

Christian Armstrong

Program Manager, Court Services

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STRENGTHS

-  **Operational Guidance**
Staff brought difficult case questions for practical direction, and shared decisions became more consistent across daily court services.
-  **Staff Coaching**
Coaching sessions connected policy with real case choices, giving newer officers confidence during challenging supervision decisions.
-  **Service Review**
Record reviews surfaced gaps before hearings, helping teams protect documentation quality and maintain reliable court communication.
-  **Partner Coordination**
Regular contact with courts, providers, and community groups kept referrals moving when participant needs changed.
-  **Ethical Judgment**
Balanced responses to testing and compliance concerns supported accountable supervision without losing sight of individual circumstances.

SKILLS

- Probation programs
- Pretrial screening
- Risk assessment
- Pretrial supervision
- Diversion programs
- Community service
- Adult offender supervision
- Correctional policy Staff coaching
- Personnel training
- Service quality review

SUMMARY

Criminal justice program manager with eight years of post degree experience serving adults under **community supervision** through progressive probation officer and supervisory roles. Leads court services operations covering pretrial screening, **risk and needs assessment**, pretrial supervision, probation, diversion, and **community service programs**. Coaches supervisors and probation personnel, reviews service quality, evaluates documentation, counsels employees, and coordinates training on ethical conduct, testing procedures, case planning, and responses to violations. Applies **correctional policies**, procedures, and regulations consistently across high volume workloads. Builds productive relationships with courts, treatment providers, community partners, clerical teams, and justice professionals. Brings sound judgment, defensible documentation, accountable public service, and practical guidance that supports consistent service delivery.

EXPERIENCE

Community Corrections Program Supervisor

Great Lakes Justice Services  July 2024 - Present  Lansing, MI

Leads daily **court services** operations for pretrial screening, supervision, diversion, and community service. Directs probation officers and support staff while translating correctional requirements into consistent case practice. Provides coaching, service review, **employee counseling**, training coordination, and court partner communication across active community corrections workloads.

- Directed **pretrial screening** and **diversion** operations across probation officers and support staff.
- Coached officers on case decisions, documentation quality, escalation practices, and **correctional procedures**.
- Reviewed assessment records for completeness, risk based decisions, and probation standards.
- Coordinated training on interviewing, case planning, ethical conduct, testing, and violation responses.
- Conducted performance discussions and service reviews, setting follow up actions for quality gaps.
- Maintained court and provider relationships that kept referrals, reporting, and case transitions moving.

Senior Probation Officer

Capital Area Community Supervision  January 2022 - June 2024  Lansing, MI

Managed complex adult probation cases and served as a senior resource for difficult decisions, documentation review, and court recommendations. Supported officer development through onboarding and refresher instruction. Coordinated diversion and community service placements while working with behavioral health providers, courts, and community organizations.

- Managed complex adult probation cases through assessment, supervision planning, reporting, and referrals.
- Advised officers on difficult probation procedures and defensible recommendations for judicial review.
- Led quality reviews of case notes, violations, referrals, and supervision plans before hearings.
- Delivered onboarding instruction on interviewing, documentation, resources, safety, and policy application.
- Coordinated diversion and community service placements with partner organizations and completion records.
- Addressed compliance concerns through graduated responses, consultation, and timely court communication.

Probation Officer

Mid Michigan Probation Collaborative  June 2020 - December 2021  East Lansing, MI

Employee counseling

Case documentation

Court coordination

Ethical public service

LANGUAGES

English Native

Spanish Beginner

MY CAREER



- Community Corrections Program Supervisor at Great Lakes Justice Services (2.2 Years)
- Senior Probation Officer at Capital Area Community Supervision (2.4 Years)
- Probation Officer at Mid Michigan Probation Collaborative (1.5 Years)
- Pretrial Services Officer at Riverbend Pretrial Services (1.9 Years)

Supervised adults on probation through structured contacts, field follow up, case planning, court reporting, and service coordination. Applied agency procedures to compliance concerns while maintaining organized records and communication with courts, treatment agencies, employers, families, and community programs.

- Supervised adults through scheduled contacts, field follow up, case planning, and referrals.
- Prepared court reports covering compliance, treatment, employment, service, testing, and case changes.
- Conducted structured interviews and record reviews supporting risk and needs assessments.
- Coordinated treatment agencies, employers, family supports, and community programs around case barriers.
- Applied procedures to missed appointments, positive tests, legal concerns, and noncompliance.
- Maintained electronic records supporting supervisory review, coverage continuity, and court responses.

Pretrial Services Officer

Riverbend Pretrial Services 📅 June 2018 - May 2020 📍 Jackson, MI

Conducted pretrial interviews, screening, assessment summaries, supervision contacts, testing coordination, and service referrals for adults awaiting court action. Built foundational experience in adult offender supervision, ethical case management, public communication, and coordinated **court services**.

- Conducted pretrial interviews and screening using records and established assessment criteria.
- Prepared assessment summaries for court stakeholders from interviews, records, and screening findings.
- Monitored **pretrial supervision** through contacts, referrals, testing, and compliance documentation.
- Connected participants with services and structured community service opportunities supporting case plans.
- Recorded activity promptly and elevated significant concerns through established reporting procedures.
- Built trusted communication with courts and community partners during early supervision assignments.

PROJECTS

Community Supervision Quality Review 📅 2025

Partnered with probation colleagues to review documentation quality, service ratings, and procedural consistency. Shared practical findings through peer conversations and helped staff apply clearer case review habits.

Reentry Resource Coordination 📅 2024

Connected justice professionals, treatment providers, and community organizations around referral continuity. Built working relationships that improved access to services for adults returning to community supervision.

LEADERSHIP & AWARDS

- Peer Facilitator, Community Corrections Training Workgroup, 2025
- Agency Representative, Local Reentry Resource Network, 2023
- Senior Officer Resource Recognition, Capital Area Community Supervision, 2024

EDUCATION

Bachelor's Degree in Criminal Justice

Western Michigan University 🎓 GPA: 3.5 📅 2018 📍 Kalamazoo, MI

Coursework: Probation programs, correctional policy, criminology, counseling

CERTIFICATIONS

- Motivational Interviewing for Community Corrections 📅 2025
- Adult Risk and Needs Assessment Refresher 📅 2024
- Valid Michigan Driver's License 📅 2026

TECHNICAL SKILLS

- **Probation Operations:** Pretrial screening, probation supervision, diversion
- **Assessment Methods:** Risk assessment, needs assessment, structured interviews
- **Case Management:** Case planning, case reviews, electronic records
- **Correctional Standards:** Policies, procedures, regulations
- **Court Services:** Court reports, judicial recommendations, hearing preparation
- **Staff Development:** Coaching, onboarding, personnel training
- **Service Evaluation:** Service ratings, quality reviews, performance discussions
- **Client Support:** Treatment referrals, community resources, reentry coordination
- **Compliance Monitoring:** Drug testing, alcohol testing, violation responses
- **Community Programs:** Community service, diversion placement, provider coordination
- **Interviewing Practices:** Motivational interviewing, pretrial interviews, structured interviews
- **Public Administration:** Ethical conduct, accountable service, documentation standards

PROFESSIONAL AFFILIATIONS

- Community Corrections Training Workgroup, Peer Facilitator
- Local Reentry Resource Network, Agency Representative

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST