



RC P

QUARTERLY

VOLUME III
ISSUE II
FALL 2016



**PROBATION OFFICERS USE TECHNOLOGY TO
EXPLORE NEW WAYS TO SUPERVISE CLIENTS** PGS. 12-13
BY SUMMER MCGILL

FEATURE

ENGAGEMENT & TECHNOLOGY

MESSAGE FROM THE CHIEF

FALL 2016



HAPPY HOLIDAYS! ANOTHER YEAR IS BEHIND US AND IT HAS BEEN A YEAR OF GREAT CHALLENGES AND OUTSTANDING ACCOMPLISHMENTS. LAST DECEMBER, OUR NEIGHBORS IN SAN BERNARDINO WERE FACED WITH A TERRORIST ATTACK THAT CLAIMED THE LIVES OF 14 VICTIMS AND SERIOUSLY INJURED ANOTHER 22. WE SHARED IN THEIR PAIN AND RECOGNIZE THEY ARE, "SAN BERNARDINO STRONG". OUR TIME AND MINDS WERE OCCUPIED BY ONE OF THE MOST CONTENTIOUS PRESIDENTIAL ELECTIONS IN OUR LIFETIME. WE WITNESSED RACE AND COMMUNITY RELATIONS DETERIORATE ACROSS OUR NATION IN A WAY THAT LEFT OUR LAW ENFORCEMENT BROTHERS AND SISTERS TARGETED FOR ASSASSINATION AND PERSONALLY IMPACTED US WITH THE LOSS OF TWO PALM SPRINGS POLICE OFFICERS. WHILE THESE EVENTS SEEM LIKE WE LIVE IN A WORLD OF CHAOS, AS CHIEF OF OUR DEPARTMENT, I LOOK BACK ON 2016 WITH PRIDE AS OUR AGENCY HAS REMAINED COMMITTED TO CHANGING LIVES. I SEE YOUTH IN OUR JUVENILE FACILITIES WHO COMPLETED THEIR HIGH SCHOOL EDUCATION, ARE ATTENDING COLLEGE, AND ARE EMPLOYED OUTSIDE OF OUR FACILITIES. IN FIELD SERVICES, I SEE A NEW COMMITMENT TO ENGAGING OUR CLIENTS AND AN EFFORT TO USE TECHNOLOGY IN OUR WORK IN NEW CREATIVE WAYS THAT ALLOW US TO BETTER FULFILL OUR MISSION. AS YOU AND YOUR LOVED ONES CELEBRATE THIS HOLIDAY SEASON, WE LOOK FORWARD TO 2017 WITH GREAT ANTICIPATION, AND MY HOPE IS FOR PEACE ON EARTH AND GOODWILL TO ALL.



MARK A. HAKE
CHIEF PROBATION OFFICER



THE EXECUTIVE TEAM

CONTENTS

- | | |
|------------|---|
| 4-5 | "I AM RCP" STAFF SPOTLIGHT DIANA LUCKETT |
| 6 | DPO BUFFINGTON WINS THE BRONZE BOBBIE ELLIS |
| | GEARING STUDENTS FOR SUCCESS AMANDA HARTMANN |
| 7 | 2016 COMMUNITY PARTNER'S FORUM NADINE LUNDBERG |
| 8 | ENRICHING YOUTH'S LIVES THROUGH MUSIC DI NISHA SANCHEZ |
| | GIRLS CIRCLE BRANDI KRALL & SARA RHOADS |
| 9 | BADGES VS. KIDS CRYSTAL NIETO |
| | CULTURE OF HEALTH & THE SAN DIEGO PADRES ERIK KASSICK |
| 10 | CHANGING LIVES & SAVING LIVES JENNIFER COTTON |
| | OPPORTUNITY FOR CHANGE KATHRYN MAHONEY |
| 11 | PCO CORE 007 + DPO CORE 010 |
| 12 | EVOLUTION OF TECHNOLOGY VIRGINIA SALHANI |
| | ENGAGEMENT & TECHNOLOGY SUMMER MCGILL |
| 13 | INNOVATIVE COMMUNICATION CHARLES ROBERTS |
| | INFORMATION TECHNOLOGY JOE ATALLA |
| 14 | STRIVING FOR EXCELLENCE MONICA BASQUEZ |
| 15 | BEHIND THE BADGE LINDA DRAKE |
| | A WALK FOR A HEALTHY LIFESTYLE PAULINA SMYKOWSKA |
| 16 | YOUTH STRENGTH ACADEMY RIVERSIDE REVIEW JESSICA MUSKATELL |
| 17 | YOUTH STRENGTH ACADEMY DESERT REVIEW BARBARA BANDY |
| 18 | SUCCESS THROUGH PERSEVERANCE ARACELY MARKS |
| 19 | POLARIS AWARDS VIRGINIA SALHANI |
| 20 | LUNCH WITH THE CHIEF JAIME MACLEAN |
| 21 | EMPLOYEE RECOGNITION & AWARDS CEREMONY SAVE THE DATE |
| 22 | FAREWELL ADDRESS ROSARIO R. RULL |
| 23 | PROMOTIONS |



DIANA LUCKETT

HOUSE MANAGER



I AM RCP

STAFF SPOTLIGHT

1. What motivated you to begin a career with the Riverside County Probation Department?

I was about to turn 21 and wanted a stable job. I saw working for the County as a great opportunity!

2. How many years have you worked for the department?

I've worked for the department for about 14 ½ years.

3. What is your current position? Describe your responsibilities within your current role.

My current position is a House Manager at Southwest Juvenile Hall. I manage all purchasing for the facility, deal with vendors, obtain bids, and coordinate with our Account Tech to make sure we are in compliance. I also supervise laundry and warehouse operations, ensuring youth have clean clothing and hygiene supplies. For this to happen, I need to make sure there is coverage seven days a week, 365 days a year.

4. Many people change careers during their lifetime; what motivates you to continue your career with the department?

Working for probation has led to many positive life changes that have made me happy. Happiness is important and I love doing what I do.

5. Thinking back to when you first began with the Probation Department, did you set a career path goal?

I found my path through encouragement from Administration and meeting personal challenges.

6. What goals have you set out to accomplish in your current position?

I would like to continue to evolve and stay up-to-date in terms of meeting the needs of the department. One of my main goals is to help the facility maintain efficiency.

7. What do you enjoy about your current position? What are the challenges?

I enjoy pretty much everything. Not only do I get to work at Southwest Juvenile Hall, but I also get to assist the other institutions. I love to help out when needed! One of my challenges is to navigate between agencies and departments and coordinate the different guidelines and procedures.

8. What CORE VALUES do you believe are most important to the success of our employees or interested job seekers?

To me, the most important core values are integrity, accountability, honesty, and most of all RESPECT!

9. What are some of the assignments you have held in the department, and do you have any memorable moments to share?

I started as a laundry worker at Southwest Juvenile Hall and promoted to the House Manager position. I was also given the opportunity to work in Administration, first as a Buyer Trainee and then as a Buyer I. One of many memorable moments for me is when retired Chief Deputy Tom Gardner gave me a letter of appreciation for cost saving strategies I used resulting in a \$19,000 annual cost savings for Southwest Juvenile Hall. That one specific memory pops out for me because I didn't realize my work was being noticed; to me, I was simply doing my job.

10. Based on your experience, do you have any words of advice for staff?

I always say, just do your job and take that extra step; be proud of what you do no matter how small the task is.

11. Do you have any hobbies or outside interests you would like to share?

Wow, I love shopping! I don't know if collecting makeup and perfume is considered a hobby. I enjoy spending time with my family, going to the movies, and I also love to cook, which can be a bad thing!



SOUTHWEST
SERVICES
DIVISION

DPO BUFFINGTON WINS THE BRONZE!

