

The youth who trained "Snoopy" advised the program taught him patience and the value of working as a team. He indicated he has grown attached to Snoopy and would recommend the program to other youth detained in the facility.

Judge F. Paul Dickerson was presented with a token of appreciation by Chief Deputy Probation Officer Stacy Adams-Metz. Judge Dickerson commented the program is successful because it provides the learning ground for teaching empathy.

Since the launch of the program, several dogs have been successfully trained and adopted. Jack and Snoopy have been placed in the homes of their respective trainers and families. According to the mother of one of the youth, bringing Jack home is like having a piece of her child with her.

SUPERVISING PROBATION OFFICER

**MICHEL WILSON**





PROBATION CORRECTIONS OFFICERS HAVE MANY RESPONSIBILITIES, BUT NONE AS CRITICAL AS WHEN A LIFE IS ON THE LINE. THIS BECAME CLEAR WHEN A YOUTH AT RIVERSIDE JUVENILE HALL SUFFERED A TOTAL BLOCKAGE OF THE THROAT AND BEGAN CHOKING. PCO JIMMY OWENS DISCUSSES THE INCIDENT AND HOW HIS TRAINING HELPED HIM NAVIGATE A POTENTIALLY TRAGIC SITUATION

# LIFE IN THE BALANCE



While each one of us embodies our department's core values, there are moments in one's career when the calling to not only change lives, but to save lives, comes into the fold. These moments, are but mere seconds in time that change not only the recipient of our actions, but change us. Many of us attend and complete our mandated first-aid training several times over our careers; however, by nature, never believe we will be in a position to have to administer or render life-saving interventions.

In July 2014, Probation Corrections Officer (PCO) Jimmy Owens was faced with a situation we never believe will happen, when he observed a detained youth in need of life saving efforts. As described by PCO Owens, the morning began and stopped all in a moment, when he observed a youth displaying the universal choking sign and unable to speak.

The youth continued to struggle with breathing, at which point, PCO Owens administered the Heimlich maneuver. As a result of his intervention, the item was dislodged and the minor was able to breathe. During an emergency situation, PCO Owens described time as slowing down and instinctually, his training took over.

Given PCO Owens' quick actions, ability to rely on his training and intervene, one youth received the opportunity to take another breath and was given another chance to change his own life. "It's amazing what training does," PCO Owens said, "It just takes you over. I believe we were in position, everyone was there to do what they were supposed to do."

While PCO Owens humbly believes his actions do not warrant accolade, it is his heroic efforts, calm mind and training that has forever changed this youth's life. PCO Owens reminds each of us to be alert, be ready and take appropriate action when an emergency arises, as you may never know when you could be called upon to save a life.

*"He was coming to me, like he knew who to come to."*

"For me, things start to slow down, it goes frame by frame," said Owens. "I knew when I saw the panic on his face that this was a very serious situation. From there, he was basically coming to me, like he knew who to come to."

PCO Owens immediately identified the need for intervention and rendered back thrusts to the youth.



The first aid techniques employed by PCO Owens are part of mandatory training. Required by all probation assistants, probation specialists, and sworn staff every 2 years, the course combines CPR, AED and First Aid instruction including: protocol before rendering care; checking an ill/injured person; breathing emergencies and conscious choking; cardiac emergencies; Adult CPR and unconscious choking; Automatic Electronic Defibrillator Device (AED); injuries to soft tissue, muscles, bones and joints; sudden illness; and heat and cold related emergencies. Students who successfully complete this course receive a skills card and standard first aid card from the American Red Cross.



DEPUTY PROBATION OFFICER II

CARI SHEPHERD







# PRETRIAL, PROBATION, PAROLE AND COMMUNITY SUPERVISION WEEK

PROBATION STAFF ACROSS THE COUNTY MARKED THE WEEK OF JULY 13TH, KNOWN DEPARTMENTALLY AS "PROBATION WEEK," BY GIVING BACK TO RIVERSIDE COUNTY CITIZENS. BLOOD DRIVES, COMMUNITY EVENTS, CLEANUPS, AND VOLUNTEERING FOR LOCAL ORGANIZATIONS WERE PART OF THE WIDE-REACHING CAMPAIGN. AS A TRIBUTE TO THE WEEK'S EVENTS, WE HAVE COMPILED PHOTOS SHOWING EACH DIVISION'S CONTRIBUTION. TO ALL STAFF WHO PARTICIPATED IN THESE EVENTS AND EPITOMIZED OUR DEPARTMENT'S MISSION TO SERVE, PROTECT, AND CHANGE - THANK YOU!





