

# RCP

# QUARTERLY

VOLUME V  
ISSUE II  
FALL 2018

A PUBLICATION OF  
RIVERSIDE COUNTY  
**PROBATION**  
DEPARTMENT



## THE INSPIRE PROJECT

ADULT SERVICES DIVISION FOSTERS  
SUCCESSFUL SUPERVISION BY REDEFINING  
THE OFFICER-CLIENT RELATIONSHIP  
PAGE 8

BY KOURTNEE GERVASI

### ALSO IN THIS ISSUE:

#### **MOTIVATIONAL INTERVIEWING**

EXPLORING THE BENEFITS OF THIS EVIDENCE-BASED APPROACH  
Pg. 7

#### **YAT UPDATES**

YAT YOUTH ENJOY A UCLA BRUINS GAME AND TAKE PART  
IN THE RIVERSIDE ART MUSEUM'S CREATIVE HORIZONS  
PROGRAM  
Pg. 14





# MESSAGE FROM THE CHIEF

FALL 2018



AS WE COME TO THE END OF 2018, I FIND MYSELF WONDERING WHERE ALL THE TIME WENT - A COMMON OCCURRENCE FOR MANY OF US, I'M SURE. BUT FOR ME, IT'S ALSO A GREAT TIME TO REFLECT ON THE PAST CHALLENGES WE HAVE FACED AS A DEPARTMENT AND THE MANY ACCOMPLISHMENTS WE HAVE ACHIEVED. OUR RCP QUARTERLY DOES AN EXCELLENT JOB OF DOCUMENTING THESE SUCCESSES AND WHILE YOU MIGHT BE EXPECTING A LIST OF THE BIG ITEMS HERE, THERE ARE FAR TOO MANY FOR ME TO EVEN BEGIN AND I WOULD CERTAINLY BE RISKING LEAVING MANY OUT. AND AS I THINK ABOUT THIS EDITION, I'M REMINDED WE ARE NOT IN THIS LINE OF WORK TO TOUT OUR ACCOMPLISHMENTS AND PAT OURSELVES ON THE BACK. WE ARE HERE TO IMPACT OTHERS AND HELP THEM CHANGE THEIR LIVES. SOMETIMES WE FORGET CHANGE OFTEN HAPPENS WITH VERY SMALL STEPS AND IT CERTAINLY OCCURS WITH ONE PERSON AT A TIME. I'M SURE YOU WILL UNDERSTAND MORE WHEN YOU READ ABOUT OUR INSPIRE PROJECT IN THIS EDITION. SO AS I CLOSE OUT 2018, I'M PROUD OF THE WORK OF RCP AND WISH YOU HAPPY HOLIDAYS AND A VERY HAPPY NEW YEAR!



*Mark A. Hake*

MARK A. HAKE  
CHIEF PROBATION OFFICER



# TABLE OF CONTENTS

## 4 SAVE THE DATE: ERAC

## 5 BEHIND THE BADGE

WITH SENIOR PROBATION OFFICER DANIELLE MYBERGER

## 6 FLABOB AIRPORT PROGRAM

BY SUPERVISING PROBATION OFFICER HERBERT MURRAY

## TOE TAG MONOLOGUES

WITH PROBATION CORRECTIONS OFFICER MICHAEL LANGLOIS

## 7 MOTIVATIONAL INTERVIEWING

BY SENIOR PROBATION OFFICER GABRIELA HERNANDEZ

## 8 INSPIRE PROJECT

BY DEPUTY PROBATION OFFICER KOURTNEE GERVASI

## 10 ASD RESOURCE FAIR

BY DEPUTY PROBATION OFFICER KOURTNEE GERVASI

## FOSTER YOUTH GRADUATION EVENT

BY SUPERVISING PROBATION OFFICER NAOMI DURLEY

## 12 INTRODUCING BIOS

BY IT OFFICER II JOE ATALLA, SUPERVISING RESEARCH SPECIALIST LISA GILCHRIST, AND SUPERVISING PROBATION OFFICER ASHLEY PARKER

## 13 I AM RCP

WITH OFFICE ASSISTANT III KINDRISS VASQUEZ

## 14 YAT UCLA FOOTBALL EXPERIENCE

BY DEPUTY PROBATION OFFICER ELIZABETH WORTHINGTON

## YAT MURAL PROJECT

BY SUPERVISING PROBATION OFFICER ROSA CASTELLANOS

## 15 PROMOTIONS





# EMPLOYEE RECOGNITION



## & AWARDS CEREMONY

# SAVE THE DATE

02 ★ 28 ★ 19





SENIOR PROBATION OFFICER

## Danielle Myberger

Senior Probation Officer (SrPO) Danielle Myberger earned her Bachelor's Degree in Criminal Justice at California State University, San Bernardino and was hired soon after in 2006. It was in high school that she developed an interest in entering the probation field. "I was undecided about whether I wanted to be a social worker or go into law enforcement," she said. "A probation officer came to my class as a guest speaker. Probation seemed like a good balance between law enforcement and social work so I chose to major in criminal justice."



SrPO Myberger worked at Riverside Juvenile Hall as a Group Counselor (a position now known as a Probation Corrections Officer) until 2011, then went out to the field and did adult supervision until 2017. She supervised level 1/2/3, was assigned to Southwest Mental Health Court and did Interstate Compact. In 2017, she was reassigned to juvenile intake and investigations for eight months and has now been an adult court officer since April 2018.

Staying balanced and not becoming cynical has been challenging, according to SrPO Myberger, but she finds it extremely rewarding to assist people who want to succeed.

An experience that has helped shape her career was when she had the opportunity to supervise a transgender client who was on probation for possession of heroin. "I supervised him as he went through the physical transition of female to male," she said. "He was very open with me about his transition and how his struggles with his gender growing up led to his substance use. I learned a lot from him about the LGBTQIA community and supervising him reminded me that one of the most important aspects of our job is the willingness to get to know the individuals we supervise in order to help them be successful and contributing members of society and to put aside any bias or preconceived notions we may have."

For those considering a career in probation, she advises that a passion for helping people to be successful is a must. Also, that probation does way more than most people think; there are many different assignments and you'll never get bored.

SrPO Myberger's advice to new POs is to avoid tunnel vision. "Begin to look at the big picture now," she suggests. "This will save you from getting frustrated in your day to day work. With that being said, be present. Celebrate the small victories every day because you will learn years down the road that the small victories are what sustain you during your career."





# BREAKING THE CYCLE

STORIES FROM RCP'S INSTITUTIONS

## FLABOB AIRPORT PROGRAM

BY SUPERVISING PROBATION OFFICER HERBERT MURRAY

The Flabob Airport training program uses the fascination of flight to inspire the love of learning for successful careers and satisfying lives. The program allows youth to work side-by-side with pilots, craftsmen and innovators in an authentic workplace and creates an excitement in youth to work with their head, hands and heart.

One of those innovators is Hualdo “Waldo” Mendoza. As a troubled teen 17 years ago, he was involved with a local gang, was kicked out of school and ended up in multiple stays at Riverside Juvenile Hall. During this time, a teacher and mentor offered Hualdo an opportunity that would end up changing his life. What began as an internship at Flabob Airport learning about aviation developed into such a passion that he went on to become a licensed pilot and owner of an aviation business. He stated, “Growing up as a kid, I knew nothing about aviation, and I really had no interest...I didn’t know anything about aircraft.” Today, Mr. Mendoza is an expert aircraft fabricator, called on frequently to travel around the world to share his skills with others.



HUALDO “WALDO” MENDOZA

To help make changes in the lives of at-risk youth, Mr. Mendoza became a mentor, offering jobs and training through the Youth Opportunity Center (YOC). YOC supports multiple locations in Riverside County, providing youth with skills needed for successful growth and development. By partnering with the Alan M. Crogan-Youth Treatment and Education Center (AMC-YTEC), the YOC has helped 11 youth gain employment and experience in the field of aviation maintenance. The youth realize there are better opportunities than what they were doing with their lives. It also gives them a boost to go down the right path.

The YOC is an integral part of the AMC-YTEC program. Our youth receive in-house training at the Rubidoux location that consists of job preparation workshops, resume building, money management, life skills, interview preparation and job placement services.

