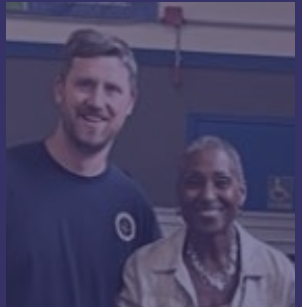


**Massachusetts
Probation
Service
FY 2025 Annual
Report**



Massachusetts Probation FY 2025 Annual Report

Division of the Massachusetts Trial Court



Administration

Honorable Heidi E. Brieger, Chief Justice of the Trial Court
Thomas G. Ambrosino, Trial Court Administrator
Pamerson O. Ifill, Commissioner of Probation

*For questions or additional information regarding
this report, please contact:*

Laura Lempicki

*Statewide Manager or Research and Development
Office of the Commissioner of Probation*

Message from the Commissioner



In 2025, the Massachusetts Probation Service (MPS) advanced its mission to promote accountability, support rehabilitation, and strengthen community safety across the commonwealth. The agency continued to expand innovative practices, deepen cross-agency partnerships, and enhance services for individuals on pretrial status, under probation supervision, and returning to the community.

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 want to extend my heartfelt thanks to the MPS employees whose enthusiasm and commitment have contributed to better outcomes for individuals under probation supervision.

This year, MPS strengthened its operational capacity through the continued development of a new cloud-based case management system designed to streamline workflows, improve data quality, and increase productivity. Community engagement remained a strategic priority, with more than 300 events held statewide to support probationers, community partners, the public, and MPS employees.

The agency successfully transitioned 3,600 clients to upgraded GPS monitoring equipment featuring enhanced technology and longer battery life. Early results show improved compliance and a decrease in core alerts and warrant issuances. MPS also launched a new division focused on emerging adults, ages 18–24, who represent 15.3% of the adult caseload. The division is partnering with seven District Courts to pilot developmentally informed, emerging-adult-directed services.

We are in the process of strengthening workforce development and organizational culture through the creation of the Inclusive Leadership Model and in 2025, we launched the MPS Mentorship Program, both designed to support a diverse, engaged, and well-prepared workforce.

MPS continued to expand access to healthcare for justice-involved individuals through partnerships with the Office of Community Corrections and Trial Court departments. The Behavioral Health–Justice Involved (BH-JI) initiative provided intensive supports, care coordination, and referrals for housing, benefits, and social services. In 2025, this initiative expanded to include the pretrial population and additional post-dispositional probationers.

The agency also advanced its commitment to eliminating racial and ethnic disparities (RED) by conducting comprehensive research and performance analysis to identify structural and procedural contributors to inequity. This work informs ongoing reforms to improve access to justice for defendants, victims, litigants, and all court users.

The Office of Community Corrections' Community Justice Support Centers provided vital support to Probation over the past year. Across the Commonwealth, the 18 centers helped 723 individuals avoid incarceration through intensive supervision with treatment, pretrial treatment, and pretrial services. They also delivered more than 64,000 hours of programming, offering structured interventions that promote accountability, stability, and long-term success.

Juvenile Probation continued its thoughtful and balanced supervision of both delinquency and non-delinquency caseloads. Officers collaborated closely with the Department of Youth Services, the Department of Children and Families, and the Juvenile Detention Alternatives Initiative. Together, these partners monitored practices and advanced strategies to address the overrepresentation of youth of color in the justice system, reinforcing the Trial Court's commitment to equity and fairness.

A major focus this year was community engagement, highlighted throughout this report. These efforts respond directly to findings from the Trial Court's Access and Fairness Surveys, which underscore the importance of strengthening relationships with the diverse communities we serve. Through these events, Probation deepened its commitment to improving customer service, supporting victims and survivors, and connecting probationers and court users with essential resources.

Collectively, these initiatives reflect the MPS's continued dedication to evidence-based practice, community partnership, and equitable outcomes. The agency remains focused on innovation, accountability, and the delivery of high-quality services that promote public safety and support the well-being of individuals and communities across Massachusetts.

This work reflects our core mission: to protect and build safer, healthier, and stronger communities.



Executive Team



Pictured from left to right: Tonie Ryan, Brian Mirasolo, Yvonne Roland, Kirk Hanson, Pamerson Ifill, Carmen Gomez, Vincent Lorenti, and Michael Coelho

Pamerson Ifill: Commissioner

Michael Coelho: Deputy Commissioner of Programs

Carmen Gomez: Deputy Commissioner of Pretrial Services

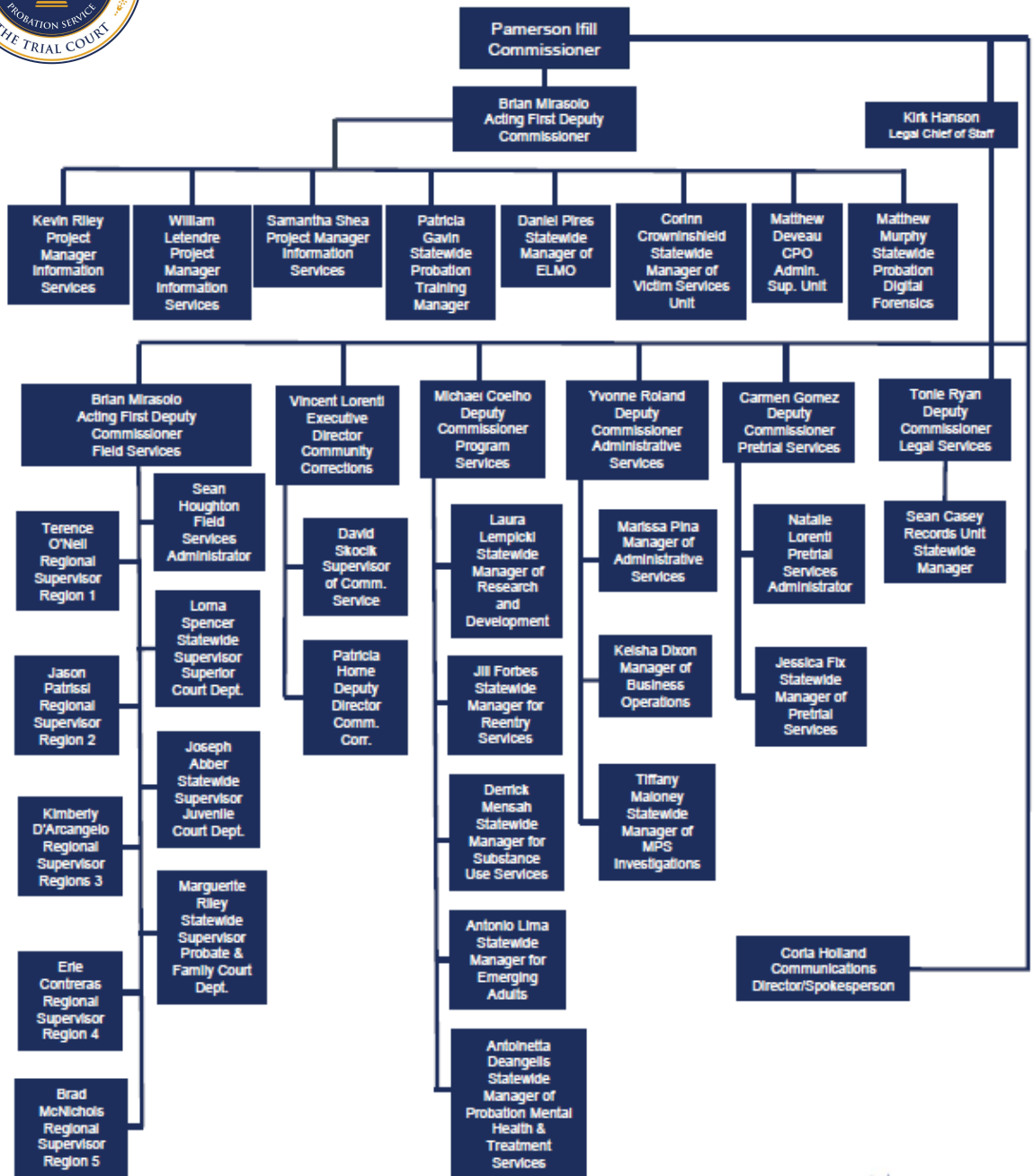
Kirk Hanson: Legal Chief of Staff

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



Pamerson Ifill

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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

Supervised 49,000 probation cases



Worked with 1,566 total admissions at Community Justice Support Centers



Participated in nearly 300 Community Engagement Events

Conducted 726 training sessions, totaling over 7,150 hours



Conducted over 12,600 field visits



Conducted over 51,000 home visits



Conducted over 2,900 school visits

Completed over 17,975 Dispute Interventions



Monitored 3,302 monthly offenders on GPS



Monitored 1,426 monthly offenders on Secure Continuous Remote Alcohol Monitoring



Communicated by phone 682,733 times to monitor those on GPS and SCRAM

Provided help and services to over 4,000 victims of crime



Facilitated the completion of 36,560 hours of Community Service



Sealed over 54,000 charges, expunging 433 cases



Identified, calculated, and monitored over 3,300 compliance credit cases

Examined 896 devices in Forensic Services



FY 2025 Achievements:

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

New Case Management System: Starting in FY 2024, MPS 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.

Community Engagement: One of MPS's top priorities has been to prioritize community engagement by hosting and attending events for probationers, community partners, the public, and its employees. **In FY 2025, the MPS participated in nearly 300 community engagement events statewide.**

Transition to New, Improved GPS Equipment: The Massachusetts Probation Service transitioned 3,500 clients to new GPS monitoring equipment and bracelets. These new devices feature enhanced technology and longer battery life. Early results show improved compliance rates, with a reduction in both core alerts and the issuance of warrants.

Inclusive Leadership Development Model: In late FY 2025, MPS formed a Working Group to develop an Inclusive Leadership Model (ILM) that strengthen inclusive practices and support a diverse, culturally competent workforce. The ILM aims to equip managers with skills in emotional intelligence, active listening, conflict resolution, and strategic problem solving. It promotes open dialogue, collaboration, and leadership that values diverse perspectives. The goal is to create a workplace where all Probation employees feel heard, respected, and supported.

Probation Officer Academy: MPS has successfully completed its initial two sessions of the newly created Probation Officer Academy in FY 2025, providing new probation officers with a comprehensive training program. The successful completion of these initial sessions indicates a commitment to equipping new probation officers with the necessary skills and knowledge to effectively serve their communities and uphold the mission of the MPS.

Supporting Victims of Crime: In FY 2025, the Victim Services Unit helped approximately 4,000 victims with a variety of issues including crisis intervention, criminal and civil justice system assistance, information, and referrals.

Collaboration with George Mason University: MPS 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.

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 2025, 385,877 text messages were sent to court users, a 7.3% increase from the previous fiscal year.**

Efforts to reduce the number of warrants issued for GPS and SCRAM alerts: Over the last two years, the Warrant Management Unit (WMU) has worked diligently to reduce the number of warrants issued for clients on GPS and SCRAM. **Since FY 2023, the number of warrants issued has decreased by 41%.**

MassHealth Initiative: This initiative will make it easier for court users to access mental health treatment and medical services by eliminating barriers. In FY 2025, Pretrial Services worked with 998 referrals and assisted 709 people.

Community Justice Support Centers (CJSC): There are currently 18 CJSCs across the Commonwealth. In FY 2025, CJSCs helped participants avoid incarceration **by providing over 64,000 total programming hours across all centers, working with an average of 688 participants each week.**

Recovery Courts: Massachusetts currently has 34 adult recovery courts that provide intensive, supervised probation and mandatory treatment, along with random drug testing with progress monitored by a supervising probation officer.

Rescinded Warrants: MPS takes warrant rescissions very seriously and has worked to reduce 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 73%.**

Emerging Adults: MPS developed a new division for emerging adult probationers, aged 18-24, who comprise 15.3% of the adult caseload. Emerging adults are more likely to take risks in a state of hot cognition compared to fully grown adults. Seven District Courts were identified to host the emerging adults' pilot, specifically to address the developmental attributes of this age range and to provide opportunities to engage in emerging adult-focused services.

MPS Mentoring Program: The MPS Mentorship program is a targeted professional development initiative designed to support MPS employees. In FY 2025, the program has worked with 68 mentors and 68 mentees from all court departments throughout the Commonwealth.

FY 2025 Achievements (continued)

Making data more accessible through Tableau public dashboards: MPS currently has 24 Tableau dashboards, which can be found here: Profile - mpsresearchdept | Tableau Public. Within the last fiscal year, the Research Department added four new boards: The Rate of Violation Notices to Adult Supervision Cases, Pretrial Caseload Demographics, Juvenile Supervision Cases: Demographics, and Juvenile Supervision Demographics, Individuals.

Reentry Housing: The mission of reentry housing is to create housing opportunities that offer supportive services to those who are reintegrating into the community or struggling with homelessness and to address the underlying causes. MPS's Reentry Program, in collaboration with the Massachusetts Parole Board, offered one of the largest supplies of transitional bed housing in the state. In FY 2025, a total of 360 residents were served by reentry housing.

Expanding Forensic Services: The MPS continues to develop and expand the department, increasing the number of devices examined from 205 in FY 2024 to 896 in FY 2025, an increase of 337%

Community Service: This year, 36,560 hours of community service were completed, an increase of 14% from last year's total of 32,027.

Training and Ongoing Education: In FY 2025, the Training Department conducted 726 training sessions, totaling over 7,150 hours. The extensiveness, variety, and value of training can be seen throughout this report. The material and training most applicable to each department are featured under each division. Presenting the number of trainings relevant to each area demonstrates how much MPS and its employees rely on and are supported by the Training Department through ongoing education, communication, and support.



ACPO Steven Busby, PO Joannie Martinez, FACPO Jennifer Kirchner, FACPO Todd Rogato, ACPO Cassandra Breault, PO Kosal Suon, PO Michael Fernandez, APO Bruna Silva, APO Miguel Reyes, ACPO Shannon Fahey-Merrifield, CPO Mark Mamet, PO Mitch Russell

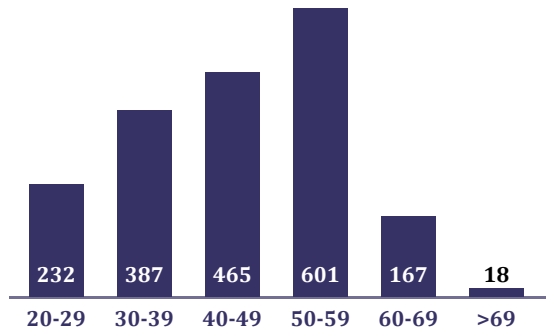
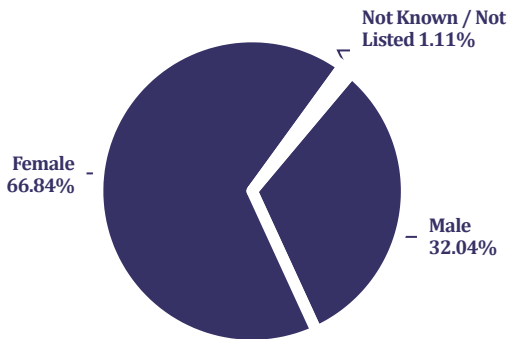
MPS Employee Workforce



Total Employees: 1,870

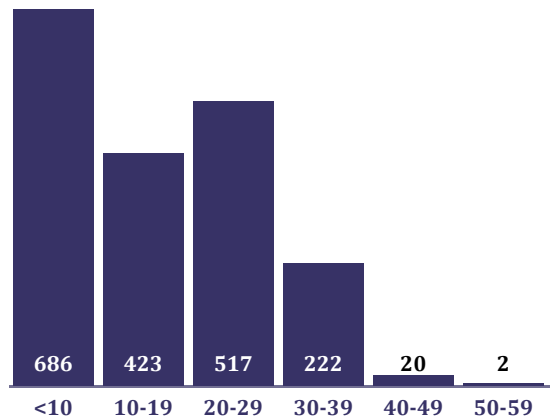
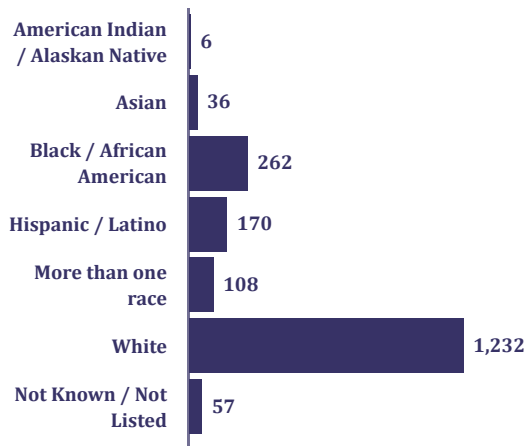
Gender:

Age:



Race/Ethnicity:

Years of Service:



Data extracted from OCM Metrics Tableau Dashboard, 8/13/2025

Pictured above: First picture left to right, Middlesex Juvenile APO Paul Johnson, CPO Stephen Allsopp, PO Elizabeth De Oliveira, First Justice David Frank; next picture, clockwise from top left, First Justice Catherine Byrne, PO Caroline McKinnon, PCS Dalila Mendoza, APO Lindsay Naples; last picture, from left to right, PO Jimmytri Louis-Charles, APO Taylor Deluga, & ACPO Carlos Ruiz.

MPS Employee Workforce

	Number of Employees	% Female	% BIPOC	Average Age	Average Years of Service
All Employees	1,870	66.8%	31.1%	45	16
Commissioner, First Deputy Commissioner, Executive Director of OCC, Deputy Commissioners and Deputy Director of OCC	8	50.0%	50.0%	55	27
Management	97	58.8%	28.9%	48	17
Chief Probation Officers	99	45.5%	21.2%	54	28
First/Assistant Chief Probation Officers	200	55.0%	21.0%	51	24
Probation Officers	697	61.1%	33.3%	44	16
Associate Probation Officers	210	75.2%	39.0%	38	8
Non-Management/Confidential and Support Administrative Staff	559	80.3%	30.9%	44	13



Fall River District Probation staff participate in local 5K Walk for the Homeless: Operations Supervisor Jennifer Achorn, Associate Court Officer Eric Timbro, Probation Officer Jeffrey Luck, Chief Probation Officer Mark Costa, Associate Probation Officer Amy Hotte, Probation Officer Hannah Pittsley, Case Specialist Alisha DeBarros, Associate Probation Officer Nicholas Souza

Community Engagement

One of MPS's top priorities has been to foster community engagement by hosting and attending events such as job resource fairs, cookouts, and cultural celebrations to build positive relationships between probation officers and the community.

Community engagement benefits both probation staff and probationers by making supervision more effective and sustainable. Probation works best when it helps people rejoin enriched, united communities. This is done in the following ways:



Recidivism reduction: When people feel connected to their community, they are less likely to commit crime. In addition, access to programming, networks, and other supports provide individuals help they may greatly need.



Provides support and resources: Community groups can offer help, like job training, housing, parenting services, mental health, and substance use.



Builds trust: When probation partners with the community, it is perceived more positively as a partnership rather than a sanction.



Reduces stigma: Community involvement helps probationers reintegrate into their community.



Pictured here is Worcester Superior Court Probation serving hot meals at St. John's Food Kitchen. PO Yesenia Fuentes, Retired PO Timothy Dupree, POS Susan Couture, ACPO Miluzka Munoz-Noriega, PO Luis Aviles, ACPO Anthony Gigliotti, POM Diane Brown, PO Brandon McLaughlin, CPO Raymond Loughlin, PO Carlos Villamarin, and St John's Kitchen Manager Harrington.

Community Engagement Activities: FY 2025

In FY 2025, MPS participated in nearly 300 community engagement events. For this report, events were categorized under donation drives, tabling, events with the public, events with staff and other court departments, events with other agencies, volunteering, and additional programming with probationers.

Donation Drives: MPS has always been committed to collecting needed clothing, food, school supplies, and other items. "On any given day, the Massachusetts Probation Service--whether at intake prior to arraignment, during supervision, post incarceration, and in our Juvenile and Family and Probate Courts--we work with individuals, and children, and families who are dealing with poverty, inequality, struggling with the lack of opportunity, and in many instances social disorganization," said Probation Commissioner Pamerson Ifill.

In FY 2025, probation departments across the Commonwealth conducted at least 60 different drives. Clothing was a common drive, especially warm clothes for the winter, including hats, coats, and socks. Children were also common recipients of drives for school supplies, backpacks, Halloween costumes, Christmas presents, and art supplies.

"As a Probation Service, it is incumbent upon us as a Trial Court department to recognize and understand these can be social drivers of crime and delinquency. It is MPS' goal to assist clients in getting back on their feet and on the right track. These drives are a great way to assist our clients, while demonstrating our compassion for clients and helping those who are struggling. We also hope this type of assistance can offer a measure of stability that will aid in the reduction of crime and increase compliance with probation requirements." - Commissioner Pamerson Ifill



Events with Agencies: Ongoing communication and collaboration with partnering agencies are important components for providing ongoing support to probationers. **This year, MPS participated in over 50 events with agencies.** For example, this year, Barnstable Probate and Family hosted a caregiver luncheon to thank caregivers of minors. Caregivers, local community agencies, and Committee for Public Counsel Services (CPCS) attorneys who represent caregivers were also invited. Lawrence District Court had lunch with the Veterans Administration and discussed their services, while Essex County Probation and judges hosted a Children Requiring Assistance (CRA) summit for schools and community partners to explain MPS's role and the court process.

Events with the public: MPS participated in over 50 community events. The Juvenile Court Department was particularly active in these events, participating in nineteen different activities. Notable events included New Bedford District Court's Community Engagement Block Party and the Morning Movement/Rise Together program, which helps mentor students in 7th and 8th grade in Amherst, MA who struggle with attendance, grades, and/or behavior.

Hampshire Superior Probation helped with homework assignments and engaged with students through fun, engaging activities.

Programming with Probationers: Programming with probationers is a very important and special addition to the supervision and growth of probationers. Most of these programs generally meet after hours and are designed to provide positive, helpful outlets to those being supervised, thereby improving their overall chances of leading successful, full lives. Examples include numerous running clubs, Motherhood and Fatherhood programs, reentry groups, some specifically for sex offenders, Changing Lives Through Literature, and Alcoholics Anonymous meetings.

Tabling: MPS ensures its presence in the community by setting up a table and being available to answer questions while handing out information and MPS merchandise. In FY 2025, MPS attended various job fairs, county fairs, parades, town events, career days, schools, and colleges.



Northampton District Probation Helps Deliver 350 nonperishable food bags to those in need. From left to right: Intern Stefan Notchev, CPO Lori Sheehan, PO Michelle Almeida, POM Karen Woodward, APO Christopher Nieves-Sepulveda, PCC Alysha Linnell, APO Walter Agboola, PO Margaret Collette, PO Kelly Gandolfi, and PO Jenifer Muscaro.

National Night Out

National Night Out is a nationwide campaign designed to strengthen relationships between public safety officials and residents, foster community partnerships, and improve neighborhood safety.

FY 2025 marks the 41st anniversary of National Night Out. Probation teamed up with local police, fire, and community stakeholders to participate in this family-friendly night.

This year, 17 different courts participated in National Night Out.

Middlesex Probate and Family Court participated in North Reading's National Night Out. The event included free raffles, a BBQ, vehicle and equipment displays, face painting, and information workshops on topics such as substance use, scam protection, and disaster preparation.

Probation staff from Eastern Hampshire District Court participated in their first-ever National Night Out, engaging with members of the community, first responders, police, and local agencies.



FACPO Valerie Taylor, PO Kerriann Butler



PO II Kevin McDonald, PO Jennifer Martins and PO Alyssa Graham

Newton District Court Probation staff set up a community resource table and answered questions about programs and resources at Newton's National Night Out event on August 6th at Captain John Ryan Park.



Nala, service dog and unofficial mascot of the Newton Probation Department.