# PROBATION SERVICES WEEK

AN OVERVIEW OF RCP'S SERVICE TO THE COMMUNITY

## FIELD PROJECTS

STAFF PARTICIPATED IN "A BRUSH WITH KINDNESS PAINT DAYS," SPONSORED BY HABITAT FOR HUMANITY INLAND VALLEY, IN WHICH THEY HELPED A SENIOR COUPLE BY PAINTING THEIR FADED MOBILE HOME.



## ADULT + JUVENILE + SOUTHWEST SERVICES

PERRIS, CORONA AND SOUTHWEST PROBATION OFFICES, THE ADULT AND JUVENILE SERVICES DIVISIONS, ALONG WITH THE DAY REPORTING CENTER STAFF, HOSTED AND PARTICIPATED IN A NUMBER OF INDIVIDUAL BLOOD DRIVES SPONSORED BY THE ORGANIZATION LIFESTREAM.



## BANNING OFFICE

THE BANNING PROBATION TEAM ASSISTED THE STAFF AT CAROL'S KITCHEN AS THEY FED THOSE IN NEED IN SEVERAL LOCATIONS DURING THE WEEK.



## JUVENILE SERVICES

THE JUVENILE SERVICES DIVISION ASSISTED THE COMMUNITY SETTLEMENT ASSOCIATION OF RIVERSIDE BY HANDING OUT FOOD ITEMS, AND COLLECTED CANNED GOODS AND HYGIENE ITEMS WHICH THEY DELIVERED THROUGHOUT THE WEEK.



## RIVERSIDE JUVENILE HALL

RIVERSIDE JUVENILE HALL EMPLOYEES, IN CONJUNCTION WITH BUTTERFIELD SCHOOL, RAISED \$200 THROUGH A FUNDRAISING LUNCHEON AND PRESENTED IT IN THE FORM OF A GIFT CARD TO THE ORGANIZATION OPERATION SAFEHOUSE.

## HUMAN RESOURCES

PARTICIPANTS FROM THE HUMAN RESOURCE DIVISION SPENT AN EVENING AT EMERITUS CROWN POINTE, A SENIOR FACILITY IN CORONA, WHERE THEY ENGAGED RESIDENTS IN A GAME OF MYSTERY BINGO AND RAFFLES.



## SPECIAL SERVICES

THE SPECIAL SERVICES DIVISION, IN CONJUNCTION WITH THE CITY OF RIVERSIDE, WORKED ON A GRAFFITI REMOVAL PROJECT NEAR A RAILROAD CROSSING IN RIVERSIDE.



## SUNDAY, JULY 13<sup>TH</sup>

- SPECIAL SERVICES DESERT YAT COORDINATED GAMES FOR CHILDREN AT COACHELLA VALLEY RESCUE MISSION

## MONDAY, JULY 14<sup>TH</sup>

- ASD'S BANNING OFFICE VOLUNTEERED AT CAROL'S KITCHEN
- JSD VOLUNTEERED AT THE COMMUNITY SETTLEMENT ASSOCIATION

## TUESDAY, JULY 15<sup>TH</sup>

- JSD AND SOUTHWEST BLOOD DRIVE
- DESERT SERVICES, IJH, AND YOP SERVED AT COACHELLA VALLEY RESCUE MISSION
- HR PUT ON BINGO NIGHT AT CROWN POINTE AT EMERITUS
- BLYTHE OFFICE CLEANED UP COLORADO RIVER
- ASD'S BANNING OFFICE VOLUNTEERED AT CAROL'S KITCHEN

