

RCP

QUARTERLY

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PROBATION
DEPARTMENT



PROFILES OF LEADERSHIP

THE PROMOTIONS OF ASSISTANT CHIEF CHRISTOPHER H. WRIGHT AND CHIEF DEPUTY JOSEPH P. DOTY ROUND OUT THE EXECUTIVE TEAM IN TIME TO OVERSEE BIG SHIFTS IN DEPARTMENT ORGANIZATION

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J.U.S.T.

LEARN ABOUT A NEW TREATMENT-ORIENTED SUPERVISION APPROACH TO REDUCE SUBSTANCE ABUSE AMONG JUVENILES IN THE LEGAL SYSTEM

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SHARPENING THE STRATEGY

THE DEPARTMENT'S STRATEGIC GOALS ARE ONE STEP CLOSER AS THE MANAGEMENT SUPPORT TEAM COMPLETES A VALUE STREAM MAPPING EVENT

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MESSAGE FROM THE CHIEF



AT THE TIME OF THIS WRITING, MOST OF THE COVID RESTRICTIONS HAVE BEEN LIFTED. COUNTY PUBLIC HEALTH OFFICIALS REMAIN VIGILANT REGARDING VARIANTS OF THIS ILLNESS AND THE POTENTIAL IMPACTS ON THE COMMUNITY. IF ADJUSTMENTS BECOME NECESSARY, DIRECTION WILL COME THROUGH COUNTY HR.

I WANT TO THANK EVERYONE FOR THEIR WILLINGNESS TO ADAPT TO THE MANY CHANGES AND CHALLENGES OVER THE LAST YEAR. THIS WAS TRULY AN UNPRECEDENTED EVENT. EVERYONE, IN ONE WAY OR ANOTHER, HAS BEEN IMPACTED. TO THOSE WHO EXPERIENCED THE LOSS OF FAMILY AND FRIENDS, YOU REMAIN IN OUR THOUGHTS AND PRAYERS.

A SPECIAL SHOUT OUT TO OUR INSTITUTIONAL STAFF, BOTH LINE AND SUPPORT. THEY HAVE WORKED WEEKENDS AND VARIED SHIFTS THROUGHOUT THE PANDEMIC TO ENSURE THE YOUTH IN CUSTODY RECEIVE THE CARE AND SUPPORT THEY NEED. THERE WERE NO TELECOMMUTING OPTIONS FOR THEM. AND, WHILE MASKS MAY BE REMOVED FOR FULLY VACCINATED STAFF, INSTITUTIONAL STAFF MUST REMAIN MASKED REGARDLESS OF THEIR VACCINATION STATUS.

REOPENING WILL POSE ITS OWN CHALLENGES. THERE WILL BE MORE ADAPTATIONS. THE KEY IS FOCUSING ON OUR MISSION STATEMENT, SERVING COURTS, PROTECTING OUR COMMUNITY AND CHANGING LIVES. OUR MISSION IS TO ASSIST THE THOUSANDS OF ADULT AND JUVENILE CLIENTS SENT TO OUR DEPARTMENT EACH YEAR BY THE COURTS. THAT INCLUDES CONNECTING CLIENTS TO PROGRAMS, SERVICES AND RESOURCES. I AM PROUD OF THE GREAT WORK BEING DONE AND FOR THE POSITIVE IMPACTS BEING MADE ON OUR CLIENTS AND IN OUR COMMUNITIES. THANK YOU FOR EXHIBITING OUR VALUES OF EXCELLENCE, INTEGRITY AND DEDICATION!

RONALD L. MILLER II
CHIEF PROBATION OFFICER



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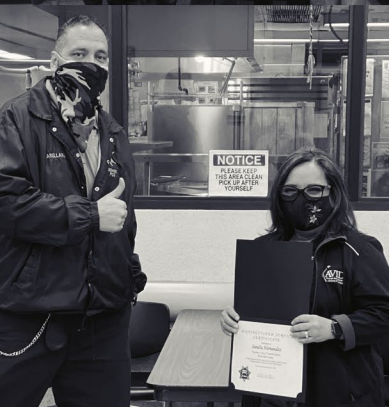
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ASSISTANT CHIEF PROBATION OFFICER

CHRISTOPHER H. WRIGHT

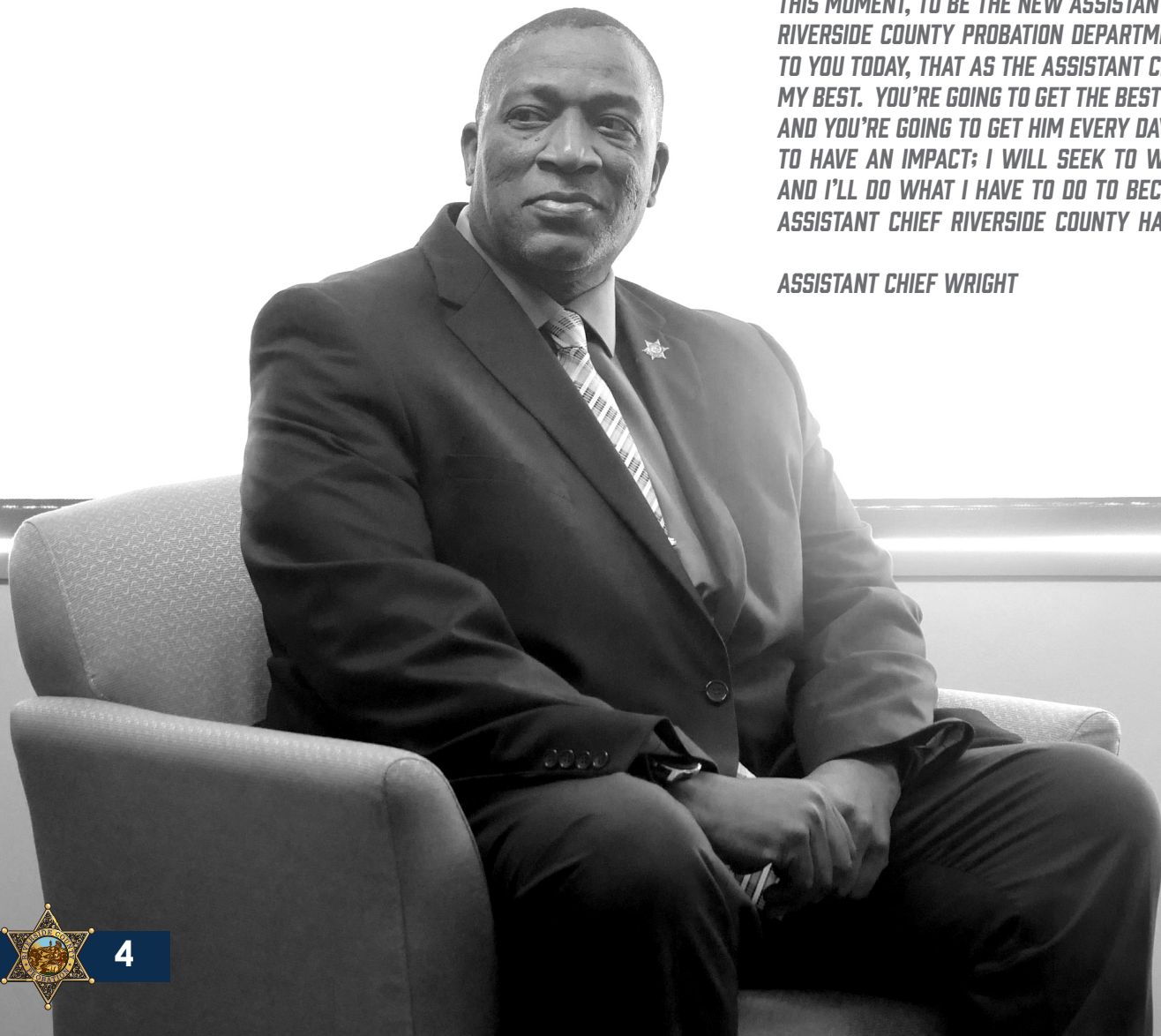
Christopher H. Wright was sworn in as Riverside County Assistant Chief Probation Officer (ACPO) on February 11, 2021 by the Honorable John M. Monterosso, Adult Presiding Judge, Riverside County Superior Court.

