

Pima County Juvenile Court  
Communication Bulletin  
March 2014



## More than 100 families have cases reactivated annually

During the first two months of this year, 45 families who were reunited sometime in the last three years were torn apart again. The Arizona Division of Child Safety and Family Services and a judge found a reason to believe the children were again at risk and reactivated the case against their parents.

In fact, every year, roughly 15 percent of all dependency cases in Pima County are reactivated -- a statistic that holds true across the country, said Chris Swenson-Smith, Division Director for Pima County's Children and Family Services.

"That number represents failure," Swenson-Smith said bluntly.

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## Check out these other stories in this month's bulletin:



Retired NFL tight end Roland Williams spent more than an hour with our detention center kids recently, delivering a special recipe.

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Pima County Juvenile Court Judge Susan Kettlewell began helping the disadvantaged in 1979 and has never looked back.

[Read more Pages 15-16](#)

## Longtime probation officer offers encouragement, structure

Dameon Ortiz knew right away something was going on. The 15-year-old girl standing in front of him was usually quick to smile and laugh. On this day, she had yet to look at him. She just kept tracing a square in the dirt with her barefoot toes covered in hot pink nail polish.

Ortiz has gotten to know the girl over the last several months. She is one of 23 kids he supervises as a lead probation officer with Pima County Juvenile Probation. He was assigned to her case when she was placed on standard probation after being adjudicated delinquent on a marijuana charge. She is neither the easiest person to supervise, but nor is she the hardest, he said.



Lead probation officer Dameon Ortiz looks over some of his paperwork while waiting for a probationer to arrive home. Ortiz has worked with kids for more than a decade in a variety of capacities.

As the sun sinks low in the sky, Ortiz and the girl chat in her front yard. A chain link fence separates them from the many dogs milling around her trailer. Ortiz congratulates the girl on passing her latest urine test and for keeping out of trouble at school. He then starts to dig, as a nosy big brother might. What have you been up to lately? He asks the pony-tailed girl. She perks up a bit as she talks about her new boyfriend and the possibility of joining a swim team with him. He teases her a bit a boy and encourages her to join the swim team.

Her mood shifts again, however, when he asks her about her grades and her parents. She's not doing too well in school and her father's taken a job out of town, she says. It's tough, especially since her mom's been working a lot of over-time, too, she says.

Sensing there's even more going on, Ortiz continues to coax her. (Contd. Page 3)

Finally, the girl starts to cry.

Just two hours earlier, someone posted some vicious and untrue things about her on a Facebook page, the girl angrily says, rubbing at her eyes furiously. She and some other girls are being targeted and they don't know why.

"This is the kind of thing that makes people hurt or kill themselves!" she blurts out. She runs into the house so she can show Ortiz the page on her phone.

**"I can't change anybody. My job is figuring out how I can get them to want to change. How can I get them to accept responsibility for themselves?" — Dameon Ortiz**

Ortiz shakes his head in disgust at the vile things that have been posted and urges the girl to talk to her mom about it. He promises to talk to other probation officers to brain storm ideas about what can be done. He also says he'll contact her school. He'll talk to the dean about the postings, but he tells her he also wants to see if there's any way she can get some help to improve her grades.

He repeatedly asks her if she's going to be OK and if there's anything he can do for her right now. She assures him she will be fine. She now appears to be more angry than hurt.

Ortiz calls her mom before he leaves, tells her what's going on and receives assurances she's on her way home from work.

As he pulls way, Ortiz promises the girl he'll be back in a few days to check on her.

Ortiz admits he feels a bit guilty. He would like to have given the girl an encouraging hug. It's not the first time she's been bullied and he is worried about her, Ortiz said.

The girl's house was just one of many Ortiz visited on that recent warm night. Between 4:30 p.m. and 8 p.m., Ortiz crisscrossed Picture Rocks, Marana and Oro Valley to check in on some of the kids on his caseload.

He is required to visit each of the kids at least once per month wherever they live.

The first visit of the afternoon was at a mobile home 45 minutes away from Ortiz's north side office and set two miles off a paved road. One stop was at a house Bill Gates could easily reside in and the last stop was at a group home in a solidly middle class neighborhood. (Contd. Page 4)

With the exception of the girl, Ortiz devoted the day to visiting boys on supervised diversion or probation for sex offenses.

And just as with the girls, Ortiz comes across as a concerned big brother, asking about school, counseling and other activities. All of the boys laugh and joke with Ortiz and tell him they are doing well. Ortiz fills them in on what he's been hearing about them from others involved in their case and offers them encouragement.

He is lucky on this night. The boys seem to be on the right track.

No matter what the facts of the case, good probation officers treat the kids on their caseload equally and respectfully, Ortiz said.

"I try to be as laid back as I can possibly be," Ortiz said. "Even when it's a high stress situation, I don't want to get too animated. It doesn't help the situation. They know when they are doing something wrong. We've talked about it. If I'm going to arrest them or revoke them, there's no surprise."

Ortiz has been working with kids for more than a decade. He ran track in college and coached kids for a while before taking a job as a juvenile detention officer. He switched to probation in 2004.

"I enjoyed working with the kids, trying to help them change," Ortiz said. "I moved to probation because I thought I could be more help working with them in the community."

