

### SOUTHWEST JUVENILE COURTHOUSE

SUPERIOR COURT OF CALIFORNIA, COUNTY OF RIVERSIDE



#### CONTENTS

	4-
	6
	7-
Š	10
	1
	1
	12-
	14
	14

- 1 "I AM RCP" STAFF SPOTLIGHT LETICIA HARO
- EFFECTING POSITIVE CHANGE LAVONDA DAVIS
- 7-9 BARBELLS & BADGES INTERVIEW WITH DAN RATHBUN
- TAKE OUR DAUGHTERS & SONS TO WORK DAY JESSICA MUSKATELL
- 11 BEHIND THE BADGE JUSTIN MELLINGER
- 11 SOUTHWEST JUVENILE HALL SECURITY UPDATE MEGHAN NIELSON
- 12-13 DIRECTING CHANGE FILM COMPETITION NANCY SALCEDO
- 14 FROM THE ROOT UP ALFREDO TIGERINO
- 14 A NETWORK FOR THOSE IN NEED CARA RAZO
- 14 SUMMER SAFETY EXTRAVAGANZA CRISTINE CASTRO
- 15 A "CAN DO" ATTITUDE ERIC KASSICK
- 15 FOSTERING SKILLS FOR EMPLOYMENT ROY RAMIREZ AND ALEXA MARQUEZ
- 16 EMBRACING WELLNESS ANGIE RODRIGUEZ AND LATOYA THOMAS
- 17 CULTURE OF HEALTH COMMUNITY JACK HANSEN
- 18 CULTURE OF HEALTH CAREER MATTHEW THOMPSON
- 19 CULTURE OF HEALTH FINANCIAL REBECCA OLSEN
- 20 CULTURE OF HEALTH SOCIAL LORIE NICHOLSON
- 21 CULTURE OF HEALTH PHYSICAL FAY SHAW
- 22 5TH ANNUAL COMMENCEMENT CRYSTAL FLANEGAN
- 22 CULTURE OF HEALTH EVENT AT BASEBALL GAME LORIE NICHOLSON
- 23 STAFF DEVELOPMENT UPDATE DULCE CENDEJAS
- 23 RECOVERY OPPORTUNITY CENTER SOFTBALL TOURNAMENT ALYSSA LIU
- 24-25 CAREER PATHS: YSA RECAP CARI SHEPHERD AND BARBARA BANDY
- 26 CONTINUUM OF CARE MONICA ROSE
- 27 RECIPE CORNER: CINNAMON ROLLS JUSTIN JONES
- 28 THE LEAN STRATEGY RUDY LOVATO
- 29 HALL OF FAME
- 29 FAREWELL TO OUR EDITOR THE PUBLIC RELATIONS UNIT
- 30 PROBATION WEEK RECAP
- 31 PROMOTIONS



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

I was looking for something permanent and long term and felt that working for Riverside County would be the perfect fit for me. Finding a position with the Probation Department was a blessing.

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

I have worked with the department for almost 13 years; I started in October 2004.

#### 3. What is your current position?

My current position is Secretary with the Southwest Services Division, which is the largest field division. My responsibilities consist of providing support to the division managers with routine and non-routine related duties. I am the liaison between the division and Human Resources, Fiscal, Facilities Management and the Riverside Transit Agency, amongst other collaborative agencies. Some of my responsibilities include reviewing, updating and ensuring accuracy in our records and databases. I am also responsible for handling petty cash, making Procurement Card purchases, preparing Purchase Approval Forms, processing Authorization for Outside Training and Travel for staff and coordinating and ordering supplies and equipment. Further, I coordinate division meetings, process Workers' Compensation claims, Family Medical Leave Act and Return to Work paperwork, as well as processing timesheets, reviewing Title IV-E timesheets for completeness and maintaining personnel files. As the division secretary, I also maintain the division's in-house organizational chart, covering five offices and over 130 staff.

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

I have enjoyed the challenges at all of the locations I have worked. I started my career with Probation working in the Institutions. When I promoted to Secretary, I was given the opportunity to work in Field Services and have enjoyed every day.



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

Yes, to become a Secretary. I started out as an Office Assistant II, then promoted to Office Assistant III in August 2010. I finally reached my goal when I was given the opportunity to promote to Secretary in May 2015.

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

I want to continue learning new skills that will make me a better Secretary. I really strive to be the best I can be at my assignment and fulfill what is expected of me. I look forward to attending trainings and workshops to expand my knowledge base. I also want to use the knowledge I gain to help others reach their top potential. I see myself becoming a great Secretary who motivates co-workers to better themselves and makes the division more successful.

7. What do you enjoy about your current position?

I really enjoy the diversity of responsibilities I have; each day is different than the last.

8. What are the challenges?

My workday is usually extremely busy, but I look forward to each day and what I can get accomplished.

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

All core values are fundamental in fulfilling our department's mission statement as they form the backbone to govern the actions of individuals within the department. The values I believe are the most important are Integrity, as it implies to act according to the principles of truth; Respect, for the commitments made; and Honesty, with oneself and with others. Respect creates an atmosphere of security and cordiality; it allows the acceptance of the limitations of others and the recognition of their virtues. Ethics help the department achieve productivity, quality, growth, trust, credibility and prestige in the community.

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

I have worked at the Van Horn Youth Center, Twin Pines Ranch, Southwest Juvenile Hall, Riverside Juvenile Hall and my current assignment at the Southwest Services Division. I have been very fortunate to work at these locations which I have enjoyed to the fullest as it has given me the opportunity to learn, expand my knowledge and meet excellent people in the department.

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

Love and enjoy what you are doing. Work to the best of your ability, as it is a very rewarding feeling and you can proudly say, "I am RCP."

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

I do not have any specific hobbies, but I enjoy music, dancing, the ocean, spending time with my family and watching my children grow. I like to maintain a good balance between home and work.





#### -Effecting Positive Change

**In December 2014**, Rachel M. was sentenced to seven years and four months in county jail after pleading guilty to one felony count of Possession of a Controlled Substance for Sale. In October 2016, she was released on a 40-month grant of Mandatory Supervision. In addition, Rachel M. had an extensive history of substance abuse.

Upon her release from custody, Deputy Probation Officer (DPO) Kourtnee Gervasi was assigned the case and transported Rachel M. from the jail to the Salvation Army in Anaheim to complete an inpatient substance abuse program. During her first six months in the program, Rachel M. faced much adversity, but was able to persevere with the help of DPO Gervasi. DPO Gervasi contacted Rachel M. on a monthly basis while she was in the program and encouraged her to continue to work towards rehabilitation. In April 2017, Rachel M. successfully graduated from the Salvation Army program.

DPO Gervasi was genuinely invested in her client's rehabilitation process and showed enthusiasm and support by attending her graduation ceremony. DPO Gervasi expressed how important it was for both of them to celebrate and support the progress that had been made. Rachel M. told DPO Gervasi that her continued encouragement improved her self-confidence and provided emotional stability.

At the graduation ceremony, Rachel M. mentioned that, due to her sobriety, the clothing she owned prior to incarceration no longer fit. She also did not have sufficient funds to buy clothing for potential job interviews. DPO Gervasi further assisted her by submitting a request (AB109 funds form) to her managers, in hopes of obtaining funds to purchase proper clothing for job interviews. The request was approved. DPO Gervasi graciously took Rachel M. to Walmart where they were able to pick out several professional outfits for upcoming job interviews.

RACHEL M. WITH DPO KOURTNEE GERVASI

Rachel M. was very grateful and appreciative, and could not express how blessed she was to have DPO Gervasi as her probation officer and

mentor. She was amazed someone outside her family would work diligently to help her succeed. Rachel M. ultimately found employment, and her future goal is to obtain her own apartment and become self-sufficient.

In an environment where leaders are so desperately needed, DPO Gervasi served as a cornerstone in her client's life by creating opportunities for change and providing encouragement. DPO Gervasi made a conscious decision to assist the client, who truly wanted to change, and was there to support her every step of the way. When people have a genuine concern about others, there are no obstacles that cannot be overcome. This example is a testament to Rachel M.'s hard work and the support provided by DPO Gervasi.





"Leaders become Great, not because of their power, but because of their ability to empower others."

JOHN MAXWELL

## BARBELLS & BADGES

-INTERVIEW WITH DAN RATHRIIN-



NEWLY-SWORN PEACE OFFICERS OF THE RIVERSIDE COUNTY PROBATION DEPARTMENT EACH FACE THE CHALLENGE OF THE PHYSICAL TRAINING REGIMEN PRESCRIBED BY DAN RATHBUN, A GYM OWNER AND THE PHYSICAL TRAINING INSTRUCTOR. IN THE FOLLOWING INTERVIEW, DAN OFFERS SOME BACKGROUND ON HIS OWN TRAINING, HIS INVOLVEMENT WITH CORE AND GIVES PERSONAL ADVICE ON HOW TO START LIVING A HEALTHIER LIFESTYLE.

