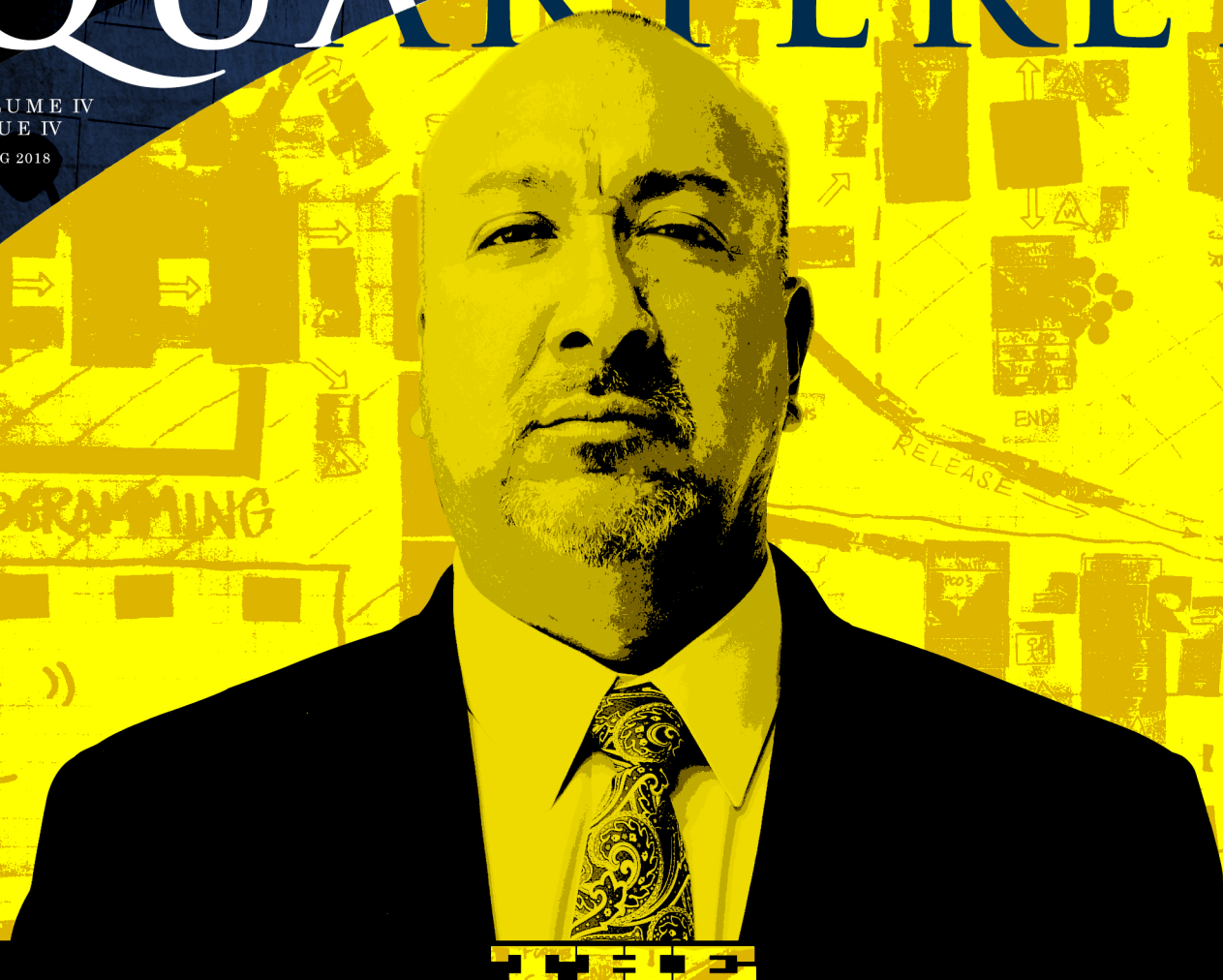


VOLUME IV
ISSUE IV
SPRING 2018



AN INTROSPECTIVE LOOK AT DEPARTMENT PROCESSES IS RENEWING RCP TO BE MORE PRECISE AND CONCISE WITH ITS SERVICES AND PROCEDURES