## TOE TAG MONOLOGUES

BY PROBATION CORRECTIONS OFFICER MICHAEL LANGLOIS

No subject is off limits is the core value of the Toe Tag Monologues, a visual theatrical foundation started by R. Byron Stringer, a retired 26 year veteran of the Las Vegas Metro Police Department. The monologues are the voices of youth that have been subjected to gang violence, sex trafficking, domestic abuse, suicide, drug abuse and other related issues. The monologues feature young actors that deliver poignant and thought-provoking performances, with the hope that they can impact others positively.



The day started with a motivational speech from Mr. Stringer, speaking on the challenges youth face and to never give up. He later introduced the first presenter “Monique,” a young girl that was sexually abused and trafficked at the age of 12. Ultimately, her story ended with a “Toe Tag.” An AMC-YTEC youth stated, “I realize I am not the only one going through issues, that we all have them.” Monique’s story was not unfamiliar, it’s a story we all should be aware of and work to prevent. The second monologue was delivered by a young man named “Martin” featuring his little brother Justice. The baby was never given a name by his mother, thus earning his name Justice when the police mistook “it’s just-us” as the boy’s name. This was a story of domestic abuse, depression and suicide. Sadly, the life of Justice ended with a “Toe Tag,” after

he accidentally drank the suicide cocktail that his brother prepared for himself. Ultimately, tragedies like this are very familiar yet preventable with access to the appropriate resources.

Finally, the theme of the day was Never Give Up! An AMC-YTEC youth stated “I learned to never give up and I can always make better life choices.” The speeches and the monologues brought out many questions and answers. The youth and staff of AMC-YTEC are thankful to the artists and to Mr. Stringer for delivering such powerful messages.





# MOTIVATIONAL INTERVIEWING

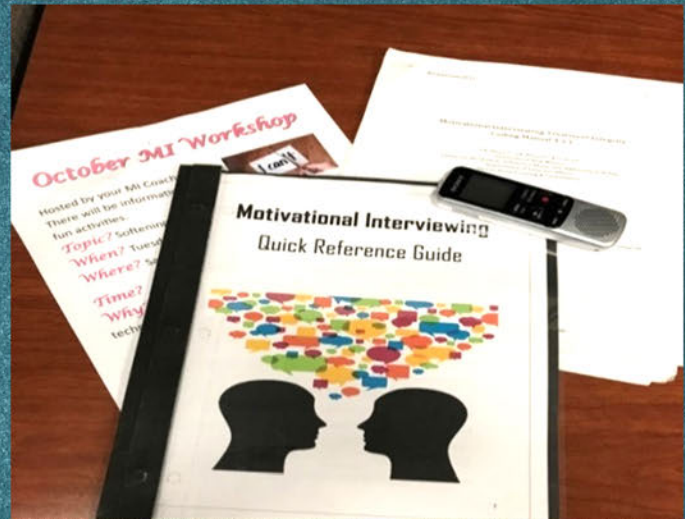
## AND HOW IT CAN AFFECT CHANGE

BY SENIOR PROBATION OFFICER GABRIELA HERNANDEZ

**Motivational interviewing**, or 'MI' as it is most commonly referred, is an excellent technique for communicating with clients and its use is expanding within the department. As such, I'm often asked to explain the method and how it helps staff inspire clients to achieve their goals.

Let's start with the basics: Motivational interviewing is used worldwide. Professional industries of health, local law enforcement and even large corporate businesses use MI because it is a collaborative communication style for strengthening a person's own motivation and commitment to change. In probation departments, MI is assisting the way we help our clients change. It is client-centered and goal-oriented. Research shows that when MI techniques are used, and used correctly, change from the client follows. As such, it is no surprise that many probation departments across our nation have incorporated MI into operations. RCP's mission statement includes changing lives, so MI is considered a highly valuable tool in achieving this part of our mission.

In accordance with Senate Bill 678, motivational interviewing is a commonly used evidence-based practice. RCP MI coaches are integral in its success as they provide the training, education and quality control of MI proficiency with department staff through observations, coding and coaching.



With behavior change comes positive engagement in prosocial activities, including education completion, employment and a substance-free lifestyle, which contribute to client success and lower recidivism rates.

