

RCP

QUARTERLY

VOLUME VI
ISSUE III

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RIVERSIDE COUNTY
PROBATION
DEPARTMENT



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NATALIE RIVERA, RCP'S NEWEST CHIEF DEPUTY, BRINGS
ACCOMPLISHMENT AND EXPERIENCE TO THE EXECUTIVE TEAM



MESSAGE FROM THE CHIEF



TEAM PROBATION,

THE COVID-19 PANDEMIC HAS BEEN WITH US FOR EIGHT VERY LONG MONTHS. DO YOU REMEMBER WHAT LIFE WAS LIKE BACK IN JANUARY? ALONG WITH YOU, I AM HOPEFUL THAT WE ARE TURNING THE CORNER AND THAT POSITIVE CHANGES ARE COMING SOON.

WHAT I HAVE MISSED MOST IS MEETING WITH YOU. WITH COVID RESTRICTIONS, WE ARE UNABLE TO MEET AS A GROUP. TECHNOLOGY, HOWEVER, HAS ALLOWED US TO MEET VIRTUALLY OR THROUGH CONFERENCE CALLS; BUT THOSE ARE NOT THE SAME AS IN-PERSON MEETINGS – TO HEAR DIRECTLY FROM YOU AND SHARE THE MANY POSITIVE COMMENTS THIS DEPARTMENT RECEIVES FROM THE COURT AND OTHER STAKEHOLDERS.

I HAVE MANY OCCASIONS TO REPORT OUT ON THE PERFORMANCE OF THE DEPARTMENT AND THE GREAT WORK YOU CONTINUE TO DO. FROM CORONA TO BLYTHE AND IN ALL AREAS IN BETWEEN, YOU CONTINUE TO ENSURE COMPLIANCE OF COURT-ORDERED CONDITIONS AND YOU HAVE MADE EXTRA EFFORTS TO ASSIST CLIENTS WITH NAVIGATING THE STRESSFUL AND UNCERTAIN TIMES WE ARE IN. I APPRECIATE THE MANY EFFORTS AROUND FOOD ASSISTANCE AND ALIGNING CLIENTS AND THEIR FAMILIES WITH LOCAL, STATE AND FEDERAL RESOURCES. AS THOSE STORIES MAKE THEIR WAY TO MANAGERS AND EXECUTIVES, I WANT TO PERSONALLY THANK YOU FOR THAT EFFORT. IT MEANS SO MUCH TO THOSE WHO OFTEN HAVE SO LITTLE.

KEEP UP THE GREAT WORK AND KNOW THAT YOU ARE INDEED "CHANGING LIVES!"

A handwritten signature in gold ink that reads "Ronald L. Miller II".

RONALD L. MILLER II
CHIEF PROBATION OFFICER





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EXECUTIVE DECISIONS

On August 12, 2020 Chief Deputy Probation Officer Natalie Rivera was sworn into her new position at the Riverside Historic Courthouse by the Honorable John M. Monterosso, Assistant Presiding Judge, Superior Court of Riverside County. The event was celebrated by a small gathering of family and Riverside County Probation (RCP) Executive Team members.

After graduating from San Diego State University, Chief Deputy Rivera worked in a group home for several years before joining RCP in December of 2004. She began as an investigator in the Juvenile Services Division. In 2011, she was promoted to Supervising Probation Officer and supervised various units including Investigations, Placement and Intake. In July 2014, she transferred to Administration and was the training manager for the department's Staff Development Unit. In 2016, she was promoted to Assistant Division Director and assigned to the Southwest Services Division where she oversaw the Moreno Valley and San Jacinto probation offices. In March 2019, she was promoted to Division Director of the Human Resources Division. In this role, she oversaw internal affairs investigations, policies and procedures, hiring and recruitment, backgrounds, public relations and training.

Chief Probation Officer Ron Miller II introduced Chief Deputy Rivera and praised her for her leadership skills. "I can tell you Natalie has heart," Chief Miller said. "She has the skillset to be an executive leader and to build a team that wants to succeed."