BY LETICIA AGREDA AND KATHLEEN ARIAS

PGS, 8-9

ALSO IN THIS ISSUE:

PHOTOS AND SUMMARY OF THE MOST RECENT ARMING ACADEMY

Pg. 6

A YTEC RESIDENT FINDS SUCCESS AFTER HER STAY

Pg. 12



MESSAGE FROM THE CHIEF

SPRING 2018




SPRING IS UPON US AND THIS TIME OF YEAR IS OFTEN SEEN AS A SEASON OF RENEWAL AND FRESH OPPORTUNITIES. SO IT IS CERTAINLY TIMELY THAT WE FOCUS ON OUR DEPARTMENT'S LEAN TRANSFORMATION EFFORTS IN THIS EDITION OF RCP QUARTERLY. LEAN REPRESENTS OUR IMPLEMENTATION OF A CONTINUOUS IMPROVEMENT CULTURE AND INCREASED EFFICIENCIES AND EFFECTIVENESS FOR OUR CLIENTS AND OUR COMMUNITIES. BUT IT IS ALSO SO MUCH MORE. LEAN IS AN INNOVATIVE MANAGEMENT STRATEGY THAT FOCUSES ON ENGAGING OUR EMPLOYEES TO IMPROVE THE WORK PROCESSES THEY PARTICIPATE IN EVERY DAY – AND WHO BETTER TO IMPROVE A PROCESS THEN THOSE WHO KNOW IT BEST! LEAN ALSO ENABLES OUR DEPARTMENT TO ELIMINATE WASTEFUL ACTIVITIES AND ALLOWS EMPLOYEES TO THRIVE AT THEIR WORK. IN THIS EDITION YOU WILL SEE THE RESULTS OF SOME OF OUR INITIAL LEAN EFFORTS AND THE PLANS FOR OUR FUTURE SUCCESS!

Mark A. Hake

MARK A. HAKE
CHIEF PROBATION OFFICER

TABLE OF CONTENTS

- 
- 4 **BEHIND THE BADGE**
WITH SENIOR PROBATION OFFICER MAGDA MICHEL
- 5 **CHRISTINE BRADBURY: IN MEMORY**
BY SUPERVISING PROBATION OFFICER ASHLEY PARKER
- 6 **ARMING ACADEMY 2018**
BY SUPERVISING PROBATION OFFICER MIKE VILLALBA
- 7 **RECIPE CORNER: CREAM PUFFS**
BY CORRECTIONAL COOK JOSE ALVA
- 8 **THE LEAN MACHINE**
BY SUPERVISING PROBATION OFFICERS LETICIA AGREDA AND KATHLEEN ARIAS
- 10 **I AM RCP**
WITH OFFICE ASSISTANT III MONA VIRGILIO
- 12 **YTEC SHINING STAR SUCCESS STORY**
WITH SENIOR PROBATION CORRECTIONS OFFICER BRANDI KRALL
- 12 **THANK YOU LETTER**
- 13 **RUTH BREWER MEMORIAL AWARD**
BY DEPUTY PROBATION OFFICER ASHLIE STRATMAN
- 13 **JJDPC AWARDS RECAP**
BY SECRETARY CARLA LEUNG-WO
- 14 **LUNCH WITH THE CHIEF**
WITH DEPUTY PROBATION OFFICER ISELA SANCHEZ
- 14 **READ ACROSS AMERICA**
BY EXECUTIVE SECRETARY ALLISON TRENHOLM
- 15 **PROMOTIONS**

SENIOR PROBATION OFFICER

Magda Michel

Senior Probation Officer (Sr. PO) Magda Michel graduated from California State University, San Bernardino in 2004 with a degree in Psychology and began volunteering at Twin Pines Ranch (TPR). She joined RCP full time as a group counselor in 2005 and promoted to DPO in 2007.



"I actually wanted to be a Probation Officer since I was a teenager," she said. Her interest grew out of seeing her brother incarcerated within the California Youth Authority for gang involvement and the positive impact his Parole Officer had on him and their family. "I decided I would be a Probation Officer to help those that need guidance in their life. I am proud that my brother grew up to be a contributing and successful member of society," she added.

