



Massachusetts Probation Service FY 2024 Annual Report:

Protecting while Building Safer, Healthier, Stronger Communities

Message from the Commissioner



As I begin my second year as the Commissioner of Probation of the Massachusetts Probation Service (MPS) and reflect, I found 2024 to have been one of innovative growth and collaborative partnerships that have led to the protection and building of safer, healthier, and stronger communities across the Commonwealth of Massachusetts.

This could not have been possible without the support of Chief Justice Kimberly S. Budd, Associate Justices of the Supreme Judicial Court, Chief Justice Heidi Brieger, Court Administrator Thomas Ambrosino, Departmental Chief Justices, other court offices and departments, as well as community-based agencies and providers.

I especially want to express my deepest thanks and gratitude to the employees of the MPS, whose passion, dedication and commitment has resulted in improved outcomes for individuals under probation supervision, greater

access to resources through our community justice support centers, and improved services for other court users and litigants who come in contact with the MPS.

Along with promoting accountability and responsibility, the MPS is committed to providing access to resources and supports that contribute to the improved safety and welfare of individuals on pretrial status, under probation supervision, returning citizens, as well as those of victims and survivors, and our community-at-large. The MPS is also committed to evidence-based, data-driven policies and practices best suited for all phases of the criminal justice process. The MPS commits to preserving the rights of defendants, victims, and witnesses, reducing failure to appear rates across all court divisions, while enhancing programming and treatment initiatives that result in better outcomes, which will in turn lead to reductions in recidivism, incarceration, and reincarceration.

An overarching goal of the MPS is also its commitment to ensuring that all justice-involved individuals have access to adequate healthcare resources and supports to better facilitate and promote healthy living outcomes. In addition to these core principles, the MPS is committed to conducting and using comprehensive research analysis to better understand our performance metrics as it relates to our role in the causation of racial and ethnic disparities (RED), and to make the necessary structural, procedural, and operational changes to eliminate RED across all aspects of our probation supervision and business practices. We believe these actions allow the MPS and the broader Trial Court to improve access to justice outcomes for defendants, litigants, victims, and other court users.

MPS is expanding its footprint beyond supervision by partnering with MassHealth to bridge the coverage gap for post disposition justice-involved individuals with mental health and substance use disorder needs. The Behavioral Health-Justice Involved (BH-JI) initiative developed a sustainable model that includes intensive supports and services, care coordination, and referrals for housing, social services, and benefits. This partnership fosters direct referrals and strong care coordination for post disposition justice-involved individuals. The MPS is expanding this initiative to include the pretrial population and expand additional services to post-dispositional probationers.

These initiatives and others like them provide the MPS and Trial Court Justices with treatment alternatives which help to eliminate barriers to services and resources, while decreasing unnecessary probation violations, pretrial detention, and improving outcomes for individuals on probation and pretrial supervision.

FY 2024 Initiatives

Current probation initiatives that were adopted to improve practice and reduce violations include:

Collaboration with George Mason University: Probation is working with George Mason University (GMU), in conjunction with the American Probation and Parole Association (APPA), on a research and training project to help probation departments with their recommendations at sentencing, that will ensure that the sentence is most aligned with the probationer's goals and public safety. This could decrease possible unnecessary conditions, and in turn, increase the probationer's ability to succeed while on supervision.

Carey Guides: The MPS has incorporated the Carey Guides as part of its ongoing commitment towards using Evidence-Based Practices (EBP) in its work with probationers. The goal is to maximize EBP's efficacy by providing probation officers with the most current tools and knowledge to produce better outcomes for probationers.

Interactive Text Response (ITR) Program: In 2020, the Pretrial Service Division collaborated with the Massachusetts Trial Court's Information Technology (IT) division to launch its first-ever Interactive Text Response (ITR) program, which allows court staff to enter the party's cell phone information into MassCourts and enroll the party in a text messaging workflow based on events. In FY 2024, there were 357,537 text messages sent to court users, a 27% increase since last fiscal year.

Efforts to decrease the number of warrants issued for GPS and SCRAM alerts: Within the past year, the Warrant Management Unit (WMU) has worked carefully to decrease the number of warrants issued for clients on GPS and remote alcohol monitoring. To decrease warrants issued, the department has strengthened communication and collaboration with clients by using technological resources such as FaceTime and WhatsApp to clarify equipment issues and better understand problems regarding alerts. These tools help the WMU work with the client to improve behavior and ultimately issue less warrants. Since FY 2023, the number of warrants issued has decreased by 35%.

MassHealth Initiative: This initiative will make it easier to link court users with mental health treatment and medical services by eliminating barriers. *In FY 2024, Pretrial Services worked with 587 referrals and assisted 371 individuals.*

Community Justice Support Centers (CJSC): There are currently 18 CJSCs across the commonwealth. In FY 2024, the Quincy CJSC reopened, while the Haverhill CJSC hosted their grand opening. *This past year, CJSCs helped 561 participants avoid incarceration by providing 5,755 total programming hours across all centers.*

Reentry Housing: The mission of reentry housing is to create housing opportunities which offer supportive services to those who are reintegrating into the community or struggling with homelessness and to address the underlying causes. MPS' Reentry Program, in collaboration with the Massachusetts Parole Board, offered one of the largest supplies of transitional bed housing in the state. *In FY 2024, a total of 274 residents were served by reentry housing.*

Recovery Courts: Massachusetts currently has 31 adult recovery courts, which provide intensive, supervised probation and mandatory treatment, as well as random drug testing with progress monitored by a supervising probation officer. *Our research shows that of those who completed Recovery Court, only 30.1% recidivated within two years, compared to 46.9% of those who did not complete.*

Supporting Victims of Crime: In FY 2024, the Victim Services Unit helped approximately 1,300 victims with a variety of issues including crisis intervention, criminal and civil justice system assistance, information, and referrals. A complete summary of all the work VSU does can be found in the appendix.

Rescinded Warrants: MPS takes the rescinding of warrants very seriously and has strived to reduce the number of occurrences by refining and enhancing the warrant process. Improvements in this process are reflected not only through the decline of total warrants issued, but also in the number of warrants rescinded. **Since FY 2018, the total number of warrants rescinded has decreased by 78%.**

Training and Ongoing Education: *In FY 2024, the Training Department was responsible for 489 training sessions, totaling over 7,150 hours.* The extensiveness, variety, and value of trainings can be seen throughout this report. The material and training most applicable to each department is featured under each division. Presenting the number of trainings relevant to each area demonstrates how much Probation and its employees rely on and are supported by the Training Department through on-going education, communication, and support.

The Adoption of a New Case Management System: Starting in FY 2024, Probation has been working on the development of a new case management system (CMS). Through MPS and the company Slalom, a CMS will be built using Salesforce, a cloud-based system that will help Probation streamline case management and enhance productivity.

Executive Team



Pictured from left to right: Vincent Lorenti, Brian Mirasolo, Yvonne Roland, Carmen Gomez, Pamseron Ifill, Dianne Fasano, Michael Coelho and Tonie Ryan

Pamerson Ifill

Commissioner

Dianne Fasano

First Deputy Commissioner

Michael Coelho

Deputy Commissioner of Programs

Carmen Gomez

Deputy Commissioner of Pretrial Services

Vincent Lorenti

Executive Director of Community Corrections

Brian Mirasolo

Deputy Commissioner of Field Services

Yvonne Roland

Deputy Commissioner of Administrative Services

Tonie Ryan

Deputy Commissioner - Legal Counsel

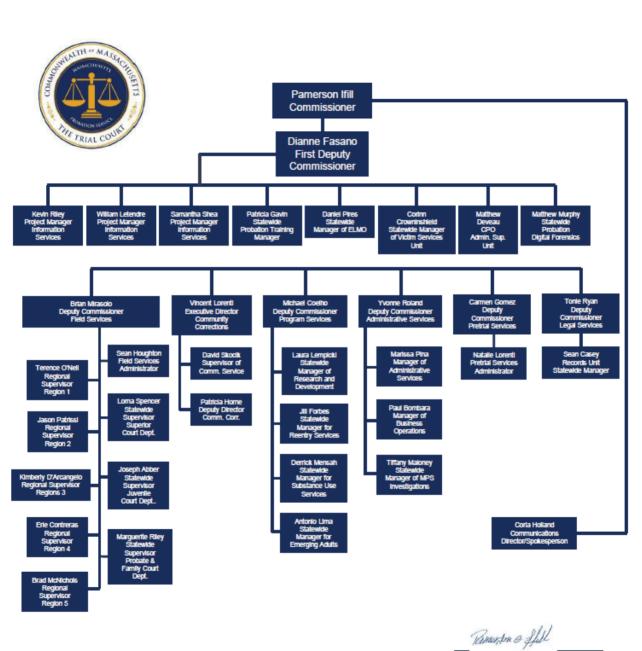


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Mission: The Massachusetts Probation Service's (MPS) mission is to increase community safety, reduce recidivism, contribute to the fair and equitable administration of justice, support victims and survivors, and assist individuals and families in achieving long-term positive change.

In FY 2024, MPS has supported this mission by:



Supervising over 50,000 individuals



Working with 2,171 total admissions at Community Justice Support Centers



Providing help and services to over 1,300 victims of crime



Conducting 489 training sessions, totaling over 7,000 hours



Conducting over 11,500 field visits



Conducting over 49,000 home visits



Conducting over 3,200 school visits



Completing over 17,000 Dispute Interventions



Monitoring over 3,600 monthly offenders on GPS



Monitoring 1,500 monthly offenders on Secure Continuous Remote Alcohol Monitoring



Communicating by phone over 780,000 times to monitor those on GPS and SCRAM



Reducing the number of warrants issued for GPS and SCRAM by 35% since last Fiscal Year



Facilitating the completion of 32,028 hours of Community Service



Sealing over 59,000 charges, expunging 382 cases



Identifying, calculating, and monitoring over 3,000 compliance credit cases



Examining over 250 devices in Forensic Services

Massachusetts Probation in History

"Through supervision as a treatment method, the probation officer tries to include a positive change in the habits, attitudes, value system and social relationships of the probationer by guiding him and by assisting him to marshal his own resources and to draw upon those of the community to achieve this end. The ultimate objective is to bring about lasting change in the attitude of the probationer."

- Massachusetts Probation Manual, 1968

Massachusetts Probation has always been forward-focused and innovative leader. MPS has a lot to be proud of. Probation was the first to:

- Establish a registry of civil restraining orders: In 1978, MPS became the first agency to create a national Restraining Order Registry to track domestic violence offenders and share information about offenders with law enforcement and affiliate partners.
- Introduce non-traditional hours via Operation Night Light: In 1994, MPS created Operation Nightlight, a successful model of community supervision that pairs probation officers with police to conduct regular field work, which includes interactions with probationers, victims, and the community at large. During special operations, probation officers also work collaboratively with state and federal enforcement agencies on warrant sweeps.
- Implement a 24/7 electronic monitoring unit: In 2001, the MPS was among the first in the United States to track probationers using the GPS device as an alternative to jail time, and in 2005, became one of the first states to track high-risk offenders using the GPS monitoring device as an added supervision tool.

 Massachusetts is among a few states who perform their own monitoring of offenders using the system.

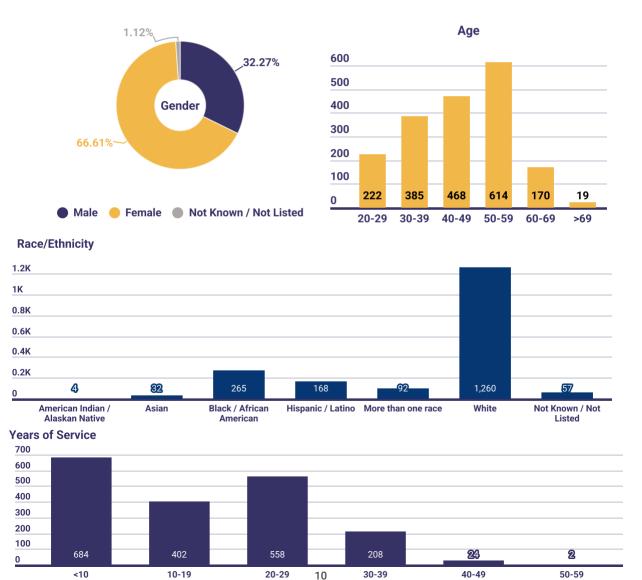
 Massachusetts was the first state to monitor domestic violence offenders using the GPS bracelet, and has served as a catalyst for states such as Connecticut and Illinois, which used the MPS as a model. MPS became one of the few state agencies to use crime correlation, a tracking system to determine if a person is at or in the vicinity of a crime scene.
- Evidence-based practices: MPS continued to lead the way in 2016, when it became one of the first probation departments in the country to implement a set of validated risk assessment tools, the Ohio Risk Assessment System (ORAS) and Ohio Youth Assessment System (OYAS). These new risk assessment tools align with our mission to keep the public safe by changing the trajectory of the lives of the people who come into our care and custody.

MPS: Employee Workforce:



Total Number of Employees: 1,878

MPS Chief Probation Officers



Data extracted from OCM Metrics Tableau Dashboard, 10/23/2024

MPS: Employee Workforce (continued):

	Number of Employees	% Female	% BIPOC	Average Age	Average Years of Service
All Employees	1,878	66.6%	29.9%	45	16
Commissioner, First Deputy Commissioner, Executive Director of OCC, Deputy Commissioners and Deputy Director of OCC	9	55.6%	44.4%	54	26
Management	90	56.7%	26.7%	48	17
Chief Probation Officers	99	48.5%	23.2%	54	29
First/Assistant Chief Probation Officers	198	53.5%	21.7%	51	24
Probation Officers	689	60.5%	31.3%	45	17
Associate Probation Officers	210	77.1%	37.6%	38	9
Non-Management/Confidential and Support Administrative Staff	583	79.2%	29.5%	43	13



Left to right: Courtney Mackey, Case Specialist; Jodi Fitzsimmons, Probation Office Manager; Sandra O'Brien, Probation Case Coordinator; Laurie Robado, Case Specialist; Nealy Wennerberg, Probation Operations Supervisor; Janice Boyle, Chief Probation Officer; Maria Cabral, Senior Community Corrections Probation Officer

Field Services

The Field Services Division (FSD) at the Office of the Commissioner of Probation provides support to the over 100 local probation departments across the Commonwealth. The core work of the Field Services Division revolves around supporting the MPS's overall mission statement by holding probationers accountable for their actions while supporting them as they work towards making positive changes in their lives. The FSD is also committed to supporting the families and litigants engaged with our Juvenile and Probate and Family Court Departments for services and dispute resolution. The FSD also oversees the local probation offices to ensure that they are implementing statewide practices and policies.

Visiting offenders in the community in places like their homes, jobs, and schools is an integral part of probation supervision.

New Case Management System

In FY 2024, Probation has been working on the development of a new, unified case management system (CMS).

Probation's current case management process involves juggling multiple outdated systems, making it difficult for staff to track key tasks, determine the best course of action, and ensure compliance. This fragmented approach hinders our ability to effectively serve our probationers and our communities.

To address these challenges, MPS has selected Slalom, a consulting company, to be our implementation partner. Through MPS and Slalom's partnership, the new CMS will be built using Salesforce, a cloud-based system that will help us streamline case management and enhance productivity.

As of mid-July, Probation completed a successful 12-week initial Discovery and Design Phase, which laid a strong foundation for the project, aligning a vision of a modern system equipped with essential tools and functionalities to support our employees in their work with probationers and the community. The project is now one third of the way through the 30-week Development Phase.

This is an exciting opportunity to transform Probation. A system that empowers MPS to spend less time on data entry and more time focusing on what truly matters - increasing community safety, supporting victims and survivors, and assisting individuals and families in achieving long-term positive change - will be beneficial to all.





Field Services: Training

There were a variety of trainings offered to probation specifically focused on probation practice, policy, and procedures. The following is a list of all trainings that were offered in FY 2024 by the Training Division in relation to Field Services and probation practice:

Training	Description
DNA Collection Policy and Procedures Instruction with CODIS	This training consisted of a presentation by The Massachusetts State Police (MSP) who provided instruction, with demonstrations on how to collect viable DNA samples from eligible offenders and submitting these samples for analysis to the MSP CODIS Collection and Investigation Unit. This training was in support of the duties required of POIIs (including their newly modified duties) and is mandatory prior to the collection of DNA by any POII.
Evidence Based Community Supervision Practices	EBCSP is a mandatory training for Probation Officers that provides a series of skills that corrections professionals can use to develop a working relationship with clients to assist them in changing their behavior. EBCSP focuses on developing relationship skills, strategies for identifying key targets for change, bridging skills and intervention skills. Participants were expected to acquire each skill and implement them into daily practice. Audio tapes were required and evaluated to assess skill proficiency. Successful completion of two classroom days, field work, and a booster training were required for completion.
Mastering Use of the Indigency Verification Tools	This course reviewed the Indigency Verification process. Topics covered included: What the law requires probation to do, including the purpose of the intake process; how to use and interpret the Department of Revenue (DOR) and Department of Transitional Assistance (DTA) results, with a focus on common myths, issues, and questions about the systems The training also went over how to use the federal poverty guidelines; how to process the 7-day and 6-month verifications; how to put together and communicate an initial and final indigency recommendation to the court, and how the two recommendations differ; and how to assist the court in pay determinations. Attendees of this training were able to practice on real indigency scenarios and leave with copies of the new policy and forms, as well as FAQs and quick reference cards to assist them going forward.
ORAS Certification	This mandatory training provided instruction on the Risk/Need Instrument (ORAS) and corresponding case management system. The curriculum was designed to introduce the tool, develop proficiency in the instrument, reinforce skills and provide feedback/support. Upon completion, attendees learned how to: understand principles of the risk-need responsivity model used in assessing and engaging correctional populations, conduct, with a high degree of accuracy, a risk-need assessment using the Ohio Risk Assessment System (ORAS), utilize relevant case management system(s) to proficiently record risk assessment information and applicable chronological notations in accordance with probation supervision standards.
ORAS Re- Assessment	This training provided a review of instruction on the Risk/Need Instrument (ORAS) with an emphasis on interviewing, scoring, and reassessment. Curriculum was designed to provide an overview of the tool, reinforce skills to enhance proficiency in using the instrument, and provide user support. Upon completion, attendees learned to: understand principles of the risk-need responsivity model used in assessing and engaging correctional populations, conduct, with a high degree of accuracy, a risk-need assessment using the Ohio Risk Assessment System (ORAS), utilize relevant tools to accurately record risk assessment information and applicable chronological notations in accordance with probation supervision standard.
Overview of the Sex Offender Registry Board	Presentations from the Sex Offender Registry Board/Victim Services Unit provided an overview of the Sex Offender Registry Statue M.G.L. c.6, 178C-178Q as well as required forms and regulations. An overview of M.G.L. c.6, Section 1781, Request for Sex Offender Registry Information (SORI) procedures was included. Participants were provided with an overview of the Sex Offender Registry Statue M.G.L. c.6, 178C-178Q, information on M.G.L c.,6 Section 1781 (SORI) and reviewed required forms and regulations.

Trainings (continued)	Description
Violations of Probation (VOP) I	This training provided an overview of the violation of probation process, with particular attention to the District/BMC rules, the Superior Court Guidelines, and the Juvenile Court standing order. Attendees were armed with the tools they needed to successfully prepare and argue VOPs. We reviewed: the types of violations; when one has to file a notice of violation; violation notice requirements; how we use discretion; how to request detention; gathering and introducing evidence; using substantially reliable hearsay; and making recommendations for the right interventions. Attendees gained an in-depth understanding of the probation violation process, including exposure to relevant statutes and case law, and can now better utilize their discretion to craft individualized responses, including the use of intermediate sanctions, to promote best possible outcomes for clients, and develop valuable perspective on the VOP process.
Violations of Probation (VOP) II	Violation of Probation II is designed to take what was learned in VOP I a step further. This training equipped seasoned probation officers with the skills needed to succeed in the courtroom. Trainers taught the law of violations of probation practice as well as practical tips needed to be confident and persuasive. This training provided an in depth look at evidence – how to get it and how to use it effectively, including substantially reliable hearsay. Next, we discussed direct and cross examination, with a focus on objections – when you should object and how to respond when faced with an objection. Demonstrations of effective oral advocacy through a mock court was the main focus of this training, including how to successfully prepare and make recommendations at a violation hearing. The objectives of this training were to provide skills needed to succeed in the VOP courtroom process, familiarize participants with advanced legal topics for complex VOPs and teach how to conduct a successful direct and cross examination.
Pretrial Conditions of Release (PTCOR) Supervision Standards Training	This training covered a variety of topics, including PTCOR standards and transfers, a PTCOR learning assessment, PTOCR In MassCourts and CARI, corrective action, violations, travel and warrants, victim services, bail appeals, and moving forward.

Collaboration with George Mason University



Probation is working with George Mason University (GMU), in conjunction with the American Probation and Parole Association, on a research and training project to help probation departments with their recommendations at sentencing, especially condition settings, change in circumstance, or a violation of probation. GMU is looking for insights into Probation's current supervision process to understand what methods work well and what barriers MPS may face. It is important to understand what constitutes a good recommendation versus a recommendation that does not contribute to the probationer's goals or public safety.

The following courts are involved with this project:							
	Middlesex Superior Court		Plymouth Superior Court		Worcester Superior Court		
	Bristol Superior Court		Hampden Superior Court		Essex Superior Court		
	Northern Berkshire District Court		Milford District Court		Concord District Court		
	Ayer District Court		Lynn District Court		Lowell District Court		

Carey Guides:

The MPS has incorporated the use of Carey Guides as part of its ongoing commitment towards using Evidence-Based Practices (EBP) in its work with probationers. The goal is to maximize EBP's efficacy by providing probation officers with the most current tools and knowledge to produce better outcomes for probationers. The Carey Guides support probation officers' efforts to promote positive, pro-social change by using targeted Cognitive Behavioral Interventions. For behavior change and recidivism reduction to be possible, probationers must understand the personal and environmental factors underlying their behavior and be taught the skills that they need to make changes to their behavior that will produce positive outcomes. The Carey guides are designed to equip probation officers with the tools they need to support these changes among their clients.

The Carey Guides include 33 handbooks, with 14 of the guides addressing criminogenic needs and 19 of the guides focusing on case management issues and brief intervention tools (BITs). The Carey Guides are being used by more than 500 agencies in 42 states and four countries; BITs are being used by 450 agencies in 34 states.

The are being implemented in three phases:



April 2023 -March 2024



April 3, 2024 -September 2024



October 4 -March 25

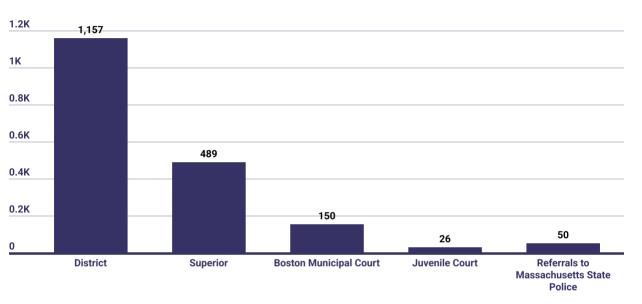
The implementation and roll-out of Carey Guides included a series of trainings directed at probation officers and their supervisors.

Training	Description
Implementing the Carey Guides: Communities of Practice	Communities of Practice (COP) utilized a group learning setting to support CG Tools implementation and use, allowing for focused conversations on positive experiences and collective challenges. Coaches worked within COPs to model and support expectations for Carey Guide use towards improved outcomes.
Implementing the Carey Guides: Guidance Q & A	Provided an overview of the Carey Guide Guidance, a working document that supports the implementation of the Carey guide supervision tools by providing the supervision process and minimum expectations for use of the Carey Guides through implementation.
Implementing the Carey Guides: The Supervisor's Role	This recorded webinar from 2.16.23 provided leaders of Phase One courts with information about their role in implementing MPS' Tools, Training, and Coaching: Techniques to Enhance Outcomes and Community Well-Being. Carey Group Consultants reviewed the project's components, describing new tools and techniques available to staff that can be easily integrated into appointments with people under supervision to support their case plan goals and skill development needs. The tools included Carey Guides and Brief Intervention Tools. Both tools cover topics to help staff address a person's criminogenic needs from a strength-based perspective. Staff were trained on the tools and techniques for structuring and managing appointments in a manner that supports risk reduction. Steps for accessing these tools electronically were covered. A video of a staff person using the tools during an appointment demonstrates the ease with which these tools can be used. The final segment of the webinar covered supervisors' role in supporting their staff. Supervisors will have their own tool—the EBP Supervisor's BriefCASE to help them coach and guide their staff in effective supervision practices. Together, these components help MPS become even more effective in assisting people in changing the trajectory of their lives and enhancing community well-being.