## WEDNESDAY, JULY 16<sup>TH</sup>

- JSD VOLUNTEERED AT THE COMMUNITY SETTLEMENT ASSOCIATION
- SOUTHWEST PARTICIPATED IN A YARD BEAUTIFICATION PROJECT OF AN ELDERLY COUPLE'S HOME
- DESERT SERVICES, IJH, AND YOP SERVED AT COACHELLA VALLEY RESCUE MISSION





### DESERT SERVICES + INDIO JUVENILE HALL + YOP

THE DESERT DIVISION COMPRISED OF INDIO JUVENILE HALL AND THE YOUTHFUL OFFENDER PROGRAM (YOP) WAS INVOLVED IN SERVING MEALS TO THOSE IN NEED AT THE COACHELLA VALLEY RESCUE MISSION ON SEVERAL OCCASIONS



### BLYTHE OFFICE

STAFF ALSO CONDUCTED A CLEAN-UP PROJECT AT THE COLORADO RIVER GROUNDS NEAR BLYTHE



### DESERT YOUTH ACCOUNTABILITY TEAM

THE DESERT YOUTH ACCOUNTABILITY TEAM SPENT THEIR DAY (SUNDAY JULY 13, 2014) AT THE COACHELLA VALLEY RESCUE MISSION. OUR STAFF PLANNED AN AFTERNOON OF GAMES WITH THE CHILDREN AT THE MISSION INCLUDING: RING TOSS, BEAN BAG TOSS, FREEZE TAG, SPORTS AGILITY EVENTS AND CRAFT MAKING. DURING THE BREAK, THE STAFF PROVIDED THE KIDS WITH A LIGHT AFTER-NOON SNACK



### SOUTHWEST SERVICES

STAFF FROM SOUTHWEST SERVICES TRIMMED AND CUT VEGETATION AROUND AN ELDERLY COUPLE'S HOME



### SOUTHWEST JUVENILE HALL

SOUTHWEST JUVENILE HALL STAFF COLLECTED ITEMS AND CARDS HANDWRITTEN BY DETAINED YOUTH FOR DELIVERY TO MILITARY TROOPS IN AFGHANISTAN.

“Part of the mission of our department is to change lives. While Pretrial, Probation, Parole, and Community Supervision Week is intended to honor our staff for their work, it gives me great pride to see how our staff have chosen to use the focus of the week to find other ways to, ‘Change Lives’. The men and women of our County Probation Department are tremendous people with great hearts and their efforts this week have made a difference to the organizations they assisted and the people they touched.”

- Chief Hake

#### THURSDAY, JULY 17<sup>TH</sup>

- ASD BLOOD DRIVE & BONE MARROW SCREENING
- ASD'S BANNING OFFICE VOLUNTEERS AT CAROL'S KITCHEN
- JSD'S CORONA OFFICE BLOOD DRIVE
- INSTITUTION MANAGERS DONATED THEIR TIME TO THE SECOND HARVEST FOOD BANK

#### FRIDAY, JULY 18<sup>TH</sup>

- ASD'S BANNING OFFICE VOLUNTEERED AT CAROL'S KITCHEN
- JSD VOLUNTEERED AT THE COMMUNITY SETTLEMENT ASSOCIATION

#### SATURDAY, JULY 19<sup>TH</sup>

- SPECIAL SERVICES ASSISTED IN GRAFFITI REMOVAL IN NICHOLS PARK
- FIELD PROJECTS HELPED HABITAT FOR HUMANITY'S "A BRUSH WITH KINDNESS" BY PAINTING AN ELDERLY COUPLE'S FADED MOBILE HOME

#### COLLECTIONS/DONATIONS

- RIVERSIDE ANIMAL SHELTER - ASD
- RCRM CHILDREN'S CANCER WARD - ASD
- SHELTER FROM THE STORM - DSD
- BASKET COLLECTION FOR CROWN POINTE - HR
- OPERATION SAFEHOUSE - RJH
- CARDS FOR TROOPS - SJH









JUVENILE  
SERVICES  
DIVISION

# THE POWER OF EDUCATION

A SPOTLIGHT ON JSD'S TARA WILLEY AND HER CONTRIBUTION TO EDUCATING FAMILIES

**Week in and week out**, hundreds of youth and parents enter a make-shift classroom at the Juvenile Services Division in Riverside to learn about issues that impact their lives on topics that include drug awareness, gang awareness and graffiti offender. These classes provide important information to those in attendance and can be instrumental in helping deter future criminal involvement. A consistent message about these subjects at home, at school and in social circles is an important concept and who better to teach this vital concept than Riverside County Probation Department's very own, Deputy Probation Officer (DPO) Tara Willey.

DPO Willey is responsible for facilitating the Gang Awareness and Graffiti Offender programs each month. Additionally, she regularly educates juveniles and their parents about the negative effects of drug use and the laws pertaining to drug crimes. Parents are taught to recognize drug paraphernalia, how to

identify warning signs of drug use in their teens, the legal consequences of drug use as it relates to Probation and how to effectively parent a teen suspected of drug use. The presenters include representatives from the District Attorney's Office, Probation Department, a former gang member and a recovering drug addict. The class is unique in that it involves separating the juveniles and parents which allows the attendants to speak freely and inquire without judgment. Longitudinal data collected suggests an average 70% success rate for all minors who attended the class in 2012. This translates into outstanding success – on average, 70% of the minors who were referred at intake and took the class had not reoffended as of March 2014.

DIVISION DIRECTOR

**PATRICIA MENDOZA**



DPO TARA WILLEY

JUVENILE  
SERVICES  
DIVISION

# THE 10TH ANNUAL WRAPAROUND UNITY DAY

JSD AND RCDMH HOST A FUN SUMMER EVENT FOR WARDS OF THE COURT

**The 10th Annual Wraparound Unity Day**, presented by the Riverside County Probation Department Juvenile Services Division and the Riverside County Department of Mental Health, was a refreshing treat on a hot summer day for those families participating in the event. Families of approximately 20 wards of the Court (currently receiving Wraparound services) gathered at Heritage Park on July 31, 2014, to enjoy games, jumpers, fun and food. The snow cone stand was perhaps the biggest attraction and a sweet way to cool down as the temperature soared. However, the most rewarding part of the event was observing at-risk youth enjoy the day and interact with their siblings and parents in a way many of them would not have imagined possible a year or even just months earlier.

Each family in attendance received a picnic-themed gift basket as a means of encouraging them to continue their involvement in family outings. Additionally, each of the youth participating in the Wraparound program received an individualized certificate acknowledging a specific goal he or she met over the last year. These certificates highlighted achievements such as obtaining sobriety and progressing in school. Probation Officers along with Department of Mental Health Parent Partners, behavioral health specialists, and Wraparound facilitators were on hand to celebrate with the minors and encourage them to continue on their positive paths toward rehabilitation.

SUPERVISING PROBATION OFFICER

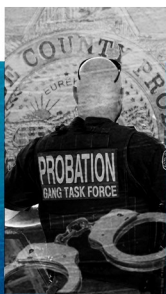
**BRENDA WATERMAN**



ABOVE LEFT: DPO STEPHANIE LUONG (MIDDLE) WITH JESENIA HARRIS (LEFT) AND MARY STABLE (RIGHT)  
ABOVE: DPO STEVE KIKUCHI (LEFT) AND DPO ROBERT CESCOLINI (RIGHT)





SPECIAL  
SERVICES  
DIVISION

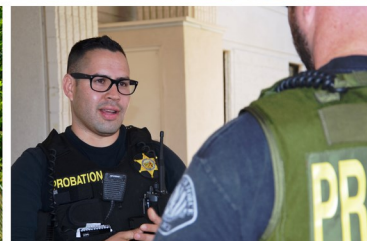
## PROTECTING OUR COMMUNITY: SUPPRESSING CRIMINAL ACTIVITY

**Suppression is a necessary element** in the prevention of crime and recidivism. On August 14, 2014, deputies from the Palm Desert Special Enforcement Teams and task force officers from the East, West and Central Post-Release Accountability and Compliance Teams (PACT), conducted a sweep in the cities of Palm Desert, Rancho Mirage, and Thousand Palms. The purpose of the operation was to locate offenders on Post Release Community Supervision (PRCS) and Mandatory Supervision (MS) who have absconded, as well as contact individuals on those caseloads identified as "high risk" to ensure they are in compliance with their conditions of release.