### BARBELLS & BADGES

Core academy physical training (PT) instructor Dan Rathbun grew up participating in numerous sports; he trained in gymnastics, surfed, played rugby, soccer, baseball and more. But he developed a particular devotion to martial arts after seeing the original Karate Kid movie. So inspired was Dan, that he started getting up before sunrise every day to practice martial arts while his mom did her aerobic workouts.

As Dan developed his physical skills, he became fascinated with diet and exercise and took an analytical approach to the variables that contribute to making people better athletes.

His training career began in a San Diego park where he offered group exercise classes that were very similar to the current Core PT classes. The classes grew due to word of mouth spread about the unique training experience. Many of his early students worked for the San Diego County Probation Department, three of whom worked in the staff development division. When the agency began hiring again in 2011, they recruited Dan to reboot and revamp their academy PT regimen.

Positive reviews continued to spread; and in 2013, the Riverside County Probation Department offered Dan the opportunity to run the PT portion of the Core academies. Dan signed on and has done every PCO and DPO Core academy from 001 to the present. "I thought it would be a one-time thing when I did my first Core class for San Diego County Probation in 2011," Dan said. "But I've done more than 40 academies since then."

After dozens of academies, Dan has learned the training sessions are more than just exercise — they're windows into the students' minds. "Everything comes out during PT," Dan found. "You see who the team leaders are, who the problem solvers are and who needs a little more nudging to get the job done." This is why having team training is so important in Dan's view; he watches the individuals closely and uses his insights to mold the collection of classmates into a team.

Over the course of the academy, the students become accountable to each other. Nobody wants to be seen as the weak link that let their team down. They step up their own performance and rally around each other when things get tough. In the process, the class develops strong camaraderie. "When people go through something challenging together, they tend to respect each other more," Dan added.

Although students have occasionally thrown up in Dan's classes, it's not the goal of his sessions. "A lot of trainers think a workout should just be something so insane and hard that people throw up every time," he stated. "Those trainers are really missing the whole point of training. Real training is guiding others towards success and improvement."

This philosophy carries over to the personal training sessions he conducts at his gym, Riverside Barbell. "A lot of people see my Instagram or remember PT and think, 'Oh it's too intense, hard, and scary there," he said. "But the training will only be as tough as Core PT if you specifically request that." Dan trains people of all ages and abilities at Riverside Barbell and adjusts the program to the goals and personalities of each client.

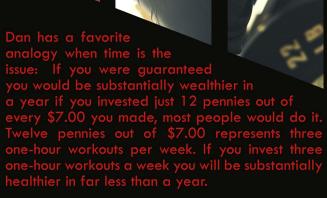


MANY RCP PEACE OFFICERS MAINTAIN THEIR HEALTH AT DAN'S RIVERSIDE BARBELL GYM. DPO JAMES ELLIS (CENTER) BEGINS HIS WORKOUT.

In Dan's experience, lack of time is the biggest obstacle most officers face when it comes to exercising. He understands they have obligations when they get home and also may want to take some time to relax. However, he feels people spend a lot of their extra time staring at a screen (be it television, tablet or phone) and directing just a little bit of that down time into physical activity would be incredibly beneficial for both body and mind.

This doesn't mean he expects everyone to become gym rats or start training for marathons. "A great way to stay healthy is to find an activity that's fun enough you want to do it often," Dan advised. "A body that moves is healthier than one that doesn't." He suggested options such as joining an adult basketball or dodgeball league — just something that requires your body to move and you look forward to doing again. "And leave your phone in the car," he added.





The Staff Development Unit would like to give a special thank you to Diana Gonzalez, fiancée/business partner to Dan Rathbun with Riverside Barbell. Diana is no stranger to the criminal justice field, as she majored in Criminal Justice in college and worked at New Alternative Group Home in San Diego County for several years. In 2007, while attending a workout class with a friend, Diana became interested in fitness. Diana has been involved in fitness and helping others reach their goal of being healthier individuals for nearly a decade. So it is no surprise that Diana is one of the biggest supporters of the Core students during their physical training.

Since the first Deputy Probation Officer (DPO) Core in 2013, Diana has faithfully been attending the physical training sessions for DPOs, as well as Probation Corrections Officers. You can often find her sitting off to the side cheering on the Core students during their physical training sessions. She offers the students words of encouragement and gives them tips on how to stay healthy and fit. Diana has volunteered her time teaching workout classes to department staff. Additionally, she offers healthy eating tips, easy office workouts and encouragement on her Instagram page, @onebody14.

Together, Diana and Dan work flawlessly to provide the knowledge and information to the community on ways to live a healthy and positive lifestyle. They have exceeded the expectations of the department and the Staff Development Unit with their dedication and passion.



# TAKEOUR DAUGHTERS & SONS TO WORK DAY 2017

I remember every summer going to work with my dad. The day began at 4:30 a.m. and ended at 6:00 p.m., after he finished coaching my soccer practice. I always wondered; how does he do it all? Once the morning alarm rings, the work of a parent does not stop. Although kids usually only see the full-time work parents do at home, on Bring Your Child to Work Day, kids are invited to tag along with mom or dad to obtain a glimpse into their parent's other workplace.

For bring your child to work day, the Special Services Division, Training Unit and Restitution Services Division created a day filled with activities at the Research Park Office. The task was to schedule the day for children whose ages ranged from five to thirteen years old. As employees in the Probation Department, our jobs are complicated, and often, explaining our positions to our peers or those in different divisions is difficult. So, explaining to children of a wide age range the diverse and complex parts that are vital to running the engine of our department was a challenge. One component our careers in the field of probation ask of all of us is to be able to think out of the box; thus, this characteristic was strongly reflected as the schedule of the day unfolded.

The day began with the children entering the building with their parents. On the way inside, a young girl was seen standing in front of the door as her proud mother took a photo. Waiting by the front doors, the first thing that was noticed was the children strictly adhering to the Personal Appearance policy. One youth was dressed in a suit with a bowtie. First on the agenda was breakfast, followed by introductions. Seventeen children sat in the break room, introduced themselves and named a hobby. Next, the kids toured the building in two straight lines. This is where Probation Officers with Juvenile Hall experience shined. The children were respectful and quiet as their parents continually asked if they were behaving, possibly in expectation of breakfast digesting to fuel their energy for the day.

After the tour, the children participated in a scavenger hunt. Poems provided clues as they highlighted each area of the division. The first clue led youth to the DPO Core class, which read the next poem to the children in unison. The next stop was the Youth Accountability Team Office, followed by Clerical, the Training Unit, Restitution Division, the Assistant Director's office and the Task Force office. On the last stop, children were able to tour the inside of a caged unit and try on probation vests. Many photos were taken with smiles large enough to support the weight of the probation vests and ballistic helmets. The next item on the agenda was a variety of activities led by the Restitution Division. These stations included items to be used for a photo booth activity, coloring station, puzzles and a board game. Additionally, the children were fingerprinted and made ID cards. After lunch, Deputy Probation Officer Elizabeth Santiago led an art project where the children were able to make flowers for their mothers in celebration of Mother's Day. The final activity was a physical movements class led by the Training Unit to try and expel all the children's energy in hopes of a calm evening at home.

At the end of the day, the children as well as their parents were exhausted. Hopefully, the children left the day not only with knowledge of where their parents work, but why they work; to pave the way for their bright futures. The day was successful, not only because of the well behaved children, but due to everyone involved. Additionally, the day provided teambuilding for staff, who came together to make a day for the children they will always remember. To all the parents who brought their children to work that day, you are commended for the most important and critical job you do; being a parent.



















DEPUTY PROBATION OFFICER

#### Justin Mellinger

Deputy Probation Officer (DPO) Justin Mellinger always had an interest in working with youth. After receiving his B.A. in Social Science with an emphasis in a Single Subject Teaching Credential from San Diego State University, he coached high school and college baskeball. He kept an eye out for career paths that would allow him to continue to work with youth, and he joined the Riverside County Probation Department (RCP) in 2008 as a Group Counselor at Indio Juvenile Hall (IJH).

For his first few years as a Group Counselor (the position title later changed to Probation Corrections Officer), Justin was able to work the detention aspect as well as spend time assigned to the Youthful Offender Program (YOP) unit. From IJH, he promoted to DPO and was assigned to the San Jacinto office. While at San Jacinto, Justin was assigned to an Evidence Based Practice (EBP) caseload supervising sex offenders. From there, he transitioned and is currently assigned to the Sexual Assault Felony Enforcement (SAFE) task force, and concurrently, the Internet Crimes Against Children (ICAC) team.