DNA Collection

As part of the Criminal Justice Reform Act of 2018, the Massachusetts Probation Service (MPS) was required to start collecting DNA from any person under probation supervision who was convicted of an offense that was punishable by imprisonment in state prison, as well as certain youthful offenders. The MPS issued a revised DNA Policy (Policy No. 02.02.07(a)) which details the intent, definitions, training requirements and procedures for collection of a DNA sample. Below is the number of DNA samples that were collected in FY 2024.

DNA Collection by Court Department: Fiscal Year 2024



Region One:

Administrative	Community Corrections	DUIL	Pretrial Conditions of Release	Pretrial Probation as Disposition	Risk Need	Total
2,334	33	382	1,062	256	919	4,986

Region one is comprised of the following District Courts: Chicopee, Eastern Hampshire, Greenfield, Holyoke, Northampton, Northern Berkshire, Orange, Palmer, Pittsfield, Southern Berkshire, Springfield, and Westfield.

Northampton District Court Probation Officer Jenifer Muscaro Saves Dog



From left to right: Officer Tom Hartman, PO Jenifer Muscaro, Simba the German Shepherd and Chief Michael Perkins

On January 6, Northampton District Court Probation Officer Jenifer Muscaro returned to the home of a probationer in Cummington, MA, a rural Hampshire County town. With an impending snowstorm, PO Muscaro, accompanied by two members of the Cummington Police Department, (Chief Mike Perkins and Officer Tom Hartman) went to check on the well-being of the 1 1/2 year old German Shepherd named Simba who resided at the home. At a prior home visit, PO Muscaro observed the dog cower each time the probationer addressed the dog. The Shepherd, who resided outside the trailer in the yard, was obviously fearful of the owner.

The probationer, on probation for domestic violence, agreed to sign over his rights to the dog. PO Muscaro transported the dog to the Berkshire Veterinary Hospital in Pittsfield where immediate medical attention was provided. PO Muscaro then drove Simba to the Animal Inn in Pittsfield, where Simba is being well taken care of. Everyone is optimistic that Simba will be placed in a good home. Due to PO Muscaro's diligence, compassion, and willingness to go the extra mile, the German Shepherd is now in a safe, humane, and loving environment. Kudos to PO Muscaro for looking out for our four-legged friends.

Massachusetts Probation Officers make unannounced visits to homes of sex offenders Halloween night

Operation Lights Out and Operation Watchdog, two Halloween public safety initiatives of the Massachusetts Probation Service, took place in Springfield and Worcester. Hampden and Worcester Superior Court Probation Officers made home visits to more than 40 level 2 and 3 sex offenders to ensure that they were not opening their doors to trick-or-treaters.



(Left to right): Police Officer Robert Belsito, Police Officer Tyler Collette, Probation Officer Carlos Villamarin, Probation Officer Timothy Dupree, Police Officer Dyan Patient, Probation Officer Luis Aviles, and Police Officer Frances Bartley.

The Probation Officers checked to make sure the level 2 and 3 sex offenders did not pass out candy, have porch lighting or décor outside of their homes as to attract children to the door.

Northampton District Court Probation Staff "Takes a Bite out of Hunger"



On May 8th, the Northampton District Court Probation Team hit the ground running by delivering bags to Northampton residents to fill with food to support the Post Office Food Drive for the Northampton Survival Center.

Approximately 16,000 pounds of nonperishable food items were donated. The Northampton District Court Probation Team delivered approximately 400 bags! The Northampton Survival Center provides food to individuals in need in Hampshire County, and the event was a huge success.

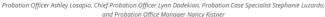
Region Two:

Administrative	Community Corrections	DUIL	Pretrial Conditions of Release	Pretrial Probation as Disposition	Risk Need	Total
2,182	21	387	844	319	1,178	5,047

Region two is comprised of the following District Courts: Clinton, Dudley, East Brookfield, Fitchburg, Framingham/Natick, Gardner/Winchendon, Leominster, Marlborough, Milford, Uxbridge, Westborough, and Worcester.

Marlborough District Court Celebrates Cultural Appreciation with Food and Art







Marlborough District Court employees got together and celebrated the diversity of their staff by eating ethnic foods, creating handprints, and sharing stories.

Many pictures were drawn by students at the Richer Elementary School in Marlborough and the Quinn Middle School in Hudson showcasing the students' different ethnicities. Everyone enjoyed the event, which was organized by Probation Officer Ashley Losapio with help from Chief Probation Officer Lynn Dadekian.

Gardner District Court Visited by K-9 Trooper Griffin



Employees in the Gardner District Court Probation Department were treated to a paw-some visit from Massachusetts State Trooper Meghann Benesh and K-9 Trooper Griffin from the Cyber Crime Unit.

K-9 Trooper Griffin is the only K-9 in the state trained for Electronic Storage Detection.

Front row, from left: Massachusetts State Police Cyber Crime Unit Trooper Meghann Benesh, Massachusetts State Police Electronic Storage Detection K-9 Trooper Griffin, Probation Officers Michelle Renchkovsky and Billy Goodell and Associate Probation Officer Jayden Verhaegen.

Recognition

This fiscal year, Fitchburg District Court Probation Officer II Diamily Titus received a Trial Court Excellence Award for excellence in service.

PO Titus emigrated from her birth country, Cuba, in hopes of establishing a better life for her and her family. She entered the U.S. as a young adult without the ability to speak English and did not understand the cultural customs of her new community.

As a licensed alcohol & drug counselor and certified substance use counselor, Titus is an active member of the MPS Substance Abuse Committee that developed and facilitates a one-week training curriculum for new probation officers. As a result of her expertise in substance use, she has been appointed as one of the Specialty Court Probation Officers for the Fitchburg District Drug Court since its inception in 2019.

Of Cuban decent, Titus is bilingual and communicates in Spanish and English and connects culturally with the Latinx clients, victims, and court users. This is an enormous asset in the Fitchburg community, where a large percentage of residents have limited English proficiency.



Region Three:

Administrative	Community Corrections	DUIL	Pretrial Conditions of Release	Pretrial Probation as Disposition	Risk Need	Total
3,783	113	535	1,409	494	1,561	7,895

Region three is comprised of the following District Courts: Ayer, Cambridge, Concord, Gloucester, Haverhill, Lawrence, Lowell, Lynn, Malden, Newburyport/Ipswich, Newton, Peabody, Salem, Somerville, Waltham, and Woburn.

In the Community: Cambridge Probation Staff "Hoops & Health" Event



From left to right: Amaya Banks, CPO Damon Banks, Dezarae Banks, PO Domenic Strazzullo, ACPO Megan Rodriguez, Kyleigh Driscoll, POM Tara Driscoll, PO Lonni Scott, and PCS Anna Illingworth.

"Cambridge District Court Probation plays an important role in the lives of our clients, their families, and the community. We were happy to participate in this community-building event and to share the resources that we have available."

- Cambridge District Court Chief Probation Officer Damon Banks

Cambridge District Court
Probation staff set-up a
community resource table and
provided information on
programs, resources, jobs, and
healthcare at the "Hoops &
Health: Making Men's Health a
Priority," held at Hoyt Field in
Cambridge on June 15th.
The event featured sports
tournaments, health screenings,
community resources, kid's
activities, live music, and a
Juneteenth celebration.



Lynn Probation Officer Kelley Montgomery has helped probationers find their way

Lynn District Court Probation Officer Kelley Montgomery was assigned to Recovery Court within 10 months of becoming a Probation Officer more than two decades ago.

PO Montgomery said she has seen the attitude toward addiction in the Lynn community and throughout the country change to one that involves a "greater understanding that it can affect anyone." She serves on the Recovery Court presided by Lynn District First Justice Ina Howard-Hogan. She is known and respected in the courts and community for her patience and compassion for working with those in the throes of addiction. Ms. Montgomery has also seen clients she worked with turn their lives around more than once. She said, however, probationers must "learn to surrender and trust the fact" that they are in need of help and resources. PO Montgomery said she often refers to a saying when

speaking to Recovery Court participants.

"We tell them, 'You've driven your car and you've done that for a while. But now you've driven it into a ditch. Now, it is time to let us help you get out of it," she said.



Lawrence District Court Probation Department Celebrates Autism Awareness Day



Lawrence District Court celebrated World Autism Awareness Day on April 2nd by wearing pins and the color blue. For Autism Awareness Month. the Community Diversity Board was decorated and the department displayed their pins for the month of April.

Pictured, from left: Specialty Court Coordinator Paul Prevey, Specialty Court Clinician Nancy Cummings, Probation Officer Gregory Richardson, Probation Case Specialist Kioshmarie Gomez, Probation Officer Dahiana Fuentes, Probation Case Specialist Indy Sanchez, Associate Probation Officer Danielle DuBois, Probation Case Specialist Eliecer Reyes, Probation Operations Supervisor Sherry Twomey, Probation Officers Susan Tevnan and Lorina Hollow, Probation Case Specialist Michael McRae, Probation Officers Kirolann Garcia, Bartholomew Arhin, and Dawyn Henriquez, Chief Probation Officer Renee Lamothe, Assistant Chief Probation Officer Primitivo Concepcion, Associate Probation Officer Pamela Gonzalez, and Probation Officer Timothy Healy.

Region Four:

Administrative	Community Corrections	DUIL	Pretrial Conditions of Release	Pretrial Probation as Disposition	Risk Need	Total
4,462	38	423	1,016	471	1,344	7,754

Region four is comprised of the following District Courts: Attleboro, Barnstable, Brockton, Edgartown, Fall River, Falmouth, Hingham, Nantucket, New Bedford, Orleans, Plymouth, Taunton, Wareham, and Wrentham.

Back to School: New Bedford District Probation Employees Provide Free Haircuts at Local School

Melissa L. Cathcart. New Bedford District Court Probation Officer, and Karen Swift, Case Specialist-both hairstylists in a past life-gave free haircuts to students just in time for back-toschool rush. Ms. Cathcart and Ms. Swift were among a group of licensed cosmetologists and barbers who volunteered their talents and time at a Back-to-School event held at Carney Academy School in New Bedford. "They (children) were very excited and so happy to be there," said Ms. Cathcart. "They were so very thankful and we even received lots of hugs and smiles." "I have always loved making others feel good. It is a great feeling to put a smile on a child's face with something as simple as a trim. All of the parents seemed beyond grateful," Ms. Swift said. "Growing up as a child of a single parent of three, I know what it's like to struggle. It was such a pleasure to be a part of the community and give back."



Special day of fun for teen moms hosted by Brockton District Court Probation Department



The Brockton District Court Probation Department hosted a special day of fun for residents of the Ruth House Program as part of the court's community engagement efforts. The Ruth House is a Brockton-based transitional home for teen mothers and their children operated by Ascentria Care Alliance Community Services.

Brockton Court's third floor rotunda was transformed into an event space that resembled a housewarming and baby shower rolled into one. The young women received gift bags containing manicure sets, hair accessories, and lip gloss. Lunch was served and Brockton Probation staff engaged the teens and their children in games with prizes. Brockton District Chief Probation Officer Michael Branch was the master of ceremonies.

Brockton Probation Office Manager Yanni Pena planned this event with assistance from co-workers—Probation Officer Linda Santos, Probation Case Specialist Eugenia Ponder, Probation Case Coordinator Susan Dermody-Cohen, and Probation Case Specialist Dayla Depina—who decorated and filled large laundry baskets with the housewares provided to the young women. Brockton court employees donated the baby and toddler items. The Office of Plymouth District Attorney Timothy Cruz presented a \$500 check for Ruth House repairs. The Ruth House is undergoing renovations.

Recognition

Barnstable District Probation Officer Christine Drew was honored with an "Unsung Hero" Award by the Barnstable County Human Rights Advocacy Commission recently. The event's theme was "Celebrating 75 Years of Human Rights Advocacy: Honoring the Past, Inspiring the Future." Ms. Drew was one of ten Cape Cod professionals who were honored as Unsung Heroes for their contributions and work in the community.

The person who nominated PO Drew stated, "There are too many reasons to list as to why Christine is so deserving of recognition. She has helped many to find their path and cares more than anyone in the Commonwealth for people living with mental health and substance abuse. She is the best and has saved many of our lives just by being her kind self."

PO Drew said of her award, "I am really excited about this. I take pride in my work and representing the Trial Court and Probation Department in a positive light."



Region Five:

Administrative	Community Corrections	DUIL	Pretrial Conditions of Release	Pretrial Probation as Disposition	Risk Need	Total
2,563	10	235	1,393	421	1,009	5,631

Region five is comprised of the following courts: The Boston Municipal Court Department, Brookline District Court, Chelsea District Court, Dedham District Court, Quincy District Court, and Stoughton District Court

Charlestown Probation Participates in Bunker Hill Community College Career Fair



From left to right: Assistant Chief Probation Officer Jeffrey Kyi, Talent Acquisition Advisor Gabriella Valenzuela, Associate Probation Officer Tanisha Chikel, Probation Case Specialist Nayeli Santamaria.

Probation staff from the Charlestown Division of the Boston Municipal Court (BMC) interacted with students and potential interns and employees at the Bunker Hill Community College (BHCC) Career Fair in April. The Charlestown Probation staff participates in this event annually. This year, they shared details about their jobs, brochures, and encouraged students to consider a career with Probation and the courts. "We look forward to interacting with the students at the career fair and sharing information about our work in the communities and courts," said ACPO Kyi.

Roxbury BMC Probation Department Holds Partnership Meet & Greet Lunch



First Justice David Breen; Mary Gilmartin, Suffolk County DAs Office; Abrigal Forrester, Teen Empowerment; Susan Conrad, Chief Probation Officer; Kenneth Stokes, Suffolk County Sheriff's Department, Keison Harry, Assistant Chief Probation Officer; Shalaine Parker, Probation Officer; Tom Maquire, Hanna Cox and Alexander Anas-Piranio, Suffolk County Sheriff's Department

The Roxbury Probation Team hosted a lunch with community providers this spring. First Justice David Breen joined Probation, as well as representatives from the Center of Teen Empowerment, EMO Health, The Dimock Center, We Reach, Boston Public Health Commission, Administrative Office of the BMC, Boston Police Department B2, Suffolk County DAs Office, Suffolk County Sheriff's Department, Shawnta Reid Pretrial Services Unit, and former Probation Officer Edith Alexander (current Parole Board Member).

Recognition



Gregory Clifford, a probation officer at the Central Division of the Boston Municipal Court Division, received a Trial Court Excellence Award this year. Clifford has been the probation officer in the Mental Health Court since its inception in 2007 and received the award in part for his many years of service to the mental health community.



Wendy Pena, a
Probation Officer at the
Roxbury Division of the
Boston Municipal
Court, received a Trial
Court Excellence
Award for
Collaboration and
Teamwork.

Superior Court:

Administrative	Community Corrections	DUIL	Pretrial Conditions of Release	Pretrial Probation as Disposition	Risk Need	Total
620	159	7	1,978	7	3,533	6,304

Suffolk Superior Probation Officers support local community group in honor of Survivors of Homicide Victims Awareness Month



Pictured, from left: Suffolk Superior Probation Officer Ellen Winfrey, Stronger Communities Program Coordinator for Mothers for Justice Nikia Shell, Outreach Coordinator for Mothers for Justice Aretha Mauge, and Suffolk Superior Probation Officer Maurice Greaves.

Suffolk Superior Probation attended a community event this December hosted by the Boston-based Mothers for Justice.

Suffolk Superior Probation Officers Ellen Winfrey and Maurice Greaves attended a Balloon Release ceremony in support of the Boston-based Mothers for Justice and Equality Program to acknowledge Survivors of Homicide Victims Awareness Month in December.

During the event, the loved ones of homicide victims came together at Walker Park in Mattapan to remember those who passed away as the result of a violent act or due to other causes. Participants wrote messages to their deceased loved ones, which they inserted in the balloons and released them in a symbolic gesture to the sky. "Our colleagues attended this event in support of the good work the Mothers for Justice and Equality Program not only does for the community; but, for their important role as members of the Suffolk Superior Court Re-Entry Program," said Suffolk Superior First Assistant Chief Probation Officer Dennis Halls.

Hampden Superior Court Probation staff participates in "Hoop it Up" community event:

In April, Hampden Superior Court Probation staff participated in the Hoop it Up Springfield Basketball Tournament & Summer Job Fair hosted by the Office of Hampden District Attorney Anthony Gulluni. The Probation staff assisted the DA's Office with running the games, helping with the job fair, and tours of American International College (AIC), the event site. Hoop it Up is for students, ages 11-18, and is held during April school vacation week.



Left to right: Probation Officers Brennan Cooper, John Sandillo, Ana Santiago, Tatiana Gervacio-Rosario, and Timothy Powis.

Essex Superior Court Community Resource Fair

In June, the Essex Superior Court Probation
Department in Salem hosted a Community
Resource Fair. Staff Members from all Essex
court departments were invited to attend, as
well as individuals under probation
supervision. There were over 20 community
resource agencies in attendance with a large
turnout of attendees throughout the fair. It
was a great time by all, highlighted with the
opportunity to network and meet with
providers, obtain information to services, as
well as grabbing some great swag gifts.



Essex Superior Court APO Alexandra Hunt, Essex Superior Court APO Alyssa Rodden, Deputy Commissioner of Pre-Trial Probation Services Carmen Gomez, Essex Superior Court Associate Probation Officer Kristina Stella, and Essex Superior Court Probation Officer Ramoni Ferreira

Massachusetts Juvenile Probation: A Decade of Progress

For over a decade, Massachusetts Probation has made widespread efforts to drastically reduce and change the make-up of youth on probation through a variety of initiatives. This section explains these measures and their outcomes.

2016: Ohio Youth Assessment System

2018: Criminal Justice Reform Bill

2019: Graduated Sanctions & Incentives

2019: Administrative Hearing Policy

Juvenile Probation's first major undertaking within the decade was the implementation of the validated Ohio Risk Assessment System (OYAS) which was first used in spring 2016. According to the OYAS final report, authored by the University of Cincinnati in 2009, the assessment "was designed to assist juvenile justice professionals in providing the most effective interventions for youth based on their likelihood to reoffend, their criminogenic needs, and their barriers to services, while using the least restrictive alternative" (Latessa, Lovins, & Ostrowski, 2009).

Administering the OYAS had a dramatic effect. It significantly altered and reduced the amount of supervision to which the majority of youths were exposed. As can be observed in the chart on the next page, the number of youths on high-risk probation decreased significantly - by 79% in just two years. Within the past decade, the decline is even more staggering, a 92.7% decrease between 2015 and 2024, which represents nearly 800 youth who are no longer on high-risk probation.

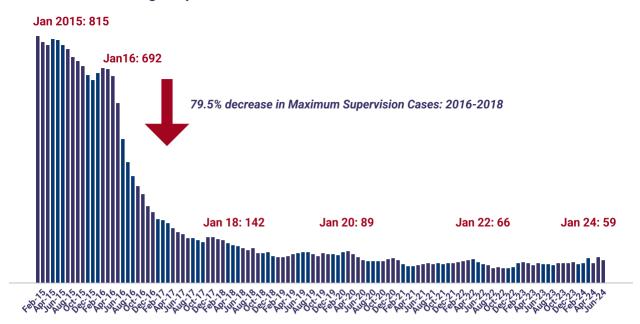
This is important because some research suggests that providing too much supervision to a low-risk youth can have a negative impact by exposing them to higher risk youth and potentially disturbing pro-social networks (Lowenkamp and Latessa 2004)².

Along with assessing risk, the OYAS measures youths' needs, and targets identified criminogenic needs that are shown to correlate with criminal behavior. Among the needs identified in the assessment are criminogenic thoughts and attitudes, peer associations, social skills, and substance use. The last aspect to the OYAS is responsivity, which means coordinating treatment approaches to the youth's needs. Treatment must be focused in a way where the juvenile can learn and develop new, improved behaviors.

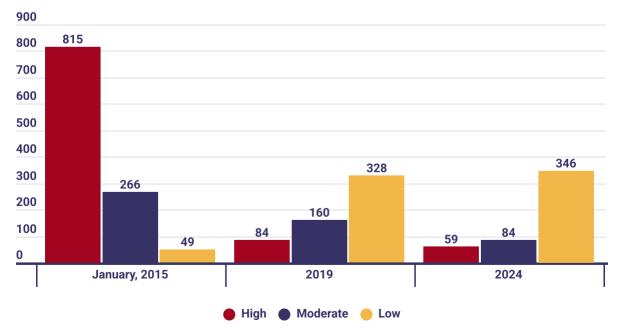
1Latessa, E., Lovins, B., & Ostrowski, K. (2009). The Ohio Youth Assessment System.

² Lowenkamp, C.T., & Latessa, E.J. (2004). Understanding the risk principle: How and why correctional interventions can harm low-risk offenders. Topics in Community Corrections, 2004, 3–8.

Number of OYAS - High Supervision Cases: 2015 - 2024



The Evolution of the Juvenile Risk/Need Caseload:



The second measure to have an impact on the juvenile probation caseload was the passage of the Criminal Justice Reform Bill in 2018. This was significant because it limited the number of juveniles who were ultimately sentenced to probation. The Bill raised the minimum age of responsibility from seven to 12 years old, while minor offenses – civil infractions and first offense misdemeanors with penalties under six months – can no longer be found delinquent. Furthermore, disruptive behavior in school, such as disorderly conduct or disrupting school assembly, can no longer be the subject of a delinquency finding. In addition, many more young people are eligible for diversion, directing them away from the criminal justice system.

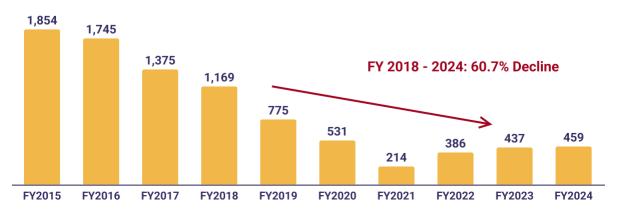
The last two measures, the implementation of sanctions and incentives and the enactment of the Administrative Hearing Policy, both in 2019, worked in tandem to substantially improve supervision and make decisions more uniform. Due to these initiatives, Probation's violation notices, both delinquent and non-delinquent, significantly decreased. Between FY 2018, the year before the two policies took effect, and FY 2024, total juvenile violations decreased by 60.7%.

These policies have significantly reshaped the way Probation supervises juveniles. More time is now spent on the front-end of cases, being proactive instead of reactive. More strategic, intentional supervision equates to less violations, particularly in court, and frees up time to further improve practice. Probation Officers (POs) and their supervisors now have the time and ability to strategize more effective responses to behavior.

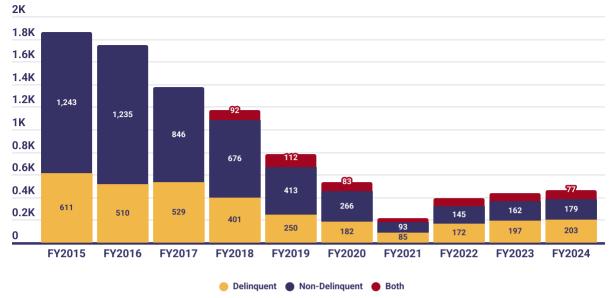
The Graduated Response System presents alternatives to incarceration or home removal by providing other ways to teach youth to respect rules. Research has demonstrated that an effective way to promote compliance and encourage progress is to use incentives for good behaviors and sanctions for bad behaviors³.

