

The Arizona Department Of Corrections



Director Charles L. Ryan



Pepper Ball
Training
at ASPC-Tucson
See Page 6



THE DIRECTOR'S PERSPECTIVE

From the desk of ADC Director Charles L. Ryan

One of the greatest rewards of my job is the opportunity to see the men and women of this department on the job at our institutions.

Every staff member at the Department of Corrections has an important job to do, but the significance of “boots on the ground” in the prison complexes cannot be overstated.

That’s one reason I’m pleased to report on the ongoing program to provide approximately 6,400 employees with merit pay and approximately 3,000 with stipends, equity adjustments or market adjustments.

Obviously, the department has many competing financial priorities, but because we had unanticipated vacancy savings, we can invest more in compensation.

Stipends are designated for geographical locations that have higher levels of CO vacancies. They act as an incentive to recruit personnel in those areas where it has been more of a challenge to fill positions.

Merit pay is rewarded to recognize and retain the “best and brightest” of our employees. It is a one-time, lump sum bonus calculated on base salary. You should ask your supervisor if you meet

the criteria for merit pay, but some basics include: being on uncovered status or serving in a CO position, having a MAP review that receives an overall “Meets Expectations” or better on the most recent review, and having been hired before June 1, 2013, among several other criteria.

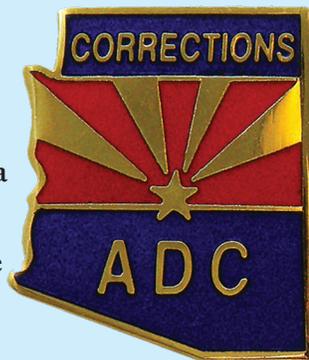
Our investigators do yeoman’s work and a market analysis shows their salaries are significantly lower than comparable positions in other law enforcement agencies. This is now being addressed and greater equity is being achieved.

There are also adjustments being made to correct other compensation inequities and variances. For example, some staff members in similar positions may have differences in education and experience that result in disparities in compensation. That’s being corrected, and more information is available from your supervisor or HR liaison.

Thank you all for the great work you’re doing for the people of Arizona and for this department!

Sincerely,
Charles L. Ryan
Director

Director: Charles L. Ryan
Communications Director: Doug Nick
Public Information Officer: Bill Lamoreaux
Public Information Liaison: Angelica Alegira
Media Web Assistant: Jill Berger
Editor: Supt. Svs. Div. Dir. Gail Rittenhouse
Editor: EA Tina Wilson
ICC I: Rusty Heaps



The Directions is an official publication of the Arizona Department of Corrections.

This publication is to promote the work of ADC and the achievements of its staff. Questions and comments are welcomed and encouraged at Directions@azcorrections.gov

www.azcorrections.gov



MONDAY, OCTOBER 23

7:30 – 9:00 am.

Breakfast With Champions

Location:

Arizona Biltmore

2400 East Missouri Avenue

Phoenix, AZ 85016

Contact:

Annie Bakemeier

Special Events Coordinator

602.230.0073 or

Annie@SpecialOlympicsArizona.org



Saturday, October 25

Arizona State Credit Union

Motorcycle Fun Ride &

Classic Car Show

*More information to come,
including registration details!*



Monday, November 17

17th Annual SECC

Clay Target Fun Shoot

Registration details to come soon

2nd Annual

FIVE-O

Car Show

Drawings
Food
Music
Judging
Silent Auction
50/50

Registration
Before Event \$15
Day of Event \$20

At San Tan Village
2218 E Williams Field Rd
Gilbert, AZ 85295



November 1st 2014

10am - 2pm

Benefitting Special
Olympics Unified
Sports Program

For more info and to register online
go to:
www.fiveocarshow.com
www.facebook.com/fiveocarshow



SANTAN VILLAGE



The Arizona Department of Corrections gives back to the community as much as we can. Here is an example of ASPC-Douglas provides for their local area.

A colleague from ASPC-Douglas recently wrote about how the ADC Honor Guard is one of our best resources, and serves a practical and ceremonial function.



Mohave Unit Gives Back

Story and photos provided by CO III De La Torr / ASPC-Douglas

Earlier this year, several Mohave Unit CO III's (Ritchie, Saunders, Briseño, and De La Torre) made a 'special delivery' of school supplies to the Douglas Unified School District, as well as presenting a check to the Cochise County Children's Center.

The Mohave Unit donated well over 250 school boxes filled with pens, crayons, markers, stickers, glue, and other school supplies for children in grade school - to include children with special needs. Also donated were Lysol® Wipes, classroom approved hand sanitizer, Kleenex® tissues, napkin rolls, and dry erase board markers.

Donated items were distributed between Sarah Marley Elementary School and the Student Center (which oversees a program that assists children of lower income families).

The money used to purchase all of these school supplies came directly from the inmate population via donations acquired through a unit sponsored Schwan's fundraiser.

The giving didn't stop there. Staff then visited the Cochise County Children's Center in Huachuca City. This facility is a safe haven for children who have been misplaced and have nowhere else to go. Children cared for by the Cochise County Children's Center range in age from newborns to teenagers – most are elementary school aged.

ASPC-Douglas/Mohave Unit inmates raised well over \$2,000 to donate to this wonderful organization via a Little Caesar's Pizza fundraiser.

These donations will make a difference for the rest of the school year. Great job Mohave Unit. Truly an example of good will towards men!!!

ADC Honor Guard

Story and photos provided by By CO II Carrillo / ASPC-Douglas

Military history reveals that armies throughout the world have participated in some form of drill. The primary value of drill historically has been to prepare troops for battle. Today we utilize drill for ceremonial purposes, esprit de corps and commemorative events. The purpose of this Drill and Ceremonies Honor Guard is to establish a standardized protocol for Drill. This will allow for integrated formations during memorial services, ceremonies honoring or recognizing unit or individual achievements, change of commands or commemorative events.

This academy trained us by instilling habits of precision and appropriate responses to leader's orders, and to provide opportunities for the development of leaders. It was designed to provide the Honor Guard member with the prescribed knowledge enabling them to perform drills for general use, ceremonial and precision drill with weapons, through classroom instruction, practical demonstration and active participation.

Military history reveals that Honor Guards have been a part of its rich traditions for centuries. The Arizona Department of Corrections Honor Guard's main objective is to render final honors to their fallen comrades with the dignity and pride that they deserve. Thanks to the members of the Border Patrol Honor Guard we were granted the opportunity to have this academy at COTA.



ADC was honored this year by the Arizona Gang Investigators Association, who presented ASPC-Eyman staff with the Law Enforcement Achievement Award



From right to left: Greg Lauchner, Ferdinand Caruso, Shawn Steber, Henry Munoz, Ronald Carlson, John Chavez, Carlos Reyna and Chuck Schoville, the AZGIA Training Coordinator who nominated the ASPC-Eyman TSU and SSU teams.

Eyman Gang Investigators receive AZGIA award

Story and photos provided by Directions staff

Gang investigators from the Arizona Department of Corrections Eyman Complex have received the Law Enforcement Courage Award from the Arizona Gang Investigators Association (AZGIA).

Representatives from the ASPC-Eyman Tactical Support Unit (TSU) and Special Support Unit (SSU) were recognized for their contributions in the discipline of gang investigations.

Among its approximately 5,000 inmates, ASPC-Eyman houses high-risk offenders who are known to belong to every prison gang, (known as Security Threat Groups) in Arizona.

In his nominating letter for this recognition, AZGIA President Chuck Schoville wrote, "The Eyman Complex is home to the 'worst of the worst' inmates. The men and women of the Arizona Department of Corrections Eyman TSU and SSU units stand between you and the worst of the worst."

Every year, the Eyman TSU goes through more than 100 hours of tactical military training and 48 hours of weapons qualifications. The team trains in vehicle searches, assaults, entry into buildings, cell extractions, crime scene preservation, and many other

vital functions.

The Eyman SSU works with prison control staff, criminal investigators and other complex personnel in the ongoing work to control inmates and investigate and counteract prison gang activity.

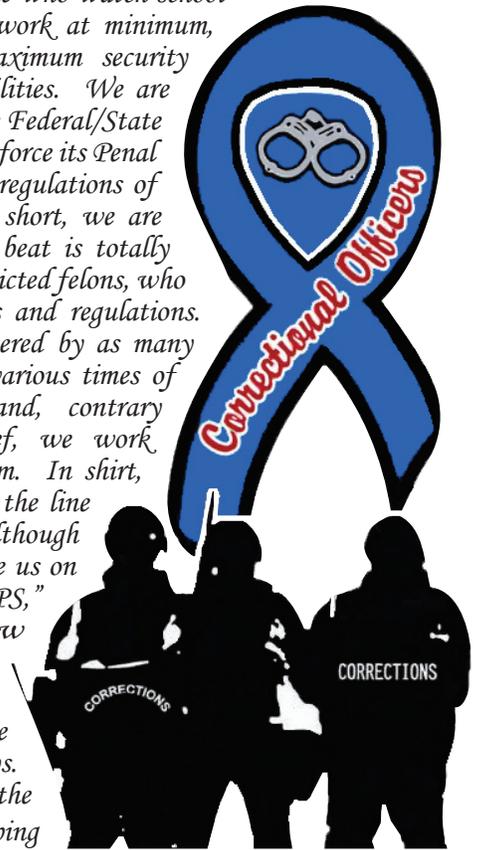
"I am extremely pleased that the Eyman TSU and SSU personnel have been acknowledged for their hard work and dedication," said Corrections Director Charles Ryan. "These men and women work in extraordinarily difficult and dangerous circumstances. Their dogged pursuit of justice on both sides of the prison walls is a vital part of law enforcement in Arizona, and they are most worthy of this award."

Correctional Officers are sometimes considered those who "Silently serve." ASPC-Florence reminds all of us of that fact with this profound essay.

The Forgotten Cops

Essay and graphic provided by Lt. Heidi Williams / ASPC-Florence

We are Correctional Officers. Not Guards. (Guards are people who watch school crossings.) We work at minimum, medium, and maximum security Correctional Facilities. We are empowered by the Federal/State Government to enforce its Penal Laws, rules and regulations of the Prisons. In short, we are Policemen. Our beat is totally inhabited by convicted felons, who break laws, rules and regulations. We are outnumbered by as many as 105 to 1 at various times of our workday, and, contrary to popular belief, we work without a sidearm. In shirt, our necks are on the line every day. Although you will never see us on "911" or "COPS," We are Law Enforcement Professionals, we are the Forgotten Cops. Hidden from the public view, hoping to someday receive the respect and appreciation from the public whom "We Silently Serve."



Every ADC complex has a complement of specialists that ensure every facility is safe and secure. In this edition of Directions, we introduce you to the ASPC-Perryville Special Management Unit Security Staff

Special Management Unit staff

Story and Photos provided by AA III Dolores Munoz / ASPC-Perryville

Please meet the Lumley Unit 30 Yard SMU Correctional Officers. These specially trained Officers endure what it takes to maintain Order, Discipline and Control while managing the most difficult female inmate population.



Although there are many facilities such as this, the Special Management Unit at Perryville is unique as it houses female inmates with significant mental health issues, those with constant behavioral issues and death row, all of which is very testing.

Use of Force's/ICS's are an everyday occurrence. Correctional Officers deal with this each and every day. They are geared up in uniform, stab vests and protective goggles during their entire shift as a constant safety precaution. The inmates housed on SMU 30 yard are unpredictable and can exhibit destructive behavior at any given moment.

These security officer also have to adapt to cold, hot, wet and even dust storm conditions. Nevertheless hindered by such conditions, they remain focused and ready for anything at all times. These Correctional Officers look after each other and work diligently together ensuring staff and inmate safety is at the

All male ADC inmates are processed through the Phoenix complex. In recognition of the unique mission of this complex, ASPC-Phoenix brought in ADC professionals statewide to learn more.

Employee Engagement Tour

Story provided by Capt.. Panza / ASPC-Phoenix

Recently ASPC-Phoenix hosted an Employee Engagement Tour for Department Employees from around the State. These employees were given a tour of the Alhambra and Flamenco Units in order to further their knowledge of other Complexes and how ASPC-Phoenix fits into the overall Mission of the Department.

The employees were given insight into our new approach to working with mental health inmates in Baker Ward and the programming that each inmate is eligible to participate in. Through their participation, inmates will be able to improve their interaction with staff and other inmates to better themselves and progress to live among the general population units as they continue in their treatment.

They were able to hear a few words from Mr. Freudenthal as to how the Medical Unit ensures that all inmates who pass through our doors receive the finest medical care before they arrive at their units.

The Flamenco Unit showed them that Mental Health and mixed custody can work and live together with strict programming and supervised group settings to make them more productive in the outside world.

Overall, the visiting staff seemed to appreciate all the hard work that we do at ASPC-Phoenix and how we are only one part in the system to ensure that the safety of the public, Staff and inmates are maintained throughout the Department state-wide.

All ADC Officers are familiar with the Correctional Officers Training Academy in Tucson. But some uniformed personnel trained at a regional academy. One such academy was recently conducted in Safford.

First Regional COTA Academy hosted by ASPC-Safford



*Photo by Sgt. Joel Kiele
Story by AA III Diane Alvarez / ASPC-Safford*

Earlier this year, COTA class 990 began their training at ASPC-Safford. Class 990 consisted of Nine Cadets: Raymond Alva, Julie Chacon, Troy L. Haymore, Ivan Ponce, Amber D. Rocha, Linda C. Sanchez, Sandra D. Taylor, Melissa Tichinel, and Stephanie D. Wray. All Nine Cadets graduated, with a Graduation Ceremony at the Graham County General Office building.

The phrase, "See a need, Fill a need" was popularized in the 2005 animated film, "Robots." It also describes what can happen when an observant DW from ASPC-Safford saw something that needed to be done.

Playground solution

*Photo by PPOA Dan Turley
Story by CO IV Quinten Wood / ASPC-Safford*

While Deputy Warden Kim Daniel was registering her granddaughter for the summer program at the Safford Boy's and Girl's Club, she noticed the staff cleaning the walls. She then went outside and noticed the building and area was in need of repair.

Daniel asked the Club's Director if she would allow inmates from the Graham Unit to volunteer some of their time to help out. Although surprised that inmates were allowed to do this type of charity, the Club was more than happy to allow the inmates an opportunity to help out.

An inmate flier was made and asked for volunteers to help the remodel the Boy's and Girl's

Club. Graham Unit staff were overwhelmed with the amount of interest from the inmate population. The inmates assigned to the crew were aware that their pay would only be a sincere thank you at the end of the project.

The City of Safford had given the Boy's and Girl's club playground equipment. The inmates installed the combination slides and climbing structure in just four days.

This project allowed the community to have the inmate crew complete work that would have taken



money and staff, items that the Club is short of. The inmates were glad to help and satisfied that they were able to, through this small gesture, help repay the community for the crimes they had committed.

Plenty of great photos from ASPC-Tucson where the order of the day was not paint ball, but pepper ball, a demanding and probably welt-producing training

Tucson Pepper Ball Training

Story and photos provided by AA III Vince Neil / ASPC-Tucson



Transportation staff and a number of Administrators, led by our intrepid Deputy Warden of Operations Jacobs completed Pepper-ball Launcher training in April. Not for the faint of heart, training consists of some tough components.

There is a lot of value in introducing interested children to the rewards of a career in corrections. ASPC-Tucson staff have been doing that recently.



First there is weapon familiarization and Use of Force training followed by a line of fire. This is an “acquire, fire and move” section in which ten rounds are fired.

After that, the trainees must be exposed to live gas rounds and then shot with training rounds to complete the requirements. Hats off to our Administrators for sharing this experience with line staff.



Camp Fury Women in Corrections

Story provided by AA III Vince Neil / ASPC-Tucson

On May 28, 2014, Warden Therese Schroeder, DW Dionne Martinez, K9 Officer Pamela Morlock and SSU Officer Angela Dunagan presented “Women in Corrections: a Non-Traditional Career for Women” to Girl Scouts at Camp Fury.

Camp Fury is a weeklong over-night camp for 30 Girl Scouts aged 15-17 held at the Southern Arizona Law Enforcement Training Academy. The girls train alongside our public safety partners, including Tucson Fire, Tucson Police and Oro Valley Police, to learn search and rescue skills, crime scene investigation techniques and perform physical fitness drills.

Our staff discussed Corrections and specifically their jobs as they related to women who are breaking down barriers and stereotypes in male-dominated career fields. As a treat, K9 Officer Morlock had along K9 Carrie, one of Tucson’s Chase hounds, who was a real hit and the girls adored. Though it was obvious Carrie adored them even more!



How can Inmates report PREA actions anonymously, and what are we as staff required to do? This article from ASPC-Winslow may answer your questions.

PREA Reporting

By CO IV Misty Barrera / ASPC-Winslow

According to the National PREA standards that are available on the PREA Resource Center website; the agency must be able to provide the inmate with multiple ways to report sexual abuse, sexual harassment, retaliation, neglect, or violation of these standards. We must also provide the inmates with a way to report any PREA related issues to an outside agency allowing the inmate to remain anonymous.