Justin feels that one of the most challenging aspects of his job is trying to motivate people to change when maybe they haven't come to a crossroads in their lives and are ready to make that change. However, he finds seeing people succeed in getting their lives back on track extremely rewarding. "Being able to help guide a client from incarceration to successfully reintegrating back into society is an amazing process," Justin said.

Integrity is the core value Justin feels is most important for current RCP employees and those looking to join the department. He defines integrity as acting the same way whether someone is watching or not. To those who are beginning their studies and considering a career in probation, Justin recommends volunteering with a probation department, as this would help them gain insight into the day to day operations.

And for the new DPOs and PCOs who are just starting out, Justin's advice is to be a sponge and absorb the knowledge the senior staff members have gained over the course of their careers. He adds that RCP is full of opportunities; do not be afraid to tackle a new assignment head on.

He's thankful to work with the dedicated RCP staff. "I've had the opportunity to have fantastic seniors and supervisors who have helped me challenge myself daily and given me a strong sense of accomplishment."

### SECURITY UPDATE

Though Southwest Juvenile Hall is one of the newest facilities in the Riverside County Probation Department, it recently went through a series of safety and security upgrades. In September 2016, the tenant improvement project began within the living units at Southwest Juvenile Hall. After hearing about the project, staff were curious as to what the units would look like once the security upgrades were complete. Now, nine months later, the construction has finished, resulting in safer and more secure units for the youth.

Due to the design of Southwest Juvenile Hall, all of the units have two tiers with rooms and bunks on both levels. At the beginning of the process, the construction crews took time to measure, cut and piece together metal fencings, and to determine how they would be installed and secured to the existing rails on each unit's upper tier. The first unit to undergo construction was Unit 4, the girls unit. As with any construction project, there were unexpected obstacles and security issues delaying the process. However, once this unit was finished, completion of the other three units moved at a much faster pace. The last walkthrough was completed in June 2017, thus ending the project.

Each unit now has the upper tier enclosed with metal fencing that makes it more safe and secure for the youth. Seeing the units now, staff are glad the upgrades were done and the consensus is that Southwest Juvenile Hall is now a safer institution for all.







## "LIGHTS!



YTEC YOUTH CAME TOGETHER TO PRODUCE A PUBLIC SERVICE ANNOUNCEMENT ENCOURAGING THOSE WITH MENTAL HEALTH STRUGGLES TO REACH OUT FOR HELP AS PART OF THE DIRECTING CHANGE VIDEO COMPETITION. THEIR EFFORTS PAID OFF WITH NOT ONLY A FANTASTIC FINAL PRODUCT, BUT ALSO A FIRST PLACE PRIZE ON THE STATE LEVEL.

The MIOCR (Mentally Ill Offender Crime Reduction) Grant was awarded to Riverside County in an effort to have the Probation and Behavioral Health agencies collaborate together and provide a pilot program aimed at lowering recidivism for youth in the Riverside County Youth Treatment and Education Center (YTEC) program. This pilot program, referred by Behavioral Health as Intensive Reintegration Services (IRIS), has been implemented within the YTEC's Iota Unit. The program is for youth who are screened and meet specific criteria including required behavioral health treatment. The goal is to reintegrate the youth with their families and the community by providing intensive behavioral health services during treatment through crisis intervention, evidence-based therapy, as well as enhanced aftercare services and counseling.

In December 2016, YTEC youth were encouraged by Chief Deputy Probation Officer (CDPO) Stacy Adams-Metz to participate in the 2017 Directing Change film contest. Directing Change is part of California's Mental Health Movement and statewide efforts to prevent suicide, reduce stigma and discrimination related to mental illness, and to promote the mental health and wellness of students by offering programs, educational resources and presentations to schools and organizations. The film contest was open to high school students and young adults in California, offering them the opportunity to create and direct their own 60-second film from three applicable categories: Suicide Prevention, Mental Health Matters and Through the Lens of Culture.

Seven youth from YTEC-Iota worked together and created, edited and obtained permission to stage a film at Riverside Juvenile Hall. These youth directed their short 60-second film called "Feeling Locked" under the Mental Health Matters category. Although there were limitations that prevented the youth from submitting a standard film (such as their confinement status and limiting their image for confidentiality reasons), they managed to use the institutional setting and come up with a "locked up" theme that conveyed the message: "There's always a key to everything that is locked." The youth used the knowledge of their individual behavioral health diagnoses to deliver the message that youth may feel "locked away" with emotions by not having their feelings heard or symptoms treated.

## "There's always a key to everything that is locked."

Over 450 films were submitted statewide by schools and organizations from various counties, 125 of which were submitted from within Riverside County alone. YTEC's film "Feeling Locked" was nominated in a local contest under the 'Youth and Young Adult Category' which was judged in both Riverside and San Bernardino Counties.

Riverside County Probation was happy to hear that the YTEC film submitted by our youth won first place in the Youth and Young Adult/Mental Health Matters category through the statewide selection. As a first-place winner, the YTEC youth received a cash prize of \$500 and were invited to the FOX Theatre in Riverside on May 4, 2017, for an event held on behalf of Riverside and San Bernardino Counties. The youth enjoyed an "Oscars-type" event, full of many guest performances before they were called to the stage to be recognized. They also participated in behind-the-scenes interviews with the Directing Change organizers. After the ceremony, the youth celebrated their accomplishment and were greeted by YTEC and Riverside Juvenile Hall's Directors, Assistant Directors, CDPO Adams-Metz and Chief Hake himself. The youth enjoyed Chief Hake's company and they were treated to an appetizing meal at Riverside's Mission Inn Restaurant.









STILL IMAGES FROM FEELING LOCKED?

## CAMERA! ACTION!"





awards ceremony, hosted on May 11, 2017, at the California Center for the Arts in Escondido (San Diego County) where their film was viewed by many youth participants from all around the state. The YTEC youth were taken on a limousine tour of the city before being dropped off at the red carpet where they were greeted by many of the attendees. The youth walked the red carpet in confidence as they were elegantly dressed in suits and ties donated to them by staff. The youth received achievement.

The YTEC filmmakers were invited to a second

The youth walked the red carpet in confidence as they were dressed in suits and ties donated to them by staff.

Lastly, on June 11, 2017, the Riverside County Board of Supervisors recognized the YTEC youth who participated in the production of the short film at a board meeting. CDPO Adams-Metz praised the youth and their accomplishment with this project before the film was played for the audience. The participants were congratulated as the Board of Supervisors handed them certificates

All in all, the YTEC youth that participated in this in helping save the lives of others. The youth are pleased to know that their film will help increase prevention efforts and raise awareness on these topics within our community and beyond.

#### NANCY SALCEDO



VISIT RCP'S YOUTUBE PAGE TO WATCH THE YTEC YOUTH'S VIDEO "FEELING LOCKED"





AWARDS NIGHT IN RIVERSIDE



THE YOUTH WERE RECOGNIZED BY THE BOARD OF SUPERVISORS
FOR THEIR SUCCESS IN THE DIRECTING CHANGE FILM PROJECT



#### FROM THE ROOT UP

Many people grow up never eating a fresh vegetable, with the exception of the occasional raw carrot or lettuce salad. Affordable fresh fruits and vegetables traditionally remain absent in low-income areas and the people living in those areas tend to have high occurrences of diet-related disease. Often times, families rely on fast food restaurants and convenience stores for most of their meals. Consequently, the family's health is adversely affected. Because of these circumstances, younger adolescent generations rarely receive proper nutritional exposure. Students walking through the produce section are confronted with many unfamiliar objects anxiously announcing that the brightly-colored plant life appears unappealing.

Implementing a school garden program was necessary to educate students and community members about nutrition and agriculture to achieve the societal goal of improving dietary



health and our ecological system. The Arlington Regional Learning Center (ARLC) community garden was launched in early 2017, and has become a mainstay on campus grounds. Opportunities for providing dietary health options are in vain without adequate education. This ensures

people are armed with the information needed to make healthful choices, underscoring the importance of agricultural and nutritional

education. The ARLC garden seeks to remedy this shortcoming. The garden simultaneously improves fresh food access and the students' ability to make positive choices. School-based programs like the garden can improve various aspects of a student's life, including health, growth and intellectual development. The garden has fostered leadership skills in students and has raised awareness of the need for environmental protection and soil conservation. People will continue searching for ingredients they love, reduce caloric intake and our carbon footprint to create healthier generations to



#### A NETWORK FOR THOSE IN NEED

On May 25, 2017, staff from the Adult Services Division participated in the Wellness and Resource Fair presented by the Riverside University Health Systems - Behavioral Health. This event was held during Mental Health Awareness Month at Fairmount Park in Riverside, with the goal of community engagement and outreach. It was an opportunity for Deputy Probation Officers (DPO's) Brittany Cardoza, Cara Razo and Jamia Spears, who are all assigned either a homeless or mental health caseload, to network with treatment providers and their staff, and to build rapport with their clients in an alternate setting.