This year's event featured community resources, kids' activities, live music, and food. It provided a great opportunity for Newton District Court staff to share information, answer general questions, and share available resources.

Somerville District Court joined public safety partners and local residents in both the Somerville and Medford National Night Out celebrations.



First Justice David Frank, Somerville Chief of Police Charles Femino, First Justice Catherine Byrne, Tufts University Police Director of Public Safety Mary McCauley, and CPO Maureen McCole



PO Kelly Conlin, PO Nadine Luongo, Mayor of Lawrence Brian De Pena, and PO Lillian Rivera

Essex Juvenile Court Probation staff engaged with the community, Mayor of Lawrence Brian De Pena, first responders, and police at Lawrence’s National Night Out celebration on Tuesday, August 6th, at the Lawrence/Methuen Community Coalition.

“I was able to describe Probation’s role in the community to reduce recidivism in youth. We talked to the community about the Juvenile Court and its programs. The families were able to meet Kelly, Nadine, and I whose caseload is primarily in the Lawrence community. We spoke to the families about the CRA process in particular as most parents wanted more information. We also informed them of the community resource services for families,” said PO Lillian Rivera.

Malden District Court probation staff helped run activities at the National Night Out festivities hosted by the Malden Police Department on August 6th, at MacDonald Stadium. Several staff members brought their families, including their children, and colleagues from neighboring courts also supported Malden Probation by attending this annual event.



Left to right: Malden Chief of Police Glen Cronin, PO Keone Coleman, Capt. Paul Hopkins, PO Alyssa Yearwood, PCS Melba Romero, PO Nicole Guidoboni, PO Robert Courtney, SCC Ashley Newman, Amaya Banks, APO Aryanne Martin, PO Tim Labelle, Dezi Banks, CPO Marisa Vaughan, CPO Damon Banks, Officer Joseph Martinez, PO Gianna Franco, K-9 Officer Michael Polston, ACPO Jennifer Donahue, and Malden Police Commissioner Barbara Murphy

Other News

Massachusetts Probation Service partners with Massasoit Community College to provide education and job training for justice-involved through the college's Future of Work Institute



Commissioner Pamerson Ifill and MPS employees.

Probation Commissioner Pamerson Ifill and Massasoit Community College Interim President Bill Mitchell signed a Memorandum of Understanding (MOU) for the school's Future of Work Institute which will provide access to education, training, and job placement for Massachusetts probationers, justice-involved individuals, and returning citizens. The Institute will also provide training for MPS employees.

The MOU signing and an Open House were held at the school's Main Street site in Brockton on Thursday, November 14th.



Massasoit Community College Interim President Bill Mitchell and Probation Commissioner Pamerson Ifill chat after signing Memorandum of Understanding (MOU).

Nine-Year-Old Sworn in as "Probation Co-Commissioner for the Day" During National Pretrial, Probation, and Parole Supervision Week

Tairih King, a nine-year-old diagnosed with Hodgkin lymphoma, was sworn in as "Co-Commissioner for the Day" for the Massachusetts Probation Service (MPS) on July 23, before his family and Probation employees in the Office of Probation Commissioner Pamerson Ifill. Court Administrator Thomas Ambrosino administered the oath as Massachusetts Trial Court Chief Justice Heidi Brieger looked on. This ceremony kicked off of National Pretrial, Probation, and Parole Supervision Week, which took place Monday July 22 - Friday, July 27. Nine-year-old King has gone through several tough rounds of treatment at Dana Farber's Jimmy Fund Clinic.

"We were elated to have Tairih, his brother, and parents join us for this ceremonial swearing-in, and he did such an amazing job. Tairih is a wonderful young man, and we were happy to launch our first event recognizing him and having him serve as my Co-Commissioner," said Commissioner Ifill.

During the swearing in ceremony, Tairih assisted Commissioner Ifill in signing key Probation policy. Commissioner Ifill and his Executive Team presented him with a Probation t-shirt and paraphernalia.



MPS Commissioner Ifill (left) and Tairih King (right).

He and his parents, Kyanna and Shawn King, and family were treated to lunch. Tairih attends Cabot Elementary in Newton through the METCO Program. The 9-year-old is also a member of Tony Richard's "No Books, No Ball" basketball team, where he is affectionately referred to as "Swaggi T."



From left to right: Sean King, Tairih's father; Kyanna King, Tairih's mom; Taraj King, Tairih's big brother; Tairih King, MPS Commissioner Pamerson Ifill; Chief Justice Heidi Brieger; and Court Administrator Thomas Ambrosino.

Field Services



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 local probation offices to ensure they implement statewide practices and policies.

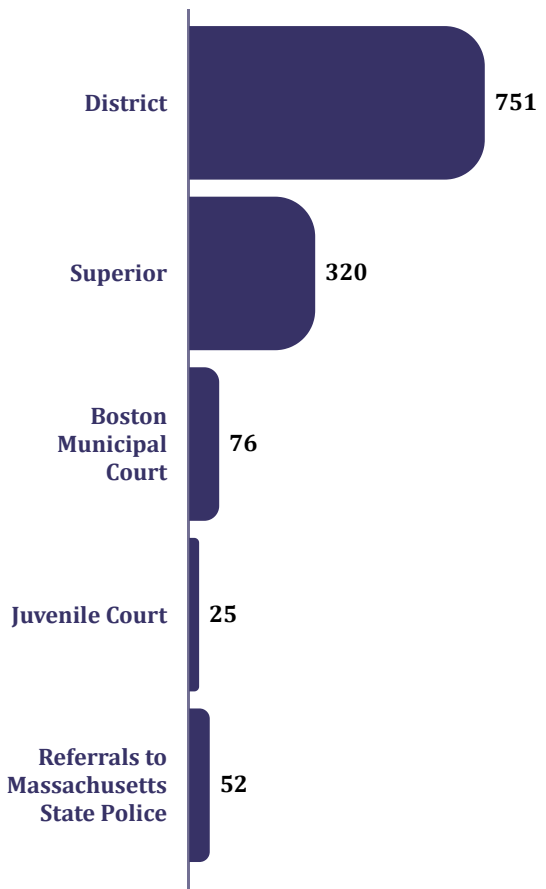
Visiting offenders in the community at places like their homes, jobs, and schools is an integral part of probation supervision.

DNA Collection

As part of the Criminal Justice Reform Act of 2018, (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. 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.



DNA Collection by Court Department: Fiscal Year 2025



Carey Guides

Implementation of Carey Guides, Case Planning, and Supervisors BriefCASE Series to Advance MPS's Commitment to Evidence Based Practices.

MPS completed its implementation of Carey Guides (Cognitive Behavioral Intervention tools), as part of its ongoing commitment towards using Evidence Based Practices (EBP) in its work with probationers.



The practical and easy to use guides help probation officers work more effectively with moderate and high-risk individuals. Research has shown that relying solely on the contact model of community supervision is insufficient for achieving positive behavior change. Instead, a more effective approach is to work with individuals to help them understand and address their identified criminogenic needs and teach them the skills they need to change their own behavior. The tools within the Carey Guides support this method and actively advance MPS’s mission to reduce recidivism. To date, over 28,000 Carey Guide tools have been used with individuals in supervision.

The use of the Carey Guides provided MPS with the opportunity to overhaul its case planning process to better align with current research and national best practices. The updated approach emphasizes targeting dynamic criminogenic needs and addressing individual responsivity factors.

MPS also launched the Evidence-Based Practice (EBP), Supervisors BriefCASE series. The series is an 18-module curriculum designed to coach and enhance probation officer skills in use of evidence-based practices.

Delivered quarterly by Chief Probation Officers (CPOs) at each court, these sessions include discussions and hands-on skill practice covering key topics such as modeling pro-social behaviors, building professional alliances, and addressing skill deficits.

To date, over 160 Supervisor Briefcase sessions have been completed on the local court level. To ensure smooth implementation, MPS’s Field Services and Training Divisions coordinated a phased rollout. The initiatives, Carey Guides, Case Planning, and BriefCASE series, were introduced sequentially, each building on the last to improve outcomes through evidence-based practices. Each of the initiatives were introduced in three phases across district, BMC, superior, and juvenile court departments.

Each phase included statewide training and ongoing coaching support via Communities of Practice (CoPs). CoPs are monthly, facilitated discussions to coach and reinforce probation officer practices and skill development. To date, over 483 CoP sessions supporting these initiatives have been completed statewide.



New Case Management System:

Since the launch of the build phase last July, MPS has been working with Slalom Inc. to build a new case management system using Salesforce, a cloud-based system that will help streamline case management and enhance productivity.

The new case management system (CMS) project has made remarkable progress over the past year.

As of July, approximately 90% of the system development work has been completed, which includes the core functionalities of the CMS, a web portal for program providers, and multiple system integrations.

The core CMS features are designed to transform current MPS processes and digitize many paper-based forms and workflows, empowering Probation employees to focus on serving individuals, families, and the community more effectively. This state-of-the-art system is poised to streamline communication between probation officers and referral program coordinators through its web portal, which standardizes program referrals and enrollment, monthly progress reporting for probationers, and enables in-app communication between supervising probation officers and program providers.

The integration with MassCourts further optimizes data flow between court records and probation cases, creating a cohesive and dynamic ecosystem. Additionally, system integrations will enable more seamless enrollments, significantly reducing manual efforts. Real-time test results and non-compliance alerts will be synced directly into the CMS, enabling immediate in-app notifications to probation officers.

This feature further reduces the administrative burden on probation officers, specialty units, and third-party vendors.

In tandem with the final stage of system development is the testing phase. This phase will validate the interconnectivity of these systems, providing hands-on experience and valuable feedback opportunities for our stakeholders.

To ensure a seamless transition, focus will be on change management, launching communication campaigns, and equipping MPS users with comprehensive training. These crucial activities are paving the way for a successful pilot launch scheduled for early 2026, marking the beginning of a new era in case management for MPS.

Collaboration with George Mason University

Since 2024, Probation has been 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, particularly condition settings, changes in circumstances, and violation of probation hearings. GMU is seeking insights into Probation's current supervision process to understand which methods work well and which 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 page provides brief summaries of what the individual courts involved in the program are currently working on.

Court	Project
Barnstable District Court	Working on setting up regular meetings with the District Attorney's Office and judges to make sentencing recommendations.
Concord District Court	Early termination of probation for Operating Under the Influence of Liquor cases if conditions are completed within six months. This benefits clients and staff by reducing the time spent on probation.
East Boston BMC	Provide courtroom actors and probationers with court-ordered program requirements and processes for revising special conditions.
Greenfield District Court	Reduce the number of violation notices by meeting with the District Attorney, judges, and court actors to collaborate on condition-setting.
Hampden Superior Court	Reduce violations of a subset of 28 high-risk clients by conducting off-hour and unscheduled home visits, while tracking re-offending data.
Lynn District Court	Develop a process to advise the District Attorney's Office of pre-trial violations and obtain their decision regarding the case.
Middlesex Superior Court	Improve communication with treatment service providers to verify treatment participation, collect victim information earlier in the court process, enhance the Sentencing Recommendation Form, and identify cases that would qualify for the BRAVO.
Northern Berkshire District Court	Create a resource list of services, fees, and the time required to distribute it to court professionals. Also, put laminated copies of this resource list at the defense and prosecution tables in the courtroom.
Plymouth District Court	Created a system for contacting terminated Probation clients six months after termination to provide support and resources, particularly at the Criminal Justice Support Centers. The centers assist with jobs, mental health, and substance use disorder. All clients are eligible for this project, except those who are incarcerated.
Salem District Court	Track data, verification of treatment attendance, and reporting at the police station.

MPS Mentorship Program

Started in April 2024, the MPS Mentorship program is a targeted professional development initiative designed to support MPS employees. The program fosters professional growth, collaboration, support, and knowledge sharing across the organization. This program aligns with the organization's vision by providing a unique opportunity to:

- Support the development of colleagues
- Share professional insights
- Contribute to a culture of continuous learning and connection



The key benefits of the MPS mentoring programing are to:

Build Confidence and Capability

- Develop key skills in communication, decision-making, and motivation
- Enhance self-awareness by identifying strengths and areas for growth
- Encourage idea-sharing and collaborative problem-solving in psychologically safe environments
- Empower employees to lead and contribute, regardless of title or position

Foster Mentor/Mentee Connection

- Facilitate knowledge sharing
- Support goal setting
- Promote professional networking
- Provide constructive feedback

Program Details

- Mentor/mentee pairs are matched within the same region (within 30–40 miles)
- Never from the same court
- Twelve-month program
- Minimum of one meeting per month (phone, virtual, or in person — in-person preferred)
- Maintain confidentiality
- Foster mutual respect

Eligibility to become a Mentor

- Minimum of three years of service with MPS
- In good standing with work performance
- Approval required from Chief Probation Officer (CPO) or immediate supervisor upon selection



Program Composition

Participants are selected to ensure diversity in:

- Position
- Current mentees: Probation Officers (POs), Associate Probation Officers (APOs)
- Current mentors: CPOs, ACPOs, POs, APOs, WMU staff, FSOs
- Division
- Region
- Trial Court Service
- Ethnicity
- Gender

Field Services: Regions and Departments

The Field Service Division is comprised of District and Municipal courts from five regions, along with the Superior, Juvenile, and Probate and Family court departments.

Because community engagement was such a significant part of probation practice this year, the report describes activities in each region and department, along with special highlights. Each section also notes caseloads at the end of FY 2025.

Participants to Date



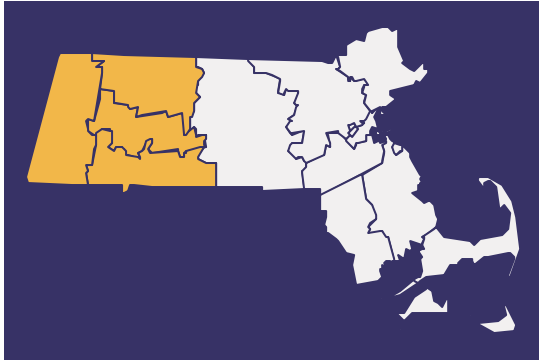
120



122

● Mentors ● Mentees

Region One



Region one of the District Court Department covers Berkshire, Hampden, Franklin and Hampshire Counties, and is comprised of twelve District Courts: Chicopee, Eastern Hampshire, Greenfield, Holyoke, Northampton, Northern Berkshire, Orange, Palmer, Pittsfield, Southern Berkshire, Springfield, and Westfield.

Community Engagement

The District Courts in Region One participated in over 60 events to foster community engagement in FY 2025.

Most notable were nine different collections to gather warm winter clothing for veterans, food drives for low-income residents, including 150 pounds of food donated to the Al Nelson Friendship Center/Food Pantry, and backpacks/hygiene kits for the unhoused.

Public events included a meet-up with the North Adams Neighborhood Youth Basketball League, a SNAP Community Benefits lunch, and two running clubs for probationers.

Additional events held with the public included a SNAP community benefits lunch, and attendance at a number of county fairs, parades, and college job fairs.

Some of Region One's community engagement events are highlighted in the next few pages.

The Northern Berkshire District and Berkshire Juvenile Probation Departments and local organization host kick-off for Annual Basketball Summer League for Youths

The Northern Berkshire District Court and the Berkshire Juvenile Court Probation Departments joined with the Northern Berkshire Community Coalition yesterday to host the kick-off of the Berkshire Coalition's Annual Summer Neighborhood Basketball League for Youths, including boys and girls, ages 9-13. This community engagement event took place at Uno Park in North Adams.

Free and open to the public, this annual kick-off event featured three-on-three basketball pick-up games, league sign-up, an introduction to the coaches, and raffles for basketball. Food, drinks, and ice cream were provided by M & J's Food Truck.



From left to right: Probation Office Manager Bobbi Jo Smith, Probation Officer II Alex Daugherty, and Associate Probation Officer Debra Griffin

The Summer Neighborhood Basketball League started in 2009 by then-Juvenile Probation Officer Alexander Daugherty and members of the Northern Berkshire Community Coalition, "as a way to engage youth in a positive activity during summer break from school."

Greenfield Run Club Ceremony



Chief Probation Officer Antoinetta Deangelis, PO Thomas Gauger, Commissioner Pamerson Ifill, First Justice William Mazanec III, Specialty Court Coordinator Sheila Schick

On September 16, 2024, Greenfield Running Club had a completion ceremony. The run group participated in the Speaking Out About Addiction and Recovery (SOAAR) 5K on September 7, 2024. Awards were handed out to participants by Judge William Mazanec III, Commissioner Pamerson Ifill, Specialty Court Coordinator Sheila Schick, Chief Probation Officer Antoinetta DeAngelis, and Probation Officer Thomas Gauger.

The Greenfield Running Club originally started in 2017. The program is voluntary and is offered to participants in Drug Court and Mental Health Court

Many studies have highlighted the positive effect that exercise has on significantly increasing the chances of success in a person's recovery from substance use. More recently, newer studies, published in 2023, illustrate that running therapy can rival the success of medication for the treatment of various mental health disorders. The potential benefits go well beyond the probationers' physical and mental well-being. It is well established that engagement in pro-social activities and the building of pro-social supports impact long-term success rates.

Northampton District Court Staff attend Holyoke Community College Internship Fair



The event provided staff a chance to network with students and answer any questions about MPS. Networking allowed the students to discuss internship opportunities and learn about probation and future employment possibilities. The networking event aimed to foster collaboration and innovation by bringing together community partners, employers, Holyoke Community College students, faculty, and staff.

Pictured left to right: Probation Officer Michelle Almeida, Chief Probation Officer Lori Sheehan, Springfield District Court Probation Officer Jessica Wilson, Assistant Chief Probation Officer Amanda Dzialo

Chicopee District Court Program keeps Probation clients and staff “On Track for Change”



ACPO Anthony Mogavero and James Yates (participant/graduate of On Track for Change).

Chicopee District Court Probation and court staff have joined with probationers as part of the On Track for Change Program, a running program that included training and preparation for road races, ultimately culminating in a local 5K race.

This first-time program at the court was a huge success, according to Chicopee District Chief Probation Officer Stephen P. Ashe. Clients James Yates and Fabian Martinez participated in the program and completed the 5K.

Judge Bethzaida Sanabria-Vega said the group ran in the Fleet Feet 5K in Longmeadow on Global Running Day, June 4th. Chicopee District is now beginning to recruit clients for a fall session of On Track for Change.

In preparation for the 5K, the running group trained together at a local park once a week.

Participating clients are required to complete two more runs each week. Judge Sanabria-Vega said she is planning to offer On Track for Change each season.

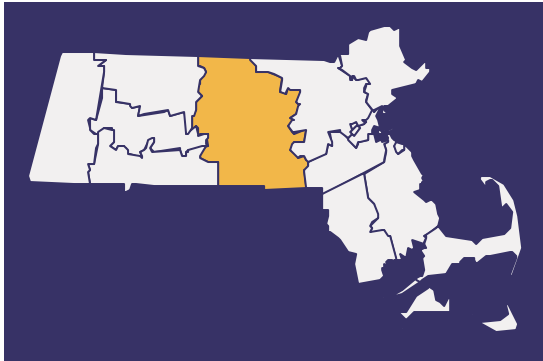
“I know the probationers loved participating and their wives also joined us for the training and ran on race day. It was great to work with all of them,” said Chief Probation Officer Stephen Ashe.

The recent group that completed the 5K was participants in the spring program. Judge Sanabria-Vega said she was inspired by California Judge Craig Mitchell, a speaker at the District Court Judges’ Conference in 2023. Judge Mitchell, an avid runner, started the Skid Row Running Club at the Midnight Mission homeless shelter on Skid Row in Los Angeles in 2012.

Region One Profile

Caseload	Frequency
Administrative	2,405
Community Corrections	44
DUIL	898
Pretrial Conditions of Release	910
Pretrial Probation as Disposition	197
Risk Need	932
Total	5,386

Region Two



Region Two of the District Court Department is centrally located and covers Worcester County. It is comprised of the following District Courts: Clinton, Dudley, East Brookfield, Fitchburg, Framingham/Natick, Gardner/Winchendon, Leominster, Marlborough, Milford, Uxbridge, Westborough, and Worcester.

Community Engagement

The District Courts in Region Two held various donation drives this year to collect food and clothing for those in need.

The drives included school backpacks and school supplies for students in Clinton, hats, and gloves for court users in East Brookfield, care packages in Fitchburg, a clothing and food drive in Gardner/Winchendon, and additional clothing drive in Worcester. Staff in Uxbridge District Court participated in "A Night to Shine", a prom-like event for people with special needs.

Some of Region Two's community engagement events are highlighted in the next few pages.

Fitchburg District Court Probation staff work collaboratively in assembling care bags for unhoused court users.

Fitchburg District Court Probation Department employees gathered for a team-building lunch to assemble 25 "Care Bags" to distribute to court users who are unhoused or in need. To date, Fitchburg has distributed over 150 bags.



Fitchburg DC Probation Team assemble 25 Care Bags for unhoused court users.

Marlboro District Probation Engages with Community at Adaptive Water Safety Day for Children with Autism and Other Special Needs



From left to right: State Senator Jamie Eldridge, PO Ashley Losapio, CPO Lynn Dadekian, First Justice Meghan Spring, Middlesex DA Marian Ryan, Swim Angelfish Coach Cindy Freedman, and State Rep. Dan Sena.

The Marlboro District Court Probation Department recently engaged with the community by providing food and refreshments for attendees at the Adaptive Water Safety Day, hosted by Middlesex District Attorney Marian Ryan's office, Swim Angelfish, and the Massachusetts State Police Dive Team. The Water Safety Day was created for children with autism, ADHD, and other special needs.

During this March 29th event, children learned "life-saving skills in a supportive environment." There was also an In-Water Safety Skills Workshop for youngsters ages four to 18.

Marlboro District First Justice Megan Spring, State Senator Jamie Eldridge, and State Representative Dan Sena attended this event.

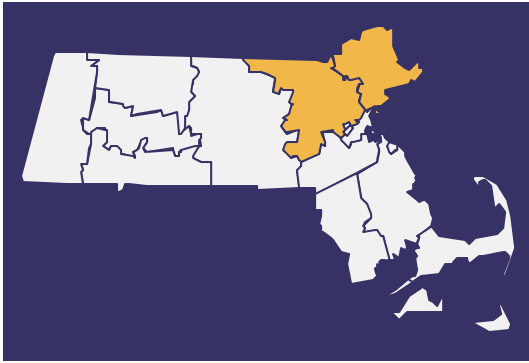
"Everyone there loved the refreshments from our department and wanted to pass along their appreciation.

"We were excited about this opportunity to get involved and engage with the children and parents," said Chief Lynn Dadekian.

Region Two Profile:

Caseload	Frequency
Administrative	2,233
Community Corrections	19
DUIL	959
Pretrial Conditions of Release	839
Pretrial Probation as Disposition	355
Risk Need	1,171
Total	5,576

Region Three



Region Three is located in the northeast part of the state. It covers Middlesex and Essex counties and comprises 17 district courts: Ayer, Cambridge, Concord, Gloucester, Haverhill, Ipswich, Lawrence, Lowell, Lynn, Malden, Newburyport, Newton, Peabody, Salem, Somerville, Waltham, and Woburn.

Community Engagement

Region Three participated in almost 20 community engagement events this year. Many were drives for needed clothing, while others focused on children, including toy collections for foster kids, Toys for Tots, and collecting hats for children with cancer. Three courts – Malden, Newton, and Somerville - participated in National Night Out. Most common, however, was the interaction between Region Three courts and other communities and organizations. Malden had a job fair with Cambridge District Court, Gloucester participated in Acton's Citizens' Police Academy, and Concord hosted the Concord and Maynard Police Academy.

Agencies were important connections as well, with Probation departments working with Gloucester Police, Salem State University, the Veterans Administration, and United Teen Equality Center (UTECE).

Some of Region three's community engagement events are highlighted in the next few pages.