After the oath was administered, Chief Deputy Rivera thanked Chief Miller for the confidence he showed in her and offered her sincere appreciation for the opportunity. "I can't put into words how honored and proud I am to be a Chief Deputy for the Riverside County Probation Department," she said. "I humbly accept this responsibility and give you my commitment to always give the department my best."

Chief Deputy Rivera also expressed her excitement to lead a team in an organization that does such meaningful work in our community. "Because of our staff's efforts day in and day out, hope is restored in peoples' lives. To lead these incredible individuals who not only support our mission, but also our vision, is such an honor."

BY PUBLIC INFORMATION SPECIALIST KEVIN SLUSARSKI



ADRIANA ACEVES
ACCOUNTING TECHNICIAN I

ELIZABETH MARTINEZ-LEON
SECRETARY II

MONIKA ORTEGA
OFFICE ASSISTANT III

TIM WHITE
HOUSE MANAGER



WE ARE RCP STAFF SPOTLIGHT

K.O.R.E. TEAM

KEEP OUR REPUTATION EXCELLENT

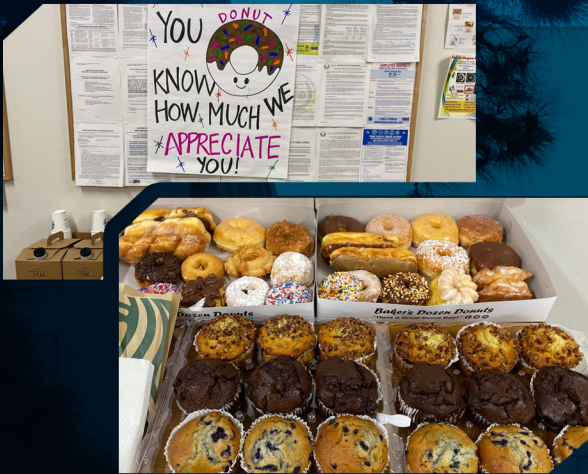
One of the many secrets to Indio Juvenile Hall's (IJH) success can be found in its solid foundation of hard-working employees. While everyone is aware of the great work done by those on the front lines, not as many are privileged to see the honorable men and women who uphold our ancillary and unsworn positions. When you enter the facility, you are greeted with a warm hello from Secretary Elizabeth “Liz” Martinez-Leon. Liz is knowledgeable, dependable and is the glue that holds the facility together. Somehow, she manages to know everything that happens here. Account Technician Adriana Aceves single-handedly ensures that our bills are paid and timesheets are processed. She worked extra hard to make sure we received all the CARES reimbursements we were eligible to receive. House Manager Tim White oversees our laundry production as well as sources all products to ensure we are fiscally prudent in our spending. During the early days of COVID-19, he was able to secure supplies from around the world to keep the facility operating safely. Office Assistant III Monika Ortega is a jack of all trades. She processes all paperwork in addition to being the Kids in Conflict liaison. She troubleshoots equipment and is depended on by all. Collectively they have dedicated over 50 years to the department. Without these fine employees, IJH would undoubtedly not be the same. Each of them is humble; they never seek to be in the spotlight, although it is warranted. Liz, Adriana, Tim, and Monika are the gems in the IJH crown.

Thank you for demonstrating Excellence, Integrity and Dedication in all that you do.