It's a tough, but rewarding job, Ortiz said.

"I can't change anybody," Ortiz said. "My job is figuring out how I can get them to want to change. How can I get them to accept responsibility for themselves?"

It's his job to get past each child's barriers so that he can get to know them and provide them the tools they need to change. Some kids need encouragement so they'll graduate from high school or get their GED, others need out-patient counseling and still others need residential treatment centers.

If given a magic wand, Ortiz said he would like to see more local programs for girls. Pima County has programs to help boys who are struggling on probation, but there are none for girls.

(Contd. Page 5)

**"The best cases are the ones where we have collaboration," Ortiz said. "The best cases are when the families are on board and the kid has finally seen the light." — Dameon Ortiz**

In addition, the residential treatment centers for girls are so far away it's difficult for parents to visit.

Ortiz also misses the pre-recession days when probation officers were assigned to schools and able to develop relationships with kids before they got into trouble with the law. By developing a rapport with teenagers, they get a different perspective about law enforcement and probation officers, Ortiz said. They also learn what acceptable behavior is.

"Look who kids worship nowadays," Ortiz said. "They worship athletes and stars. They want to be like those famous people and those famous people do terrible things and continue to get paid millions of dollars."

People may not realize it, but the vast majority of the kids placed on diversion or probation never get involved with the court again, Ortiz said.

"The best cases are the ones where we have collaboration," Ortiz said. "The best cases are when the families are on board and the kid has finally seen the light."

Luckily, he has far more good days than bad, Ortiz said.

"A really good day could be when a kid is getting it and taking care of business. It could be when he gets it and he didn't before or it could be when he's accomplished a goal, like getting his GED," Ortiz said.

## Year End Probation Statistics

	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
# of referrals	13,532	11,431	10,286	9,638	8,592
# of kids referred	8,150	7,146	6,164	5,647	5,299
#of standard probation cases	768	692	528	448	335
# of intensive probation cases	147	139	137	105	103

## Returning families a troubling, complex issue

Everyone loves Fairy Tales and what could be a better tale than one where a family ripped apart overcomes incredible obstacles, is reunited and lives happily ever after?

It happens. It happens every day at Pima County Juvenile Court. Fifty percent of the children taken away from their parents because they were abused and neglected are returned to them. Their parents went to months and months of counseling, parenting classes and drug tests. They demonstrated to the court that they had mitigated the circumstances that brought their children into foster care.

Unfortunately, some stories don't end there though.

During the first two months of this year, 45 families who were reunited sometime in the last three years were torn apart again. The Arizona Division of Child Safety and Family Services and a judge found a reason to believe the children were again at risk and reactivated the case against their parents.

In fact, every year, roughly 15 percent of all dependency cases in Pima County are reactivated -- a statistic that holds true across the country, said Chris Swenson-Smith, Division Director for Pima County's Children and Family Services.

"That number represents failure," Swenson-Smith said bluntly.

It could mean the family should never have been reunited in the first place, someone missed a service the family needed or the services they were provided weren't enough. It could also mean the family didn't have the support they needed from the community once their case was closed.

The fact reactivation rates remain consistent despite fluctuations in reunification rates proves the issue is a complex one.

Unfortunately, judges are at a distinct disadvantage when they make the decision to reunite a family, Swenson-Smith said. They must rely entirely upon the facts they are given and without the benefit of a crystal ball.

Swenson-Smith recalls a case in which the Division of Child Safety and Family Services recommended reunification. The case worker didn't know a convicted felon and drug user was living in the home. A Court Appointed Special Advocate made the discovery during an unexpected visit and informed the judge.

In addition, judges always hear a virtual clock ticking.

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### By the Numbers

#### Reactivated Cases

2009— 132

2010 — 135

2011 — 139

2012 — 169

2013 — 155

“The law mandates that we return children as soon as their safety is no longer at risk, but we worry returning them too soon will jeopardize the hard work their parents have done towards reunification. At the same time, we know that keeping children in foster care too long can negatively impact them for the rest of their lives. It’s a constant balancing act,” said Judge Karen Adam, who presides over Pima County Juvenile Court.

Reactivated cases make Swenson-Smith sick at heart.

"I think it's probably more devastating and impactful for the children than the first removal," Swenson-Smith said. "While the first one was a shock and there's a lot of anxiety over how it happened and why they are in foster care, the families are still working toward reunification. The children are still connected to their family and a lot of times they are placed with family.

I think with a second removal the impact is doubled because now we have effectively changed their world view. They now see that life is completely unpredictable, that any day it could all fall apart. We are now working with a child and providing mental health and support services to a child who may not trust adults. They don't trust that people in the system know what they are doing."

Pima County Juvenile Court, through its collaborative efforts like Model Court and the One Court Steering Committee, has a history of implementing and evaluating promising practices that have led to some positive system change. Extensive training efforts around mental health, substance abuse, treatment, domestic violence, trauma and other areas have given judges, attorneys and Court Appointed Special Advocates better insight into the complexity of families in dependency cases. Sophisticated data collection and analysis have identified trends, like a recent increase in heroin abuse.

