

PROBATION CONNECTION MAGAZINE





The Chief's Message



My name is Tracy Reece and I have been appointed as the 13th Chief Probation Officer for the San Bernardino County Probation Department. For my inaugural Chief's message, I would like to introduce the Department's new Mission and Vision Statements, as well as our Core Values and Guiding Principles, which were officially updated in April.

Our Vision Statement, which has not changed, is simple - To Protect the Community. While arresting probationers who are a danger to the community is one aspect of our job, protecting the community goes much further. We want to make a difference, as we are agents of change who believe in the ability of people to grow and succeed.

Our Mission Statement is to build stronger families and safer communities by improving the lives of those we serve through assessment, treatment,

rehabilitative services and enforcement. We do this by focusing on our Core Values - deeply ingrained principles that define who we are and must be upheld daily. Those Core Values include:

Service
Integrity
Courage
Professionalism

Guiding Principles are a set of moral values that establish a framework for expected behavior and decision making. Our Guiding Principles include:

Collaboration
Staff Excellence
Professional Leadership
Best Practice
Innovation
Navigating Change
Diversity

You can find the recently released videos, which explain more about our Core Values and Guiding Principles in ProbTools and later on the intranet.

These updated concepts were developed over several years by collaborating with staff working in different assignments throughout the County. I am happy that one of my first acts as your new Chief Probation Officer is to release the ideals that define the San Bernardino County Probation Department. My hope is that as a Department, we can think over and plan how to enact these elements in our day-to-day work. As we start a new chapter, I look forward to what is in store for us and I am glad we are all doing it together.



CALENDAR

July

Independence Day	04
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Free Slurpee Day	11
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Pre-trial, Probation, and Parole Supervision Week (observed)	18-24
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Probation Connections Training Event (postponed to 2022)

August

National Night Out	03
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September

Labor Day	06
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First Day of Fall	22
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What's New: Extradition Training

Earlier this year, select staff participated in a Low Profile Carry class, which was part of the 26-hour Extradition course. Officers learned the concepts of concealed carry and practiced the technique of drawing a weapon from inside their waistband.

FEATURED PHOTO



Probation Corrections Officer Core 76

CORE 76



“Strong as an individual, stronger as a team.”

Probation Corrections Officer Core 77

CORE 77



“Accepted the challenge, continuing the mission.”

DEPARTMENTAL RECOGNITIONS

DEPARTMENTAL RECOGNITIONS

PROMOTIONS

Chief Probation Officer **Tracy Reece**

Assistant Chief Probation Officer **Julie Francis**

Deputy Chief Probation Officer **Kimberlee Drury**

Deputy Chief Probation Officer **Teneka Hayes**

Director of Probation Administration **Thomas Kamara**

Division Director II **Charte' Carroll**

Division Director II **Kathleen Huaman**

Division Director II **Kory Oberlies**

Administrative Manager **Scott Nichols**

Probation Corrections Supervisor II **Felicia Douglas**

Probation Corrections Supervisor I **Frederick Elliott, Jr.**

Probation Corrections Supervisor I **Robert Salas**

Supervising Correctional Nurse I **Patricia Hanna**

Administrative Assistant II **Charlene Auzenne**

Administrative Assistant II **Mary Cardenas**

Administrative Assistant II **Jameelah Pezant**

RETIREMENTS

Office Assistant III **Gloria Luna - 39 years**

Probation Corrections Supervisor II **Debra Campbell - 33 years**

Probation Corrections Supervisor I **Lynda Scherer - 22 years**

Probation Officer II **Elvira Suarez - 22 years**

Probation Officer II **Vicki Rainey-Aubry - 19 years**

Probation Corrections Officer **Andrew Burnett - 12 years**





POII Alison Brown

Probation Officer II Alison Brown received a Shine-A-Light Award for her outstanding dedication and tireless efforts on behalf of at-risk youth in San Bernardino County.



POII Nakia Jackson

Probation Officer II Nakia Jackson was honored by the San Bernardino Superior Court during National Drug Court Month for working effectively to reduce addiction, crime and recidivism in our community.



QMS Melinda Cerda

Quality Management Specialist Melinda Cerda received an Award for Excellence, Public Service Recognition from the San Bernardino County Board of Supervisors.

DEPARTMENTAL RECOGNITIONS

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POII Shaina Ulloa

Probation Officer II Shaina Ulloa received an Exceptional Service Award from the San Bernardino County Sheriff's Department for her effort during the Sandalwood Fire.



CNII Richard Lucero

Correctional Nurse II Richard Lucero received the Chief's Commendation Award and Medal of Valor for heroic, life-saving efforts, while on duty at the High Desert Juvenile Detention and Assessment Center.



Medical Staff of the Year

Nurse Mentorship Award - Licensed Vocational Nurse II Rex Villanobos

Nurse Leader of the Year - Correctional Nurse II Andrew (Andy) Blair

Nurse of the Year - Correctional Nurse II Richard Lucero



San Bernardino County Probation Department



Our Vision Statement

TO PROTECT THE COMMUNITY

Our Mission Statement

BUILDING STRONGER FAMILIES AND SAFER COMMUNITIES
BY IMPROVING THE LIVES OF THOSE WE SERVE THROUGH
ASSESSMENT, TREATMENT, REHABILITATIVE SERVICES,
AND ENFORCEMENT.

From the Desk of Assistant Chief Probation Officer Julie Francis



opportunity. With the responsibility of the Department of Juvenile Justice (DJJ) moving to the local level, we as a Department have the opportunity to build on the success of the Adult Division with SB 678 and AB 109 – both previous realignment bills. We have the opportunity to provide our youth, and their families, with the tools they need to change the course of their lives. We have the opportunity to dream up and cultivate a program that can really make a difference for youth in our care. It is a new process, but I have learned to trust the process, even when it takes me outside of my comfort zone.

“Consistency is key.” As we move through the next year, which will be full of changes, opportunities, and decisions, I will be right by your side - at times “comfortably uncomfortable.” I’m excited to see where we all go from here.