DPO TYLER BUFFINGTON COMPETED IN POCKET BILLIARDS AT THE UNITED STATES POLICE AND FIRE CHAMPIONSHIPS

On June 21, 2016, Deputy Probation Officer (DPO) Tyler Buffington, assigned to the Southwest Services Division, competed in the 9 ball portion of Pocket Billiards at the United States Police and Fire Championships in La Mesa, California. This was the 50th anniversary of the prestigious event. The Championships consisted of a wide variety of events including baseball, basketball, weightlifting, slow pitch softball and target shooting. DPO Buffington has been playing pool for roughly four years and has competed in numerous tournaments, as well as National Championships. DPO Buffington beat out opponents from Texas and California while on his way to the semi-finals, where he lost 5-4 in a hard fought battle for the eventual Gold Medal. However, he walked away with the Bronze Medal in the 9 ball portion of the Championships! DPO Buffington was pleased with his performance considering he was the youngest competitor, it was his first year competing in the event and he was competing with returning participants and previous medal winners. As a representative of the Riverside County Probation Department, DPO Buffington presented

a positive image and was thankful for the opportunity to participate in the prestigious event and meet other law enforcement officers and fire fighters from around the country. His commitment to improvement and growth has DPO Buffington looking forward to participating in the 2017 Championships. His success in the event will hopefully encourage other individuals within our department to participate. The experience is a great opportunity for any active or retired law enforcement officer or firefighter. DPO Buffington has brought home his Bronze Medal to Riverside County, and he hopes this is just the first of many medals to be won on behalf of the Riverside County Probation Department in the years to come.



SUPERVISING PROBATION OFFICER
BOBBIE ELLIS



DPO TYLER BUFFINGTON

DESERT
SERVICES
DIVISION

GEARING STUDENTS FOR SUCCESS

HAIRCUTS AND SCHOOL SUPPLIES WERE IN ORDER FOR DESERT YOUTH

Returning to school after a long summer break can be an exciting time for teenagers. Part of the anticipation comes from being prepared, which increases the chances of success during the school year. To help ensure a level playing field for those beginning the new school year, the Desert Services Division's Indio Juvenile Supervision Unit set their sights on ensuring youth had the essentials for the first day of school with a backpack full of school supplies and a fresh haircut. Senior Probation Officer (Sr. PO) Susana "Suzie" Hernandez, and Deputy Probation Officers Moises Barragan and Ashley Stratman joined forces to make it happen. During their August home visits, DPO's Barragan and Stratman identified youth from the Coachella, Indio and La Quinta communities in need of school supplies. With the department's focus on pro-social activities for the youth in our communities, Sr. PO Hernandez collaborated with the Boys and Girls Club of Indio to assist the youth with school supplies and encourage community involvement. As a result of this collaboration, the youth were given backpacks filled with supplies and are now eligible to participate in free programs, events, and services with their club membership.

Sr. PO Hernandez also partnered with the International School of Beauty in Palm Desert to provide haircuts for the youth. On August 24, 2016, students from the school happily volunteered their services, and provided haircuts for the youth, with DPO's Barragan and Stratman providing transportation. "You could tell they felt really good and confident after the cuts," DPO Stratman said. DPO Barragan commented that when delivering backpacks to one of his youth, he asked him about school supplies. The youth said he was going to take some paper and didn't sound confident about going to school. "It felt great to see him smile. He tries to be hard, but I could tell he was happy." The Indio Juvenile Supervision Unit is thankful and appreciates the Boys and Girls Club of Indio and the International School of Beauty for their collaborative efforts in sending our youth to school prepared and confident.



SUPERVISING PROBATION OFFICER
AMANDA HARTMANN



DEPUTY PROBATION OFFICERS ASHLEY STRATMAN AND MOISES BARRAGAN

2016 COMMUNITY PARTNER'S FORUM

by Deputy Probation Officer Nadine Lundberg

"Improving Child Safety Through Partnership" was the theme of this year's Community Partners Forum held at the Moreno Valley Conference and Recreation Center. The purpose of this year's event was to continue mutual efforts between agencies to collaborate, commit, and provide care and treatment for the youth and families under our supervision and in our communities. Agencies hosting the event included the Riverside County Department of Social Services (DPSS), Children's Services Division, The Riverside County Probation Department (RCP), and HOPE Collaborative, also known as the Child Abuse Prevention Council for Riverside County.

The audience was welcomed by DPSS Director Susan Von Zubern and Chief Probation Officer Mark A. Hake. DPSS Assistant Director Marie Brown-Mercadel, Ph.D., and Supervising Probation Officer Mirna Pineda provided updates regarding the System Improvement Plan (SIP) for each agency as it applies to the placement of youth in private facilities, group homes and foster care. Also present were various community partner agencies providing pamphlets, referral forms, and advice to those in attendance.

A special treat for participants included a buffet breakfast and lunch catered by Boys Republic, a private, non-profit school and treatment facility for troubled youth. Treatment Director Garry Hodge, Ph.D., expressed thanks to the Probation Department and other agencies for having supported the residential treatment facility over the years.

The event served as an opportunity for various agencies to connect and enjoy a sense of camaraderie with one another while showcasing new concepts, providing updates regarding current programs and acknowledging mutual goals and accomplishments. Hopefully, through our combined efforts, we can provide hope and direction to those in need and continue our department's mission of "Changing Lives."



THE EVENT TOOK PLACE AT THE MORENO VALLEY CONFERENCE CENTER



TABLE FOR THE RIVERSIDE COMMUNITY HEALTH FOUNDATION



ASSISTANT DIRECTOR PARIJA JAIME AND CHIEF DEPUTY PROBATION OFFICER STACY ADAMS-METZ



CHIEF MARK A. HAKE WITH CHIEF DEPUTY PROBATION OFFICER BRYCE HULSTROM

ENRICHING YOUTH'S LIVES THROUGH MUSIC

The staff and youth at Southwest Juvenile Hall (SJH) had the esteemed pleasure of welcoming Billboard chart topping singer/songwriter Lara Landon and her fellow band members, Brian Alexander and Jonathan Warren, to their facility on July 1, 2016. These talented musicians performed in the dining hall and immediately captured the attention of the audience. They complimented their vocals with a variety of instruments such as the keyboard piano, fiddle, violin, ukulele, hand drums, spoons, and even a washboard. The use of various instruments intrigued the youth and encouraged them to ask questions about the instruments and how they are played.



LARA LANDON PERFORMING AT SOUTHWEST JUVENILE HALL

The band performed an array of songs written by the musicians and based on their personal experiences such as "Turn It Around", "Closer", and a comical tune entitled "Leave My Beard Alone." Lara Landon shared a song titled, "I See God in You" with the youth. Landon shared a personal story about the time she spent in Haiti doing missionary work, providing medical aid to the sick and destitute. One of her memories was of a young boy who was unable to play basketball with the other kids because his feet were bleeding and broken. After providing aid and sending the youth back to his impoverished family, she wondered if she would ever see him again. However, one day in church, she saw not only the boy, but his family singing praises and smiling from ear to ear appreciating their blessings despite what little they had. Landon concluded that the young boy was truly wealthy because of his joyful spirit and appreciation for life despite what others would see as hardship. Landon encouraged the youth at SJH to appreciate everything they have no matter what their circumstances and to remember that true wealth comes from within.

Landon's band member and fiancé, Brian Alexander, also sang songs from his current album, shared personal stories and inspired the youth to strive for more in their lives and to never give up. Band member Jonathan Warren performed a solo rendition of his song and flawlessly complimented the performances with the use of his violin.

The youth and staff at SJH are truly grateful to have had such talented musicians take the time to come and share their astounding vocals, instrumental education, and inspirational messages. Following the performances, the youth anxiously inquired as to when the band would return and were hopeful it would be very soon. We thank these musicians for helping to enrich the lives of these youth through the medium of music.



PROBATION CORRECTIONS OFFICER
DI NISHA SANCHEZ

DEVELOPING SELF-CONFIDENCE THROUGH SELF-EXPRESSION

On June 29, 2016, the first session of Girls Circle, an evidence-based gender responsive program, was offered to female youth at Riverside Juvenile Hall (RJH). The program curriculum consists of several rehabilitative sessions presented over a period of eight weeks.