ACPO Wright graduated from the University of Arizona with a double major in communications and sociology. He began his RCP career as a temporary Group Counselor at Riverside Juvenile Hall in 1996 and became a permanent employee in 1997. He promoted to Deputy Probation Officer I in 1999. He rose through the ranks during the next few years, with a promotion to Assistant Division Director in 2006 and Division Director in 2009. While in the management ranks, ACPO Wright held a variety of positions in the Field and Institutions which prepared him for a leadership role in the Executive Team as Chief Deputy Probation Officer in 2019. As Assistant Chief, he will be providing direct oversight for Field and Institutional operations as well as Administrative and Business Services.

“Chris is a doer; he knows how to capture the vision and execute on the process and simply put, Chris gets things done,” Chief Probation Officer Ron Miller II said. “There is no doubt that Chris is perfectly suited for the assignment before him.”

“I’M TRULY HONORED. I’M HUMBLLED AND HAPPY FOR THIS MOMENT, TO BE THE NEW ASSISTANT CHIEF OF THE RIVERSIDE COUNTY PROBATION DEPARTMENT. I PLEDGE TO YOU TODAY, THAT AS THE ASSISTANT CHIEF, I WILL DO MY BEST. YOU’RE GOING TO GET THE BEST CHRIS WRIGHT AND YOU’RE GOING TO GET HIM EVERY DAY. I WILL SEEK TO HAVE AN IMPACT; I WILL SEEK TO WORK FOR YOU; AND I’LL DO WHAT I HAVE TO DO TO BECOME THE BEST ASSISTANT CHIEF RIVERSIDE COUNTY HAS EVER HAD.”

ASSISTANT CHIEF WRIGHT



CHIEF DEPUTY PROBATION OFFICER JOSEPH P. DOTY

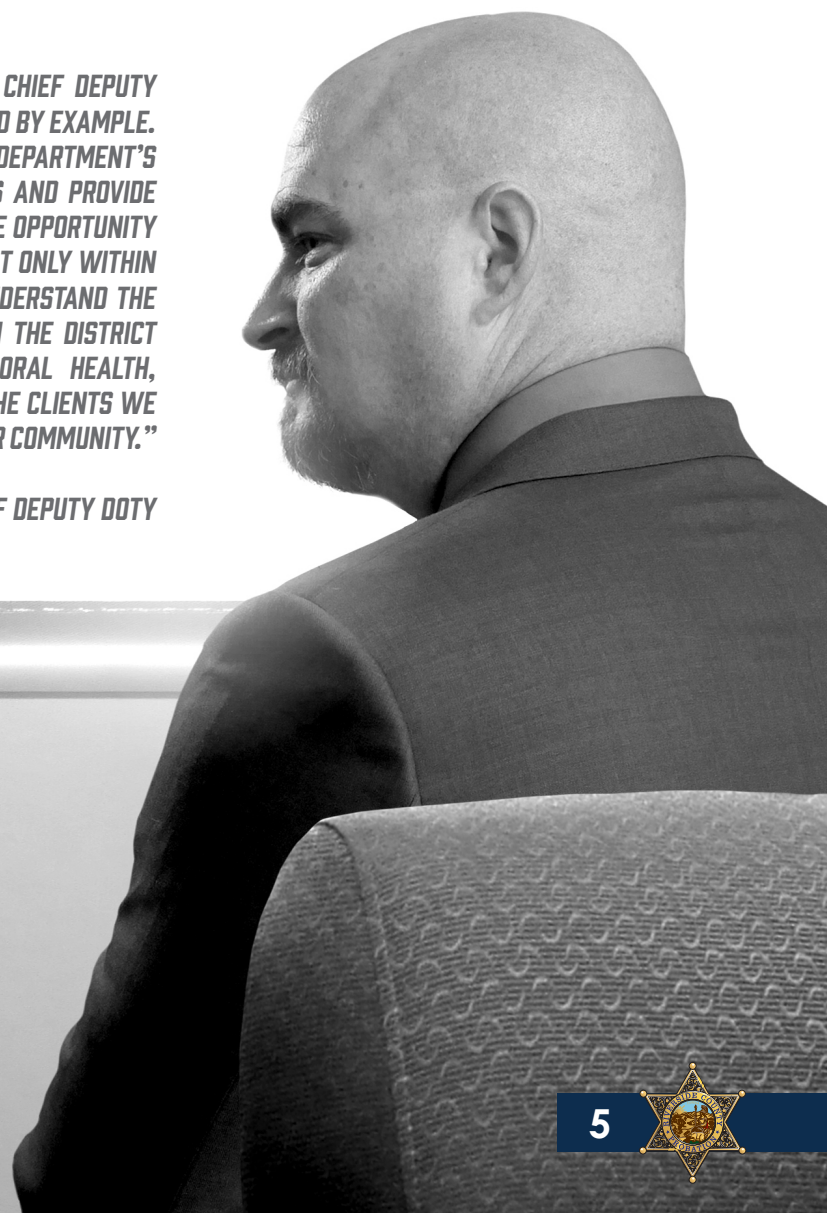
Joseph P. Doty was sworn in as Chief Deputy Probation Officer (CDPO) for Field Services on February 25, 2021 by the Honorable Mark E. Petersen, Juvenile Presiding Judge, Riverside County Superior Court.