With the passage of the Administrative Hearing Policy, if a juvenile is non-compliant with their conditions but hasn't re-offended, instead of holding a Violation Hearing in court, Probation may choose to hold a less formal Administrative Hearing instead. PO's now respond to troublesome behavior in real time, using skills they've learned through their considerable depth of experience, as well as through on-going evidence-based training. An officer may decide to increase reporting, set firm deadlines, or offer referrals to address issues. The work that the PO is investing in is responsive and in-depth. In this way, the behavior of the youth may improve without needing any sort of disciplinary action. This new way of supervising involves more work for the supervisor and PO, but it has helped keep scores of violations from ever entering a courtroom, which not only frees up time for Probation and the Court, but is a great benefit to the youth.

Juvenile Violation Notices



Juvenile Violation Notices by Type

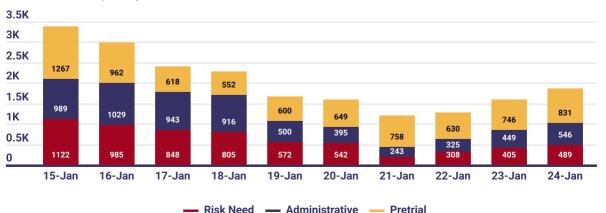


The chart above shows the total number of juvenile violations by type – delinquency, non-delinquency, and both. As noted above, the total decline in violations between FY 2018 - 2024 was 60.7%. A significant portion of this decline was due to the reduction in non-delinquent violations, 73.5% between FY 2018 - 2024. Delinquent violations also decreased, by 49%.

It is also important to consider the effect of the overall caseload on violations. It could be argued that the reduction in juvenile cases played a role in the decline in violation notices. While this may be partially true, the total decline in adjudicated probation cases, Risk/Need and Administrative, has decreased 40%. If Pretrial cases were included in this total, the reduction would be 17.9%. In both scenarios, the reduction in total violation notices overtook the decline in total cases.

The substantial drop in non-delinquent violations is very important to acknowledge because it shows that Probation's efforts to decrease in-court violations, encourage pro-social behaviors, and support juvenile's success while on supervision have largely been successful.

Juvenile Delinguency Caseload



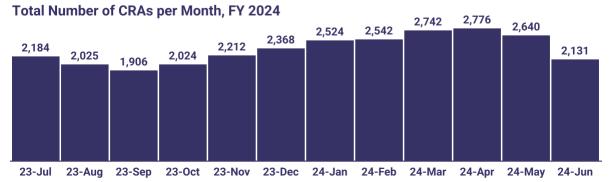


In Care and Protection (C&P) cases, Probation Officers (PO) help the court by visiting with children who are not living at home. If children are placed with a parent or someone else, the PO makes sure the custody orders are being followed. PO's also help with drug and alcohol screens. There are four levels of Care and Protection cases:

Level	Custody	Probation Officer Visits/Contact	Probation Caseload in June 2024
1	A child placed in the custody of a parent or third party for less than one year, or a child not in DCF.	A probation officer visits a level one child within 21 days of the initial placement. They will then continue to visit the child at home every 30 days, for the first year.	628
2	Child in DCF custody who is placed with a parent or guardian, a regular or contracted foster home, a licensed group facility or other setting.	A probation officer visits the child within 45 days of placement. The probation officer makes additional contacts every 90 days, or any time they move.	4,528
3	A child who is hospitalized or in a long-term placement pending guardianship or adoption, for less than one year. Or, open care and protection cases where the child has run away and a warrant or precept has issued.	A probation officer will contact DCF, custodian/caretaker, or other significant care or service provider every 180 days.	1,550
4	A child for whom an order of permanent guardianship or an order of long term (>1 year) 3rd party custody has entered and young adults (18-22 years old). Also, children placed out of state by court order or cases open for collection of monies only.	Not required	5,688

Children Requiring Assistance

Youth may be supervised by Probation due to a delinquency and/or status offense. Status offenders, who are habitually truant from school, repeatedly fail to obey school rules, frequently run away from home, continually fail to obey his or her parent or legal guardian, and/or children subjected to sexual exploitation are deemed Child Requiring Assistance (CRA) cases, as defined in M.G.L. Chapter 119, Section 21. In these cases, applicants including parents, guardians, school officials, or police request help from the Court to manage the oftentimescomplex needs of the youth. Once an application is accepted, the youth can receive services through Probation. Below is a chart showing the total monthly CRA cases.



Juvenile Probation was supported by the following trainings in FY 2024:

Training	Discussion
Training	Discussion
CRA Standards for Juvenile Probation	This training provided an overview of the CRA process, with particular attention to the new Probation CRA Standards Policy (effective 2/1/2022) and Administrative Office of the Juvenile Court Standing Order 3-21. Attendees were given the tools they needed to successfully handle a CRA petition from beginning to dismissal. The new CRA forms, developed by MPS and AOJC, were reviewed, as well as supervision practices and how to best make written recommendations.
OCP Standards for Probation Supervision Care & Protection Cases	This workshop reviewed MGL, Ch. 119 Sec. 24 and Care & Protection Standards promulgated in March 2014. This in-person session focused on the importance of the probation officer's role in the process, recognizing the correlation between a child's safety risk and level of supervision and also an overview of the assignment process. The objectives of the training were for participants to have an understanding of MGL CH 119 Sec.24 and the importance of probation's responsibilities/involvement under Care and Protection Standards, to recognize the correlation between a child's safety risk and level of probation supervision, and to understand the initial case assignment process of C&P cases.
OYAS Certification	This mandatory training provided instruction on the Risk/Need Instrument (OYAS) and the corresponding case management system. The two-day curriculum was designed to introduce the tool, develop proficiency in the instrument, reinforce skills and provide feedback/support through a booster session. Upon completion, attendees should understand the principles of the risk-need responsivity model used in accessing and engaging correctional populations, conduct, with a high degree of accuracy, a juvenile risk-need assessment using the Ohio Youth Assessment System (OYAS), and utilize relevant case management system(s) to proficiently record risk assessment information and applicable chronological notations in accordance with probation supervision standards.
Training for School Officials on CRA Filings:	Court presentation, relevant case law, and general CRA related information were a few of the many topics covered during this training. Copies of the Massachusetts Trial Court "Handbook for Parents, Legal Guardians, and Custodians in Child Requiring Assistance Cases" were distributed. Plymouth County Juvenile Court ACPO's Kelly Flaven and Jeff Foote, along with Justice Dana Gershengorn, conducted the training with local school officials on the CRA process.



ACPO Kelly Flaven and ACPO Jeffrey Foote conducting a CRA training for 40 local school officials.

In the Community:

Memorial Day Community Service: On Saturday, May 25th, Barnstable County/Town of Plymouth Juvenile Probation organized a community service event in collaboration with the Office of Community Corrections. ACPO Janet MacFarlane, PO Caitlin Kourafas (Veteran's liaison for the division), and PO Chantal Morrison, along with Robert Doherty, Assistant Court Service Coordinator from the Office of Community Corrections, accompanied a group of juveniles to participate in the Memorial Day ceremonies at Bourne National Cemetery and placed flags at graves of veterans and their families.



In June, Worcester Juvenile Probation invited youth-serving agencies, schools, and public entities to breakfast. The agencies represented included: Worcester Public Schools, Motivating Youth Recovery (MYR), CASA, DCF, DYS, Mass Rehabilitation Commission, Worcester Youth Center, CHOICES, Youth Villages, Open Sky, and Safe Homes. The breakfast enabled the different agencies to share the mission of their organization, distribute materials for referrals, network, and enjoy breakfast together. A non-violence pledge was signed by the agencies and, through Worcester Youth Center, and all received t-shirts proclaiming "Violence is Not Normal" to bring awareness to the conversation around youth violence.



Recognition:

Probation Officer Paul Nwokeji was recognized by the Randolph Police at National Night Out event

Norfolk Juvenile Probation Officer II Paul Nwokeji was presented with an Award of Appreciation by the Randolph Police Department during a ceremony held at Belcher Park in Randolph during National Night Out. National Night Out, held on the first Tuesday in August, is a recognition of community partnerships.

"You've been a very proactive member of the Randolph community, especially in your role as the Probation Officer for our town," said Randolph Police Detective Kristen Gagnon. Mr. Nwokeji, a 25-year employee of the Massachusetts Probation Service (MPS), has supervised and worked with juveniles and their families in Norfolk and Middlesex counties.



Norfolk Juvenile Probation Officer II Paul Nwokeji (right) presented with the Award of Appreciation by Randolph Police Chief Anthony Marag (left).

He first joined MPS as a Middlesex Juvenile Probation Officer where he served for 19 years. Mr. Nwokeji is currently a Norfolk Juvenile Probation Officer II in the Quincy office. He is also a six-year member of MPS' Defensive Tactics Team

Juvenile Court Probation Staff are Recognized as "Community Treasures"



Carlos Ruiz were recognized for their volunteer work in the Marcia and Fred Altman Career Planning and Exploration Program. The Altman program provides both a four- and eight-week career development program for at-risk youth and young adults in the Lawrence area.

PO Kelly Conlin and ACPO

From left to right: PO Lilliam Rivera, PO Jennie Galvin, PO Kelly Conlin, PO Nadine Luongo, CPO Kimberly Lawrence, DYS JDAI Local Manager Essex County

The program, which has received commendations from the State House of Representatives and the Governor, features career literacy, self-awareness, and introduces such skills as resume and cover letter writing, interview tips, application assistance, and networking.

The Treasure Chest's Community Service Coordinator is retired Lawrence Juvenile Probation Officer Tim Meyers, whom Worcester Juvenile Chief Probation Officer Kimberly Lawrence describes as a "local legend for his charitable work and humility." Chief Lawrence previously served as Essex Juvenile Court First ACPO.

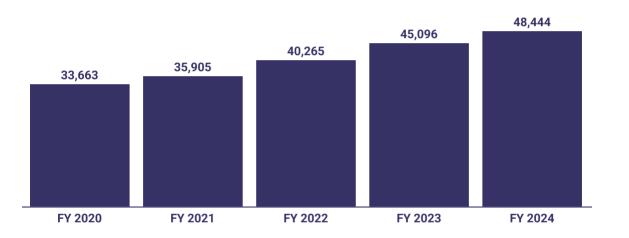
Probate and Family Probation

Probate and Family Probation Officers provide service to litigants and families on contested Probate matters, including providing dispute intervention services, performing court-ordered investigations, supervising compliance with court orders, and completing case interventions.

Case Interventions

A case intervention is when a probation officer or associate probation officer performs a one-time specific task at the direction of the court. Referrals for a case intervention are generally concise and task specific. Case interventions are generally performed immediately.

The number of case interventions has increased each year since FY 2020. In total, over 14,000 more case interventions were completed this year compared to five years ago, an increase of 44%.



Average Number of Supervision Cases per Month:

Seek Work:	Drug/Alcohol Testing:	SCRAM:	Community Service:	Miscellaneous:
	θ_{o}^{x}		ňň	+
56	250	12	3	21

Probate and Family Probation

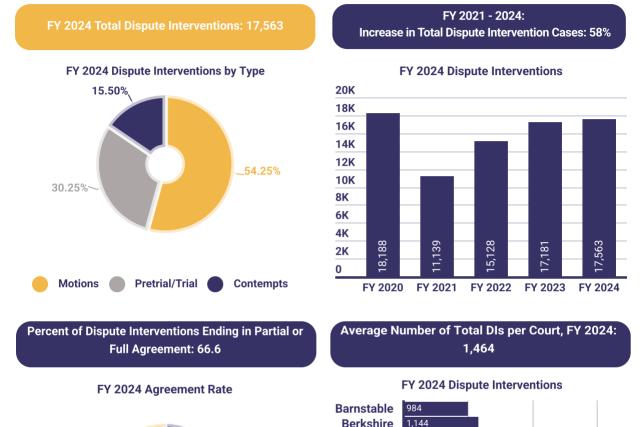
Dispute Intervention Statistics

33.80%

9.20%

Partial

In a Dispute Intervention, a probation officer meets with the parties and attorneys in a case, and attempts to resolve contested issues before the court, reports outcomes to the court, makes recommendations when appropriate, and prepares written stipulations when there is consensus.



1,292

1,712

693 1.470

831

2,020

1,249

1,185

1,737 3,246

0

1.000

2.000

3.000

Bristol

Essex Franklin

Hampden

Hampshire

Middlesex

Plymouth Suffolk

Worcester

Norfolk

In FY 2024, the Probate and Family Probation Department conducted over 17,000 dispute interventions. Over half (54.3%) of these cases were motions, followed by pretrial/trial cases (30.25%) and contempts (15.5%). There was a dip in cases during the pandemic, but since FY 2021, the number of total cases has rebounded and increased 58% since that time. Two-thirds (66.6%) of all dispute interventions ended in either a partial (9.2%) or full agreement (57%).

57.00%

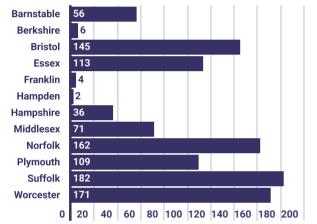
No Agreement

Formal and Short-Term Investigations:

In an investigation, a probation officer gathers, assesses, and analyzes information to make recommendations to the Court. There are two types of investigations, full and short term. In full investigations, probation officers interview all relevant parties, including children as appropriate, conduct home visits, contact professional and non-professional collateral sources, obtain records, periodically run offender records, and produce written reports with recommendations. Referrals for full investigations require a minimum of 90 days to complete. Short-term investigations are limited in scope, task specific, and may contain a recommendation if ordered by the court.

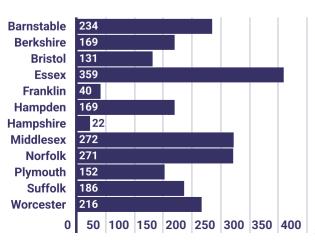
FY 2020 - 2024 Completed Formal Investigations: 1,057

FY 2020 - 2024: Completed Formal Investigations



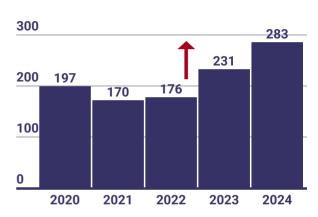
FY 2020 - 2024 Completed
Short-Term Investigations: 2 221

FY 2020 - 2024: Completed Short-Term Investigations



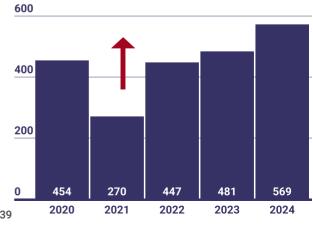
Percent Increase in Completed FIs since FY 2021: 66.5%

FY 2020 - 2024: Completed Formal Investigations



Percent Increase in Completed STIs since FY 2021: 110%

FY 2020 - 2024: Completed Short-Term Investigations



This fiscal year, funding was secured for Probation staff to attend the National Association of Conciliation Courts (AFCC) Conference in June. In total, 24 Probate & Family (PF&) staff including Probation Officers, Assistant Chief Probation Officers, and Chief Probation Officers attended. Employees also attended the local AFCC training in March and the Massachusetts Association of Guardian Ad Litem (MAGAL) training in May. This last training was on professional parenting time supervisors. Marguerite Riley, Statewide Supervisor for P&F Probation served as faculty for the MAGAL training. In addition to the trainings below, a comprehensive multi-day training in dispute resolution techniques was developed, which will be available in Fall, 2024. There will be two, five-day trainings and an additional three, one-day refresher classes scheduled for early winter.

Training	Description
Investigations for Probate and Family Probation Officers	This workshop explored the process of completing full and short-term investigations, addressed relevant legal issues, interviewing skills, writing the report, and testifying in court. The training also covered applicable legal standards, information gathering and interviewing techniques with adults, requesting and reviewing collateral information and records, and conducting home and field visits.
Enhancing the Role of the ACPO in Probate Investigations	This training covered how to effectively review, set up, and assign court ordered investigations, how to provide guidance and coaching throughout the investigation process, how to effectively supervise line probation officers, and how to conduct investigations.
Interviewing Children	Each year, Probate & Family POs conduct hundreds of interviews as part of short-term and formal investigations ordered by the Court; many of these involve interviewing children. The purpose of this training was to identify best practices for child interviews, so that Probate and Family probation officers produce investigative reports to the Court that are reliable and valid. MPS retained Dr. Robin Deutsch, PhD to serve as faculty. The training was videotaped for use in training newly appointed probation officers.
The Prevalence and Impact of Domestic Violence in Contested Custody Cases	The MA Family Law Symposium, in collaboration with Boston College Law School, hosted a training, The Prevalence and Impact of Domestic Violence in Contested Custody Cases.
Professional Parenting Time Supervisor Guidelines	MAGAL hosted a training on the newly promulgated "Professional Parenting Time Supervisor Guidelines". State Supervisor Marguerite Riley served as faculty.
Risk and Protective Factors to Intimate Partner Violence.	The Center of Excellence at UMass hosted a training entitled Risk and Protective Factors to Intimate Partner Violence.

In the Community: Barnstable Probate & Family Probation celebrates guardians and caregivers

Barnstable Probate & Family Court Probation staff celebrated the efforts of guardians and caregivers of children in the Barnstable County area with a special luncheon on June 4th. Guardianship of a minor is a legal process that gives the guardian authority to care for and to make decisions on behalf of a child. The idea for the luncheon was introduced by Barnstable County Probate & Family Probation Officer Amie Evans, who was raised by her own grandparents. "The idea of providing appreciation and support to our guardianship community is near and dear to me," Ms. Evans said. In Massachusetts, there are more than 30,000 grandparents who are raising their children's children with nearly one-third of these grandparents being responsible for grandchildren with no parent present in their lives, according to a study conducted by ForHealth Consulting at UMass Chan Medical School.



Barnstable County Probate & Family Probation Officer Amie Evans addresses the audience

Story Hour with Norfolk Probate and Family Court:

On May 23rd, the Norfolk County Probate and Family Court had the opportunity to spend time with the first grade students at the Luce Elementary School in Canton, MA.

The Probation team, as well as First Justice Patricia Gorman and Judicial Case Manager Kim LaDue, read stories and passed out crayons, markers, and a book to each of the 90 students in attendance. The children enjoyed themselves immensely and asked, "if we would come again when they were in the second grade."

Probation Officer Scott Goldberg was such a hit with the students that they invited him to attend their field trip the following day at the zoo. It was a great day for both the court staff and the students alike.



Caroline Shea, Probation Case Specialist and Probation
Officer Scott Goldberg.



The photo contains staff from the Plymouth Probate & Family Probation Department and the Plymouth County Children's Advocacy Center. Probation Staff pictured: CPO Laurie Plante, POM Renee Ceglie, PO Brooke Doyon, PO Paula Henry, PCC Monica Maben, PO Krystal Rodriguez, and PO II Elena Robinson.

Plymouth County Children's Advocacy Center provided a training for Plymouth Probate & Family Probation Staff:

In June, Plymouth Probate and Family Court's Probation Department invited the Plymouth County Children's Advocacy Center (CAC) to provide a local education training to probation staff, AJCMs, and session clerks to learn about the CAC model in recognizing and responding to child abuse and commercial sexual exploitation of children.

The Plymouth Probate Probation Department hosted a luncheon after the training and later received a tour of the Plymouth County CAC and delivered back-to-school supplies.

Pretrial Services

The Massachusetts Probation Service's (MPS) Pretrial Services Division (PSD) strives to establish a system of broad-based collaborative partnerships that include the court, criminal justice agencies, and community service providers and to enable a set of comprehensive policies, guidelines, and practices to improve pretrial services throughout the Commonwealth of Massachusetts. By collaborating with such agencies, the Pretrial Services Division aims to assist with the minimization of unnecessary pretrial detention through a wide-ranging system of pretrial services.

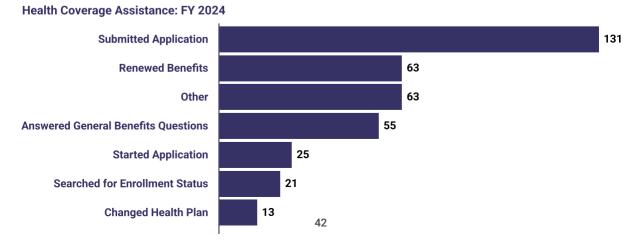
MassHealth Initiative

The Pretrial Services Division's MassHealth initiative aims to close the healthcare coverage gap for the pretrial population and post-dispositional probationers. This initiative will make it easier to link court users with mental health treatment and medical services by eliminating any barrier the lack of health care coverage presents. This initiative will also provide justices with alternatives to pretrial detention by providing pretrial defendants with treatment options they can engage in while remaining in their communities during the pendency of their criminal case. Enrollment in MassHealth and the Massachusetts Health Connector will also help expand healthcare coverage for the families of justice-involved individuals by improving their access to healthcare to address their own physical and emotional health and well-being.

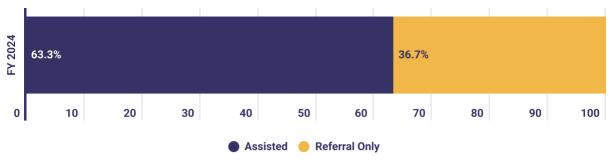
Healthcare also plays a vital role in executing evidence-based practices with justice-involved individuals. Probation Officers complete actuarial assessments and create case plans with post-disposition, justice-involved individuals that focus on the individual's criminogenic needs and responsivity concerns. Case planning fosters positive behavior changes, and access to health insurance ensures that individuals have access to vital substance use and mental health treatment, prescriptions, and preventative medical care. The MPS addressing these issues ultimately impacts public safety and reduces barriers for all justice-involved individuals.

The long-term goal of this initiative is to create lasting positive and sustainable change amongst all justice-involved individuals, especially with our pretrial population, by providing individuals with direct assistance when applying for or renewing their MassHealth or Health Connector benefits.

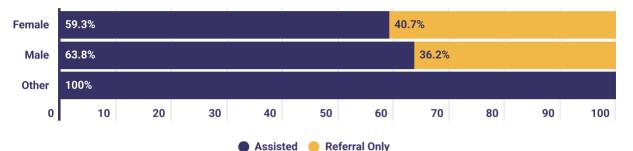
In FY 2024, Pretrial Services worked with 587 referrals and assisted 371 individuals. Below is how they helped participants with their health insurance.



The charts below show data on the types of referrals, and whether there was any assistance.



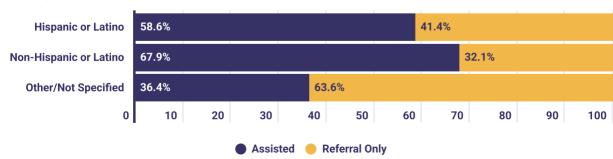
Gender



Race



Ethnicity



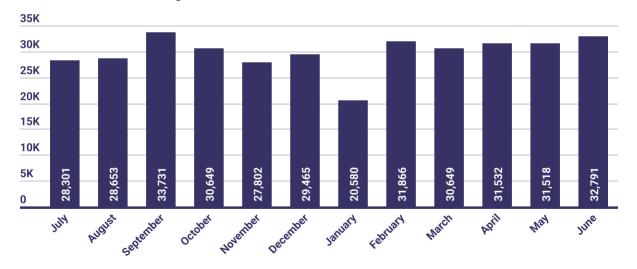
Text Messaging

As part of the Criminal Justice Reform Act of 2018, the PSD was tasked with developing programs in coordination with the Massachusetts Trial Court and other criminal justice agencies to minimize unnecessary pretrial detention. The Act required that one initiative focus on developing a program that would notify and remind defendants of court appearance obligations to reduce the risk of accidental defaults. In 2020, the PSD collaborated with the Massachusetts Trial Court's Information Technology Division (IT) to launch its first-ever Interactive Text Response (ITR) program, an automated notification system within the Trial Court's electronic case management system, MassCourts, operated by Equivant.

The ITR program allows court staff to enter the party's cell phone information into MassCourts and enroll the party in a text messaging workflow based on events. Specific events trigger ITR; each court department identified a list of events that would be part of the program. These events were added to the ITR Event Group. When an event is scheduled and is part of the ITR Event Group, a text reminder is sent to the party with information regarding their case number, the event date, and event time. Two reminders are sent; a reminder is sent four days prior and one day before the court event. This proactive approach aims to reduce the instances of missed court appearances, ensuring a more efficient legal system.