I learn everything I need to know in life from my Peloton exercise bike. OK, that’s a bit of an exaggeration, but the riding instructors do give out sage advice.

“What you’re not changing you’re choosing” is one that has really resonated with me. I knew this year would bring a lot of change - retirements, new programs, and legislative requirements. Because of that, I decided I was going to change my comfort zone. Change can be uncomfortable, but it can also be an incredible adventure. As a Department, we are changing our Executive Team with a new Chief, a new Assistant Chief, two new Deputy Chiefs, and two non-sworn administrative positions. Our supervisory teams in the Detention Corrections Bureau and Community Corrections Bureau are changing with new emerging leaders as well. Each person will bring their own style to their new position, and I am excited to see the direction this Department is headed.

“I make suggestions, you make decisions.” Sometimes we choose change, and sometimes change is forced upon us. When legislators announced they were ending the use of room confinement in juvenile facilities, I repeatedly reminded my team that with change comes



What's New:

Deputy Chief Probation Officers Share Vision and Values



Adult Community Corrections Bureau

DCPO Edward Barry

I promoted to Probation Officer I in 1997, following three years with the San Bernardino County Sheriff's Department. Throughout my career, I have worked in all Bureaus, supervised, managed, and been an administrator in both Juvenile and Adult Services, and worked on many specialized assignments and projects. In May of 2018, I promoted to Deputy Chief Probation Officer over the Juvenile Community Corrections Bureau and in 2020 I was assigned to the Adult Community Corrections Bureau.

Regardless of where your journey started as a County employee, we all find ourselves here as members of one of the premier Probation Departments - not only in the State of California, but in the Nation as well. Our reputation is derived, nurtured, and earned through the dedicated and focused efforts of all those who have proudly served and represented the San Bernardino County Probation Department.

Recently, the Mission, Vision, Core Values, and Guiding Principles were updated, spurring a change that can help reimagine, reinvigorate, and inspire. The true challenge is what you do with the change. Don't avoid it. Recognize your part in our collective effort to support such and flourish in the change. Be a part of it. It's what we signed up for when we first agreed to join this worthy, service oriented, essential profession.

My challenge to the staff of this Department is to empower yourselves, reinvest in your oath and commitment, live up to your potential, and constantly reinvent what is possible. Always remember - you represent the men and women of the San Bernardino County Probation Department. Sworn or non-sworn, your actions, both good and bad, reflect upon us all. Thank you for all you do to protect our community. Thank you for your dedication and commitment to the San Bernardino County Probation Department. Let us work together as true agents of change.

In April 2021, the promotion of two Deputy Chief Probation Officers were announced, finalizing the newest restructure of the Probation Administration staff. Deputy Chief Probation Officer Kimberlee Drury and Deputy Chief Probation Officer Teneka Hayes have joined Deputy Chief Probation Officer Edward Barry and Deputy Chief Probation Officer Kim Epps and each of them have outlined their Vision for the Department.



Administrative Services Bureau

DCPO Kimberlee Drury

I started my career with the San Bernardino County Probation Department as a volunteer. I became a full-time Probation Officer in August 1997, working in adult and juvenile assignments, investigations, field, specialty courts and supervision caseloads. In April 2021, I was promoted to Deputy Chief Probation Officer for the Administrative Services Bureau, which includes: External Affairs, Training, and Probation Operations.

Throughout my career, I have taken pride in keeping the community safe and providing resources to clients. I believe that sometimes it takes a village to raise a child, and to help those adults who have made poor decisions become productive members of the community we serve.

Chief Reece recently released the Vision and Mission Statement, Core Values and Guiding Principles, and I am very happy to be part of the team that implements them. I have a personal statement I have used for years

with staff, as well as clients I have served – “Do the right thing when I am watching and when I am not.” This directly correlates to integrity - hold yourself and each other accountable. Another common phrase of mine is “Tell the truth always, that way you only have one story to remember.” This is similar to honor public trust.

With social media at everyone’s finger tips, one of my goals is to make sure we continue to tell the San Bernardino County Probation Department’s story. We need to share how we mentor our clients daily, providing them with resources and options for success.

I believe in the team approach and that everyone has something to provide. I embrace bold thinking and change for the better. Even though change creates a little bit of fear, together we can be successful. I am excited about the Department’s future and working with everyone to make an impact on the community we serve.





Juvenile Community Corrections Bureau

DCPO Kimberly Epps

I have been with the San Bernardino County Probation Department for 30 years. In 1990, I was hired as a Night Supervisor and promoted two years later to a Group Counselor. In 1997, I became a Probation Officer and gained experience in electronic monitoring and adult investigations. I worked in several different capacities in both Community Corrections and Detention Corrections before promoting to Deputy Chief Probation Officer in 2016, overseeing the Specialized Services Bureau. I was reassigned to the Juvenile Community Corrections Bureau in 2019.

The launch of the new Vision, Mission, Guiding Principles, and Core Values builds on the Department's already strong foundation and offers exciting opportunities for growth, involvement at all levels, and individual leadership. I am hopeful about, and committed to, the continued development of our Department, which is looked at as the best across the state. The Department's future is even greater, as long as we work together to be the best for one another, develop leaders at all levels, and continue to build stronger families and safer communities.

I am committed to working with staff at all levels to do the work that will represent and reflect our Vision, Mission, Guiding Principles, and Core Values. As Deputy Chief Probation Officer, this is what you can expect of me:

- To take responsibility for my actions and to listen to difficult conversations when necessary.
- To respond with positive action and to work with others to find solutions to challenges.
- To show confidence in my team by receiving and respecting their feedback, ideas and working together to achieve shared results.
- To influence and support work across bureaus to develop efficient processes and to adapt to changes.
- To continue to build strong connections within and outside of the Department by collaborating across bureaus, with outside agencies and community partners.

Together we are the best.