Sr. PO Michel worked in the Adult Services Division from 2007 to 2015, with assignments in Adult Investigations, Banked Caseload, AB109 Intakes and Assessments. She promoted to Sr. DPO in 2012 and was assigned to Court Officer in the Drug Calendar Courtroom. In 2015, she was transferred to the Field Projects Division and assigned to the Riverside Day Reporting Center (DRC). For the past year, she's been the Sr. PO DRC Coordinator, a position which assists with training, staff support, statistical reporting and auditing for uniformity and consistency between all the DRCs.

Working to assist crime victims was the most challenging assignment for Sr. PO Michel. She would call victims to obtain impact statements and hear how people had been hurt and families torn apart. Some of the stories were heart wrenching and painful to hear.

Sr. PO Michel recounted a recent contact by a former client who called to update her on his life. "He was really excited describing how his life had changed once he was released and after attending the DRC. At the time of his release, he did not think he was able to be free of incarceration for more than 30 days. He exceeded that and more. He discharged probation and obtained employment, moved out of his parent's home, and has a savings account," she said. "It left such an impression for me because this was a person that had little hope for himself and now is able to reflect back on his past and accept that he made bad choices, and is working towards his goals and is motivated by his accomplishments."

This type of success is what she hopes for each and every client she comes in contact with. "This is how the Probation Department is helping to change lives and the world - by giving these clients confidence to believe in themselves and want more for themselves and families," she said.

Her advice to those starting their careers in probation is to stay encouraged about the work they're doing and focus on the positives. "Our careers expose us to a lot of the negativity in this world and at times that can be overwhelming and can drain you emotionally, but don't allow that to discourage you from giving your best," she added.





IN MEMORY OF
**CHRISTINE
 BRADBURY**
 DEPUTY PROBATION OFFICER

Strong. Compassionate. Genuine. Humble. Attributes which described Christine as an individual. Behind her quiet demeanor was a strong, intelligent and giving core. With most people it is easy to recognize their flaws; however, with Christine it was hard to even identify one. She often acted as a guardian for her family and friends, and helped guide them through times of need. "Christine was an outstanding employee, and was well-liked among her peers," said Chief Mark A. Hake. "She valued her family and friends and will be remembered as a person who brightened the days of those around her." Christine's manager, Joe Atalla, added that she volunteered for tasks where others would not, and described her as being "a very good person. She was always happy and helping others."

Christine felt that working with minors was a true gift as there was the potential to make the most impact in their young lives. As such, she recently went back to school and was on her way to achieving her goal to be a Special Education teacher. Christine had the patience, strength and genuine desire to help children live the best lives they could. She took joy from seeing their triumphs, and wanted to assist children on a daily basis.

DPO Tabitha Jeffreys, Christine's friend and fellow graduate of Core 003, says, "Christine's smile and laugh were contagious. Christine was adventurous, loved to travel and, most importantly, she loved her family, especially her nephew Leland. She had the kindest heart and always wanted to help others. She loved country music and we had a blast going to country concerts together. Christine touched the lives of many people and I am forever grateful I was able to make memories with her and experience how remarkable of a person she was."

In truth, Christine would have been embarrassed by all the attention she has received. She was humble, and did not realize how much she meant to people. Christine lived her life by constantly giving to others and in recent years she expanded upon her love of traveling by taking many adventures. Sharon Calnek noted, "Christine left her footprints on this world, and on the hearts of all those who had the honor of knowing her."

- SUPERVISING PROBATION OFFICER ASHLEY PARKER -



2018 ARMED PROBATION OFFICER ACADEMY



OFFICERS TRAIN WITH NUMEROUS DEESCALATION TACTICS AND LESS-LETHAL TOOLS SUCH AS THIS TASER X26



FIREARMS HANDLING AND MARKSMANSHIP ARE TAUGHT THROUGHOUT THE ACADEMY



DPO CRUZ AND DPO BARRAGAN DISCUSS THEIR PERFORMANCE WITH DPO HERNANDEZ DURING DEFENSIVE TACTICS TRAINING



SPO VILLALBA AND SPO GOMEZ INSTRUCT THE STUDENTS AT BEN CLARK TRAINING CENTER



DPO CHRISTOPHER MACHADO (FOREGROUND) AND DPO MICAH MACHADO (BACKGROUND) AWAIT THEIR TURN AT RANGE DAY



SPO GOMEZ DEMONSTRATES FIREARM HANDLING TECHNIQUES TO THE PROBATION OFFICERS



THESE HK USP HANDGUNS HAVE BEEN CONVERTED TO FIRE NON-LETHAL SIMUNITION ROUNDS FOR MORE INTENSIVE TRAINING SCENARIOS



FIREARM INSTRUCTORS SHARE A LAUGH DURING A BREAK



SENIOR PO CHRIS SANCHEZ CONDUCTS WEAPON INSPECTIONS AFTER RANGE DAY



RANGE DAY AT THE BEN CLARK TRAINING CENTER



SENIOR PO MICHELE EWING STANDS BY DURING FIREARMS TRAINING

The 2018 Armed Probation Officer Academy was held from February 26 to March 16. The training challenged participants' physical and mental readiness for the demands of an armed assignment. Those who successfully completed the 120-hour course of instruction demonstrated basic proficiency in firearms, use of force options, armed officer tactics and scenario-based training; and further displayed their exceptional defensive tactics skills and decision-making abilities. All participating candidates are commended for their hard work, willingness to accept a higher level of responsibility and desire to further their contributions to the department.

Congratulations to the seven employees who completed the 2018 Armed Probation Officer Academy!



For questions regarding potential Armed Academy interest, please contact the Task Force Supervisors of the Special Services Division.

SUPERVISING PROBATION OFFICER
MIKE VILLALBA



Instructions:JOSE ALVA
CORRECTIONAL COOK

CREAM PUFFS

Preheat oven to 375F. In a medium pot, add water, butter, salt and sugar to boil over medium heat. When it boils take pot off the heat. Add the flour while stirring with a wooden spoon until it incorporates. Return pot to the heat and cook for a few more seconds.

Transfer to a mixer or bowl and mix on medium speed while adding the eggs. Dough should be thick (add another egg if dough is still runny).

Using a pastry bag and a plain tip, pipe the dough onto a baking sheet in 2" diameter rounds. Whisk the other egg with water and brush the surface of the dough. Place in oven for 15 minutes until puffed up with a golden brown color. Remove from oven to cool.

Whip together the whipping cream, sugar and vanilla and pour into the pastry bags. Cut the top of the puffs and start filling them with the cream mixture. Decorate the puff with fresh fruit and/or chocolate sauce!

Ingredients:*Pastry:*

- 1 C. Water
- 4 oz. Unsalted butter
- ½ tsp. Salt
- 1 ½ tsp. Sugar
- 1 C. All-purpose flour
- 3 Eggs
- 1 Egg for wash

Filling:

- 2 C. Whipping cream
- 2 tbs. Sugar
- ¼ tsp. Vanilla



Have a dish you want to share? Email your recipe to the PR Unit and it may be featured in an upcoming issue of the RCP Quarterly.



THE LEAN

OVER THE LAST TWO YEARS, the Executive Team has been working to incorporate Lean principles into Riverside County Probation operations. Lean is a framework that assists in the identification and steady elimination of waste, which in turn improves quality. As part of the ongoing commitment to the process, the Executive Team created a Lean Management Team (LMT) to help advance the department toward becoming a more efficient organization. The LMT consists of Division Director Rudy Lovato and Supervising Probation Officers Leticia Agreda and Emil Fischer.

The goal in building a Lean organization is to create value by eliminating waste. For RCP, that means better serving clients and partner agencies by increasing efficiency. An improved workflow reduces wasted time and decreases the overall cost to provide services. Not only do clients receive better service, but employees in Lean organizations report that the improved flow increases morale.