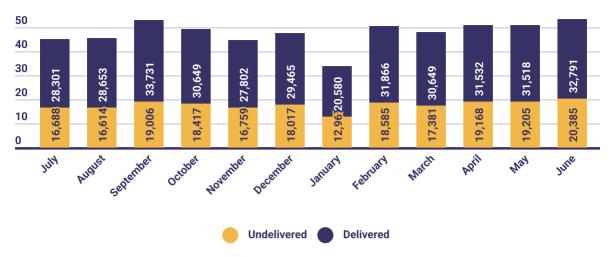
When the program began, it was only available for criminal events in the District, Superior, and Boston Municipal Court (BMC) Departments. In May 2021, the program expanded to the Probate & Family, Juvenile, and Housing Court Departments. In April 2023, the ITR program expanded to civil events in the District, BMC, and Superior Court Departments. The Probate and Family Court Department also increased the number of events included in the ITR program.

Number of Total Text Messages Delivered: FY 2024

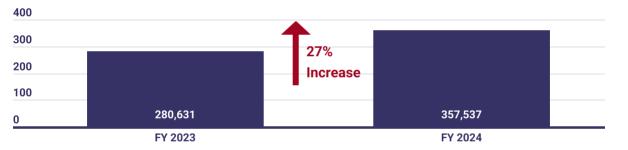


Text Messaging

Number of Total Text Messages, Total Delivered vs. Undelivered: FY 2024



Total Text Messages Delivered: FY 2023 vs FY 2024



BRAVO-M

The Brief Risk Appraisal for Violent Offending - Massachusetts' version (BRAVO-M) was developed to assess and manage the violence risk of offenders facing sentencing in the criminal justice system by UMass Chan Medical School and Protect International - Risk and Safety Services. It is a brief structured professional judgment guideline based on research, supported by best practices, and acceptable for offering guidance at the presentencing stage.

The BRAVO-M guide assists probation officers with identifying relevant risk factors during presentence investigations for individuals awaiting sentencing and recommending risk management strategies to prevent violence. Those strategies will then be incorporated into the probation officer's recommendations for conditions of probation. The goal is to recommend probation conditions tailored to the individual's specific needs and risks to promote compliance and the successful completion of their probationary term.

The BRAVO-M guide breaks down the appraisal process into four steps: case information, rating the presence and relevance of risk factors, identifying primary concerns about violence risk, and suggesting case management and probation conditions. Suffolk Superior Court began piloting the BRAVO-M in February of 2024. By the close of FY 2024, Suffolk Superior Court Justices had ordered six presentencing investigations be conducted via the BRAVO-M guide. The pilot will continue in Suffolk Superior Court into FY 2025.

Willful Flight: Shifting Policy & Culture

In April, the Pretrial Justice Institute selected the Boston Municipal Court Department and the Pretrial Services Division to pilot their Bureau of Justice Assistance funded project, Willful Flight: Shifting Policy and Culture. The project will include the creation of a committee of stakeholders to develop a willful flight standard and policy that takes into account why individuals may miss court appearances as opposed to the presumption that they purposefully miss court appearances to evade prosecution, through the creation of tools and systems of communication and assessment that considers all stakeholder roles and responsibilities. The standard and policy will be tested at initial bail decisions to determine its impact on pretrial release rates, court appearances, flight from prosecution, and a new criminal activity while on pretrial release. The committee will be formed and begin its work during the first half of FY 2025.

Pretrial Services Colleagues Attend Annual Massachusetts Emerging Adult Summit



Pretrial Services Operations Coordinators Donna Wilson, Daniel Klein, Jameson Dorrine, and Shawnta Reid.

On November 29th, four Pretrial Services Operations Coordinators attended the 2nd Annual Massachusetts Emerging Adult Summit at the Sheraton Four Points in Norwood.

The summit was hosted by the Executive Office of Public Safety and Security, the Municipal Police Training Committee, Roca, UTEC, and ForHealth Consulting at the UMass Chan Medical School. The event featured speakers Worcester Police Department Interim Chief Paul B. Saucer; Co-Founder/Executive Director of Legendary Legacies Ronald B. Waddell Jr.; Executive Director of the Correctional Leaders Association Kevin Kempf; and President-elect of the American Probation and Parole Association Marcus M. Hodges.

Office of Community Corrections (OCC)

The Office of Community Corrections is a department within the MPS that was statutorily established to provide alternatives to jail and prison. The two major initiatives of the OCC are the Community Justice Support Centers and the Community Service Program.

Community Justice Support Centers (CJSC)

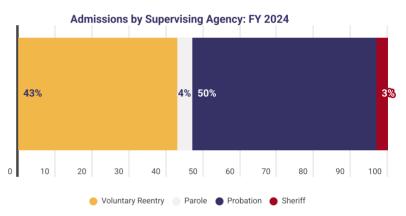
Community Justice Support Centers provide services and support to people in the criminal justice system. Support Centers help clients get treatment for substance use disorders (SUD), develop decision making skills, identify career opportunities, further their education, and make connections to the community. Research shows that programs focused on these need areas keep communities safe at a lower cost than jail and prison.

Services include:

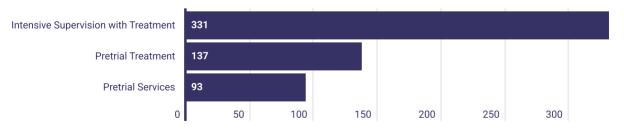
- Cognitive Behavioral Treatment to address decision making and SUD
- Education such as GED/HiSET and college preparation, life skills, financial literacy, and computer and technology basics
- Career counseling to develop resumes, training opportunities, and resources to pursue a career

Typically, CJSC attendance is ordered by the court pursuant to General Laws C., 211, F § 3, but it can also be a condition of parole or pre-release supervision. For people going home after being incarcerated, attending may be a choice.

To the right is a chart showing the distribution of agencies at admission:



In FY 2024, Community Justice Support Centers helped **561 participants avoid incarceration:** IST (n=331), Pretrial Treatment (n=137), and Pretrial Services (n=93).



There are 18 CJSCs across the commonwealth: Barnstable, Boston, Brockton, Dartmouth, Fitchburg, Framingham, Greenfield, Haverhill, Lawrence, Lowell, Northampton, Pittsfield, Plymouth, Quincy, Springfield, Taunton, Woburn, and Worcester.

The Six Different Pathways at the CJSCs:



Intensive Supervision with Treatment (IST): IST combines services such as treatment, education, and employment counseling, with accountability measures such as drug and alcohol screening, community service, electronic monitoring, and day reporting. The court can order IST instead of incarceration.



Re-entry Services Program: When a person is released from jail, house of correction, or prison, they face many challenges to getting their life back on track. The Support Center is available to help any person returning to the community after incarceration. Center staff can help clients access healthcare, substance use disorder (SUD) treatment, educational opportunities, housing, career counseling, and any other services that may help them succeed.



Standard Probation Supervision: When a person is placed on probation, they are often given obligations to fulfill. For example, the court may order a person to obtain employment or complete a GED or HiSET. If the probation officer (PO) determines the client to be at moderate or high risk to fail on probation, the PO can refer them to the Support Center to fulfill those obligations.



Community Service Program: Courts sometimes require people to do community service to mend the community for harm that they have caused. Community service is also an important part of helping people make positive connections, learn new skills, and feel a sense of achievement for a job well-done. Support Centers help people identify projects they can do through the Community Service Program.



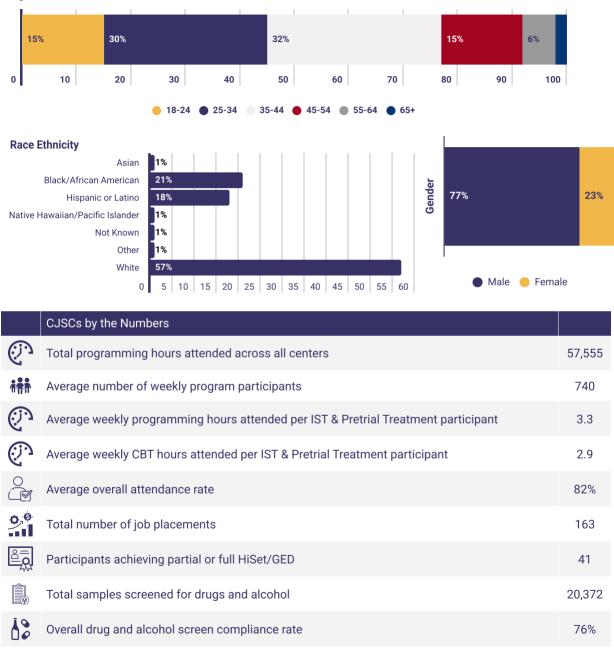
Pretrial Service Program (PSP): Sometimes a person needs support to ensure they will return to court. Instead of placing them in jail, the court may order them to attend the PSP at the Support Center. PSP will help them understand when they must be in court, check-in with them on a periodic basis, and help them connect with resources they may need to stay safe and stable in the community.

Pretrial Treatment (PT): If a person comes to court in immediate need of treatment for SUD, education, or career counseling, that person, after talking to their attorney, can ask the judge to order them to PT instead of jail. PT will include all the services and support available through IST but during the pretrial phase of the case. Sometimes, if a client does well in PT, the case can be resolved faster.

Demographics at Admission: FY 2024

There were 1,311 admissions for participants in the following mandatory pathways: IST, Pretrial Treatment, Pretrial Services, and Probation Officer Referral (court-ordered). Below are the demographics for this population.

Age at Admission



53,169

Ancillary service contacts for those on probation and parole

Opening and Reopening of Community Justice Support Centers (CJSC)



Pictured left to right: Office of Community Corrections Regional Program Manager Yardley Theolien, and program speakers: Office of Community Corrections Director Vincent Lorenti, Hingham District Court First Justice Heather Bradley, Quincy District Court First Justice Mark Coven, Bay State Community Services Executive Director Daurice Cox, MA State Senator John Keenan, Acting Probation Commissioner Dianne Fasano, OCC Program Manager Jenna Jacobson, former Quincy CJSC participant Robert Catyb, and Trial Court Administrator Thomas Ambrosino.

Quincy CJSC: The Quincy
Community Justice Support Center
hosted a grand reopening and
ribbon-cutting on November 1, at its
new location at 1515 Hancock
Street. The Quincy CJSC partners
with Bay State Community Services
to provide clients services, ranging
from cognitive behavioral treatment
for substance use disorder (SUD)
and to improve decision-making,
employment counseling, and Adult
Basic Education, GED/HiSET, and
post-secondary preparation.



Members of the Haverhill Community Justice Support Team

Haverhill CJSC: On March 29th, the Haverhill Community Justice Support Center hosted their grand opening. The building where the center is located is the former site of a behavioral health clinic operated by Lahey Health. The center is accessible by bus and is located within walking distance of the court and near several community resources such as Arbour Counseling, the Salvation Army, the Social Security Administration office, the Haverhill YMCA, and the Veterans Northeast Outreach Center.

The 6,500-square-foot Haverhill Support Center houses three large classrooms, a computer lab, a break room, and a large welcoming lobby area. The Support Centers are overseen by the Office of Community Corrections, a program of the Massachusetts Probation Service. The centers provide counseling, drug testing, enrollment in MassHealth, job and educational training, and more and are an alternative to jail.

Recognition: Daniela Lopes

This year, Daniela Lopes received a Trial Court Excellence Award for successfully developing a Diversity Equity and Inclusion Committee within the Office of Community Corrections. She has created a space for all managers to gather quarterly to have conversations regarding DEI topics. The group name is What's the DEIL (Diversity Equity and Inclusion Leadership). It has been a great opportunity to open up conversation with coworkers on an ongoing basis.



Community Service

The Massachusetts Trial Court Community Service Program is a division of the Massachusetts Probation Service's Office of Community Corrections.

Justice-involved clients are transported from the centers or courts to project sites where they perform a range of jobs.

In FY 2024:

- There were 2,391 referrals to the Community Service Program
- The average community service attendance rate for all CJSCs was 68%
- The total number of community service hours performed was 32,027.

Total Number of Hours Per Month: FY 2024 3,421 3,091 2.982 2.839 2,841 2,585 2,515 2.452 2.436 2.394 2,297 2,174 Oct 2023 Nov 2023 Dec 2023 Jan 2024 Feb 2024

In the Community: Lynn District Court Employees Join with Community Service Crew in City of Lynn Park Clean-Up



From left to right (front row): Presiding Justice Ina Howard-Hogan, Judge Sarah Joss, and Judge Joss' son Peter Joss. From left to right (back row): ACPO Tara Yaffi, Head Administrative Assistant Lisa D'Urso, and Lynn District Court Chief Probation Officer G Joseph Pennucci.

This June, Lynn District Court staff worked alongside community service crew members in the clean-up of Barry Park and the Northern Strand Bike Path which runs behind the park located on Boston Street.

"Our participation in the clean-up demonstrates to the community service clients that Trial Court employees are also invested in our community as well," said G. Joseph Pennucci.

Behavioral Health Initiative for Justice Involved

Behavioral Health Supports for Individuals with Justice Involvement (BH-JI) started through a partnership between the Massachusetts Office of Medicaid, MassHealth, and the Massachusetts Executive Office of the Trial Court. It is based on other re-entry programs in Massachusetts and across the country.

BH-JI was developed with the Massachusetts Parole Board, the Massachusetts Department of Corrections, Middlesex Sheriff's Office, Worcester County Sheriff's Office, and a range of other groups. Advice from the Council of State Governments—drawn from the Massachusetts Justice Reinvestment Working Group—and project support from UMass Chan Medical School's ForHealth Consulting also helped with the development of BH-JI.

In 2019, MassHealth began a state-funded demonstration to provide behavioral health supports for justice involved individuals in Middlesex and Worcester counties. In 2021, the Executive Office of Health and Human Services (EOHHS) put out a request for responses from organizations that would go on to provide BH-JI supports statewide for justice-involved MassHealth-eligible individuals. MassHealth requested permission to launch similar community supports for members enrolled in MassHealth managed care, in what became the Community Support Program for Individuals with Justice Involvement (CSP-JI). CSP-JI services became effective September 1, 2022 and are now available for MassHealth Standard, CarePlus, and Fee-for-Service.

Between September 2019 to June 2023, 4,950 individuals were referred to BH-JI, and 26% of this population were Probation referrals.

	Participant Data:		
>	21% Are Black or African American	>	More than one quarter have a severe disability
>	18% are of Hispanic or Latino Origin	>	Over 50% have a diagnosis for alcohol use disorder
>	58% are between 19 and 39 years of age	>	Over 50% have a diagnosis for opioid use disorder
>	87% are male	>	More than 15% had an overdose diagnosis prior to enrolling in BH-JI
>	Nearly one-third have a history of being homeless		
>	Nearly 80% have a mental health condition		

Total Number Referrals Since February 2022	Total Number Enrolled	Enrollment Rate
9,041	6,194	68.5%

Interstate Compact Offender Tracking System (ICOTS)

The Interstate Compact Offender Tracking System (ICOTS) is a web-based application that allows member states to facilitate all compact business processes and other case-based activities. Each state determines who the users will be and administrates their users.

The Interstate Commissioner for Adult Offender Supervision guides the transfer of offenders in a manner that promotes effective supervision strategies consistent with public safety, offender accountability, and victims' rights. The Interstate Commission for Juveniles, the governing body for the Interstate Compact for Juveniles, through means of joint and cooperative action among the Compact states, preserves child welfare and promotes public safety interests of citizens, including victims of juvenile offenders.

FY 2024 MPS ICOTS Statistics	Compliance Rate
Case Closure Compliance	99.84%
Case Closure Reply Compliance	96.18%
Requested Progress Report Compliance	99.4%
RFRI Compliance	99.83%
Transfer Reply Compliance	94.17%
Violation Response Compliance	97.33%

Statewide Substance Use Services

The Massachusetts Probation Service performs drug and alcohol testing as ordered by the court in a safe, sanitary, and respectful fashion. Probation performs or requests appropriate confirmation testing and responds to positive test results and attempts to defeat testing. Probation strives to create a uniform, best practice approach to substance testing, while promoting equal access to justice through transparency and procedural fairness.

In FY 2024, MPS and the Community Justice Support Centers performed 170,848 drug screens, with a total positive rate of 34% (n=58,486). Below is the rate of positive tests by drug type.





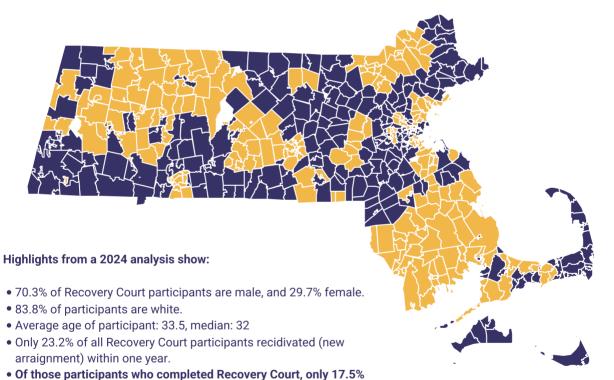
Positive		Negative
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Assay	Total Positives	Percentage of Total Positives
Alcohol	4,224	6%
Amphetamines	8,345	11%
Barbiturates	8	0%
Benzodiazepines	4,106	6%
Buprenorphine	3,331	5%
Cannabinoids, Natural	33,397	46%
Cannabinoids, Synthetic	8	0%
Cocaine	4,760	7%
Cotinine	5	0%
Fentanyl	2,127	3%
Gabapentin	705	1%
LSD	3	0%
Methadone	1,533	2%
Opiates	1,162	2%
Phencyclidine	60	0%
Soma	4	0%
Xylazine	4	0%
Zolpidem	4	0%
Total	63,786	100%

Recovery Courts

Recovery Courts provide intensive, supervised probation and mandatory treatment, as well as random drug testing with progress monitored by a supervising probation officer. The court works with treatment providers, who provide clinical assessments, develop and monitor treatment placements, and identify ancillary counseling, case management, and outreach services (mass.gov).

Massachusetts currently has 31 Adult Recovery Courts. The map below shows the towns and cities served by recovery courts (in yellow). They are: Attleboro, Barnstable, Brockton, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, East Brookfield, Fall River, Falmouth, Fitchburg, Framingham, Greenfield, Haverhill, Hingham, Lawrence, Lowell, Lynn, Malden, New Bedford, Newton, Northampton, Orange, Pittsfield, Plymouth, Quincy, Springfield, Taunton, Uxbridge, Wareham, and Worcester.



- not complete.
 Females were less likely to have a new arraignment within one year, compared to males (18.7% vs. 25.1%) but there was no significant difference when looking at race/ethnicity.
- Of those who did recidivate, when looking at the most significant charges, 20.3% were motor vehicle offenses, n=72.
- 39.3% of Recovery Court participants had a new arraignment within two years.

had a new arraignment after one year, compared to 27.9% who did

- Of those who completed Recovery Court, only 30.1% recidivated within two years, compared to 46.9% of those who did not complete.
- Female completers were significantly less likely to have a new arraignment within two years compared to female non-completers (20.2% vs. 46.8%).

Women's Recovery Court Session Celebrates Sobriety and Community



Group photo of all Women's Recovery Court session attendees.

The Women's Recovery Court Session was a day of celebration, testimony, and empowerment. It was a day when more than 200 women came together to provide encouragement and support or to share their stories of the challenge and triumph in the sobriety journey. The theme was "Empowering Women In Recovery: A Day of Celebration," presented by Malden District Court Probation and the Massachusetts Trial Court.

Malden District Court First Justice Emily Karstetter welcomed the audience and shared that Malden District Court has a woman first justice, clerk magistrate, and chief probation officer. "It is not without its challenges for us to have gotten here. Those challenges pale in comparison to the challenges of you in this room," Judge Karstetter said to the audience's applause.

Malden District Court Assistant Chief Probation Officer Judith Lawler, one of the founders of the session, thanked attendees, "Welcome to the Women's Recovery Court Session. You showed up!" Ms. Lawler told the audience that 11 years ago when the first session was held in Chelsea, "Ten women showed up."

Wareham Recovery Court Celebrates New Graduates



On November 28, 2023, the Wareham Recovery Court acknowledged and celebrated five Recovery Court graduates on their successful completion of the Wareham Recovery Court Program. All of the graduates completed the 4 phases of the Wareham Recovery Court Program.

Every graduate shared a piece of their unique story to those attending the graduation. It was evident that this class of graduates was grateful of the support provided by the Recovery Court team, as well as the community providers and agencies that they interacted with. This class of Recovery Court graduates appeared to have a special bond as they traveled the road to recovery together within the Wareham Recovery Court Program and graduated on this day. Each graduate in their own way, expressed how they have been able to uplift and support one another and hopes that this support will continue to be present as they move forward in their recovery journey.

Reentry Housing

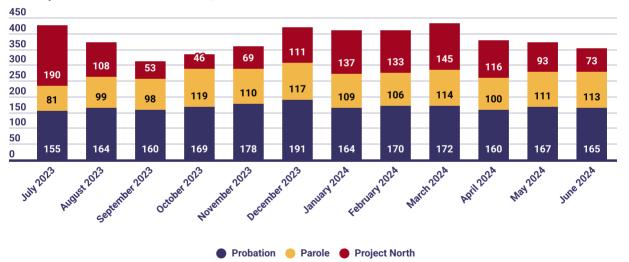
The mission of reentry housing is to create housing opportunities which offer supportive services to those who are reintegrating into the community or struggling with homelessness and to address the underlying causes. It is also our goal to build upon existing community resources to successfully engage individuals who are in need and at risk through a partnership with an array of private agencies.

MPS' Reentry Program, in collaboration with the Massachusetts Parole Board, offered one of the largest supplies of transitional bed housing in the state. This year was particularly difficult because of the increase in homelessness among individuals exiting jail and other institutions, according to Jill Forbes, MPS' Statewide Manager of Reentry.

Roughly 3,200 sober home beds were funded by Probation Partnership and Project NORTH grants. There was an average of 265 participants being supported in sober houses from Probation and Project NORTH each month.

According to MPS data, 360 participants were provided transitional housing support. This year, MPS extended housing past the six-month mark due to a rise in homelessness among individuals leaving jail or other institutions. Fifty clients who were homeless or at the risk of homelessness this past year were provided housing which offered immediate and emergency beds in Boston, New Bedford, and West Springfield.

Monthly Placements in Sober Homes, FY 2024

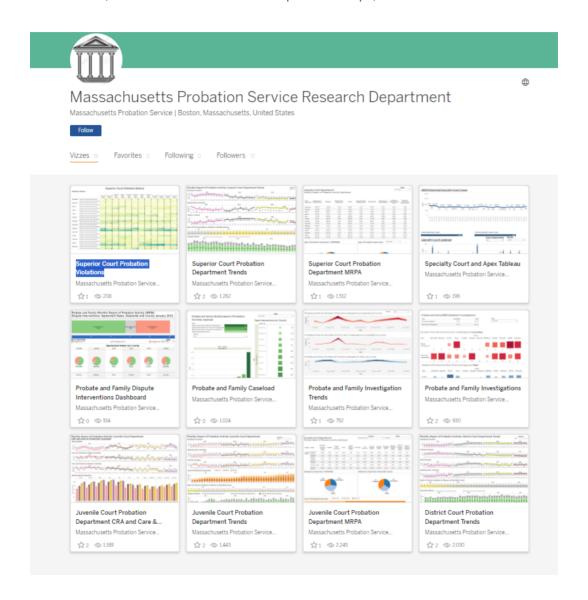




In FY 2024, a total of 274 residents were served by Reentry Housing

Research

The Research Department oversees all data collection and analysis for the five court departments served by the Commissioner of Probation and provides regular data analysis for caseload metrics and monthly reporting. Caseload data, including FY 2024 data, is reported by each court monthly, and then displayed through public tableau dashboards, which can be found at Profile - mpsresearchdept | Tableau Public.



Data in the dashboards include monthly caseload and trend dashboards for the Superior, District, BMC, and Juvenile Courts, an additional non-delinquency dashboard for the Juvenile Court, and a Dispute Intervention Dashboard, an Investigation Trends Dashboard, and a Monthly Caseload Dashboard for the Probate and Family Court.

Compliance Credits

Compliance Credit Eligibility Checklist





1. Was the probationer previously incarcerated in this case?

The probationer's sentence must include incarceration, followed by a term of probation supervision upon conviction of one or more criminal offenses



2. Did the probationer begin their probation supervision period after January 13, 2019?

Only individuals who start their probation after January 13th, 2019 are eligible for compliance credits, even if their from and after or split sentence occurred before this date. The date of incarceration or date sentenced are not relevant to eligibility.



3. Is the probation supervision period one year or greater?

An eligible offender shall begin to accrue compliance credits on the first day of the calendar month following one year of supervision on probation.



4. Is the probationer under post-disposition supervision for a sex offense? (as defined in section 178C of chapter 6)

Probationers currently being supervised for a sex offense are not eligible for compliance credits in the sex offense matter. If the probationer also has another case which would qualify (but which is not in the same case as the sex offense) they can earn compliance credits in that case.

Compliance Credit Calculation





After completing 1 year of supervision on post-disposition probation up to and including completion of 2 years of supervision on post-disposition probation, on the first day of each calendar month, an eligible offender shall earn 5 days of compliance credits unless a violation was pending at any point during the previous month



After completing 2 years of supervision, on the first day of each calendar month, an eligible offender shall earn 10 days of compliance credits unless a violation was pending at any point during the previous month.



Compliance credits shall not accrue during any calendar month in which a violation of probation is pending. Once a violation of probation hearing is held, if the court does not find a violation, compliance credits shall be awarded retroactive to the filing of the violation.



If the court finds a violation of court-ordered conditions of post-disposition probation supervision, then (i) the eligible offender may not be awarded compliance credits for the time during which the violation was pending and (ii) the court may also revoke any earned compliance credits. If the court places the eligible offender in a correctional institution upon revocation, any compliance credits previously earned by the eligible offender shall be revoked.

Beginning in 2020, under Mass. General Laws, c.276 § 87B, a probationer may be eligible for Compliance Credits, which reduce the length of post-disposition probation supervision. To be eligible, the probationer's sentence must include incarceration, followed by a term of probation supervision upon conviction of one or more criminal offenses. The offender's probation supervision must begin after 1/13/2019, and because compliance credit accrual only begins on the second year of supervision, the length of probation must be thirteen months or greater. Probationers who are under post-disposition supervision for a sex offense as defined in section 178C of chapter 6 are not eligible.

If a probationer is eligible, they receive five days off their probation sentence for each month they are in compliance during their second year of supervision, and ten days off their probation sentence for each month they are in compliance after their second year of supervision. Accrual of credits is incremental, meaning that the number of credits deducted is gradually, over time. The total number of months sentenced to probation does not dictate the amount of time the probationer may deduct from their sentence, only the number of months they are in compliance. If a probationer is found in violation of probation, they do not earn any credits for the time they were in violation.

The Research Department is responsible for the identification, calculation, and overall tracking of Compliance Credits statewide. At any given time, over 3,000 probationers are being tracked.

While local courts are responsible for identifying eligible cases, Research works with the field to confirm eligibility, recalculate end dates based on non-compliance, and conduct periodic reviews of compliance credit eligibility rates, as well as case closure rates.

The Department works with the Legal Unit on complex eligibility issues and travels throughout the state to offer compliance credit trainings.

The Massachusetts Probation Service Research Department undertakes various projects to support those in the field. Their mission is to enhance data-driven decision-making and support the development of effective strategies to improve probation outcomes.

The data initiatives they engage in inform policy and reflect the current state of programming within MPS. These projects address topics of interest within each Probation Department and aim to promote evidence-based practices. Additionally, these initiatives can require the research team to collaborate with other internal units or outside agencies.

Below is a summary of projects and reports the research team worked on in FY 2024.

	Project	Description
香香香	Juvenile Justice	Collaborates with other juvenile justice agencies on juvenile related data and is a current member of the Juvenile Justice Policy and Data Board (JJPAD).
	Recovery Court data	Currently manages and reports all Recovery Court data and works with the University of Massachusetts' Center of Excellence for Specialty Courts Research, Evaluation & Planning.
	Resource Allocation Guide	Responsible for the quarterly update of all five court department's staffing, as well as periodic adjustments to the tool.
π'n	Children Requiring Assistance (CRA) Annual Report	Responsible for collecting and reporting data on all CRA petitions that were terminated in each calendar year.
	Emerging Adult Data	Supports various initiatives by providing regular updates on emerging adult statistics.
	Veteran's Data	Supports veteran initiatives by providing regular statistics on veterans.
	Special Report	Violations Involving Substance Use Disorders: Revocations & Terminations
	Special Report	Violations Involving Substance Use Disorders: Modifications
	Special Report	Interactive Text Response Survey Results
	Special Report	Recovery Court Recidivism and Completion Rates
	Special Report	Compliance Credit Usage Update, September 2023
41	Annual Report	CRA Termination Summaries: CY 2022
1	Annual Report	MPS Annual Report

Administrative Supervision Unit (ASU)

The Administrative Supervision Unit supervises over 6,000 offenders sentenced to probation under Massachusetts General Laws, c.90 § 24, for first and second offense operating under the influence of liquor:

Roles of the ASU



Verify the programs monthly - Massachusetts Impaired Driver, Driving Under the Influence of Liquor, Second Offense Aftercare, Brains at Risk, National Highway Safety Course (NHSC), Alcoholics Anonymous/Narcotics Anonymous, 24Q or substance abuse evaluations.



Monitor Averhealth or CJSC drug/alcohol testing monthly.



Verify compliance with monthly reporting (mail, email or phone).



Monitor all payments to the court and adherence to court-ordered payment plans.

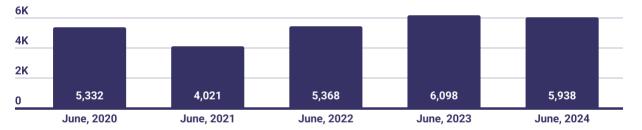


Address immediate non-compliance and report to court contact if needed.



Provide the court a termination update.

ASU Caseload: 2020 - 2024



Probation's Administrative Unit Provides Breakfast and a Serving of Gratitude to North High Senior Art Students



Members of the Massachusetts Probation Service's Administrative Services Unit (ASU) provided breakfast to North High School senior art students in Worcester to demonstrate Probation's appreciation of artwork the teens created and displayed for the Massachusetts Trial Court's Cultural Appreciation Week at the Massachusetts Probation Service Operations and Training Center (MTOC) in Clinton. Chief Probation Officer Matthew DeVeau, who heads the ASU, visited the school with Assistant Chief Probation Officer Rosemary Sliwinski and Associate Probation Officer Brittany Cormier.

Victim Service Unit

The Massachusetts Probation Service's Victim Services Unit (VSU) is dedicated to providing victims and survivors of crime with notification, information, and assistance throughout the probationary period. The VSU provides assistance with safety planning, referrals to appropriate resources, court accompaniment, and crisis intervention. The VSU is committed to delivering services to victims and survivors of crime in a trauma-informed manner that addresses the devastating and long-lasting impacts of crime. The VSU works diligently to address victims and survivors' questions and concerns, in addition to ensuring their rights are met under the Victim Bill of Rights (M.G.L. Chapter 258B, Section B).

The VSU collaborates with probation officers, court personnel, post-conviction agencies, prosecutors, advocates, law enforcement, and victim service organizations to ensure coordinated and seamless service delivery.

VSU Objectives:



Increase knowledge, skills or competency of the VSU staff



Maintain strong relationships with other service providers



Assist client/victim involvement in the criminal legal system



Provide client/victim with information to engage in the criminal justice system



Enhance the safety of client/victims



Reduce trauma symptoms of victims of crimes who are engaged in mental health services

System-wide access to justice and language implementation initiatives:

The Victim Services Unit continues to make great strides in assisting victims and survivors of crimes who are non-English speakers. Corinn Crowninshield, the statewide manager of VSU, spoke on El Mundo's daily morning online show "El Hora de Café." During the interview, she discussed the collaboration between Victim Services and the Trial Court's Office of Language Access (OLA) to provide on-demand interpreter services for victims and survivors of

crime in 20 different languages. El Mundo is Massachusetts' leading Latino media outlet and is also the largest Spanish language newspaper in New England. Between live-stream and on-demand views, the show reaches a weekly average of 20,000 households a week. Ms. Crowninshield's interview is the second in a series of interviews about the collaboration with OLA.



Domestic Violence High Risk Team (DVHRTs)

DVHRTs are multi-disciplinary teams with membership from a broad spectrum of agencies who work with victims, survivors, and offenders. The teams are focused equally on promoting victim safety and offender accountability. Team members share information on high-risk cases to create individualized intervention plans, provide ongoing risk management, track case dispositions, and promote victim safety. They also work together to leverage all possible safety options for victims at highest risk. In FY 2024, the MA Probation Service Victim Services Unit participated within 29 different teams within all counties in the Commonwealth.

In FY 2024, the staff participated in the following:

Governors Council to Address Sexual Assault, Domestic Violence and Human Trafficking – appointed member

Justice-Involved Women Panel - appointed member

Domestic Violence Fatality Review, State Team - appointed member

Supreme Judicial Court Committee on Restorative Justice - appointed member

Post-Conviction Directors Working Group - member

The Massachusetts Office for Victim Assistance (MOVA) Victim Witness Director Meeting - member

The Trial Court Trauma Response Working Group - member

The MPS Safety Committee - member

The MPS Policy Review Working Group - member

Cultural Appreciation Week Champion

The MA Office of Grants and Research (OGR) Edward J. Bryne JAG Strategic Planning Committee - member

Kindness Rocks

The Massachusetts Probation Service Training and Operations Center (MTOC) hosted a Kindness Rocks Workshop in honor of Victim Rights Month and Sexual Assault Awareness Month in April. MPS staff participated in the workshop led by Megan Murphy, the creator of the widely successful Kindness Rocks Project. Ms. Murphy led the exercise of how to look within yourself to paint a message that may be meaningful to the person who sees it. Kindness Rocks cultivate hope, a message that you personally need and sending it to others hoping it means something to them.



"The Kindness Rock workshop reminded all of us that one message at the right time can change someone's day or life," said Corinn Nelson, Statewide Manager of the Victim Services Unit (VSU). "Painting the rocks was an exercise in reflection, self-compassion and recognizing the shared emotions in all of us. It was an uplifting and fun afternoon where everyone could let their thoughts and creativity shine."

In the Community: Project PACK



Assistant Statewide Manager of Victim Services Courtney Bacon, Statewide Manager of the Victim Services Unit Corinn Crowninshield, Victim Services Coordinators Zoe Nardone and Cara Greblick, Commissioner of Probation Pamerson Ifill, Victim Services Coordinators Mary Nugent, Keira Hom, Erin Beech, Abigail Ford, Lindsey Maxwell, Tara Howard, and Jennifer Scott.

In April, the Victim Service Unit's Project PACK drive collected hundreds of items which were donated to local hospitals and provided to patients who are victims of crime. Twenty courts across the state and the Massachusetts Probation Service Training & Operations Center (MTOC) served as collection sites.

Project PACK is a nonprofit organization that donates Post Assault Comfort kits to hospitals which then provide them to sexual assault victims. The kits contain socks, undergarments, tissues, and toiletries such as toothbrushes, toothpaste, lotion, and deodorant.

"I am so very thankful to our amazing staff who participated in the Project PACK drive to honor April as Sexual Assault Awareness Month and Victim Rights Month. We donated items to victims and survivors to use during one of the most challenging times of their lives. The MPS staff continues to make a difference in the lives of victims and survivors of crime," said Corinn Crowninshield, VSU Statewide Manager.

Recognition:

This year, Jennifer Scott, a Victim Services Coordinator in western Massachusetts, was recognized for her decade of service in victim advocacy.

"Jennifer Scott is an amazing advocate. She is one of our newest coordinators and comes to us after years of service as a SafePlan advocate. Her work has had a strong impact on victims and survivors," said Corinn Crowninshield, Statewide Manager of Victim Services.

Ms. Scott was honored virtually during a social media campaign conducted by the Massachusetts Office of Victim Assistance (MOVA).

Ms. Scott began working as a SAFEPLAN advocate in western Massachusetts in 2011.



The Massachusetts Probation Service (MPS) Victim Services Unit provides outreach and trainings to criminal legal system-based advocates, community-based advocates, court personnel, law enforcement, and allied partners. In FY 2024, they provided the following training opportunities:

Training	Description
The Impact of ELMO on Victims of Crime: Best Practices for Creating Exclusion Zones	This training offered an in-depth look at the best methods for creating GPS exclusion zones, while ensuring they accurately reflect court orders and maintain victim confidentiality and safety. The training offered information on how to best work with the ELMO center and the VSU to navigate the GPS paperwork, victim contact, and the Allied Universal software. It was presented by an ELMO supervisor and member of the VSU and included Allied Universal demonstrations and real case examples for analysis.
Enhancing Victim Services: A Trauma Informed Approach	In this training, probation staff learned to recognize the far-reaching impact of trauma on victims and survivors of crime. Participants developed critical skills to leverage their understanding of trauma to best support victims and survivors throughout the probationary period. Using a trauma informed lens, the Victim Services Unit provided tips and tools on how to successfully navigate communication with victims, provide helpful resources, prepare for testimony, have difficult conversations, and create safety planning. Other topics covered include Violation Hearings, Henry Hearings, ELMO, notification per the Supervision Standards, and modification hearings.
The Massachusetts Office for Victim Assistance (MOVA) New Advocate Training	This training focused on an overview of the MA Probation Service and the Victim Services Unit for the criminal legal system and community-based advocates from diverse agencies across the commonwealth.
Resources for Victims and Survivors of Crime: Victim Compensation Program	Participants were provided an overview of the program and learned how it provides financial assistance to survivors who have been victimized in Massachusetts. Participants learned about the program's guidelines and regulations and learned the steps and procedures that survivors face as they apply to the program. During the presentation, participants learned about the resources that survivors can seek assistance and compensation for and the program's limitations with aid. Though there are limitations to all programs, participants learned that there might be options for survivors as they seek assistance from both Victim Compensation program and community-based programs/community partners.

Electronic Monitoring (ELMO)

The Massachusetts Probation Service's (MPS) Electronic Monitoring (ELMO) Program was first established in April 2001 as an alternative to incarceration and to provide structure, control, and accountability for probationers who were sentenced to house arrest by a judge. The program also provides an extra layer of supervision, with the goal of improving public safety in the community.

The two tools ELMO uses to monitor clients are GPS and remote breath alcohol monitoring devices. A person is put on GPS monitoring and/or remote breath alcohol monitoring after a judicial order, or an order by the Parole Board or Department of Corrections (DOC). GPS devices are used to enforce court-mandated curfews and court orders, including house arrest. Remote breath alcohol monitoring devices are used to monitor people who are court-ordered to remain alcohol-free. The ELMO Unit collaborates with supervising officers throughout the state to monitor clients

The Electronic Monitoring (ELMO) Unit's mission is to use technology as a tool for monitoring probationers, parolees, inmates, and litigants (clients). ELMO provides structure and accountability, with the goal of changing behavior, ensuring compliance with court orders, enhancing public safety in the community, and reducing recidivism. Providing support to our stakeholders is our primary objective.

Secure Continuous Remote Alcohol Monitoring (SCRAM)

The MPS currently uses SCRAM (Secure Continuous Remote Alcohol Monitoring) remote breath device. The SCRAM remote breath device is a handheld, wireless unit that provides an accurate and efficient way to supervise people who are court-ordered to stay alcohol-free. The device delivers real-time access to a client's breath alcohol test results by pinpointing the GPS location within six feet and using advanced Automated Facial Intelligence (AFI) software as it photographs the client breathing into a tube to test their breath alcohol concentration (BrAC).

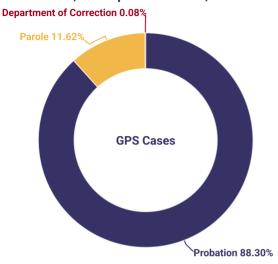
The ELMO Unit staff monitors breath alcohol test results and responds to missed and positive alcohol tests. Clients ordered on the SCRAM remote breath device are typically tested for alcohol multiple times per day. Daily testing schedules, guided by court orders, are developed by supervising officers. In addition to fixed scheduled testing, the SCRAM remote breath device can do random and on-demand testing. If a client fails to take his/her scheduled test or tests positive for alcohol, an alert is generated to immediately notify the ELMO Unit. Violations are handled by the same warrant protocol that applies to GPS monitoring.



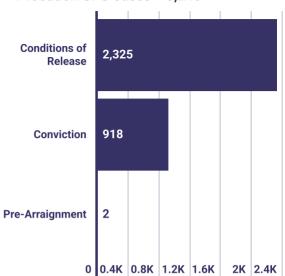
Massachusetts Training and Operations Center in Clinton, Massachusetts

ELMO Caseload

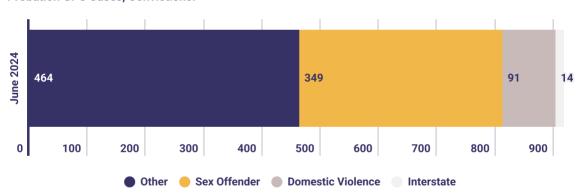
GPS Cases, All Departments = 3,645



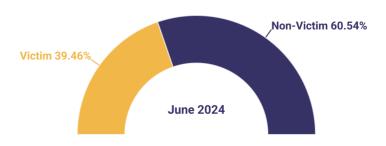
Probation GPS Cases = 3,245



Probation GPS Cases, Convictions:



Cases with Victims:



Exclusion Zones

Exclusion zones are geographical areas from which a person is excluded from entering (e.g. a victim's residence, schools, parks, or playgrounds). If the GPS tracking device enters an exclusion zone, an immediate alert is generated. Next, ELMO staff verify that the zone is in the proper location and check all GPS points. The client is then contacted and advised to leave the location. If the client is a sex offender, the local police department is notified that the client traveled into the zone. In addition, depending on the time of day, either the supervising probation officer or their supervisor will be informed as well. Alerts may be escalated to the Warrant Management Unit for further review.

In June 2024, on any day there were over 3,000 different exclusion zones being monitored by the ELMO Unit. Exclusion zones can vary - a zone may be a victim's residence, an entire city, town, or even a county. Exclusion zones include restaurants, shopping malls, parks, colleges, and hospitals. To protect victims, a distribution of types of zones was not included.

In FY 2024, a little over half of all GPS clients had an exclusion zone order (51.1%). On average, a GPS client has roughly two exclusion zones.

The chart below shows the impact victims have on exclusion zones as part of their GPS monitoring. The data, taken from June 2024, shows that while on average roughly half of all GPS cases include exclusion zones, this rate increases to 80.9% when a victim is involved with the case.





Average number of exclusion zones per person: 1.8

ELMO Phone Calls, FY 2024:

Communication is an integral part of monitoring individuals on GPS. Comprised of 70 employees, ELMO staff monitor an average of 5,200 clients daily - 3,645 on GPS and an additional 1,575 on SCRAM. A lot of this communication is through daily phone calls. Staff must regularly communicate with court personnel from Probation, other law enforcement personnel, and clients on electronic monitoring regarding a myriad of different matters regarding electronic monitoring. Courts often call with questions about equipment, installations and removals, along with general inquiries. Clients often call about alerts. Furthermore, law enforcement call about general monitoring questions and sometimes information requests/point tracking, most often if there is an emergency situation.

FY 2024: 337,650 Total Inbound Calls



FY 2024: 443,851 Total Outbound Calls



Average Number of Calls Per Day at ELMO



Daily Incoming Calls	Daily Outgoing Calls	Total Calls Per Day
925	1,216	2,141

FY 2024 After Hours Program

Recognizing the need and benefit of accommodating probationers and/or defendant outside of traditional court hours and locations, in April 2019, the Massachusetts Probation Service established a voluntary after hour program to increase the availability and ease-of-access of after-hours equipment resolution and DNA sampling.

Currently, there is an after-hour center in each region of Massachusetts. The centers are open between 8:00 and noon on weekends and early evenings on weekdays. To access the centers, ELMO schedules appointments with the clients depending upon their need and location.

In FY 2024, Probation Officer IIs completed 352 jobs at after-hours sites. After hour shift assignments include the installation, maintenance, and support of electronic monitoring and/or remote breath monitoring equipment. This may include replacing lost or non-functioning GPS chargers, re-strapping clients with new bracelets, and swapping out equipment.

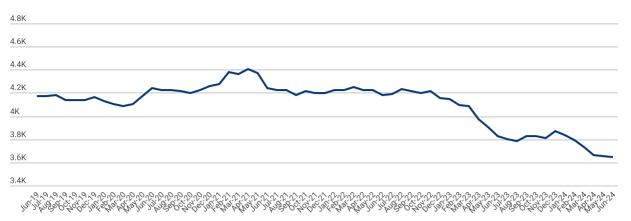
Region	Location	Days of the Week Open	Number of Jobs: FY 2024	Percent of Total Jobs
1	Hampden County Sheriffs Department, Springfield	Fridays	20	5.7%
2	Framingham Community Justice Support Center	Wednesdays	29	8.2%
3	Lynn Police Department	Thursdays and Saturdays	219	62.2%
4	New Bedford Police Department	Sundays and Mondays	48	13.6%
5	Quincy Community Justice Support Center	Tuesdays	36	10.2%



Framingham Community Justice Support Center

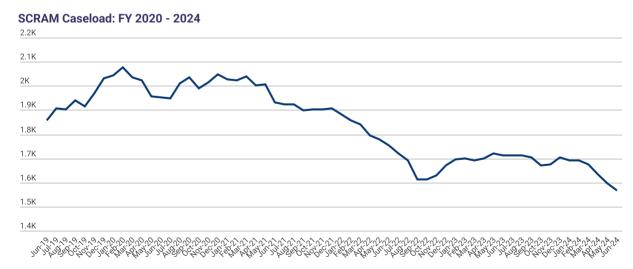
ELMO Caseload Changes in FY 2024

GPS Caseload: FY 2020 - 2024



Looking back within the past five years, the average monthly caseload increased during the pandemic, fell back to previous levels, and then decreased a bit more. Comparing June 2019 (n=4,170) to June 2024 (n=3,645), the monthly caseload is 12.6% lower now than it was five years prior. Since January 2024 (n=3,834), the number of people on GPS has decreased by five percent.

During the pandemic, the GPS caseload reached a high of 4,400 in April 2021. In FY 2021, the average monthly GPS caseload was 4,277 cases, compared to this fiscal year, where the average monthly caseload was 3,757, a decrease of 12.6%...

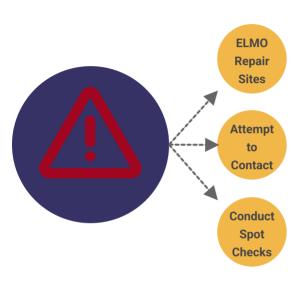


Comparing June 2019 (n=1,856) to June 2024 (n=1,566) the monthly caseload is 15.6% lower now that it was five years prior. Since January 2024 (n=1,690), the number of people on SCRAM has decreased by roughly seven percent.

Warrant Management Unit

The Warrant Management Unit (WMU) was established in 2019 to centralize the issuance of after-hours probation warrants for probationers who do not comply with GPS, SCRAM, and conditions, ensuring consistency and accountability.

The Unit operates 24/7, reviewing GPS and SCRAM cases for alerts/noncompliance and issuing probation warrants as needed. ELMO Warrants are active until 11am the next court business day. Staff includes a Chief Probation Officer, seven Assistant Chief Probation Officers, and an Associate Probation Officer.



When the WMU are presented with an alert, they will use various resources to resolve any matter prior to issuing a probation warrant. ELMO repair sites are available daily for equipment repairs.

The WMU will attempt to reach the client by phone and text messaging and utilize email, FaceTime, and WhatsApp to check equipment, verify defective equipment, and to conduct spot checks in real-time.

These measures will assist the client with correcting any behavior or situation that may be causing the alert. A scheduled visit to an after-hours site or court are also available to help the client.

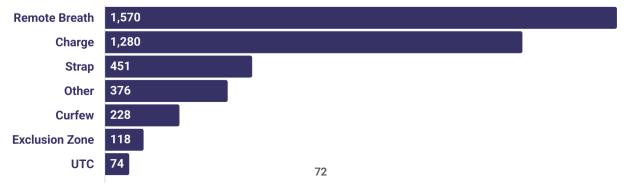
If a warrant is issued on a probationer, WMU staff will enter notes in the probationer's file with alert resolution attempts and the name of who issued the warrant.

During court hours, WMU staff follow up on ELMO warrants issued, document actions in the system, maintain a Bench Warrant file, and contact courts for removal notices for probationers not being monitored.

Warrant Management Unit Statistics:

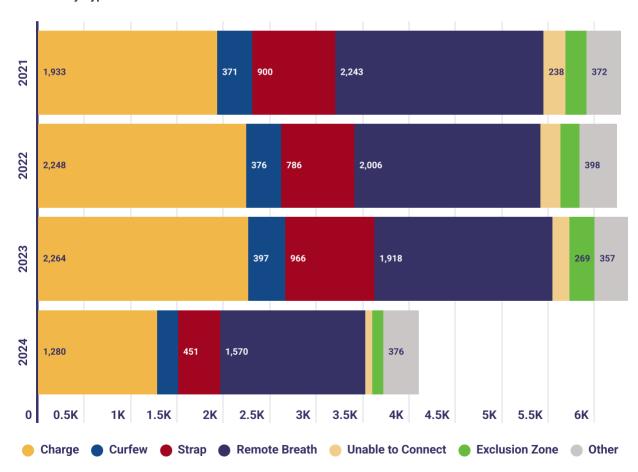
There are six types of warrants issued by the WMU:

FY 2024: Warrants by Type



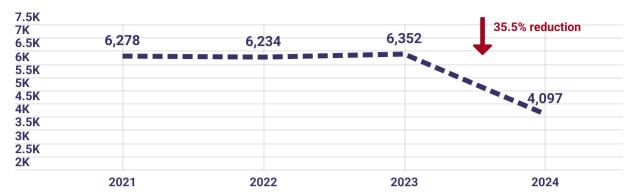
Definitions:	
Remote Breath	Failed and missed SCRAM tests
Charge	The bracelet has lost its charge
Strap	The strap was tampered with
Other	"Other" can be a variety of outliers, such as the person was arrested on a new charge, a CPO calls in to issue warrant on a case, etc.
Curfew	The individual does not make it home on time
Exclusion Zone	The individual enters an area they are not permitted to enter
Unable to Connect	When the device was not able to connect to cellular coverage for certain reasons, like letting the battery die

Warrants by Type: FY 2021 - 2024



Efforts to decrease the number of warrants issued for GPS and SCRAM alerts

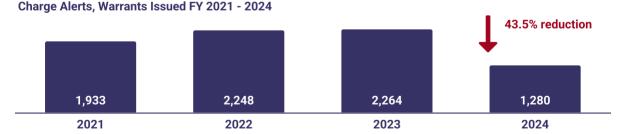
Total Warrants Issued: FY 2021 - 2024



Within the past year, the Warrant Management Unit has worked diligently to decrease the number of warrants issued on clients on GPS and remote alcohol monitoring. To decrease warrants issued, the department has strengthened communication and collaboration with clients by using technological resources such as FaceTime and WhatsApp to clarify equipment issues and better understand problems regarding alerts. These tools help the unit work with the client to improve behavior and ultimately issue less warrants.

A good example of these resources in use would be for a strap alert. By FaceTiming the client, the WMU may get a better appreciation of the issues regarding the strap alert, understand if the client is at fault, and recommend solutions to avoid issuing a warrant.

Warrants for charge and straps have seen significant reductions within the past year, contributing to the overall decline in warrants by 35.5%.



Strap Alerts, Warrants Issued FY 2021 - 2024



Rescinded Warrants

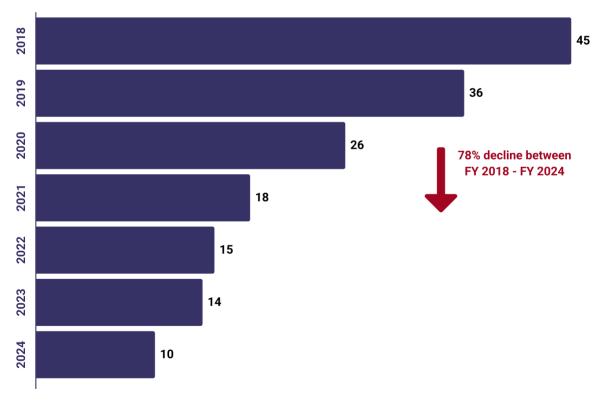
There are times when, once a warrant is issued, new details or facts may emerge and/or the probationer has come into compliance, and the warrant is not suitable. When this happens, the WMU has a process in place where First Deputy Commissioner Fasano is contacted and provided with the details or facts to determine whether the warrant should be rescinded.

The ability to rescind a warrant is important because it demonstrates that there are safeguards in place afterhours for probationers, as well as accountability on Probation's behalf.

Massachusetts Probation takes the rescinding of warrants very seriously and has strived to reduce the number of occurrences by refining and enhancing the warrant process.

Improvements in this process are reflected not only through the decline of total warrants issued, but also in the number of warrants rescinded. Since FY 2018, the total number of warrants rescinded has decreased by 78%. In FY 2024, out of 4,097 warrants, only ten (.244%) of warrants were rescinded.





Digital Forensic Services

Digital Forensic Services (DFS) was founded in the spring of 2023 with the mission to enhance the utilization of technology among individuals under probation supervision. DFS is dedicated to implementing evidence-based monitoring practices, particularly in cases involving sex offenders. By adhering to industry-leading tools and standards, DFS ensures the thorough analysis and interpretation of digital evidence to support the supervision process.

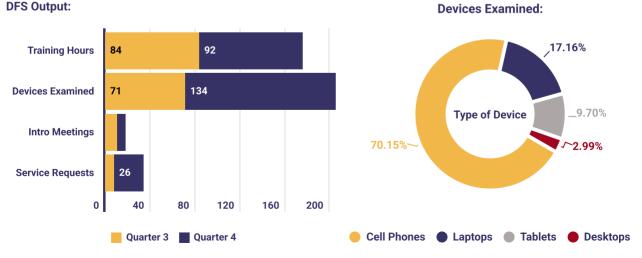
Matthew Murphy, the new statewide manager of digital forensics services, joined the Probation Service in May after more than 29 years with the Massachusetts State Police, 25 of those working in Digital Forensics Investigation with assignments in the High Tech and Computer Crimes Division of the Attorney General's Office, the Cyber Enforcement Unit at the Middlesex District Attorney's Office, and the Unit Commander of the State Policy Cyber Crime Unit. He and a new team of forensic examiners will provide effective, evidence-based monitoring of the electronic devices used by probationers pursuant to court-ordered search conditions.

Essential hardware and software tools were procured to investigate and analyze electronic devices, such as cell phones and computers. This will assist probation officers with their checks and oversight of probationers who are not allowed to contact people or access certain sites on their devices. The tools will allow the department to forensically examine their devices to determine if they are in compliance with their special conditions.



The department was cultivated using a phased implementation that included meetings with the new examiners and probation officers in the field to discuss case management and digital tool utilization, as well as the

purchasing of digital screening tools. With this, when multiple probationers are at a courthouse, a DFS team member can travel there and forensically check their devices to make sure they are in compliance.



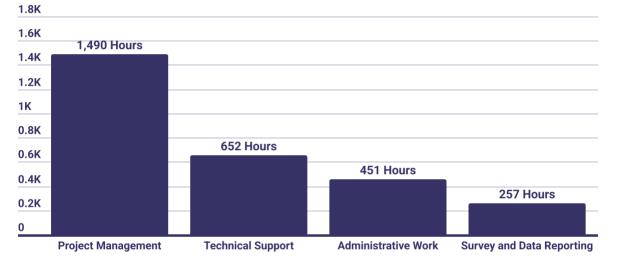
Information Services Division (ISD)

The Information Services Division works collaboratively to bridge the gap between the status quo and overarching strategic planning goals and priorities via: (1) the deployment and support of technology tools and resources, (2) responsible project management, (3) high-quality data analytics, and (4) strategic planning oversight. This diverse team maintains a deep understanding and appreciation for the complexities of probation work and the many business processes driven by data and supported by people, passion and partnership. Team members regularly engage in training and certification opportunities to remain current with a wide-scope of project management modalities. Among the projects ISD worked on in FY 2024:

	Projects	Description
	After-Hour Shift Scheduling	Maintained the schedule and participation for this initiative. Communicated and provided administrative support for scheduling each quarter.
	Authority to Act Request	Maintained administrative records related to all MPS requests to Act on Behalf of the department.
	CJIS Fingerprint Processing	ISD maintains accurate records of all MPS fingerprints. Required for all MPS staff and vendors pursuant to the FBI CJIS Security Policy.
\Box	CMS Replacement Project	ISD works alongside the Field Service Division and other SMEs on the replacement CMS project, providing project management and technical expertise.
((O))	Continuity of Operations Plan	ISD led the coordination of the COOP plan for each department and combined them into one cohesive plan.
4	DNA Project	ISD developed a DNA collection tickler system in MassCourts that places a reminder on any active probation supervision case in which the offender is required to submit DNA. ISD also receives weekly reports from the Combined DNA Index System (CODIS) that list people who have submitted their DNA. This data is then used to update the MassCourts tickler system.
\bigcirc	FocalPoint Project	The FocalPoint solution is a project ISD is currently managing that will provide MPS with a scalable, single-sign on, web-based platform enabling up to 2,000 authorized users access to multiple state and federal criminal justice data sources across four interfaces
	MassCourts Curriculum Committee	Developed MassCourts documentation and training to help staff use MassCourts effectively.
○ • ■	Microsoft Azure Implementation Group	ISD led the MPS implementation of Azure. MS Azure is a cloud-based multifactor authentication account login process that requires two layers of information to log in.
	Form Creation	ISD worked with MPS Records, the Executive Office of the Trial Court and the Department of Research and Planning (DRAP), creating three forms and editing two. Worked with DRAP to maintain reports and accurate assessment of opt outs.
Š	Phishing Advisory Committee	Developed training to educate staff on phishing threats.
	Strategic Planning	Reports quarterly updates and maintains Courtyard page on MPS Strategic Plan.
<u> </u>	Suffolk County Sheriff's Pilot Project	Provided technical assistance to the Pre-Trial Unit on a pilot project that will allow users to connect the Suffolk County Sheriff's Inmate System. This access will allow probation officers to monitor offenders who are currently incarcerated in Suffolk County.
2≡	Summer Internship	ISD created job descriptions for five positions, worked as a mentor to the group, and drafted the Lunch and Learn series for MPS.

In FY 2024, ISD was also involved with a number of committees:

Changing Lives Through	
Literature	MPS Representative. Form development. Web content management.
IT Affinity Group	Trial Court group. Championed by IT. MPS Representatives. Support new tech initiatives across the state, test/pilot user group.
Microsoft Teams and SharePoint Committee	MPS Representative. Focused on policy, standards, training, and educational aspects of implementation of Teams.
Policy Review Committee	MPS group. Focus on reviewing all policies





ISD Division: from left to right, Samantha Shea, Leslie Diaz, First Deputy Commissioner Dianne Fasano, Kevin Riley, Camila Silva, and William Letendre

Training

Departmental Profile

Recognizing that the success of the Massachusetts Probation Service (MPS) in improving outcomes for probationers depends on a well-trained and highly professional workforce, the MPS Training Division is committed to providing a culture of positive change through a collaborative model of education and development opportunities to nearly 1,850 staff. Informed by national initiatives and grounded in best practices, the MPS Training Division fosters a continuous learning environment that is responsive to the needs of probation staff and the diverse communities we serve. The MPS Training Division is a resource that inspires, motivates, and, consistent with our overarching strategic plan, develops tomorrow's probation talent

Core Responsibilities

Training and development focuses on continuous improvement and serves, among other purposes, to tether our more than 100 probation departments and administrative units together. It is the intention of the MPS Training Division to meaningfully support probation staff in sharing and building upon our culture of excellence by providing equitable opportunity for professional development through the delivery of evidence-based, high-quality training programs and informational resources. Opportunities for professional development may consist of local education, mandatory and elective instructor-led training programs, remote eLearning content, video training, material training, and approved external conferences. Furthering our commitment to professional development, the MPS Training Division is pleased to offer limited scholarship dollars to support approved external professional development opportunities aligned with our organizational mission and vision. The MPS Training Division delivers nearly 300 instructor led training sessions annually with nearly forty-percent delivered off-site at remote locations throughout the Commonwealth.



MPS Training Model

The MPS Training Division has embraced a model of program development and delivery that taps into the vast talent and knowledge of our workforce with a competitive practice of training trainers to deliver programs. This results in direct engagement of our staff while building institutional capacity for offering programs that are responsive to the continuing, changing needs of the field. Instructor and Subject Matter Experts call outs begin a process of development that allows staff to self-select which opportunities align with their professional goals and interests, resulting in low instructor attrition.

The MPS Training Division develops comprehensive curriculum that goes beyond individual training programs. While traditional trainings tend to be of the 'one and done' variety, the MPS Training Division promotes more integrated experiences resulting in application of the knowledge skills and ability learned in more traditional settings. Resources, local application and coaching, in services, bring-backs, booster sessions, and performance measures all play a role in their totality of experiences.

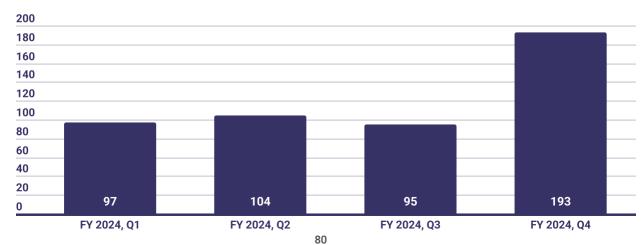
Experiential learning also plays a role in a comprehensive curriculum model. For example, programs and modules such as 'A Day in the Life' and 'Beyond Probation' expose staff to the work of probation departments outside their own and partner agencies through discussion panels, facility tours, and guided discussions.

In addition to managing training and development across our organization, the MPS Training Division provides logistical and technical support to the field as well as a wide scope of internal and external partners holding regular meetings at the MPS Training and Operations Center. Furthermore, the MPS Training Division is heavily engaged in managing statewide initiatives and curriculum development committees.

FY 2024, Training Throughout This Report

In FY 2024, the Training Department was responsible for 489 training sessions, totaling over 7,150 hours. The extensiveness, variety, and value of trainings can be seen throughout this report. The material and training most applicable to each department is featured under each division. Presenting the number of trainings relevant to each area demonstrates how much Probation and its employees rely on and are supported by the Training Department through on-going education, communication, and support.

Training Sessions Delivered, FY 2024



Leadership and Management Development

The Training Division has produced and sustained a continuously evolving program to cultivate the Service's capacity for leadership while designing an environment where people give intent to each other and feel valued and proud of their work. The sessions below were offered to further management's ongoing education and growth.

Tarining	Description	
Training	Description	
Administrative Hearings for Managers	This training reviewed and explored the new statewide policy on Administrative Hearings. We discussed when holding an Administrative Hearing is appropriate, the legal requirements of the hearing, and strategies to ensure that hearings are fair and effective. We also discussed real life scenarios and left ample time for questions.	
Best Supervisory Practices: Working through Incidents & Crises	This non-clinical training provided supervisors with the best practices and tools for nurturing and supporting staff who work in substance use, harm reduction, homeless services and other social service fields.	
From Conflict to Connection: Effective Strategies for De-escalation	De-escalation is HARDbut it doesn't have to be! We at MPS work a very difficult job and must navigate the intricacies of heightened emotions and stressful situations, both from the public and our coworkers, while still having to meet the diverse needs of various communities in a professional manner. In this training, participants learned to understand the role that our emotions play in our day to day lives and how to better manage them. We identified barriers to effective communication and worked to build skills to help mitigate miscommunications. We also used scenarios and role play to learn techniques to de-escalate situations, while being sensitive to trauma and cultural differences.	
Creating Positive Change: Effective Case Planning and Management	This training included discussions on the importance of effective case planning and management; engaging people in case planning; interpreting and sharing assessment results; identifying what to work on first; skill and tools; and developing case plans to promote positive, lasting change. The Risk-Need-Responsivity Model and the infusion of Carey Guide Supervision Tools into the case planning process were emphasized.	
Leadership Certificate: Turning Feedback into Change	In this professional development course from the MPS Training Division, participants learned how to manage feedback using the strategic application of the CORE Communication Skills: asking questions, listening, finding areas of agreement and being specific about the behavior you are addressing and linking that behavior to its outcome. This highly interactive, participatory course incorporated Universal Design of Learning (UDL) components such as breakout sessions, class polling, role play/practice, and sharing stories from the instructors' and learners' professional experiences. Participants walked away with the ability to encourage feedback from a variety of people and recognize the importance of diversity.	
Leadership Certificate: The Self- Reflective Leader	Engaging in the exercise of self-reflection is a vital step towards becoming a great leader and developing success with the people you influence. Understanding how you and other people are wired allows you to spend your time creating a productive environment over one filled with stress and frustration. This course helped participants identify ways to encourage their team members for greater productivity, creativity, and better relationships.	
Leadership Certificate: Coaching for Success	Coaching is at the heart of our Massachusetts Probation Service (MPS) mission. In this professional development training from the MPS Training Division, participants built upon the Turning Feedback Into Change foundation and learned how to coach their teams in the MPS workplace to advance collaborative productivity. Participants walked away with the ability to coach across the rich cultural landscape of MPS. This interactive, participatory course used the Universal Design of Learning (UDL) adult learner activities such as breakout sessions, class polling, role play/practice, and sharing stories from the instructors' and learners' professional experiences.	
MPS Senior Manager Conference	Apply what you discover and become the MPS manager that brings out the very best in all of us. Participants walked away with the ability to coach across the rich cultural landscape of MPS.	
Supervision Standards for Probation Supervisors	This interactive, participatory course used Universal Design of Learning (UDL) adult learner activities such as breakout sessions, class polling, role play/practice, and sharing stories from the instructors' and learners' professional experiences.	

Leadership and Management Development, continued

The Supervisor's

The Supervisor's Evidence Based Practice (EBP) BriefCASE training introduced supervisors to an evidence-based practices booster curriculum designed to be delivered directly to staff. The training was developed in response to a growing recognition that skills must be continually reinforced through booster coaching sessions. The Supervisor's EBP BriefCASE covered a variety of topics that are core to risk reduction, including: building professional alliance; interpreting and sharing assessment results; identifying "drivers"; identifying skill deficits; conducting skill practice sessions; identifying and redirecting harmful thoughts and beliefs; case planning; and applying rewards and sanctions to encourage prosocial behavior.

The Supervisor's EBP BriefCASE Communities of Practice

The Supervisor's EBP BriefCASE guided staff through an evidence-based practice booster curriculum. The training supported skills that must be continually reinforced through booster coaching sessions. The Supervisor's EBP BriefCASE covered a variety of topics that are core to risk reduction, including: building professional alliance; interpreting and sharing assessment results; identifying "drivers"; identifying skill deficits; conducting skill practice sessions; identifying and redirecting harmful thoughts and beliefs; case planning; and applying rewards and sanctions to encourage prosocial behavior.

You've Got This: Starting Your Leadership Journey, New Manager Foundations In this training, we explored approaches to preparing oneself and moving forward with evidenced-based strategies for use in the first 90-days and beyond research-backed, practical advice to help you establish your identity as a leader, connect with your team, and build a foundation to become a successful first-time manager. Participants learned how to survive their first 90 days, build trust, and develop authority. It provided details on how to manage change, discusses the importance of diversity and inclusion, how to recognize the effects of trauma in others and oneself and explores how to build resilience through stress management. This course was designed to prepare you to confidently tackle your responsibilities in your office, at the courthouse and in the community, all the while increasing your value to the Probation Service and improving division operational effectiveness.



Senior managers work in groups at the conference.

New Employee Orientation

In FY 2024, Massachusetts Probation hired 175 new employees and promoted an additional 148 people. The following trainings, which cover all positions from support staff to Chief Probation Officer, were offered this year to support this new group of workers.

Training	Description	
ACPO Orientation Workshop	Designed for newly appointed Assistant Chief Probation Officers, this two-day program provided an overview of major roles and responsibilities, organizational and cultural expectations, resources, and introductions to key managers.	
ACPO Orientation: Bring Back Workshop	This program presented an opportunity for a follow-up discussion with Regional and Statewide Supervisors to reinforce learning, discuss challenges, ask questions, and continue their learning experience. Attendance was limited to those who participated in the most recent Orientation Workshop for ACPOs.	
APO Orientation: Safety & Bring Back Workshop	This program presented an opportunity for follow-up discussions to reinforce learning, discuss challenges, ask questions, and continue the learning experience.	
CPO Orientation Workshop	Designed for newly appointed Chief Probation Officers, this 2-day program provided an overview of the major roles and responsibilities, organizational and cultural expectations, resources, and introductions to Regional and Statewide Supervisors/Central Office Managers. The opportunity to connect with peers and mentors was built into the program.	
Our MPS: An Introduction to the MA Probation Service	This program welcomed staff to the Massachusetts Probation Service—the organization, workplace, and the position. The MPS Executive Team highlighted the MPS mission, vision, and the individual's role in moving these forward. The program provided opportunities to build positive connections between the employee, coworkers, and the organization. Through defining the importance of professionalism, this program seeks to outline staff expectations while exhibiting MPS' commitment to a diverse and inclusive workplace. Making resources readily available to the newly-hired individual is included.	
PO Orientation Workshop	Probation Officer Orientation provided an overview of the policies, procedures, practices, standards and theoretical models employed throughout the Massachusetts Probation Service.	
PO Orientation: Bring Back Workshop	This program presented an opportunity for a follow-up discussion to reinforce learning, discuss challenges, ask questions and continue the learning experience.	
Support Staff Orientation: Navigating Your Career	This session was developed by MPS Personnel Department and was designed to assist MPS Support Staff in navigating through the many career choices within our agency. With retention efforts in mind, participants were introduced to job classifications, potential career ladders, the application process, behavior based interviewing, and other benefits relating to tuition eligibility and position reclassification.	
Support Staff Orientation: Positive Service Outcomes	This session is designed to assist in developing engaged employees with a strong connection to the goals and values of MPS. This session included modules on: Active Listening, De-escalation, The Role of Empathy, Team Building Exercise, Meditation & Relaxation Techniques, and Panel with Peers.	
Support Staff Orientation: Working Here	Informed by national initiatives and grounded in best practices, the Massachusetts Probation Service strives to foster a continuous learning environment that is responsive to the training needs of Probation Staff in support of current and future duties and responsibilities as defined by position. This pilot session was designed to assist in developing engaged employees with a strong connection to the goals and values of MPS. This session included modules on: A Day in the Life: Regional Supervisors, MPS Personnel, Overview of TC Learning, and Union Presentation.	

Probation Safety in Training



Front Row: PO Joseph Zuccaro, Core Competency Manager John Walsh, PO Thomas Gauger, PO Gina Ryan, ACPO Lynn Miller, ACPO Evelyn Doherty-Terfry, PO Jennie Galvin; Back Row: ACPO Anthony Gigliotti, CPO Kevin McClerklin, PO Tawauka Bryant, ACPO Daniel Sullivan, Asst. Supervisor Lisa Hickey, Commissioner Pamerson Ifill, CPO Antoinetta Deangelis, PO Patrick Princi, PO Hanh Nguyen, FACPO Mark Costa, APO Jason Ojeda, Court Services Coordinator Michael Bolles, ACPO Marcus Cameron, ACPO Michael Manteria

The Massachusetts Probation Service's Defensive Tactics Team was established 22 years ago to educate Probation Officers about safety awareness while they were performing home visits or in the community. The team launched in 2001 with just two people.

The team now provides training in situational awareness, crisis de-escalation, pre-indicators of attack, cross cultural awareness, use of force, office arrangement safety, as well as block, strikes, and edged weapon defense. Members of the team have acquired certifications and training in a variety of disciplines, including pressure point defensive tactics, Natural Response Control Tactics, Monadnock Defensive Tactics Systems, Monadnock Expandable Baton, ground defense, and weapon defense.

Members of the team are re-certified every three years and are required to pass written examinations as well as demonstrate skill proficiency to obtain instructor certifications. In addition to teaching safety classes at MTOC, each team member attends monthly in-service trainings to remain proficient at performing and teaching physical skills and techniques. They are also required to practice on their own time to maintain a high level of expertise.

The Defensive Tactics Team were responsible for two types of trainings in FY 2024: Defensive Tactics I and Probation Officer Safety: Crisis Management and De-escalation.

They are also responsible for continuing their own education in defensive tactics while practicing their skills. On the next page, you will find a description of each course.

Training	Description	
Defensive Tactics I: DT1	This program introduced defensive tactics to support the Massachusetts Probation Service Use of Force & Safety Policy. Participants learned how to employ control tactics in a manner that will minimize the risk of injury to both the employee and the aggressor. The techniques are easily applied and retained by people of varying size, strength, experience and age, irrespective of gender. Defensive Tactics Level I Introduced participants to Interview and Defensive Stance, Patterns of Movement, Strikes, Peels and Grabs and Ground Defensive. This course was offered to all Massachusetts Probation Service employees and required as a component of (A)PO Onboarding.	
PO Safety: Crisis Management and De-escalation	Participants of this classroom session were introduced to the Massachusetts Probation Service Use of Force Policy as well as the tools necessary to apply safety principles in the courtroom, office and during community supervision. Topics included, situational awareness, crisis de-escalation, pre-indicators of attacks and flight, fight, or freeze response. Members of the Safety & Defensive Tactics Team delivered the curriculum.	
Safety & Defensive Tactics In-Service Training	This monthly in-service training is designed for Defensive Tactics Team members. Defensive Tactics team members are required to attend seven sessions a year unless otherwise discussed with Lead Instructors. Team members are expected to practice skills, classroom delivery and development.	

Trauma-Informed, Mental Health and Substance Use Trainings:

The Training Division collaborates with MPS leadership in the identification and delivery of high-quality trauma response training and further work to connect traumatized staff with coping resources that might be available to them. Below are the classes that were offered to support this initiative.

Course	Description
Changing Minds: Understanding Childhood Trauma and Its Impact on Development	This training explored the consequences that exposure to trauma and adversities in childhood have on the lives of youth and families. The presentation focused on identifying different types of trauma/adversities; understanding common reactions to trauma; exploring short and long-term consequences of trauma exposure; and learning about the impact of trauma on brain development. Helpful strategies to utilize when working with and interacting with youth who have been impacted by trauma were explored.
MA Roadmap to Behavioral Health Reform: System Updates & Services	During this presentation, representatives from The Office of Behavioral Health, Massachusetts Behavioral Health Partnership, and Community Behavioral Health Centers provided an overview of the state's new Roadmap services, to include the Behavioral Health Help Line and Community Behavioral Health Centers. They discussed system changes, functionality, and reach of the new services.
Mental & Behavioral Health Disorders with Trauma Sensitivity: Complexity and Compassion	This program provided an overview of mental health issues generally designed for all staff. It explored common disorders that affect behavior, trauma sensitivity, understanding mental disorders, and stigmas toward those labeled "mentally ill." It included a presentation of best practices for working and communicating with persons with mental illnesses and included a discussion on self-care. This program was presented by forensic psychiatrists with the Forensic Services at the Department of Mental Health.

Substance use disorder is prevalent within the Massachusetts Probation population. Risk Need probationers assessed with the Ohio Risk Assessment System (ORAS) show that 64.4% have used illegal drugs, while 43.7% of probationers have or had problems caused by drug use. Therefore, it is important that those supervising probationers understand key concepts and ideas regarding substance use in order to support and help them in the best ways. In FY 2024, the following trainings were provided to educate probation employees about substance use disorder.

Training	Description
Addiction Fundamentals: The Essentials	Participants were introduced to fundamental addiction issues and their impact on Probation. Biological aspects of addiction were also covered, including treatment options, relapse, and recovery. Case studies were used to discuss various screening instruments. There were three parts to this training: 1. Medication for Opioid Use Disorder (MOUD); 2. Addiction Fundamentals: The Essentials; and 3. Addressing Drug Related Stigma & Bias.
Addressing Drug Related Stigma & Bias	Addressing Drug Related Stigma & Bias was the first in series of virtual professional development opportunities designed to assist in our continued efforts to address the opioid epidemic. Representatives from Health Resource in Action focused discussions on drug-related stigma and how it presents barriers to effectively support clients who struggle with substance use disorder. The training also focused on identifying our own biases, societal stigma surrounding people who use drugs, and what actions we can to take to address them.
Analyzing the U.S. War on Drugs	Analyzing the U.S. War on Drugs was a virtual professional development opportunity designed to assist in our continued efforts to address the opioid epidemic. Representatives from Health Resource in Action discussed the historical sources of these attitudes, including an examination of the racialized drug policies of the War on Drug.
Exploring Pathways of Recovery	Exploring Pathways of Recovery was a virtual professional development opportunity designed to assist in our continued efforts to address the opioid epidemic. Representatives from Health Resource in Action introduced various forms of recovery, from medication to 12-step programs to cognitive-based therapies. When we recognize that recovery looks different for every person, we can better advise our clients. Participants also explored stigma around recovery and how to best support our clients.
Medication for Opioid Use Disorder (MOUD)	Medical professionals from Boston Medical Center and the BU School of Medicine, Office Based Addiction Treatment Center educated participants on providing treatment with Medication for Opioid Use Disorder (MOUD). Topics included in this half-day virtual training included addressing the barriers and challenges to treatment of substance use within criminal-legal involved population/systems, a review of addiction, the impact of the disease, role of treatment, and how it is addressed in all settings, the complex issues and substances of misuse including: opioids, alcohol, benzodiazepines, methamphetamine, and overdose, an overview of managing medication use for opioid use disorder within corrections facilities and challenges related to community transition, recommendations for collaboration of care to improve linkage between corrections facilities and community programing for treatment of substance use disorder.
Supporting People Who Use Drugs: Strategies for Service Provider	This training offered participants an opportunity to explore reasons why people may use drugs, how we can assess risk using the "drug, set, setting" model, and how we can design our physical program spaces to support engagement among our participants and clients who use drugs.
Working with People Who Use Stimulants	As drug use changes and evolves in Massachusetts and beyond, we need to be prepared to support clients no matter what substances they use. Participants learned the basics of what stimulants are, what they do in the body, and how we can support people who use stimulants.

Diversity, Equity and Inclusion

Pledge to DEI: In our ongoing commitment to uphold diversity, equity, inclusion, unity, equality, and peace, we pledge:



To Engage in Learning - We listen, engage in thoughtful dialog, and share educational and developmental platforms for MPS staff, one another, and community, so we may support ourselves in raising our awareness and understanding about equality, justice, and inclusivity.



To Cultivate a Safe Sanctuary - We cultivate a department culture that embraces people of all color, faiths, gender, partnerships, experiences, and capacities, where we foster a kind and caring environment that is safe, judgment-free, and protected, holding ourselves responsible for honoring all as unique individuals.



To Advocate for Diversity - We embody our core principles of diversity and inclusion by actively collaborating with all MPS staff, embracing all faiths, all cultures, and all partnerships, empowering ourselves to expand our knowledge, and allocating resources for promoting diversity.



To Be Accountable - We are vigilant in analyzing our processes, examining our content, imagery, words, and actions to be aligned with our core principles. We are taking accountability for our division and calling ourselves out if we are not following our own commitment to be the change we seek.

While the Training Department regularly incorporates the values and principles of DEI, ensuring a framework that supports the full and fair participation of all employees, there were special programs created that focused specifically on the importance of DEI topics, among them in FY 2024:

Training Descriptio		Description
	Seeing RED: A Facilitated Discussion of Racial and Ethnic Disparities in the Criminal Justice Context for the Massachusetts Probation Service	Seeing Red is a curriculum grounded in the original training through the Juvenile Detention Alternative Initiative (JDAI) and modified to meet the unique needs and challenges relative to the work of the Massachusetts Probation Service. The program seeks to move our workforce towards racial literacy through the building of knowledge, awareness, language and strategies. This highly interactive training provided opportunities for practice and reflection towards skill development for using equity in our work with court users and one another. Addressing non-inclusive behavior and having challenging conversations was both an individual and collective consideration. Objectives of this training were to: move MPS towards racial literacy: Knowledge, awareness (of role, bias, privilege) language, strategies; examine the historical and current role racism plays in creating disparities within the work of probation and leading to increased inequities in the criminal justice system; consider how, individually and collectively, we can use equity in the work of probation; identify how the work of probation can contribute to providing equal access to justice; develop the ability to identify and address disrespectful behavior and disparities when we see it; connect disparities and inequities directly back to the work of probation, providing better work inclusivity, customer service experiences and outcomes.
		This training was an adaptation from previous sessions offered by Maebright Group LLC. As people are becoming more aware of LGBTQIA+ identities, it can often feel like unfamiliar terrain for some. This training provided an overview of concepts and terms to understand the diverse array of LGBTQIA+ identities, experiences, and cultures. We discussed the components, nuances, and differences between sexual orientation, gender identity, and gender expression. We also paid

Serving LGBTQIA+ People in Probation are becoming more aware of LGBTQIA+ identities, it can often feel like unfamiliar terrain for some. This training provided an overview of concepts and terms to understand the diverse array of LGBTQIA+ identities, experiences, and cultures. We discussed the components, nuances, and differences between sexual orientation, gender identity, and gender expression. We also paid special attention to transgender, including non-binary, identities, as trans experiences may be newer to some training attendees. This training also offered an understanding of what disparities in health, wellness, and access look like for LGBTQIA+ people, as well as better practices for creating a respectful, supportive environment for working with LGBTQIA+ people in a probation setting. Objectives of this training were to integrate training curricula to better manage the identities of probation-involved parties, have attendees gain familiarity with rules, policies and procedures applicable to CARI and DCJIS, and expertly navigate the MassCourts application with a high degree of efficiency.

Second Annual MPS Pride Day celebrates LGBTQIA+ community and its history

This second annual celebration, hosted by the Massachusetts Probation Service's Training Division, took place June 17th at the Massachusetts Probation Service Training and Operations Center (MTOC) in Clinton. First Deputy Commissioner Dianne Fasano, members of MPS' LGBTQIA+ Instructors, and MPS' Training Team kicked off the day's activities. James Shultis of the Massachusetts Commission on LGBTO Youth shared information, terms, and data about young people who identify as LGBTQIA+ in the Commonwealth. The event was open to the Clinton community.



Kneeling, left to right: Kristin Scribner, Training Services Operations Coordinator, and James Hotaling, Program Manager; Standing, left to right: Patricia Gavin, Training Director; Julie Grady, Administrative Coordinator; Nhi Tran, Administrative Assistant; Jude David, Program Manager; John Walsh, Senior Training Manager

"We were excited to host MPS' Pride Day Celebration and learn about all of the important contributions and history of the LGBTQIA+ community as well as hear the poignant stories of the current generation. MPS is committed to hosting this informative and fun annual event and building on it each year," said First Deputy Commissioner Dianne Fasano.

Guest speakers—mother and daughter duo: Samantha and Irene Brank—spoke about life as a transgender youth and a mother's story of support and challenges. Attendees played Pride trivia and decorated postcards, adding words of encouragement and support, which will be delivered to Massachusetts LGBTQIA+ organizations. As guests entered MTOC, they found a space decorated with the rainbow colors of the LGBTQIA+ community, including welcoming flags, balloons, and painted stones with the word "PRIDE" along the walkway. A pop-up photo booth with the words "MPS Has Pride" was set up for attendees to chronicle the day.

"Having our community of Clinton take part in our event this year was such a great addition. I am really looking forward to future Pride events where we can continue to show our support to the LGBTQIA+ community," said Ms. Grady.

The day ended with a recording of Harvey Milk's 1977 "Hope Speech," performed by Sir Ian McKellen, followed by a brief discussion.

Cultural Appreciation Week: Highlights

Margaret Oglesby Award



From left to right: Trial Court Administrator Thomas Ambrosino, MPS Administrative Attorney Arthur Czugh, Frank Oglesby, Assistant Chief Probation Officer and 2023 Margaret Oglesby award recipient Susan Forzese, Acting Commissioner of Probation Dianne Fasano, and Former Trial Court Chief Justice Jeffrey Locke.

The start of this year's Cultural Appreciation Week event at MTOC honored Trial Court military veterans and included the presentation of the Margaret Oglesby Award, an award named in honor of the late MPS Chief Probation Officer and Major in the United States Army National Guard, Margaret Oglesby. The award recognizes a current MPS employee who, like Margaret Oglesby, also has distinguished military service.

This year's winner was Assistant Chief Probation Officer Susan Forzese of Quincy District Court. The Award was presented by Margaret Oglesby's husband, Frank Oglesby.

First Deputy Commissioner Dianne Fasano presented the award to ACPO Forzese, who served as U.S. Army captain and convoy commander while deployed in Iraq in 2004 and was awarded the Bronze Star. ACPO Forzese, who was nominated by MPS Administrative Attorney Arthur Czugh, was cited for her role in going above and beyond in her role with MPS and as a volunteer for extra duty to assist both veterans and service members who enter the court system, in addition to supervising a team of probation officers.

New York Times-featured author Jennifer DeLeon was a guest speaker at the Lawrence Community Justice Support Center



Pictured from left to right:

Community Corrections Deputy Director Patricia Horne, Regional Program Manager Danielar

Lopes, author Jennifer DeLeon and Regional Manager Yardley Theollen

To yeth old girl Wile Struggles to He

Lopes Author Jennifer DeLeon and Regional Manager Yardley Theollen

METCO (Metropolitan Council for

New York Times-featured author Jennifer DeLeon was a guest speaker at the Lawrence Community Justice Support Center, as part of the Massachusetts Trial Court's 7th Annual Cultural Appreciation Week celebration. Ms. DeLeon is an award-winning author of two young adult novels, "Borderless", which was featured on the TODAY show, and "Don't Ask Me Where I'm From," which tells the story of a 15-year-old girl who struggles to fit into held in the METCO (Metropolitan Council for Educational Opportunity) program.

She is also the author of "White Space: Essays on Culture, Race, & Writing," which won the Juniper Prize from the University of Massachusetts Press and the editor of "Wise Latinas: Writers on Higher Education," an International Latino Book Award-winning anthology. Yardley Theolien, a Regional Manager at the Office of Community Corrections, made arrangements to bring the author to the CAW 2023 event.

Cultural Appreciation Week: Highlights













A. Probation Case Coordinator Alysha Linnell, Probation Office Manager Karen Woodward, CPO Lori Sheehan, PO II Jenifer Muscaro, PO Michelle Almeida, PCS Jake Pereira, PO Meg Collette, ACPO Amanda Dzialo B. Bristol Probate and Family Court, from left to right: PCS I Christina Sousa, ACPO Casey Martins, PCS II Kimberly Duran, PCS IV Elizabeth Cabral Dipippo, CPO Michele Mullin, PO Ana Rodrigues, PCS IV En Li, PO Hannah Chaves, PO Edward Woods, PO Leanne Potter, PO Veronica Arango-Ayala, PO Kelly Curci, PO Ryan Lefebvre, POM Judith Lister. C. Juvenile Court PCS Carolyn Cubero, Juvenile Court PCS Caroline Gordon, District Court Judicial Secretary Anna Samaniego, District Court PO Brandon Cabral, District Court POM Yanni Pena, Probate & Family Court PO Paula Henry, and Probate & Family Court PCS Monica Maben. D, Waltham PO Eoin Gillespie with a Greek Spinach pie. E. Orleans PO and Cultural Proficiency Champion Angela Ricard and CPO and Cultural Proficiency Champion Wayne Chase F. Fitchburg CPO Rebecca Ramirez-Abdella, Commissioner Pamerson Ifill, Chief Access, Diversity, Fairness Dr. Natoschia Scruggs, First Justice Christopher LoConto, and CPC Diamily Titus.

Women's History Month, MPS Herstory Project

The 4th Annual Massachusetts Trial Court Women's History Month Celebration and Conference was held on Wednesday, March 27th. This year's celebration featured an awards ceremony where six trailblazing women and a community organization that helps women who are unsheltered or facing homelessness were honored.



The 2024 and fourth edition of the MPS Women Herstory Project returned this March. The MPS Training Division celebrated six MPS women who shared their stories with us during Women's History Month. The impact of women's history might seem abstract to some, and less pressing than the immediate struggles of working women today, but to ignore the vital role that women's dreams and accomplishments play in our own lives would be a great mistake. We draw strength and inspiration from those who came before us – and the remarkable MPS women working among us today. They are part of our collective MPS story, and a truly balanced and inclusive history recognizes how important women have always been.













This year's recipients were (left to right) Program Manager Jessica Alves, Probation Officer Tawauka Bryant, Program Manager Sam Shea, Assistant Interstate Compact Coordinator Themar Dumay, Assistant Chief Probation Officer Gloria Laboy, and Victim Service Coordinator Erin Beech.

The Legal Unit

The Legal Unit provides accessible, proactive, efficient, and risk-conscious in-agency legal representation to support the overarching mission and priorities of the Massachusetts Probation Service. The Legal Unit strives to provide user-friendly legal guidance and support to all levels of MPS employees, in conjunction with effectively representing the interests of MPS with external stakeholders.

Our diverse legal team works in areas such as policy, legislation, training, procurement, contracting, legal research, and both appellate and trial court litigation. The Legal Unit serves as the Keeper of the Records and houses the MPS Records Unit, which is responsible for maintaining the Court Activity Record Information System (CARI) and responding to petitions and orders from the court to seal, expunge, redact, or archive cases when appropriate.

This Fiscal Year, the Legal Unit conducted a series of virtual trainings titled, "Legal Office Hours", to educate the field about important legal matters within Probation. The following is a list of topics that were covered over the past year.

Training	Description
Legal Office Hours: A Review of Recent New Cases in Juvenile Court	There are a number of recent Legal Advisories that are specific to Juvenile Court. This training reviewed many of them, including Leopold L., Noah N., Preston P., Quigley Q., and others.
Legal Office Hours: Diversion Screening – Adult, Juvenile, and Valor/Brave	This training discussed Probation's requirement to screen for diversion eligibility in the District, Boston Municipal, and Juvenile courts. It also reviewed the diversion protocols, chart, and list of ineligible offenses.
Legal Office Hours: From and After Probation – Figuring Out When Probation Starts	This training discussed the recent decision of Commonwealth v. Medina, which clarified when a probationary period begins when there has been an intervening SDP commitment. The training also reviewed how this case relates to other "from and after" conundrums like federal incarceration, ICE detentions, and complex sentencing schemes in multiple courts.
Legal Office Hours: GPS – New Case Law Summary	This training discussed the recent decisions of Commonwealth v. Feliz, Roderick, Lehan, and Norman, putting the three together to look at the law on GPS in a holistic way. The training also reviewed best practices around GPS condition setting, how to use GPS evidence, and how to best communicate about the GPS to the court.
Legal Office Hours: Restitution: Avoiding Common Pitfalls	This training discussed the Restitution Protocols and the new Legal Advisory on Com. v. Brown. The training also discussed a number of other appellate decisions upholding Com. v. Henry.
Legal Office Hours: The Right to Present a Defense in a VOP – When Can the Probationer Call the Victim?	This training discussed the recent decision of Commonwealth v. Costa, which clarified the difference between a probationer's right to confront witnesses and their right to present a defense. The training also reviewed how to proceed in a VOP without the victim, and what options we have when a probationer wants to call a victim in their defense.

DNA Conversions/ICOTS Cases

Effective November 10, 2023, to ensure that Probation Officers are aware of which incoming interstate cases require DNA submission, the Massachusetts Probation Service (MPS) Interstate Unit sends all accepted incoming interstate cases to the MPS Legal Unit for review. The Legal Unit conducts the felony conversion.

Upon receiving an accepted interstate probation transfer, the Legal Unit attorney reviews the foreign state's statutes under which the probationer was convicted. The attorney then conducts legal research to discover the elements necessary for conviction in the foreign state. This research may include reviewing caselaw, trial court documents, and/or public documents which are authoritative in the foreign state.

Once complete, the attorney reviews comparable Massachusetts MA statutes which prohibit similar conduct as the foreign statute(s). The attorney conducts legal research to discover the elements for conviction in MA, which often includes review of Model Criminal Jury Instructions (when they are available) but may also include reviewing other MA legal resources and MA caselaw.

At the conclusion of the analysis, the attorney produces an Interstate Report containing the analysis of the relevant statutes and a legal recommendation of whether DNA is required as a condition of probation pursuant G.L. c. 22E § 3 (the statute governing required DNA samples for certain convictions). This report also includes the legal justification for the recommendation. This report is then forwarded to the Interstate Unit, the Chief Probation Officer of the supervising court, and the Massachusetts State Police Combined DNA Index System (CODIS) Unit. The attorney makes themselves available for any subsequent questions by these parties regarding the legal recommendation regarding DNA.

DNA Conversion Statistics for FY 2024:



MPS Quarterly Digests

The MPS Legal Department issues Quarterly Legal Digests that summarize legal development of note to Probation.

Quarter	Topic	Case
1	Violation of Probation, Hearsay, Probation Standard	Commonwealth v. Carrion, 103 Mass. App. Ct 1101 (2023)
1	Proof of Specific Crimes - Animal Cruelty	Commonwealth v. Russo, 130 Mass. App. Ct. 319 (2023)
2	Violation of Probation, Exclusionary Rule, Sufficiency of Evidence	Commonwealth v. Williams, 103 Mass. App. Ct. 1110 (23.0 decision) (10/13/23)
2	Violation of Probation, Sufficiency of Evidence	Commonwealth v. Batista, 103 Mass. App. Ct. 1109 (23.0 decision) (10/06/23)
2	Conditions and Violation of Probation - Notice, Hearsay	Commonwealth v. Gentry, 103 Mass. App. Ct. 1109 (23.0 decision) (10/11/23)
2	Violation of Probation - Restitution, Willfulness	Commonwealth v. Michaels, 103 Mass. App. Ct. 1110 (23.0 decision) (10/19/23)
2	Violation of Probation - Hearsay, Sufficiency of Evidence	Commonwealth v. Santiago, 103 Mass. App. Ct. 1111 (23.0 decision) (10/25/23)
2	Violation of Probation - New Criminal Offense, Sufficiency of Evidence	Commonwealth v. Zinser, 103 Mass. App. Ct. 1112 (23.0 decision) (11/01/23)
2	Proof of Specific Crime - A&B Family Household Member	Commonwealth v. Melendez-Guity, 103 Mass. App. Ct. 1108 (23.0 decision) (10/04/23)
2	Termination of Parental Rights - Unfitness	Adoption of Quindel, 103 Mass. App. Ct. 1114 (23.0 decision) (11/20/23)
3	Sealing - Juvenile Youthful Offender	In the Matter of an Impounded Case, 493 Mass. 470 (2024)
3	GPS Condition - GPS, Search	Commonwealth v. Christopher Medeiros., 103 Mass. App. Ct. 1121 2024 (Unpublished)
3	Violation of Probation, Sufficiency of Evidence	Commonwealth v. Santos, 103 Mass. App. Ct. 1120 (2024) (Unpublished)
3	Violation of Probation - Sentencing Considerations	Commonwealth v. Santos, 103 Mass. App. Ct. 1120 (2024) (Unpublished)
3	Sentencing - Juvenile	Commonwealth v. Steve S, 103 Mass.App.Ct.691 (2024)
3	Sentencing - Emerging Adults	Commonwealth v. Mattis, 493 Mass. 216 (2024)
4	Violation of Probation - Sufficiency of Evidence, Hearsay	Commonwealth v. Bain, 104 Mass. App. Ct. 1105 (23.0 Decision) (05/08/24)
4	Violation of Probation - Restitution	Commonwealth v. Durham, 104 Mass. App. Ct. 1103 (23.0 Decision) (04/22/24)
4	Violation of Probation - Hearsay, Sufficiency of Evidence	Commonwealth v. Drew, 235 N.E.3d 330 (Mass. App. 2024) (23.0 Decision) (05/30/24)

Quarter	Topic	Case
4	Violation of Probation - Hearsay, Issue Preclusion	Commonwealth v. Cepeda-Ortiz, 104 Mass. App. Ct. 1110 (23.0 Decision) (06/12/24)
4	GPS Condition - Feliz Motion, Moderate Offenses	Commonwealth v. Murphy, 235 N.E.3d 317 (Mass. App. 2024) (23.0 Decision) (05/22/24)
4	GPS Condition - Feliz Motion, Serious Offenses	Commonwealth v. Cleary, 235 N.E.3d 285 (Mass. App. 2024) (23.0 Decision) (05/24/24)
4	GPS Condition - Feliz Motion, Serious Offenses	Commonwealth v. Jason, No. 23-P-1057 (Mass. App. Ct. June 13, 2024)
4	Proof of Specific Crimes - Violation of Abuse Prevention Order	E.G. v. T.G., 233 N.E.3d 553 (Mass. App. 2024) (23.0 Decision) (04/25/24)
4	Proof of Specific Crimes - OUI Liquor, Sufficiency of Evidence	Commonwealth v. Trieu, 233 N.E.3d 556 (Mass. App. 2024) (23.0 Decision) (05/01/24)
4	Proof of Specific Crimes - PWID, Circumstantial Evidence	Commonwealth v. Dor, 235 N.E.3d 318 (Mass. App. 2024) (05/23/24)
4	Proof of Specific Crimes - OUI Liquor, Inconsistent Statements	Commonwealth v. Agopovich, 104 Mass. App. Ct. 1110 (23.0 Decision) (06/14/24)

Recognition: MPS Records Unit (Sealing, Expungement and Identity Management)



Pictured Left to Right: Assistant CARI Coordinator Vanessa Pierre, Court Administrator Thomas Ambrosino, Assistant CARI Coordinator Grace Viviano, CARI Coordinator Sandrine Ribeiro, Former Chief Justice of the Trial Court Jeffrey A. Locke, Assistant CARI Coordinator Christine Velez, Administrative Coordinator Annmarie Palermo, Assistant CARI Coordinator Jennifer Montes, Assistant CARI Coordinator Rhys Malcolm, Assistant CARI Coordinator Marlene Martins, Assistant CARI Coordinator Mohamed Abdirahman, Assistant ELMO Coordinator Keith Andrews, Assistant CARI Coordinator Ann Appolon, Administrative Coordinator Willie English, CARI Manager Sean Casey, First Deputy Commissioner Dianne Fasano, Deputy Commissioner of Field Services Brian Mirasolo, and Commissioner of Probation Pamerson Ifill.

This Fiscal Year, the Records Unit was the recipient of the Trial Court Excellence Award for their outstanding collaboration and teamwork.

The MPS Records Unit is responsible for three major tasks: sealing records, expunging records, and identity management.

Since the 2018 Criminal Justice Reform Act, the sealing and expungement of records have become a major function of the Trial Court, which the MPS Records Unit is responsible for executing.

The processes for sealing and expungement are incredibly complex, but despite the size of the task, the unit has maintained timely responses, even during the challenges of the pandemic.

When a petition to seal is received, the unit utilizes record indexes, including MassCourts, Inmate Web, Parole Web, AFIS, the Sex Offender Registry Board, or the Department of Criminal Justice Information Services (DCJIS), to determine eligibility. Only after checking each source can the unit execute sealing a petition. In FY 2024, the unit sealed 59,298 charges.

The process for expungement requires many of the same checks as sealing but adds additional restrictions, such as the petitioner's age at the time of the offense and restrictions on the type and manner. In FY 2024, they received 1,250 expungement petitions. These statistics do not include orders to expunge that are first filed with the court, as opposed to a petition to OCP. In FY 2024, the Unit received 306 of these orders.

Finally, identity management is essential to the function of the Trial Court by maintaining the court activity record information (i.e., CARI) and the domestic violence registry for all defendants. They ensure that the proper information belongs on the correct person's record. Anytime there is a question, the Unit combs through digital information to determine an accurate identity. This could include RMV records, booking photos, fingerprints, federal and out-of-state criminal records, and records from other state agencies. The unit also maintains legacy records, which involve searching microfiches for criminal records dating back to the early 1900s. Proper identity management is essential to the sealing and expungement functions described above.

Other functions that the Record Units provide are out-of-state records checks for child welfare matters in the Juvenile and Probate & Family Courts, identity merges, and reviewing and executing orders to dismiss prior to arraignment.

Personnel

The mission of the MPS Personnel/Human Resource Division is to facilitate and enhance the overall functioning of MPS by recognizing our employees as our most valuable resource. We have established a strategic partnership with the Office of Court Management to ensure optimal utilization of our workforce by coordinating our goals and principles. Our primary aim is to provide exceptional customer service while harmonizing the welfare of our employees with the agency's requirements.



Administrative Assistant Kathy Vu, Office Manager Joyce Higgins, Manager of Administrative Services Marissa Pina, Deputy Commissioner of Administrative Services Yvonne Roland, Fiscal Specialist Jacqueline Ruggiero, and Human Resources Assistant Beverly Julian

Objectives:



Ensure that our Personnel/HR staff are given the tools, training, and motivation to operate in the most efficient and effective manner.



Encourage the recruitment, retention, and promotion of the best-qualified people.



Recognize and encourage the value of a diverse workforce.



Work with our two unions and the Office of Court Management to ensure our salary, benefits, and job descriptions remain competitive.



Encourage and advance training and development for career advancement.



Establish, administer, and effectively communicate sound policies and procedures for hiring/recruitment, position management, leave administration, disciplinary action, employee relations, record retention, etc.



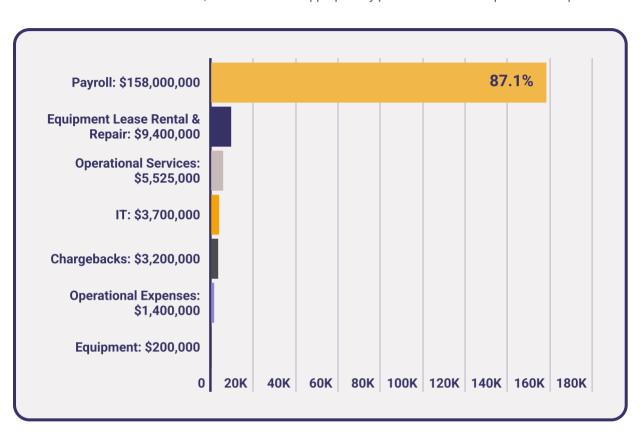
Handle any/all people-related concerns and needs. Support and assist MPS employees.

In Fiscal Year 2024, the Personnel Department has embarked on a number of initiatives. In Spring 2024, the department began the process of reinstituting the Employee Morale and Wellness Committee, an opportunity to positively shape and build a healthy workplace and culture where all employees feel valued and supported.

In April, a survey was sent out by the Information Services Division to all MPS employees, and those interested in participating were encouraged to apply.

Fiscal Department

The Fiscal Department oversees and manages the fiscal and payroll operations for the Massachusetts Probation Service (MPS). The Fiscal Department's mission is to ensure that MPS employees are properly paid and compensated appropriately, encumbrances are approved, expenditures are spent in accordance with Massachusetts State Finance Law, and services are appropriately put out to bid via the procurement process.



Budget Definitions

Payroll: Salaries, buybacks, overtime

Equipment Lease Rental & Repair: GPS and RAM Contractor

Operational Services: Drug Testing Services

IT: Case Management System, Telecommunications, IT consultants

Chargebacks: Fringe and Payroll Taxes

Operational Expenses: Drug Testing Equipment, Office Supplies and Equipment

Equipment: Office reconfigurations, furniture, chairs, desks and cabinets.

Appendix: Caseload Review, June 2024

Supervision Type	Boston Municipal Court Department	District Court Department	Superior Court Department	Administrative Supervision Unit / Pretrial Unit	Juvenile Court Department	Total Supervision Cases
Administrative Supervision Cases	1,568	13,756	620		502	16,446
Care and Protection Petitions					2,696	2,696
Child Requiring Assistance Cases					2,131	2,131
Driving Under the Influence Cases	69	1,893		5,938		7,900
Pre-Trial (Category B) Supervision Cases	1,241	6,444	1,985		812	10,482
Risk-Need Supervision Cases	551	5,460	3,533		526	10,070
Total	3,429	27,553	6,138	5,938	6,667	49,725

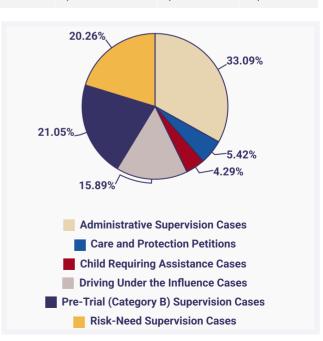
There are four main types of probation supervision in criminal courts:

DUIL: Used when supervision is ordered by the court for an offender found guilty or having admitted to sufficient facts of driving under the influence.

Pretrial: When supervision is ordered while the offender is awaiting trial, either under pretrial conditions of release or pretrial probation.

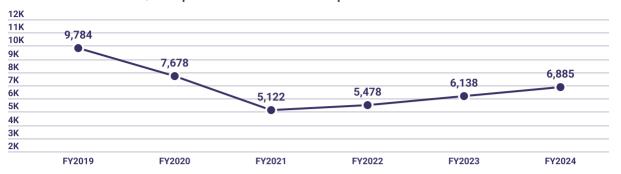
Administrative: Supervision used for sentences with limited purpose, such as collection of fines. Cases are reviewed quarterly, and action is taken for non-compliance.

Risk Need: Used in the supervision of felony, misdemeanor and delinquency cases requiring a robust assessment and classification.



Violation Notices: FY 2019 - 2024

Total Number of Criminal/Delinguent Violations: All Court Departments



Criminal/delinquent violation notices were highest in FY 2019, fell considerably during the pandemic (47.7%), and have gradually increased since FY 2021 (2021 - 2024 = 34.4%). However, the number of violations has not returned to pre-pandemic levels. When comparing FY 2019 to FY 2024, violations have decreased by 29.6%.

Number of Non-Criminal/Non-Delinquent



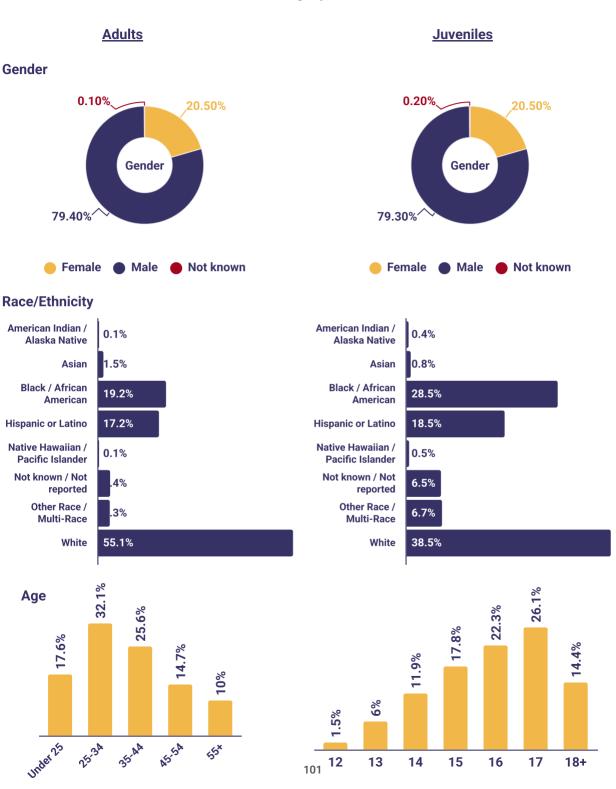
Similarly, non-criminal/non-delinquent violation notices were also highest in FY 2019, and then had an even more substantial drop during the pandemic (56.4%). However, unlike criminal/delinquent violations, non-criminal/delinquent violations have not increased since FY 2021. When comparing FY 2019 to FY 2024, violations have decreased by 56.6%.

Number of Total Violations



The number of total violation notices decreased 54 percent between FY 2019 and FY 2021. Between FY 2021 and 2024, violations increased by 11%.

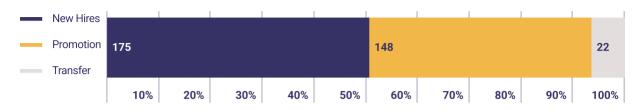
Probation Demographics, June 2024



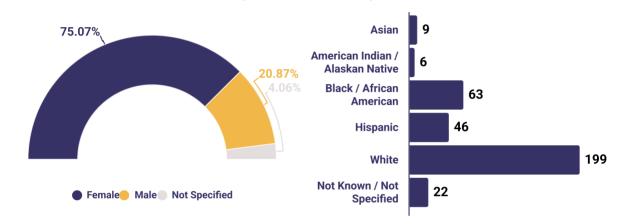
Personnel: Hiring Statistics

In FY 2024, there were 345 hiring transactions. A hiring transaction can be a new hire, a promotion, or a transfer to a different location.

FY 2024: Total Hiring Transactions



New Hire, Promotion or Transfer, FY 2024:

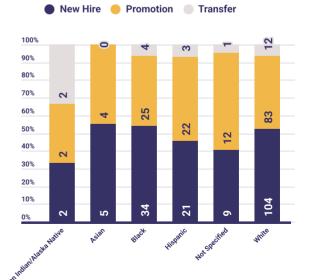


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FY 2024: Gender by Hiring Type

Promotion Transfer New Hire 100% 18 0 80% 4 60% 28 116 40% 20% 125 40 10 0% **Female** Male **Not Specified**

FY 2024: Race/Ethnicity by Hiring Type



Hiring Transactions, Positions in FY 2024

Position	Number	Percentage
Probation Case Specialist	122	35.4%
Associate Probation Officer	77	22.3%
Probation Officer	71	20.6%
Probation Case Coordinator	17	4.9%
Assistant ELMO Coordinator	12	3.5%
Assistant Chief Probation Officer	9	2.6%
Chief Probation Officer	8	2.3%
Probation Office Manager	6	1.7%
Probation Operations Supervisor	5	1.4%
Digital Forensics Coordinator	3	0.9%
Assistant CARI Coordinator	2	0.6%
Performance Analyst	2	0.6%
Program Manager	2	0.6%
Victim Services Coordinator	2	0.6%
Administrative Attorney	1	0.3%
Administrative Coordinator	1	0.3%
Deputy Commissioner	1	0.3%
Electronic Monitoring Systems Operations Coordinator	1	0.3%
Field Services Operations Coordinator	1	0.3%
First Assistant Chief Probation Officer	1	0.3%
Project Coordinator	1	0.3%

FY 2024: Hiring Transactions, Position by Gender

Position	Female	Male	Unknown	Total
Administrative Attorney	0	1	0	1
Administrative Coordinator	1	0	0	1
Assistant CARI Coordinator		0	1	2
Assistant Chief Probation Officer	6	3	0	9
Assistant ELMO Coordinator	9	2	1	12
Associate Probation Officer	60	13	4	77
Chief Probation Officer	4	4	0	8
Deputy Commissioner	1	0	0	1
Digital Forensics Coordinator	0	2	1	3
Electronic Monitoring Systems Operations Coordinator	1	0	0	1
Field Services Operations Coordinator	1	0	0	1
First Assistant Chief Probation Officer	0	1	0	1
Performance Analyst	2	0	0	2
Probation Case Coordinator	16	1	0	17
Probation Case Specialist	99	18	5	122
Probation Office Manager	6	0	0	6
Probation Officer	46	23	2	71
Probation Operations Supervisor	4	1	0	5
Program Manager	0	2	0	2
Project Coordinator	0	1	0	1
Victim Services Coordinator	2	0	0	2
Total	259	72	14	345

FY 2024: Hiring Transactions, Positions by Race/Ethnicity

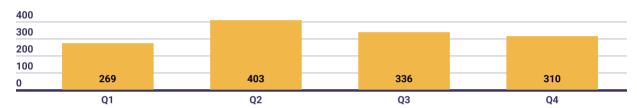
	American Indian/Alaska Native	Asian	Black	Hispanic	Not Specified	White
Administrative Attorney	0	0	0	0	1	0
Administrative Coordinator	0	0	0	0	0	1
Assistant CARI Coordinator	0	0	2	0	0	0
Assistant Chief Probation Officer	0	0	2	2	0	5
Assistant ELMO Coordinator	0	0	1	0	0	11
Associate Probation Officer	1	0	9	13	9	45
Chief Probation Officer	0	0	0	1	0	7
Deputy Commissioner	0	0	0	1	0	0
Digital Forensics Coordinator	0	0	0	0	1	2
Electronic Monitoring Systems Operations Coordinator	0	0	0	0	0	1
Field Services Operations Coordinator	0	0	0	0	0	1
First Assistant Chief Probation Officer	0	0	0	0	0	1
Performance Analyst	0	1	0	0	0	1
Probation Case Coordinator	1	1	5	1	3	6
Probation Case Specialist	3	3	22	15	3	76
Probation Office Manager	0	1	2	1	0	2
Probation Officer	1	1	18	12	5	34
Probation Operations Supervisor	0	0	2	0	0	3
Program Manager	0	0	0	0	0	2
Project Coordinator	0	0	0	0	0	1
Victim Services Coordinator	0	2	0	0	0	0
Total	6	9	63	46	22	199

VSU FY 2024 Statistics:

Total Number of Individuals Who Received Services During Each Quarter: FY 2024

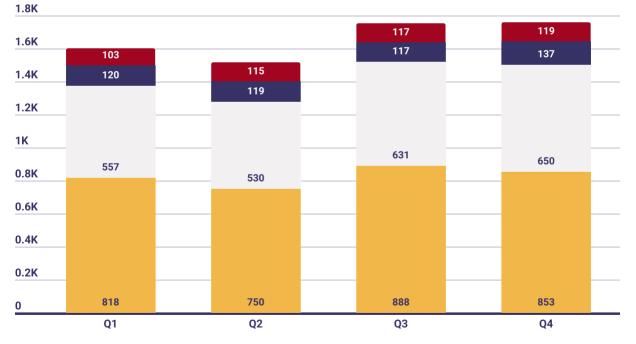


Total Number of NEW Individuals Who Received Services During Each Quarter: FY 2024



Information and Referrals by Quarter: FY 2024

Total: 2,368

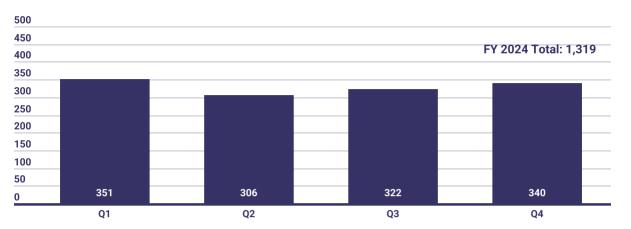


3. Referral to other victim service programs
 4. Referral to other services, support, resources

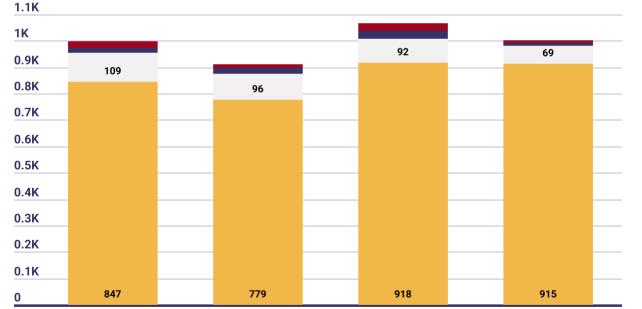
1. Information about the criminal justice process
2. Information on victim rights/how to obtain notifications

VSU FY 2024 Statistics (continued):

Emotional Support or Safety Services, Number of Crisis Interventions (In-Person, Includes Safety Planning, etc.) by Quarter, FY 2024



Criminal or Civil Justice System Assistance by Quarter, FY 2024



• 1. Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release, etc.)

Q3

Q4

Q2

2. Victim impact statement assistance

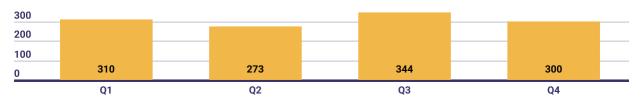
Q1

- 3. Assistance with restitution (includes assistance in requesting and when collection efforts are not successful)
- 4. Criminal advocacy, accompaniment

Number of Individuals who Received Services Based on a Presenting Victimization Individuals may have more than one presenting victimization (see next chart).

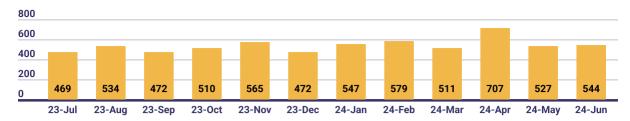
	Reporting Period 1	Reporting Period 2	Reporting Period 3	Reporting Period 4	Cumulative Total
Adult Physical Assault (Includes Aggravated and Simple Assault)	187	176	232	238	833
Adult Sexual Assault/Abuse	31	47	26	43	147
Arson	11	6	7	6	30
Burglary	41	29	46	42	158
Child Physical Abuse or Neglect	66	80	98	85	329
Child Pornography	45	33	27	20	125
Child Sexual Abuse/Assault	110	135	137	123	505
Domestic and/or Family Violence	140	108	144	139	531
DUI/DWI Incidents	11	3	11	18	43
Elder Abuse or Neglect	8	5	3	10	26
Human Trafficking: Sex	7	3	7	1	18
Identity Theft/Fraud/Financial Crime	26	9	12	4	51
Kidnapping	18	11	20	25	74
Mass Violence (Domestic/International)	5	5	5	7	22
Other Vehicular Victimization (e.g., Hit and Run)	30	16	28	40	114
Robbery	24	21	25	33	103
Stalking/Harassment	25	28	41	31	125
Survivors of Homicide Victims	9	4	6	6	25
Other	141	112	84	85	422
Total (auto-calculated):	935	831	959	956	3,681

Of the individuals who received services, the number who presented with more than one type of victimization:

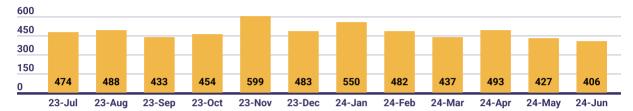


Sealings and Expungement Statistics: FY 2024

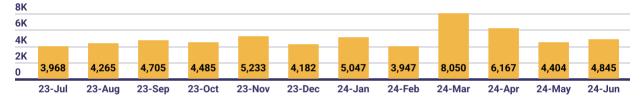
Sealing Petitions Received



Sealing Petitions Processed



Number of Charges Sealed



Number of F, G, H Expungements Received



Number of F, G, H Expungements Denied



Number of F, G, H Expungements Forwarded



Number of F, G, H Expungement Orders Allowed



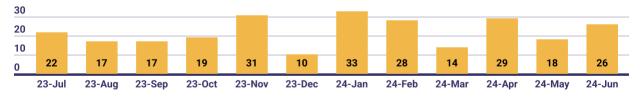
Number of F, G, H Expunged



Number of K Expungements Received



Number of K Expunged



[&]quot;Sections 100 F, G, and H" refer to MGL c. 276, §§ 100F, 100G, and 100H (and by implication Sections 100I and 100J). When Petitions to Expunge are filed with the Office of the Commissioner of Probation, pursuant to these sections, OCP staff must determine whether the petitions satisfy all the statutory eligibility requirements, and if they do, then notify the prosecuting attorney's offices and the courts so that the petitions may be docketed and heard. If or once the petitions are granted (or not), OCP is notified of same.

[&]quot;Section 100 K" refers to MGL c. 276, § 100K. When Petitions to Expunge are filed directly with the Court, pursuant to this section, and the Court decides same, the Office of the Commissioner of Probation, is notified if or once any such petitions are granted.