Among the many agencies that participated were: Department of Public Social Services, Riverside University Health Systems - Behavioral Health, Community Health Systems, Inland Valley Recovery Services, Operation Safe House, Cal Fresh, Riverside County Department of Veterans Services and Riverside County Probation Department. All agencies provided resources and information regarding mental health and substance abuse. Nurses were on site to facilitate health screenings for the mental health and homeless populations.

During this event, DPO's Cardoza, Razo and Spears were available to meet with any participants who had questions about their active or inactive supervision, as well as other members of the public who inquired about the functions and role of the Probation Department within their community. Clients were provided information regarding their supervision status, assigned probation officer, how to maintain or achieve compliance and referred to available resources through the Probation Department pertaining to their type of supervision. It was a great opportunity to shine a positive light on probation and the relationships the department has within the community, as well as to meet the clients' families. Although many may be hesitant to report to the probation office, they were more than willing to talk in the more informal and open setting.

There is an ongoing effort within the County of Riverside to better aid the homeless population and those struggling with mental health issues. The hope is to assist in connecting them to community services, ultimately allowing them to become self-sufficient within the community.



FROM LEFT: DPO JAMIA SPEARS, DPO CARA RAZO, AND DPO BRITTANY CARDOZA



#### SUMMER SAFETY EXTRAVAGANZA

What better way to kick off summer activities and beat the heat than a Summer Safety Extravaganza! In June, the Blythe Probation Office collaborated with the Blythe Police Activities League to host the Seventh Annual Summer Safety Extravaganza, a free event for the community of Blythe to promote the importance of child safety. Attendees were provided information on water and heat safety while enjoying the community and family-friendly event. An event like this is vital for the Blythe community due to the close proximity of the Colorado River, the numerous irrigation ditches and canals, and the extreme heat during the summer months. In addition, families received valuable information on how to detect, prevent and report child abuse. Approximately 1,200

children and family members attended! Sponsors included the Regional Access Project (RAP) Foundation, HOPE Collaborative, Blythe Energy and the Riverside Sheriffs' Association. In addition, numerous local businesses and public safety agencies turned out to provide families with information about child safety; participating agencies included the Blythe Police Department, Blythe Volunteer Fire Department, Blythe Ambulance Service, Riverside County Sheriff's Department, CAL FIRE/Riverside County Fire Department, California Highway Patrol and Desert Air Ambulance. The children were treated to free hotdogs, games and prizes. In the end, everyone attending the event had a great time learning about child safety.





#### FROM THE DESERT

#### A "CAN DO" ATTITUDE

Jocelyn G. was a student at the University of California, Santa Barbara (UCSB) when she began to lose interest in her studies, could not concentrate and had difficulty making it through the day. Her symptoms, which were indicative of a mental health disorder, began to escalate in intensity and severity, leading to a psychotic break and ultimately her dismissal from the university.

Jocelyn returned to the family home in Thermal, but did not receive any mental health treatment. She was asked to leave a local big box store when she was found smoking cigarettes inside of the store. When she attempted to walk out of the store with a cell phone she had not paid for, a struggle ensued. She brandished a knife, which resulted in a store security officer sustaining a one-inch laceration on his hand.

Jocelyn was convicted of 211 PC (Second Degree Robbery), and 459 PC (Second Degree Burglary). While in custody, she was diagnosed with schizophrenia, received psychotropic medication and began working with the Mental Health Court Program (MHCP) team to develop a treatment plan. She was sentenced to three years formal probation with MHCP terms after serving 316 days in custody. Upon release, it was evident the medication regiment had produced its intended effect. She was no longer having multiple audible conversations with people who were not present and her vacillating moods, visual hallucinations and auditory voices subsided.

While in the MHCP, Jocelyn researched, took propriety of her mental illness and was determined to return to the life she once had. She consistently met with and maintained a positive outlook with Sr. Probation Officer (Sr. PO) Eric Kassick. She developed all of her (appropriate) case plan goals and participated fully in both the Transitional Aged Youth Program at Indio Mental Health and the peer-run programming at Wellness City. She took her medications as prescribed and communicated side effects to her psychiatrist. Sr. PO Kassick personally looked forward to interacting with Jocelyn, monitoring her progress and engaging in intelligent, informed conversations with her regarding her probation matters as well as her goals, experiences with mental illness, her Chihuahua named Penguin, and life in general.

Jocelyn progressed to the point where she could leave the family home independently, learned to ride the bus to get to appointments and other obligations, secured employment at a local supermarket and was promoted twice. With the money she earned, she was able to purchase and maintain a used car independent of any assistance. She continued to attend weekly church services, reunited with old friends with whom she formed a rock band, and participated in local cultural events such as Desert X.

As the months passed, Jocelyn continued to develop increased clarity and decreased mental health symptoms. She advised Sr. PO Kassick she set a new goal for herself, without any prompting, to enroll in College of the Desert for the upcoming spring semester; however, she was apprehensive about math courses she might have to take as part of the enrollment process. Nonetheless, she successfully enrolled in the Sound Engineering/Sound Production program, where she is currently excelling. When she last reported to probation, she stated she recently earned 100% on a math test!

Jocelyn graduated from the MHCP in May 2017. As part of her plea, the Deputy District Attorney agreed to consider a reduction in her charges. Commissioner Greg Olson, along with Sr. PO Kassick and the entire MHCP team, continue to be amazed at the progress she has demonstrated, as well as the proactive stance she has assumed in maintaining probation compliance while simultaneously addressing her mental health issues. She has taken advantage of every opportunity afforded her. It is hoped that once she completes her probation obligations, she will return to the department to share her experiences with our adult clients and youth who may be similarly situated. She is to be commended for her enthusiasm and "can do" spirit!

#### FOSTERING SKILLS FOR EMPLOYMENT

In June 2016, Bryanna, a Desert Services Division formal supervision client, was assigned to the medium-risk Community Corrections Performance Incentive Act (CCPIA) caseload of Deputy Probation Officer (DPO) Alexa Marquez. Bryanna reported she was struggling with self-confidence issues; she found that her gang-related facial tattoos were a barrier to her reintegration to the community and severely limited her employment opportunities. Following their discussions, DPO Marquez submitted a request for CCPIA funds to cover Bryanna's tattoo removal, and in October 2016, Bryanna began treatment.

In December 2016, due to ongoing conversations with clients like Bryanna, the Desert Division realized there was a need to address the lack of employment skills among formal supervision clients. To address the concern, Senior Probation Officer (Sr. PO) Roy Ramirez and DPO Marquez reached out to a local nonprofit organization called Desert Best Friend's Closet, which had developed a job readiness workshop. The class aimed to provide vital employment skills to individuals who wished to gain and maintain stable employment. During the four-week workshop, clients learn how to develop a resume and the purpose it serves. They learn how to conduct themselves in the workplace with both employers and customers, and gain crucial interviewing skills. The last workshop consists of a mock interview with local business owners. Participants receive feedback on what aspects of the interview they excelled in and what areas they could improve upon.

In February 2017, the division hosted Desert Best Friend's Closet and began the workshop with three clients, including Bryanna. Although nervous and unsure of what to expect, the clients actively participated. During the last class, all three clients showed up for their mock interview in business attire, ready to showcase the skills they had learned over the previous three weeks. The participants successfully completed the program and were applauded during an intimate graduation ceremony. Bryanna appeared to be a completely different person; she was dressed to impress, her tattoos were insignificant and she seemed to have gained the confidence she had been lacking. Of the three clients who participated in the workshop, one gained temporary employment and Bryanna gained full-time, stable employment with a local restaurant chain. In May 2017, she contacted DPO Marquez to advise that she had been selected as the "Employee of the Month" and received recognition from the company, in addition to a cash bonus. She stated she felt happy and proud of herself; the excitement could be heard in her voice.

In March 2017, the division began a second workshop and decided to incorporate a financial component. Altura Credit Union graciously provided a class on financial responsibility. With this additional tool, our clients were able to gain a better understanding of money management and the importance of their credit score. With these newly adopted skills, we hope the participating clients are better prepared for employment and improve their overall quality of life.