Waltham District Court Probation Department celebrates Lunar New Year



Probation Case Coordinator Ali Fleischer with the handcrafted sign that POM Molly Lenox helped create. The sign says 新年快乐 (Xīn nián kuài lè) which translates to Happy Chinese New Year!

The Waltham District Court Probation Department celebrated the Lunar New Year by ordering Chinese food for lunch. Probation Case Coordinator Ali Fleischer also handed out red envelopes (紅包, hóngbāo) with individualized notes written in Mandarin to members of the Trial Court. During lunch, Ali told the story of how the zodiac signs came to be and the department learned that they had a wide array of animals represented throughout their office. The animals represented are the rat, dragon, snake, goat, and rooster.

Haverhill Probation Kicks Off Summer with the Boys & Girls Club

The Haverhill Probation Department had the opportunity to partner with the Haverhill Boys & Girls Club to help launch their summer camp season. Haverhill Probation sponsored their annual Pie and Chicken Wing Eating Contest-providing over 300 wings and 20 pies for any club members that wanted to join the fun - and many did! Even better, a few of the Probation staff jumped into the mix.

Probation Officer Manager Jennifer Mailhot, PO Samuel Knowles, and APO Jennifer Guzman bravely took on the pie-eating challenge, cheered on by a room full of excited campers, staff, and co-workers.

It was such a talked about event, that those who could not attend in person, made sure they cheered on via Facetime. "The energy was amazing" said Enelina Torres, Case Specialist, "There was so much laughter and cheering- you could just feel the happiness in the room."



Pictured: Associate Probation Officer Jennifer Guzman, Probation Officer Samuel Knowles, and Probation Office Manager Jennifer Mailhot are ready to eat!

Somerville District Probation participates in Community Unity Basketball

Somerville District Court Probation staff have been busy engaging with the community. The employees teamed up with the Somerville Police Department, Somerville Housing Authority, and the Mystic Learning Center to host the 5th Annual Community Unity Basketball game on June 5.

"We came together to join in on a friendly basketball game to promote social justice and stimulate a positive community vibe between the youth, teens, young adults, and local community partners," said Jessica Grassia, Somerville District Court Assistant Chief Probation Officer.



Members of the Somerville District Court probation staff, Somerville Police Department, Somerville Housing Authority, and Mystic Learning Center

Lawrence District Court Hosts Luncheon with Lawrence High School for Visual and Performing Arts



Students from the school for Performing Arts sing for employees at Lawrence District Court

In December, students from the Lawrence High School for Performance Arts visited Lawrence District Court for a holiday luncheon.

It was not their first meeting. Employees from Lawrence District Court attended the play, *In the Heights*, at Lawrence High School in November 2024.

After the play, which Chief Probation Officer Renee Lamothe described as "Phenomenal, better than any Broadway play I have ever been to", the students were invited to have lunch with probation employees and other court personnel.

In return, court members were graced with the singing of a very talented group of students.

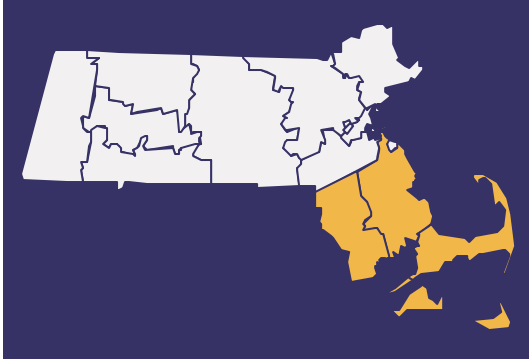


Region Three Profile

Region Three Caseload	Frequency
Administrative	3,848
Community Corrections	130
DUIL	1,228
Pretrial Conditions of Release	1,573
Pretrial Probation as Disposition	627
Risk Need	1,620
Total	9,026

Danielle DuBois, Assistant Probation Officer, and winner of the Ugly Sweater Contest

Region Four



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

Community Engagement

Region Four participated in roughly 30 community engagement events this past year, including numerous donation drives for clothing, a children's blanket drive, school bags with school supplies, art supplies for the Fall River Boys and Girls Club, and hats and mittens for the Falmouth Service Center.

Hingham District Court and the Quincy Community Justice Center have Dress for Success Closets, while Wrentham participated in a food drive for Walpole Community Food Pantry.

In addition, Barnstable, Brockton, and Taunton District Courts all had after-hours reporting.

Some of Region Four's community engagement events are highlighted in the next few pages.

New Bedford District Probation hosts community event in honor of "fallen" colleague

New Bedford District Court Probation held a Community Block Party in honor of their colleague, Kerri Fidalgo, Probation Case Specialist, who passed away tragically last September, 2024. Approximately 300 local residents turned out for the June 11th event, which featured local DJ Jason Mello, in the courthouse parking lot. Fidalgo's family was present, donated food, and helped serve the 350-400 hamburgers and hot dogs provided to attendees. Staff distributed over 100 stuffed animals, purchased with funds from the Trial Court Innovation Grant, as well as toiletries purchased with donated funds or goods from staff or community leaders.

"We held the event in honor of our fallen friend, Kerri Fidalgo, who was taken from us last fall. It was devastating to our community. You won't find a more caring or loving person. I'm sure she is watching us and is proud of what we continue to accomplish—she was with us in spirit," said David Branco, First Assistant Chief Probation Officer.



Kerri Fidalgo

Cape Probation and Clerk's Staff help build Habitat for Humanity homes in Wellfleet



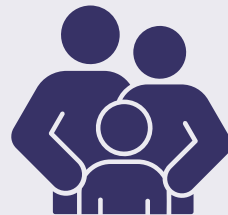
Christopher Martin (PO Barnstable Probate and Family), Christopher Hercun (ACPO-Barnstable Probate and Family), R. Wayne Chase (CPO - Orleans Probation), Amy Lucy (POM-Orleans Probation), Katie Sugermeyer (Assistant Clerk /Magistrate-Orleans Trial Court), Sally Ryan (Clerk's Office-Orleans Trial Court) and Dan Allen (Habitat Construction Supervisor)

Six staff members of the Orleans District Court and Barnstable Probate & Family Probation Departments, as well as the Clerk's Office, helped construct three of four single-family homes being built by Wellfleet Habitat for Humanity.

The homes are being built "deep in the woods of Wellfleet," according to R. Wayne Chase, Orleans District Court Chief Probation Officer, who has been volunteering for Habitat for Humanity for over a decade.

The MPS volunteers, divided into two crews, included CPO Chase, Chris Martin, Barnstable Probate and Family PO; Chris Hercun, Barnstable Probate & Family ACPO; Amy Lucy, Orleans Probation Office Manager; Katie Sugermeyer, Orleans Assistant Clerk/Magistrate, and Sally Ryan, Orleans Clerk's Office.

"One crew painted the upper porch, including ceiling, on two of the homes, and the other crew installed a tongue and groove wooden porch ceiling", said Chief Chase.



"I think being able to meet the families and children who are going to live in these homes is very rewarding. Helping to build homes for families who truly need them and might not be able to afford them otherwise is really giving back to the community and showing families that we care and support them."
Orleans Chief Probation Officer Wayne Chase.

Taunton District Court and Community Justice Support Center Staff Participate in Overdose Awareness Event

Taunton District Court and Taunton Community Justice Support Center staff turned out to support those who suffer from addiction and their families by participating in the City of Taunton's Overdose Awareness Day.

The Probation and Support Center staff set up a community resource table at the August 28th event, which featured information on MPS programs and resources. Staff also distributed waterproof toiletry bags, which contained shampoo, hair conditioner, soap, deodorant, toothpaste, toothbrushes, and resource information. The event took place in downtown Taunton at Liberty and Union Park.



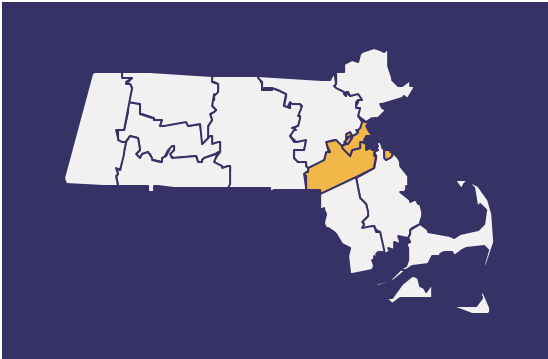
Staff pictured: Filomena DaVeiga, Program Manager, Taunton CJSC; Kelly Hamilton-Welzel, CPO of Taunton DC; Joann Fitzgerald, POM, Taunton DC; Shae Brazil, SCC, Taunton DC; Wesley Dyer, Taunton DC APO; and Craig O'Leary, Taunton DC ACPO, Co-Chair of the Taunton Community Crisis Intervention Team; and member of the Taunton Opiate Task Force. The other participating staff included Melissa Cardo.

Region Four Profile

Caseload	Frequency
Administrative	4,415
Community Corrections	53
DUIL	1,314
Pretrial Conditions of Release	998
Pretrial Probation as Disposition	457
Risk Need	1,248
Total	8,485

Region Five

BMC West Roxbury Graduates Mothers Group



Region Five covers both District and Boston Municipal Courts (BMC), in and around Suffolk County. They include BMC Central Division, BMC Brighton, Brookline District Court, BMC Charlestown, Chelsea District Court, Dedham District Court, BMC Dorchester, BMC East Boston, Quincy District Court, BMC Roxbury, BMC South Boston, Stoughton District Court, and BMC West Roxbury.

First Justice Kathleen Coffey, Regional Supervisor Brad McNichols, and Probation Officer Wendy Allmendinger with the graduates and their children.

Community Engagement

Region Five held over 20 community engagement events in the last fiscal year, including numerous drives: a sneaker/shoe collection, a holiday toy drive, and various clothing drives for recovery court participants, the Dee Kennedy Project, and the Mothers Program.

Courts also interacted with the community at various job fairs, worked with students at Charlestown High School, and helped clean up Frederick Douglas Peace Park in Roxbury. Three courts participated in National Night Out.

A few of the Region Five Community Engagement events are highlighted.

The Mothers Program, initially run by Probation Officer II Crystal Young and retired Assistant Chief Probation Officer Helen Brown, was restarted in September 2024. With the support of Judge Kathleen Coffey, Probation was able to restart the program after a long hiatus.

The program ran for 10 weeks and graduated three young mothers. There were presenters from many different programs: the Department of Children and Families, (DCF), the Department of Transitional Assistance, the Boston Public Library, the Boston Police Department, a pediatrician from Newton-Wellesley Hospital, the Dimock Center, and the Substance Use Aftercare Specialist at the court.

The participants learned about valuable new community resources, shared their experiences as women and mothers in the criminal justice system, and developed a new support system with Probation, the presenters, and each other.

The graduates expressed appreciation for being able to see the court system as a source of positive engagement, rather than just a punitive entity.

MPS Employees Participate in 11th Annual Boston Strong Invitational



Back row (left to right): PO Raymond Bernard; Trai Weaver, Plymouth County DA; Daniel Offutt; Jude David; ACPO Keison Harry; ACPO Gloria Laboy; PO Shalaine Parker; and CO Lawrence Mitchel. Front row (left to right): Shawnta Reid; and Brandi Conn.

More than a dozen Massachusetts Probation Service (MPS) and Massachusetts Trial Court employees, along with a Plymouth County Assistant District Attorney, volunteered or donated uniforms to play in the 11th Annual Boston Strong Invitational at the Reggie Lewis Athletic Center in Boston.

The two-day sporting event took place August 11 - 12 and featured a basketball tournament, races, and Special Olympics events as well as prizes, food, and child-friendly games and activities.

MPS also set up a resource table, located between the Boston Fire Department and the Massachusetts State Police tables, where Probation volunteers shared information about the agency, such as details on community resources and MPS job listings.

The Invitational brings Probation, first responders, law enforcement, youth, and local communities together to commemorate the lives lost during the Boston Marathon tragedy. MPS has participated in this event annually for the past 11 years. Keison Harry, ACPO at the Roxbury Division of the Boston Municipal Court (BMC), is the key organizer and coach of the MPS basketball team.

Region Five Profile

Caseload	Frequency
Administrative	2,505
Community Corrections	8
DUIL	559
Pretrial Conditions of Release	1,261
Pretrial Probation as Disposition	430
Risk Need	886
Total	5,649

Superior Court

The Superior Court Department oversees the 14 counties of Massachusetts. This includes Barnstable, Berkshire, Bristol, Dukes, Essex, Franklin, Hampden, Hampshire, Middlesex, Nantucket, Norfolk, Plymouth, Suffolk, and Worcester. With larger caseloads and exclusive jurisdiction over certain criminal offenses and civil actions, Superior Court Probation handles cases with complex, intensive supervision needs.

Community Engagement

Worcester Superior Court Probation Department Running 4 Recovery Program

The Worcester Superior Court Probation Department was one of the recipients of a 2025 Trial Court innovation grant for its Running 4 Recovery Program proposal.

As part of the program, the participants met every Thursday at Elm Park in the city of Worcester for a Couch to 5K training format for a period of 12 weeks. The group then ran in the Worcester Firefighters 6k road race on June 1st.



Weekly group photo Probation Officer Marie Mercurio, Probation Officer Gina Ryan, and Regional Administrative Justice J. Gavin Reardon

The participants were fitted with gear and supplies, along with guidance and tips from facilitators to support their fitness journey.

With the support of Regional Administrative Justice Reardon and the other justices of the Worcester Superior Court, the program will continue in the fall. Each participant received a race medal and a program completion certificate for participating in the program, along with the health benefits, knowledge, and perspectives the program offered.

Bristol Superior Probation Staff Help Greet Fall River Public School Students with a "Thumbs Up"



Chief Probation Officer Robert Blackburn, First Assistant Chief Probation Officer Vincent Godwin, Assistant Chief Probation Officer Ana Dias, and Probation Officer Antonio Rodrigues.

Bristol Superior Court Probation staff participated in the "Thumbs Up" event, where they joined other local agencies in welcoming students at three Fall River Public Schools. The children were in kindergarten through fifth grade and took place on August 28th at the John J. Doran, Henry Lord, and Alfred S. Letourneau Elementary Schools.

This is the first time the department participated in this event, and it won't be the last, according to Bristol Superior Chief Probation Officer Robert Blackburn.

Hampden Superior Court Probation Hosts Community Celebration for Local School Children

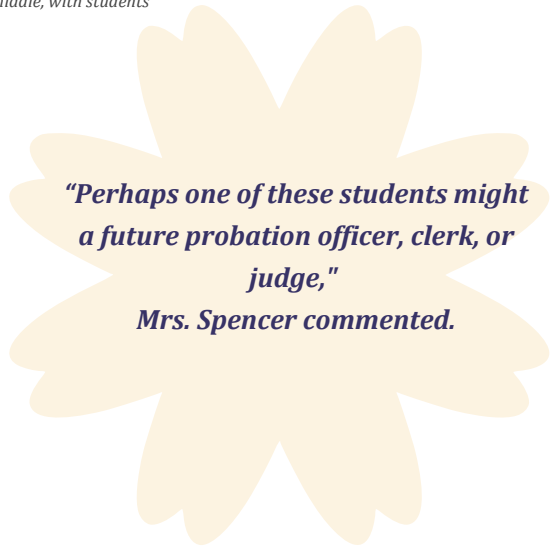


Rosa Maldonado-Brown, Hampden Superior Court Chief Probation Officer, middle, with students

Rosa Maldonado-Brown, Hampden Superior Court Chief Probation Officer, and Lorna Spencer, Statewide Supervisor for Superior Court, hosted an ice cream social and backpack giveaway for 30 students from the Rebecca Johnson School in Springfield. The December 6th event was held at the Johnson School and featured performances by the school's drummers and cheerleaders.

"We were excited to hold this event for this group of school children who regularly participate in our court's annual Cultural Appreciation Week. Community engagement events such as this celebration for children and Cultural Appreciation Week are a great way for us to interact with members of the community and help educate them about the courts and probation," said Mrs. Maldonado-Brown.

Regina Evans-Cox, the 4th and 5th graders' teacher, added, "These events provide a valuable civics lesson while also offering a fun way for students to connect with professionals in the courts and learn about their roles and how their work impacts the community."



*"Perhaps one of these students might
a future probation officer, clerk, or
judge,"
Mrs. Spencer commented.*

Superior Court Caseload	Frequency
Administrative	643
Community Corrections	148
Pretrial Conditions of Release	1,808
Pretrial Probation as Disposition	8
Risk Need	3,409
Total	6,016

Juvenile Court

Juvenile Court Probation Departments supervise children, adolescents, and young adults involved in delinquent, youthful, and status-offending behavior. Juvenile probation officers also monitor the well-being of children who are before the Juvenile Court as subjects of parental abuse and neglect.

Community Engagement

Juvenile Court Probation participated in over 60 community engagement events in FY 2025, the majority being events with the public. Events included Hampden Juvenile's participation in Family Fest at Brightwood Elementary School, Norfolk Juvenile's participation in the Family Assistance Conference with Quincy Public Schools and DCF, and Worcester Juvenile's field trip to the Worcester Boys and Girls Club.

Juvenile Probation also held many events with agencies (n=14), which included DCF, Family Resource Centers, Health Law Advocates, Youth Villages, and even Amtrak police.

Some of Juvenile Probation's community engagement events are highlighted on the next few pages.

Barnstable Juvenile Probation Minions Participates in Plymouth Family Resource Centers Trunk or Treat Event

At the Plymouth Family Resource Center, the annual Trunk or Treat event kicked off with a vibrant scene of decorated cars lining the parking lot. Each trunk is transformed into a mini-Halloween world, showcasing a variety of spooky, funny, and creative themes.



PCS Jillian Dunn, APO Tanisha Ferrer, PO Chantal Morrison, and PCS Erin Hyslop.

2025 Memorial Day at the Massachusetts National Cemetery

On Saturday, May 25th, the Barnstable County Juvenile/Town of Plymouth Probation Department partnered with the Office of Community Corrections by participating in the Memorial Day Ceremony held at the Bourne National Cemetery.

Court-involved youth joined Court staff in placing American flags at the graves of veterans and their families. Each youth received community service hours for taking part in the day. It was a great day recognizing all of our fallen service members.



Assistant Court Service Coordinator Robert Doherty assisting youth with the placement of American flags

Hampden Juvenile Probation staff provide children and families with plants to grow at a recent local Family Fun Day

May 2025 was planting season for Hampden Juvenile Court Probation staff who gave local children and families plants to grow, nurture, and bond over. The 60 potted red and yellow marigold flowers were distributed at the New North Citizens Council and Pynchon Edgewater Community (C3) event on May 15th.

Ms. Cabrera attends the weekly North End C3 Community Policing Meeting, where local residents, and stakeholders network and share information about community resources. The New North Citizens' Council, Inc. describes its mission and role on its website this way: "Provide advocacy, public and human services to Hampden County residents with an emphasis on the Hispanic/Latino community for the purpose of enhancing the preservation and support of the family resulting in the improvement of life."

"We provided families and children with flowers, pots, stickers, and soil so they could all have their own plants. The children and the adults were able to decorate their pots and choose the flowers of their choice. Our staff truly enjoyed participating in this event and interacting with the community," said Probation Officer II Raquel Cabrera.

In addition to Ms. Cabrera, Hampden Juvenile was represented at the event by Associate Probation Officer Michael Murphy, Associate Probation Officer Alyssa Yelinek, Associate Probation Officer Kayla Hitchcock, Probation Officer II Brenda Tirado, Associate Probation Officer Jacelyn Diaz, and Probation Case Coordinator Deborah Staton.



From the left: APO Michael Murphy, APO Alyssa Yelinek, PO II Raquel Cabrera, APO Kayla Hitchcock, PO II Brenda Tirado, APO Jacelyn Diaz, PCC Deborah Staton.



Suffolk Juvenile Chief Probation Officer Kevin McClerklin and Suffolk Juvenile PO Jeffrey McNair and Assistant Chief PO Frank Larmond

Probation Officer Jeffrey McNair nominated Chief McClerklin and ACPO Larmond for the award for their "ongoing support" of his service to the country. PO McNair is the captain and commanding officer of the 1060th Transportation Company in the Army National Guard Unit. The unit deployed to Europe.

"I want to recognize ACPO Larmond and Chief McClerklin for being helpful and accommodating throughout the year and as I prepare for my mission. Both my ACPO and CPO have done more than they had to, to make sure I would be successful in both capacities," said PO McNair.

CPO McClerklin commented, "It is an honor to receive this award, and I am happy to support PO McNair in his career and as he serves our country."

Middlesex Juvenile Probation Office Manager Receives Patriot Award

Probation Case Specialist Jacob House is a 2nd Lieutenant in the United States Army Reserves. On March 11th, he made a surprise visit to Cambridge Juvenile Court to present a Patriot Award to his Probation Office Manager, Debra Carroll.

Jacob nominated his supervisor in appreciation of her support of his responsibilities to his military service. The Patriot Award is issued by the Office of the Secretary of Defense to recognize employers' efforts to support Reservists through measures such as flexible schedules, time off before and after deployment, and support for family responsibilities.

Jacob has been employed with Middlesex Juvenile for over two years. In that short time, he has excelled in every aspect of his job. He is someone whom all staff have come to rely upon. With his Southern charm, he provides a "signature counter experience" that is second to none. Jacob is also a Union Representative for Local 6.



Middlesex County Juvenile Court Probation Office Manager Debra Carroll and Probation Case Specialist 2nd Lieutenant Jacob House.

Suffolk Juvenile Assistant Chief Probation Officer and court are recognized for their efforts to end human trafficking of minors



Shirby Stewart-Best on left. Sheelah Gobar, SEEN program manager, on right.

Shirby Stewart-Best, Suffolk Juvenile Assistant Chief Probation Officer, was recently recognized by the Children’s Advocacy Center of Suffolk County for her “outstanding dedication and commitment to the Support to End Exploitation Now (SEEN) collaboration.”

Ms. Stewart-Best accepted a Certificate of Distinction Award on behalf of her court and was also presented with a separate Certificate of Distinction and Contribution Award at the Advocacy Center’s recent 20-year celebration held at Northeastern University on September 4th.

A 28-year Suffolk Juvenile Probation employee, Ms. Stewart-Best has served on the SEEN multidisciplinary team since August 2021. As a SEEN Collaborative member, she, along with her team, is “making progressive efforts to coordinate interagency responses for over 800 at-risk and commercially exploited children.”

SEEN has introduced legislation that prevents minor victims of “commercial sexual exploitation from being arrested and charged with prostitution and loitering with intent.”

Ms. Stewart-Best said, “It was very much a team effort. No one can do this work alone. However, I am thankful for the platform my job gives me to help children.”

Suffolk Juvenile Chief Probation Officer Kevin McClerklin said of Ms. Stewart-Best, "Shirby is passionate about helping people in the community. She works extremely hard to make sure that anyone walking through our doors is treated with dignity and respect."

Juvenile Monthly Caseload

Juvenile Court Caseload	Frequency
Administrative	514
Pretrial	777
Risk Need	478
Children Requiring Assistance	1,936
C&P Petitions	2,271

Probate and Family Probation

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

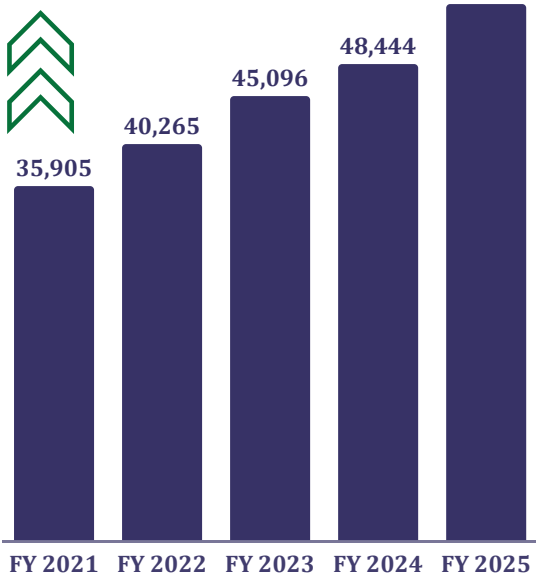
Case Interventions

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 18,000 more case interventions were completed this year compared to four years ago, an increase of 52%.