As a result of the sweep, subjects were arrested for new law violations and for violating the conditions of their PRCS, MS and formal probation. The teams also located and seized 52.1 grams of methamphetamine.

Realignment has shifted the burden of supervision of many offenders released from state prison from the state parole system to county probation departments. In an effort to

improve oversight and accountability for this population, the Riverside County Probation Department has assigned a deputy probation officer to each PACT and is working in collaboration with other local law enforcement agencies to enforce the conditions of community-based supervision grants and actively pursue offenders who fail to remain compliant with the court-ordered conditions of release. The operation was deemed a success, but most importantly, each officer returned home without injury or incident.

SOUTHWEST  
SERVICES  
DIVISION

## OPERATION DISRUPTION

**On June 11, 2014**, the BNSF (Burlington North Santa Fe) Railway Police Department's Crime Response Team comprised of Los Angeles, San Bernardino, Barstow and Fresno officers, in conjunction with the Riverside County Probation Department and the United States Marine Corps Criminal Investigations Division, initiated "Operation Disruption."

The following is a summary of the BNSF debrief prepared by Special Agent Gates. In June of 2014, the Crime Response Team gathered intelligence on a mobile home park located in the City of Corona. The investigation revealed numerous persons on active probation for offenses including train burglary and possession of stolen property. On June 11, the operation was put into action with four (4) teams of special agents, including Riverside County Deputy Probation

Officers Naomi Durley, Annaly Gallegos, and William Pinney.

The operation was deemed successful and resulted in three arrests: an adult male who was found to be under the influence of a controlled substance; and, two juvenile males who were found to be in possession of a loaded magazine and several boxes of ammunition. Without a doubt, the operation had a significant impact in the small mobile home community. With the large presence of personnel, a clear message was sent to those responsible for recent criminal activity against the BNSF Railway. Working relations were established between the agencies involved. Special Agent Gates concluded by saying, "Thank you all for your strong work ethic, dedication and positive attitudes. Our team looks forward to inviting all of you back for future operations."



DIVISION DIRECTOR

**PATRICIA MENDOZA**







## RIVERSIDE WALK



## SOUTHWEST WALK



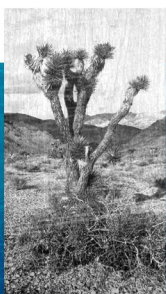
NEXT EVENT  
**DESERT WALK**  
Thursday, October 23, 2014  
INDIO PROBATION FIELD OFFICE

On June 3rd, 2014, the first "Walk with the Chief" fundraiser was held in Hunter Hobby Park in Riverside. The second walk took place in the southwest region at Spencer's Crossing Sports Park in Murrieta on August 26th. The purpose of Walk with the Chief is to promote workplace wellness and encourage staff to take the first step in improving their personal health. Staff members contribute to the American Heart Association's great cause and enjoy a fun afternoon with coworkers. The third walk is slated to take place on October 23rd at the Indio field office. Don't miss out on this opportunity to develop physical wellness and to help in the fight against cardiovascular diseases.

For more information, visit AHA online at [www.heart.org](http://www.heart.org)





DESERT  
SERVICES  
DIVISION

# BLYTHE PROBATION OFFICE CONDUCTS FIELD OPERATION

On August 27, 2014, the Blythe Probation Office conducted a field operation with the assistance of the Blythe Police Department, Blythe Narcotics Enforcement Team, Riverside County Sheriff's Department, California Department of Corrections and Rehabilitation canine units, and the United States Border Patrol Blythe Sector. Two teams targeted 27 locations within the city and county. Senior Probation Officer Lilja Whiting and Deputy Probation Officer Ashley DeFreese were the team leads. Probation Assistant Joshua Penley and Supervising Probation Officer Cristine Castro assisted in the office with record checks, booking authorization forms and probable cause statements. As a result of the successful operation, arrests were made for possession of controlled substance, possession of stolen property, possession of false documents, and violation of a criminal protective order. Offenders were also arrested for violating their probation and one received a flash incarceration. As always, the collaboration and assistance provided by local law enforcement to the Blythe Probation Office is greatly appreciated and fosters the networking and positive collaboration between agencies.