Lean is a system that cascades department strategy and empowers employees in various positions to solve problems as a team. The LMT works weekly with the Adult, Juvenile and Institutional Value Stream Core Teams to complete projects and tasks. Rapid Improvement Events (RIE) are frequently utilized to identify and improve a process. An RIE is a three to five day event that brings together a workgroup of five to six employees who identify a process that suffers from impeded efficiency and flow. You may have seen one of the large, colorful value stream maps created to help participants visualize workflow and spot unproductive actions. A corrective plan will then be developed, tested and implemented to improve efficiency, or in Lean lingo, move from the current state to an improved future state. The success will be tracked and evaluated; then the process will start over to further optimize the organization. It's known as a cycle of continuous improvement.

The Lean process was recently used by Adult Field Services to tackle the problem of extended wait times clients face to have initial contact with their assigned probation officers. The current process takes an average of 37 business days, as the client is usually sent to probation directly from court and is seen by several probation officers before meeting his or her assigned officer. The team identified a more efficient workflow with the potential to decrease the wait time to only eight business days.

Engagement is when clients become actively involved in their treatment. Early engagement would allow the officer to address questions or concerns immediately and begin working on case plan goals, thereby reducing violations, Court calendar add-ons and recidivism. Lobby wait times would also decrease since more clients would be seen by their assigned officer, and less by the Officer of the Day.

THE LEAN MANAGEMENT TEAM



RUDY LOVATO



EMIL FISCHER

MACHINE

By creating standard work procedures, the initial client contact criteria will be the same throughout the department. In doing so, data can be pulled and changes can be made to continuously improve the process.

Over the three-day RIE, the team learned continuous improvement tools and then quickly began mapping out the current state. This was not an easy task, as each division and office process was different. Once the current process had been mapped, the team determined whether each step was adding value to the Courts, the community, the clients and the probation officers. After the value was considered, they began to understand what issues were creating inefficiencies and causing the most time delays.

The team came up with the following hypotheses:

- **Creating consistent procedures or “standard work” processes will help guide staff on a standard process and assist management to determine if the standard work is producing the expected results.**
- **Providing staff in the court to set up files, complete assessments, provide referrals and to give information on assigned probation, including their office day to report, would decrease the time to engagement.**

With these hypotheses in hand, the team conducted an experiment within the Riverside Superior Court with the assistance of a probation court officer and client who volunteered to participate in the test. They discovered many obstacles and complications, all of which allowed them to refine the process to reach desired results. In the end, they were able to improve the speed of engagement with clients following their sentencing, reducing the gap from 37 business days to eight business days. The client contacted in Court was extremely thankful, as she did not have to take another day off work. She was redirected to report to the Corona office rather than to Adult Services Division, which saved her an unnecessary trip. Further, she was excited to report to her scheduled appointment and appeared motivated to work with probation to rehabilitate.

The LMT will organize additional Lean events to examine additional issues. Lean is an opportunity for employees to shape RCP's future, as it focuses on allowing the people doing the tasks to have ownership of how to fix the process, and in turn, provide more value for our clients.

**BY
SUPERVISING PROBATION
OFFICER LETICIA AGREDA
AND
SUPERVISING PROBATION
OFFICER KATHLEEN ARIAS**



LETTY AGREDA

THE LEAN MANAGEMENT TEAM REFINED
THE INITIAL CLIENT CONTACT PROCESS
AND REDUCED THE TURNAROUND BY
78%, FROM 37 DAYS TO JUST 8 DAYS

37

8



MONA VIRGILIO

OFFICE ASSISTANT III



STAFF SPOTLIGHT

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

Before my career at RCP, I had been a personal assistant to a screenwriter for 12 years. It was a wonderful job that was interesting and only two miles from my house. I had an extremely flexible schedule so that I could volunteer at my daughter's schools, go on field trips, be able to drop them off / pick them up from school and be home with them when they were off. Those were my most valued benefits at the time. I would not have changed it for anything, but the screenwriter decided to move back to Los Angeles. My girls were older and able to drive themselves to school, sporting events and dance classes. I found myself looking for a job with benefits. Probation just happened to be hiring and had the benefit package I was looking for at the right time.

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

I have worked for the department for ten and a half years.