One of the most important changes to the Court’s practice came in 2001, when the Family Drug Court was launched. Ninety percent of its graduates are reunified with their children, using evidence-based practices such as frequent court appearances, intensive case management, trauma-focused therapy, the Celebrating Families! Curriculum and, most recently, the hiring of recovery support specialists.

RSSs are trained staff members who are in recovery from substance abuse themselves, and have walked the path that many parents must face. The trauma therapy is especially significant since there is irrefutable evidence childhood trauma is correlated with adult substance abuse.

"We know if you have a trauma history and it's not addressed it can cause problems for the rest of your life," Swenson-Smith said. "Before every family leaves the court they should get specific trauma therapy. That's prevention for them and for the next generation."

While some of these efforts have had an effect court-wide, through improving knowledge of best practice, most families do **not** benefit from Family Drug Court, which can only serve about 80 parents at any one time. (Contd. Page 8)

“The law says we must make reasonable efforts to reunify families, but if the law said ‘extraordinary’ efforts – like those made in Family Drug Court – our reunification and reactivation rates would improve.”

"I see individual people making extraordinary efforts every day, but they are small fish in a big pond," Swenson-Smith said. "They will change lives and they have changed lives, but that doesn't change the system."

If she had her way, every single court-involved family would receive specialized trauma therapy, have an entire team working with them throughout their case and a safety net in place when their case is closed.



**"We know if you have a trauma history and it's not addressed, it can cause problems for the rest of your life,"**  
**— Chris Swenson-Smith**

Right now, the only parents who receive trauma therapy and have a team working with them are those in the Family Drug Court program.

A lack of trauma therapy isn't the only curse these parents are living with. Many don't have an extensive employment history and aren't well educated either, Swenson-Smith said.

When their case is closed, these parents have to deal with those disadvantages, maintain their newly gotten sobriety and try to raise children who have been traumatized, Swenson-Smith said.

And, they have to deal with all of these things alone.

Swenson-Smith doesn't believe it's a coincidence that many cases are reactivated more than two years after the families are reunited. (Contd. Page 9)

She believes it may be tied to unresolved trauma -- unresolved trauma combined with children who are entering the difficult teenage years.

These parents might not have the skills needed to cope with all of that.

"They had difficulties when they were brought into the system. Did we give them what they need to parent five years later? Probably not," Swenson-Smith said.

Lack of skills, plus lack of support can sometimes equal disaster for everyone involved.

"We give the kids an instant village when they come into the system, but where does the village go when the case is over? We need to help them build a new village," Swenson-Smith said.

"They need to leave here with a safety net, people they know they can reach out to when they encounter a crisis or when they are struggling."

The general public and lawmakers simply don't understand the price we all pay when we don't give these families the support they need, Swenson-Smith said.

“Until child welfare experts, legislators and those who control resources come together to discuss evidence-based practices and the need to fund them the issue will remain a troubling and tragic one,” Swenson-Smith said.

## Motivational Interviewing reduces resistance, defensiveness

The boy was all smiles. If things keep going well, he will be getting off probation in 90 days. With his counselor's permission, he's learning how to talk to girls appropriately and he's been doing really well in his anger management classes, the boy told his probation officer, Dameon Ortiz.

"What can happen if you become unstable?" Ortiz asked the boy, referring to his anger issues.

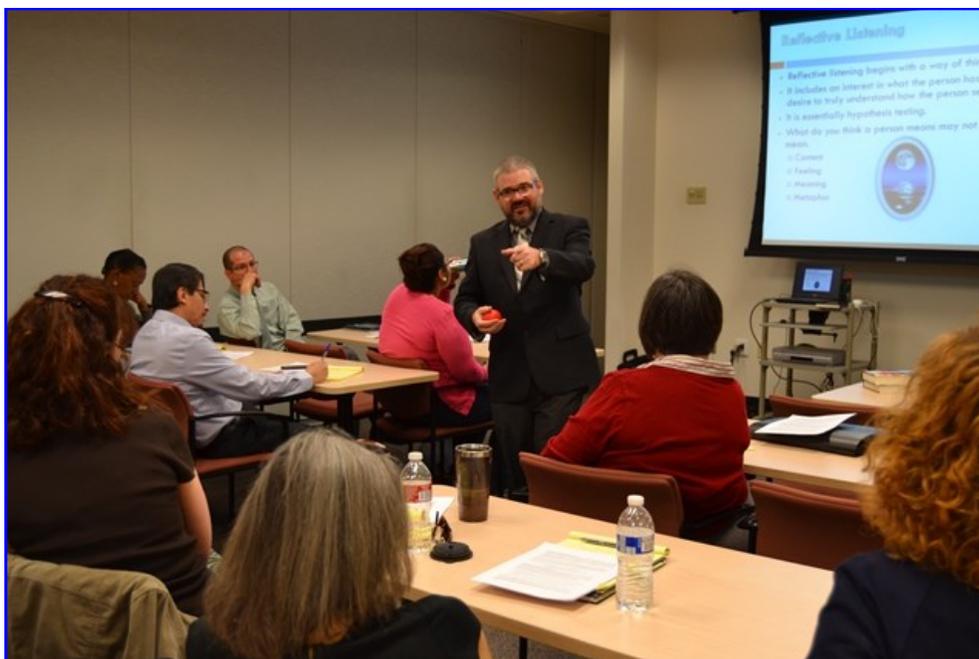
The boy was quick with the answer -- he could get fired from his job or arrested or it

could lead him to commit another sex offense.