Detention Corrections Bureau

DCPO Teneka Hayes

I started my career in 1988 as a student aide with the San Bernardino County Department of Mental Health. Shortly after, I transferred to the Sheriff's Department, where I worked as a Custody Assistant. In 1992, I began my career in Probation as a Group Counselor and worked my way up the ranks. In April 2021, I was promoted to Deputy Chief Probation Officer, overseeing the Detention Corrections Bureau.

I am honored to be a part of our new Probation Administration and I am committed to the Mission and Vision of Chief Probation Officer Tracy Reece to develop leaders who will continue to move the Department forward, not just by word, but also by actions.

In the past year, we changed our Guiding Principles to compliment our new Mission and Vision Statements. One of the principles that stands out to me is Staff Excellence. As we navigate throughout our daily duties, we must keep at the forefront of our minds that we represent the County of San Bernardino and more specifically the Probation Department. It is imperative that as we strive for greatness, we must act in a tactful and professional manner that shows us in a favorable light at all times.

Another Guiding Principle that stands out to me is Professional Leadership, by which we exemplify leadership in our profession. It is our responsibility to serve this community that depends on us for service and support. In order to effectively do this, we must strive to be the best version of ourselves. Externally, we must be leaders in the eyes of the community. Internally, we must be leaders for those who rely on us for guidance and professional development.

Today, I encourage you to look deep within yourself and find the leader that lives in you. Then embrace that leader and take advantage of every opportunity to strengthen, refine, and define that role. Be the person who others pattern their career after. Be the person who inspires others. Be the great ending for someone else's story.





Director of Probation Administration

What's New:

Two Non-Sworn Staff Join Executive Level of Administration

In April 2018, I joined the San Bernardino County Probation Department as the Administrative Manager and helped enhance the fiscal infrastructure to better support operations. In March 2021, I promoted to the newly created position - Director of Probation Administration. Prior to joining the County in 2007, I worked as a Financial Advisor with Morgan Stanley - it had been a lifelong dream of mine to work for a top five investment firm.

My philosophy back then, as it is now, was to utilize all available resources to gain as much knowledge of not just my most immediate responsibilities, but also of industry-wide and external motivating factors that dictate my work environment. By this, I mean analyzing the social, political, economic, and emotional pressures that directly influence the environment in which we operate. In government, this is probably the most critical element to successfully navigating an accomplished professional career. The mindset of navigating external and internal influences has helped me acclimate into Probation. While I had no prior experience with law enforcement operations, I was able to adapt to the mechanisms of the administrative functions, as well as the programmatic elements of the Department.

In my new role, I plan to develop a solid infrastructure that is conducive to the operational objectives and programmatic needs of the Department. Further, I would like to promote annual program planning for budget purposes, as well as flexible cost tracking strategies that optimize the use of all available funding sources across the full spectrum of operational needs.

My mantra is - let Probation staff lead the way in developing strategic goals within the business of Probation. We will do whatever it takes to support them in successfully achieving those goals.

Thomas Kamara

Earlier this year, Department Information Services Administrator Michael Donahue and recently promoted Director of Probation Administration Thomas Kamara joined the ranks of the Probation Executive Administration staff. They outline their Vision for the Department.

I have been with the San Bernardino County Probation Department since 2001, and participated in its growth and use of technology during some very interesting times. We now have a Department where technology is in the forefront of everything we do, but it is strange how much we rely on electronic devices that seem to control our day.

Technology is a “force multiplier.” This means technology is a tool, and when teamed with an individual or group, the ability to accomplish greater feats increases exponentially. Going forward, the Department’s growth is not going to stop. You are a key element now, and in the future. The vision for technology in the Department is simple - it will move with this growth. My job as Department Information Services Administrator is to evaluate technology changes and help the Department come up with new ideas and strategies to improve the business of Probation. How that is incorporated into the Department’s day-to-day operations is yours to champion.

One of our Guiding Principles states that, “The Probation Department is committed to exploring progressive strategies and using technology to achieve better results.” The past year has spawned a huge amount of innovation from inside and outside the Department. We have worked together to develop new ways of doing old things. There were challenges, but we always rise to the occasion. And we will continue to do so.

Always remember, life is not all about gadgets and the Internet of Things. Take time to occasionally turn off the devices and remember that it’s not the material things that are important. Make memories, as they can be passed along, don’t need batteries, and don’t wear out.



Department Information Services Administrator

Michael Donahue

What's New: HDJDAC Transforms into Local Division of Juvenile Justice this Summer

By: Media Specialist II Lori Fowler



Transforming a building paves the way for transforming lives.



From the outside, the High Desert Juvenile Detention and Assessment Center (HDJDAC) looks the same. But when you walk inside, you will notice some changes. Walls are painted, plush furniture is in place, and entertainment elements have been included with the hopes that this renovated building, and the staff working in it, can aid youth in their rehabilitative journey.



The newly titled Gateway to A.R.I.S.E. Program, which stands for “A Restorative Integration for Successful Engagement,” is being developed to meet the expectations of recent legislative changes. While the responsibility is great, staff involved in this new venture all agree that the end goal is to implement positive change. This is a chance to reverse the cycle that many get caught in by implementing innovative programs and techniques for youth who are working to become healthy, productive contributors in the community.

When talking about the goal of the program, Division Director II Eric Raley quoted American architect Buckminster Fuller, “You never change things by fighting the existing reality. To change something, build a new model that makes the existing model obsolete.”