Case Interventions

52% increase since 2021



Average Number of Supervision Cases per Month:

Seek Work:



73

Drug/Alcohol Testing:



240

SCRAM:



14

Community Service:



2

Miscellaneous:



17

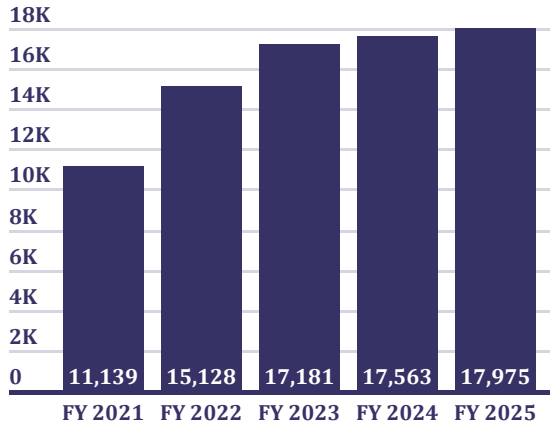
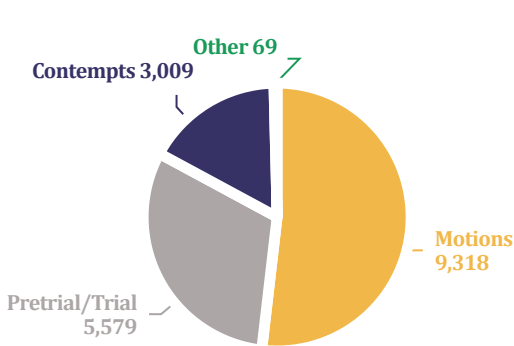
Dispute Intervention Statistics

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.

FY 2025 Total Dispute Interventions: 17,975

FY 2021 - 2025: Increase in Total Dispute Intervention Cases: 61%

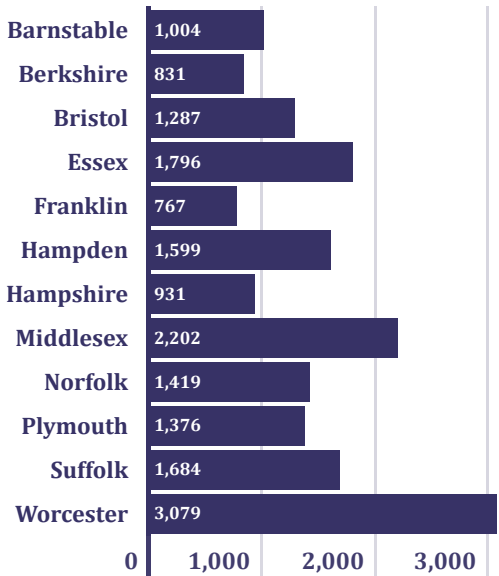
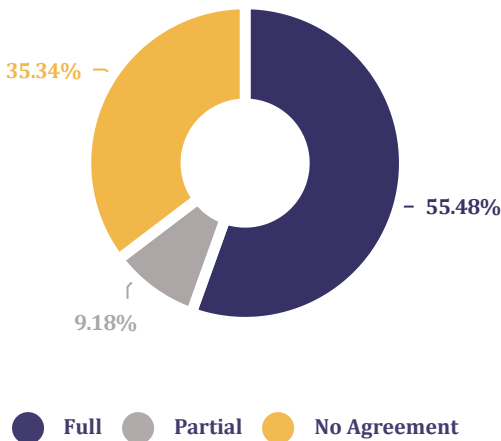
FY 2025 Dispute Interventions by Type



Percent of Dispute Interventions Ending in Partial or Full Agreement:

FY 2025 Dispute Interventions by Court

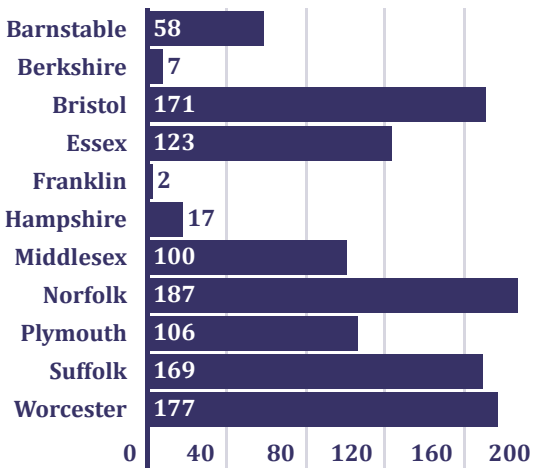
FY 2025 Agreement Rate



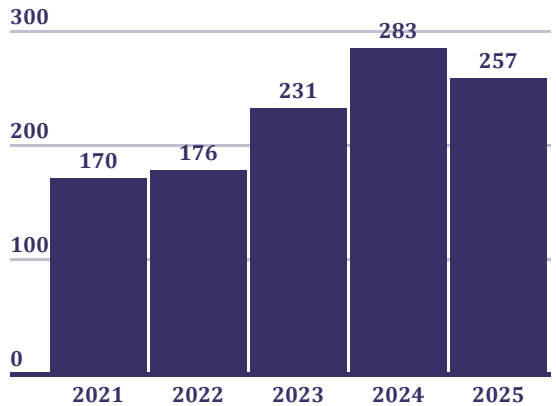
Formal and Short-Term Investigations

In an investigation, a probation officer gathers, assesses, and analyzes information to make recommendations to the Court. There are two types of investigations, formal and short-term. In formal 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 formal 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.

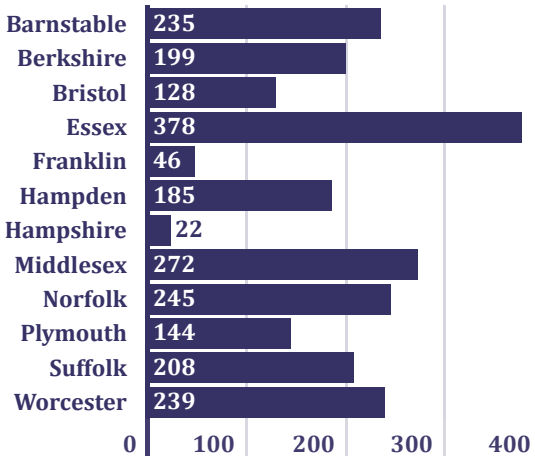
Formal Investigations Completed per Court:
FY 2021 - 2025



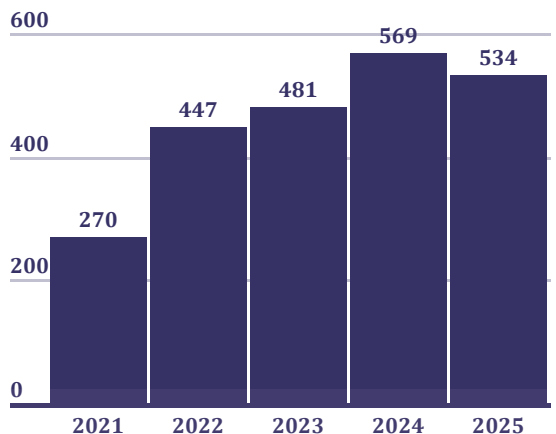
Completed Formal Investigations:
FY 2021 - 2025



Short-Term Investigations Completed per Court:
FY 2021 - 2025



Completed Short-Term Investigations:
FY 2021 - 2025



Middlesex Probate Probation meets with over 500 children at the annual Career Fair



Elementary school boys dressed up

Probation met with over 500 children during Career Day at a local school in Tewksbury. The children were able to try on a bulletproof vest, a judge's robe, and a court officer's shirt.

This was a great opportunity to connect with the youth. Many of the kids shared their own personal experience of how they were either adopted or how the Court helped their parents throughout a divorce or separation. Probate probation officers have a unique opportunity to work and assist families through an often-difficult transition time in their homes and families. To be able to connect with some of these children who have been part of the ripple effect of those efforts and great work in the Probate Court is a real testament to the work they do.

Barnstable Probate Probation volunteers in making Wreaths for Cape Abilities

CPO Donna Feinberg Rachwal and PO Christopher Martin busy at work making wreaths

Barnstable Probate Probation joined the Barnstable County Bar Association in volunteering their time to make wreaths for Cape Abilities. Cape Abilities is a local community organization whose mission is to support individuals with disabilities on Cape Cod by educating, counseling, and providing residential, therapeutic, social, and employment supports that empower individuals to achieve meaningful and valued roles in the community.

Proceeds from the sale of the wreaths made at Cape Abilities Farm are used to help fund all the Cape Abilities programs.



Suffolk Probate & Family Court Probation staff donated "much-needed" school supplies to students at the Chittick Elementary School in Hyde Park



Suffolk Probate and Family Court Probation Staff (left to right), POM Allison Engelken, Chittick Elementary School Principal Michelle Burnett, PO Margaret Rose, PCS Erin Mackie, ACPO Kelly Imbriano, PO Shelley Sturdivant and PO Shawn Haywood.

Suffolk Probate & Family Court Probation staff provided school supplies and shared information about Probate & Family Court and the probation profession with students at the Chittick Elementary School in Hyde Park as part of the Massachusetts Probation Service's statewide community engagement efforts. This is Suffolk Probate & Family Probation's second annual visit to the school.

"During our visit, we provided the teachers and students with much-needed school supplies. It is our goal to help support the Chittick staff in continuing their mission of providing students a rich, nurturing, and inclusive learning environment," said Edwin "Ted" Welch, Suffolk Probate & Family Chief Probation Officer (CPO)."



The Suffolk team waiting to meet the teachers and present the supplies to the staff.

Chittick Elementary School Principal Michelle Burnett and her staff introduced the Probation staff to the teachers and students during the May 12th visit. Suffolk Probate & Family Court Probation Department staff, including Mr. Welch, Assistant Chief Probation Officer Kelly Imbriano, Probation Office Manager Allison Engelken, Probation Case Specialist Erin Mackie, and Probation Officers Margaret Rose, Shelley Sturdivant, and Shawn Haywood visited the school. Mr. Welch acknowledged Ms. Engelken for "maximizing our budget to allow us to purchase the needed supplies. She did an amazing job!"

"We visited each classroom, answered questions about the Probation Service and the court, assisted students with their work, and shared stories with the children. When meeting with the students, we discussed the importance of resolving conflicts with our words in a safe and appropriate manner. We shared examples of how we, as Probation Officers in the Probate Court, are tasked with helping parents and guardians resolve their conflicts," said Mr. Welch

Pretrial Services



Pretrial Services

The primary goals and mission of the Massachusetts Probation Service Pretrial Services Division (PSD) is the establishment of a system of broad-based collaborative partnerships that include the court, criminal justice agencies, and community service providers that enables a set of comprehensive policies, guidelines, and practices to improve pretrial services throughout the Commonwealth of Massachusetts, and assist with the minimization of unnecessary pretrial detention through a wide-ranging system of pretrial services.

MassHealth Initiative

The PSD'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 healthcare 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.



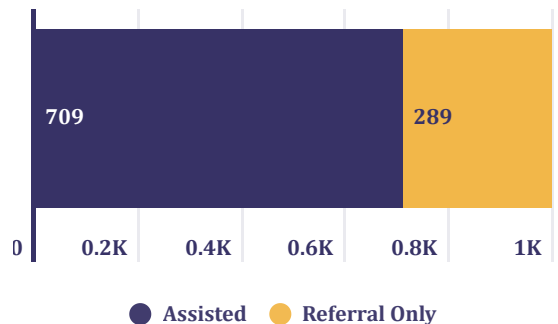
Probation Officers complete actuarial assessments and create case plans with post-disposition, justice-involved individuals that focus on the individual's criminogenic needs and responsivity concerns.

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.

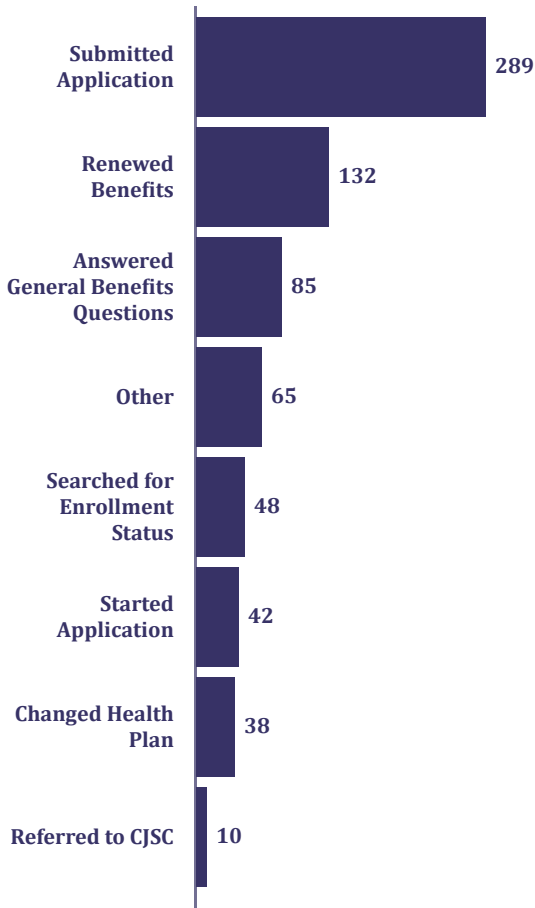
The long-term goal of this initiative is to create lasting positive and sustainable change amongst all justice-involved individuals, especially with our pretrial population, by providing individuals with direct assistance when applying for or renewing their insurance.

Health Coverage Assistance FY 2025

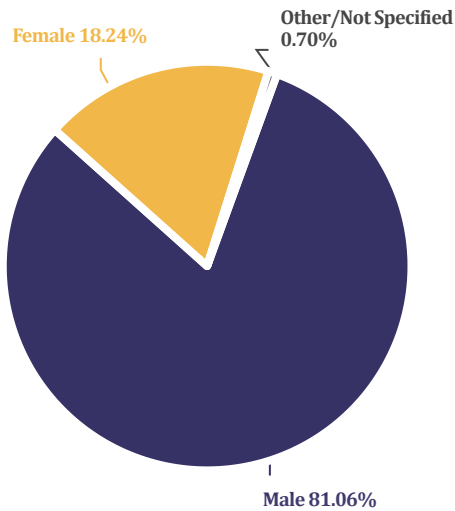
There were 998 total referrals. In total 71% of the referrals received assistance.



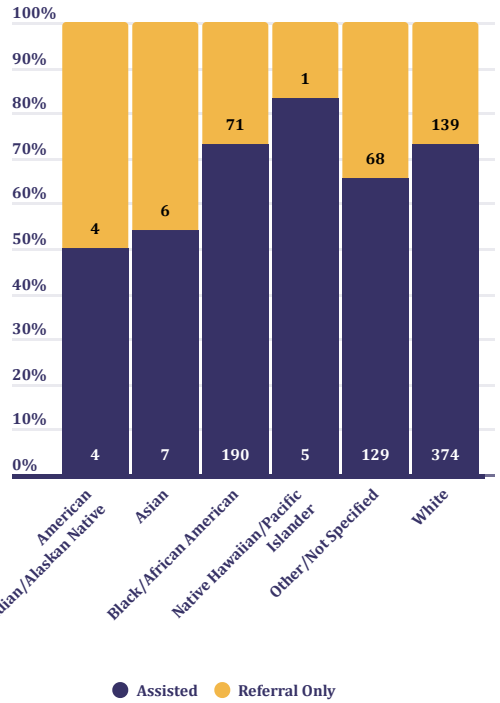
Health Coverage Assistance: FY 2025



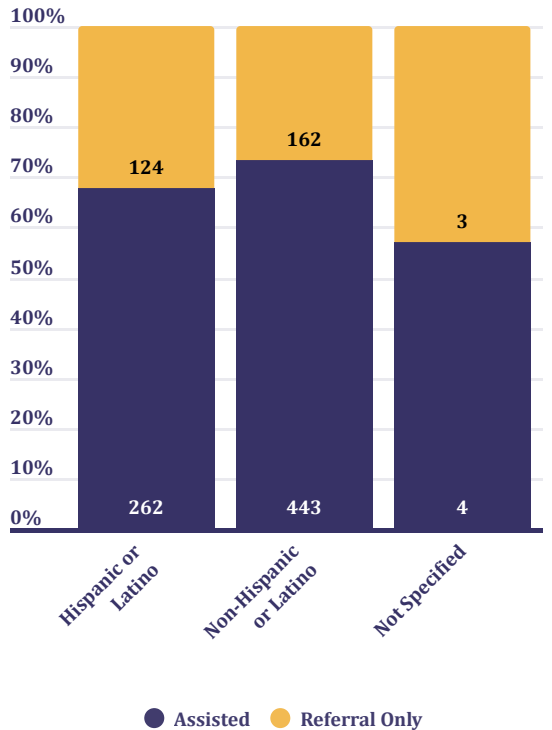
Gender



Race



Ethnicity

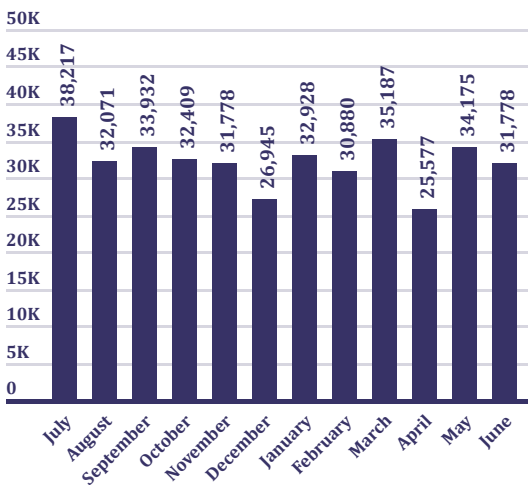


Text Messaging



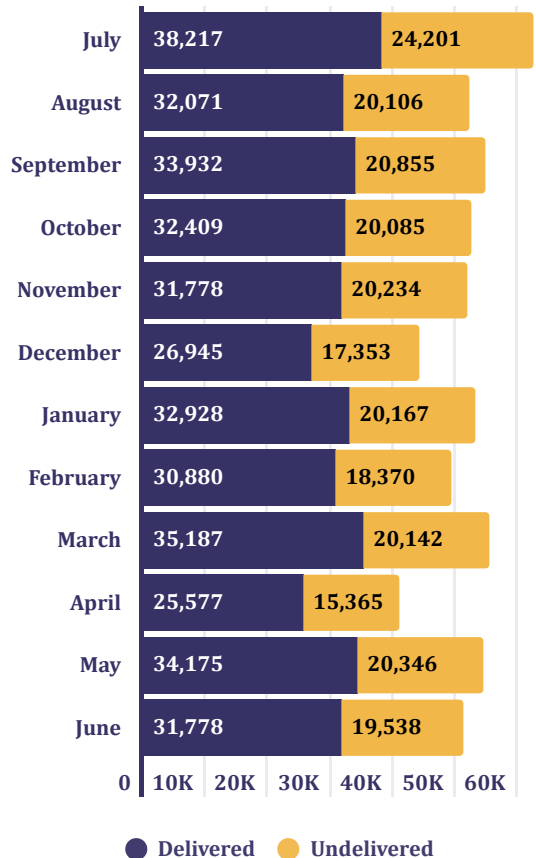
As part of the Criminal Justice Reform Act of 2018, the PSD was tasked with developing programs in coordination with the Massachusetts Trial Court and other criminal justice agencies to minimize unnecessary pretrial detention. The Act required that one initiative focus on developing a program that would 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.

Total Text Messages Delivered: FY 2025



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.

Number of Total Text Messages, Total Delivered vs. Undelivered: FY 2025



Pretrial Risk Assessment Pilot



In January of 2025, the Pretrial Services Division began meeting with Pretrial Services Departments nationwide to discuss the utilization and implementation of pretrial risk assessments. The PSD team met virtually with representatives from Washington, New York, Rhode Island, Arizona, Ohio, Nevada, and Delaware. The team also visited the State of Connecticut's Judicial Branch Court Support Services Division Pretrial Services Unit to discuss the creation of Connecticut's own pretrial risk assessment. In June of 2025, a Pretrial Services intern from MIT's PKG Social Impact Center began a comparative analysis of several pretrial risk assessments: the Public Safety Assessment (PSA), Ohio Risk Assessment System-Pretrial Assessment Tool (ORAS-PAT), Connecticut Point Sale, Virginia Pretrial Assessment Tool, Colorado Pretrial Assessment Tool, and the Pretrial Risk Assessment (PTRA). At the conclusion of the summer internship, she presented her findings and recommendations to the Pretrial Services team. The Pretrial Services Division hopes to pilot two Pretrial Risk Assessments in 10 district courts across the Commonwealth in 2026. The pilot will span 12 months and utilize the Public Safety Assessment (PSA) and the Ohio Risk Assessment System's Pretrial Assessment Tool (ORAS-PAT). The goals of the pilot are to assess the feasibility of implementing a pretrial risk assessment in Massachusetts and to determine the impact of using an assessment on reducing unnecessary pretrial detention, particularly among marginalized communities.

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 2024. Within the first year of the pilot, Suffolk Superior Court Justices had ordered thirteen presentencing investigations be conducted via the BRAVO-M guide. The pilot expanded to Middlesex Superior Court in the spring of 2025.

MPS' Pretrial Services Division volunteer at Cradles to Crayons



Members of the Pretrial Services Division

Members of the PSD joined together to sort donated clothing by size for children and families as volunteers for the non-profit Cradles to Crayons Boston.

"We were happy to come together as a unit to participate in this charitable giving effort that will benefit hundreds of children and their families," said Dr. Carmen Gomez, Deputy Commissioner-Pretrial Services.

Cradles to Crayons' mission is to "end clothing insecurity," according to its website which also states that 20 million children across the US lack access to affordable, appropriate clothing.

MPS Pretrial Services & Records Unit Engage with Mothers for Justice and Equality Event

Shawnta Reid, Pretrial Services Operations Coordinator, and Sandrine Burrell, CARI Coordinator, interacted with community residents and shared information about the Massachusetts Probation Service (MPS) at the Mothers for Justice and Equality Resource Fair held Friday, May 9th, at the Nubian Square Library in Roxbury. Ms. Reid and Ms. Burrell provided information about MPS and the Trial Court. Ms. Reid discussed career opportunities in the Trial Court as well as details regarding MassHealth.

The CARI Unit informed attendees of the procedures regarding record sealing and expungement.



Sandrine Burrell and Shawnta Reid

Office of Community Corrections



The Office of Community Corrections: Community Justice Support Centers



On June 12, the Pittsfield Community Justice Support Center (CJSC) held their annual Client Recognition Ceremony to honor participants who have made significant strides in their recovery and reentry journeys.

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.

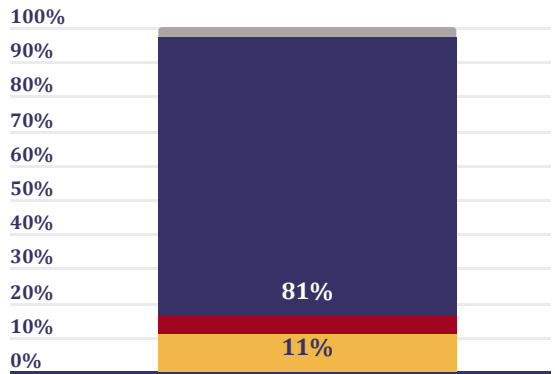
Services include:

- 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.