Youth begin each Girls Circle session with a check-in process and have the opportunity to share as much or as little as they wish. Facilitators use discussion questions to guide an open dialogue and encourage pro-social conversation. Youth then take part in a creative activity to go along with the weekly theme. Some of the activities include developing group guidelines, setting individual goals, writing journal entries, and creating mandalas and a friendship quilt. Each week, youth are given the chance to share and provide details about their creations. At the conclusion of each session, they are given a question to go along with the theme and a chance to share using the talking piece, such as a sensory bottle (filled with water, glitter and confetti). This provides a comfortable setting for the youth to state their goals for the week and share what they have learned about themselves in the session.

On August 24, 2016, youth completed the 1st curricula titled, "Who I Am" which centered on self-expression, personal growth and building trust and friendships. Each youth received a certificate of completion or participation, based on the number of sessions attended. Youth provided the following responses regarding their feelings about the program:

"It means peace and a chance to be able to share how I feel with others hearing me." - Maria

"I love coming to Girls Circle. We can talk about stuff and not worry about anyone talking about it. When I come to Girls Circle I feel people care about me." - Natalie

"It means time away from the unit and focusing on me." - Amalia

"I've been in Girls Circle for 8 weeks. I joke around laugh and be myself. In the beginning of Girls Circle I didn't take it serious. One day I was really upset. I did come to group and I spoke up about what was bothering me, and the girls listened to me and that day I learned what Girls Circle meant to me. It's all about respect for others and getting to know yourself." -Antoinette

On August 10, 2016, the program was transferred to Southwest Juvenile Hall (SJH) following the closure of the girls unit at RJH. Trained probation staff will continue to facilitate Girls Circle at Southwest Juvenile Hall and the Alan M. Crogan Youth Treatment and Education Center (AMC-YTEC) upon its opening. This program serves as an example of how an individual's life can be positively impacted within the institution, creating the momentum for change and rehabilitation within the community.



SENIOR PROBATION CORRECTIONS OFFICER
BRANDI KRALL



PROBATION CORRECTIONS OFFICER
SARA RHOADS



DESERT
SERVICES
DIVISION

BADGES VS. KIDS BRINGS COMMUNITY TOGETHER

ANNUAL BASKETBALL GAME BRIDGES THE GAP BETWEEN THE JUSTICE SYSTEM AND OUR YOUTH

On August 9, 2016, the Desert Services Division held its 2nd Annual 'Badges VS. Kids' basketball game at the Indio Recreation District. Probation Officers, District Attorneys, Border Patrol Agents, and Police Officers took to the floor and challenged 11 probation youth assigned to the desert division and the Indio Youth Treatment and Education Center (I-YTEC). The game was played in front of 100 recreation participants, including probation staff, Court staff and community members. The youth and agency players were provided game shirts for the event and the youth were also presented with certificates of participation. All participants, agency attendees and the youth's families were treated to lunch on site after the game. This event provided a safe place for the youth, the agencies, and the community to connect with one another in a fun and friendly atmosphere. The Badges won by only a basket, and, in the end, the youth and their families were able to see the commitment all of the agencies have in working together to foster positive relationships and assist the youth in succeeding.

SENIOR PROBATION OFFICER

CRYSTAL NIETODESERT
SERVICES
DIVISION

CULTURE OF HEALTH TEAM ENJOYS A PADRES GAME

THE CULTURE OF HEALTH SOCIAL ELEMENT ORGANIZED A TRIP TO SEE THE SAN DIEGO PADRES



The County of Riverside has proven their commitment to providing the best workplace environment possible that benefits employees' health through the enactment of the Culture of Health (COH) Program. The mission of the program is to create a healthy and supportive work environment where all county employees can easily access the resources and services intended to help improve and maintain their health and wellness. The program encompasses elements specific to Physical, Social, Community, Career and Financial well-being.

On August 7, 2016, the COH Social Element organized a trip to San Diego for Riverside County

Probation Department's staff members and their families to watch the Padres take on the Philadelphia Phillies at Petco Park. Approximately 65 tickets were purchased for the final game of a three game series, which was held on a Sunday afternoon under ideal weather conditions. Unfortunately, the outcome for the Padres was less than ideal, as the Phillies returned to Philadelphia victorious. Nonetheless, those in attendance enjoyed outstanding views of the entire stadium from their seats behind home plate, and shared a sense of camaraderie.

The Probation Department's COH Program has many exciting events planned for the upcoming

months, and encourages your participation. Additional information can be located on your worksite COH bulletin board or at cultureofhealth.rc-hr.com/

SENIOR PROBATION OFFICER

ERIK KASSICK

ADULT
SERVICES
DIVISION

HELPING THE HOMELESS

RCP COLLABORATES WITH OTHER AGENCIES TO ASSIST THE HOMELESS POPULATION

On January 26, 2016, Riverside County Probation Department staff assisted the Department of Public Social Services (DPSS) with the Point-In-Time Homeless Count Survey. The count identified a combined total of 2,165 unsheltered and sheltered homeless individuals in Riverside County, California. Many of those struggling with homelessness are also challenged with mental health and substance abuse issues which can result in non-compliant behavior and subsequent probation intervention. The Probation Department is now collaborating with other agencies in an effort to engage the homeless population in the community and provide them with valuable resources. Specialized caseloads are being facilitated at the Adult Services Division (ASD) allowing probation staff to take a more active role in assisting our homeless population.

On June 2, 2016, our department, along with DPSS, the Riverside University Health System - Behavioral Health, Cal Fresh, Animal Control, County of Riverside Housing Authority, Health to Hope, the Safe Haven Program, Path of Life, Safelink Wireless, and the Riverside County

Sheriff's Department Homeless Outreach Team, participated in a housing and resource fair in the unincorporated areas of Mead Valley and Perris. Representing the Probation Department were ASD Deputy Probation Officers (DPOs) Cara Razo, Jennifer Cotton, and Brittany Cardoza.

Employees from the various departments and organizations assisted approximately 100 participants who were transported from their various homeless encampments throughout the Mead Valley and Perris areas to the event site. Eligible participants received basic medical treatment, DPSS benefits, a California Lifeline free cellphone, pet food for their beloved animal companions, and a housing voucher. In some cases, participants were also transported to the Department of Motor Vehicles to complete an application for their California ID card, which will assist them in obtaining benefits and housing.

During this event, DPOs Razo, Cotton, and Cardoza were on hand to engage with participants on active probation supervision, including formal, Post-Release Community Supervision (PRCS), and

Mandatory Supervision. They provided information concerning the participant's supervision status, their assigned probation officers and where to enroll in classes. Also included was information regarding resources available through the Probation Department, such as housing referrals, emergency food and hygiene bags, and bus passes.

As a result of the successful efforts of many, similar events are being organized in other areas of our county. Riverside County, in conjunction with the Probation Department and various other agencies, is dedicated to providing available resources to the homeless, which in many cases not only changes lives, but saves lives.



DEPUTY PROBATION OFFICER
JENNIFER COTTON

FIELD
PROJECTS
DIVISION

OPPORTUNITY FOR CHANGE

PRETRIAL SERVICES OFFERS A SECOND CHANCE TO THOSE COMMITTED TO CHANGING THEIR LIFE

Every day, inside each of the Riverside County jails, Deputy Probation Officers (DPOs) assigned to the Pretrial Services Unit interview eligible inmates to evaluate appropriateness for release on their Own Recognizance (O.R.). In addition to reducing jail population, the O.R. process provides defendants the opportunity to be released without posting bail if a judge approves. In return, the defendants promise to appear at all court hearings and abide by the conditions of release.

Inmates are assessed by using factors such as prior criminal history, the severity of the offense, the level of stability and support within the community, and the likeliness of appearing for court hearings. In addition to conducting an in-depth investigation, probation officers must utilize their reasoning skills to determine a recommendation tailored to each specific defendant. A recommendation is then sent to court where it is reviewed and considered by the judge. Some defendants are granted and released on Supervised O.R. These defendants are supervised by Pretrial Supervision probation officers who are

responsible for ensuring the defendant's return to court and enforcing specific conditions pertaining to the defendant's case.