CDPO Doty joined Riverside County Probation as a Deputy Probation Officer in 2003 after graduating with a bachelor's degree in criminal justice from Cal State University Fullerton. He promoted to Deputy Probation Officer II under the AB 1913/Gang Task Force Unit in 2004, Senior Probation Officer assigned to Adult Services Division in 2011 and Supervising Probation Officer in the Special Services Division in 2012. CDPO Doty led the Human Resources Division as the Assistant Division Director in 2016 and became the YTEC Division Director in 2018. His focus will be on the adult aspects of Field Services.

"Through his journey, Joe has demonstrated his leadership, his commitment to his teams and embodied the department's values," said Chief Miller. "There is no doubt he brings the right skills and the right attitude to this new position."

"I'M EXCITED AND I HUMBLY TAKE THIS RESPONSIBILITY AS CHIEF DEPUTY PROBATION OFFICER. IN MY NEW ROLE, I WILL CONTINUE TO LEAD BY EXAMPLE. I WILL UTILIZE MY LEADERSHIP ABILITIES TO IMPLEMENT OUR DEPARTMENT'S VISION OF PROMOTING HEALTHY AND PRODUCTIVE LIFESTYLES AND PROVIDE THE HIGHEST QUALITY OF PUBLIC SAFETY SERVICE. I'VE HAD THE OPPORTUNITY TO WORK WITH AMAZING PEOPLE THROUGHOUT MY CAREER; NOT ONLY WITHIN OUR DEPARTMENT BUT WITH OUR COLLATERAL AGENCIES. I UNDERSTAND THE IMPORTANCE OF WORKING TOGETHER WITH THE COURT, WITH THE DISTRICT ATTORNEY, PUBLIC DEFENDER, LAW ENFORCEMENT, BEHAVIORAL HEALTH, EDUCATORS AND SOCIAL SERVICES TO IMPROVE THE LIVES OF THE CLIENTS WE SERVE. TOGETHER WE CAN MAKE A POSITIVE IMPACT WITHIN OUR COMMUNITY."

CHIEF DEPUTY DOTY



NATIONAL CRIME VICTIMS' RIGHTS WEEK

“FOR TOO LONG, THE VICTIMS OF CRIME HAVE BEEN THE FORGOTTEN PERSONS OF OUR CRIMINAL JUSTICE SYSTEM. RARELY DO WE GIVE VICTIMS THE HELP THEY NEED OR THE ATTENTION THEY DESERVE. YET THE PROTECTION OF OUR CITIZENS – TO GUARD THEM FROM BECOMING VICTIMS – IS THE PRIMARY PURPOSE OF OUR PENAL LAWS. THUS, EACH NEW VICTIM PERSONALLY REPRESENTS AN INSTANCE IN WHICH OUR SYSTEM HAS FAILED TO PREVENT CRIME. LACK OF CONCERN FOR VICTIMS COMPOUNDS THAT FAILURE.”

PRESIDENT RONALD W. REAGAN
APRIL 1, 1981, ON SIGNING THE PROCLAMATION DECLARING THE FIRST NATIONAL CRIME VICTIMS' RIGHTS WEEK

April 18-24 marked National Crime Victims' Rights Week, an annual commemoration designed to raise awareness about crime victims' rights and introduce the community to the important resources and services available.

National Crime Victims' Rights Week not only promotes victims' rights, but honors those who advocate on their behalf. The 2021 theme was "Support Victims, Build Trust, Engage Communities," emphasizing the importance of multidisciplinary responses and building the capacity of individuals, service providers and communities to respond to crime and support the ongoing healing of victims and survivors.

Each year, the Victim Restitution and Resources Division (VRRD) touches the lives of thousands of crime victims in our efforts to make them whole through restitution and other services. We cannot fully succeed in that mission without the collaboration of probation officers, law enforcement, victim advocates, prosecutors and courts.

Many of us in the department have been recently affected by the extra tasks brought on by AB-1950, which includes ensuring victim restitution has been addressed. Every time you treat a crime victim with dignity and respect, listen to their stories with a compassionate ear, or make sure they know their Marsy's Law rights are be-

ing met in the criminal justice system, you are fulfilling the mission of National Crime Victims' Rights Week and the values of our department – Excellence, Integrity and Dedication.

On behalf of VRRD, thank you for the honorable work that you do!

To learn about resources available for crime victims, contact a member of the VRRD.

ADMINISTRATIVE SERVICES OFFICER

LACHELLE CRIVELLO



**SUPPORT VICTIMS.
BUILD TRUST.
ENGAGE COMMUNITIES.**



NATIONAL CORRECTIONAL OFFICERS WEEK

05.02.2021 - 05.08.2021

I think former President Ronald Reagan said it best when he said, “No group of Americans has a more difficult or less publicly visible job than the brave men and women who work in our correctional facilities.” In 1987, he proclaimed the first week of May to be Correctional Officers Week in an effort to acknowledge the tireless work correctional officers do on a daily basis.

We’ve all heard the job of a Probation Corrections Officer (PCO) described as “glorified babysitting.” However, it truly is much more than that. Unless you work the assignment on a daily basis, you wouldn’t know that a PCO also assumes the role of a counselor, mediator, teacher, social worker, mentor and parent to the youth we house. On the outside it may appear easy, but it takes great skill, patience and time to interact with these youth every day to

gain their trust and develop positive rapport when the majority of our youth have never had this in their lives. Inside the walls of each of our institutions you will find that our staff want to make a difference and help guide the youth toward positive change. You will find dedicated staff with an amazing work ethic; and you will find staff going above and beyond what is expected of them to ensure the job gets completed, even if it means working 16 or more hours of overtime every pay period. And most importantly, you will find a camaraderie unlike no other.

Over the past year, we experienced a pandemic no one could have ever imagined; and the job of a PCO became that much more difficult. Unable to telecommute, the majority of staff continued to report for work every day, despite the unknown of the COVID-19 virus and their own worries for their health and that of their families. Institutions were closed to visitors. Staff were expected to socially distance the youth, as well as ensure youth were properly wearing their face masks. Additionally, at the Alan M. Crogan - Youth Treatment and Education Center (AMC-YTEC), all furloughs and off-campus activities were suspended. With furloughs no longer an incentive, staff had to become creative in maneuvering around daily operational procedures and in developing programming options for the youth to keep them busy and motivated. While this may not sound difficult, it can be extremely challenging when you are working with up to 20 youth within one unit who are experiencing their own stress, worries and frustrations. Nevertheless, with all that occurring, staff rose to the occasion and did a phenomenal job in supervising our youth, all while maintaining safety and security.

The challenges of this last year made it that much more important to celebrate PCOs during Correctional Officers Week. The bravery, work ethic and work performance displayed over this past year was humbling, and for this reason they deserved to be celebrated in a big way.