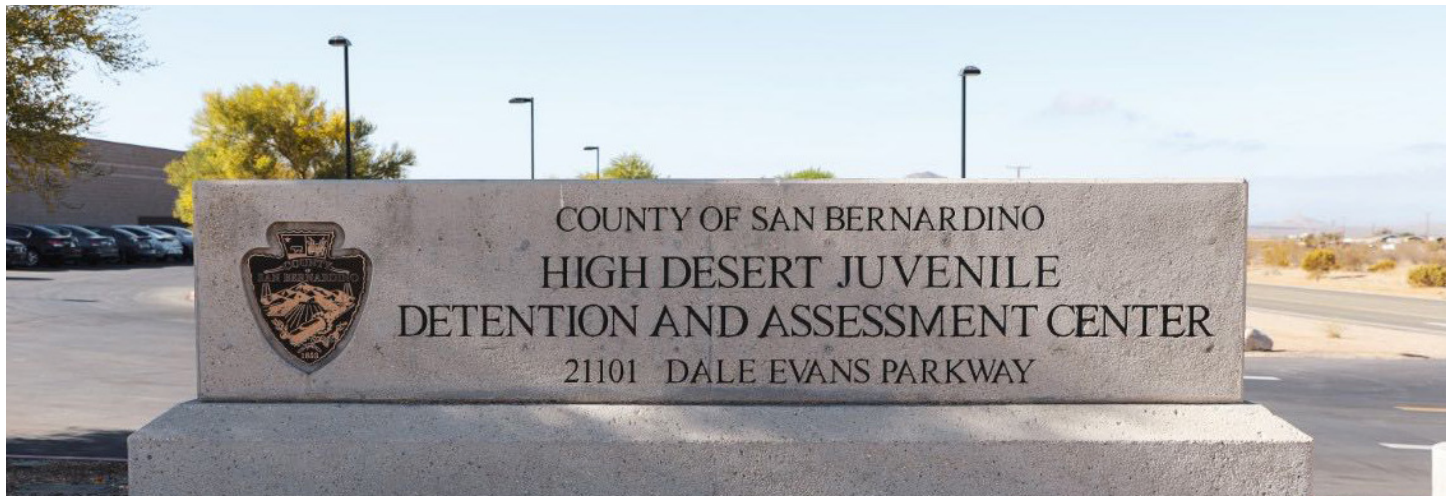
Overview and Background

It started with Senate Bill 823, which realigned the state responsibilities provided by the Division of Juvenile Justice (DJJ) and California’s Probation Departments. Youth who have sustained a serious or violent crime like murder, armed robbery, carjacking, etc., will now be housed at the county level instead of the state level.

“Think AB109 - the law from 10 years ago that shifted responsibility for certain adult offenders from state to county level - but more comprehensive,” said Raley, who oversees the implementation of the local DJJ. “The county can do a great job handling these offenders because we at the Probation Department already assist in treatment and rehabilitation with great results.”

In response to the legislative changes, SBC Probation has developed a multiple step-down and phased approach to community reentry. Phase One starts within a Secure Youth Treatment Facility (SYTF), which is the renovated 2POD at HDJDAC. That is where youth will begin treatment services, vocational services, and educational services. They do not leave the facility in this phase.

In Phase Two, youth will be transported to the former Gateway facility in San Bernardino, where they will live and continue to receive treatment and services. They will have limited access to the community and be given



responsibilities that will help them figure things out for themselves. Youth start with small tasks - like transportation and bus schedules, going shopping, or buying a cup of coffee - that will give them opportunities to grow. Staff will be available to assist with any challenges. Youth will also have access to



mentors and contacts at local community-based organizations for additional assistance and development.

Phase Three gives youth the opportunity to live without daily supervision and utilize their learned skills, while still having the advantages of program support. In this phase, youth will be expected to demonstrate that they are ready for independence.

“This program does not technically have a time limit for phase progression,” Raley said. “They will go from Phase One to Phase Two to Phase Three when the treatment team, which includes the youth, the caseload counselor, the supervisor, and the therapist, all agree that the youth is ready to go onto the next phase, and that recommendation is then agreed upon by the Court.” This way, youth will be in the phase that is appropriate for them. “We want (the youth) to get the resources and treatment (they) need to succeed, wherever that is,” Raley added.

Construction and Design

It is written in the legislation that the facility must convey a home-like environment, while still ensuring the safety of the youth and staff. Probation Corrections Supervisor I Tiffany Dodson, who went to school for interior design, was put in charge of overhauling the 2POD. She is also involved in the Gateway to A.R.I.S.E. programming.



“Our Department took it to the next level,” she said about the building’s design. “A lot of our youth at the (JDAC) stay for an average of 23 days. But these youth, we’re going to have for 18 months to seven years, so we want it to be comfortable.”

When you enter the 2POD, you first walk into the recreation room. There is comfortable seating, an air hockey table, a shuffle board table, some Xbox game stations, and other activities.

Two classrooms branch off from that room – one classroom for high school classes and the other classroom for college courses.

“Every youth who comes through our program will be able to get their high school diploma, if they haven’t already. From there, if they’d like to, they have the option of enrolling in our college program, which will all be online,” Dodson said. “They will actually be able to get a college degree through that program, which is pretty cool.”

Four other rooms are designated for vocational classes such as electrical work, solar panel installation, computer programming, and automobile engine repair.

There are also four living units, with 10 rooms each, branching off from the recreation room. Initially, each youth will have a roommate. As they progress through the program, youth can earn their own rooms and additional



Basic



Enhanced

amenities, like a better quality mattress. In addition to sleeping quarters, there will be a day-room area with comfortable lounge seating and a long dining table so youth can sit together and eat.

“We want it to be a learning environment and we want them to be able to grow as individuals. If we have a cold environment, that’s not welcoming, then that doesn’t really induce learning, it doesn’t really get their buy-in,” Dodson said. “We want them to feel comfortable, we want them to feel safe, and we want it to feel kind of like a community because we’re all going to be here for a good amount of time.” Because of that, staff have a better opportunity to make a bigger impact. “We can really dig deep instead of just addressing surface traumas,” Dodson said. “We can go deeper into the root of what the issues are and what we can do to help them.”

Programs and Opportunities

Gateway to A.R.I.S.E. will be a complete rehabilitation program, from mental health needs to physical health needs to education, said Probation Corrections Supervisor II Gina Martinez, who is assisting in the development of programming. The curriculum is based on the recommendations of the Juvenile Justice Coordinating Council (JJCC).



“We are attempting to put together every resource we can to help youth step out on solid ground and process what’s gone on in their past, what got them to where they’re at, and to truly learn about themselves.” She said. “We want them to understand how absolutely valuable they are and the potential they have to be a positive contributor in our community.”