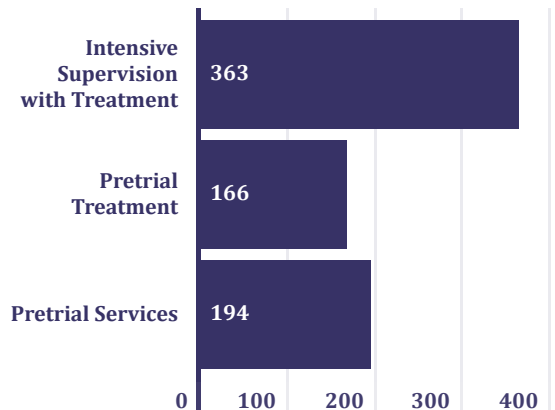
Admissions by Supervising Agency: FY 2025

Total Admissions: 1,566



- Voluntary Reentry
- Parole
- Probation
- Sheriff

In FY 2025, *Community Justice Support Centers helped 723 participants avoid incarceration:*



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.

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.



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.

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.



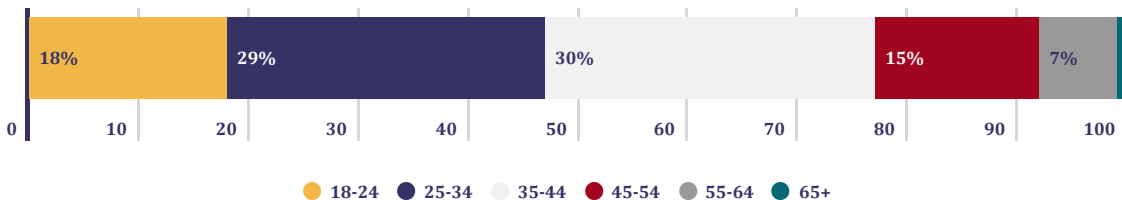
Pretrial Service Program (PSP): Sometimes a person needs support to ensure they will return to court. Instead of placing them in jail, the court may order them to attend the PSP at the Support Center. PSP will help them understand when they must be in court, check-in with them on a periodic basis, and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

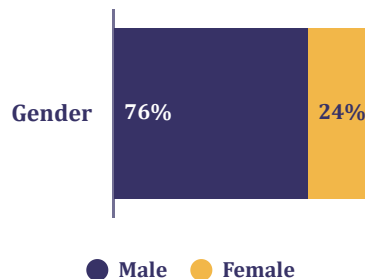
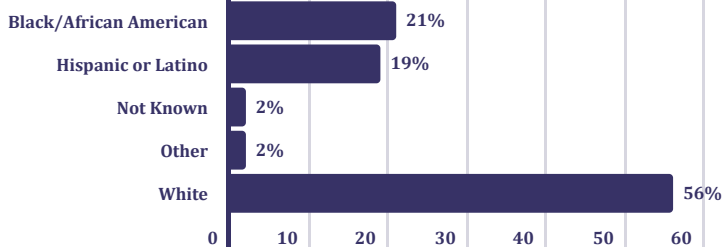
Demographics at Admission: FY 2025

There were **1,344 referrals** for 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



Race/Ethnicity



CJSCs by the Numbers		
	Total programming hours attended across all centers	64,167
	Average number of weekly program participants	688
	Average weekly programming hours attended per IST & Pretrial Treatment participant	3
	Average weekly CBT hours attended per IST & Pretrial Treatment participant	2.5
	Average overall attendance rate	80%
	Total number of job placements	161
	Participants achieving partial or full HiSet/GED	58
	Total samples screened for drugs and alcohol	20,396
	Overall drug and alcohol screen compliance rate	75%
	Ancillary service contacts for those on probation and parole	49,960



Left to right: Kendall Swanson, Graduate Student Intern, Jessica Fix, Statewide Manager Pretrial Services, Judge Lisa Ann Grant, Associate Justice - Roxbury, Kerri Cianciarulo, Specialty Court Coordinator, Emily O'Reilly, Clinical Supervisor-Mental Health & Recovery Court, Goldie Aime, Project Coordinator (HTCRP), Kim Albin, Program Manager, Yardley Theolien, Regional Manager, Kerry Feeney, Attorney, Zed Zlotea, Northeastern U Law Student, Rachel Flores, Northeastern Student, Marcus Mattis, Former Boston CJSC Counselor

An Open House at the Framingham Community Justice Support Center (CJSC) on Friday, September 26, was the first in the Fall series of events at all 18 Support Centers across the state.

This launch of Open Houses took place during September, National Recovery Month, as the centers offer many pathways to recovery.

These events are being held to introduce prospective clients, the general public, community organizations, and the legal community to the many services, including access to healthcare, housing, educational and job training, and more. The centers provide these services to returning citizens, probationers, court-involved individuals, or those who are seeking help.

The centers have been credited with reducing recidivism rates by up to 36 percent among the probationers who attend.

The centers offer the Ralph Gants Project, jobs, and skills training initiatives available at all statewide centers.

Clients who are uninsured may be enrolled in MassHealth at the centers. Probation also provides access to housing, such as sober beds and transitional housing for clients returning to the community following incarceration.

"Our Support Center staff works with community-based partners to deliver treatment, education, career counseling, and clinical case management as an alternative to jail and prison," said Vincent Lorenti, Executive Director of the Office of Community Corrections.

Events that have taken place at CJSCs within the past fiscal year:

Location	Date	Event Type
Barnstable CJSC	9/13/2024	CJSC Open House
Suffolk CJSC	9/18/2024	CJSC Open House
Springfield CJSC	9/19/2024	CJSC Open House
Brockton CJSC	9/25/2024	CJSC Open House
Woburn CJSC	9/26/2024	CJSC Open House
Worcester CJSC	10/2/2024	CJSC Open House
Dartmouth CJSC	10/3/2024	CJSC Open House
Lowell CJSC	10/9/2024	CJSC Open House
Taunton CJSC	10/10/2024	CJSC Open House
Framingham CJSC	10/11/2024	CJSC Open House
Pittsfield CJSC	10/18/2024	CJSC Open House
Northampton CJSC	10/24/2024	CJSC Open House
Quincy CJSC	11/13/2024	CJSC Open House
Lawrence CJSC	11/15/2024	CJSC Open House
Plymouth CJSC	11/20/2024	CJSC Open House
Framingham CJSC	3/28/2025	CJSC Signature Event
Springfield CJSC	4/10/2025	CJSC Recognition Ceremony
Boston CJSC	4/16/2025	CJSC Recognition Ceremony
Greenfield CJSC	4/17/2025	CJSC Recognition Ceremony
Brockton CJSC	4/23/2025	CJSC Recognition Ceremony
Lawrence CJSC	4/25/2025	CJSC Recognition Ceremony
Dartmouth CJSC	5/14/2025	CJSC Recognition Ceremony
Barnstable CJSC	5/16/2025	CJSC Recognition Ceremony
Worcester CJSC	5/21/2025	CJSC Recognition Ceremony
Woburn CJSC	5/22/2025	CJSC Recognition Ceremony
Haverhill CJSC	5/23/2025	CJSC Signature Event
Plymouth CJSC	5/28/2025	CJSC Recognition Ceremony
Taunton CJSC	5/29/2025	CJSC Signature Event
Quincy CJSC	6/4/2025	CJSC Recognition Ceremony
Northampton CJSC	6/6/2025	CJSC Recognition Ceremony
Lowell CJSC	6/11/2025	CJSC Recognition Ceremony
Pittsfield CJSC	6/12/2025	CJSC Signature Event
Fitchburg CJSC	6/20/2025	CJSC Recognition Ceremony

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.

On average, **328 people participated in the Community Service Program monthly, state-wide.** Community Service Program participants worked a cumulative total of 36,560 hours in FY25.

There was a 62% average community service attendance rate by participants referred by Support Centers.

Community Service Hours per Month



Court-involved Assist with Ecological & "Cultural-Rebuilding" Beach Project on Martha's Vineyard

Community service crew of four participated in a beach restoration and "cultural-rebuilding" project conducted by the Wampanoag Tribe of Gayhead (Aquinnah) at Lobsterville Beach on Martha's Vineyard over this year. The four crew members joined other community residents in planting seagrass and laying cedar shims.



This dune stabilization project not only benefits the environment, but it also contributes to the protection of "Tribal lands," according to Lisa Hickey, Assistant Statewide Supervisor of the Massachusetts Trial Court Community Service Program, a department of the MPS.

The dunes along Lobsterville protect Tribal lands referred to as 'the Common Lands,' which host some of the few naturally occurring cranberry bogs in the state and a host of endangered or threatened plant species. "This fragile environment needs the buffer from the salt water to protect the balance of water, soil, and salinity," said Ms. Hickey.

"Community Service participants made a significant impact on environmental, ecological, and cultural rebuilding".

She added, "This project is of utmost importance as it aims to prevent further dune loss and increase the area in which sand can be collected to restore the beach. We hope that our participants foster a sense of community pride in protecting our natural and cultural resources".

This project was arranged by Nathan Durawa, Assistant Court Services Coordinator, and the group worked with Beckie Finn, environmental coordinator for the Wampanoag Tribe.

"Since 2016, with the help of our amazing volunteers, we have planted a total of 180,000 stems of beachgrass, covering over 100,000 square feet of beach area," stated Ms. Finn.

Massachusetts Trial Court Community Service Program is Recognized by Lynn City Council During Meeting

The Massachusetts Trial Court Community Service Program was recognized by the City of Lynn this week during a council meeting for Community Service's "continuous participation" in the city's Keep Lynn Clean initiative, which includes the "Park Clean-Up Saturday's Program."

CPO Joseph Penucci and Mark Marcinko, Assistant Court Service Coordinator, were presented with a Certificate of Appreciation by council members and Lynn Mayor Jared C. Nicholson.

Ms. Hickey added, "I am really fortunate to work with such great people and to have the support of our court and probation colleagues. I would also like to recognize my Essex County staff, Nicole Dublin, John Langone, Thomas Rosatto, John Silva, Pete Feeley, and John Corrao."



Lynn District Court First Justice Ina Howard-Hogan; Lynn District Court CPO G. Joseph Penucci; Lisa Hickey, Assistant Statewide Supervisor of the Community Service Program; and Mark Marcinko, Assistant Court Service Coordinator.

Programs



Interstate Compact Unit

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.

The Interstate Commissioner for Adult Offender Supervision guides the transfer of offenders to promote 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 joint and cooperative action among the Compact states, preserves child welfare and promotes the public safety interests of citizens, including victims of juvenile offenders.

Outgoing Adult Cases: FY 2025



Incoming Adult Cases: FY 2025



Outgoing Juvenile Cases: FY 2025



Incoming Juvenile Cases: FY 2025



The chart below summarizes the interstate compact unit's work across several key metrics. The chart shows that Massachusetts is either at or above the national average for the metrics, and well above the 80% threshold for key response and process times.

FY 2025 MPS ICOTS Statistics	Compliance Rate
Case Closure Compliance	99.84%
Case Closure Reply Compliance	96.18%
Requested Progress Report Compliance	99.4%
Request for Reporting Instructions Compliance	99.83%
Transfer Reply Compliance	94.17%
Violation Response Compliance	97.33%

Interstate Compact employee Donna Reed receives national award

Donna Reed was the recipient of the Spirit of the Compact Award. Selected by the DCA Liaison Committee and approved by the Executive Committee, Donna was recognized at this year's Annual Business Meeting for her outstanding service and commitment to the mission of the Compact.

This award honors individuals who exemplify the values of the Compact and consistently go above and beyond to improve outcomes, serve their communities, and ensure public safety. Donna's work reflects exactly that spirit, and her dedication has left a lasting impact on others.



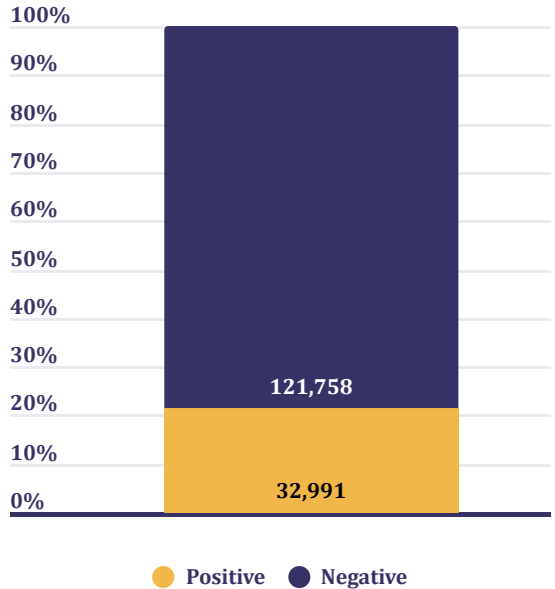
Donna Reed,
Interstate Compact
Coordinator

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, 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 2025, MPS and the Community Justice Support Centers performed 154,749 drug screens, with a total positive rate of 21.32% (n=32,991). This rate is about thirteen percentage points lower than the positive rate last year. This was due to a drop in cannabinoids, which are only restricted in specific situations.

Total Number of Drug and Alcohol Screens FY 2025



Assay	Total Positives	Total Percentage of Positives
Alcohol	3,869	11.73%
Amphetamines	3,822	11.58%
Benzodiazepines	3,183	9.65%
Buprenorphine	2,641	8.01%
Cannabinoids Natural	9,100	27.58%
Cannabinoids Synthetic	10	0.03%
Cocaine	5,126	15.54%
Cotinine	5	0.02%
Fentanyl	1,470	4.46%
Gabapentin	899	2.72%
Ketamine	2	0.01%
Kratom	21	0.06%
LSD	1	0.00%
Methadone	1,514	4.59%
Opiates	1,093	3.31%
Phencyclidine	222	0.67%
Tramadol	5	0.02%
Xylazine	8	0.02%
Total	32,991	100.00%

BH-JI is an in-reach, re-entry model that involves a partnership between the Massachusetts Executive Office of Health and Human Services (EOHHS) and the Massachusetts Executive Office of the Trial Court (Trial Court). BH-JI helps people who are “justice involved” connect with behavioral health services and community social supports. The populations served are:

- People leaving jail or prison within six months
- People who have recently left jail or prison within a year
- People on parole
- People on probation



Identify Eligible Member



Complete referral form/consult

Goals:

1

Develop a reach-in, reentry model for engaging Justice Involved Individuals w/ mental health and addiction needs

2

Connect and transition eligible enrolled individuals to appropriate healthcare and community services, using the Navigator model

3

Expand the BH-JI program statewide.

4

Demonstrate improved health outcomes, decreased fatal overdoses, and effective, efficient healthcare utilization for Justice Involved Individuals enrolled in the BH-JI program



Coordination and communication

In-reach meetings can begin



Specialty Courts

Specialty Courts focus on treating mental health or substance use issues that may impact criminal behavior or affect legal proceedings. Specialty Courts are not actually separate courts—they are specialized sessions within certain District, Boston Municipal, Juvenile, and Probate and Family Courts. Specialty Courts aim to reduce contact with the legal system by addressing the underlying issues that bring people into contact with the court system. Below are the different types of Specialty Courts:

34

Recovery/Drug Courts

These courts address the issues underlying criminal behavior, such as drug or alcohol substance use disorder and/or mental illness.

2

Family Treatment Courts

A voluntary Juvenile Court program designed to support families affected by parental substance use.

2

Homeless Courts

The Boston Homeless Court Program seeks to expand access to the criminal justice system and reduce legal barriers faced by homeless individuals.

1

Emerging Adult Court of Hope (EACH)

EACH is a novel, collaborative court for high-risk young adults arrested in Hampden County.

17

Mental Health Courts

Sessions include a court-imposed condition of probation for defendants who have serious mental illness or co-occurring mental health or substance use disorders.

7

Veterans Treatment Courts

A court-supervised, treatment-focused collaborative for defendants who have served in the United States Armed Forces.



Pictured: Roger and Hon. Mary E. Heffernan, Hon. Teresa Lamarre and recovery court graduate John Civetti, David Menard, Graduate, and Judge Edmonds

Women's Recovery Court Session Inspires and Empowers Attendees in Journey to Sobriety

More than 200 women filled the hall at Anthony's in Malden on May 9th to celebrate, support, and share stories of challenges and triumph at the Women's Recovery Court Session. This year's theme is "Inspire and Empower." The room was decorated in purple, a color symbolic of recovery.

This annual celebration, presented by Malden District Court Probation and the Massachusetts Trial Court, was first introduced 12 years ago by then Chelsea District Court Judge Benjamin Barnes, who is now Edgartown District Court First Justice, then Chelsea Probation Officer Judy Lawler (now retired Malden District ACPO), and Katie O'Leary of North Suffolk Community Services.

The session was called to order by Woburn District Assistant Chief Court Officer Diane Dugan. Malden District Court First Justice Emily Karstetter, Lynn District Court First Justice Ina Howard-Hogan, Middlesex District Attorney Marian T. Ryan, and Malden District Court Probation Officer Marisa Cogliandro-Vaughn provided words of encouragement and empowerment.

Deirdre Calvert, Director of the Massachusetts Department of Public Health's Bureau of Substance Abuse Services, was the keynote speaker.

The event was streamed via Zoom for the first time to incarcerated women of the Women's Services Division of the Suffolk County Sheriff's Office.

Women who were lost in recovery were memorialized by Shannon Lundin, Director of Recovery & Community Engagement at Chapters Recovery Center. Yoga instructor Allison Burke, Executive Director of NamaStay Yoga, led mindfulness exercises, and soloist Cassidy Sullivan performed.

Attendees also participated in a "creative collaboration" that included creating posters, which were joined to form one huge piece of art.

During the session, six women shared their lived experiences in recovery, including Amanda Rowan, an Assistant Clerk at Middlesex Superior Court. The day also featured an awards presentation.



Participants at the Women's Recovery Court session

Reentry Housing

The mission of reentry housing is to create housing opportunities that offer supportive services to those 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.

A key outcome related to Criminal Justice Reform and the Justice Reinvestment Initiative is the legislature's support of providing transitional housing for the justice involved through short term supports for sober housing (three months via the state appropriation,) and longer term (greater than six months) for transitional housing. This has been made possible through a contract the Trial Court has with Community Resources for Justice. For the last quarter of FY 2025 the Trial Court funded housing for a **monthly average between 500-600 people.**



In October 2025, the Trial Court supported 547 people with housing across the state. While the funding comes to the Trial Court and is administered by Probation, it is available for all justice involved persons on supervision, releasing from prison without supervision, pre-trial, sentenced to probation or on parole. All criminal justice partners have access to this housing support.

Project NORTH Grant

- Project NORTH is a free, voluntary, and confidential program managed by the Executive Office of the Trial Court and the Massachusetts Probation Service that co-locates Recovery Support Navigators in courthouses across the Commonwealth. Navigators help individuals involved with any court department access community-based behavioral health treatment and support.
- Project NORTH is a \$6 million dollar grant from the Department of Justice that was awarded to the Trial Court to expand access to behavioral health treatment and housing support for court users across the Commonwealth.
- These services are available to court users and their families in Barnstable, Boston, Brockton, Chelsea, Fall River, Haverhill, Lawrence, Lowell, Lynn, New Bedford, Pittsfield, Quincy, Springfield, Taunton, and Worcester.
- Since 2022, Project NORTH Navigators have helped 2,973 court users access community-based services and conducted 16,797 brief navigation contacts with individuals, staff, and partners. Of the clients who consent to follow-up, 86% report successful connections to care in the community.

Defined as 18–24 year olds for the purpose of this initiative

This means 18-24 year olds are over-represented on our caseloads relative to their presence in the overall population by about 75%.

There were 6,054 18-24 year olds in Massachusetts either on pre-trial conditions of release part B or sentenced to probation.

Recidivism is higher for this age group compared to other age groups.

This represents 15.3% of our caseload, even though 18–24 year olds are only about 9.1% in the state.

51% for one year, 76% after 3 years, according to study done by the Justice Reinvestment Initiative

Brain Science:

- “Hot cognition” is decision-making in an emotionally charged situation that can result in an outcome with a high risk or a high reward.
- Humans shift between these forms of cognition depending on their surrounding environment, physical and mental disposition, and learned coping mechanisms to high-stress events.
- Emerging adults have a greater tendency to take risks in a state of hot cognition compared to fully grown adults.
- This age group is in a critical developmental period, transitioning from adolescence into mature adulthood. The prefrontal cortex, the area of the frontal lobe that executes cognitive control, continues developing into the late twenties.
- The region of the prefrontal cortex that moderates behavior in an emotional state tends to develop later in the life course than the area that makes decisions in non-emotional states.
- Thus, during an emotionally charged event, an emerging adult’s underdeveloped prefrontal cortex is less able to resist immediate rewards. Emerging adults’ motivation to seek rewards drives them to take impulsive actions, especially in the presence of peers.

Emerging Adults Pilots:

Chief Justice Fortes partnered with Commissioner Iffill to focus specifically on this population to strengthen service delivery and improve overall understanding of how to work best with this group.

In November 2024, MPS consulted with Regional Administrators, Community Justice Support Centers (CJSC), Chief Probation Officers, and other key stakeholders to identify seven District Courts to host the emerging adult pilot sessions in Massachusetts.

The selected courts were:

- Framingham/Natick District Court
- Fitchburg District Court
- Lowell District Court
- Lynn District Court
- New Bedford District Court
- Pittsfield District Court
- Quincy District Court.

These courts were chosen based on the availability of relevant resources, demonstrated commitment to innovation in probation practices, and the capacity to support the emerging adult initiative effectively.

The goal of the pilots is to specifically address the developmental attributes of this age range and to provide opportunities to engage in emerging adult-directed services. The types of services the Probation Service is seeking to develop/establish connections with are:

- Case management (court navigation, system involvement)
- Education
- Subsidized or Transitional Employment Opportunities
- CBT programming
- Childcare / parenting
- Housing
- Transportation
- Health and well-being



Initiatives



Mass Probation Service participated as a referral source in the Executive Branch's Social Financing project with ROCA from 2013-2020. MPS then partnered with ROCA for a federal Second Chance Act Pay for Success grant from 2021-2026.



Mass Probation Services has been contracting with United Teen Equality Center (UTEC) since 2018 to support probationers in Lowell, Haverhill, and Lawrence.



Emerging Adult Court of Hope (EACH) in Springfield began in 2020, and is a partnership of the District Court, Hampden County District Attorney, Probation, and ROCA.



MPS joined the Violence Partners meeting, which convenes monthly to bring together various state agencies to discuss issues affecting youth and emerging adults. The group focuses on identifying ways to better support this age cohort and strengthen collaboration across agencies.

Research Department

The Research Department develops, implements, and supervises criminal justice research and statistical projects concerning the Massachusetts Probation Service. Below is a summary of research from the past fiscal year. Full reports can be obtained by contacting the Research Department.

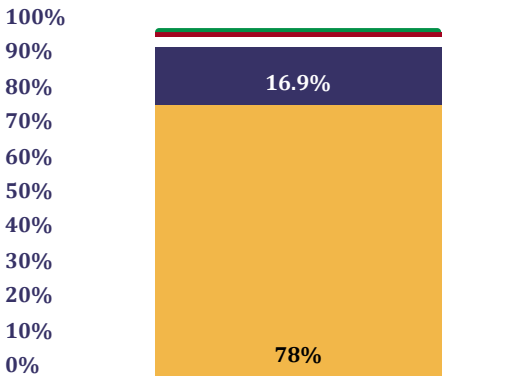
Research Briefs:

A Review of Massachusetts Intimate Partner Abuse Education Programs (IPAEP):

Certified IPAEP programs across Massachusetts work to hold individuals who use violence in their relationships accountable for their actions and help them change their behavior.

This analysis examined 1,148 probationers who were enrolled in an IPAEP program between 2020 and 2024. Completion rates and recidivism were measured.