Many defendants released on O.R. return to court in an attempt to turn their lives around. Recently, DPO Rocioe Acal recommended a defendant for Supervised O.R. release and a judge granted the recommendation. The woman was booked into Southwest Detention Center for driving under the influence. During the interview, she admitted she was addicted to alcohol and it was now beginning to affect her life in a negative way. Upon release, she was assigned to DPO Kim Gonzalez's caseload. Throughout her time on supervised release, the woman complied by her conditions, successfully appeared in court, and due to her compliance, was subsequently released on non-supervised O.R. Further, she expressed gratitude and appreciation for the chance she was given, and the efforts of DPO Gonzalez. While on O.R. release, she rekindled a relationship with her daughter and successfully entered an alcohol treatment program with the hope of improving her life.

This defendant's story is just one of the many examples of how O.R. release can positively affect the lives of defendants and offer a second chance to those who desire change. As such, the efforts of the Pretrial Services Unit continue to play an integral role in the department's mission of Serving Courts, Protecting our Community and Changing Lives.



PRETRIAL STAFF IN BANNING



DEPUTY PROBATION OFFICER
KATHRYN MAHONEY

DPO CORE CLASS 010

"NEVER FALTER, NEVER FAIL, 0-1-0 WILL PREVAIL"

JONATHAN ACEVES ALAN AVILA ALONIA BOUCARD RAFAEL CAMACHO CRISTINA CHAVEZ KIRSTI COOPER ANNA ESCOBAR WAYNE GARNER
CANDICE GREENE NICHOLE HARRIS BERNADETTE HERNANDEZ BENTON LOYD CAROLINA LUI CAROLEE LUNA IRMAYRA MORA
ELIZABETH MUNOZ ANTHONY NEGRETE STEVEN OCHOA MICHELE PERAZA VIOLET PEREZ ROBERTO RAMIREZ KARINA REYNOSO
ISELA SANCHEZ NKEIRUKA THOMPSON DANIEL VALDEZ JOSE VALDEZ

511



PCO CORE CLASS 007

"LICENSED TO SERVE, PROTECT, AND CHANGE LIVES"

JENNIFER AVILA-AYON ERIKA SUSETTE CAMACHO JAVIER CERDA MARTINEZ LESETTE CRESPIN EDGAR ALFONSO FRAIRE MIRANDA
YAZMIN GARCIA BELTRAN RUDY GONZALES SARAH GONZALES EILEEN GUTIERREZ SERGIO GUZMAN HERMINIA HARO DAVID HERNANDEZ
IAN HOWARD DIANNA HURST CLAUDIA KELLY NANCY LA CATHY MCINTOSH BRENNIA ALEXANDRA MENDOZA ERIKA MERO NANCY MONTES
JOSHUA NAGATA LORENA PADILLA LINDSAE PAYTON ERIKA MALENY PEREZ DANIEL PRECIADO NATASHA RICHARDSON NICHOLAS SANICOLA
EPIFANIO SANTIAGO MARIA AMPARO SEGURA ESTRADA MICHAEL WILLIAMS



EVOLUTION OF TECHNOLOGY

DEPUTY PROBATION OFFICER
VIRGINIA SALHANI

Technology is everywhere and used for almost everything. We can unlock our smartphones with a scan of a fingerprint, use an app to take an inventory of our refrigerator contents, instantly stream music, view newly released movies from the comfort of our homes and have a grocery order delivered to our house with a click of the Internet! The era of technology has not only played a role in our everyday lives, it has considerably influenced our workplace. Our world is technology-based and one can only wonder what will be developed in years to come.

Of course, with the rapid onslaught of new technological innovations comes the challenge of adapting to all of the changes. There is a sense of "Big Brother" and one cannot deny or discredit the effortless ability it takes for someone to take out their smartphone, record an interaction in the community and instantly post the video on YouTube. Drones can be heard overhead snapping pictures, recording videos and literally gaining a bird's eye view of the world below.

Although these advancements are intended to make our lives easier, we realize how significantly technology has impacted everything we do, and when we are introduced to something

new and out of our element, it can be demanding and frustrating. However, with the use of technology, we, as a multi-faceted agency, are capable of working in a more efficient and advanced capacity and progressing more rapidly than ever before. We have gone from dictating reports and generating them on a typewriter to now directly linking a Microsoft word document straight into a client's screen in JAMS. When out in the field, we've evolved from waiting for a "chirp" from base to using PSEC radios. We are data-driven and would not be able to work in the proficient capacity we do, or receive the resources and funding we need, without the help of technology. Will we soon be able to skype face-to-face contacts with our clients? Will we have a probation-specific app where we can directly log contacts from a smartphone? From launching new projects from our Information Technology Division, using smartphones as a method to gain quicker responses from our clients, and providing information to staff in a more visual format, technology will continue to benefit our work environment. By staying ahead of the curve and using technology to our advantage, we truly can significantly streamline our everyday practices and better support our mission of Serving Courts, Protecting our Community and Changing Lives. ♦

ENGAGEMENT & TECHNOLOGY

SUPERVISING PROBATION OFFICER
SUMMER MCGILL

Engagement. Those who work in our department have heard this word repeatedly but what does it really mean? How can we relate this term to the work we do with our clients? Interpersonal communication with our clients has proven to be a factor in their success rates. So, how well do you know your clients? Is there a lack of communication between you and your client? Do you easily assist your clients in complying with the conditions of their probation grant? The younger generation communicates through technology and has been raised in the era of Facebook, Snap chat, and Instagram. Engaging is easy if you make Social Networking work for you.

The Department recently approved the creation of a specialized caseload with the smartphone being an integral part of the program. The keystone of a smartphone is the ability to create, share or exchange information. I was assigned the task of figuring out what "works" best with our clients. The guidelines were broad and I was allowed to request equipment that was not routinely available to field probation officers. First, I consulted the experts, our probation clients. I asked them what worked best for them, what they liked about their relationship with past Probation Officers (PO), and what helped them comply with their grant of probation. Overwhelmingly, consistency and communication were cited as very important factors. Many probation clients explained the difficulty of getting to know one PO, building rapport and finally understanding expectations, only to be transferred to a new PO with no period of transition. They also expressed that, at times, their POs were hard to contact and phone tag became a common theme.

To me, the term "engagement" means building rapport and relationships. I thought about relationships in my own life. The people with whom I have the closest relationships and the best rapport are those who I keep in contact with much more frequently than once a month and whom I text via a smartphone on a weekly basis. I realized this method of communicating could work with our clients. The information is given to the client in a timely manner. Communication with them is at your fingertips! The beauty of texting is that it does not have to be a long back and forth conversation. It can be as simple as a once a week exchange of words; an expression of care and concern. As social beings, we benefit from personal contact, even if it is with the PO! With the use of a smartphone, I put my theory to work. I started on a basic premise. I would first send reminders of upcoming appointments, or the HIRE program, or inquire about a missed appointment.

After a while, I started to use the smartphone more often and began to build a rapport with my clients. I would send inspirational memes about sobriety to those I knew were struggling to stay clean. I began checking in weekly with a few individuals who were on the verge of "slipping up". One methamphetamine addict began experiencing image problems when she started to gain weight after "coming clean." We traded healthy recipes, discussed certain foods and she would send me updates on her progress. Another young client denied substance use, but I knew differently based on my training and experience. He later admitted to drug use through the medium of texting, which opened the door to sobriety. His text read "...also I wasn't truthful with you about the last time I used meth. It might not be

Continued on next page

100% out of my system by Thursday. I am, however, staying away from it and doing my best to stay productive. Just wanted to be honest as possible with you and say thank you for helping me so much and giving me a chance when I didn't deserve it." Later, when I asked this client why he was able to be honest via text and not in person, he said texting was much easier because he was embarrassed and ashamed to discuss the issue in person.