When looking to implement the programs recommended by JJCC, Martinez collaborated with other Probation staff, community-based organizations, and county departments to come up with a step-by-step, minute-by-minute plan for each youth, from the time they walk into the facility, until they are released to the next phase. The Gateway to A.R.I.S.E. staff have grand ideas designed to promote healthy adolescent development.

There will be a therapy dog program for Phase One, where youth can interact with the animal during their session with F.A.S.T. therapists. This program will pave the way to having a full time dog in the facility. A gardening program and an indoor/outdoor gym are also in the works. There will be a leveling system to help incorporate life skills into the youth’s everyday routine. Staff are in contact with Chaffey College, San Bernardino Valley College, and Victor Valley Community College to provide varying types of secondary education.

There will be individual, group, and family therapy, on-site drug and alcohol services, and evidence-based programs that are currently being used in the Central Valley Juvenile Detention and Assessment Center, including Moral Recognition, A.R.T., and Forward Thinking. Programming will be developed to encourage youth to learn about themselves, create positive experiences, and become contributing members of the community with confidence, passion, and purpose.

“We have an opportunity to bring incredible change and be a part of a huge shift, not just in the lives of these kids, but in the lives of their families and communities throughout San Bernardino County,” Martinez said.



Staff and Training

To accomplish all of this, Probation Administration has hand-picked a team of staff to start the Gateway to A.R.I.S.E. Program.

“I have a whole bunch of very courageous people who are willing to take a leap of faith that this is going to be an incredibly beneficial program,” Raley said. “And instead of sitting back and waiting for that to prove true, they’re willing to dig in and use their hands to make it that way.”

Currently, the program is made up of three Probation Corrections Supervisor IIs, five Probation Corrections Supervisor Is, and 16 Probation Corrections Officers. The number of youth in the program could range from 10 to 80 at any given point, with their ages ranging from 14 to 25.

“Given the number we’re starting with, we’ll be a bit staff heavy until the number of youth goes up,” Raley said. “This is an opportunity for the staff to see what they can really do when they have time to pour into the youth’s lives.”

Probation Corrections Supervisor I Marshe Marshall has organized the training plan recommended by JJCC to prepare staff for their new clientele.

“Staff’s role is to be a mentor to the youth,” she said. They will be trained in subjects like adolescent brain development courses, restorative justice, and trauma-informed care - which are built into the legislation - as well as cultural diversity. “Training will continue to evolve as time goes on,” Marshall said. “We’re going to adjust the trainings to the current need.”

A key part of the program is to retrain staff so they are not reacting to youth’s behavior, but rather have the working knowledge to identify if a youth is going through a mental health crisis. “A lot of these kids have never had someone speak positive things into them,” said Marshall, who has a Master’s Degree in Marriage and Family Therapy. “They have never tapped into that, so I think we have a great opportunity to help them realize there’s life outside of San Bernardino or outside of their own circumstances.



Probation Health Matters

Dealing with Fatigue

For most of us, life is hard right now. Stress can lead to loss of sleep, which over time can cause fatigue - extreme tiredness resulting from mental or physical exertion or illness.

Nearly four out of ten employees in the U.S. suffer from sleep loss, according to Health.com. When workers are fatigued, they're at a higher risk for injury and about 13 percent of work injuries are attributed to sleep problems, according to Health.com.

While employers can help combat these statistics by optimizing schedules and educating employees, ultimately the responsibility for getting enough sleep falls on us, the employee. If you are losing sleep for any reason, here are just a few ways you can reduce your risk of fatigue:

Check for Consistency in Your Sleep Duration

Do you sleep more on your days off than work days? If so, you're not sleeping enough on work days. Seven hours is the minimum recommendation, but some people need more.

Keep a Consistent Sleep Schedule

Just as important as sleep duration, a sleep schedule can help keep you on your game during work hours.

- Use light to your advantage - morning light brightens your mood and helps synchronize your internal clock.
- Don't eat big meals close to bedtime, as this can affect your sleep quality. Have dinner several hours before bed each night.
- Avoid exercise in close proximity to bedtime. Regular exercise generally improves sleep, but

not if you do it near bedtime.

Set Yourself up for Sleep Success

To help yourself get more rest and avoid fatigue, practice habits that will help you improve the quality of your sleep.

- Avoid chemicals that affect sleep. Caffeine, nicotine, and alcohol can all contribute to sleep problems.
- Check with your doctor about side effects before starting a medication and follow up if you think medicine could be affecting your sleep.
- Make your bedroom conducive to sleep. A quiet, dark room that is not too hot and not too cold will help you relax and get to sleep sooner.
- If you have daytime sleepiness or your bed partner witnesses snoring or breathing pauses, you may have sleep apnea and should see a sleep specialist.

Create a Routine

The more you can get your body used to going to sleep at a certain time, the easier it will be for you to get good sleep consistently.

- Establish a regular, relaxing bedtime routine and stick to it.
- Avoid stressful activities before bed so you don't associate your bedroom and sleeping with anxiety.
- Don't go to bed for sleep unless you are truly sleepy. Lying in bed "trying to sleep" when you are not sleepy is counterproductive and can make it harder for you to fall asleep.

It is our responsibility to ensure that we are taking care of ourselves and developing healthy habits. Getting the proper amount of sleep and developing a bedtime routine can help you achieve a productive balance in life.

What's New:

Naloxone Hydrochloride (Narcan) Program

By: Division Director II Kathleen Huaman



In September 2018, now-retired Chief Scray Brown asked me to develop a Department-wide Naloxone Hydrochloride (Narcan) Program.

Starting a new training course was not an easy task, as I would come to learn, but I formed a Narcan-development committee that came together to implement an important Departmental step forward in protecting officers, staff, and those facing drug addiction in the community.