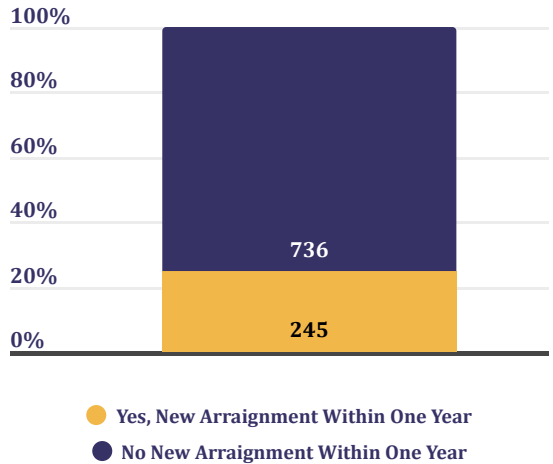
The majority of the participants in the sample, 78%, n=896, completed the program.



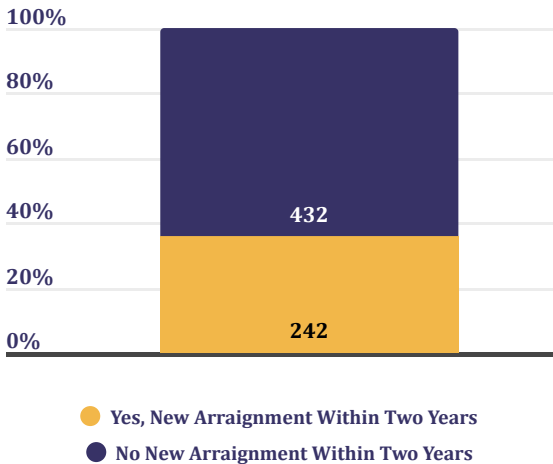
- Completer (n=896)
- Non-Completer (n=194)
- Active/Warrant Status (n=30)
- Completion Status Unclear (n=18)
- Deceased (n=10)

Recidivism

One Year Recidivism:



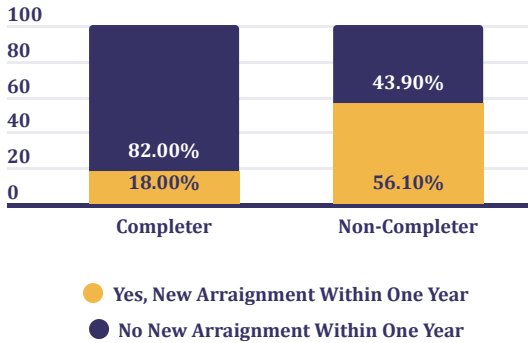
Two Year Recidivism:



In total, 25% of participants recidivated (were re-arraigned) within one year of completion, while 35.9% of program participants recidivated within the two years after program completion.

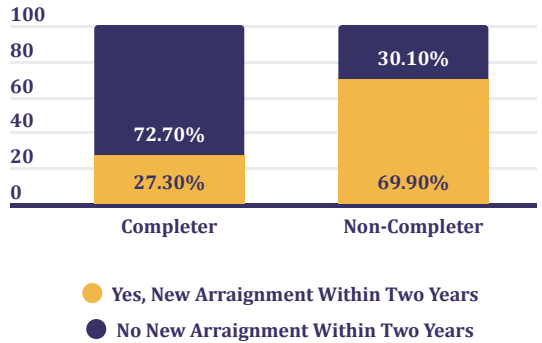
Recidivism by Program Completion:

When looking at program completion status with re-arraignment rates, there was a statistically significant association between program completion status and one-year re-arraignments.



Two Year Re-Arraignment Rate:

There was also a statistically significant association between program completion status and two-year re-arraignment rates.

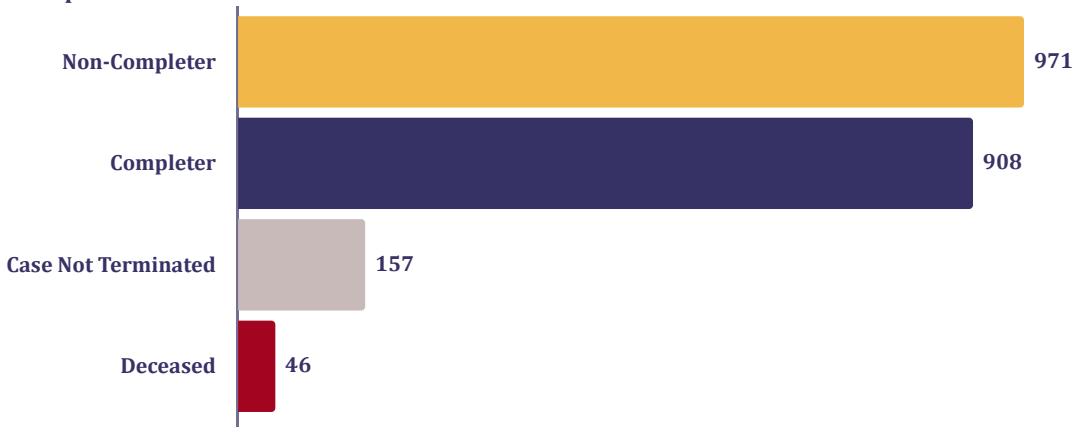


Massachusetts Recovery Court Recidivism

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.

The following analysis outlines all data entered into Probation's Apex system and extracted on February 28, 2025. There were 2,082 cases used in this analysis.

Completion Rates



Recidivism was measured by recording any new arraignment within one or two years after the Recovery Court end date. Any case that was less than 1 year old or 2 years old, respectively, was not included in the analyses. Findings were similar to previous years. The last recidivism analysis for Recovery Court participants (n=1,528) showed a one-year recidivism rate of 23.2% and a two-year recidivism rate of 39.3%. There were 1,781 cases in this year's one-year recidivism analysis and 1,642 in the two-year.

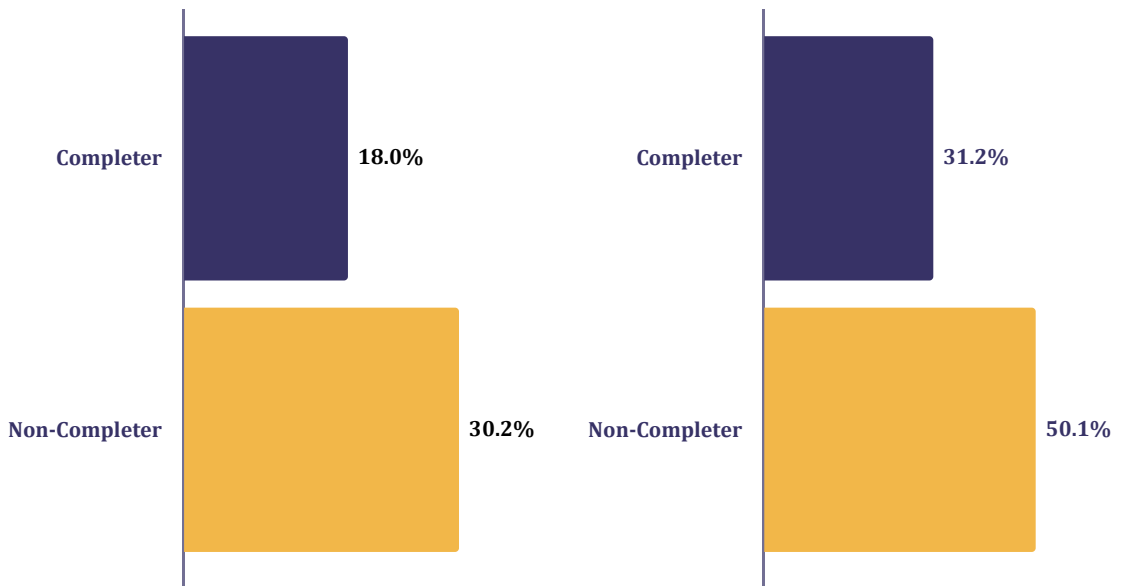
One Year Recidivism Rate:	24.4%	Two Year Recidivism Rate:	41.2%
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Recidivism by Completion Rates:

Historically, non-completers were significantly more likely to recidivate than completers. The last recidivism analysis from 10/23 showed that completers had a one-year recidivism rate of 17.5% vs 27.9% for non-completers and a two-year recidivism rate of 30.1% vs 46.9% for non-completers.

One Year Recidivism Rate

Two Recidivism Rate



Compliance Credits

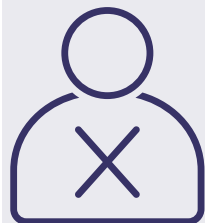


The probationer's sentence must include incarceration, followed by a term of probation supervision upon conviction of one or more criminal offenses.



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

Only individuals who started their probation after January 13th, 2019 are eligible for compliance credits, even if their from and after or split sentence occurred before this date.



Probationers currently being supervised for a sex offense are not eligible for compliance credits in the sex offense matter.

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 accrues only in the second year of supervision, the probation must be 13 months or more.

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 for each month they are in compliance in their second year of supervision, and ten days off their probation for each month of compliance after their second year. Accrual of credits is incremental, meaning that the number of credits deducted is gradually. The total number of months on 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 identifying, calculating, and tracking 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 and case closure rates. The Department works with the Legal Unit on complex eligibility issues and travels throughout the state to offer compliance credits.

Tableau Dashboards

The Research Department maintains a Tableau Public dashboard site. There are currently 24 dashboards. The data dashboards include monthly caseload and trends for the Superior, District, BMC, and Juvenile Courts; an additional non-delinquency dashboard for the Juvenile Court; a Dispute Intervention dashboard; an Investigation Trends dashboard; and a Monthly Caseload dashboard for the Probate and Family Court. There are dashboards for Specialty Court information and for Superior Court probation violations. This year, the Research Department added five dashboards to its Tableau Public site. Below is a summary of the new data visualizations.



Massachusetts Probation Service Research Department

Massachusetts Probation Service | Boston, Massachusetts, United States



Caseload Review

Month: Year:

Supervision Type	BMC	District	Superior	Juvenile	ASU/Pretrial	Grand Total
Administrative	1,537	14,930	607	494		17,568
DUIL	260	6,677			380	7,317
Pretrial	1,047	7,556	1,834	729		11,166
Risk Need	493	5,644	3,327	438		9,902
Child Requiring Assistance Cases				1,711		1,711
Care and Protection Petitions				2,194		2,194
Grand Total	3,337	34,807	5,768	5,566	380	49,858

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

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

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.

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

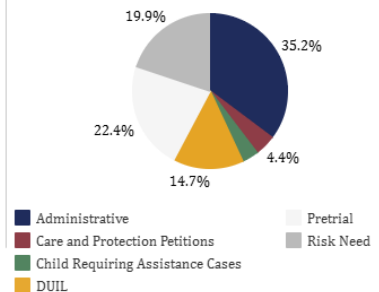


Tableau Dashboards

The Caseload Review dashboard shows the caseload count by supervision type for each court department. The dashboard can be filtered by month and year. This dashboard is updated monthly and currently includes data for CY 2023-2025. There are four main types of probation supervision in criminal courts: Administrative, DUII, Pretrial, and Risk Need. This dashboard also includes counts of CRA and Care and Protection Petitions that occur only in Juvenile Courts. The bottom-right panel depicts a pie chart showing the distribution of supervision types across all court departments combined.

Rate of Violation Noticed to Adult Supervision Cases



Rate of Violation Notices to Adult Sentenced Supervision Cases

Department

Supervision and Violation Type by Month: 2023

Supervision or Violation Ty.	2023											
	January	February	March	April	May	June	July	August	Septemb.	October	November	December
Risk Need	9,458	9,510	9,531	9,467	9,454	9,423	9,395	9,325	9,311	9,349	9,359	9,403
Admin	15,083	15,276	15,199	15,423	15,575	15,617	15,580	15,643	15,690	15,836	15,885	17,124
DUII	1,992	2,027	1,985	1,957	1,970	1,940	1,886	1,854	1,865	1,873	1,867	1,891
Grand Total	26,533	26,813	26,715	26,847	26,999	26,980	26,861	26,822	26,866	27,058	27,111	28,418
Criminal Violation Notice	532	471	496	439	522	466	504	594	525	610	548	483
Non-criminal Violation Noti.	889	838	1,012	916	929	976	927	1,031	895	880	923	875
Grand Total	1,421	1,309	1,508	1,355	1,451	1,442	1,431	1,625	1,420	1,490	1,471	1,358

Supervision and Violation Type by Month: 2024

Supervision or Violation Ty.	2024											
	January	February	March	April	May	June	July	August	Septemb.	October	November	December
Risk Need	9,464	9,458	9,444	9,517	9,538	9,544	9,523	9,493	9,460	9,436	9,415	9,391
Admin	15,758	15,694	15,826	16,052	15,871	15,944	15,842	15,830	15,893	15,884	15,936	15,876
DUII	1,940	1,857	1,896	1,910	1,895	1,962	1,982	2,021	2,028	2,044	2,093	2,133
Grand Total	27,162	27,009	27,166	27,479	27,304	27,450	27,347	27,344	27,381	27,364	27,444	27,400
Criminal Violation Notice	579	536	612	562	604	525	652	635	604	584	549	538
Non-criminal Violation Noti.	826	809	845	832	889	849	978	905	921	881	830	760
Grand Total	1,405	1,345	1,457	1,394	1,493	1,374	1,630	1,540	1,525	1,465	1,379	1,298

Rate of Violation Notices to Adult Sentenced Supervision Cases



This dashboard shows the rate of violation notices per adult, sentenced supervision case, by month. It also includes the count and totals for supervision cases and violation notices. This dashboard is updated annually and currently has the numbers for CY 2024 and 2025.

Pretrial Caseload Demographics



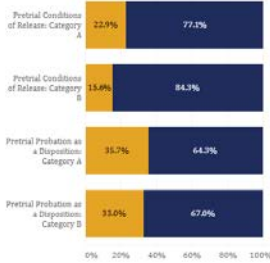
MPS: Pretrial Caseload Demographics

Year: 2024

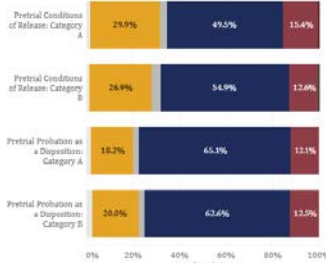
Case Count

Pretrial Conditions of Release - Category A	29,456
Pretrial Conditions of Release - Category B	8,041
Pretrial Probation as a Disposition - Category A	1,101
Pretrial Probation as a Disposition - Category B	1,978
Grand Total	40,576

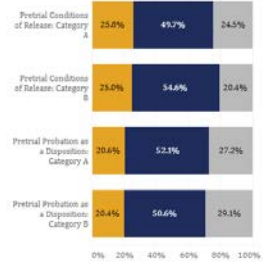
MPS: Pretrial Caseload by Gender



MPS: Pretrial Caseload by Race



MPS: Pretrial Caseload by Ethnicity



- Not Known/Not Reported
- Female
- Male
- Native Hawaiian / Pacific Islander
- American Indian / Alaska Native
- Not known / Not reported
- White
- Other Race / Multi-Race
- Black / African American
- Asian
- Not Known/Not Reported
- Not Hispanic or Latino
- Hispanic or Latino

This dashboard shows the demographic distribution for pretrial cases. The demographics being counted are gender, race, and ethnicity. This dashboard is updated annually, and currently has statistics for CY 2024 and 2025.



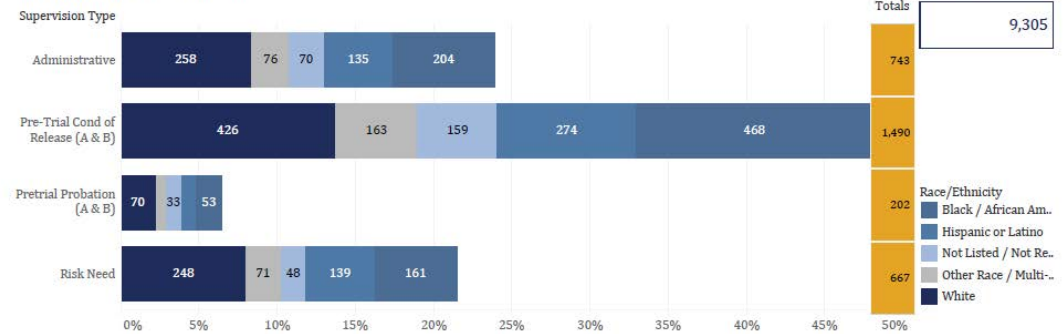
Juvenile Supervision Cases: Demographics

Supervision Type: All

Fiscal Year: 2024

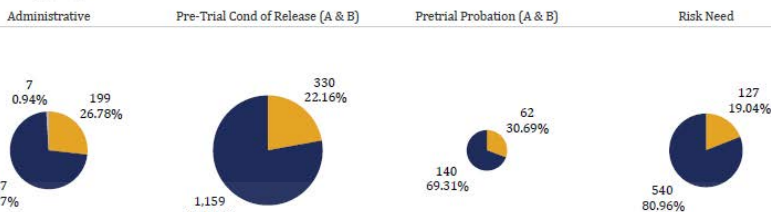
These visualizations depict the demographics of juvenile supervision CASES (and not individuals).

Supervision Type by Race/Ethnicity



In these visualizations, youth who are identified as Hispanic/Latino and white are categorized as "Hispanic/Latino."
 In these visualizations, youth who are identified as Hispanic/Latino and any other race are categorized as the other race.

Supervision Type by Gender



Both the dashboard on the previous page as well as the dashboard on this page portray juvenile demographics, the first by cases and the second by individuals. The dashboards are separated by cases and individuals because a juvenile may have more than one case. Juvenile case and individual data spans from FY 2018 - 2025. It is updated annually. While most of the Massachusetts Probation dashboards are in calendar year, the juvenile dashboard is in fiscal year to align with the requirements of the Office of Child Advocate, which reports in fiscal year.

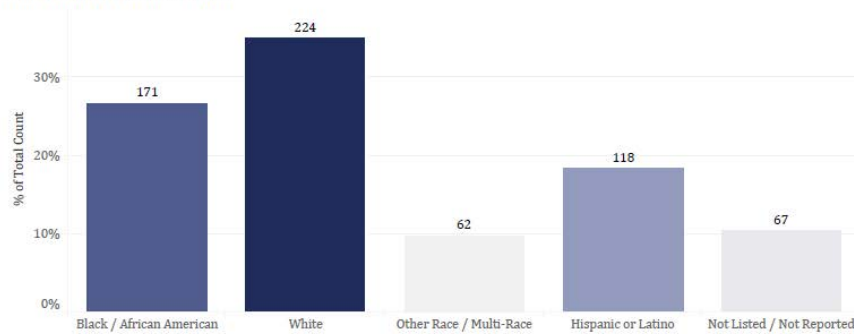


Juvenile Supervision Demographics by Individuals

These visualizations depict the demographics of juvenile supervision by INDIVIDUALS (and not cases).

Fiscal Year
2024

Race/Ethnicity Demographics

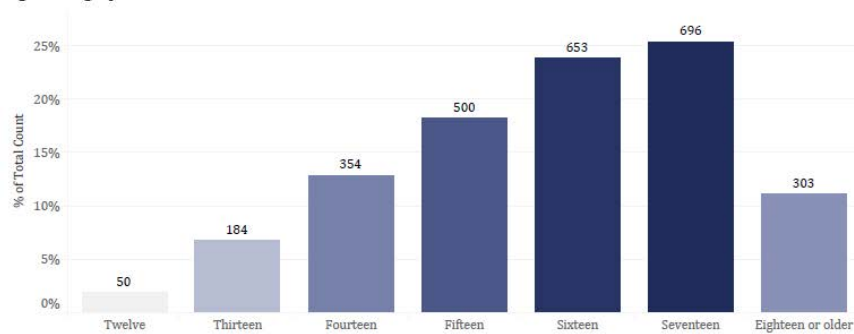


Overall Individuals
Caseload

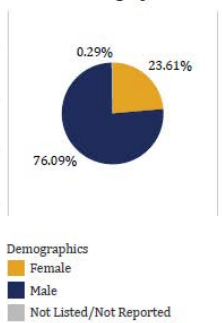
6,122

In these visualizations, youth who are identified as Hispanic/Latino and white are categorized as "Hispanic/Latino."
In these visualizations, youth who are identified as Hispanic/Latino and any other race are categorized as the other race.

Age Demographics



Gender Demographics



The Massachusetts Probation Service Research Department undertakes projects to support various Probation departments. 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 may require the research team to collaborate with internal units or external agencies.

Below is a summary of projects and reports the research team worked on in FY 2025.

	Project	Description
	Annual Report	Massachusetts Probation Service Annual Report: FY 2024, FY 2025
	Survey creation	Worked with the Morale and Wellness Committee to draft the Massachusetts Probation Morale and Wellness Survey
	Survey	Worked with the Pretrial Services unit to draft a customer satisfaction survey for their Mass Health initiative.
	Survey	Worked with the Field Service Operations Coordinators to draft, implement and report on a survey regarding the mentor/mentee program.
	Juvenile Justice	Collaborated with other juvenile justice agencies on juvenile-related data and is a current member of the Juvenile Justice Policy and Data Board (JJPAD) and Juvenile Detention Alternative Initiatives (JDAI)
	Children Requiring Assistance (CRA) Annual Report	Annual analysis of all CRA terminations statewide, submitted pursuant to M.G.L. Chapter 119, Section 39E to 39I.
	Recovery Court data	Managed and reported 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 departments' staffing, as well as periodic adjustments to the formula.
	Emerging Adult Data	Supported various initiatives by providing regular updates on emerging adult statistics.
	Veteran's Data	Supported veteran initiatives by providing regular statistics on veterans on probation.
	Special Report	Compliance Credit review of cases and code usage.
	Project Support	Ongoing support with George Mason University on their project with Field Services

Specialty Units



Electronic Monitoring

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 clients who were sentenced to house arrest by a judge. The program also provides an additional layer of supervision to improve 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 WLMO Unit's mission is to use technology as a tool for monitoring probationers, parolees, inmates, and litigants (clients). ELMO provides structure and accountability to change behavior, ensure compliance with court orders, enhance public safety in the community, and reduce 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 their scheduled test or tests positive for alcohol, an alert is generated to notify the ELMO Unit immediately. Violations are handled by the same warrant protocol that applies to GPS monitoring.



In FY 2025, MPS upgraded its GPS equipment and, during the process had to switch out all of the equipment leased from former vendor, Allied Universal, to new equipment manufactured by BI Incorporated.

More than 3,600 devices were swapped over, according to Daniel Pires, Statewide Manager of ELMO.

There are two new pieces of equipment. The first is the GPS LOC8 XT. "The low-profile, curved ankle-bracelet design is form-fitting and discreet for clients and provides agencies with detailed information about a client's movement in the community. The use of multiple satellite signals from different systems provides redundancy to help ensure location data is collected and transmitted in the event of GPS blockage or interference" according to the BI website.

The second piece of equipment resembles a sports watch and is called the “VeriWatch.”



The VeriWatch

Employees throughout the Commonwealth, including Probation Officer Klary Ruiz and ACPO Deizy Barbosa of the Dorchester Division of Boston Municipal Court, helped install the new bracelets while switching out the old devices.