ERIC KASSICK





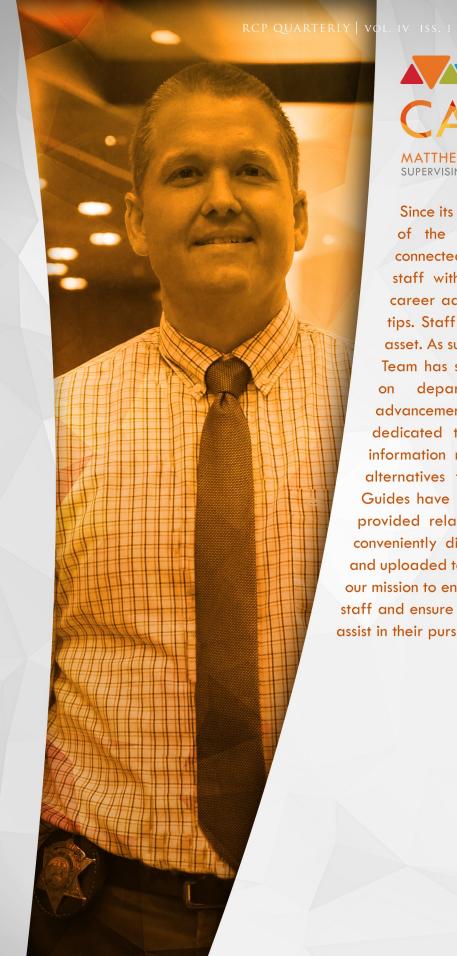
## COMMUNITY

JACK HANSEN
DEPUTY PROBATION OFFICER

Since the inception of the Culture of Health Initiative, the department has made several efforts to improve the daily life of its employees. Whether it's a virtual challenge through the "Feel Like a Million" campaign, a "Walking Wednesday" or the friendly flyers distributed at each office every month, the Culture of Health Committee is committed to the wellbeing of employees. The committee is broken up into five different elements of overall health: Financial, Social, Physical, Community and Career. The Community Element team represents the Community aspect of overall health and includes Senior Probation Officer Eric Kassick, Deputy Probation Officer II Jack Hansen, Deputy Probation Officer II Jacob Seybert and Correctional Food Services Supervisor Glenn Franco. As ambassadors to the public, we are tasked with assisting employees on cultivating a better and healthier relationship with their respective communities.

Volunteering within the local community is a very rewarding experience. It allows us to devote time and energy to others in need. In 2013, members of the department began donating their time and energy to local communities through Habitat for Humanity. Staff would often assist citizens in the community Habitat for Humanity identified needing help or assistance with a project. This partnership with Habitat for Humanity was utilized last October when over 40 Riverside County Probation (RCP) staff and family members arrived at three planned sites throughout the County to help local citizens. Employees in the Desert region assisted with the remodel of low-income housing for disabled veterans and eager volunteers in the Riverside area and the Southwest region helped needy families refurbish their homes.

Beyond volunteering, the committee subgroup has plans to diversify the approach to community-based health. There are plans for an upcoming school supply drive, a canned food drive for the holidays and another Habitat for Humanity event scheduled for late October 2017. It is hoped many more projects will get started this year, and the committee is always seeking input from others as we consistently work to not only better ourselves, but better the community as well.





MATTHEW THOMPSON
SUPERVISING PROBATION OFFICER

Since its inception, the Career Element Team of the Culture of Health initiative has connected Riverside County Probation (RCP) staff with a variety of options related to career advancement, balance and insightful tips. Staff are recognized to be a valuable asset. As such, each month the Career Element Team has sought to educate RCP employees department openings and career advancement techniques. The committee is dedicated to providing articles and usable information related to work-life balance and alternatives for a healthy work environment. Guides have been created and insightful flyers provided related to these activities, which are conveniently displayed at each division location and uploaded to the department's intranet site. It is our mission to encourage, develop and promote our staff and ensure they receive informative content to assist in their pursuit of career opportunities.





REBECCA OLSEN
OFFICE ASSISTANT III

Many people may ask, "Why are finances a component of a health and wellness program? Why is it important to discuss my finances?" Well, financial health is important to a person's overall well-being. Financial instability can lead to stress, anxiety, loss of sleep and many more health-related issues. It has been discovered that nearly one in four employees cite money-related stress as a distraction at work. Additionally, approximately three-quarters of the American public feel poorly informed about how to manage their household finances. It is the goal to help shift employees' mindset of the often confusing and frustrating world of money.

Within the five elements of the County of Riverside Culture of Health (COH) program, the Financial Group is responsible for bringing an understanding and awareness to our employees' financial wellness. Our fellow coworkers are provided with the knowledge, tools and resources to create and follow their own financial stability program - a crucial step toward the pursuit of financial freedom. Employees have been provided with information regarding Riverside County's Deferred Compensation workshops, emergency scenario planning, effective ways to save for future short-term and long-term goals, educational support programs, financial tips for new graduates, methods to eliminate debt and how to prepare for purchasing a home.

The COH program has been advantageous in creating a wellness network for employees to improve their overall health. The Financial Group consistently strives to help employees identify any concerns or misconceptions they may have regarding their finances. These misconceptions often prevent many people from discussing their financial situations and dealing with financial difficulties. We hope to encourage individuals to face their financial fears rather than avoid them. The benefits to improving and taking control of financial health will result in financial freedom. After all, a firm financial foundation is the key to managing money rather than money managing you.



LORIE NICHOLSON
SUPERVISING PROBATION OFFICER

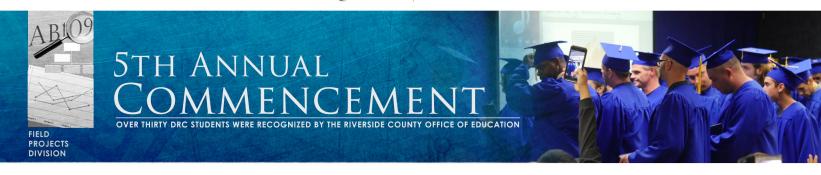
When the Riverside County Probation Department embarked on the Culture of Health (COH) journey, the Social Element had a general idea of its individual mission: To help employees form strong relationships at work and feel a sense of belonging; but there was uncertainty of what that looked like for the department. In search of more information, an online survey was developed to poll employees about their current engagement with one another, both in and out of work, and to learn more about their interests; nearly a third of the department participated in the survey. Through the survey, the Social Element learned that 65% of employees polled were already engaging in social activities with one another outside of the workplace. The same percentage of staff expressed an interest in having more of these types of opportunities. Top-rated activities included an employee picnic, excursions to local sporting events and attractions, hiking, as well as bowling and team competitions among the worksites.

With data setting the course, the Social Element began publishing monthly flyers containing fun social activities and events throughout Southern California, as well as team-building ideas that could be incorporated in the workplace. Since inception, the Social Element has hosted department-wide excursions to a Padres/Phillies baseball game in San Diego, Knott's Berry Farm and an Angels/Twins baseball game in Anaheim. In July 2017, the Social and Physical Elements joined forces to promote the 2017 World Police and Fire Games taking place in Los Angeles in August. They also held a guided hike to the peak of Mount San Jacinto. Further, countless team-building competitions, challenges and events have been held in worksites throughout the department. One thing learned through promoting the Culture of Health is that no one element stands alone; they are all interconnected, and striking a balance between all of the elements is critical to the committee's success.

Speaking of balance, in February 2017, Senior Probation Officer Amber Crothers began a yoga class at the Juvenile Services Division for the Culture of Health as a way to assist providing physical and mental health benefits to her coworkers. Every week, those available and willing meet in the large conference room, lay out their yoga mats, listen to calming music, stretch their muscles and calm their minds. After leading the first class, Ms. Crothers saw the difference in mood, posture and stress level and knew she wanted to continue the venture. Ms. Crothers advised, "Thank you to COH for promoting the taking care of our health (physical and mental) and our overall wellbeing. Healthy employees create a healthy department. Sleep well, eat well, and DO YOGA."

The biggest obstacle as a committee has been finding an effective conduit of information between the committee and individual employees. Monthly COH meetings are always informative and inspiring, with each Element sharing great ideas and events. However, due to varying levels of access to or interest in digital media, rotating work schedules, widely distributed worksites and variances in employee demographic and interest, it is often challenging to translate the committee's "buzz" to the rest of the department. Still, the Social Element moves forward, planning future fun group activities and looking for ways to bolster the bond between staff. In the upcoming year, it is hoped new message delivery systems will be tested to expand our positive impact on the health and wellbeing of the department.





It was standing room only on May 17, 2017, as the Riverside County Office of Education (RCOE) honored over 50 adult students during their fifth annual commencement ceremony at the RCOE Conference Center. Graduates came from the Day Reporting Centers (DRCs) as well as the California State Reentry Initiative (CSRI) facility in Moreno Valley. They ranged in age from 20 to 61. The partnership between the agencies has proved to be successful, as this year marked the largest graduation yet. The group included 34 graduates from the Riverside, Temecula and Indio DRCs.

In attendance was Dr. Judy D. White, Superintendent of Schools for Riverside County; Elizabeth F. Romero, Vice President for the Riverside County Board of Education; Chief Probation Officer Mark A. Hake; Honorable Judge Becky Dugan; Carolyn Eggleston, Executive Director for the San Bernardino Reentry Initiative with California State University; and family members, probation officers and educators who celebrated the students' graduation.