"I'm moving forward though," the boy reassured Ortiz. "I don't need to go back."

"You keep doing what you're doing," Ortiz said. "It's all up to you, but I don't see any reason why you won't be able to get off probation."

The teenager doesn't know it, but after working with Ortiz for months, he is a shining



Probation supervisor Chris Vogler goes over some of the principles and strategies of Motivational Interviewing during a recent class at the training center.

example of an evidence-based practice being used more and more by probation officers across the country.

It's called Motivational Interviewing and it's been proven to be a highly effective way to help people change the behaviors that have gotten them into trouble in the past.

The official definition? "Motivational Interviewing is a collaborative conversation style for strengthening a person's own motivation and commitment to change."

(Contd. Page 10)

For the past few years, Pima County juvenile detention officers and juvenile probation officers have been trained in the practice of Motivational Interviewing. They have also taken what they've learned and shared it with judges and others at Pima County Juvenile Court.

During a recent class, probation supervisor Chris Vogler and lead probation officer Zac Rood explained the thought process behind Motivational Interviewing and how to practice it. The three-hour class was for those interested in the basics of MI; a three-day class is available for those who will use it on a day-to-day basis.

The Motivational Interviewing approach is mindful of a person's instinct to protect their own autonomy. Therefore, the creators of Motivational Interviewing realized a less direct approach was needed because more confrontational methods caused clients to become more defensive, inhibiting the change process, Vogler said.

Secondly, when someone verbally takes a position -- even if it's a harmful position -- their commitment to that position increases.

Motivational Interviewing seeks to evoke statements in favor of change, or Change Talk, rather than asking clients to defend problematic behavior in hopes that the commitment to change increases. It can be as simple as asking "Why would you make this change?" instead of "Why haven't you made this change?"

Motivational Interviewing works because it places an emphasis on creating engaged relationships with probationers and taps into their own power to change. Change is an inside job. They realize they are the ones who are making the decision. Secondly, when probationers take a positive verbal position, their chances of success increase.

The authors of Motivational Interviewing say that instead of probation officers continually wrestling with probationers, they are dancing with them instead. Rather than probation officers imposing their will on the probationers, they are cooperating with them to find their reasons for change.

Rather than simply directing probationers to get clean, an officer using Motivational Interviewing might have a conversation with a probationer about the positives of living drug-free or the negatives of continuing down the same path. (Contd. Page 11)

**Motivational Interviewing works because it places an emphasis on creating engaged relationships with probationers and taps into their own power to change.**

By using a wide variety of strategies, a probationer will be able to see for themselves the pros and cons of their actions. Using drugs will feel good in the short term. On the other hand, they will stay on probation longer, risk detention, have to submit to urine tests, lose friends and family and have a harder time getting a job.

Such strategies include using open-ended questions, affirmations, reflective listening and summarizations, Vogler said.

Reflective listening is the ability to actually hear what the probationer is telling you and repeating it back to them in a non-judgmental way, Rood said. By doing that, the probationer comes to realize that their probation officer really "gets them" and it lowers defensiveness and resistance.

Motivational Interviewing seeks to strengthen a probationer's desire, ability, reason and need to change, Vogler said.

Probationers begin to think about what they want to change about their behavior, what makes them think they can change, why they would change it and what they are willing to do to change it, Vogler said.

During his recent visit with the young sex offender, Ortiz asked open-ended questions to the boy, who was an active participant in the discussion. It was the boy who pointed out the negative things that could happen if he made bad choices -- not Ortiz. Ortiz also offered plenty of encouragement to the boy, but pointed out the end result was up to the boy.

Motivational Interviewing also gives probation officers specific strategies they can use

when probationers are resistant to change.

Motivational Interviewing is not therapy, Vogler stressed. It's all about increasing motivation by reducing defensiveness and increasing a person's motivation so they'll participate in such things as therapy.

"We want to create an environment where change can happen," Vogler said.



The creators of Motivational Interviewing say it is more about dancing with probationers than wrestling with them.

## March for Children, Family Fiesta bring awareness, fun

Ten years ago, Pima County was experiencing a sudden surge in the number of children being abused and neglected. Three members of the Child Abuse Prevention Council decided they needed to do something to promote April as Child Abuse Prevention Month and the people who work to help abused children.

Sam Dyer, Chris Swenson-Smith and the late Keith Smith went to Hector Campoy, then the presiding judge of Pima County Juvenile Court.

That April, the first ever March for Children was held. Dozens of people walked from what is now Kino Veterans Memorial Stadium to Pima County Juvenile Court. Upon arrival, a press conference was held by court and other local officials.

"Keith saw it as an event for people who work in the system," Swenson-Smith said. "They often feel isolated and the most public attention they get is when something bad happens. It was a way for us to publicly honor everyone who worked in the child welfare system."

Over the years, the march has changed locations and sponsors a couple of times. In 2006, awards were added. One of those awards was later re-named after Smith, a child welfare social worker, who died in 2009.