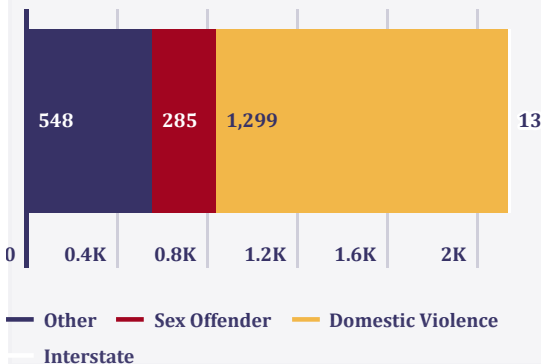
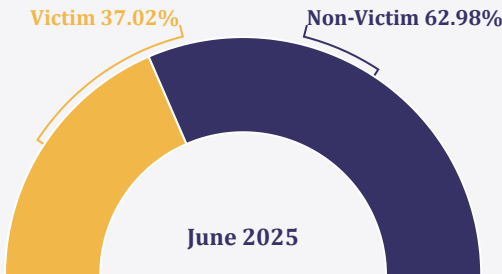
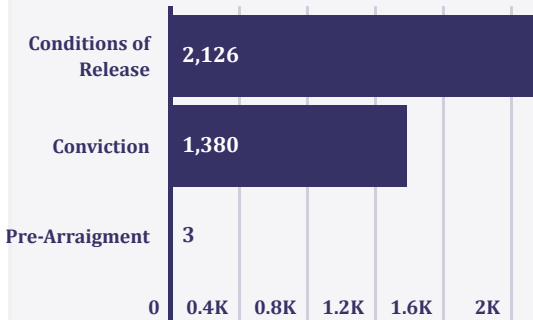
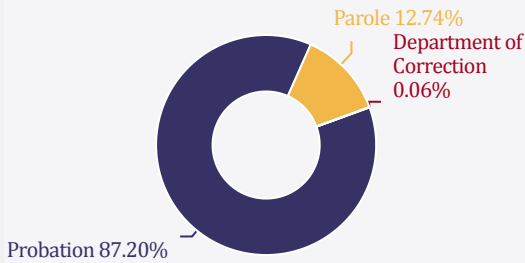
In total 24 sites participated in the conversion.



PO Klary Ruiz and ACPO Deizy Barbosa of the Dorchester Division of Boston Municipal Court

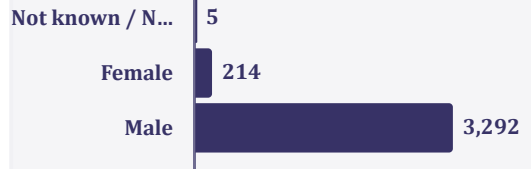
Conversion Sites	
<input type="radio"/>	Barnstable Court Complex
<input type="radio"/>	Boston Municipal Court
<input type="radio"/>	Boston Police Department C-111 and B2
<input type="radio"/>	Brockton Court Complex
<input type="radio"/>	Cambridge District Court
<input type="radio"/>	Dartmouth Community Justice Support Center
<input type="radio"/>	Dorchester Municipal Court
<input type="radio"/>	Fall River Court Complex
<input type="radio"/>	Framingham District Court
<input type="radio"/>	Franklin Court Complex
<input type="radio"/>	Hampden Hall of Justice
<input type="radio"/>	Hampshire Court Complex
<input type="radio"/>	Haverhill District Court
<input type="radio"/>	Lawrence Court Complex
<input type="radio"/>	Lowell Justice Center
<input type="radio"/>	Lynn Police Department
<input type="radio"/>	Middlesex Superior Court
<input type="radio"/>	Newburyport District Court
<input type="radio"/>	Norfolk Court Complex
<input type="radio"/>	Pittsfield Court Complex
<input type="radio"/>	Plymouth Court Complex
<input type="radio"/>	Suffolk Superior Court
<input type="radio"/>	Taunton District Court
<input type="radio"/>	Worcester Court Complex

June 2025 GPS Cases: 3,509

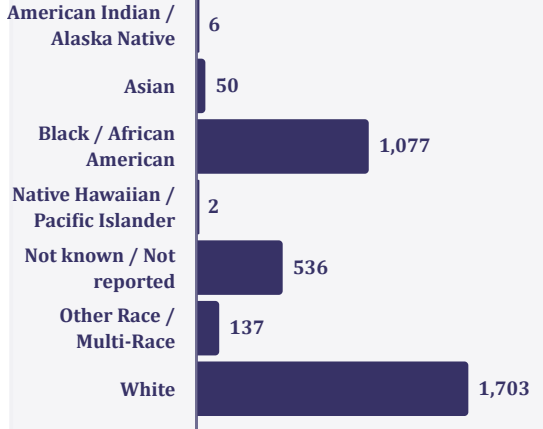


GPS Demographics

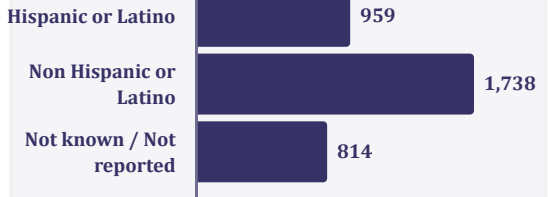
Gender



Race



Ethnicity



Age



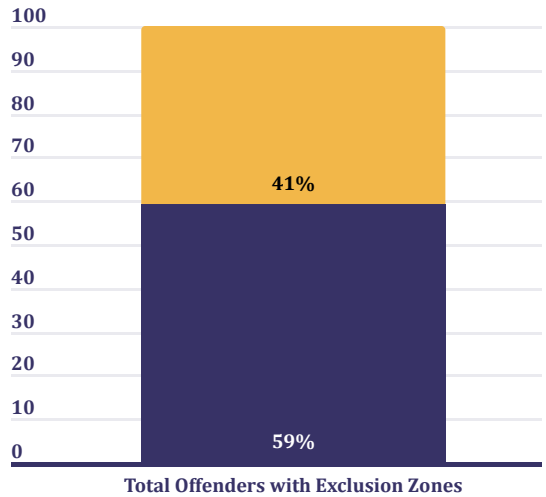
Exclusion Zones

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 notified. Alerts may be escalated to the Warrant Management Unit for further review if the alerts occur after hours, during weekends or holidays.

In June 2025, on any day, there were roughly 2,600 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, the distribution of zone types was not included.

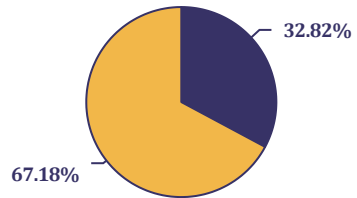
In FY 2025, over half of all GPS clients had an exclusion zone order (59%). On average, a GPS client has one point four exclusion zones.

The chart to the right shows the impact victims have on exclusion zones as part of their GPS monitoring. The data, taken from June 2025, shows that while 41% of all GPS cases include exclusion zones, this rate increases to 70.36% when a victim is involved with the case.



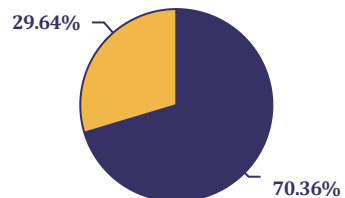
● Exclusion Zone ● No Exclusion Zone

Offender without Victim



■ Exclusion Zone ■ No Exclusion Zone

Offender with Victim



● Exclusion Zone ● No Exclusion Zone

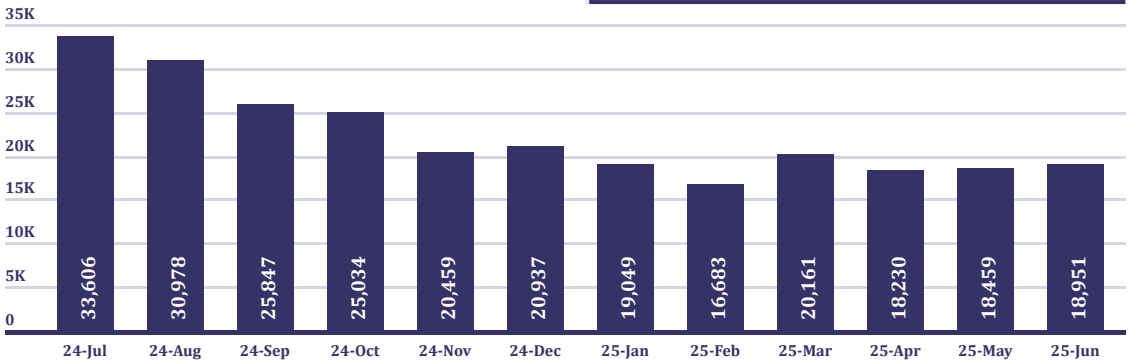


Average number of exclusion zones per person: 1.4

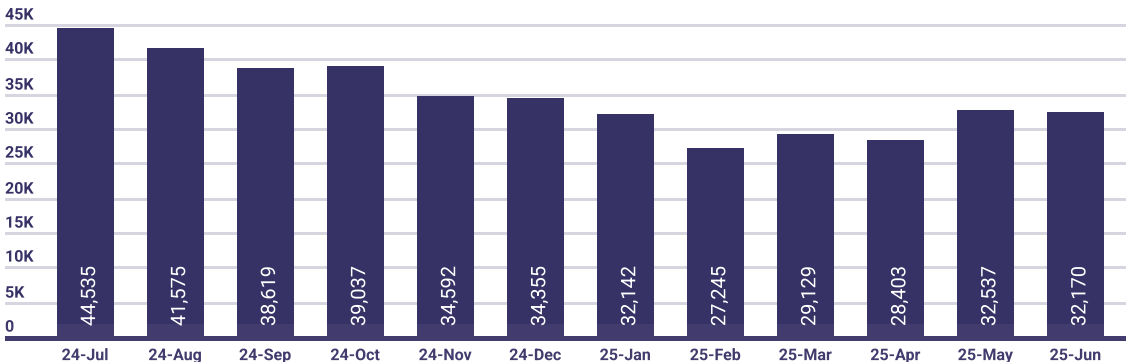
ELMO Phone Calls, FY 2025

Communication is an integral part of monitoring individuals on GPS. Comprised of 70 employees, ELMO staff monitor of about 4,900 clients daily - 3,500 on GPS and an additional 1,400 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 deactivations, 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 2025: 268,394 Total Inbound Calls



FY 2025: 414,339 Total Outbound Calls



Average Number of Calls per Day



Daily Incoming Calls
735



Daily Outgoing Calls
1,135

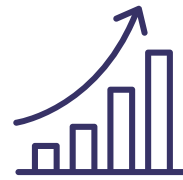


Calls Per Day
1,870

After Hours Reporting

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

Currently, there is an after-hours center in each region of Massachusetts. The centers are open from 8:00 AM to noon on weekends and from early evening to late evening on weekdays. To access the centers, ELMO schedules appointments with the clients depending on their needs and location.



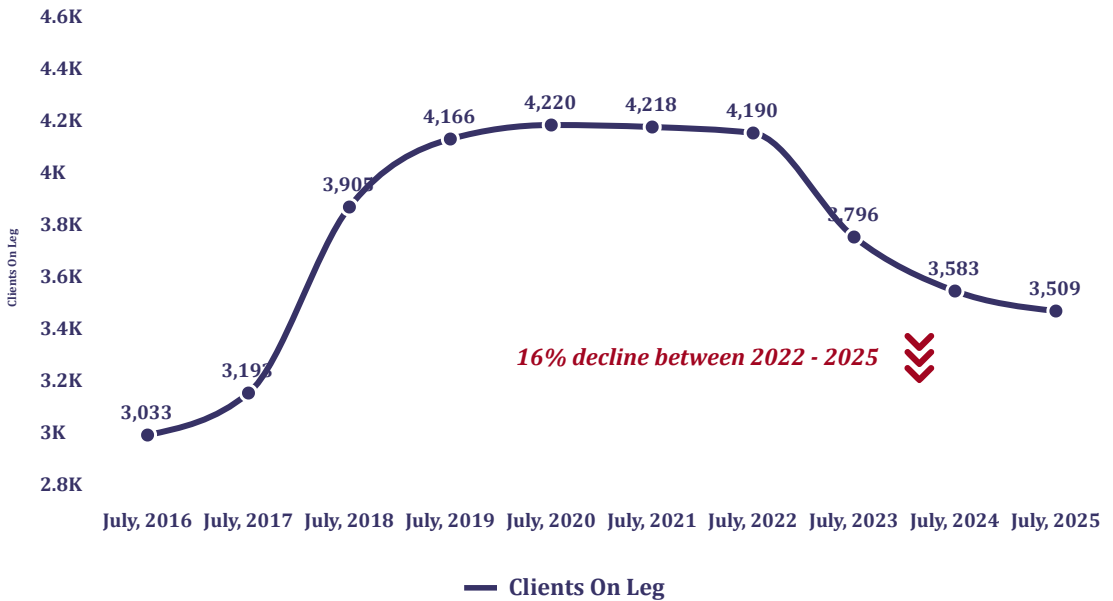
Percent increase in jobs since last year: 25.6%



Location	Days of the Week Open	FY 2025: Total Number of Jobs
Hampden County Sheriffs Department, Springfield	Fridays	41
Framingham Community Justice Support Center	Wednesdays	18
Lynn Police Department	Thursdays and Saturdays	182
New Bedford Police Department	Sundays and Mondays	168
Quincy Community Justice Support Center	Tuesdays	33

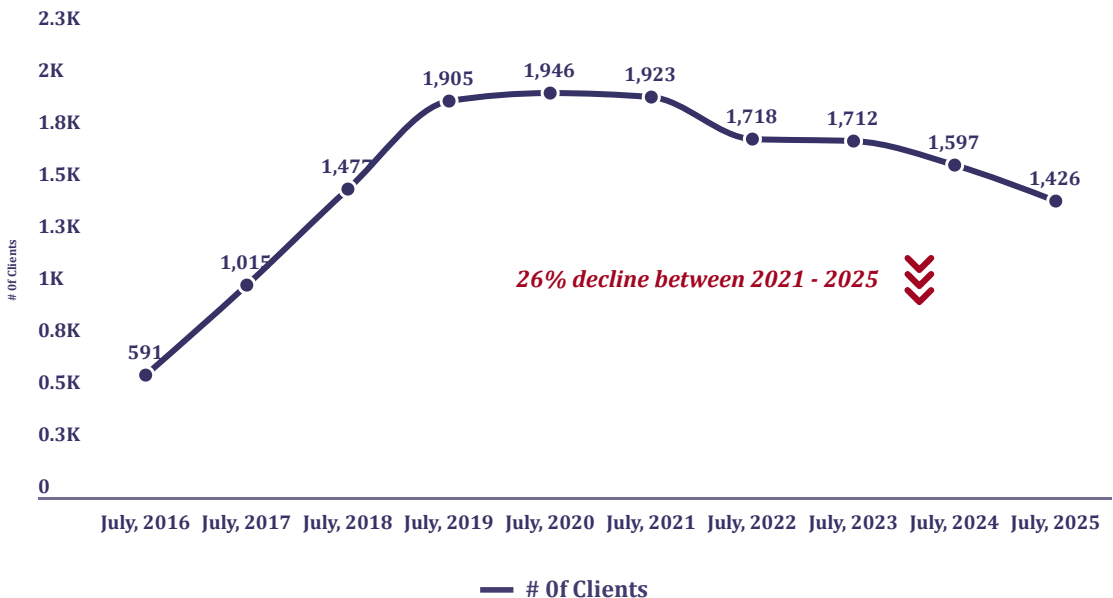
In FY 2025, Probation Officer IIs completed 442 jobs at after-hours sites. After-hour shift assignments include the installation, maintenance, and support of electronic monitoring and/or remote breath monitoring equipment. This may include replacing lost or non-functioning GPS chargers, re-strapping clients with new bracelets, and swapping out equipment.

GPS Caseload Trends: 2016 - 2025



The GPS caseload continues to decline from its apex in July 2020 when the count was 4,220. Ever since that year, the count has declined, most notably between July 2022 and July 2025, when the caseload declined 16%

SCRAM Caseload Trends: 2016 - 2025



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.

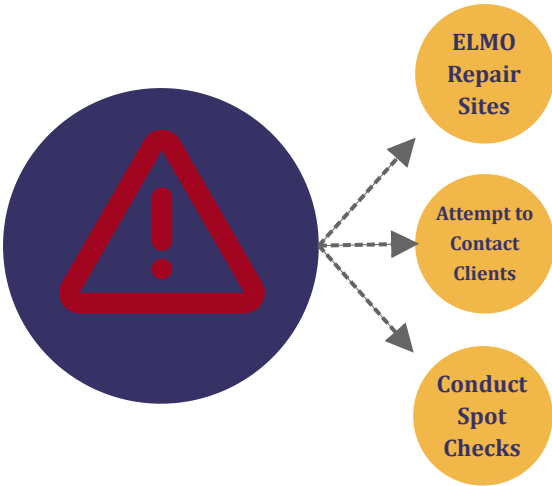
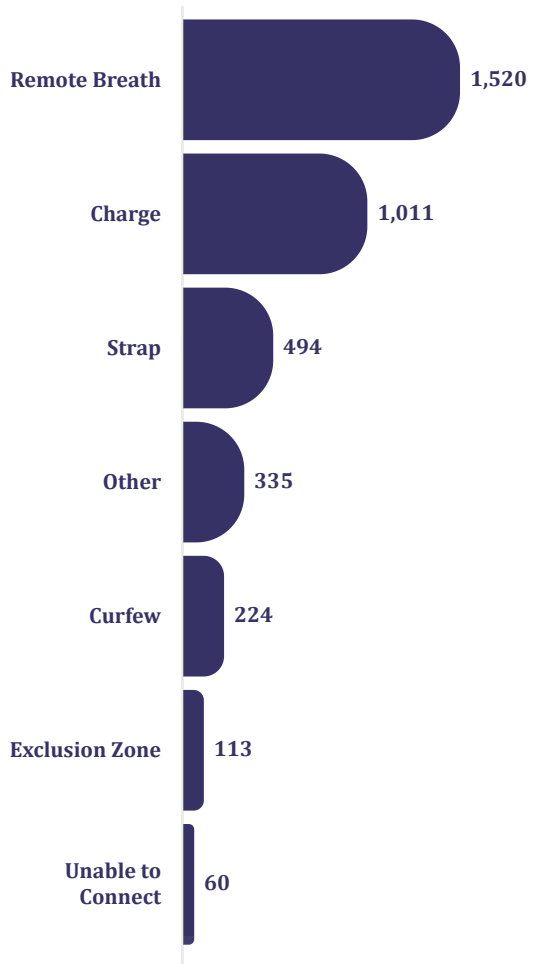
The Unit operates 24/7, reviewing GPS and SCRAM cases for alerts/noncompliance and issuing probation warrants as needed. ELMO Warrants are active until 11 a.m. the next court business day. Staff includes a Chief Probation Officer, seven Assistant Chief Probation Officers, and an Associate Probation Officer.

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 any action by the court, maintain a Bench Warrant List, and email courts requesting deactivation notices for probationers not being monitored."

Warrant Management Unit Statistics:

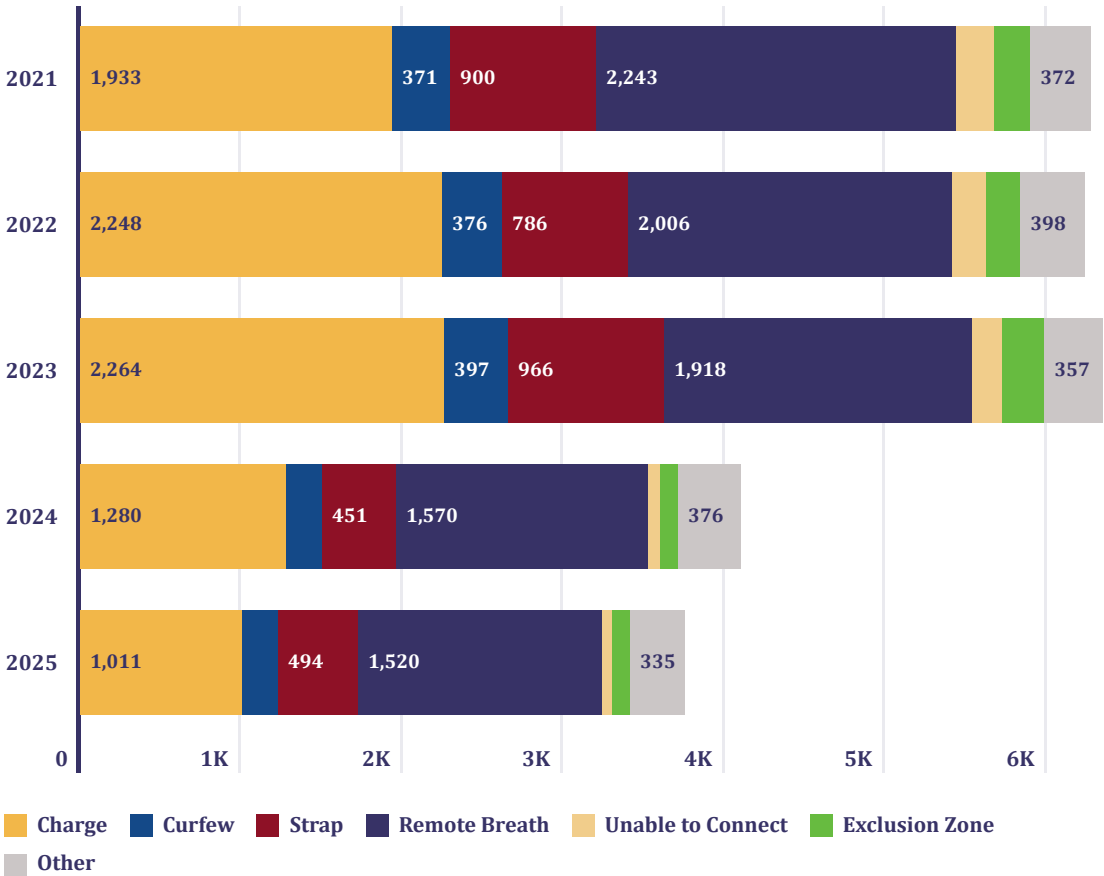


When the WMU are presented with an alert, they will use various resources to resolve any matter prior to issuing a probation warrant. ELMO repair sites are available daily for equipment repairs.

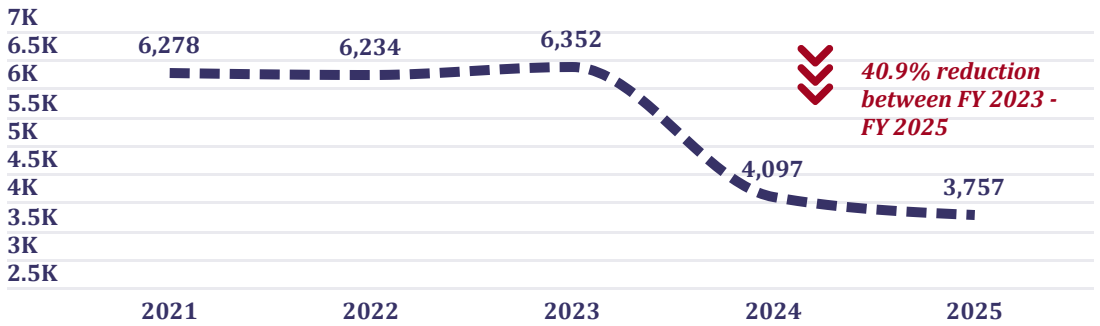
The WMU will attempt to reach the client by phone, text messaging and utilize email, FaceTime, and WhatsApp to check equipment, verify defective equipment, and to conduct spot checks in real-time. These measures will assist the client with correcting any behavior or *situation* that may be causing the alert.