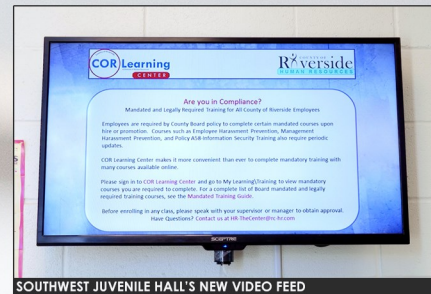
Maintaining sobriety was also an issue for another client. Due to my recent promotion and resulting staff changes, I knew this client would be upset with the change in probation officers because we had built a good rapport. She texted, in part, "Man, I wish I didn't have to get another PO (thumbs down emoji). I'm comfortable with u now u know (sad face emoji)." I responded by assuring her the newly assigned Probation Officer would be a good fit for her. She expressed thanks to me for my efforts in helping her maintain her sobriety and added that when I texted her about coming into the office to drug test, she knew this was my way of checking up on her, caring, and wondering how she was doing.

The use of technology within the Probation Department is an integral part of engaging with probation clients, assisting with caseload management and, even if a little untraditional, is the way of the future. Social Networking can be used as one more tool in our effort to serve and protect our community, improve the quality and level of engagement between the Probation Officer and client, and increase the chances for success. ♦

INNOVATIVE COMMUNICATION

SUPERVISING PROBATION OFFICER CHARLES ROBERTS

Thanks to Probation Corrections Officer II (PCO) Brian Baker, Southwest Juvenile Hall no longer has to utilize the practice of placing paper documents on a bulletin board to share information with staff. PCO Baker was instrumental in helping to develop a concept of communicating information to staff by creating a Monthly Informational Video. Brian used his computer savvy technical skills to transform a power point presentation into colorful animated graphic art for the curious eye and pleasant music for the listening ear. Staff now have the ability to obtain information "real time" on a TV monitor which keeps them abreast of all upcoming training, safety information, juvenile hall activities and much, much more! Brian was not only a key player in introducing this new media, but he also takes the initiative to ensure it is updated and maintained monthly or as needed. Good job Brian for your hard work and dedication in helping to create this new, dynamic concept. ♦



INFORMATION TECHNOLOGY

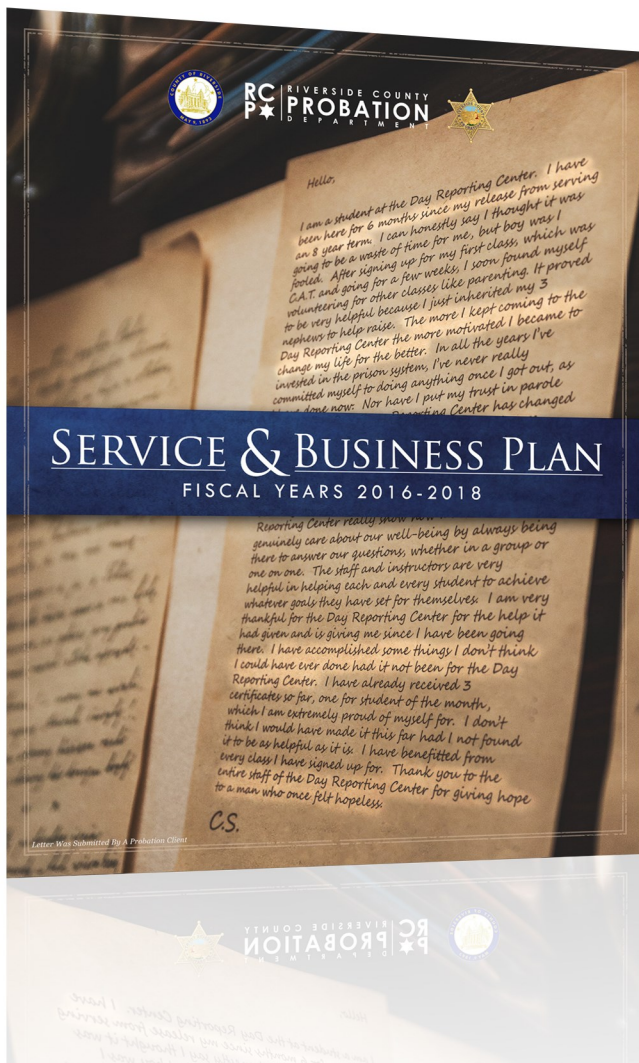
IT OFFICER II
JOE ATALLA

Balancing resources to maintain current systems and create new technological innovations has always been an ongoing challenge to any organization including the Riverside County Probation Department. In this day and age where you are surrounded by impressive technologies and information is readily available at your fingertips, one might wonder why it can take so long to complete a project request. The Information Technology Management (ITM) Division receives over 500 requests per month, of which close to 500 requests are completed. However, projects considered a priority must supersede any other requests and can delay resources and time allotted to other projects. With that said, ITM still manages to produce high quality systems to assist users and the department as a whole to be more efficient and responsive.

Two projects currently in process are Title IV-E time study automation, and SmartJustice. Title IV-E is a funding source for juvenile probation officers who assist minors who are at imminent risk of being removed from their homes. Probation officers assigned to juvenile caseloads are required to maintain

daily Title IV-E activity logs. The manual process of these time studies will soon be automated, and available in the Juvenile and Adult Management System (JAMS). This will allow the users to use JAMS to track their Title IV-E claimable time spent on investigations, contacts, and employee project time. In addition, these changes to JAMS will be available for upcoming programs which may require time studies such as Targeted Case Management (TCM).

SmartJustice is a program sponsored by the Department of Justice. This web-based caseload management tool connects all the counties within the state of California for data sharing purposes. This system will allow users to follow clients assigned to their caseload, and be notified if a new arrest is entered, or if they are granted supervision in another county. This new system will greatly assist law enforcement in the supervision of clients throughout the state. ♦



The 2016-2018 Service & Business Plan highlights our accomplishments achieved as a department and focuses on clearly outlined goals all supporting our mission of "Serving the Courts, Protecting our Community, and Changing Lives." We are a progressive criminal justice agency that believes in continuous improvement and innovative approaches to fulfill our mission. In our efforts to become an evidence-based and lean organization, we apply evidence-based practices and use measurable outcomes to evaluate programs, ensure that our systems and processes eliminate waste and add value to our service delivery, and our resources are allocated appropriately to provide for better engagement with our clients and ensure the safety and security of our juvenile facilities.



SOUTHWEST
SERVICES
DIVISION

"It may not always be easy, we may not always be successful, but together we strive for excellence." This was the motto for the Southwest Services Division's (SWSD) second annual Clerical Workshop held on September 6, 2016, at the Murrieta Probation Office. SWSD support staff not only displays a steadfast approach in striving for excellence when performing their daily duties, but also works to fulfill our department's mission statement. This year's presenter, Mr. Jeffrey Washington, a motivational trainer, coach and keynote speaker discussed Leadership Essentials and the importance of unlocking our potential, identifying our strengths, and recognizing opportunities for growth. Mr. Washington's energetic and engaging teaching style provided clerical staff an opportunity to learn new

approaches for dealing with daily challenges within our organization and a chance to interact with our peers by engaging in group discussions. Support staff from the San Jacinto, Perris, Murrieta and Southwest Justice Center offices all participated in this year's workshop. Chief Deputy Bryce Hulstrom, Division Director Christopher Wright and Assistant Director Micki Aybar ended this year's workshop with an expression of gratitude and thanks to the Southwest Services Division's support staff for their hard work and commitment to excellence.

SUPERVISING OFFICE ASSISTANT I

MONICA BASQUEZ



DEPUTY PROBATION OFFICER

Linda Drake

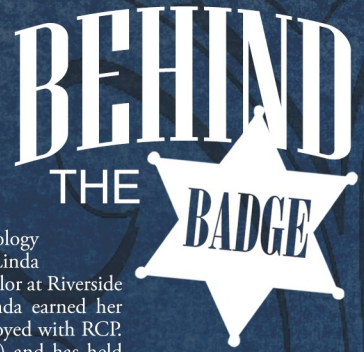
While working as a machinist and going to college full-time, Linda Drake sought a more fulfilling job. As she was sitting in the break room at her work, she came across a job advertisement in the newspaper for a Group Counselor position (now known as Probation Corrections Officer with the Riverside County Probation Department). Since she was interested in Psychology and Social Sciences, the Group Counselor position sounded appealing. Linda began her career with RCP on May 30, 2002, as a Temporary Group Counselor at Riverside Juvenile Hall (RJH) and transitioned to full time in January, 2004. Linda earned her Bachelor of Arts, Master of Arts and PhD (all but dissertation) while employed with RCP. In November 2012, Linda promoted to Deputy Probation Officer (DPO) and has held assignments in adult investigations, adult supervision, CCPIA and the Sex Offender Caseload.