The Keith Smith Foster Parent of the Year award honors outstanding foster parents who have made an impact in the lives of children and youths in foster care. Event organizers also recognize the Resilient Family of the Year, the agency, program or business of the year, and the individual of the year.

"The awards are a way of honoring those living examples of what our good work can do," Swenson-Smith said. "It's also still a call to action to the community. We don't want to say what the stats are. We want to say 'These are your children too and here's what you can do to help.'"

This year, event sponsors AVIVA, Court Appointed Special Advocates and Community Partnership of Southern Arizona have joined forces with Casa de los Niños.

Immediately after the 1-mile march and awards ceremony, Casa de los Niños will kick off its Family Fiesta and car show event. It will feature children's performing groups, games and activities for the kids, safety and wellness tips and displays and plenty of food and drinks.

"It's a great match, not just because we are community partners, but because it's going to provide things for families to do that will make this a fun event," Swenson-Smith said.

### *March for Children & Family Fiesta*

**Sunday, April 13  
9:30 a.m. to 3 p.m.  
Reid Park Band shell**

**Free for Families!**

## Victim advocates provide learning lessons, shoulder to lean on

Let's face it. Going to court is scary. You are in unfamiliar surroundings, there are mysterious protocols to follow, the judge and the lawyers speak gibberish and half the time you may walk out clueless about what just happened and why.

That's where Cheryl Brown and others like her come in.

Brown is a victim advocate with the Pima County Attorney's Office. She and dozens of others are often called upon to assist victims at crime scenes and in court hearings at both Pima County Superior Court and Pima County Juvenile Court.

The Pima County Attorney's Victim Services Division was created in 1975 and under Pima County Attorney Barbara LaWall it continues to grow. It was the first of its kind in the nation and serves as a model for other states.

Every year, advocates talk to more than 16,000 victims and help more than 5,000 people in crisis. In addition, staff and volunteers from the division have worked with victims from the mass shooting on Jan. 8, the Sept. 11 terrorist attacks, the Oklahoma City bombing and other tragedies, Brown said.

For a long time, victims were just seen as witnesses. They weren't allowed to watch court proceedings and they certainly weren't allowed to voice their opinions.

In 1990, Arizona voters passed the Victims' Bill of Rights. It is the advocates who make sure the victims know exactly what those rights are, Brown said.

Victims need to know they have a right to participate in the process and to be kept in the loop, Brown said. They can attend hearings in person or over the phone or they can receive updates after the fact. They are also apprised when defendants are released from custody.

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Longtime victim advocate Cheryl Brown with Deputy Pima County Attorney Dale Cardy.

Victims are also often entitled to compensation for medical bills, counseling services and missed work, Brown said.

A victim's right to voice an opinion at detention and disposition hearings is considered one of the most crucial rights whether they are speaking at Pima County Superior Court, where adults are tried, or Pima County Juvenile Court.

### **2013 Statistics**

106 — Number of volunteer advocates.

21 — Number of paid advocates

24,098 — Number of hours volunteered

9,056 — Number of victims helped

### **Juvenile Court**

461 — Number of victims served

Source: Pima County Attorney's Office

"We tell them 'Your voice can be heard' every step of the way and it empowers them," Brown said.

The presence of a victim can prompt a judge to lengthen a child's probationary term, place the child on intensive instead of standard probation or impose different release conditions, said Deputy Pima County Attorney Dale Cardy.

Victim participation also serves to open the eyes of the children who have landed in front of a judge. They can actually witness for themselves the impact they've had on the victim, Cardy said.

"If the victim is willing to be involved in the case and to show up for the hearings, we think the judges should view it as a powerful thing and use it as a way to impact the juvenile and the victim," Cardy said.

Brown, who spent several years as a victim advocate at Pima County Superior Court, said she spends a significant amount of her time educating people about the differences between the adult and juvenile systems.

She even created a glossary to explain the terminology used in juvenile court. For example, an adult is "convicted" and a child is "adjudicated." A sentencing hearing in the adult system is known as a disposition hearing in the juvenile realm.

More importantly, the adult system primarily focuses on punishment, but the juvenile system focuses on rehabilitation and accountability.

"Many victims come in expecting much harsher punishments, they expect the consequences to mirror the adult system," Brown said. "I think that 90 to 95 percent of the people, by the time they get through the process, change their position or soften their position somewhat. Most of them 'get' that they are teenagers. They come to realize that rehabilitation doesn't mean the absence of accountability."

## Judge knew early on she wanted to work with disadvantaged

Judge Susan Kettlewell hadn't even graduated from Palo Verde High School when she discovered what she wanted to do with her life. She read a book called "The Throwaway Children" and she knew she wanted to help people who didn't have an easy life.

Judge Kettlewell majored in sociology at the University of Arizona and minored in psychology and political science. She thought about becoming a caseworker for Child Protective Services or a juvenile probation officer, but she ended up following a family tradition by going to law school. She became a fifth-generation attorney.

After passing the state bar exam in 1979, Judge Kettlewell spent the next 25 years defending the rights of poor people while working at the Pima County Public Defender's Office.