As an ongoing effort to continue MI education and training, the Community Supervision Oversight Unit hosts quarterly workshops in each division, facilitated by the MI coaches, keeping staff skills fresh and techniques up-to-date. The workshops are fun and interactive with role-playing activities, thus enhancing the learning process.

With continued efforts to keep the philosophy of MI at the forefront of our mission, offender risk is reduced, fewer victims of crime are created and public safety is enhanced.





# THE INSPIRE PROJECT

REACHING CLIENTS ON A RELATABLE LEVEL  
PROVES TO HAVE A STRONG EFFECT ON  
THEIR WILLINGNESS TO PARTICIPATE IN  
AND ACHIEVE SUCCESSFUL SUPERVISION

BY DEPUTY PROBATION OFFICER  
KOURTNEE GERVASI





The Adult Services Division embraces a human service approach toward supervision while focusing on components associated with an effective reduction in recidivism. The Inspire Project is designed to shine a positive light on clients who successfully terminate probation and have positively addressed rehabilitation goals. Inspire Project clients are those that while on probation, have completely changed their way of life and have consistently maintained a healthier lifestyle. This project also recognizes staff who are investing in them. We want to highlight their accomplishments while inspiring others to be the best versions of themselves. Placing the focus on skill development and performance, through a supportive and trustworthy relationship will create long-term behavioral change with hopes of developing self-sufficiency, thereby reducing recidivism. Research indicates that the quality of the officer-client relationship predicts success on supervision.

Some of the best leaders are those who lead from the heart and through those actions, have the innate ability to inspire others. Senior Probation Officer (SrPO) Veronica Jackson has had a transformative influence on clients through her compassion and support. She and staff like her have painted the picture of what successful supervision should look like. Mr. Montoya said, "SrPO Jackson addressed me more like a friend to a friend, not a probation officer to an inmate, I wasn't just a number to her, I was a person." The client recalled an incident during the time he was on probation where he stumbled a bit and tested positive for amphetamines. To Mr. Montoya, he was not worried about receiving a flash incarceration

or going to jail, rather he was more concerned with his behavior and how his SrPO would view him because of it; he felt he was letting her down. He felt she held him to a higher standard and because of the rapport they built, SrPO Jackson gave Mr. Montoya another chance. In that moment, Mr. Montoya felt like a person rather than just a number. Mr. Montoya conveyed via email, how forever grateful he is for the guidance he received from SrPO Jackson. Since his successful termination of probation, he has remained sober, gainfully employed and has purchased his own home. The impact Ms. Jackson made on this client's life will never be forgotten.

Through kindness, compassion and support, we can inspire our clients to dream, learn and grow. Regardless of the barriers to success, if we work together and foster relationships, we can motivate clients to overcome any obstacle. With this, we can help build a stronger community and make the County of Riverside the best place to live, work and play. ♦



SENIOR PROBATION OFFICER VERONICA JACKSON WITH MR. MONTOYA





ADULT  
SERVICES  
DIVISION

# RESOURCE FAIR

30 VENDORS CAME TOGETHER TO PROVIDE OPPORTUNITIES FOR PROBATION CLIENTS



RCP's Adult Services Division, in partnership with the Salvation Army, connected more than 130 probation clients with employment, housing and mental health services at its inaugural Resource Fair in September. Approximately 30 vendors were on hand at The Salvation Army Riverside Corps with opportunities for clients seeking to get back on their feet and lead positive lifestyles.

As we begin to develop healthy and more sustainable communities within Riverside County, it's imperative we shift our way of business toward a collaborative approach in building relationships with our county agencies, community resources and nonprofit organizations.

The Resource Fair was very beneficial, in that it provided our clients with access to

education, employment, housing, healthcare and other county services all under one roof. A number of clients do not have the knowledge or means to adequate healthcare or education, nor do they know where to obtain employment. Sometimes it's difficult to get clients to link up with employers, county resources, or just any help at all. We were fortunate enough to bring all of these resources together, through the relationships that were built with our community partners, enabling us to connect clients to all the possible resources available to them in one trip.