A student was selected to represent each DRC location and to share their experiences as class Valedictorian. Riverside DRC student Blake

Jackson Cruz thanked teachers and staff who worked their hardest to help the graduates achieve their goals. Blake noted that, "Sometimes the best helping hand you can get is a good push." The encouragement Cruz received has now given him the motivation to move forward. He has enrolled at Riverside Community College.

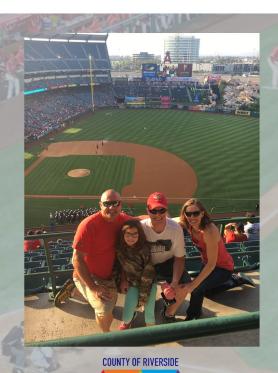
Temecula DRC student Evelyn Perez shared her life's story, which included a troubled childhood and struggles with addiction which ultimately caused her to drop out of school in the 9th grade. However, at the age of 44 and, with six months of hard work, she was able to pass the high school equivalency on the first try. She attributes much of her success and sobriety to the staff who motivated her during the six months she attended the DRC. Evelyn stated, "Temecula DRC made such an impact on my life. Thanks for keeping me going and having faith in me."

Lastly, Alfonso Rodriguez, from the Indio DRC, expressed his love and appreciation for his mother as she always encouraged him to finish his education. "I stand before you today having completed what I gave up on twenty-four years ago... receiving my diploma," he said proudly.

Alfonso continued to share how special this moment was for him because it allowed his mother to finally see him in a cap and gown. As Rodriguez closed his speech, he spoke of sharing this important milestone with his son who graduated from high school this year.

The ceremony concluded with smiles, cheers and the occasional high five from graduates. While wearing special handmade leis of candy and bright yellow tassels on their caps, it is hard to remember the graduates were once in shackles and cuffs. Success stories like these prove a partnership of passionate educators and devoted probation staff can work toward common goals like education. Often education can get a person back on track, which gives them a fighting chance in the future. The collaboration between the Riverside County Probation Department (RCP) and RCOE will continue to grow for years to come and strengthen community bonds with successful students like the Class of 2017.





### CULTURE OF HEALTH

### CULTURE OF HEALTH EVENT FEATURES THE LOS ANGELS ANGELS AND MINNESOTA TWINS

On June 3, 2017, the Riverside County Probation Department Culture of Health Committee hosted a social event to watch the Los Angeles Angels of Anaheim play the Minnesota Twins. Approximately 35 probation staff, family and friends were in attendance at the game. The night's festivities began with perfect weather and a buzz of excitement with Angels' superstar Albert Pujols looking to hit the 600th home run of his career. Minnesota took an early lead with a run in the first inning, but the Angels answered back in the bottom of the third when Andrelton Simmons hit a two-run homer and Kole Calhoun tagged on another run with a solo blast. The Angels made it through the top of the fourth unscathed and everyone settled in to see if Pujols would make it to the plate in the bottom half of the inning. Slowly, the puzzle began falling into place. With the bases loaded, Pujols came back up to bat; when his second swing connected, the crowd exploded and watched the ball sail down the left-field line and into the stands. Pujols not only hit his 600th home run, but it was a grand slam, and a night we will never forget. Stay tuned for more Culture of Health events.

### NEW CLASSES AVAILABLE

The Staff Development Unit takes great pride in providing staff with the training and tools necessary for conducting their jobs in an efficient, safe and healthy manner.

The Staff Development Unit is very excited to announce that the 2017-18 training course offerings are now available for enrollment! There are several opportunities for all staff, sworn and non-sworn, under Career and Professional Development, Personal Wellness and many other categories. We have exciting opportunities available this training year, including in-house elective courses in several topics which will be taught by our own subject-matter experts. Be on the lookout for future emails, as we will be notifying all staff when additional classes become available throughout the year.

The Staff Development Unit wants to continue to hear your suggestions and feedback, so please feel free to contact any member of the team; or utilize the suggestion boxes that are available in every training location.

We look forward to another successful training year!

#### Work-Life Balance

Having a balance between work and home is a global challenge, and certainly the American workforce is looking for real-world ways to make things more balanced. When the work/life balance is solid and functioning at optimal levels, people experience their lives in a more rewarding way. This course supports the participant in learning to become healthier, both mentally and physically. This life zest, renewed energy and positivity spill over into their workplace, and attendees find they are happier and more productive on the job. With a healthy balance, staff can manage their time better. This course teaches students how to focus on the more important things, to set accurate and achievable goals and to communicate more effectively with peers at work and home. The class will be taught by Sally Savage-Lehbart, an instructor with an extensive resume which includes working in the Federal Aviation Administration.

#### BULLETPROOF SPIRIT: EMOTIONAL SURVIVAL AND WELLNESS TRAINING

This course provides proactive emotional survival and wellness practices to help protect and heal the spirit of those working in the corrections field. Those within the corrections/probation professions are vulnerable to suffering from Post-Traumatic Stress Disorder, depression, potential trauma, addictions and other physical and emotional issues due to the many adverse effects of the profession. Without emotional survival and wellness training, these persons can become victims of their profession. The class describes the warning signs that stress or trauma is not being constructively processed, emotional survival lessons, the ways loved ones can most effectively support and assist, and numerous proactive emotional survival and wellness strategies. The class will be taught by Dan Willis, Retired La Mesa PD Captain.



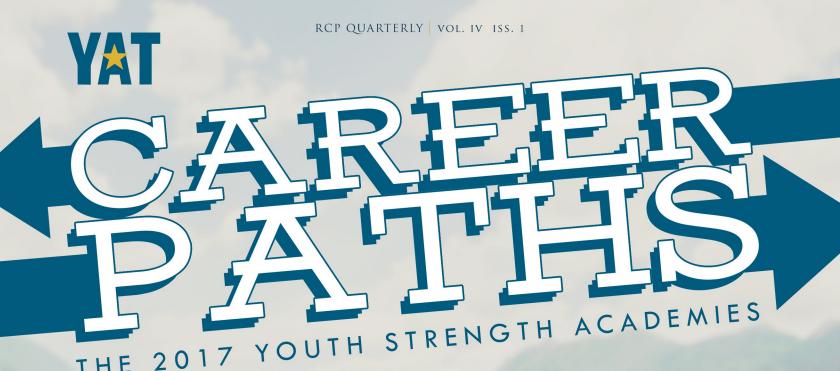
#### SUMMER RECOVERY OPPORTUNITY CENTER SOFTBALL TOURNAMENT

While participating in one of the county's three Recovery Opportunity Programs (ROC/IROC), participants find ways to implement what they learned in their programs to sustain healthier routines and reduce the risk of relapse. One recovery tool that ROC/IROC participants find rewarding and beneficial is meeting others in recovery. Every year, ROC/IROC participants connect with their peers from all over the county to engage in a friendly softball tournament. This year's tournament was held at the DeForge Community Park in Beaumont on May 9, 2017, and included teams from the Southwest ROC, Riverside ROC and Coachella Valley IROC programs. The tournament consists of a fun-filled day of healthy activities, support from staff, and positive interactions between family members and program peers. Participants were also encouraged to bring their families, as their engagement promotes healthy social skills and provides insight on the interactions between participants and ROC/IROC staff.

Many people who abuse drugs and/or alcohol tend to neglect important components of daily health which wreaks havoc on both their emotional and physical well-being. For that reason, it is important for the recovery process to focus on repairing the psychological and physical damage of chemical dependency, as well as the damaged mind-body connection. Exercise in chemical dependency treatment serves many purposes, but there are some primary benefits one can get from exercise during substance abuse treatment and recovery. The benefits include relieving and reducing stress by naturally and positively altering the participant's brain chemistry and improving their outlook on daily life activities.

The tournament was a fun and positive experience for participants and their guests. One IROC team member stated, "It was great to get out of the classroom and have fun with the other ROC programs. I am new to the program and learned a lot during the day from my fellow peers. It was fun. I was able to meet their families. We should do this more often." ROC/IROC Program encourages everyone to spread the message that healthy interactions and exercise are crucial to recovery success and help to strengthen the community as a whole.