One of the most challenging aspects of the job is dealing with the nature of her current assignment with the sex offender population. In addition to working with clients, Linda is also tasked with communicating with several outside agencies, including therapists and treatment program staff, polygraphists, and registration officers. Her job also requires she address complaints received from people in the community while respecting the clients' right to privacy. Working with the small percentage of clients who do not want to make any changes in their lives can make her job challenging as well. Yet, Linda says, "Sometimes, the most rewarding aspects of the job are moments that cannot be measured in statistics." Linda recalled a time when a client thanked her for helping him resolve communication problems he was having with his teenage daughter and when she also helped another client resolve his ambivalence about taking a polygraph test (a requirement of the Sex Offender treatment program). "The most rewarding aspect of the job is when you receive confirmation that you have helped someone in some way – when you help change lives."

Memorable moments for Linda while working for the department include a time one Christmas Eve in RJH. "I recall when I and another PCO played Monopoly with female minors in the Maximum Security Unit. Although we were assigned to work on Christmas Eve, we made it a memorable day for ourselves and the minors we worked with." Another time when she was in court, Linda heard a judge's comments on a case from information she included in her report, "It was refreshing to see that the reports are read and weighed carefully. It was also nice to see how Probation fits into the "big picture" in the criminal justice system."

Linda is currently Chair of the Inland Empire chapter of California Coalition on Sexual Offending (CCOSO) and organizes Sex Offender Containment team meetings. She participates in the annual "Heartwalk" event and other charities outside of work such as Walk to End Homelessness and Autism Walk. She notes being lucky to have a great supervisor who promotes team-building activities within the unit such as unit hikes and bowling night after work.

Her advice to new staff and college students considering a career in Probation is to "consider working as a Probation Corrections Officer first. Though working in the institutions is challenging due to long hours and holiday work schedules, it is a rewarding experience." Linda believes her juvenile hall experience helped her tremendously in her field assignments by making her more aware of field safety concerns, taught her to be more thorough when conducting searches, and improved her ability to detect when clients are being deceptive. "To work in this field, one must have a strong work ethic and demonstrate commitment. It often takes a lot of work to see change in clients. One must also find a balance between honesty and compassion when dealing with clients." She reminds staff the job can be tiring and trying at times, nonetheless, "Take care of yourself, mentally and physically."



ADULT SERVICES DIVISION

WALK FOR A HEALTHY LIFESTYLE

THE RECOVERY OPPORTUNITY CENTER PARTICIPATES IN A VIRTUAL REALITY WALK

On Monday, August 16, 2016, the Recovery Opportunity Center (ROC), also known as Drug Court, recognized 24 participants for partaking in the Angels Stadium Walk where they completed a total of 2,946 miles. ROC is a joint program operated by the Riverside County Probation Department, Riverside Superior Courts and Riverside University Health System - Behavioral Health. The ROC program provides counseling and education, in lieu of custody, to individuals convicted of a substance abuse crime, specifically, substance abuse education classes, individual and group counseling and referrals to resources such as the Day Reporting Center and AA/NA meetings. Participants are taught accountability through incentives and sanctions and are required to contribute to the program by performing community service work.

Using a drawn-out map, the challenge was to complete a virtual reality walk from Fenway Park (Boston, Massachusetts) to Angels Stadium (Anaheim, California). The participants were rewarded with a barbeque at Hunter Hobby Park in Riverside, where they were able to enjoy each other's company while celebrating the healthy choices they are making. The prize of most miles walked was awarded to William Tallman for walking a total of 352 miles! In an effort to keep the engagement and walk movement going, the participants were surprised with tickets to the Angels game scheduled for September 18, 2016. Through incentives such as these, the ROC participants are motivated to lead healthier lifestyles and make positive changes that can last a lifetime.



PROBATION ASSISTANT REYNALDO MARTINEZ OF THE ROC PROGRAM

DEPUTY PROBATION OFFICER
PAULINA SMYKOWSKA



Riverside

Deputy Probation Officer
Jessica Muskatell

Everyone has a story, bound by chapters of trials and triumphs. The Youth Strength Academy (YSA) explored the stories of 61 youth from the Riverside and Mid-County Youth Accountability Team (YAT) programs, with the theme Reach New Heights: Becoming Your Best Self. This year, the camp was held at California Baptist University (CBU). Marilyn D. Moore, Associate Professor of Sociology, partnered with CBU's Conferences and Events Department to assist in making the college location a reality for the YSA. Throughout the week, youth examined their strengths and were encouraged to reach towards their dreams and overcome obstacles that stood in their way.

The week's agenda was filled with team building activities, arts and crafts, sports, as well as educational and professional speakers. The team building activities included a paper chain of strength that tasked youth with linking together their personal strengths and a letter to their future selves. In addition, during graduation day, youth were asked to create a vision board to be presented along with their letters. The vision board reflected how the youth currently see themselves, as well as the future versions they aspire to become. Professional speakers offered wisdom to encourage the youth to walk a pathway toward a brighter future. As the Keynote Speaker, Associate Professor Marilyn D. Moore welcomed the youth to the CBU campus and spoke about "Challenges, Choices and Changes" as well as the personal obstacles she faced on her pathway towards success. Cordell J. Thomas, of the

AXIS Foundation, presented on the topic of finance and stressed to the youth the importance of formulating personal budgets and understanding that the financial choices they make today will have an impact on their future. Riverside County Deputy District Attorney (DDA) Evelyn Essenwanger spoke to the YAT youth about the dangers of the gang lifestyle and elaborated that gangs promote a false sense of security and glamorize the lifestyle. To drive the message home, three reformed gang members presented the youth with stories about their experiences, tragedies and how they overcame obstacles. Riverside County Sheriff Deputy Timothy Quick offered YAT youth an inside perspective into the work of a K-9 handler. Deputy Quick introduced his partner, K-9 Renzo, and stressed the importance of utilizing dogs in law enforcement. Professional Motivational speaker Ray Lozano, a certified drug prevention specialist, uniquely relayed an analogy of the planting of a seed to the growth of an individual. "Each of you has something amazing inside, but you have to nurture it." Drugs and alcohol take that something "amazing" away from you and make you ordinary.

On graduation day, Tyler Durman, a former high school teacher and author of the parenting book *Counterintuitive*, joined the day's activities as the featured guest speaker. Tyler opened the morning with a charismatic presentation to the YAT parents which brought laughter coupled with education, and most importantly, had a significant impact on the parents. "It is not about love.....it is about choices. To make good choices with your children will go against your intuition. If you do not allow children to suffer consequences of their behavior, they will never learn and they will not be prepared. In this way, pain is a gift." In addition, Chief Probation Officer Mark A. Hake used this forum to speak to both the youth and the parents regarding life choices and overcoming negative decisions. He began by showing a video of Erik Weihenmayer, an American athlete and the first blind man to reach the summit of Mount Everest. Chief Hake further explained how the concepts contained in the video related to the inner workings of a team. He noted each individual sets goals, but to accomplish those goals, each person needs a team. He drew the connection to the youth that their teams exist and are comprised of parents, school officials, and the Riverside County Youth Accountability Team.

Tyler Durman closed the day with a message of inspiration and hope, reminding his audience that, "We are all living our best story....No matter how many mistakes you have made, even if it started with a bad beginning, it does not have to have a bad ending." As the week came to an end, youth wrote a new chapter in their lives and will continue to add to their stories as they walk towards the future more aware that they have the power to become whoever they imagine.