Staff put in extraordinary effort to bridge the gap to any foreseeable barriers such as overcoming potential transportation issues the clients may have encountered. The networking, hiring and referrals to various

services could not have been made possible without the hard work and dedication of the probation officers and staff that helped make this event a success! Each probation officer engaged their clients and walked them to the appropriate booths that catered to their individual needs.

In the core of who we are, the reason we are in this field is that we have the intrinsic motivation for wanting to help others. This hands-on approach and dialogue made an impact in not only the clients' lives, but staff as well. This type of engagement builds rapport and strengthens the mentor-leader bonds developed with clients, all in an effort to fulfill the department's mission of changing lives.

DEPUTY PROBATION OFFICER  
**KOURTNEE GERVASI**

JUVENILE  
SERVICES  
DIVISION

# FOSTER YOUTH GRADUATION EVENT

THE 15TH ANNUAL FOSTER YOUTH GRADUATION CELEBRATED FOSTER YOUTH WHO GRADUATED IN THE 2017-2018 SCHOOL YEAR



Probation officers from Riverside County Probation Department's Juvenile Services Division Placement team participated in the 15th Annual Foster Youth Graduation event. The event was organized by the Riverside County Department of Social Services (DPSS), Riverside County Office of Education (RCOE), Oak Grove Center and staff from the Riverside County Probation Department's Independent Living Program (ILP) team. The event was held at the Grove Community Church, and this year's theme was, "Keys to Success." A total of 84 foster youth who graduated high school during the 2017-2018 school year attended.

The youth were celebrated from the moment they walked in the front door of the venue. A line of supporters, including Supervising Probation Officers Sherri Elmore and Naomi Durley, cheered for and congratulated the youth on their success as they made their way inside. The youth were then guided to

the photography station where they could take photographs with friends, family and classmates in front of a 2018 Graduation backdrop. Each of the photographs were printed, framed and given to the youth that evening.

During the evening, the youth enjoyed a catered Italian dinner while listening to inspirational speeches from presenters including Juvenile Services Division Director, Dave Searing. The youth also enjoyed desserts including bundt cakes from Nothing Bundt Cakes. A DJ provided music for the youth to dance to and celebrate their success. Supervising Probation Officer Shannon Crosby, along with several other volunteers and security staff ensured all youth could enjoy the evening to the fullest, without any concerns to their safety. The youth were especially excited to receive their \$300 graduation incentive, candy leis with gift cards and gift baskets with items such as home décor, cleaning and cooking supplies.

When asked if he was having fun at the event, one youth responded, "Of course! I'm having the best night!" The event was a hit with the youth and served as an affirmation that each of them can reach their goals with hard work and dedication. Many of the youths mentioned that they enrolled at Riverside Community College to further their education with dreams of obtaining careers where they can someday help other foster children.

A special thank you goes out to all Probation staff who made this event a success and helped the foster youth celebrate their achievements. Probation staff included SPOs Crosby, Elmore and Durley, as well as DPOs Tracy Diaz, Michelle Johnson, Omar Eldrageely and Kathryn Tallo. The event would not have been as special without their input and participation!

SUPERVISING PROBATION OFFICER  
**NAOMI DURLEY**





# MEET BIOS

## A NEW FOCUS, A NEW DIVISION

BY IT OFFICER II JOE ATALLA, SUPERVISING RESEARCH SPECIALIST LISA GILCHRIST AND SUPERVISING PROBATION OFFICER ASHLEY PARKER

RCP's Information Technology Management (ITM) Division has undergone many changes in recent years. Riverside County consolidated numerous IT functions under the Riverside County Information Technology Department. As such, all help desk, network, email and hardware support is no longer the responsibility of RCP. With this change, the division's focus shifted to strategically align our services with the demands of data analytics and operational goals. In order to be cohesive with its new functions, the ITM Division was renamed Business Intelligence and Operations Services (BIOS). The division continues to meet the challenging demands of new legislation, reporting, applications and innovations.