The original committee included myself, Supervising Probation Officer Michael Paganini, Supervising Probation Officer Rhonda Jaquess, Supervising Probation Officer Tom Hurtado, Probation Officer III Mirna Day and Chief Medical Officer Dr. Michael Neeki. Deputy Chief Probation Officer Edward Barry and Division Director II Kim Binion also provided enormous support to the program.

The first step was to research fentanyl and study

what other agencies were already doing to combat the powerful synthetic opioid. In November 2018, the committee made contact with Inland Counties Emergency Medical Agency (ICEMA), which required that the Department submit an application for a Public Safety Optional Skills Course to carry and administer Narcan Nasal Spray, a prescription medication used for the treatment of a known or suspected opioid overdose. Dr. Neeki then developed the training, written skills test, and hands-on practicum for staff.

The course was approved by ICEMA and certified by Standards in Training for Corrections (STC) in the early months of 2019. About six months later, the committee received a standing order from the Department of Public Health to carry and administer Narcan. The first batch was ordered from the Department of Healthcare Services (DHCS), under the Substance Abuse and Mental Health Services Administration (SAMHSA) grant with the intention to train officers to carry Narcan.

The global COVID-19 pandemic in early 2020 put a hold on all non-mandatory Department ventures, including in-person Narcan training. However, the committee continued to make steady progress by developing an educational narrative and informative video outlining the dangers of Fentanyl and the benefits of Narcan. The video was sent out to all staff, along with a survey to gather interest in carrying Narcan and Probation Officer II Vicki Rainey-Aubry joined the committee to gather statistics.

Throughout the rest of the year, the committee applied for and established a new standing order to carry and administer Narcan, wrote a Departmental procedure, and received approval from the Board of Supervisors to order a second batch of Narcan that was delivered on November 20, 2020.

The final part of the journey ended with the required skills course. Officers are required to complete a minimum 1-hour training on the topic, which includes completing a written examination and a hands-on practicum, as well as maintaining a certification in basic life support, first aid, CPR and AED every two years.

Narcan training commenced in November 2020 and concluded in May 2021. To date, 401 sworn Officers carry Narcan. It is exciting to think that SBC Probation staff now have this lifesaving tool as yet another way to protect the community.



What's New:

What's New: Web-Based System Replaces Kiosk for Probation Check-In

By: Division Director I Nancy Quinn



Earlier this year the Probation Department decommissioned the Biometric Kiosk Systems, which had served Probation clients since 2006. The kiosks were installed in seven Probation locations around San Bernardino County, but it became problematic over time because offenders had to report through these machines at one of these specific buildings.

Following the Covid-19 pandemic, and the focus of health and safety, a committee was formed to evaluate the kiosk system. The kiosk decommission committee included Division Director II's Eric Raley and Kory Oberlies, and Division Director I's Juan Preciado, and Nancy Quinn, Business Systems Analyst II Jim Grant, and Applications Specialist Quang Nguyen. Now-retired Deputy Chief Probation Officer Scott Frymire and current Deputy Chief Probation Officer Edward Barry oversaw the project.

The committee determined that advanced technology had made the kiosk system antiquated and that a new web-based check-in system would offer convenience, simplicity, and effectiveness. CE Check-In, which originally launched in 2015 to low-supervision caseloads

within the Department, was then expanded and customized to the Probation Department's needs. On April 6, 2021, it was deployed as an additional case management tool to many community supervision clients.

This new system allows the client to enroll in www.cecheckin.com from any internet capable device, report as directed, and receive reminder notifications as their reporting date nears. We are excited about the implementation and recognize the vast benefits of the expanded reporting system.



What's New: SBC Probation's Newest Public Information Officer

By: Division Director II Kathleen Huaman



When I was promoted to Division Director II over External Affairs, I was also appointed as the Department's Public Information Officer (PIO). As I continue to learn more about this key role, I thought it would be a good time to explain the position and the role it plays to all Department staff.

A PIO is the face and voice of the Department. In this capacity, the PIO plays a critical part in projecting the Department's image and brand. Moreover, the PIO provides accurate information and delivers the Department's message to the community.

The Message

There is careful consideration that goes into crafting a message. Delivering the right message, to the right people, at the right time, is crucial because the message shapes or influences public perception of our Department. It also creates and maintains a positive impression or identity of our organization, enhances our reputation and credibility, and instills public confidence in our ability to carry out the Department's mission.

During a Crisis

While public relations is a big part of the job, crisis management is just as important. A PIO must be able to piece together critical information and keep the public informed. In doing this, the PIO must be cognizant of the emotions that the public may have and balance the message between being empathetic and pragmatic. Communication and interpersonal skills are imperative for a PIO, as the position will likely have to field uncomfortable media questions or prevent a public relations mishap in a tense, high-stress situation.

Relationships

Fostering a good working relationship with the media and the public is also important and can be achieved in several ways. The best way to maintain that relationship is to answer questions promptly and be as forthcoming as possible. The use of social media provides a fantastic medium to spotlight the services our Department provides to those in the criminal justice system and their families. Social media is also a good opportunity for the Department to showcase our most valuable resource - our staff.



What's New:

Day Reporting Center Service Liaisons Find New Ways to Connect with Probationers

By: Media Specialist II Lori Fowler

The San Bernardino County Probation Department has always been able to adjust to adversity. When COVID-19 hit in early 2020 and state directives shut down the Day Reporting Centers (DRCs), along with most resources available to help probationers, service liaisons worked to adjust to new standards of classes.

By April of 2020, the DRCs – both youth and adult – had figured out alternative ways to offer classes.

At the Juvenile DRCs, staff were put in charge of teaching the virtual classes, which included Victim Awareness, Weapons Diversion, Anger Management, Drug and Alcohol, Petty Theft, Life Skills, and Parenting.

To address the challenges of virtual learning, the Juvenile DRC also hosted Education Absence and Support Interventions (formerly known as Homework Club) at their individual locations. Participants brought their laptops and/or schoolwork and Probation-paid tutors were on-site to assist them with virtual learning while adhering to mask and social distancing mandates.

“Youth were excited to be interacting with other youth and staff, even on the virtual platform,” Probation Officer III Genelyn Torres said. “They were ecstatic to see other students outside of their homes and our programs gave them something to do during the lock down.”

Holiday events that were typically hosted in person were converted to Drive-Thru pop-up festivals so youth and community members could still celebrate.

Almost a year later, in March 2021, the Juvenile DRC received the approval to resume in-person, small groups and classes like Boy's Council, Girl's Circle, Music Program (YJC), and the newly added Building Skills/Landscaping classes started up again.

The Juvenile DRC continues to offer virtual classes, as it streamlines the process and accommodates Probation youth. All five Juvenile DRCs, located in Montclair, Victorville, Barstow, Joshua Tree, and San Bernardino, are now one unit and have been working hard to align all juvenile programming and services throughout the county.

“A Community Service Program was added as part of the Juvenile DRC, which offers transportation for youth to meet their community service requirements,” Torres said. “We have partnered with some community engagement agencies, such as Community Action Partnership and Young Visionaries, and some DRC offices have been offering smaller community service opportunities in their offices.”

The Adult DRCs are slowly reopening as well.

When they were closed to the public in 2020, staff continued to conduct Five Keys and Parenting classes virtually. In April 2021, Adult DRCs began the in-person Social Values Class from the Courage to Change Curriculum and brought Five Keys students back into the classroom. Staff are following COVID-19 guidelines by limiting class sizes, taking student's temperatures before entering the building, practicing social distancing, wearing face masks, and sanitizing rooms before and after class.

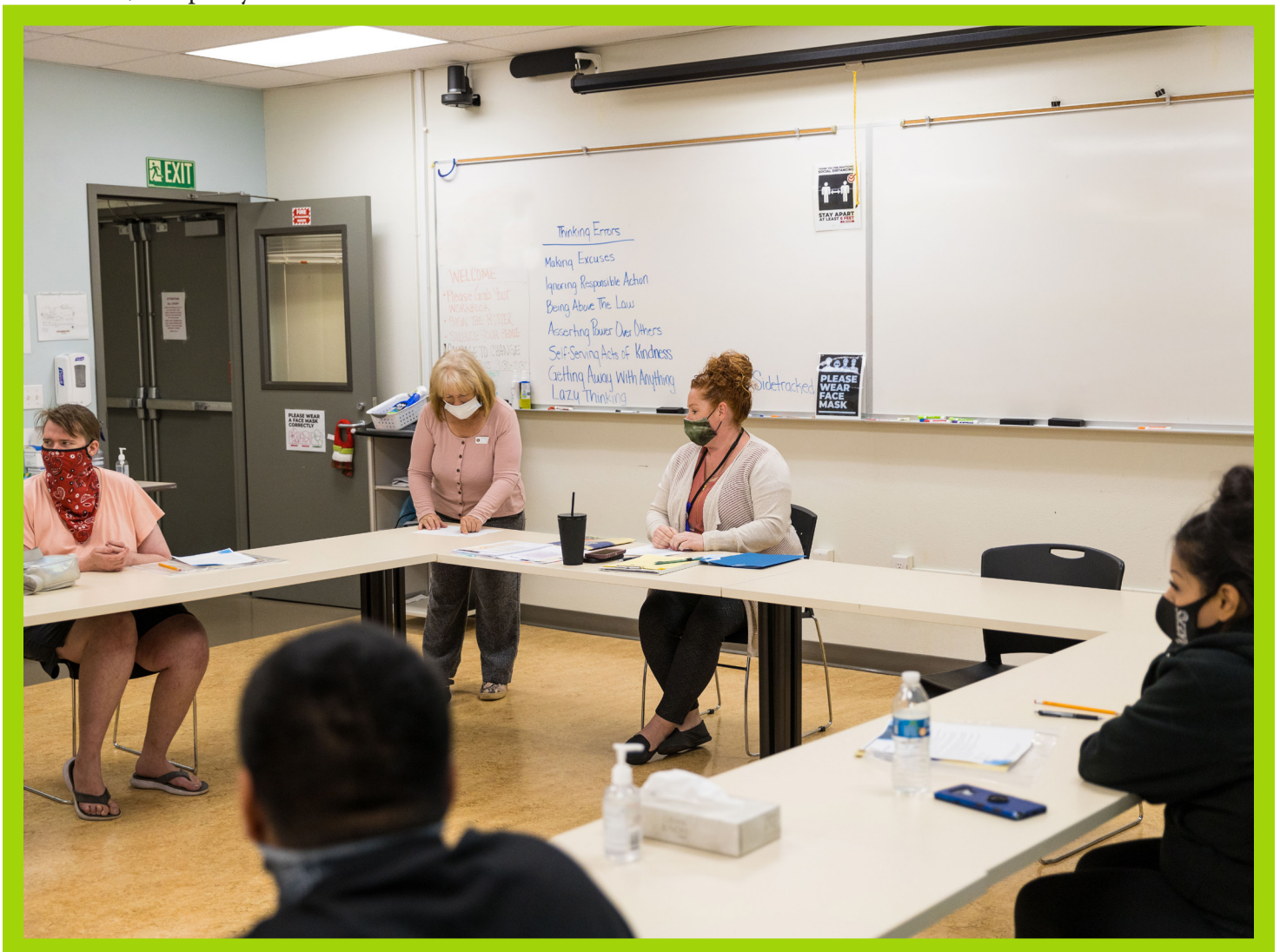
“Due to the pandemic, we are only allowed to have a minimum number of students in class so we do not exceed COVID-19 guidelines,” said Probation Officer II Jessie Comereski, Service Liaison at the San Bernardino DRC. “The status of future classes is unknown at this time and we are taking things on a day by day basis.”

Classes like Work Force Development are still being conducted virtually, but liaisons are referring probationers to Forklifting, OSHA 10, and a few others that are paid for by the Probation Department. In May, the San Bernardino DRC started a new Responsible Thinking and The Impact of Crime on Victims class with a minimum amount of students.