Division Director Elisa Porras

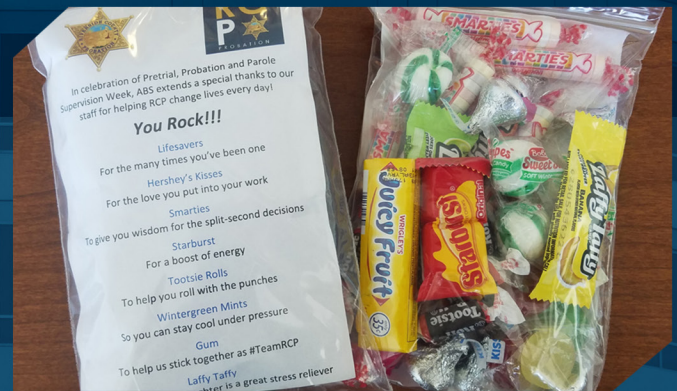


PROBATION WEEK STAFF APPRECIATION



SUGAR RUSH

The Central Services Division kicked off National Pretrial, Probation and Parole Supervision Week with the appreciation theme "You donut how much we appreciate you!" Staff were treated to donuts, muffins and coffee to start their week off with a little sugar rush.



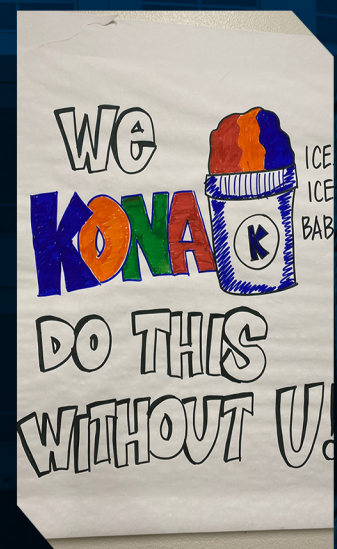
CANDY CARE PACKS

Administrative and Business Services thanked staff with inspirational candy care packs!



SUMMER SIZZLIN'

Director Porras and Assistant Director Brinkman served up some delicious street dogs with all the trimmings! They grilled away, under the hot desert sun to show their appreciation to all the staff for their continued hard work and dedication. These frontline workers show up, day in and day out, despite these challenging times, ready to serve and better our community.



CHILL OUT

Central Services helped staff stay cool with Kona Ice treats!





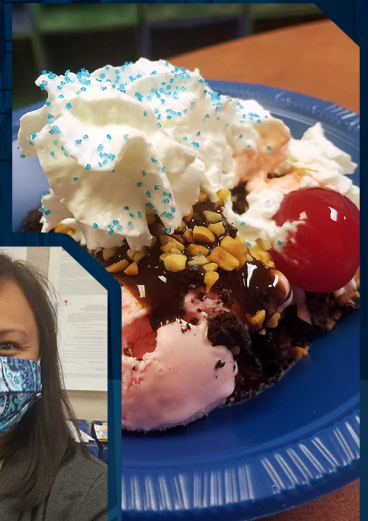
BLOOD DRIVES

Desert Services Division staff and their families celebrated National Pretrial, Probation and Parole Supervision Week by donating 20 pints of blood in their LifeStream blood drive while Central Services Division held their own blood drive in Moreno Valley.



POPCORN PARTY

Central Services Division continued its appreciation of staff with a popcorn party!



ICE CREAM SOCIAL

Administrative and Business Services put together an ice cream social for the staff at the administrative office.






QUARANTINE CREW


BY SUPERVISING PROBATION OFFICER EVELYN BRICENO

When the Alan M. Crogan Youth Treatment and Education Center was selected to house the COVID-19 quarantine unit, there were questions about how the unit would be staffed. Would it be the Delta staff (formerly Riverside Juvenile Hall staff) since Delta was deemed to be the unit to use? Would we be mandated to work the unit? What if we or our family members had health issues? What if we cared for elderly parents/grandparents? Staff was understandably nervous and apprehensive.

Just when it seemed we would have to mandate staff to work the quarantine unit, five staff voluntarily rose to the occasion. Probation Corrections Officers (PCO) David Medrano, Jose Ibarra, David Rodriguez, Darnae Byrd and Erick López-Jiménez agreed to work the unit for the duration of the quarantine period, even though they were not sure what the expectations would be or worse...if they would catch the virus. Even though they had concerns, they committed. The hours were long and the Personal Protective Equipment (PPE) was not comfortable, but they worked together as one team to motivate each other through it and get the job done safely. Their gallant effort in providing supervision to the COVID-positive youth in our care subsequently opened the door for other staff to feel safe working in the unit.