Although, there will never be enough ways to thank our amazing PCOs, throughout the week of May 2 - May 8, 2021, days at AMC-YTEC began with treats and daily raffles throughout the shifts. Staff were treated to a pizza lunch one day and were presented with a small token of appreciation on another. A “Thin Silver Line” board was created depicting pictures of staff working in the different assignments within the facility, and the final symbol of appreciation was a delicious BBQ lunch provided by the Riverside Sheriffs’ Association’s Rollin’ Smokehouse & Chow Shack, which included tri-tip, pulled pork, spicy sausage, beans, salads and more.

PCOs, we are truly grateful for your commitment to the facilities, but more importantly, to your units and your partners. We acknowledge the hard work you put in every day, as only those who work the institutions day in and day out understand the emotional, physical and mental exhaustion that comes with this assignment. Thank you once again..... we appreciate you!

SUPERVISING PROBATION OFFICER

EVELYN BRICEÑO



STORIES FROM RCP'S INSTITUTIONS

BREAKING THE CYCLE

THE HONOR AND PRIVILEGE OF MANAGING A DETENTION FACILITY

INDIO JUVENILE HALL

administrative staff and maintenance department; it truly takes a village to raise a child.

Thank you to all our institutional staff for your commitment to the youth of Riverside County and for protecting the community and changing lives. There is no better place to understand how teams work than a detention facility. If you are interested in partnering with RCP to build a supportive web around our youth, please contact Elisa Porras eporras@rivco.org.

DIVISION DIRECTOR
ELISA PORRAS



On November 21, 2019, I was reassigned to Indio Juvenile Hall (IJH), as the division director. While the structure of the building has not undergone significant changes since its establishment in 1982, the heartbeat of the institution is the exceptional staff. Most of the direct supervision staff have over 15 years of service. These extremely talented individuals have elected to remain at IJH because they understand the impact of their work and believe in the hope they provide our youth. It is amazing to watch a diverse group of people move forward together to achieve the common goal of providing a safe and secure environment for the youth in their care. This call to duty takes great courage, tenacity and strength.

Riverside County Probation (RCP) detention facilities are in operation 24/7. When

most people are sleeping or celebrating weekends and holidays, the greatest heroes in our department are providing a space for youth to develop healthy, adolescent experiences. Recently, a youth who was released from the facility back into the community stated the staff at IJH treated him better than his parents ever did because the probation staff cared.

As we look to build out RCP's response to SB 823, we could not be building it on a stronger foundation. Institutional staff deserve our utmost respect and gratitude for the sacrifices they make, the long hours they spend away from their families and for the quality of care and support they provide our county's youth. Running a successful detention facility would not be possible without a dedicated kitchen crew, laundry,

SOUTHWEST JUVENILE HALL RENOVATION PROJECT

SOUTHWEST JUVENILE HALL

Southwest Juvenile Hall (SJH) opened in 2001. The original design for SJH was consistent with the detainment model 20 years ago, and as such, funding was requested and approved to update and improve the milieu by repainting the facility in warmer colors and resurfacing the flooring to be more home-like. Although SJH is still a detention facility, it has incorporated a much more treatment-oriented approach.

SJH currently houses general population, security and female detention youth. The

facility is comprised of four living units that house a maximum of 99 youth. Each living unit also has a classroom attached to the dayroom which is designed to provide educational services without youth needing to leave the units. SJH also consists of an intake and property unit, medical offices for Correctional Health and Behavioral Health, a designated office area for Riverside County Office of Education (RCOE) administrative personnel and facility supervisors, three conference rooms, a computer lab, dining hall, reception and visiting areas, kitchen, laundry, warehouse, maintenance area and probation administrative offices. The outside areas include two recreation yards (one for basketball and one for volleyball) a large field with additional courts, a meditation garden and a dining area.

with a complete repainting of the building exterior in September 2020. Once inside, the administrative offices, reception and visiting areas were painted and new flooring was installed. The supervisors' office area, RCOE offices, medical offices, intake, and half the main hallway have also been completed. With the living units on the schedule next, other facilities will assist with housing needs as the population fluctuates. The renovation is scheduled to be completed in the Fall.

DIVISION DIRECTOR
LARRY MEASE



EMBARKING ON A JOURNEY

INDIO JUVENILE HALL



The staff and administration at Indio Juvenile Hall (IJH) extend their gratitude to the entire Backgrounds Unit. It has been over five years since the last Probation Corrections Officer (PCO) was hired and assigned to IJH. Within the last year, the Backgrounds Unit diligently screened and processed a multitude of candidates, sifting through the stacks to hand-select individuals who embodied department values; as well as those who would embrace the culture of changing lives. Two of those individuals include Jaumal Robinson and Rob Ramirez.

PCO Ramirez is a native of Coachella Valley who earned his bachelor's degree in criminal justice from Cal State San Bernardino. As the oldest of three boys, he

has always strived to be an ideal role model. Before joining the RCP family, he spent many years working at a family business. Being an establishment tied so heavily with the community, it helped him meet an array of individuals. He tries to incorporate people's experiences to connect with the youth at IJH. While being at IJH he plans to build rapport with the youth and guide them toward a better path. PCO Ramirez stated, "I would like to thank the staff of Unit 1 for teaching me and continuing to help me improve in becoming a better staff and teammate."

PCO Robinson stated, "When I first began my career here at RCP, I had no idea what to think. I heard all kinds of stories about what it would be like, but we all know

there's nothing like going through the experience yourself. Working at IJH has been a blessing in many ways. Since my first day, I felt welcomed by Director Porras as well as the staff here at IJH, and I knew that this was somewhere I could call home. I am very excited to see what the future working at RCP holds for me."

Thank you to the Professional Standards Bureau for selecting high-caliber personnel; you never know if we have hired the next Chief Probation Officer.

ASSISTANT DIVISION DIRECTOR

MICHAEL BRINKMAN



FAMILY LITERACY PROGRAM

INDIO JUVENILE HALL



IJH, in collaborative partnership with the Riverside County Library System, Riverside County Office of Education and Riverside County Health Systems, pioneered the Family Literacy Program for youth who are parents. The youth residing at IJH and their child in the community are both provided age-appropriate books for both the youth/parent and child to read during scheduled weekly Zoom visits. Prior to the Zoom meeting, the youth works with a family literacy coordinator to develop skills to engage with their child through reading. Reading to your child is proven to enhance cognitive skills and help along the process of cognitive development. In addition, reading helps develop parent engagement strategies between the youth and their child to establish lifelong connections. The

three main benefits of the Family Literacy Program include:

- A) The child benefits from higher levels of literacy and overall academic achievement.
- B) The parent(s) benefit through literacy development and increased parenting skills.
- C) The whole family benefits through emotional closeness, bonding, agency in their child's education and awareness of the child's development.