During the first 10 years, she worked all sorts of cases, including those involving children. She spent the last 15 years in charge of the office. When she left, Judge Kettlewell began representing children at Pima County Juvenile Court as a private attorney. She was appointed to her current position in February 2011.

The judge now splits her time between Family Drug Court, dependency cases and juvenile justice cases.

Judge Kettlewell, who raised a handful of girls, considers herself a kid person.

"I really like kids, I really enjoy them," Judge Kettlewell said. "They are entertaining and there's a lot of hope there. They have a lot of energy and ideas and a lot of times they can be really funny."

From the very beginning of her career, Judge Kettlewell has always subscribed to the



Judge Susan Kettlewell chats with a Family Drug Court participant and his daughter during his recent graduation

belief that incarcerating children who have made mistakes is not the answer to their problems. Children should be offered services to help them turn their lives around, she said. She spends a great deal of time thinking about the best way to speak to the children who appear before her on delinquency petitions.

"I try to get their attention somehow," Judge Kettlewell said.

(Contd. Page 16)

“I think to myself ‘Is there something I can say that will make a difference?’ If they are appearing before me on a serious charge, sometimes I will pull out a sentencing chart and tell them ‘This is what you’d be facing if you were an adult. I tell them that the adult system is a whole other ball of wax.”

Whether it’s the children who are in trouble with the law or the parents who are involved in Family Drug Court, Judge Kettlewell never forgets that fate can sometimes play a huge role in people’s lives.

The families seen at the PCJCC are often struggling financially and dealing with substance abuse or mental health issues. Many have lived through traumatic experience after traumatic experience.

“It would not have been a huge stretch for my family to have found themselves in these circumstances,” Judge Kettlewell said. “The families that we see didn’t choose this life. Life has dealt them a bad hand and it’s our job to try to help them, one step at a time.”

“I’ve always had a great deal of empathy for people who have struggled, people who have had a difficult life and I hope what I do on the bench reflects that,” Judge Kettlewell said.

She loves presiding over Family Drug Court because she can develop a more personal connection with the participants. She can be more lighthearted and she can be a cheerleader.

“I don’t have to be neutral. It’s my job to encourage them,” Judge Kettlewell said.

It’s gratifying to see them graduate and reunite with their children, but it’s also heartbreaking when people fail, Judge Kettlewell said. Unfortunately, some “self-destruct” toward the end of the program because they just don’t know how to handle success, she said.

After so many years dealing with life’s tragedies, Judge Kettlewell makes an effort to leave work at work. She exercises every morning to lower her stress level, she watches 1930s movies on Turner Classic Movies and she reads biographies and fiction novels off the New York Times’ bestseller’s list. The native Tucsonan also spends time at the movies and visiting with her family, which includes one grandchild.

If she were given a magic wand, Judge Kettlewell said she would give every parent and child a team of specially trained people to support them. She would also create a group home where parents and children could live together while receiving help.

Since there are no magic wands, however, Judge Kettlewell has come to accept the fact that some things are just beyond her control.

“Sometimes, you just have to say ‘I’m not perfect. I did the best I could,’” Judge Kettlewell said. “I just try to focus on the positive.”

## Special visitor gives children ingredients needed to be champs

When the kids in the Pima County Juvenile Detention Center found out Super Bowl champion Roland Williams was coming for a visit, they probably figured the 6 foot 5 inch retired tight end would talk about his eight years in the NFL playing for the Rams, Buccaneers and Raiders.

They probably never dreamed "Big Ro" would open his mouth and belt out R. Kelly's "I Believe I can Fly," and pound on his chest for extra emphasis, but that's exactly what he did.

The 38-year-old wanted to leave the kids with something to think about -- becoming champions.

Williams grew up in Rochester, N.Y., the child of parents who never married. Despite making several mistakes, he became the first person in his family to go to college, he said.

When he was a freshman in high school, his father told him that if he believed in himself, one day everyone would know his name. From that point on, he chose to believe in himself in the classroom and on the field, even when things weren't going well.

When he got to Syracuse University, he adopted the R. Kelly tune as his theme song. When he saw some guys he had mowed down on the field drafted into the NFL, he set his sights on joining them. (Contd. Page 18)



Retired NFL player Roland Williams shows off the Vince Lombardi trophy he and his St. Louis Rams teammates received after winning Super Bowl XXXIV. Williams told the kids not to let anyone set limits on them.

Although Williams showed the kids the Vince Lombardi trophy he earned when the St. Louis Rams beat the Tennessee Titans 23-16 to win Super Bowl XXXIV, he didn't share any of the details. Nor did he give specifics about his career-ending injury six years later.

His career ended, but that wasn't the important thing, Williams told the kids.

"Because my goal is to be a champion, not a football player," Williams said.

Williams told the kids a champion is someone who stands for and defends a cause and their cause ought to be themselves.

Williams then gave the kids the four ingredients he says they need to be champions, making them repeat his words several times or acknowledging his words by yelling out "I hear you bro!"

The first ingredient, he said, is belief. You have to believe in yourself and you can't settle for the bar someone else sets for you.

Courage is the second ingredient. You need

to say what you want, write it down and take action, Williams said.

Champions also work with external and internal team members so team work is the third ingredient, he said.