Innovations have always been a strong focus of the division. In 2011, RCP was honored to receive the Challenge Award from the California State Association of Counties for the Kiosk Reporting Program. This year, ITO Joe Atalla led the team to create an e-filing system that enables the department to file and manage documents electronically with Defense Attorneys, District Attorneys and Courts. This new system will drastically reduce filing times. In addition, BIOS created a Law Enforcement Portal (LEP) application which was recently awarded Riverside County's Innovation Award. The LEP enables local law enforcement agencies to access limited adult offender information from their

stations and vehicles and provide critical feedback to our officers. In the few months of operation, the LEP has saved 4,900 staff hours which calculates to more than \$148,000. The Board of Supervisors will recognize BIOS staff for their achievement at an upcoming meeting.

BIOS provides data, analysis, reports and assistance to Lean members throughout the department as the Lean transformation moves forward. Lean identified JAMS replacement as a critical opportunity to improve department efficiency. JAMS celebrated its 10th anniversary this year and is ready to retire. BIOS officially announced its intention to design or purchase a new case management system.

BIOS processes may seem inconspicuous to end users leaving uncertainties about project deadlines. BIOS follows a structured information services framework where each project request is reviewed, analyzed and prioritized based on Business Value Impact. It is no surprise that BIOS workload can exceed 200 projects, of which 50 projects are actively being worked on. These projects are reprioritized weekly to meet department needs. In addition to incoming requests, BIOS remains committed to 50-plus recurring projects, which include training, taking part in county-wide J-SCI initiatives, Lean transformation and providing services to RCP staff.





# KINDRISS VASQUEZ

OFFICE ASSISTANT III



## I AM RCP

## STAFF SPOTLIGHT

1. What motivated you to begin a career with the Riverside County Probation Department?  
I was looking for something stable with benefits toward retirement.

2. How many years have you worked for the department?  
I've been with the department more than 20 years.

3. What is your current position? Describe your responsibilities within your current role.  
My current position is Office Assistant III with the Riverside Adult Division. Along with general clerical duties, I set up probation files for clients residing out of county and out of state. I work closely with Court Officers in setting up referrals. I also process court reports and provide training for staff. At times I have to submit maintenance requests and act as a liaison between the department, IT and Quality Assurance to help with technical training. I am a CLETS operator, deletion operator, and I was recently trained as a JAMS orientation proctor, awaiting my first "victim." I've been bestowed with the honor of acting as the lead clerical in my supervisor's absence.

4. Many people change careers during their lifetime; what motivates you to continue your career with the department?  
I was nervous when the Probation Department hired me, but in time, I found that my interest in how the department accomplished its Mission Statement suppressed my apprehensions. I happen to love what I do, what I've done and what I've learned; and I'm happy to be useful to the department.

5. Thinking back to when you first began with the Probation Department, did you set a career path goal?  
Yes. I wanted to be an invaluable asset to the county and department at any position I held and give them 100% of my effort at all times.

*Continued on next page*





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

We were extremely behind in monitoring bench warrants and purging closed files due to staffing limitations. I decided to take on the challenge of getting us up to date with the files and cases, as well as developing an effective process and procedure to maintain a current standing with them. With the help of the unit, we were recently able to accomplish this goal. Now the goal is to keep things organized so the flow continues.

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

I love the diversity of responsibilities. One challenge is keeping within the boundary of my position. Since I've been with the department longer than most, I've developed skills to conquer obstacles in obtaining information needed to complete an assignment. Since overcoming such obstacles and challenges is my passion, at times I have to remind myself to allow those assigned or even those in a superior position to handle such cases.

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

From my experience, some of the top core values are optimism, accountability, commitment, creativity and respect. With these values, one would be able to continue to support any changes within the department even when things may not go as desired.

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

The assignments I have held were: Temporary Office Assistant II, Office Assistant II and III, and Supervising Office Assistant I, briefly. The department has come a long way since I started. Staff would smoke in their offices and in the mailroom. There was very limited, if any, training towards sexual harassment and disability awareness. Once new laws and training were introduced and implemented, working for the county was such a better experience!