ABOVE RIGHT: SENIOR PROBATION OFFICER **LILJA WHITING** AND DEPUTY PROBATION OFFICER **ASHLEY DEFRESE** WITH MEMBERS FROM THE CDC CANINE UNITS AND U.S. BORDER PATROL BLYTHE SECTOR

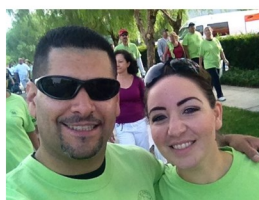
ABOVE LEFT: MEMBERS FROM THE BLYTHE POLICE DEPARTMENT, RIVERSIDE COUNTY SHERIFF'S DEPARTMENT, CDC CANINE UNITS, AND BLYTHE NARCOTICS ENFORCEMENT TEAM



## a life transformed



ABOVE LEFT: JOHNNY'S "BEFORE AND AFTER" PICTURES  
ABOVE RIGHT: JOHNNY WITH HIS WIFE AND SON



In 2011, Johnny Ortega was asked to participate in the Baker to Vegas Challenge Relay, the world's most prestigious and unique law enforcement foot race, which starts in Baker, California and ends in Las Vegas, Nevada. Runners from over 270 law enforcement agencies around the globe battle it out every spring for the chance of winning the coveted cup trophy. Little did Johnny know that his decision that day would forever transform his life.

As he began his training regime, the thrill of running awoke a drive from within which hadn't surfaced since his time in the military. He subsequently began to make lifestyle changes that contributed to his weight loss and dramatically improved his running speed. Johnny's newfound passion and commitment was reflected in his home and work life. After he was selected as Riverside Juvenile Hall's Heart Walk team captain, his team raised an impressive \$3,250. His wife Mayra (also a



Riverside County Probation employee) and their children were swept up in the enthusiasm and began running with him. Soon, Johnny's 53-year old mother, who previously showed no interest in physically challenging activities, caught the wave of excitement about running. Instead of assuming her intended role as a driver at the Tram Road Challenge Run in Palm Springs, she parked her car and donned her running shoes to participate with the rest of the family.

Johnny is currently the running captain for the Probation Department's Baker to Vegas Team. He continues to motivate and inspire his teammates, family and those with whom he works. Baker to Vegas was not a single day event for Johnny, but rather a life-changing decision!







# READY RESPONSE

ACTIVE SHOOTER SCENARIO TRAINING

On August 19, 2014, the department conducted an Active Shooter and Rapid Response training at the Van Horn Youth Center. An active shooter is defined as “a situation where one or more people are in the process of causing death or injury, or posing an immediate danger thereof.” This training focused on teaching the proper type of response and tactics for armed officers to employ in the event of an active shooter scenario. The training was held in a four-hour block with two identical classes held that day. Armed units were encouraged to attend together to provide the opportunity to train with the people they work with, and those they would most likely respond to a situation with. The training involved the use of Simunition guns that fire paint marking projectiles that mimic the function of the officers’ actual firearms, and greatly enhance the quality and realism of the training. Task force officers volunteered in each block of training to act as the role players to give greater realism to the scenarios.



ABOVE: PROBATION OFFICERS TRAINING IN ONE OF VAN HORN'S HALLWAYS  
BELOW: AN EXAMPLE OF THE ROUNDS USED IN TRAINING



## BLUEPRINT TO THE FUTURE

### FY 2014-2015 SERVICE AND BUSINESS PLAN



#### SERVICE AND BUSINESS PLAN

FISCAL YEAR 2014-2015



Riverside County Probation Department's Service and Business Plan for fiscal year 2014-2015 is now available. A digital copy has been placed on each employee's computer desktop, so access has never been easier! The Riverside County Probation Department continues to emerge as a leader in the field of corrections due to its strong executive leadership, experienced management, well trained and skilled work force, solid infrastructure and evidence-based practices. We encourage you to read through and see just how our department intends to improve its service and achieve its many goals.