Probation Officer III Kitwana Williams, Service Liaison at the Victorville DRC, is looking to start a class that will cater to specific probationers in need of multiple services consecutively with added support. The program is made up of multiple components, such as substance abuse, vocational services, health, parenting, and child support, homeless services, and financial services.

Some probationers said it was more convenient for them to do classes online, while others were happy to be back in person, interacting with others. Either way, this last year has proven how important DRC classes and resources are to the people who need them.

“These classes provide information that is designed to prevent recidivism and help probationers achieve healthy lives free of violence, drugs and crime,” Williams said. “I’m glad we were able to continue this service, in some way or another, this past year.”



Probation Paying It Forward

By: Probation Officer II Xiaoqing Wang

The San Bernardino County Probation Department is dedicated to providing the highest level of professional services to the courts, the community, and our clients. There is a softer side to this Department, however. We are called to treat all people in a dignified, respectful, and courteous manner. We must strive to recognize the unique and special needs of each person.

On February 8, 2021, Probation Officer II Xiaoqing Wang was working at the Central Adult Services building at 401 N. Arrowhead Ave. in San Bernardino. Some members of the Probation Reaction Team reached out to him saying there was two Chinese-speaking elderly people at the COVID-19 vaccination site who were confused about parking, getting vaccines, and making appointments.

Wang, who speaks Mandarin fluently, immediately reported to the site. He directed the couple to the correct parking area and explained to them the proper vaccination procedures - including translating all the questions on the pre-screening paper work. Once they finished their appointments, Wang also helped them schedule their second appointment.

“In my civilian job as a Probation Officer, I live to protect and serve the community,” Wang said. “Also as a 13-year Air Force Reserve member, I live by the Airforce Core Value – ‘Integrity first, service before self, and excellence in all we do.’”

There have been several instances throughout his Probation career where Wang has been able to help. He has translated for Chinese-speaking probationers and Orientation and Assessments Units, and he has assisted other Probation Officers with office visits and home visits for Chinese-speaking matters. He has even helped other agencies translate Chinese, including interviewing language barrier victims. During his last assignment as a Rancho Cucamonga Law Enforcement Officer, Wang was assigned to a large Chinese-Speaking community and helped the Sheriff’s Department answer calls as a translator on a daily basis.

“I believe acts like this help expand our Department’s positive image to the community and develop a strong bond between Law Enforcement and minority citizens,” Wang said.



SafetyGraphic



By: Application Specialist Dale Gerlach

Fentanyl can be absorbed into the body via inhalation, oral exposure/ingestion, or skin contact. It is not known whether fentanyl can be absorbed systemically through the eye.

A statement released by a joint task force of the American College of Medical Toxicology (ACMT) and American Academy of Clinical Toxicology (AACT) says there is an extremely low risk for emergency responders to be exposed to fentanyl through the skin. Inhalation of trace amounts of fentanyl that become airborne, not skin contact, is the primary exposure route of concern.

According to the ACMT statement, nitrile gloves (not latex) provide sufficient protection during routine handling of the drug. Any skin exposed to the drug should be washed immediately with soap and water. Alcohol-based hand sanitizers are not recommended as they may actually increase skin absorption.

Effects on the body include: relaxation, euphoria, pain relief, confusion, reduced blood pressure, dizziness, nausea, vomiting, fainting, respiratory depression, and cold/clammy skin.

Safety Tips

Although contact with hazardous materials such as fentanyl could occur, there are safety measures to help reduce exposure.

- Note drug history of client in CE.
- Communicate with your partner regarding client history prior to search or contact.
- Use appropriate PPE.
- Place all contraband in sealable plastic bags.
- If substance is suspected of being fentanyl, do not bring it into the office. Call your supervisor.
- Have extra clothing in locker and vehicle.
- Advise your supervisor and work partner regarding exposure.

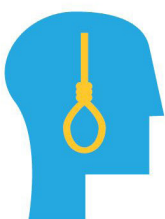
FENTANYL SIDE EFFECTS



DEPRESSION



CRYING SPELLS



SUICIDAL
THOUGHTS



BEHAVIORAL
CHANGES



ANXIETY &
IRRITABILITY



HALLUCINATIONS

PCSII Aliena Darling

Probation Corrections Supervisor II Aliena Darling likes to ride ATVs with her family. "I've been riding since I was 9 years old and it's always been a favorite past time of mine. There's something about going out in the dirt and riding that makes me feel happy and free."



SPO Tom Shiley

Supervising Probation Officer Tom Shiley enjoys being outdoors, jeeping, and riding his Harley. "I take these opportunities to reflect on life and absorb my surroundings."



PO Erika Rivera

Probation Officer I Erika Rivera makes cakes and cookies in her spare time. "I made cookies for the (SBCProbation) Reaction Team and they were a hit!!"



Do You Have Ideas?

Do you have story ideas for future magazine editions?

Do you have any important dates you want to see in the calendar?

Do you have any lifestyle tips, recipes, or major life events you want to share with the Department?

Send any submissions or inquiries to
Affairs.External@dept.sbcounty.gov

We look forward to hearing from you!

It's your magazine
tell us what you want to see!



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Magazine Staff

Kathleen Huaman DDII External Affairs	Teneka Hayes Deputy Chief Probation Officer Detention Corrections Bureau
Jeremy Smith SPO External Affairs	Michael Donahue Department Information Services Administrator
	Thomas Kamara Director of Probation Administration

Tanya Delaney PCSI External Affairs Special thanks to our contributors (In the order as they appear in the magazine)

Lauren Zinn POIII External Affairs	Kathleen Huaman Division Director II
Thomas Y. Lynch Media Specialist II External Affairs	Nancy Quinn Division Director I
Lori Fowler Media Specialist II External Affairs	Xiaoqing Wang Probation Officer II
Jasmine Perez Office Assistant III External Affairs	Dale Gerlach Application Specialist Information Services
	Aliena Darling Probation Corrections Supervisor II
JR Tijero PSE External Affairs	Tom Shiley Supervising Probation Officer
	Erika Rivera Probation Officer