The annual Youth Strength Academy (YSA), facilitated by the Riverside County Probation Department's Youth Accountability Team (YAT), offers at-risk youth throughout the county an alternative, positive environment during their summer recess from school. The week-long academy was held in the desert and western regions of the county. This year's event, titled Career Paths: Navigating the Workforce, was aimed to educate and entice YAT youth on the prospect of higher education and exposure to the workforce. During each respective event, speakers and activities were centered on providing youth with a variety of future career

THE

The 2017 Youth Strength Academy desert event commenced on June 19th at the College of the Desert (COD), where 33 youth from various parts of the Coachella Valley joined together with YAT members during a four-day event. Throughout the week, youth were exposed to a variety of educational speakers, activities and physical fitness, all while spending time on a college campus. A selection of professors from COD shared their knowledge and expertise with the youth in hopes of driving interest in future career paths. Topics included fire technology, food and beverage management and architecture. In addition, the SoCal Coyotes, a non-profit sports leadership organization paid a visit to the academy. Current team members shared their personal stories of overcoming obstacles and engaged in a friendly game of football with the youth. The week closed with youth and their parents participating in a graduation ceremony, which included a presentation from COD representatives regarding the tangibility of college from a financial aspect, including financial aid applications and coupled with grant and scholarship information. Speakers at the graduation ceremony also included Chief Deputy Probation Officer (CDPO) Bryce Hulstrom, Safe House of the Desert representative Venessa Aguilar and the Honorable Judge Otis Sterling III, who shared an inspirational story on the power of setting high goals.

Riverside (UCR), where YAT members and 71 youth from the western and southwestern areas of the county were greeted with enthusiasm and optimism. As youth entered, they were assigned to a team themed after various career fields, including Teams Fire, Art, Law Enforcement, Theatre and Drama, Culinary Arts, Business, and Technology. Throughout the week, several working professionals from UCR spoke to youth about a variety of career opportunities, including culinary arts, sports and nutrition. In addition, Supervising Deputy District Attorney Gerry Lopez opened the week with a captivating story about his upbringing and purpose. Midweek, Deputy District Attorney Evelyn Essenwanger with the Gang Awareness, Mentoring and Education Program (GAME), spoke to youth regarding the dangers of negative peer association. Prior to the conclusion of the academy, youth and YAT staff toured the UCR campus and recreation center and participated in the UCR Challenge Course. The course was designed to encourage teamwork, strengthen confidence, problem-solving and communication. On graduation day, parents and youth joined together to celebrate the accomplishments of the past week. Parents were provided internet safety information by Riverside Police Officer Ryan Railsback as well as enrollment information for the Parent Project. The event concluded with a visit from Tyrone (Ty) Montgomery, a former National Football League (NFL) player with the Los Angeles Raiders and St. Louis Rams. Montgomery, now an NFL Ambassador, shared his story of struggle to success and the importance of dedication and education. Speakers at the graduation ceremony also included CDPO Hulstrom and Republican Legislative Assistant Mario Herrera.

Youth were provided with certificates of completion and recognized for their achievements over the week's events. Not only did the YSA provide educational and insightful information for the youth; it changed their mindset regarding their support network and provided them a stepping stone to a new path tangible, one filled with education and a future career goal.





#### PHOTO GALLERY



YOUTH SCRAMBLE DURING A GAME OF BIG BALL SOCCER



STUDENTS ENJOYED A PRESENTATION ON ARCHITECTURE AND 3D PRINTING



SO CAL COYOTES COMMUNITY OUTREACH DIRECTOR RON DIGRANDI



THE VICTORIOUS TEAM CELEBRATES WITH RIVERSIDE SHERIFF'S DEPUTY CLARO SANCHEZ





DEPUTY PROBATION OFFICER ADRIAN OLVERA INSTRUCTS THE YOUTH



YOUTH ARE INTRODUCED TO THE WORLD OF CYBER SECURITY



RIVERSIDE SHERIFF'S DEPUTY JUSTIN PITTENGER



SOME GAMES REQUIRED SYNCHRONIZED TEAMWORK



THE YOUTH ENJOYED FLAG FOOTBALL WITH THE QUARTERBACK FOR THE SO CAL COYOTES



DEPUTY DISTRICT ATTORNEY KRISTI HESTER AND A YOUTH DISCUSS A CRAFTING PROJECT





UCR BASKETBALL COACH DENNIS CUTTS



GRADUATION DAY WITH FAMILIES PRESENT



DPO KENNYTH MARCIAL AND DEPUTY DA HUNTER TAYLOR SCALE THE OBSTACLE COURSE



TEAMWORK AND PERSISTENCE WERE TESTED DURING A GAME OF SOCCER



A PROUD FAMILY MEMBER CAPTURES THE TEAM PRESENTATIONS





A REST BREAK DURING OUTDOOR SPORTS



UCR WELLNESS PROGRAM SPECIALIST AND REGISTERED DIETICIAN NICOLE COLLINS



A YOUTH WORKS AT HER TEAM'S TABLE DURING MORNING CRAFTS



A FAST-PACED GAME OF FLAG FOOTBALL



YOUTH ADMIRED ARTWORK INSIDE UCR'S ORBACH SCIENCE LIBRARY



SPECIAL THANKS TO COLLEGE OF THE DESERT AND THE UNIVERSITY OF CALIFORNIA, RIVERSIDE

In 2011, child welfare and mental health agencies throughout California were mandated to work together to establish a framework that would not only identify any mental health needs of youth entering foster care, but incorporate more effective and timely mental health services to address the needs of each youth.

The California State Legislature went further in 2015 and passed Assembly Bill (AB) 403, also known as Congregate Care Reform (CCR) for the purpose of providing mental health services for all youth in foster care. AB 403 includes an emphasis on four primary principles of foster care: the reduction of congregate care, the establishment of the Child and Family Team (CFT) process, the utilization of an interagency placement committee and the Resource Family Approval (RFA) process (the recruitment and retention process of potential caregivers). As such, on January 1, 2017, all counties statewide and licensed foster care providers implemented the CCR mandates.

Early on, Chief Hake identified CCR as a pivotal change of perspective to probation. He authorized the formation of a dedicated unit, the Juvenile Projects Unit (JPU), for the purpose of research, development and implementation of the CCR requirements.

Through collaboration with the Riverside County's child welfare and behavioral health agencies, JPU was able to establish the CFT and RFA processes, as well as assist our providers in the transitioning of group homes to Short-Term Residential Treatment Programs (STRTP). JPU worked long and hard to ensure these projects were in place by January 1. This task could not have been accomplished without the amazing efforts of my team: Senior Probation Officers Piper Lee-Schulz and Mandee Woods (CFT Facilitators), Deputy Probation Officers Laura Simonette and Patty Esquibel (RFA process) and Office Assistant Charles Dawson.

In 2017, the Chief Probation Officers of California (CPOC) hosted their first three-day Annual Continuum of Care Reform Conference. CPOC asked Chief Hake, JSD Director Tony Clubb, Sr. PO Woods and I to present, alongside early implementing counties, our developments, specifically the CFT and RFA processes. What an honor to have been chosen and recognized for our endeavors. When it was all said and done, there was a sense of relief and great achievement. I was extremely proud as it was evident that Riverside County Probation Department (RCP) was at the forefront of the discussions.

JPU will continue to oversee the CCR developments, train the department and collaborate with other agencies regarding best practices, utilization of the department's resources and making changes to improve our practices.

JPU is proud to state the efforts dedicated to this process have not only been for the purpose of meeting the requirements of CCR, but to administer this department's mission to change lives, empower and reduce recidivism by promoting social justice and actively perform acts that relate to human welfare and social reform; to modify existing methods and incorporate a compassionate team of resources to enhance and protect the life of our youths in need.

## CONTINUUM by Monica OF CARE



FROM LEFT: SENIOR PROBATION OFFICER MANDEE WOODS, DIVISION DIRECTOR TONY CLUBB, SUPERVISING PROBATION OFFICER MONICA ROSE, CHIEF DEPUTY PROBATION OFFICER BRYCE HULSTROM, AND SENIOR PROBATION OFFICER PIPER LEE-SCHULZ

recipe corner

JUSTIN JONES
SENIOR COOK



# CINAMON POLLS

This recipe goes back in our family for 100 years. Growing up, I remember going to my Grandpa and Grandma's house every New Year's Eve. We would all play games together. My Grandpa loved to make these cinnamon rolls. He would lay out the dough covering the whole kitchen table, then layer on the butter, cinnamon and sugar. He would then form the cinnamon rolls and place them in pans next to the fireplace to rise. At midnight we would ring in the New Year eating these cinnamon rolls as a family.