# CCPIA

Community Corrections Performance Incentive Act

## EMPLOYEE OF THE QUARTER

Congratulations to Desert Services Division, Deputy Probation Officer II Marisol Riley, our Community Corrections Performance Incentive Act (CCPIA) Employee of the Quarter. This distinction is awarded to a Deputy Probation Officer or Senior Probation Officer assigned to a caseload of formal probationers who have been assessed as high or medium risk. Marisol was recognized for her extraordinary work performance during the 2nd Quarter of 2014 (April through June). Specifically, Marisol worked diligently to provide her clients with appropriate referrals to mental health, substance abuse, outpatient and residential treatment programs. She promoted their participation in the Courage to Change Program which is an interactive journaling process that provides high-risk offenders with an opportunity to identify and target risk/need areas allowing them to take ownership of the choices and actions that lead to positive change. Of the clients she referred for services, 70% successfully completed a treatment program during the reporting period. In addition to the efforts she made effectively rehabilitating her clients, Marisol demonstrated a high level of commitment to her job and fellow staff. She consistently provided guidance and training to her peers and offered assistance wherever needed. As such, Marisol is to be commended for her overall professionalism, dedication and hard work. Congratulations, Marisol, on your well-deserved achievement!



SUPERVISING PROBATION OFFICER

**LATOYA THOMAS**



## 2ND ANNUAL SECRETARIES CONFERENCE

The 2nd Annual Secretaries Conference was held on May 22, 2014, and made quite the impression on the attendees. Guest speakers included Supervising Accountant Susan Mosallam and Administrative Services Officer Angelica Rodriguez. Together, they brought a wealth of information to the conference and sent us away with new information and a better understanding of some of the complicated programs and changes we deal with daily in our divisions. These

conferences are not only vital to the learning and bonding experience, they help keep our skill sets current. Upcoming conference topics include job building skills, training on Excel, PowerPoint and information on bilingual and Family and Medical Leave Act (FMLA) forms. Guest speakers on various subjects will continue to be invited to share their areas of expertise with the group. The Secretaries Conference provides the opportunity to share, learn and shine.



BACK (FROM LEFT): NANCY PEASE, JACKIE STOLL, CARLA LEUNG-WO, AND CATHY PIECH  
FRONT (FROM LEFT): GERI WATSON, SHERRI SNIFF, AND GAIL MOORE  
NOT PICTURED: KATHRYN GREEN, MICHELE GRENOWICH, KELLY LOBO, STEPHANIE LUNDY, AND ELIZABETH MARTINEZ-LEON

SECRETARY II

**NANCY PEASE**





## PROMOTIONS

# CHERYLYN WILLIAMS

ADMINISTRATIVE SERVICES MANAGER II

One of the silent supporters in the achievements accomplished by the Probation Department and meeting our mission of "Serving Courts, Protecting Our Community, and Changing Lives" is the Fiscal Services Division. A small division of 16 staff provides a variety of support functions to ensure that services, sometimes taken for granted every day, are available to conduct business. These range from items as basic as a county car being available for use, to making sure vendors are paid, maintaining the office space we work in everyday, ensuring the budget is adequate to fund payroll, operating state-mandated programs, and allowing for the development of our ever-changing clientele.

Having been selected to lead this group of dedicated Probation employees is an honor and a privilege. I began my career with the department seven years ago as an Office Assistant III and have worked my way through the ranks to my current position as Administrative Services Manager II. Throughout my career with Probation, I have worked in all aspects of accounting, including accounts payable, grant accounting and budget development; opportunities which have provided me a unique perspective of the Probation Department's financial operations.