Desert

Supervising Probation Officer
Barbara Bandy

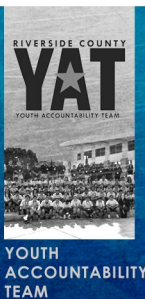
During the first week of August, the Desert Youth Accountability Team (YAT) hosted the Youth Strength Academy at Desert Ridge Academy in Indio, California. Forty-nine youth had an opportunity to participate in this event which exposed them to new positive ways of thinking as well as educational and fun pro-social activities.

The youth were divided into 7 teams led by the YAT assigned Probation Officers, Deputy District Attorneys (DDA) and School Resource Officers representing every desert area city and school district. The week began with team building activities and a presentation by the Honorable Otis Sterling who spoke on the importance of never giving up on your hopes and dreams and not allowing your past actions to define who you are. On the second day of the academy, the youth participated in a friendly game of big ball soccer, wrote letters to their future selves, and learned how negative emotions can weigh them down and hinder the process of moving forward. Four time champions So Cal Coyotes took a break from their training camp on the third day, and spent the morning playing football and counseling the youth on how to build themselves up without tearing others down in the process. In the afternoon, the youth had an opportunity to hear from Mika Moulton, founder of Christopher's Clubhouse, who shared her personal story of how the murder of her 10-year old son spearheaded her into activism. She taught the youth basic self-defense moves and was a true inspiration on how one can

move forward from an unthinkable tragedy. The fourth day consisted of the team building activity "mind field," an exercise in which the youth learned how to communicate and trust one another. Youth were also provided programming on gang intervention by DDA Mike Tripp. At the end of the day, Mr. Shaun Clark spoke about how the loss of his 18-year old son, Shaun Jr., due to a tragic skateboarding accident, led to the formation of the 4ShayJFoundation. As a part of his foundation's mission is to educate others and keep them safe, all of the youth were offered a brand new helmet with a promise made to Mr. Clark they would always wear proper safety equipment while riding. On the last day of the event, youth participated in a fun-filled obstacle course and were provided with the opportunity to read positive affirmations staff had written about them during the week. The day ended with a graduation ceremony in which Assistant Chief Probation Officer Rosario Rull inspired the youth to become their best selves.

Special thanks to all the staff who worked hard to make this week long event a rewarding experience attendees will never forget.





SUCCESS THROUGH PERSEVERANCE

MURRIETA YAT CALLS ON THE U.S. MARINE CORPS FOR ASSISTANCE!

Imagine a boy who began to act out at home and school where he was labeled “out of control and incorrigible.” His parents loved him, but were overwhelmed with his behavior. They had no idea how to handle their son and feared for his future. At age 10, he was introduced to marijuana. At age 13, his drug and alcohol use increased and his association with negative peers worsened. At age 14, he began supporting his drug use through criminal activity and started running away from home. At age 15, he was referred to the Riverside County Probation Department’s Youth Accountability Team (YAT) by school staff, but he refused services. Again, he was referred to YAT for criminal activity. This young man, similar to many of the troubled youth we work with, thought he had all the answers. He did not want help and did not feel he needed to be held accountable. Like most, he thought he could make the necessary changes on his own.

This high school freshman was offered a final attempt at a six-month YAT contract. Although he accepted the opportunity for change, he faced challenges and struggles along the way. He needed to take the next step and acknowledge that change could not take place until he accepted responsibility for his actions. Throughout his struggle, his parents and the YAT team refused to give up on him. Nonetheless, he could not pry himself away from drugs and negative peers. With the help of the YAT team, he attended counseling through Breakthrough, a school based resource, and substance abuse counseling through

MFI Recovery. However, while his path toward rehabilitation seemed possible, it was not yet complete.

After exploring several options and programs, the youth was strongly encouraged to consider the Devil Pups Youth Program for America. Senior Probation Officer (Sr. PO) Aracely Marks felt he could benefit from participating in the Marine Corps Devil Pups 10-day camp, where he would learn teamwork and discipline, develop self-confidence, and be held accountable for his actions. Although initially reluctant, he subsequently agreed to cooperate and continue his journey toward rehabilitation. Once inside the Marine Corps Base at Camp Pendleton, he was placed in a platoon of 50 teens where together they endured a series of mental and physical challenges. They ran trails, dove into cold water, hiked up peaks and listened to motivational speakers. A final requirement of graduation was to conquer the tallest peak in Camp Pendleton, nicknamed Ole Smokey, which happens to be the same peak that new Marines hike to signify the end of their boot camp. This same troubled 16-year-old YAT participant was successful in conquering Ole Smokey, and was officially christened as a “Devil Pup.” He was awarded a challenge coin to mark his accomplishment. On July 16, 2016, Sr. PO Marks along with partner, Murrieta Police Department Corporal Matt Mozingo, were privileged to attend the youth’s graduation ceremony at Camp Pendleton. It was inspirational to see how the youth had gained a new sense of purpose, as he had

set a goal to join the military. His family shed tears as they expressed their happiness to have their son back.

This young man’s story is a true testament to each of us within the field of probation, in that, wherever you are in your journey with your client, as a probation officer, change is possible. Connecting our clients with services that will make a difference in their lives is an integral component of positive change. As probation officers, we know that we cannot force change in our clients. It becomes all too easy, at times, to recommend a commitment to juvenile hall or jail when rehabilitation would appear to be the more productive alternative. The true test of a successful probation officer is to accept the challenge rehabilitation presents, provide our clients with the guidance and support needed to effect change, and steer them toward a productive lifestyle. It is harder to engage clients in the rehabilitative process and convince them that change is needed. But, when we strive to achieve this goal in our daily work, and are successful in our efforts, we can truly change lives.



Write for the Quarterly!

This is an invitation for department staff to submit articles for the Winter 2017 RCP Quarterly. Please obtain permission from your supervisor prior to submitting an article and be sure to include the author of the article in the document. We also encourage you to include a photo to go along with your story. This is a great opportunity to showcase your staff, unit and division! We look forward to receiving your submissions and sharing in our department’s accomplishments. Please continue to send articles via email to rcpprdivision@rcprob.us. Thank you in advance for your submissions!



POLARIS AWARDS

RCP wins second year in a row at the 51st Annual Polaris Awards!

by Deputy Probation Officer Virginia Salhani

On November 10th, 2016, RCP's Public Relations Unit brought home two Capella Awards from the Public Relations Society of America Inland Empire chapter (PRSAIE). The PRSAIE is one of 117 chapters nationwide, which is part of the world's largest organization for public relations professionals. This organization represents business and industry, counseling firms, military, government, associations, hospitals, schools, nonprofit organizations and many more. The annual awards recognize public relations tactics and programs, and are judged based on the process of development and implementation. RCP entered in the categories of the Annual Report and Special Events and Observances. RCP is honored to receive awards for the Service & Business Plan and the Employee Recognition & Awards Ceremony! These projects successfully incorporated sound research, planning, execution and evaluation. The awards represent the highest standards of performance in the public relations profession in the Inland Empire. With RCP making its way into the public relations arena, we not only highlight our goals and achievements in our department, we showcase our staff in their everyday duties of being a part of our community and changing lives.





JAIME MACLEAN

Note to Staff

If you would like an opportunity to personally discuss your accomplishments, ask questions and hear firsthand what it takes to run a progressive criminal justice agency, please advise your Division Manager. Desert Service Division will be the next division selected to participate. Each quarter, the chosen division will be announced via the RCP Quarterly and your quarterly lunch may be featured in a future edition of the department publication. Chief Hake is looking forward to this opportunity to get to know better the hardworking men and women that comprise the Riverside County Probation Department.

1. When did you begin your career with the probation department; what assignments have you held to date and what is your current assignment?

I started with the department in May of 2012. My first assignment was in the AB109 intake and assessment unit. From there, I moved on to Level 1 and Level 2 CCPIA caseloads. I switched back to the AB109 side for a while, as a Senior Probation Officer with a level 1 assignment, and am currently lucky enough to be assigned to the Level 1 CCPIA CORE Caseload.

2. What did you learn from the time you spent with the Chief?

The entire lunch experience was an opportunity for learning, but mostly, I learned the Chief is very easy to talk to.

3. Did you learn anything new about Chief Hake or the department? If so, were you surprised about anything new you discovered?