In addition to the five staff mentioned above, PCOs Hussein Bustamante and Katrina Martinez should also be commended, as they provided (and continue to provide) transport services to COVID-positive youth. They were, initially, uneasy about having positive cases within close proximity while in the vans; however, they continued to execute their job duties. Although they must have been a sight to see to passing motorists, they ensured they donned all necessary PPE when completing their runs in order to maintain their safety, as well as that of the youths they transported.

We are truly thankful for the dedication each of these staff have displayed and are grateful for their selfless commitment to the team and COVID-positive youth. PCOs Medrano, Ibarra, Rodriguez, Byrd, López-Jiménez, Bustamante and Martinez, you are appreciated beyond words!




PROJECT HOPE

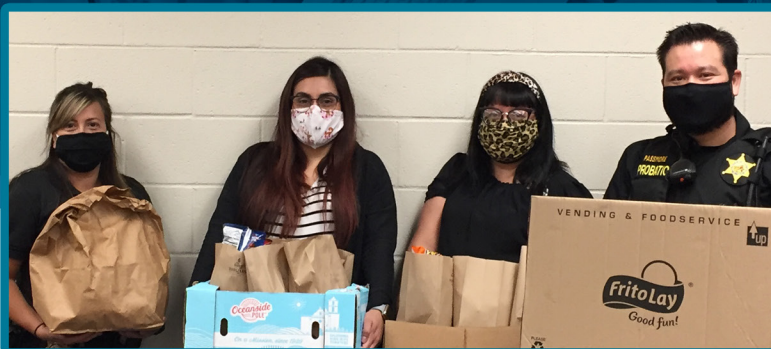
BY SUPERVISING PROBATION OFFICER SAL GOMEZ

COVID-19 will forever be remembered in 2020 as a difficult and dark time in our world. But out of this darkness, we shed light on ways our RCP family has continued to serve our communities. Yes, COVID-19 has had a big impact on our way of life, from sports and entertainment, to distance learning and working from home. But it also gave families time to reconnect and appreciate the importance of being neighborly, patient and compassionate. The RCP family has also been affected by circumstances such as shorter office hours, a drop in community resources available to clients and an increase of early releases from the state prisons due to the pandemic.

Recently, RCP began to receive Post Release Community Supervision (PRCS) early releases through Project Hope, which is a voluntary program established to assist new clients released from California state prisons. Some of these individuals have been directly impacted by COVID-19 and require housing because they tested positive for COVID-19 or are in quarantine status due to an exposure while in prison. Although the prisons were tasked to provide meals for these individuals while quarantined, RCP was asked to step in when meals were not readily available upon arrival at their quarantine destination.

Since July 21, 2020, the Metro East Division Intake/Assessment Unit and the Alan M. Crogan Youth Treatment and Education Center coordinated daily meal deliveries to quarantined clients. Without hesitation, Banning staff came to the aid of these clients, even though they were not assigned to the Banning office and some were outside of Riverside County. Banning staff organized food pickups, assembled lunch sacks and delivered them to clients who, at times, had not eaten since their release from prison days earlier.

Humanity, kindness and dedication to others shine brightly in these challenging times. RCP staff continue to show that small acts of kindness do matter, and the community can continue to count on us. Great job Banning Staff!



ROC

RECOVERY OPPORTUNITY CENTER

BY DEPUTY PROBATION OFFICER PAMELA SEARLES

Established over twenty years ago, the Recovery Opportunity Center (ROC) is a specialized substance abuse program that focuses on the needs of individuals involved in the criminal justice system who have suffered from alcohol and substance abuse-related problems. The ROC Southwest drug court program celebrated summer graduation on July 16, 2020. The event recognized the accomplishments of three participants who completed a rigorous treatment program of at least eighteen months. As part of their rehabilitation, these ROC participants were encouraged to give back to their community through programs such as Alcoholics Anonymous, Habitat for Humanity and volunteer work in various animal shelters and community service programs. Prior to their graduation, these ROC graduates were required to demonstrate a substantial period wherein they remained law abiding, demonstrated commitment to their recovery and maintained full-time employment or participation in an educational or vocational program.