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

My current position is an Office Assistant III assigned to Desert YAT (Youth Accountability Team) out of the Indio office. My position has evolved over the past ten years and currently I serve as the base operator for Special Services Division, performing dispatch duties for three YAT units, two CDT units (Community Diversion Team) and two Wraparound units. I order office supplies and process Cal State paperwork for Desert YAT; troubleshoot equipment issues, answer phones and process 601 referrals for YAT; and create trouble tickets for JAMS and equipment issues.

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

I decided when I accepted the position with the department that this was where I wanted to finish my career, and enjoy the ride. I have met some amazing people working for RCP, and that is what it's all about, right, the people.

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

When I began my career with RCP I had already experienced the corporate world for 16 years. Eight of those years in restaurant management, and the other eight years for a local radio station as an executive assistant to the general manager. And for the next 12 years I was self-employed. Thus I started my career path with the department late in my career and my goal when I joined RCP was to enjoy my job and personal life equally.



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

My goals for the position are to continuously streamline the work flow. The workload keeps coming, it is never ending. I strive to get the job done accurately and in a timely manner. You have to be organized and able to work independently.

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

I enjoy helping people. I assist parents on the phone, support the POs with many matters throughout the day - JAMS, paperwork, resources, equipment issues, etc. The most challenging is when I have 14 officers out in the field and I'm covering base for all of them while four or five of them are transporting minors on a field trip. I keep track of everyone, safety check them along the way, get mileage - basically making sure everyone is safe out in the field. It can get crazy busy sometimes, but the time sure flies.

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

The essential core values I believe all employees need to possess are integrity, ethics and fortitude.

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

YAT has been my one and only assignment. Surprising I know, however, I put in for transfers in the past, yet I am still here, which is okay with me, as it is a good gig. YAT is constantly evolving with new POs, supervisors, parents and students. Always busy, never boring. Memorable moments are every year when we have YSA (Youth Strength Academy) during summer break. The academy is one week long and a lot of planning and hard work goes into the process. Staff is exhausted by the end of the academy. The memorable part is seeing the youth transform from the first day of the academy when they are not excited about being there and grumbling over the rules and the required cadet uniform, to their transformation on the last day when they wish it wasn't over and that YSA could be longer. There is a graduation/award ceremony where parents and family are invited to attend. It concludes with a slide show of the youth participating in various activities throughout the week, the speakers and all the collaborative agencies that participated. The fun part for me is taking photos of youth participating in all of the activities and putting the slide show together with music.

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

Be a team player; help someone out that is struggling. Be the person that steps up to get the job done without having to be asked.

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

For the past five years, I have been on the board of Friends of the Arts Institute at Palm Springs High School, which is a nonprofit organization. We raise money for students and teachers in the Arts Institute to fund scholarships, art supplies, field trips, band equipment, etc. It has been a very rewarding experience. I love horseback riding; anything involving animals makes me happy. Traveling and experiencing new cultures and food. Yoga makes everything better, mind, body and soul. I actually enjoy walking up the Palm Springs tram road with a buddy to chat with along the way because it takes your mind off the grueling incline that gets your heart pumping. Spending time with family and friends; cooking, laughing and playing games.



BREAKING THE CYCLE

STORIES FROM RCP'S INSTITUTIONS

AMC-YTEC SHINING STAR

In November 2016, RCP youth client Aliyah was ordered to complete a one-year program at the Indio Youth Treatment and Education Center (YTEC). She transferred to the Alan M. Crogan Youth Treatment and Education Center (AMC-YTEC) when the facility opened in July 2017. She completed many of her treatment programs while in Indio, which provided her time to complete financial literacy and pre-employment courses through the Youth Opportunity Center once she arrived at AMC-YTEC. Aliyah was hired at a retail store in Riverside and completed a six-week internship working four days per week while in our treatment program.

Aliyah is now a full-time student at Palomar College in San Marcos. She is taking 13 units, including American Indian Studies, Social & Political Philosophy, Nutrition and English 100. She finds her coursework both interesting and exciting. Along with going to college, she works two part-time jobs. She works between 12 and 16 hours per week and recently began working as a part-time courtesy clerk at a local grocery store. Aliyah stated that school and work keep her very busy, but she still has time to spend with family.