(c) Staff shall accept reports made verbally, in writing, anonymously, and from third parties and shall promptly document any verbal reports.

(d) The agency shall provide a method for staff to privately report sexual abuse and sexual harassment of inmates.

As you can see from the above standard, there are several different ways that our agency must provide to the inmates for them to be able to report PREA issues to include allowing them to report anonymously.

The different ways of reporting that we currently have available to inmates are by:

Inmate letter

HNR

Grievance

Telling a staff member

Having their family or friend call in and report

Writing a letter to the Inspector

General's Office

Using the inmate phones they can call the PREA Hotline

Inmates may use any one of these ways to report PREA issues anonymously.

As employees of the Department of Corrections, it is our responsibility to take seriously, report, and act on any PREA complaints, retaliation, or violations that we are made aware of.

Information regarding PREA can be found on the web, at the National PREA Resource Center. Along with this site, you can also access the National Institute of Corrections web site and take additional PREA training courses through them to broaden your knowledge regarding PREA standards and protocols.

Here's an interesting perspective on the lifestyle of Corrections professionals in a small community, in this case, ASPC-Winslow.

Life on an Island

By Major Ron Lawrence / ASPC-Winslow

Prison Complexes are designed to be self sufficient. We are like a stand-alone village. We have our own water and sewer services. Although the utility company supplies us with electrical power, we can generate our own if that source is interrupted. We have teachers and schools. We have inmate workers all going about their daily responsibilities.

We have maintenance and roads, a fleet of vehicles and an armory of weapons. We have our own doctors and nurses, our own police department and tactical teams. We have crisis negotiators and people trained to help us get through the tough times. We have our own banking staff. We have a virtual army of people to handle purchasing, feeding (of both staff and inmates), training, and administration.

It would be easy to view working in a prison complex to be like living on an island.

But sometimes opportunities arise that remind us we are anything but an island. In fact, just such an opportunity presented itself in April when Winslow Complex staff were invited to participate in a Point Of Distribution (POD) exercise hosted by the Winslow Fire Department.

Other participating agencies included the Little Colorado Medical Center, Indian Health Services, the City of Winslow and the Winslow Police Department, employees from Apache County and DPS were also on hand. John Zimmerman, who is our Bioterrorism Program Manager for Navajo County, was there to help organize and evaluate. Of course, the Department of Corrections was extremely well represented.

This type of exercise is designed to test a community's ability to quickly and effectively administer medications to their residents in the case of an emergency.

A variety of Agencies participated in the training. As I mentioned earlier, the Winslow Fire Department hosted the exercise, but I also saw participants from

What I found very interesting was the difference in attitude between the Phoenix area, where Deputy

Warden Lawrence and I are from, and Winslow.

The difference in the sense of smaller community was evident as I watched people interacting with one another.

These were good people who have grown up together, shop at each other's stores, and go to Church together. Their children go to the same schools, play on the same sport teams, and have the same teachers. They have experienced challenges and joys together. Many of them are related both distantly and directly by marriage. This was no community of individuals as you so often see in large metropolitan areas. This was more like a large, extended family.

And that was when it occurred to me that those of us working at the prison really aren't living on an island. Some of us may be transplants, some of us may commute from other towns, but when we are at work, we are all members of the Winslow Community. The people in that town expect us to pull our fair share. They expect us to be invested both personally and professionally. They expect our help and our commitment.

We are self sufficient, but we are not living on an island. Let's never forget our Community and the Citizens of the Great State of Arizona whom we are sworn to serve. Wear your badge proudly, and always remember who you represent.

Earlier this month, Director Ryan received a message from an employee who was retiring and he wanted to share it with everyone.

Thanks For The Ride

Provided by Sgt. Quintero and Director Ryan

Sgt. Mark Quintero, most recently of ASPC-Tucson, rides in to the sunset of retirement after more than 28 years of ADC service.

...I must say it has been something I will never forget. I have worked with and supervised many good people... as well as many bad people.....Director Ryan...you have an excellent Warden running Tucson, Therese Schroeder is the best.....I leave this Department with my head up, I hope I made a difference. It's time to ride my pony, out of town.....Q.

Sgt. Quintero, thank you for your service!