Evidence demonstrates that reading to your child engages three senses: visual, verbal and physical. IJH is proud to announce the support of the Coachella Valley as they have rallied around this program. The Coachella Valley Community Trust Collaborative, whose mission is to foster productive and responsible young people through effective community collaborations, recently awarded Riverside County Probation a mini grant to purchase a set of books for the program. We look forward to the benefits of this program to include sparking a love of learning for the young people of our community.

SUPERVISING PROBATION OFFICER

TIFFANY HUMPHRIES





VANESSA VANDER WOUDE

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 a job that makes a difference in the community and helps others.**

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

**3. What is your current position? Describe your responsibilities within your current role
My current position is Office Assistant III. My responsibilities include coding the monitoring list, e-submitting AB109 reports, setting up mandatory supervision files, running CLETS, updating JAMS from the post court, deletions in JAMS when needed, helping out with reception duties and training others on how to code the monitoring list.**

**4. What motivates you to continue your career with the department?
I have found a job that I am good at and enjoy doing. I have always enjoyed helping others and making a difference in their lives.**

**5. Thinking back to when you first began with the Probation Department, did you set a career path goal?
No, because when I first started, I didn't know what to expect. I was just so excited to finally have a full-time job with the probation department. Now that I have been with the department, I have decided to expand my career path goal to work my way up to eventually become a probation officer.**



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

The goals I have set out to accomplish are being able to do all three desks (AB109, Juvenile and Adult), coding and training others to code the monitoring list. Also, to learn how to step up in more of a leadership role.

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

I enjoy that there are always ways that we can improve the system; as well as, how one simple thing can make a difference in a client's life. The main challenge that comes our way is when the county or court initiates changes and send new things our way.

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

The core value that is most important to the success of probation is integrity. Integrity shows the clients that we can take our job seriously and want to help make a difference in their lives.

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

My only assignment so far is being an Office Assistant III at the Moreno Valley office. My role in the office has changed from working at the reception desk to doing the monitoring list. Then I learned the AB109/ Juvenile clerical desks. My most memorable moment was the friendly Christmas competition we held. The camaraderie among the staff made me feel like family and brought the joy of Christmas to the office.

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

My advice for any staff would be open to changes because they are bound to happen, also don't be afraid to make mistakes or ask for help.

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

I love to bake and scrapbook.





MEET THE JUVENILE SUCCESS TEAM

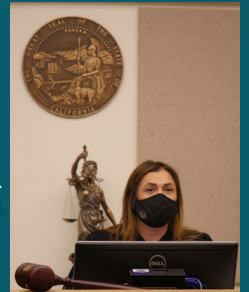
J · U · S · T

CAN YOU TELL US HOW/WHY THIS COLLABORATIVE TEAM/PROGRAM WAS CREATED?

The Riverside County Juvenile Success Team (JUST) program was created as a comprehensive, treatment-oriented supervision approach to reduce substance abuse within Riverside County juveniles in the legal system. The program is an evidence-based program designed to involve family participation and incorporate community-based services. The program uses multiple interventions such as regular drug testing and court appearances, counseling as well as educational and vocational opportunities. Incentives focused on developing life skills necessary to remain law-abiding and drug-free are also incorporated.

WHICH AGENCIES WORK WITH TEAM/PROGRAM AND WHAT ARE THEIR ROLES?

The agencies working with the program in a collaborative effort are the Juvenile Court, District Attorney, Public Defender, Juvenile Defense Panel, Probation Department and Department of Behavioral Health.



Juvenile Court

The JUST juvenile court judicial officer is responsible for deciding whether a minor is accepted into the program and manages the cases of those accepted through regular court hearings.

District Attorney

The deputy district attorney actively participates in a collaborative role with the objectives of providing public safety while assisting in supporting maximum available treatment services for the juvenile.

Minor's Attorney

The minor's attorney counsels participants in regard to their legal and constitutional rights, consequences of their admission and their requirements of participation. Counsel will explain the program to the minor's family and assist in determining if they are capable and willing to participate. Counsel will notify probation and behavioral health departments when a minor and their family are appropriate for further screening. Counsel shall be responsible for representing the youth's position during hearings.



Probation Officer

The probation officer assigned to JUST will become the probation officer of record while a youth participates in the program. The probation officer will provide intensive supervision and ensure compliance of court orders and conditions. The probation officer will work in close collaboration with the behavior health treatment staff to assist with providing the youth with the necessary services.

WHAT HAS BEEN THE MOST CHALLENGING ASPECT OF YOUR ASSIGNMENT?

The most challenging aspect of the assignment is managing all of the cases which requires a multitude of contacts to ensure every single issue and or pending matter is worked on in a timely manner. Matters include substance use, school, rehabilitative treatment, home behavior, parenting and probation. I ensure issues and or case plan goals are addressed and solutions and or recommendations are thought of, often implemented in advance, and shared with the team, including the judge, prior to the next Court hearing which is often weekly.



WHAT HAS BEEN THE MOST REWARDING ASPECT OF YOUR ASSIGNMENT?

The most rewarding aspect of the assignment is working collaboratively with a team that often brings about positive changes in both the clients and their parents.



WHAT ATTRIBUTES DO YOU BELIEVE ARE MOST IMPORTANT TO THE SUCCESS OF YOUR TEAM/PROGRAM AND THE COMMUNITY/ CLIENTS YOU SERVE?

There are numerous values important to helping our clients achieve success:

- A desire of wanting to learn and understand substance use disorder and addiction in relation to youth development and behavior.
- A compassionate approach when working with at-risk youth and their families.
- A willingness to work as a team and be open to differing opinions and recommendations to be heard and considered.
- Awareness of cultural differences.
- Being reasonable, fair and practical, whilst holding youth and their parents accountable when needed.
- Allowing youth and their parents to voice their concerns and join the team in decision-making when appropriate.
- Having the vision, creativity and foresight to bring about plans, solutions and recommendations with limited resources.
- Having the ability to guide and mentor youth and their families without prejudice and biases even amidst difficult or strong-willed behavior from youth.
- Doing what is in the best interest of the youth's short and long-term rehabilitative goals which may resolve substance use disorder; and as a byproduct reduce recidivism which then increases the safety of the clients and the community.