External team members could be detention center staff, teachers and family members, Williams said. They might also be "haters" who can motivate you to prove them wrong, he said.

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You don't have to be a NFL player to be a champion, Roland Williams told the kids. You can be a champion if you work as a lawyer, a doctor or at a fast food restaurant, he said.

The internal team member is you, Williams told the kids.

"Your number one teammate, your number one advocate, your number one fan had better be yourself," Williams said.

If you have doubts about yourself, you will defeat yourself before you even get started, Williams said. If each member of the Rams had had doubts, they wouldn't have won the Super Bowl.

**"My goal is to be a champion, not a football player," — Roland Williams**

"You have to believe in yourself. Tell yourself 'I can do it. I can leave this spot, go out there, make a million dollars and come back here and talk to people who are like me!'"

The last ingredient is perseverance, Williams said. It makes absolutely no sense to let obstacles stand in your way; you need to find ways around them.

Williams also stressed the importance of getting an education. He has a bachelor's degree in Speech Communications with a minor in Management from Syracuse University. He also attended the S.I. Newhouse School of Public Communications Master's Degree program in Public Relations.

"Education is what remains when your body decays," Williams said. "You can earn money with your mind; you can help your family with your mind."

Since his retirement, Williams spends his days raising three sons, working as a sports analyst, writing books, being a motivational speaker and auditioning for movies and TV shows.

"I'm not playing football, but I'm not done in my pursuit of being a champion," Williams said.

Williams shared high fives with the kids on their way out after asking each of them the four ingredients.

Williams began doing non-profit work while still playing.

According to his website, Williams has received numerous awards including the NFL Unsung Hero Award, Oakland Raiders Man of the Year Award (twice), the Press Radio Club Pro Athlete of the Year Award, and a multi-year finalist for the Walter Payton NFL Man of the Year Award for philanthropy and citizenship.

"I believe we all have the opportunity to make the world a better place," Williams said in a brief interview after his visit.

He chooses to focus on kids between 13 and 18 because he believes they are under-served.

They are our future and "it's important to start connecting to them," Williams said.

## Did You Know?

Three of our own recently contributed to the third edition of a text book used by professors throughout the country to teach up and coming social workers.

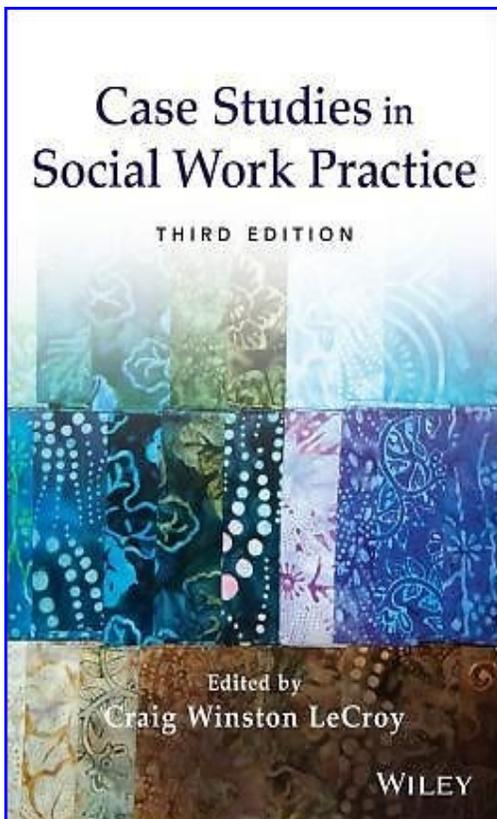
Children and Family Services Director Chris Swenson-Smith, Senior Recovery Support Specialist Yesenia Campos and Mediator Susan Parnell assisted Craig Winston LeCroy with his latest edition of “Case Studies in Social Work Practice.”

LeCroy is a professor in the School of Social Work at Arizona State University, but he and his wife, Kerry B. Milligan, have also worked closely with the court in evaluating several of our programs over the years.

The text book is used to teach students who hope to obtain a Master’s degree in social work. Its aim is to help students who will be working directly with children and families and those pursuing an administrative or planning path in social work.

“The book takes real social work and brings it into the courtroom,” Swenson-Smith said. “People studying social work have a wide variety of choices to make as to what areas they want to practice in and these text books help them make those choices.”

It was the second time Parnell was asked to participate, an honor she described as both “humbling” and “awesome.”



“I’ve taught that class and used that book so I know how important case studies are,” Parnell said. “The case studies take the cases off the page and bring them to life.”

Parnell focused on a case in which a developmentally disabled client came to realize, through a series of mediation meetings, it was in her child’s best interest to give up legal custody of her child.

Swenson-Smith and Campos shared Campos’ personal story of recovery from their separate perspectives. At the beginning of Campos’ odyssey, Swenson-Smith was the Family Drug Court coordinator and supervised Campos’ case manager.

“I thought about using Yesenia’s case because she’s clearly one of the Family Drug Court graduates we’re most proud of,” Swenson-Smith said. “She came back to us as a recovery support specialist and has even been promoted.”