Summers here and the fire danger is high in Arizona. The ADC Wildland Fire Crews from ASPC-Yuma and ASPC-Lewis were out battling the Slide Fire, which was fully contained 16 days after it began.



ADC Wildland Fire Crews

*Photo by Sgt. Blackwell, ASPC-Yuma Wildland Fire Crew Leader
Story by Communications Director Doug Nick.*

A potentially long and difficult wild fire season in Arizona began in mid-May with the most attention being placed on the Slide Fire located in the Oak Creek Canyon area.

As always, ADC's Wildland Fire Crews and their Corrections supervisors were prepared to respond.

At one point during the week of May 18-24, every available wildland fire crew was assigned fire duties, with a total of five teams dispatched to the Slide Fire.

The ASPC-Yuma crew had the longest trip to get to the Slide Fire site. After a drive of more than 300 miles, this group was on the job. We caught up with a few of them between shifts at the fire staging area near Flagstaff.

Arizona was particularly well-served by the efforts of these inmates and their ADC supervisors during this especially busy week. Kudos to all the crews for a job well done!

The Wildland Fire Crew from ASPC-Lewis was also a part of the Slide Fire response. As teams from other complexes stood down and were made available for other duty, the Lewis firefighters remained longest at the Slide Fire area as containment gains were made and mop-up operations began.

ASU 2014 QUALITY OF WORK LIFE SURVEY HIGHLIGHTS AND FINDINGS



Report #1 – The Survey is Completed

The Arizona State University (ASU) researchers are analyzing the data from the 2014 Quality of Work Life Survey that was completed in April. They will provide periodic reports of their findings from your responses. Directions will print summaries of these findings and the complete reports will be published on the ADC intranet and on the “e-briefing” system. Thanks to all of you who took the time to complete and return your surveys.

Survey Response Rates

ASU distributed 7,211 surveys and received 1,605 – a response rate of 22.3 percent. Complex response rates ranged from a low of 12.5 percent to a high of 54.2 percent. Higher response rates mean that the researchers are more confident that the findings represent the knowledge, opinions and attitudes of all officers; lower response rates lower the level of confidence.

Those who responded to the survey seem to resemble all officers, with only small differences in age, gender, race/ethnicity, tenure with the Department, and job type.

Future Reports

The ASU researchers are analyzing the data and will share their findings with the Department in short reports they will release over the next several weeks. Future reports will break down key findings in the areas of communication, training, and supervision.

Gift Card Winners

Staff who completed a survey could also enter a drawing for a \$50 gift card. ASU has selected the winners and contacted them directly. Congratulations to the winners!

Complex	Winner
Douglas	CO II Chris Brockway
Eyman	CO II Todd Ward
Florence	CO IV Shawna Anderson
Lewis	Sgt. Heather Carter
Perryville	CO II Matthew Berger
Phoenix	Lt. Michael Apodaca
Safford	CO IV Susan Hill
Tucson	CO II Justin Paguaga
Winslow	CO II Kim Grove
Yuma	CO II Daniel Correa



By Administrative Services Division Director Michael Kearns

April Brent of the Central Office staff is being recognized for helping ADC implement a major state project known as BREAZ that will transform the state’s business processes and implement a new accounting system in July of 2015.

It’s an important step to ensuring that the state operates smoothly and efficiently so that tax dollars are spent wisely.

She’s been featured on page 2 of this month’s BREAZ newsletter, which can be accessed on the BREAZ website at <http://aset.azdoa.gov/breaz>.

Training for ADC staff to help in improve the reading and writing skills of Arizona Department of Corrections inmates is now going on around the state.

Reading Horizons

By Education Administrator Mark Jones / Central Office

Participation in the Reading Horizons workshops was enthusiastically received. More than one hundred twenty educational staff members attended. Everyone was engaged in this learning activity.

The Reading Horizons training occurred at Perryville, for the northern and central education staff and at the Sunnyside Unified School District in Tucson for the southern region educational staff.

The skills and expertise acquired by our staff with this valuable learning experience will translate into increased reading and writing skills for our inmates.



Agency Vision

Contributing to safer communities through responsible, professional and effective corrections.

Agency Mission

To serve and protect the people of Arizona by securely incarcerating convicted felons, by providing structured programming designed to support inmate accountability and successful community reintegration, and by providing effective supervision for those offenders conditionally released from prison.