DEPUTY PROBATION OFFICER

GERMAN REGIN





CENTRAL SERVICES

A DOG DAY AFTERNOON

DPO HEATHER KELLEY HELPS TWO STRAY PUPS FIND THEIR FOREVER HOMES

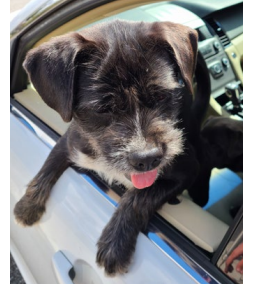


There I was, on a wet, cold and rainy day going from house to house, ensuring compliance but more importantly changing lives in the City of Moreno Valley. Out of nowhere, Deputy Probation Officer Jacob Nuckols and I saw two dogs running for their lives in the middle of the street. I didn't stop to think, I just reacted. I safely jumped out of the car and rescued these innocent puppies from imminent danger. We were able to safely secure these two beauties and get them out of harm's way. The passengers in other vehicles were



cheering us on. Unfortunately, they did not have tags. We began to worry for these poor exhausted dogs, despite them keeping high spirits. We decided our best course of action would be to take them to the local animal shelter in Moreno Valley, hoping they were microchipped and could be reunited with their loved ones. When we arrived at the Moreno Valley Animal Shelter, we were welcomed by their wonderful staff. We informed them that we found these two dogs running for their lives, and they needed assistance in finding

their home. Sadly, these dogs were not chipped, and the potential for reunification with their original family appeared slim. The staff at the shelter were extremely helpful and optimistic that they would be able to help these puppies live a better life and place them into a loving home. The dogs were placed up for adoption for a forever home.



DEPUTY PROBATION OFFICER
HEATHER KELLEY



SOUTHWEST SERVICES

THE RISK OF M-30 PILLS

RIISING OVERDOSE INCIDENTS REQUIRE A VIGILANT RESPONSE

There has been an alarming number of overdose incidents involving counterfeit Percocet and Oxycodone pills - also known as "M-30" pills - throughout Riverside County. A number of overdoses resulted in the unfortunate deaths of both adults and children. Fentanyl and other highly potent synthetic opioids remain the primary factor behind the ongoing opioid crisis, with fentanyl involved in more deaths than any other illicit drug. A lethal dose of fentanyl is estimated to be approximately two milligrams, but can vary based on an individual's body size, tolerance, amount of previous usage and other factors.

From January to November of 2020, there were approximately 574 deaths related to overdoses. In Riverside County, the Dis-

tricts Attorney's Office recently announced a second-degree murder charge against a man accused of selling fentanyl-laced drugs to a victim who overdosed and died.

To aid in addressing this local crisis, the Southwest Services Division Juvenile Supervision Unit 25 has partnered with local law enforcement agencies to educate the community regarding overdoses. We have visited multiple families, passed out M-30 informational flyers, and handed out informational packets related to substance abuse prevention and treatment programs. Parents have been appreciative of our efforts and were thankful for the information.

The probation department is also collaborating with the Riverside Overdose Data

to Action team, (RODA). RODA implemented an Overdose Fatality Review (OFR) team that meets monthly to review selected overdose deaths to fill in gaps in knowledge of local overdose trends and increase coordination and collaboration among partner agencies. The mission of the OFR is to improve countywide overdose epidemiology and recommend initiatives to prevent new cases of drug addiction, overdose and death. OFR has proven to be a valuable tool in other states and counties by informing strategic planning, policy change and other programs improvements at the local and state level. We believe these collaborative efforts will change lives.

SUPERVISING PROBATION OFFICER
RON CHERKIN

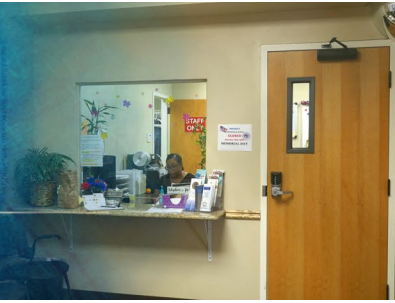




SOUTHWEST SERVICES

THE SOCIALLY DISTANCED "ONE STOP SHOP"

THE TEMECULA DRC GRAPPLES WITH COVID RESTRICTIONS TO DELIVER NEEDED CLIENT SERVICES



The Temecula Day Reporting Center (DRC) has always strived to provide a "one-stop shop" to clients since opening in 2015. Staff work hard to meet clients' unique needs to obtain success in their change efforts. Once COVID arrived, DRC operations drastically changed, and staff feared clients would lose interest in programming. For some clients, the DRC is a safe place away from negative influences and the commitment to attend classes keeps them accountable to their goals. As clients face challenges to the goals they have set, the DRC provides support and access to multiple collateral agencies. As with all other probation offices, the Temecula DRC made several changes in their operations to overcome the challenging times.

To allow for social distancing at the DRC, most clients enrolled in Riverside County Office of Education (RCOE) classes had to work from home, which presented a challenge to clients who did not have access

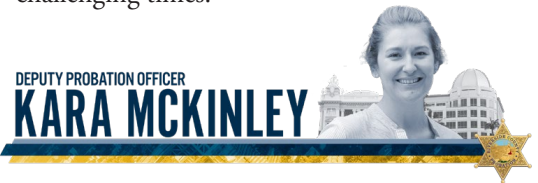
to technology. With a contribution from RCOE, Sr. PO Sanchez and DPO McKinley were able to visit clients and deliver Chromebooks and Wi-Fi Hotspots, resulting in increased client participation.

Prior to COVID, the High School Equivalency Test (HiSET) was offered at the DRC. With RCOE closures, this service was suspended, leaving clients who were prepared to test waiting for an alternative method. RCOE provided a solution by enabling clients to take the HiSET with ProctorU. With this format, the test is completed online using a video proctor. Only three other agencies are offering this testing platform and the DRCs are fortunate to have been involved. The Temecula DRC proudly produced the first graduate with this new platform in January 2021.

Many behavioral health classes have transitioned to telehealth, allowing the DRC to

service more clients than limited class capacities would allow. Clients have dutifully logged into the Zoom meetings to receive support in their path to recovery. Resources provided by the Department of Public Social Services (DPSS) have also been modified; with no DPSS staff on site, DRC staff have stepped forward to assist clients in applying for these benefits on c4yourself.com. Applications are then sent directly to the eligibility technicians associated with the DRC to expedite the application.

COVID has challenged staff to continue providing necessary services in a more creative way. Clients have expressed their appreciation for accommodating to the challenging times.



DEPUTY PROBATION OFFICER
KARA MCKINLEY



METRO EAST SERVICES

MY ONGOING RECOVERY EXPERIENCE

MORE SUCCESS STORIES FROM THE RIVERSIDE DAY REPORTING CENTER



On April 19, 2021, after more than nine months participating in the My Ongoing Recovery Experience (M.O.R.E.) curriculum, three participants officially graduated from the program.

M.O.R.E. is an award-winning, evidence-based program created by the Hazelden Foundation in 2006. The program focuses on the critical months after treat-

ment and moving the participants toward effective self-management. They learn to take the structure, wisdom, knowledge and clinical expertise they found in treatment home with them.