“If it wasn’t for this program, if it wasn’t for the accountability of the probation department, I wouldn’t be where I am today,” said Jessica, a recent graduate.

The success of ROC is tied to the collaborative efforts of Riverside County Probation, the Riverside County Superior Court, the District Attorney, the Public Defender, the Conflict Defense Panel and Riverside University Health Services. The team meets on a weekly basis to review participants’ progress and challenges and discuss potential incentives or sanctions that may be necessary. ROC review hearings are held weekly. At each hearing, the ROC judge reviews case reports and monitors participants’ compliance by reviewing their treatment notes, drug test results and overall progress towards abstinence and law-abiding behavior. During drug court appearances, each collaborative team member interacts with participants and assists in their development and growth in the program. Riverside County currently has four ROC programs that serve the areas of Blythe, Indio, Riverside and Southwest.

“The accountability, the responsibility and the structure is what I had to relearn,” said Bill, another recent graduate. “I live today with such blessings and such peace.”

A twenty-plus year participation in the ROC collaborative is just one way the Riverside County Probation Department has maintained its commitment to Serving Courts, Protecting Our Community and, most importantly, Changing Lives.



★ REGAINED ★ HONOR

BY DEPUTY PROBATION OFFICER JOSE VALDEZ

The Riverside County Veterans Court Treatment program (RVC) was established in 2012. RVC is a collaborative court, dedicated to providing justice-involved United States Military Veterans with the appropriate level of care and supervision they need to combat the visible and invisible stressors of military service and combat. RVC's approach is to identify the underlying conditions that caused the veterans to become justice involved; this is accomplished at the beginning of the court process through assessments performed by Riverside University Health Systems/Behavioral Health, U.S. Veterans Affairs and the Riverside County Probation Department.

The program is aimed at connecting veterans who are going through similar challenges in the legal system; strangers quickly bond with one another because of their shared military experiences. The Honorable Judge Mark Johnson is a retired Army Colonel and has no problem providing the veterans with words of encouragement when he believes they are warranted. The veterans take well to those talks. Accountability is a major component of this collaborative program; each veteran knows they have a team dedicated to help them, but is also there to hold them accountable if they are contemplating straying away from sobriety or engaging in negative behaviors.

For example, two recent graduates both suffered physical and psychological wounds from combat and military service. The use of illegal drugs, the company they kept and the lack of coping skills to properly deal with their post-traumatic stress and anger issues led to them becoming justice involved. Like most veterans, each one found it difficult to admit there was an issue and more difficult to ask for help. Each veteran believed they were fine and that they were more than capable of dealing with their individual issues themselves. However, once accepted into RVC and with the support from their families, peers and the programs collaborative agencies, both veterans flourished and learned methods to cope with their issues. Consequently, both became role models to other veterans in the program. It's amazing to see the transformation each veteran has made in the past 18 months. One veteran re-established a lost relationship with his young son; and the other veteran has learned to control his emotions and continues to be a loving husband, a caring father and proud veteran. One graduate provided the following advice for all future justice-involved veterans: "If you let it all work, if you believe you have issues, don't come in there defensive, come in ready to receive, you will be a winner."



PROFESSIONAL
STANDARDS
BUREAU

FIRST VIRTUAL RAPID IMPROVEMENT EVENT

THE BACKGROUNDS UNIT USES VIRTUAL MEETINGS TO CUT WASTE AND OPTIMIZE INVESTIGATIONS



The **Backgrounds Unit** is responsible for conducting numerous investigations for essential positions within the department. To streamline and improve the backgrounds process, the department's first virtual Rapid Improvement Event (RIE) was conducted from May 26, 2020, to June 9, 2020. This virtual event was an exciting opportunity for the department to determine if large, virtual events could benefit the department in the future.

