



Photo courtesy Mohave County

On Thursday, April 3, Chairman of the Mohave County Board of Supervisors Pete Byers and Chief Probation Officer Friend Walker pose with the four County Probation Department employees who have earned honors for outstanding service during 2007. Pictured are (front row, from left) Detention Officer of the Year Elaine Riegner, Employee of the Year Shaleen Reed, Line Probation Officer of the Year Ann Rooney, (back row) Supervisor of the Year Lou Ann Glentz, Walker and Byers.

Probation Department honors employees

KINGMAN – Four Mohave County Probation Department employees were honored by Chief

Probation Officer Friend Walker for outstanding service during 2007.

Department Office Supervisor Lou Ann Glentz is Supervisor of the



Supervisor Pete Byers, Dist. 1, presents the Probation Supervisor of the Year award to Lou Ann Glentz.



Byers presents the Probation Employee of the Year award to Shaleen Reed.

Year; Budget Manager Shaleen Reed is Employee of the Year; Deputy Probation Officer Ann Rooney is Line (Probation) Officer of the Year; and Juvenile Detention Supervisor Elaine Riegner is Detention Officer of the Year.

“I am extremely proud of the men and women of the Mohave County Probation Department,” Walker said. “I am particularly proud of our annual award winners.

“Lou Ann Glentz, who won our Supervisor of the Year award, has done a great job for us,” he said. “She healed a lot of wounds that we had in the department between the support staff and the line probation officers.”

Walker said Glentz has a “can do” attitude. She “was brand new to her position last year. Her accomplishments were particularly noteworthy since the position was vacant for months, which had created enormous backlogs and a

previously unaddressed rift between support staff and line staff that had turned the office into an ‘us against them’ environment. She took charge of her staff and earned the respect and cooperation of everyone in the department. She just did a really great job for us.”

Glentz, who is under the supervision of Walker, is in charge of critical support for the department. She handles the day-to-day activities, personnel issues, investigations, terminations, hiring, recruitment “and anything else that comes about,” she said. “I’ve been with Mohave County for 11.5 years, working in personnel for the courts before coming to probation. I learned so much from (Superior Court Human Resources Manager) Linda Yarbrough. She is just wonderful.”



Byers presents the Line Probation Officer of the Year award to Ann Rooney.

Glentz moved to Kingman 14 years ago from Anaheim, Calif., with her husband and child.

“I wanted to stay home with the baby,” she said, “and, when we moved here, I was able to do that. In 1996, I started working for the Justice Court, then the Clerk of the Court, five years with Court Personnel and now the Probation Department. Kingman is my home and I love it here.

“I’ve seen the Juvenile Division kids go through the program and succeed,” she said. “I have never met a more awesome group of people than right here in the Probation Department. I think we are really fortunate to have Friend Walker. His leadership is awesome and I think he is going to take the department to places they haven’t been able to get to before.”

Glentz said she didn’t expect to be nominated for the award.



Byers presents the Probation Detention Officer of the Year award to Elaine Riegner.

“I have only been here for a year,” she said. “There are many people working in the department who are deserving of awards.”

“Our Employee of the Year, Shaleen Reed, took over a really difficult position as our budget manager during probably the most difficult of times,” Walker said. “The position had been vacant for months and we were closing out one year and going into another. It was a trial by fire and Shaleen just did a phenomenal job.”

“I was pleased and surprised (by the award),” Reed said. “I had received a quarterly award, but I didn’t think of being an annual award winner.”

Reed, who has been with the department for close to 10 years, has been budget manager for the last year.

“I was born in Purcell, Okla., and moved to Kingman with my family when I was 11 in 1987,” she said. “I

went through the local schools, graduated Kingman High and then earned an AA at Mohave Community College.”

Reed worked at Citizens Utilities after college and then joined the county Probation Department, starting at the front desk and then moving on to administrative support staff. “Then I went into the Juvenile Intake Division for seven years.”

Her variety of experience in the department helped her in her new position.

