



# APPA AWARDS

## President's Award

### *Monica Miles-Steffens*

Director of Court Services-Juvenile Services Division  
Nebraska Administrative Office of the Courts and Probation  
Lincoln, NE



Monica Miles-Steffens is currently the Director of Court Services in the Juvenile Division for the Nebraska Administrative Office of Courts and Probation. In this position she is responsible for the implementation of a continuum of evidence-based programs and services aimed at rehabilitation and restorative justice. Her career also includes direct care work in juvenile detention; overseeing state and federal grant funding for youth and victim services; grant writing, management, and training; community and strategic planning; facilitating state level juvenile justice coalitions; and implementation of evidence-based initiatives such as the Juvenile Detention Alternatives Initiative. Monica has worked diligently in Nebraska and nationally with stakeholders to enhance and expand community-based programs and services, implementing new policies, procedures and legislation to improve Nebraska's juvenile justice system. Monica currently serves on the Access to Justice Minority Justice Committee, and Crime Commission Diversion and Community Planning Committees. She has served as adjunct faculty at Nebraska Wesleyan University. She is a former executive director and board member of the Nebraska Juvenile Justice Association Board.

### *“Reach Out Program”*

Maricopa County Adult Probation Department  
Phoenix, AZ

The purpose of the Reach Out Program is to properly address and treat substance use disorders and criminogenic factors in order to achieve prosocial change while reducing recidivism. Reach Out staff conducts clinical assessments, and for those assessed as needing residential care, staff facilitate placement and a smooth transition to community-based treatment. Historically, there have been significant barriers to probationers' placement in residential SUD treatment, with a major factor being lack of healthcare coverage. Over the

past three years, the strong collaboration among criminal justice and healthcare partners increased the number of probationers placed through Reach Out by an astounding 769%. In fiscal year 2015, the program placed 107 probationers in residential treatment; placements increased to 154 in FY2016, 622 in FY2017, and 930 in FY2018.

In addition to significantly increasing treatment capacity, the Reach Out partners successfully implemented multiple process improvements, which include the following enhancements and modifications. Agreements were reached regarding clinical assessment and the determination of medical necessity for residential treatment. Peer support specialists, employed by the providers, now transport participants from the jail directly to the treatment program, which has proven to be a very effective means of engagement.

### **Joe Kegans Award for Victim Services in Probation and Parole**

#### ***Shalandra Robertson***

Victim Services Director  
Georgia Office of Victim Services  
Atlanta, GA



A former parole officer, Shalandra has served as the Director of the Georgia Office of Victim Services since its creation in 2005. Shalandra and her staff are responsible for providing post-sentencing support and information to crime victims, their families, and members of the community. In this role, Shalandra has proven to be an empathetic advocate for victims with each of our agencies. Her experience as a parole officer has enabled her to help victims better navigate the intricacies of incarceration, the parole process, and community-based supervision. In her time as Director, Shalandra has emphasized improved communication between her office, our agencies and victims. Largely due to her efforts to increase awareness, Georgia has gone from 10,000 to over 35,000 registered victims.

An unfortunate reality is that many victims often feel neglected in a process that is increasingly focused on providing opportunities for offenders. This is why it is important that we never forget that victims, by the actions of others and not by their own choice, are part of the criminal justice system. The simple truth is that having a dedicated and vocal advocate in Shalandra has done more for victims in the state of Georgia than anyone could possibly imagine. The progress made under Shalandra's leadership is remarkable and a source of great pride for each of our agencies.

**ALL AWARDS WILL BE PRESENTED AT THE PLENARY SESSION ON  
MONDAY, MARCH 11 AT 8:00 AM.**