My goals moving forward are many; however, in the next few years the Fiscal Services Division's main focus will be ensuring compliance. While this may seem a simple concept, compliance is composed of many smaller components that require diligence to implement, maintain and enforce. Our focus as a team will include the Federal and State Grant Guidelines and the Riverside County policies and procedures, with emphasis on the purchasing policies and procedures; all the while continuing to look for ways to improve our current methods of operation, systems, processes and procedures so that our fiscal team is successful and always working toward achieving higher levels of performance.

-Cherilyn



## ADDITIONAL PROMOTIONS & CHANGES OF CLASSIFICATION

**SABRINA ALEX** / ACCOUNTANT II ↗ SENIOR ACCOUNTANT

**NEYDA CARRASCO** / PROBATION ASSISTANT ↗ PROBATION SPECIALIST

**JESSICA HOLSTIEN** / ACCOUNTANT II ↗ SENIOR ACCOUNTANT

**LESTER JACKSON** / SENIOR PROBATION CORRECTIONS OFFICER → DEPUTY PROBATION OFFICER I

**IRIS LOPEZ** / REVENUE & RECOVERY TECH II → DEPUTY PROBATION OFFICER I

**SHARON LYNCH** / OFFICE ASSISTANT III ↗ SUPERVISING OFFICE ASSISTANT I

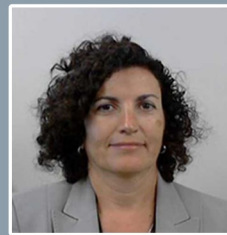
**MARIA ORTIZ** / OFFICE ASSISTANT II ↗ PROBATION ASSISTANT

**TRAVIS ZMOTONY** / PROBATION CORRECTIONS OFFICER II → DEPUTY PROBATION OFFICER I

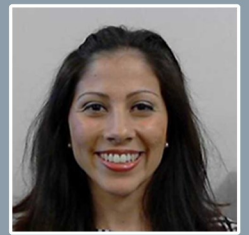
↗ = PROMOTION

→ = CHANGE OF CLASSIFICATION

## NEW ASSISTANT PROBATION DIVISION DIRECTORS



**MICHELINA AYBAR**  
SOUTHWEST SERVICES DIVISION



**ELISA PORRAS**  
DESERT SERVICES DIVISION





DEADLINE TO SUBMIT ARTICLES FOR THE NEXT ISSUE IS  
**DECEMBER 1, 2014**  
EMAIL YOUR SUBMISSIONS TO  
**CESHEPHE@RCPROB.US** AND **NLUNDBERG@RCPROB.US**



SERVING COURTS · PROTECTING OUR COMMUNITY · CHANGING LIVES

**RIVERSIDE COUNTY**  
**PROBATION**  
D E P A R T M E N T

**MARK A. HAKE**  
CHIEF PROBATION OFFICER

**ROSARIO R. RULL**  
ASSISTANT CHIEF PROBATION OFFICER

**STACY ADAMS-METZ**  
CHIEF DEPUTY PROBATION OFFICER

INSTITUTION SERVICES

**BRYCE HULSTROM**  
CHIEF DEPUTY PROBATION OFFICER

FIELD SERVICES

**RON MILLER**  
CHIEF DEPUTY PROBATION OFFICER

FIELD SERVICES

**DOUGLAS MORENO**  
CHIEF DEPUTY PROBATION ADMINISTRATOR

ADMINISTRATIVE AND BUSINESS SERVICES

**ELIZABETH STEVENS**  
DIVISION DIRECTOR  
PUBLIC RELATIONS

**CARI SHEPHERD**  
DEPUTY PROBATION OFFICER  
DEPARTMENT RECRUITER

**NADINE LUNDBERG**  
DEPUTY PROBATION OFFICER  
EDITOR

**JAVIER SANTOS**  
OFFICE ASSISTANT  
GRAPHIC DESIGNER

**RIVERSIDE COUNTY PROBATION DEPARTMENT**  
ADMINISTRATION AND EXECUTIVE OFFICE

P.O. BOX 1260  
3960 ORANGE ST., SUITE 600  
RIVERSIDE, CA 92501

PHONE: (951) 955-2830  
FAX: (951) 955-9150  
HOURS: MON-FRI 8AM-5PM