M.O.R.E. is one of the many classes offered at the Riverside Day Reporting Center, and is taught by the Day Reporting Center's very own Peer Support Specialist

(PSS) Antonio Martinez. Included in the photograph are the three graduates, along with the class instructor, PSS Martinez, and guest speaker, PSS Sam Murrillo.



SUPERVISING PROBATION OFFICER
KYLE HERNANDEZ





MANAGEMENT SUPPORT TEAM

SHARPENING THE STRATEGY

THE MANAGEMENT SUPPORT TEAM COMPLETES A VALUE STREAM MAPPING EVENT



June marks the third consecutive year of our management system development efforts. Since 2018, the department has implemented several management support systems to improve department operations, including A3 Problem Solving, Improvement Opportunity Cards, Standard Work, Visual Engagement Boards and Net Promoter Scores, to name a few. In April 2021, the Management Support Team (MST) took the opportunity to review those systems implemented with an eye for improvement and to identify new systems that still need to be added. This effort was accomplished by conducting a two-day MST value stream mapping event.

A value stream map displays all the important steps of your work process necessary to deliver value from start to finish. It allows you to visualize every task that your team works on and provides a single glance of an area of responsibility for

the department from its Current State to its Target State. By the conclusion of the event, MST mapped out its area of responsibility and provided recommendations to the Executive Team on the continued improvement and development of our Strategy, Daily Management and Continuous Improvement systems for the department. Additionally, MST outlined a project plan to guide the activities to achieve the Target State.

The MST is responsible for supporting all department staff in the proper use of these subsystems and tools which are pillars of our complete management system. Our management system will ensure we are keeping true to our Mission, Vision and Values. Supervising Probation Officers Linda Drake, Jaime MacLean, Jeff Richardson and Angel Ruiz are the dedicated MST staff who provide support to the divisions throughout the department.

MST Research Specialist Kiran Gill and Business Process Analyst Malia Lolmaugh support the department by working on operational and strategic projects involving research, data analysis and digital mapping.

MST looks forward to the execution of their project plan, which will in turn assist the department in achieving its strategic goals.



DIVISION DIRECTOR
OLIVIA SERNA



PRESIDENT, THE KENSEI GROUP
KEN FLAHERTY



MID COUNTY DIVISION

HORSIN' AROUND

A HEMET ANIMAL SANCTUARY PROVIDES A VOLUNTEERING OPPORTUNITY FOR YOUTH



San Jacinto Juvenile Supervision Unit visited the So Cal Mini Horse Sanctuary located in Hemet. We met with founder and president Jeanne Oliver who happily showed us around the sanctuary and introduced us to several of the minis, rescue cats, dogs and puppies. So Cal Mini Horse Sanctuary is a nonprofit organization that rescues mini horses from all over the country that have often been abandoned, abused or neglected. The sanctuary tries to find forever homes for the minis, but many stay at the sanctuary forever. The sanctuary also works closely with ARE Animal Rescue



in Hemet and fosters cats and dogs until they are placed.

Jeanne happily accepts anyone over the age of 16 to volunteer at the sanctuary, including adults and youths on probation who have community service to complete. During the pandemic when it was very difficult to locate organizations that were still open and willing to take probation youth for community service, Jeanne stepped up and allowed several probation youth to complete community service at the sanctuary. The feedback we received

continued on next page



from so many of the youth was incredibly positive. Many youth had never seen a mini horse before or ever worked with animals. Jeanne partnered the youth with a veteran sanctuary “buddy” who showed them how to muck stalls and feed and tend to the animals.

For years, animals have been instrumental for therapy and rehabilitation of all kinds. We saw this firsthand in a 16 year old probation youth who completed his

community service hours at the sanctuary. Jeanne spoke about how this youth came to her and was initially timid around the animals, but quickly became comfortable. She noticed a change in the youth with how respectful he was and how much joy he got out of spending time and caring for the animals. The youth completed his Court-ordered community service hours at the sanctuary in February 2021 and subsequently completed probation successfully in March 2021. Despite being

done with his Court-ordered requirements, the youth continues to volunteer at the sanctuary on a weekly basis, demonstrating how impactful animals can be on a person’s rehabilitation. We look forward to continued collaboration with the sanctuary.



MID COUNTY DIVISION

BAGS OF LOVE

THE MID-COUNTY JUVENILE SUPERVISION UNIT COME THROUGH FOR THEIR COMMUNITY!



Staff from the Mid County Juvenile Supervision Unit participated in the “Bags of Love” drive-through community outreach event hosted by My City Youth Center in Hemet. Deputy Probation Officers Kari Thelwell, Ashley Conley and Mike DeHaro set up a booth and handed out probation pens, stickers and candy to youths and their families. The event helped to identify at-risk youth in the area so the center and other stakeholders can better assist and provide them with services. The Riverside County Probation Department, along with Hemet Police Department, local churches and other participants lined the parking lot of My City Youth Center and handed out backpacks, art supplies, sack lunches, clothes and face masks. There was even a clown making balloon animals for young



children. There was a huge outpouring of support as a line of cars full of kids wrapped around the corner and down the street!

The My City Youth Center is a nonprofit organization that provides a safe place for at-risk youth ages 8 to 18 to gather. They offer free programs including art, guitar lessons, dance instruction, gymnastics, basketball training, an outdoor skate park, a recreation room, computer programming, tutoring and afterschool homework help. They also have a teen parent program offering support, encouragement, parenting classes and a complete Mommy Shoppe for teenage mothers, where they can earn the ability to purchase diapers, wipes, baby clothing, strollers and other baby essentials by participating in enriching and positive activities.

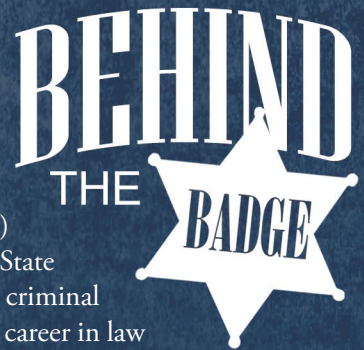


The center has helped immensely by providing youth clients with community service opportunities and other resources. The Juvenile Unit was thankful to be able to participate in a community outreach event like this and they did an amazing job networking and representing RCP.



Cindy Gil

DEPUTY PROBATION OFFICER



Deputy Probation Officer (DPO) Cindy Gil joined Riverside County Probation (RCP) in 2012 after graduating from California State University, San Bernardino with a degree in criminal justice. She said she was always interested in a career in law enforcement. She explored her options and ultimately found RCP, which seemed like a good fit. After more than nine years with the department, she is sure she made the right choice.

DPO Gil was initially assigned to AB109 Intake/Assessments and was transferred to AB109 supervision a year later. She then went through the Armed Academy and was assigned an AB109 armed caseload. In 2020, she was assigned to the Post Release Accountability and Compliance Team.