The event was conducted via Skype and facilitated by the Management Support Team (MST). The improvement team members included Supervising Probation Officers Crystal DeCoudres and Karina Lowe; Senior Probation Officer Evelyn Pumford; and Deputy Probation Officers Kimberly Gonzalez, Natalie Zamora and Ashley Miranda.

The goals of the event included developing a standardized process for completing applicant backgrounds, identifying necessary resources and improving customer service to eligible candidates. The backgrounds process was mapped and each step was carefully reviewed to identify areas of waste. Each member of the team eagerly participated and provided valuable insight. The initial lead time (time it takes to complete a process from start to finish) of the background investigation process was 111 days. The team identified waste in the forms of extra processing, waiting, motion and transportation then eliminated the waste from the process. By doing so, the background lead time was reduced to 80 days. Additionally, standard work was created and various documents were updated to further

reorganize the process. The Backgrounds Unit concluded the event with a feeling of accomplishment knowing they could provide improved customer service to our internal divisions by completing background investigations in a quicker and more efficient manner.

This virtual RIE proved to be a great experience and a practical method to conduct future events. The utilization of technology allowed people to interact in remote locations. The success of the event was largely due to the support of the MST and the tremendous effort put forth by the background investigators. The Backgrounds Unit was proud to successfully complete a weeklong event that can serve as a blueprint for future virtual RIEs.

By Supervising Probation Officers Karina Lowe and Crystal DeCoudres

METRO
EAST
DIVISION

DPO PERAZA'S PRINCESS PARTY

A CHILD IN FOSTER CARE RECEIVES A FROZEN-THEMED BIRTHDAY FROM METRO EAST



In April 2020, Deputy Probation Officer (DPO) Michele Peraza was assigned a case for supervision which resulted in a six-year-old victim being placed in foster care. As DPO Peraza had tremendous compassion and empathy for the little girl, she reached out to the child's social worker and asked if she could provide gifts for her upcoming seventh birthday. DPO Peraza sent out an email to staff at the Metro East Division notifying them of her intentions. Without hesitation, staff members donated money to DPO Peraza to make the child's birthday

memorable. By the end of May, over \$600 was raised. DPO Peraza, along with DPOs Lindsey Moore, Rocio Guerra and Lily Chavez, bought numerous gifts for the child. The gifts included clothing, toys from the movie *Frozen*, school supplies, beach attire and shoes. They also bought pizza and a birthday cake. Another three-year-old foster child residing in the home was also provided toys and clothing with the money collected. The children were extremely appreciative and enjoyed the birthday surprise. This is a prime example of the work we do within the

community at RCP. Unfortunately, probation is at times seen in a negative light. However, our department is made up of compassionate professionals who genuinely care for their clients, the community and victims of crimes. This makes us an instrumental foundation within the community and provides the partnerships to effectively facilitate change. From being in the schools, to facilitating rehabilitative classes, to offering referrals to our clients and providing services to victims of crimes, our staff do an incredible job positively impacting lives. DPO Peraza embodies the compassion and service-oriented nature the Riverside County Probation Department values.

By Supervising Probation Officer Christopher DeCoudres



SENIOR PROBATION CORRECTIONS OFFICER

Lisa Hale

Senior Probation Corrections Officer (SPCO) Lisa Hale has devoted 19 incredible years to RCP. Her story is one of redemption and how changing lives truly impacts both the individual and the community. Like the rest of us, Hale is not perfect. In fact, she would describe herself as an “incorrigible” teenager, in that she ran away from home, associated with a negative peer group and was caught shoplifting. She shared with us the story of the beginning of the rest of her life and what made her want to become a PCO.