Aliyah is grateful for all the advice staff shared with her. She discussed how she was nervous about entering the workforce with no experience and felt that working while at AMC-YTEC gave her more confidence. "It took a lot of pressure off in finding a job and gave me a head start into the workforce," she said. Aliyah discussed that she used her off-campus furloughs to spend time with family, apply for employment and visit college campuses in her area. We are all proud of Aliyah, as she is one of many youth that have successfully made a transition back into the community upon graduating from AMC-YTEC.

SENIOR PROBATION CORRECTIONS OFFICER
BRANDI KRALL



A LETTER FROM A FORMER RJH YOUTH

Hello,

I don't know how to go about this or even if it will be received or reviewed but I'll try anyways. I was incarcerated in Riverside Juvenile Hall and group homes from the time I was eleven to fifteen before moving out of state and changing for the better. During my time in RJH there was a staff member named Jimmy Owens who use to preach to us and try and change us with quotes, facts about himself and life lessons in general. Hands down one of the smartest people I've met. One of the things that stuck out was him saying "the only thing that stays the same is change". Now, I've not been the best law-abiding citizen but about 4 years ago I started hearing that once-annoying, "he's-just-doing-his-job" voice again and even though it took years it helped. I hear that quote every day and I try to live my life with his speeches and similar mentality. Anyways, I was gonna reach out to him personally but didn't feel it would be the most appropriate way of doing this but if there is any way you guys can just tell him thanks for me and that even though it might only be 2/1000 people, it does help. I'm not saying he's responsible for changing my life entirely but he is definitely responsible for the mindset I try and live with.

Miller, Group 4



JJDPC

Juvenile Justice Delinquency Prevention Commission

DESERT YOUTH AWARDED THE RUTH BREWER MEMORIAL AWARD BY THE JUVENILE JUSTICE DELINQUENCY PREVENTION COMMISSION

Each year, the Juvenile Justice Delinquency Prevention Commission honors a juvenile probation client who has made positive choices for personal growth and development with the Ruth Brewer Memorial Youth Award. On March 6, 2018, S. Gutierrez-Perez received the award for her drive and her tenacity to change her life in a positive direction.

Prior to Gutierrez-Perez's grant of probation, she was facing difficult situations at both home and school. Through community intervention and Gutierrez-Perez's determination she was able to overcome these obstacles. Gutierrez-Perez and her mother agreed to participate in the Multi-Dimensional Family Therapy Program to help repair their broken relationship. This therapy provided her the confidence to express her feelings in a healthier manner and as a result, the family is now able to communicate effectively.

Gutierrez-Perez sought pro-social activities as she joined the Cathedral City Police Explorer Program. The officer assigned to mentor the youth in the program advised she is consistently rated as one of the most outstanding explorers in the program based on her work ethic and willingness to learn.

Due to her focus on education, Gutierrez-Perez was selected to be in the Spanish Honors Society where she will now graduate with a gold sash. Upon graduation from high school, her goal is to enlist in the military. She has a sincere desire to serve her country and make the world a better place.

Gutierrez-Perez successfully completed probation and will continue to be a positive influence within her family and society at large.

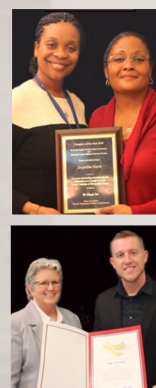
DEPUTY PROBATION OFFICER

ASHLIE STRATMAN



JJDPC ANNUAL AWARDS CEREMONY

JJDPC held its Annual Awards Ceremony at the County Administrative Center in the prestigious Board Chambers. The ceremony opened with the National Anthem beautifully performed by student Sanlyn Marie Carter. It was a wonderful event with smiles all around. A few of the award recipients are pictured here. Congratulations!



BERT VAN HORN AWARDS: Jeremy Somers, Frank Okorech, Steffi Navarro and Crystal Soria.

JUVENILE JUSTICE PUBLIC AND PRIVATE PARTNERSHIP AWARD: Chapman University Restorative Justice Program

FOSTER PARENTS OF THE YEAR: Daniel and Elizabeth Holcomb, Sarah Ponce, Eduardo and Rafaela Alvarez, Jacqueline Harris, James and Brenda Lindsey, Carlos and Consuelo Delgado.

YOUTH ACHIEVEMENT AWARDS: I. Flores, A. Bustamante, S. Gutierrez, and R. Throngard.

COMMUNITY DELINQUENCY PREVENTION AWARD: Project BRIDGE.

PROBATION OFFICER AWARD: Ashlie Stratman

STARFISH AWARD: Lake Elsinore Sheriff Explorer Program.

by
Secretary II
Carla Leung-Wo



WITH **ISELA SANCHEZ**

DEPUTY PROBATION OFFICER

I began my career with Riverside County Probation in December 2015 as a probation officer assigned to juvenile supervision. My current assignment consists of supervising juveniles that are non-wards, also known as a Successful Short-Term Supervision (SSTS) caseload. Prior to becoming a probation officer, I was a volunteer through Riverside County Probation at the Perris office.

Through our conversation, I learned the Chief is receptive to new ideas. He is open to hearing from staff and is willing to assist in making our jobs better. (Quarterly call-ins are welcomed; he looks forward to hearing from you.) I also learned he is very dedicated to the department.

We discussed how much the process to complete juvenile reports has significantly changed over time. We also talked about the Baker to Vegas (B2V) race and his running experiences. He might consider doing a B2V team run in the future.



Some advice the Chief gave me was to always think two steps ahead. Let's say you're aiming to become a senior probation officer, yes become a senior, but at the same time also think about becoming a supervisor. If you're aiming to become a supervisor consider becoming an assistant director and so on. My interpretation of his advice is to never settle. Think bigger.

I discovered that the Chief performed various assignments under the juvenile supervision umbrella which I currently do or have done. It was nice to know that he understands every assignment and when talking about a specific assignment he truly relates to it; and we both like to laugh and smile.

I believe lunch with the Chief is a great opportunity. The Chief is easy to talk to, very knowledgeable and loves to hear from staff. It was great to have the Chief set aside time from his busy agenda to share his experiences and answer questions we might have. I truly appreciate the opportunity presented to me to have lunch with the Chief.



Read Across America

On March 2, 2018, Chief Deputy Probation Administrator Doug Moreno participated in the Dr. Seuss Read Across America Day at the Tomás Rivera Elementary School in Riverside. Across the country thousands of schools, libraries and community centers participate by bringing together kids, teens and books. This is an annual occurrence celebrated on Dr. Seuss's birthday. Chief Deputy Moreno joined other professionals from the community and spent his morning reading several of the children's favorite books to eager listeners. What a wonderful and fun way to share the joy of reading and celebrate the community.



EXECUTIVE SECRETARY

ALLISON TRENHOLM

PROMOTIONS

DENISE BIRMINGHAM / DEPUTY PROBATION OFFICER II ↗ SENIOR PROBATION OFFICER

GRISSET DORR / DEPUTY PROBATION OFFICER II ↗ SENIOR PROBATION OFFICER

JACK HANSEN / DEPUTY PROBATION OFFICER II ↗ SENIOR PROBATION OFFICER

KENNYTH MARCIAL / DEPUTY PROBATION OFFICER II ↗ SENIOR PROBATION OFFICER

BRIAN QUIGLEY / DEPUTY PROBATION OFFICER II ↗ SENIOR PROBATION OFFICER

ADULT SERVICES DIVISION

HUMAN RESOURCES DIVISION

SOUTHWEST SERVICES DIVISION

SPECIAL SERVICES DIVISION

FIELD PROJECTS DIVISION

EACH MAN SHOULD FRAME LIFE SO THAT AT SOME
FUTURE HOUR FACT AND HIS DREAMING MEET.
VICTOR HUGO



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

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

KEVIN SLUSARSKI
PUBLIC INFORMATION SPECIALIST
EDITOR

ALLISON TRENHOLM
EXECUTIVE SECRETARY
EDITOR

VIRGINIA SALHANI
SENIOR PROBATION OFFICER
DEPARTMENT RECRUITER

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