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

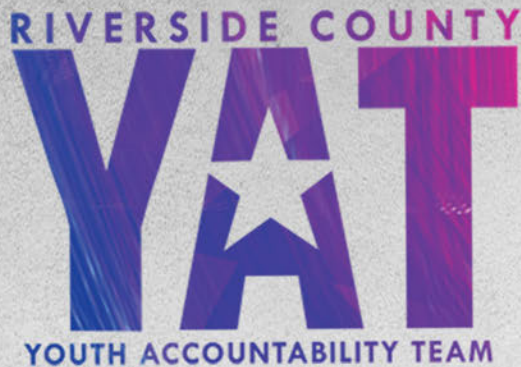
Life is a great learning experience. Take the good and the bad and learn from it all. We get past all of it because—well—we have to. Besides, it makes better stories to tell the grandchildren!

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

I try to keep myself both spiritually and physically healthy by being mindful of what I consume. I also exercise and rest so that after giving my best to the department, there are "leftovers" for both my God and my family.







## UCLA FOOTBALL EXPERIENCE



Youth Accountability Team (YAT) youth from Jurupa, Lake Elsinore and Moreno Valley attended the UCLA Bruins vs. Cincinnati Bearcats Football game at Rose Bowl Stadium in September. The youth were able to experience an evening in the life of a college student by tailgating and watching the game from seats directly above the UCLA student section. They witnessed what the future could hold for them through hard work, dedication and by attending college. Throughout the football game, our YAT staff encouraged the youth to explore the option of a college education and our youth who are student athletes were mesmerized by the athletic performance and the crowd's engagement. One youth stated, "I could see myself down there!" while pointing to the field. Our youth walked out of the Rose Bowl with a smile and a positive experience, which will inevitably influence their decisions as they look toward their future.

BY DEPUTY PROBATION OFFICER ELIZABETH WORTHINGTON

## MURAL PROJECT

For the past 15 weeks, Youth Accountability Team (YAT) youth and local artists working through the Riverside Art Museum (RAM) Creative Horizons program joined forces to create a mural for the Assistance League of Riverside (AL). This partnership afforded the youth an opportunity to channel their inner artist and reinforce pro-social involvement in the community. The youth were involved from the very beginning; in the idea process, drawing and painting. Their vision came to life with a large-scale mural painted on the AL building in the City of Riverside. To show their appreciation for the youth and their hard work on the mural, the AL provided the youth with a shopping experience at JCPenney for up to \$120. The youth were overwhelmed with joy and continuously expressed their gratitude to the AL for their new back-to-school clothing. RAM and AL hosted a reception to showcase the mural and invited AL and RAM members, the community, YAT staff, the youth and their families. The youth were recognized for their contribution to such a wonderful cause and the donors and AL members who made this mural possible were acknowledged and thanked. The youth had a great time and now have a visual reminder of how their hard work benefits an entire community.