#### Instructions:

- 1. Combine yeast, water (1/2 cup) and sugar (1 tbsp.) in a small bowl or cup. Set aside for later.
- 2. In the bowl of a stand mixer, combine milk, sugar (1/2 cup), salt, baking soda, baking powder, shortening, eggs, oil, vanilla extract, yeast mixture and flour (1 cup only). Using a dough hook, turn the mixer on low speed.
- 3. Once the flour starts to incorporate into the dough, slowly add the remaining flour and increase the speed to medium. Add more flour as necessary so that the dough pulls away from the sides of the bowl. The dough mixture should be tacky, but not stick to your hands. It should be soft. Add more or less flour until the dough reaches the desired consistency. The amount of flour you add in bread making is always an approximation and you should go by feel.
- 4. Transfer the dough to a lightly greased mixing bowl. Cover with a towel and let rise until double in size (about 1 hour).
- 5. Lightly grease a baking sheet. Punch down the dough and roll into a 12x18-inch rectangle.
- 6. Melt butter and set aside to cool. Then brush the dough with the melted butter. In a small bowl, combine the brown sugar, granulated sugar, and cinnamon (add in optional raisins or nuts at this time). Sprinkle on top of the melted butter. Roll up tightly lengthwise so you have one long roll. Use plain dental floss or a sharp knife to cut the dough into 12 one-inch slices.
- 7. Place the slices onto a lightly greased 9x13-inch pan. Cover and let rise 30 to 45 minutes.
- 8. Preheat oven to 375 degrees. Bake the rolls for about 14 minutes, until just a kiss of brown on top.
- 9. While the cinnamon rolls are baking, make the cream cheese glaze by using a hand mixer to whip together cream cheese and butter in a bowl until light and fluffy. Whip in powdered sugar and vanilla extract. Add enough milk to achieve a drizzle-like consistency.





The Riverside County Probation Department launched its Lean Continuous Improvement Plan in June 2017 with a four-day Value Stream Mapping Event at the Research Park office. Lean management seeks to eliminate any waste of time, effort or money by identifying each step in a business process and then revising or removing steps that do not create value. The event focused on mapping the Adult Supervision Value Stream, establishing metrics and goals that the Core Implementation Team and department staff will work on over the next calendar year. The event was attended by members of the executive team, division management, supervisors and line staff.

Chief Hake envisioned a lean department and invited Ken Flaherty to the October 2016 Managers and Supervisors Conference to expound lean principles, concepts and the value achieved in a lean-driven organization. In addition, senior probation staff were provided with a presentation by Ken at their conference in January 2017.

Ken Flaherty is an Executive/Operations Leader with a record of driving planning, strategy and execution for the operational excellence and transformation of organizations. He is a certified Lean Six Sigma Master Black Belt delivering continuous improvements, process optimization and waste reduction.

KEN FLAHERTY (LEFT) AND RCP STAFF ASSESS A VISUAL MAP OF PROBATION SERVICE PROCESSES

The week was comprised of an intensive look at the current state of adult supervision and the processes that occur within the value stream. The following staff eagerly participated in the Mapping Process and defined the meaning of teamwork: Supervising Probation Officers Leticia Quinones, Melissa Guzman, Richardson, Kathleen Atkins, and Mirna Pineda; Senior Probation Officers Jerome Bres and Chaz Marin; and Supervising Office Assistant Maryann Chavarria. The team identified the court, clients, victims and community as our customers. Participants were coached by Ken to take an in-depth look at the processes and identify lead time (wait time), process cycle time (actual time to complete the process), value-added items, and non-value-added items for the customer.

Team members mapped out the entire Adult Supervision value stream and the steps that occur while the work is in process, such as file setup, intake/assessment and supervision processes.



ADULT SUPERVISION VALUE STREAM

The team identified 136 steps in the current state, 47 of which were non-value-added items for the customer. The team analyzed each map identifying ways to reduce waste, redundancy and non-value-added items. Staff were encouraged to shift paradigms in the way we conduct business and eliminate processes to make our department more efficient and improve the quality of the product provided to our customers. At the conclusion of each day, the core team provided a debrief to the executive team and highlighted the progress made.

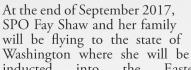
By the end of the week, an adult supervision target state value stream map was developed that reduced the supervision steps in the process flow to 41 steps. The group established true north metrics designed to increase positive outcomes for clients, decrease the wait time until a client is engaged and reduce the costs of services provided by the department. In addition, eight processes were identified and a value stream event calendar was developed to set goals and timelines for projects over the next year.



SENIOR PROBATION OFFICER JERRY BRES PRESENTS TO THE GROUP

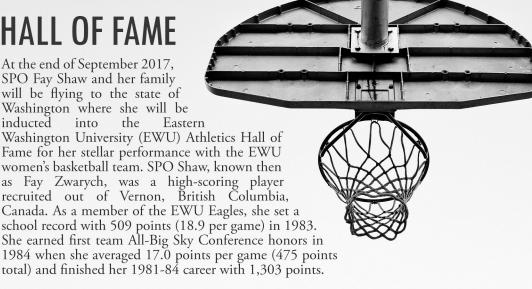
The Core Continuous Improvement Team will continue to meet weekly over the course of the next year with Ken continuing to provide coaching and guidance in our department's lean transformation initiative. A "war room" was assembled at the Adult Services Division's lowa Center office to assist with mapping our progress. The first of many future rapid improvement events is scheduled for the week of July 31, 2017 through August 4, 2017. Department staff will take an in-depth look at the violation process and come up with ways to make it more efficient by doing activities such as value stream mapping, process walks and rapid experiments.

The Lean Continuous Improvement Plan is an exciting opportunity for our department to shift paradigms from business as usual to a new dynamic way wherein eliminating non-value-added processes and waste will allow us to fulfill our department's mission of Serving Courts, Protecting our Community and Changing Lives in an easier and more efficient manner.



Fame for her stellar performance with the EWU women's basketball team. SPO Shaw, known then as Fay Zwarych, was a high-scoring player recruited out of Vernon, British Columbia, Canada. As a member of the EWU Eagles, she set a school record with 509 points (18.9 per game) in 1983.

SUMMER 2017



Fay stated, "I played basketball because I loved to play it and I played hard." She was surprised when her alma mater called to tell her she would be inducted into the university's Hall of Fame. What an amazing and prestigious honor!! Everyone at the Riverside County Probation Department is proud of the incredible accomplishment!





SPO FAY SHAW



# PROBATION WEEK 2017





































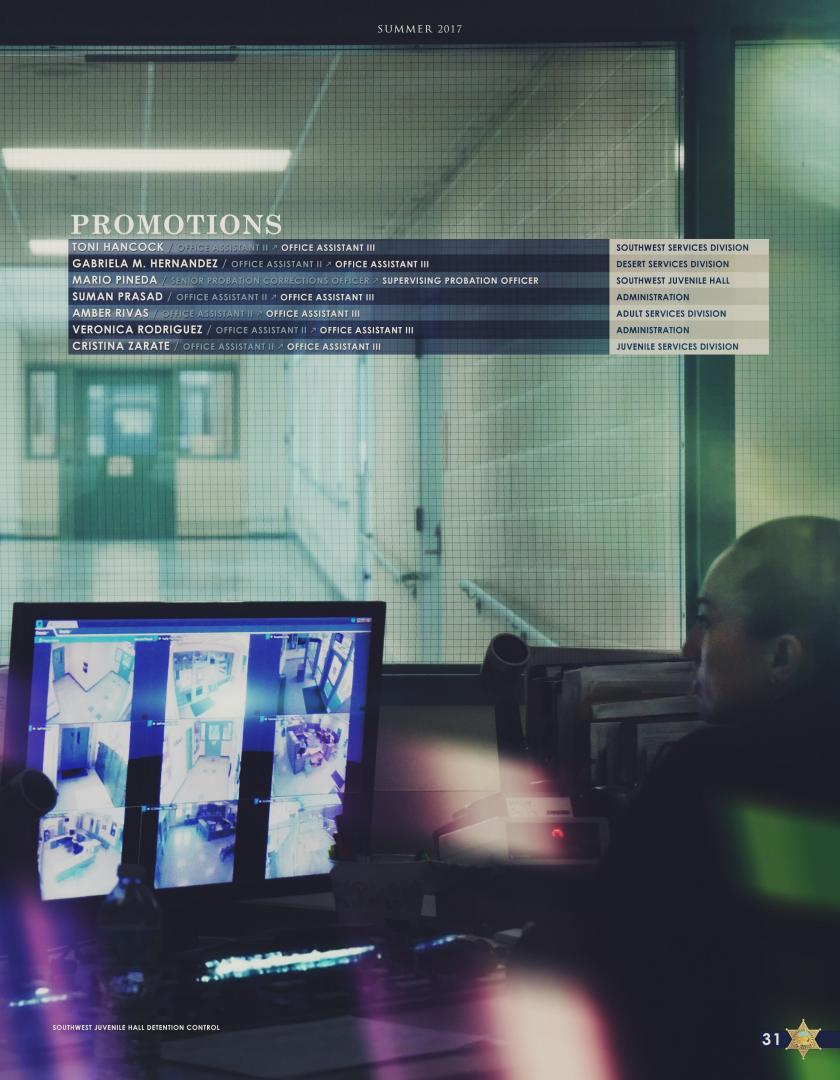














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