“I’ve seen the successes,” she said. “Just going to detention everyday, you get to know those kids pretty well. You could see some good in them. You always hear about the bad kids, but you seldom hear about the good ones. I’ve seen lives turned around. Those are the ones I remember most. We’ve touched their lives.”

Reed, who is married and has two children, said several members of her family are county employees including her mother, Clerk of the Board Barbara Bracken.

“I am very proud of Shaleen,” Bracken said.

“Our Line Probation Officer of the Year, Ann Rooney, just routinely stepped up to the plate and took responsibilities of running her unit when her supervisor took a lot of time off and then subsequently retired. Ann kept things on track in her division. She personally supervised an average of 60 of the most difficult sex offenders while ensuring the entire unit maintained productivity and safely met their obligations and responsibilities.”

Rooney, who has been with the department 16.5 years, was surprised at the award.

“It is a great honor,” she said. “I’ve worked hard for many years and it is so nice to be recognized for that.”

The Kingman resident was born in Michigan but grew up in a suburb of Chicago, Ill.

“I went to school in Evanston, Ill., at the National College of Education,” she said. “I wanted to be an elementary school teacher. After I graduated, I landed a job teaching GED at Yavapai College in Prescott. When my husband and I moved to Phoenix, I became a GED teacher at a jail. From working with inmates, I decided I would like to become a probation officer. My husband got a job as a teacher in Kingman and I started working as a Mohave County probation officer more than 16 years ago.”

For the last 2.5 years, Rooney has supervised adult sex offenders.

“There are extra responsibilities involved,” she said. “Sex offenders have more terms of probation. The process is more in the public eye. I field a lot of calls from the public and there is a lot more work involving the community than with the standard probation caseload.”

“Ann did some neat stuff on Halloween,” Walker said, “with making sure the public was safe by confirming the whereabouts of the sex offenders. She has done a great job and I am very impressed with Ann.”

“I like my job here, obviously, or I wouldn’t have been here so long,” Rooney said. “I like working with people in the department. There are really more successes than failures with our clients, but that isn’t what makes it to the media’s attention. People don’t realize that there are a lot of people who successfully complete their probation. I like my coworkers. They are a lot of caring individuals who work for the best interest of the clients. Chief Walker is a great leader.”

Rooney said she mentors everyone in the adult unit because “I have been there so long. People seem to have a lot of questions for me. I also enjoy proofreading for my coworkers.”

“Our Detention Officer of the Year, Elaine Riegner, has one of our most difficult positions,” Walker said. “During the last year, almost the entire staff of 17 at the Detention Center turned over, including the detention administrator. Elaine was the glue that held the Center together and her sheer determination, hard work and extensive knowledge got us through very trying times. Whatever needed to be done in the Center, she did it. Whatever shift needed to be worked, she worked it. And she did it all with a sense of pride, a positive team-building attitude and a sense of humor.”

Riegner, who has been with the department 11.5 years, is stationed in the “wing with all the kids, as well as being a supervisor. This past year and a half, we went through a lot of major changes and turnover at Detention. Having been there the longest, I have taken on a lot of responsibilities to make the Center run properly, guide and train the officers and handle the reviews.

“As for working with the kids,” she said, “that is always great. I really enjoy that. We do see a turnaround. Although we have our frequent flyers who do come back, we see successes. It always makes me feel good when a young person says ‘You have helped me.’ I just recently got a nice note from a young girl. That tells us we do make a difference with these kids.”

Riegner said she has lived all over, as her ex-husband was in the military.

“I’ve been on the east coast and the west coast,” she said, “and from Washington to Texas. I moved to Kingman because my sister and mother were here. As my three kids grew up, I was always involved with them in school and sports and enjoy working with children. When I applied at the Juvenile Detention Center, I got the job.”

Things have changed with the Probation Department, “for the better,” she said. “We’ve had a lot of major turnovers here, from the chief on down. In my eyes, we are heading in a new and better direction to really give a full effort to help these kids and that is what we should be doing. The Probation Department is successfully turning people’s lives around.”