Hale's mother was strict and had had enough of her incorrigible behavior. She ran away again, and after being away from home for four days, her mother asked if she was home to stay. Hale replied, “No, I just need some clothes and my ride.” Her mother went to the front door then turned and said, “your ride is here.” When Hale opened the door, she was greeted by Corona Police Department officers; she was detained for being incorrigible and shoplifting. She was adjudicated and ordered to serve eighteen months in placement. It was at that time RCP changed her life.

While detained in juvenile hall, Hale witnessed dedication, compassion, leadership and a “healthy fear” that has impacted her for a lifetime. Retired Division Director Donna Minson was the group counselor assigned to her housing unit. Hale stated, “I was scared of [Minson] but I wanted to be just like her. She saw past my mistakes and encouraged me to be better and I’m grateful to her for that.” It was the accountability, compassion and mentorship Ms. Minson displayed that changed Hale's life and encouraged her to give back to young people who, like herself, were misguided, but needed help getting back on track.

Hale attended Mount San Jacinto College and obtained associate degrees in Administration of Justice, Behavioral Health and Drug and Alcohol Studies. While she was uncertain how she would use her degrees, she reflected on the impact Ms. Minson had on her life and she knew that a career with RCP was her desire. So, she applied. Her background investigator, now retired Chief Probation Officer Mark A. Hake, was tasked with determining whether her characteristics embodied the values of RCP. She fully disclosed her indiscretions and how the staff at juvenile hall had positively impacted her life. He recognized the positive impact Hale could make. She was hired in 2001 and promoted to SPCO in 2005.

In her tenure with the department, Hale has held leadership positions at Riverside Juvenile Hall, Southwest Juvenile Hall, Van Horn Youth Center, Twin Pines Ranch and the Alan M. Crogan Youth Treatment and Education Center. Hale identifies the most rewarding aspect of being a SPCO is “knowing I’ve made a difference in youths’ lives by seeing them for the people they are and not just their crimes... It’s encouraging to receive letters from youth thanking me for helping them and being a part of their lives.” She offered the following advice to potential applicants and new staff: “Working with juveniles can be challenging at times, but through compassion, patience, understanding and nonjudgmental conduct, you can affect change.” You never know when one of our juveniles will go from before the Court to Behind the Badge. This is a story of how Riverside County Probation Department fulfills our mission to change lives.

BY SENIOR PROBATION OFFICER QUAHARI BOBO





Top Row: Iesha Vazquez, Gilberto Alvarez, Rosario Justiniano, Jacob Hernandez, Taylor Hale, Hilario Saucedo
Bottom Row: Anabel Chaidez-Meza, Emily Mascarenas, Yanira Real, Michelle Alvarez, Amber Sandoval, Marbel Tellez



PROBATION CORRECTIONS OFFICER CORE ACADEMY 011





PROMOTIONS

TRINA HEAD / SUPERVISING OFFICE ASSISTANT I ➤ SECRETARY II

DIONNE HERRERA / CORRECTIONAL SENIOR FOOD SERVICE WORKER ➤ CORRECTIONAL COOK

NATALIE RIVERA / DIVISION DIRECTOR ➤ CHIEF DEPUTY PROBATION OFFICER

CAROL WEATHERSPOON / SENIOR ADMINISTRATIVE ANALYST ➤ PRINCIPAL ACCOUNTANT

SPECIAL SERVICES DIVISION

INDIO JUVENILE HALL

EXECUTIVE TEAM

FISCAL SERVICES DIVISION

THE PESSIMIST COMPLAINS ABOUT THE WIND; THE OPTIMIST
EXPECTS IT TO CHANGE; THE REALIST ADJUSTS THE SAILS.

WILLIAM ARTHUR WARD



SERVING COURTS · PROTECTING OUR COMMUNITY · CHANGING LIVES

RIVERSIDE COUNTY
PROBATION
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CHIEF PROBATION OFFICER

BRYCE HULSTROM
ASSISTANT CHIEF PROBATION OFFICER

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