We talked about the different assignments the Chief has held during his career; it was interesting to learn how much he enjoyed supervising juveniles.

4. Was there any particular topic of discussion you would like to share?

We talked about so many different topics. It was great to hear the Chief's vision for the future of the department. I was also able to ask him questions and hear his rationale behind certain issues regarding field work.

5. What do you think about the Lunch with the Chief opportunity?

In the beginning, I was a little nervous about having lunch with the Chief. Once we met and walked over to the Mission Inn, it felt as though I was having lunch with a friend. He was so personable and very easy to talk to. It is a great opportunity for staff to get to know the Chief, and, in turn, for him to get to know his staff. In the end, it is nice to know we are all working towards the same goal.... retirement! Just kidding; obviously, we all want to help people better themselves, and motivate them to want a better future.

6. Please feel free to add any further comments, feelings or statements regarding the lunch experience.

It was a great experience.



EMPLOYEE RECOGNITION



& AWARDS C E R E M O N Y

SAVE THE DATE
2 · 16 · 17



TO THE DEDICATED WOMEN & MEN OF THE RIVERSIDE COUNTY PROBATION DEPARTMENT



Great leaders are visionaries who inspire others to follow... In 2010, I came to Riverside County Probation (RCP) to follow one leader, and I stayed for another. Together, former Chief Probation Officer Crogan and now Chief Hake, have steered our department to a stature of leadership and influence, a daunting feat that may have been envisioned, but has never before been accomplished. It has been my privilege and honor to have served with, and learned from, these two leaders.

In addition, RCP has something that no other probation department has – you. Whether you are a manager in an office, an office assistant in reception, a deputy officer in the field, an armed officer on a task force, a corrections officer in the institutions, or one of the many other hardworking Probation employees; your commitment to our mission and dedication to public service have been remarkable, and your contributions, significant. It has been my pride and pleasure to work with you.

But there comes a time in everyone's career when you have to say goodbye to a profession you are passionate about and hope that you have paved a better way for those you are leaving behind. After a long and rewarding career spanning over 35 years, two County Probation Departments, and eight Chief Probation Officers, I have decided to go home to San Diego, spend more time with my family and embark on a different journey.

As your soon-to-be former Assistant Chief, it would be remiss of me to say goodbye without giving unsolicited advice. I have only enough space for sound bites, so here goes:

Be brave: It has been said that, it is not the most intelligent, nor the strongest of any species that survive; it is the ones who are the most resilient and adaptive to change. In any organization, especially in our chosen profession, change is inevitable and we are change agents. In the last five years, we have experienced an all-encompassing and systemic change in the adult criminal justice system, and currently, we are faced with implementing a change in the youth foster care system; less encompassing but systemic, nevertheless, in its impact. In our institutions, which are the areas of greatest liability, we are changing the way we care for the youth in our custody through treatment, education and evidence-based programming. Managerial and individual courage are imperative, not only to accept and adapt to change, but to take strategic control of how impending change will affect our operations, our work place and most of all, the services to our clients. On an individual level, try to stay current and remain relevant. Big change comes from a series of little ones, so be innovative and strive to transform our processes into lean systems.

Be kind: Kindness is the purest of human emotions, and when expressed or practiced well and often, it becomes one of the most powerful and unifying social tools. Human kindness builds character, instead of habit; encourages acceptance, not just tolerance; and promotes recognition in lieu of appreciation. Our workforce reflects the diverse communities we serve: it is multi-generational, with varying levels of skill and experience; it encompasses various gender, ethnic and faith-based representations; and it includes different socio-economic, educational and family orientations. So make an investment in social capital; be kind - to your family, your friends and your co-workers. And most of all, be kind to yourself. It does not take a lot of time or energy, but the effects are inspiring and long-lasting!

Be happy: Happiness is a state-of-mind and born from the heart. You, alone, can decide whether or not you are going to feel happy. We are in the business of changing lives, and this profession could take its toll on our emotional and physical well-being, personal relationships and social interactions. So ensure your emotional survival by working hard toward achieving mental and physical fitness. Surround yourself with people and experiences, instead of things. Find enjoyment in whatever you are doing, whether it is work, a sport or hobby, or nothing at all. Build and nurture your support networks by spending time with family and friends, volunteering in your community, and practicing your faith. This is your life – be passionately engaged.

I would like to end this message by saying thank you – for welcoming me into your community; helping me assist the Chief in pursuing our mission and serving the public good; and most of all, for making me part of the RCP family. Riverside County will always be my second home.

I wish you all, the best of everything. Good luck, good health and many blessings to you and your families.

With best regards and warm affection,

Rosario R. Rull
ROSARIO R. RULL
ASSISTANT CHIEF PROBATION OFFICER



PROMOTIONS

KATHLEEN ATKINS / SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	SOUTHWEST SERVICES DIVISION
DANNY BAKER / STOREKEEPER ↗ HOUSE MANAGER	ALAN M. CROGAN YTEC
RANDY BUSH / PROBATION CORRECTIONS OFFICER II ↗ DEPUTY PROBATION OFFICER I	SOUTHWEST SERVICES DIVISION
DULCE CENDEJAS / SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	HUMAN RESOURCES DIVISION
RUBEN CORREA / SENIOR PROBATION CORRECTIONS OFFICER ↗ DEPUTY PROBATION OFFICER I	JUVENILE SERVICES DIVISION
JUDITH COUTURE / SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	FIELD PROJECTS DIVISION
SHANNON CROSBY / SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	JUVENILE SERVICES DIVISION
MIGUEL DEHARO / PROBATION CORRECTIONS OFFICER II ↗ DEPUTY PROBATION OFFICER I	SOUTHWEST SERVICES DIVISION
MIGUEL LOPEZ / OFFICE ASSISTANT II ↗ PROBATION ASSISTANT	DESERT SERVICES DIVISION
AMANDA MACIEL / PROBATION ASSISTANT ↗ PROBATION SPECIALIST	SOUTHWEST SERVICES DIVISION
MICAH MACHADO / PROBATION CORRECTIONS OFFICER II ↗ DEPUTY PROBATION OFFICER I	ADULT SERVICES DIVISION
CYNTHIA MALSED / PROBATION SPECIALIST ↗ SECRETARY II	FISCAL SERVICES DIVISION
IDA MARIN / SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	FIELD PROJECTS DIVISION
SUMMER MCGILL / SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	ADULT SERVICES DIVISION
MILCA MEZA / SENIOR PROBATION CORRECTIONS OFFICER ↗ DEPUTY PROBATION OFFICER I	DESERT SERVICES DIVISION
VERONICA OCHOA / PROBATION CORRECTIONS OFFICER II ↗ DEPUTY PROBATION OFFICER I	JUVENILE SERVICES DIVISION
DAVID OWENS / PROBATION CORRECTIONS OFFICER II ↗ DEPUTY PROBATION OFFICER I	SOUTHWEST SERVICES DIVISION
OLIVIA POMPA / PROBATION CORRECTIONS OFFICER II ↗ DEPUTY PROBATION OFFICER I	DESERT SERVICES DIVISION
LETICIA QUINONES / SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	ADULT SERVICES DIVISION
LUIS TELLEZ / CORRECTIONAL SENIOR FOOD SERVICE WORKER ↗ CORRECTIONAL COOK	SOUTHWEST JUVENILE HALL



DEADLINE TO SUBMIT ARTICLES FOR THE NEXT ISSUE IS
JANUARY 1, 2017

EMAIL YOUR SUBMISSIONS TO
RCPPRDIVISION@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

MARIA BARAJAS
DIVISION DIRECTOR
HUMAN RESOURCES

JOSEPH DOTY
ASSISTANT DIVISION DIRECTOR
HUMAN RESOURCES

VIRGINIA SALHANI
DEPUTY PROBATION OFFICER
DEPARTMENT RECRUITER

NADINE LUNDBERG
DEPUTY PROBATION OFFICER
EDITOR

JAVIER SANTOS
MEDIA PRODUCTION SPECIALIST
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

PUBLICATION
PRODUCED BY **RCP** PUBLIC
RELATIONS
UNIT