The most challenging aspects of the job according to DPO Gil have been learning on the go and the constant changes to the legal system. In addition, she feels this past year has been a huge challenge as she learned how to provide the needed services to clients while navigating the ever-changing COVID-19 pandemic.

DPO Gil has found the teamwork she has experienced and lifelong friends she has made in the department to be the most rewarding features of her job. “I would say my most memorable moment so far in my career was getting transferred from the Riverside office to the Banning office,” DPO Gil said. “I went from a large office with many DPOs to a small area office. Working in Banning really taught me what it was like to rely on your partners and to understand what it means to be a part of Team Banning.”

Integrity is the most important core value for the success of employees according to DPO Gil. She explained that DPOs are required to make impromptu decisions that can impact clients’ futures. Having integrity encourages good decision making that leads to enhanced outcomes for clients.

The advice she offers for DPOs just starting out is to be patient and embrace every assignment. “This career is continually evolving and will present a new challenge every day,” DPO Gil said. “If you are not patient, you can feel overwhelmed with knowledge. Being patient and understanding there will be changes has allowed me to enjoy my career.”



PROMOTIONS

SHEREE ALVAREZ OFFICE ASSISTANT II ↗ OFFICE ASSISTANT III	SOUTHWEST SERVICES
LETICIA AGREDA SUPERVISING PROBATION OFFICER ↗ ASSISTANT DIVISION DIRECTOR	PROFESSIONAL STANDARDS BUREAU
CHRISTINA CABANILLAS CORRECTIONAL COOK ↗ SENIOR COOK	INDIO JUVENILE HALL
APRIL CARR OFFICE ASSISTANT III ↗ SUPERVISING OFFICE ASSISTANT I	CENTRAL SERVICES
REBECCA CLOYD SUPERVISING PROBATION OFFICER ↗ ASSISTANT DIVISION DIRECTOR	SOUTHWEST JUVENILE HALL
RUBEN CORREA DEPUTY PROBATION OFFICER II ↗ SUPERVISING PROBATION OFFICER	ALAN M. CROGAN YTEC
ASHLEY DEFREESE DEPUTY PROBATION OFFICER II ↗ SENIOR PROBATION OFFICER	DESERT SERVICES
RENEL GAINES ASSISTANT DIVISION DIRECTOR ↗ DIVISION DIRECTOR	SOUTHWEST SERVICES
KIMBERLY GONZALEZ DEPUTY PROBATION OFFICER II ↗ SENIOR PROBATION OFFICER	PROFESSIONAL STANDARDS BUREAU
KYLE HERNANDEZ SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	SOUTHWEST JUVENILE HALL
ARLENE JELLISON SENIOR ACCOUNTING ASSISTANT ↗ BUYER I	FISCAL SERVICES
RACHEL LIGTENBURG SUPERVISING PROBATION OFFICER ↗ ASSISTANT DIVISION DIRECTOR	SPECIAL SERVICES
MIGUEL LOPEZ PROBATION SPECIALIST ↗ DEPUTY PROBATION OFFICER	DESERT SERVICES
STEPHANIE LUONG DEPUTY PROBATION OFFICER II ↗ SENIOR PROBATION OFFICER	METRO EAST SERVICES
ISABEL MALDONADO CORRECTIONAL SENIOR FOOD SERVICE WORKER ↗ CORRECTIONAL COOK	ALAN M. CROGAN YTEC
SABRINA MAYNARD PROBATION SPECIALIST ↗ SECRETARY II	FISCAL SERVICES DIVISION
TAMMY OLIVARES SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	SOUTHWEST JUVENILE HALL
JOHNNY ORTEGA CORRECTIONAL FOOD SERVICES SUPERVISOR ↗ FOOD SERVICES MANAGER	INSTITUTIONAL SERVICES
ANALYN PASION CORRECTIONAL SENIOR FOOD SERVICE WORKER ↗ CORRECTIONAL COOK	ALAN M. CROGAN YTEC
EVELYN PUMFORD SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	ALAN M. CROGAN YTEC
RUBEN RIVERA SENIOR PROBATION CORRECTIONS OFFICER ↗ SUPERVISING PROBATION OFFICER	SOUTHWEST JUVENILE HALL
STEVE RODRIGUEZ CORRECTIONAL SENIOR FOOD SERVICE WORKER ↗ CORRECTIONAL COOK	ALAN M. CROGAN YTEC
OLIVIA SERNA ASSISTANT DIVISION DIRECTOR ↗ DIVISION DIRECTOR	MANAGEMENT SUPPORT TEAM
MARILYN SOLIS CORRECTIONAL COOK ↗ SENIOR COOK	SOUTHWEST JUVENILE HALL
VERONICA SOTO SUPERVISING PROBATION OFFICER ↗ ASSISTANT DIVISION DIRECTOR	SOUTHWEST SERVICES
JACOB STACK OFFICE ASSISTANT II ↗ OFFICE ASSISTANT III	PROFESSIONAL STANDARDS BUREAU
LATOYA THOMAS ASSISTANT DIVISION DIRECTOR ↗ DIVISION DIRECTOR JUSTICE SYSTEMS CHANGE INITIATIVE	JUSTICE SYSTEMS CHANGE INITIATIVE
GABRIELA TORRES OFFICE ASSISTANT III ↗ PROBATION ASSISTANT	METRO EAST SERVICES
VERONICA VELASCO SENIOR COOK ↗ CORRECTIONAL FOOD SERVICES SUPERVISOR	SOUTHWEST JUVENILE HALL
BRIAN WALSH SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	SOUTHWEST JUVENILE HALL
TARA WILLEY SENIOR PROBATION OFFICER ↗ SUPERVISING PROBATION OFFICER	METRO EAST SERVICES

SUCCESS IS TO BE MEASURED NOT SO MUCH BY THE POSITION THAT ONE HAS REACHED IN LIFE AS BY THE OBSTACLES WHICH HE HAS OVERCOME.

Booker T. Washington
BOOKER T. WASHINGTON





SERVING COURTS · PROTECTING OUR COMMUNITY · CHANGING LIVES

RIVERSIDE COUNTY
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CHIEF PROBATION OFFICER

CHRISTOPHER H. WRIGHT
ASSISTANT CHIEF PROBATION OFFICER

JASON BAILEY
CHIEF DEPUTY
PROBATION OFFICER

INSTITUTIONAL SERVICES

NATALIE RIVERA
CHIEF DEPUTY
PROBATION OFFICER

FIELD SERVICES

JOE DOTY
CHIEF DEPUTY
PROBATION OFFICER

FIELD SERVICES

DOUGLAS MORENO
CHIEF DEPUTY
PROBATION ADMINISTRATOR

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