# Odds & Ends



The Bravo team awarded two GEMs this month. **Hector Zuniga** from Probation was recognized for improving the initial appointment letters that are sent to families to set up interviews. **Keith Brunson** from Children and Family Services was honored for always taking the initiative to try to improve the Family Drug Court.

## Upcoming Events

- April 12** — YARDS Graduation
- April 13** — March for Children
- April 17** — CASA Recognition Lunch

## By the way...

The Pima County Juvenile Court now has 140 followers on Twitter and 98 Facebook "Likes." Please check us out:



Twitter: Pima County  
Juvenile@PCJuvenileCourt



Facebook: [https://  
www.facebook.com/  
PimaCountyJuvenileCourt](https://www.facebook.com/PimaCountyJuvenileCourt)

## Recognized...

Sally Bedrick, a Court Appointed Special Advocate, was recently lauded by Gov. Jan Brewer for being nominated for a Governor's Volunteer Service Award. The governor sent Bedrick a certificate saying Bedrick has "significantly contributed to improving our communities." She wrote Bedrick's dedication is truly inspiring and "On behalf of the citizens of Arizona, I commend you for your admirable service and wish you every success in the future."

## Milestones

Angela Rodriguez, Probation, 10 years

Delfina Kerdels, Calendar Services, 10 years

Kimberly Economy, Probation, 10 years

# Voices

Since the PCJCC is here to help strengthen kids and families, it seems only appropriate the kids in our Detention Center have a platform from which to speak. We'll be asking them questions periodically and printing some of their unedited answers here.

## What do you think a perfect world would be like?

My perfect world would be where everyone would understand one another and they would fight about once a month. Once they are done fighting they would get on with their lives, and everything would be fine. — Joshua

The perfect world to me is everybody in the world getting along , nobody fighting, or getting killed...no wars, stuff like that. —Jacob

What a perfect world would mean to me is nobody fighting, no wars, and everybody will just get along. Every problem will get resolved easily and peacefully. — Shane

The perfect world to me would be the clean my streets no more drugs or gangs around also no more crime or murders around the whole world. Just want to keep the peace around an every body shows each other respect and also to women too. — Joel

What I think a perfect world to me is being with my mom and doing good in school and staying out of trouble. A couple more things that would make this world a better place is having my dad around and me and him doing stuff together. When I get out of here I want to do good so I could at least make my life a perfect world. — Bryson

A perfect world to me would contain a family like having a mother and father, and also having wealth because without it there would be problems. Also not having rules that don't make sense and just my heart having caring and love because in my opinion without it you would have hatred and get into trouble. A perfect world to me would only be having parents who show love and caring because that is what I wanted since I was young because if I had my parent I would be getting into trouble. — Jose

The perfect world to me would be not too much to ask for. All I would want is for everyone to have a natural high. I want for everyone to be happy and there to be no problems, hatred or anger in the world. I wouldn't want kids to have to go thru CPS. I would want no kids to have to go thru CPS. I would want for everyone or most people to have two parents who were cool and loving to their kids. School would not be so hard to graduate and the education would be simple. Not all the crazy things they have us learn for no reason no a days. Respect, would be the biggest thing, the only law. That's the only thing I would ask for. — Danielle

# Month in Photos



Pima County Juvenile Court Judge Susan Kettlewell recently had the honor of officiating at the wedding of Family Drug Court participant, Santina. Santina and her groom, Byron, were surprised with flowers and a cake.





Chris Swenson-Smith, Division Director for Children and Family Services, visits with Kim Dennis and Sid Gardner from Children and Family Futures and Vivian Brown from Prevention and Family Recovery, before the start of a Family Drug Court session. We are finalists for a grant and they came to visit as part of the grant funding process. We should hear soon.



Pima County Juvenile Court was thrilled recently when seven community members were sworn in as Court Appointed Special Advocates or CASAs. Pictured, from left to right: Maureen Enos, Gary Rieman, Tina Lee, Aspen Kipling, Diane Whittemore, Elizabeth Bagnocche and Susan Pert. These special people are assigned to children who are in the child welfare system and advocate for them in court. They are an extra pair of eyes and ears for our judges. Sadly, only 1 out of every 9 children in the system have a CASA. For more information on becoming a CASA, call 724-2060.

Presiding Judges Karen Adam and Sarah Simmons swear in our newest judge, Ken Sanders. Although currently assigned to Superior Court, Judge Sanders asked to be sworn in at the PCJCC because he says he learned how to be a good attorney here.



Chris Swenson-Smith, Division Director for Pima County Juvenile Court's Children and Family Services, greets a group from the State's Division of Child Safety and Family Services. DCSFS has dedicated a special on-going unit to work with families participating in our Family Drug Court. They were welcomed by the CFS Division with a huge potluck breakfast.

The Pima Foundation for Youth held its 9th Annual rummage sale March 28-29. The funds raised by the non-profit organization are used to help court-involved youth pay for such things as prom, sports uniforms, GED testing, etc.





Senior Recovery Support Specialist Yesenia Campos and Family Drug Court Manager Anne Chamberlin congratulate two Family Drug Court participants on their graduation. Each time a participant graduates, people take turns lauding them as they sit in front of the courtroom. Roughly 90 percent of Family Drug Court participants are reunited with their children.

#### **PCJCC Communications Bulletin**

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