BY SUPERVISING PROBATION OFFICER ROSA CASTELLANOS



# PROMOTIONS

SAMANTHA BOLTON / DEPUTY PROBATION OFFICER II ➤ SENIOR PROBATION OFFICER	SOUTHWEST SERVICES DIVISION
MICHELLE BOOKOUT / LAUNDRY WORKER ➤ OFFICE ASSISTANT II	SOUTHWEST SERVICES DIVISION
LINDSAY BRETADO / DEPUTY PROBATION OFFICER II ➤ SENIOR PROBATION OFFICER	ADULT SERVICES DIVISION
RONALD CHERKIN / DEPUTY PROBATION OFFICER II ➤ SUPERVISING PROBATION OFFICER	ADULT SERVICES DIVISION
DAWN DAVIS / SUPERVISING OFFICE ASSISTANT I ➤ SECRETARY II	HUMAN RESOURCES DIVISION
KRISTEN DIXON / DEPUTY PROBATION OFFICER II ➤ SENIOR PROBATION OFFICER	SOUTHWEST SERVICES DIVISION
JANIS DUNNING / CORRECTIONAL SENIOR FOOD SERVICE WORKER ➤ CORRECTIONAL COOK	SOUTHWEST JUVENILE HALL
HILDA FRAGOSO / DEPUTY PROBATION OFFICER II ➤ SENIOR PROBATION OFFICER	AFTERCARE
MARIO GALLO / PROBATION CORRECTIONS OFFICER II ➤ SENIOR PROBATION CORRECTIONS OFFICER	SOUTHWEST JUVENILE HALL
GABRIELA HERNANDEZ / DEPUTY PROBATION OFFICER II ➤ SENIOR PROBATION OFFICER	SPECIAL SERVICES DIVISION
JESSICA HOLSTIEN / SENIOR ACCOUNTANT ➤ PRINCIPAL ACCOUNTANT	FISCAL SERVICES DIVISION
TABITHA JEFFREYS / DEPUTY PROBATION OFFICER II ➤ SENIOR PROBATION OFFICER	FIELD PROJECTS DIVISION
ALBERTO LERMA / SENIOR PROBATION OFFICER ➤ SUPERVISING PROBATION OFFICER	RIVERSIDE JUVENILE HALL
COLE LEWALLEN / DEPUTY PROBATION OFFICER II ➤ SENIOR PROBATION OFFICER	JUVENILE SERVICES DIVISION
SLOANE PEGORELLI / OFFICE ASSISTANT II ➤ OFFICE ASSISTANT III	DESERT SERVICES DIVISION
SERGIO MACIAS / PROBATION CORRECTIONS OFFICER II ➤ SENIOR PROBATION CORRECTIONS OFFICER	SOUTHWEST JUVENILE HALL
CHANDRA MCKINLEY / DEPUTY PROBATION OFFICER II ➤ SENIOR PROBATION OFFICER	JUVENILE SERVICES DIVISION
TAMMY OLIVARES / DEPUTY PROBATION OFFICER II ➤ SENIOR PROBATION OFFICER	FIELD PROJECTS DIVISION
MAYRA ORTEGA / DEPUTY PROBATION OFFICER II ➤ SENIOR PROBATION OFFICER	ADULT SERVICES DIVISION
JENNIFER NARITA / SENIOR PROBATION OFFICER ➤ SUPERVISING PROBATION OFFICER	JUVENILE SERVICES DIVISION
MELISSA PEREZ / PROBATION CORRECTIONS OFFICER II ➤ SENIOR PROBATION CORRECTIONS OFFICER	SOUTHWEST JUVENILE HALL
ROY RAMIREZ / SENIOR PROBATION OFFICER ➤ SUPERVISING PROBATION OFFICER	INDIO JUVENILE HALL
RAYMUND REBAGAY / PROBATION CORRECTIONS OFFICER II ➤ SENIOR PROBATION CORRECTIONS OFFICER	RIVERSIDE JUVENILE HALL
ROBERT RIVERA / SENIOR PROBATION OFFICER ➤ SUPERVISING PROBATION OFFICER	SOUTHWEST JUVENILE HALL
ANGEL RUIZ / SENIOR PROBATION OFFICER ➤ SUPERVISING PROBATION OFFICER	SOUTHWEST JUVENILE HALL
GODFREY SERAPHIN / PROBATION CORRECTIONS OFFICER II ➤ SENIOR PROBATION CORRECTIONS OFFICER	ALAN M. CROGAN YTEC
JAZZMINE SIMPSON / PROBATION CORRECTIONS OFFICER II ➤ SENIOR PROBATION CORRECTIONS OFFICER	ALAN M. CROGAN YTEC
LESLIE TUCKER / DEPUTY PROBATION OFFICER II ➤ SENIOR PROBATION OFFICER	ADULT SERVICES DIVISION
DANIEL ULRICH / SENIOR PROBATION OFFICER ➤ SUPERVISING PROBATION OFFICER	JUVENILE SERVICES DIVISION
MANDEE WOODS / SENIOR PROBATION OFFICER ➤ SUPERVISING PROBATION OFFICER	SOUTHWEST JUVENILE HALL

TREAT ALL MEN ALIKE. GIVE THEM THE SAME LAW.  
GIVE THEM AN EVEN CHANCE TO LIVE AND GROW.

CHIEF JOSEPH







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

**RON MILLER II**  
ASSISTANT CHIEF PROBATION OFFICER

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

INSTITUTION SERVICES

**BRYCE HULSTROM**  
CHIEF DEPUTY PROBATION OFFICER

FIELD SERVICES

**DOUGLAS MORENO**  
CHIEF DEPUTY PROBATION ADMINISTRATOR

ADMINISTRATIVE AND BUSINESS SERVICES

**KEVIN SLUSARSKI**  
PUBLIC INFORMATION SPECIALIST  
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