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 is not at the listed address as scheduled/court ordered
Exclusion Zone	The individual enters an area they are not permitted to enter
Tracker Missed Callback	When the device was not able to connect to cellular coverage for certain reasons, like letting the battery die

Warrants by Type: FY 2021 - 2025

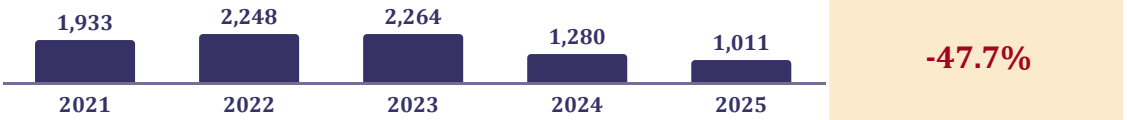


Warrants by Type: FY 2021 - 2025

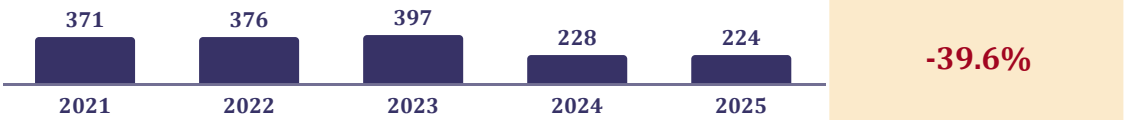


Charge Warrants:

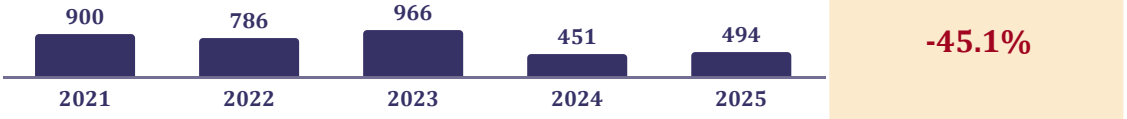
% Change Since 2021:



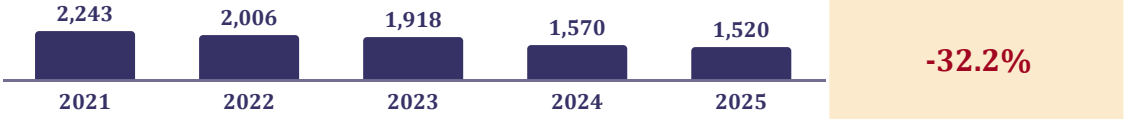
Curfew Warrants:



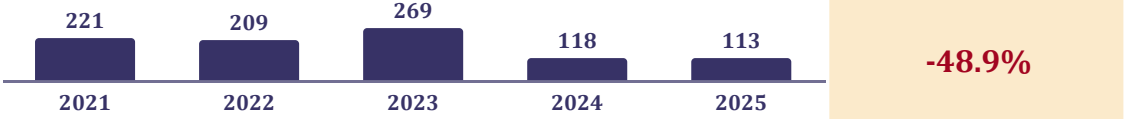
Strap Warrants:



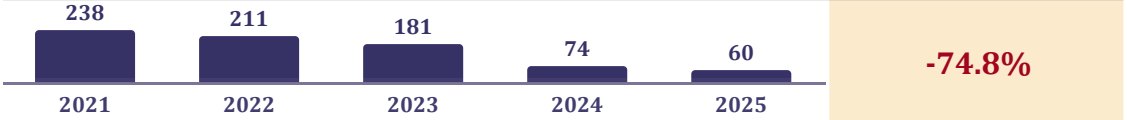
Remote Warrants:



Exclusion Zone Warrants:



Unable to Connect Warrants:



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 MPS is contacted and provided with the details or facts to determine whether the warrant should be rescinded.

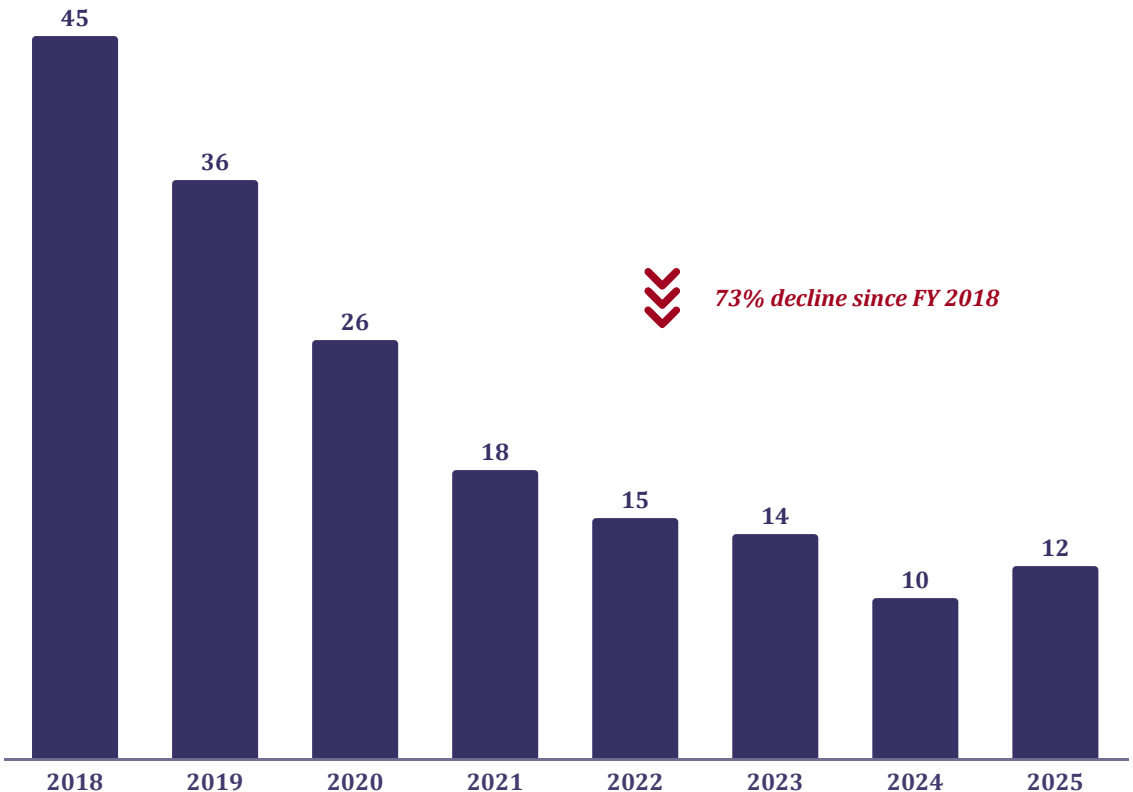
The ability to rescind a warrant is important because it demonstrates that there are safeguards in place afterhours for probationers, as well as accountability on Probation's behalf.

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 73%.

In FY 2025, out of 3,757 warrants, only twelve (0.32%) of warrants were rescinded.

Rescinded Warrants: FY 2018 - 2025



Forensic Digital 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.

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.



Forensic Services by the numbers:



480 Training Hours Completed

896 Devices Examined

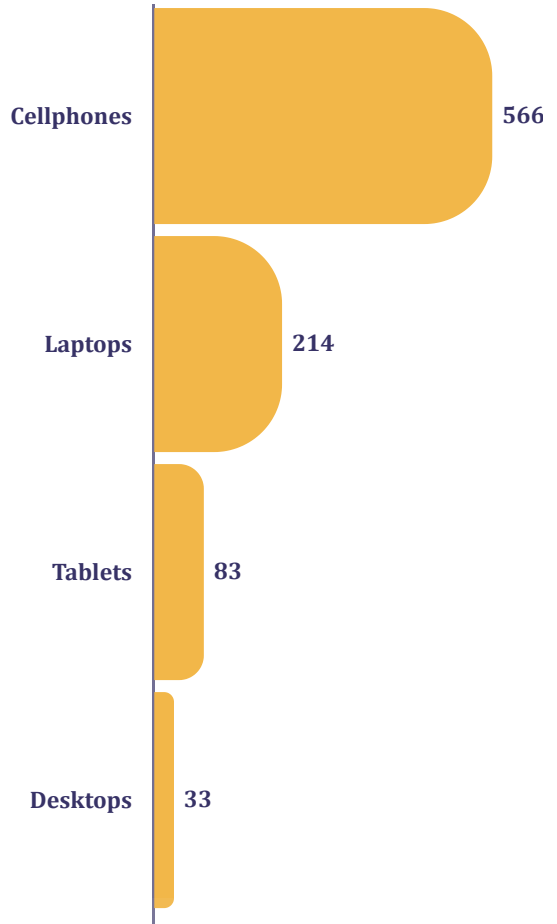


20 Introductory Meetings

92 DFS Service Requests



69 Violations of Probation, due to DFS discovery



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.

Serving nearly 4,000 victims and families over the past year, the VSU is essential to achieving our mission and vision.



Domestic Violence High Risk Teams (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 the highest risk. In FY 2025, the MA Probation Service Victim Services Unit participated in 30 different teams across all counties in the Commonwealth.

In FY 2025, 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 Core Curriculum Working Group - Member

VSU Objectives:



Increase knowledge, skills or competency of the VSU staff



Maintain strong relationships with other service providers



Assist victims and survivors of crime in the criminal legal system



Provide victims and survivors of crime with information to engage in the criminal justice system



Enhance the safety of victims and survivors of crime.



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

VSU Statewide Manager is recognized as an “Advocate of the Year” at a Statehouse Ceremony

Corinn Crowninshield, Victim Services Unit (VSU) Statewide Manager, was recognized as an “Advocate of the Year” by the Massachusetts Office for Victim Assistance (MOVA), for her work with victims and survivors at a Statehouse Ceremony.

Ms. Crowninshield, who first joined the MPS nearly ten years ago as a Victim Services Coordinator, described the honor as a “full circle moment.” Prior to her MPS tenure, she worked as MOVA’s Director of Outreach and Training, where she was responsible for planning the agency’s annual recognition ceremony, and is now a recipient of one of MOVA’s annual awards. Since joining MPS, Ms. Crowninshield’s department expanded from a one-person office to a team of 10 VSU coordinators across the state, as well as an Assistant Statewide Manager.

“My work in this field always comes back to my work at MOVA. I’m thankful for the lessons I learned while at MOVA, which prepared me for my role at MPS. Being honored makes me look back at the last 10 years at Probation and what we’ve been able to accomplish. We went from one person to a staff of 11 who serve victims and survivors statewide.”



VSU, Commissioner Ifill, and former First Deputy Dianne Fasano



Probation Commissioner Pamerson Ifill, Chief Justice Heidi Brieger, Victim Services Unit Statewide Manager Corinn Crowninshield

“The VSU makes a difference in the lives of thousands of people every year. I am grateful for the Assistant Statewide Manager and the coordinators who work extremely hard everyday and meet any challenges they are confronted with, including a Global Pandemic. I have the best VSU staff in the state,” said Ms. Crowninshield. “The VSU’s impactful work is what this award represents.”

MOVA also recognized three members of her staff — Assistant Statewide Manager Courtney Bacon and Victim Services Coordinators Cara Greblick and Zoe Nardone— in April, Victim Rights Week - for their 10 years of service in the Victim Services profession.



Courtney Bacon



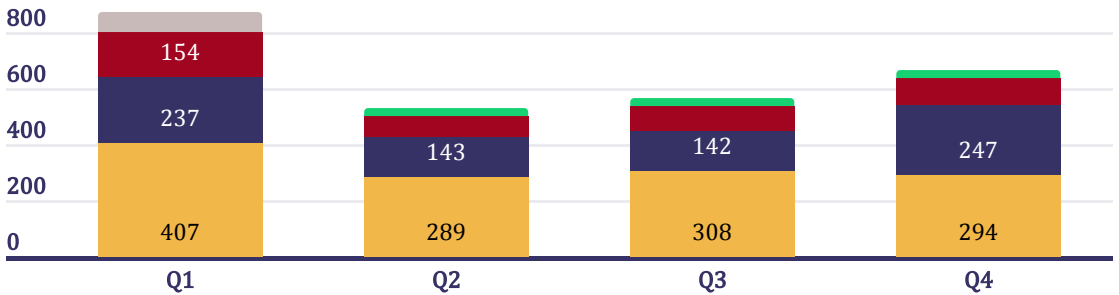
Cara Greblick

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.

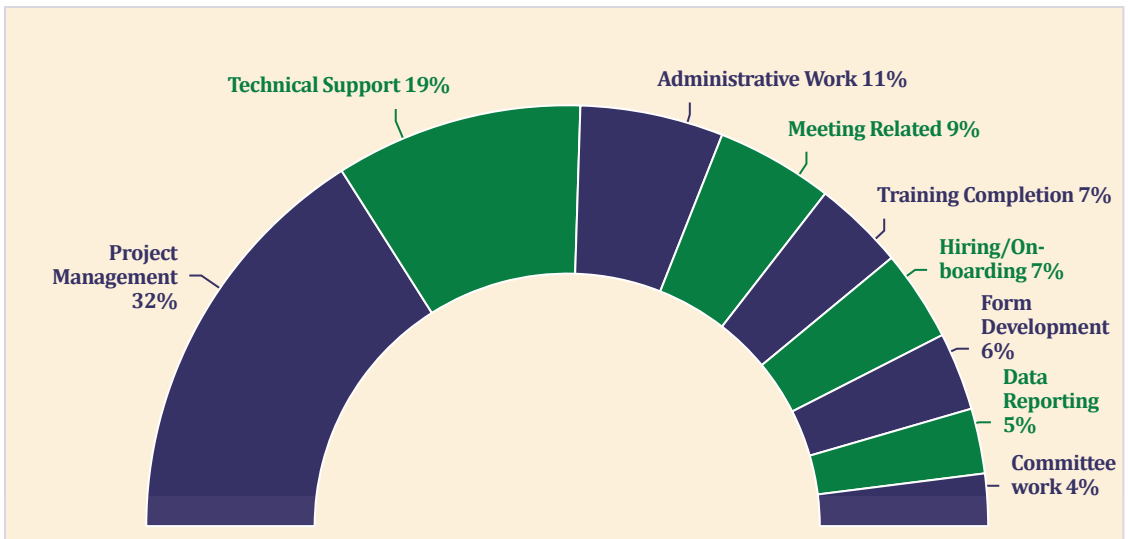
This diverse team maintains an appreciation for the complexities of probation work and the many business processes driven by data and supported by people, passion and partnership.



ISD Workload FY 2025



■ Project Management and Data Reports
 ■ Technical Support and Training
 ■ Administration and Forms
■ Hiring and Onboarding
 ■ Survey and data reports



	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.
	CMS Replacement Project	ISD works alongside the Field Service Division and other SMEs on the replacement CMS project, providing project management and technical expertise.
	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.
	Enhance MPS Digital Footprint	ISD staff is leading a working group to enhance the MPS's digital footprint on Mass.gov and CourtYard. The team is also working to re-imagine our utilization of social media opportunities.
	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.
	Web-based surveys	ISD supported the development, administration, and analysis of several web-based surveys.
	MassCourts Curriculum Committee	Developed MassCourts documentation and training to help staff use MassCourts effectively.
	Form Creation	ISD staff work to develop and support a wide scope of forms used to drive daily probation business operations and aid in the supervision of probationers.
	Phishing Advisory Committee	Developed training to educate staff on phishing threats.
	Strategic Planning	Reported quarterly updates and maintains Courtyard page on MPS Strategic Plan.
	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.
	Summer Internship	ISD developed job descriptions and supported the onboarding of summer interns. ISD staff to serve as intern mentors throughout the summer.
	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.



James Hotaling, Kristin Scribner, Patti Gavin, Jude David, Julie Grady, Nhi Tran, and John Walsh

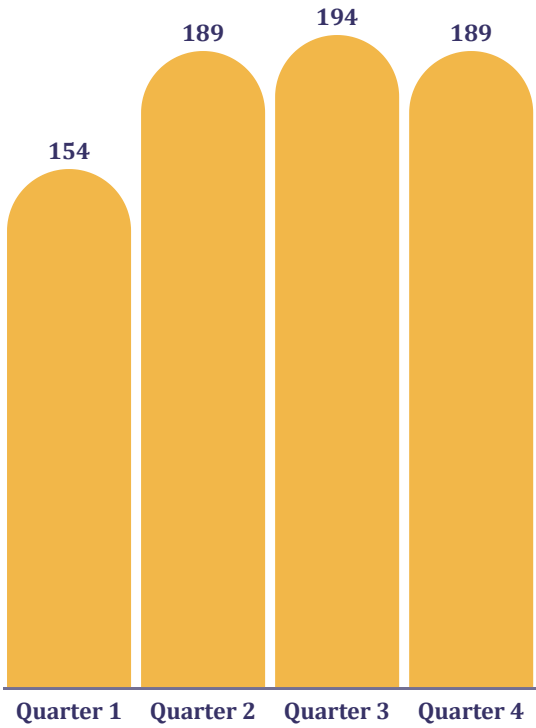
Recognizing that the success of the Massachusetts Probation Service in improving outcomes for probationers depends on a well-trained and highly professional workforce, the Training Division is committed to providing a culture of positive change through a collaborative model of education and development. Informed by national initiatives and grounded in best practices, the Training Division fosters a continuous learning environment that is responsive to the needs of the probation staff and the diverse communities they serve.

Training and development are about improving what we do, and it is our intention, through the Training Division, to support MPS in sharing and building upon the good work being done. Linking the workforce to information is key to achieving this.

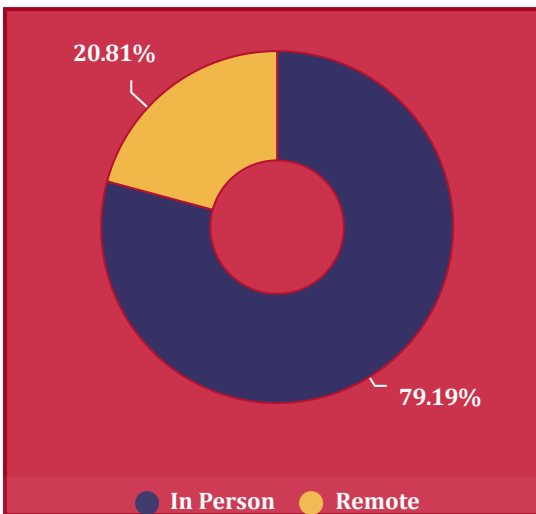
The MPS Training Division develops comprehensive curriculum that goes beyond individual training programs. While traditional trainings tend to be of the 'one and done' variety, the MPS Training Division promotes more integrated experiences resulting in application of the knowledge skills and ability 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.

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.

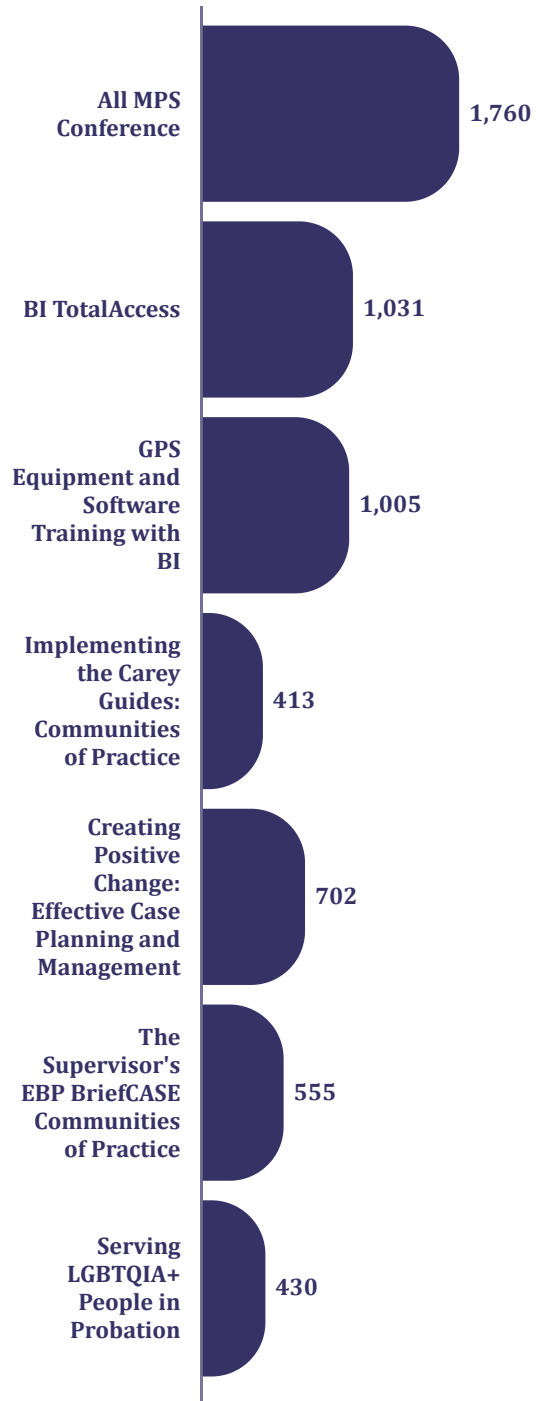
Training Sessions Delivered in FY 2025



78% of training sessions were delivered in person in FY 2025



MPS Training Division's Top Trainings with Attendance



Probation Officer Academy

Twenty-seven new probation officers from across the state began training on January 27th, at the Massachusetts Probation Service's first ever Probation Officer Training Academy.

The 27 new probation officers, representing 21 courts across eight of the 12 counties, are participating in a two-week training program at the MPS Training and Operations Center (MTOC) in Clinton.

During the Probation Academy, the new POs are introduced to the tools and skills required of their role, including legal principles with a mock courtroom experience, evidence-based practices, dispute interventions, verbal de-escalation and conflict resolution, officer safety, and disengagement tactics.

New officers were also given the essential tools and skills required for the role, including the Ohio Risk Assessment System (ORAS), the Ohio Youth Assessment System (OYAS), probation violations, dispute intervention, conflict resolution, officer safety, and defensive tactics.

The trainees were fitted for bulletproof vests and issued a state cell phone. During this pre-service training, the new probation officers also received structured feedback, according to Dr. Patricia Gavin, Statewide Probation Training Supervisor.

A second group of 18 new probation officers, representing 14 courts across the Commonwealth, began their first day of training in the Probation Officer Academy on June 9th.



New probation officers attend day two at the Probation Officer Academy.

"We are committed to developing culture and focusing on the learning, mission, and value of Probation as well as practical and essential tools and skills. When the Probation Officers complete this training, they will be able to report to their job with a blueprint for continued learning in the field,"
Ms. Gavin said.



The second class of probation officers

Diversity, Equity and Inclusion

1. To Engage in Learning

We listen, engage in thoughtful dialogue, and share educational and developmental platforms for MPS staff, one another, and the community, so we may support one another in raising our awareness and understanding of equality, justice, and inclusivity.

2. To Cultivate a Safe Sanctuary

We cultivate a department culture that embraces people of all colors, faiths, genders, partnerships, experiences, and capacities, fostering a kind and caring environment that is safe, judgment-free, and protected, and holding ourselves responsible for honoring all as unique individuals.

3. To Advocate for Diversity

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

4. To Be Accountable

We are vigilant in analyzing our processes and examining our content, imagery, words, and actions to ensure alignment 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.



3rd Annual "Celebrating Pride, An MPS Special Event" features remarks by State Representative Meghan Kilcoyne

State Representative Meghan Kilcoyne of the 12th Worcester District told MPS employees that those in the LGBTQIA+ community deserve to live their lives without fear and have protections during her address at "Celebrating Pride, An MPS Special Event" this morning at the Massachusetts Probation Service Training and Operations Center (MTOC).

The MPS Training Unit acknowledged Julie Grady, a key organizer of this annual event, and members of MPS LGBTQIA+ Training Team were introduced: Graham Bengen, Corinn Crowninshield, Jude David, Emily Day, Patricia Gavin, Jeanne Govoni, Julie Grady, Amie Hebert, Amy Kasprzyk, Patrice O'Brien, Kristin Scribner, Rosemary Sliwinski, Shelley Sturdivant, Brenda Tirado, Nicole Triola, and John Walsh.



State Representative Meghan Kilcoyne of the 12th Worcester District

Diversity, Equity and Inclusion(DEI) Trainings

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 2025:

Training	Description
Boston NABCJ Conference (External Training)	The Boston Chapter of the National Association of Blacks in Criminal Justice/NABCJ (“Nab-Jah”) collaborated with the MPS Training Division to provide a one day, culturally inclusive, and modernistic professional development program that merges popular culture, workshops, panel discussions, and guest speakers. Participants learned best practices from the experts in the field and discussed trending topics within the BIPOC community.
Celebrating Culture	MPS had monthly topics in celebration of the diverse cultures that make up MPS and the communities we serve. The Massachusetts Probation Service featured monthly topics celebrating the diverse cultures that make up MPS and the communities we serve.
Celebrating Culture: Hispanic Heritage Month	For the month of September, the MPS Training Division celebrated Hispanic Heritage Month with a panel of MPS peers. This facilitated discussion was meant to acknowledge the strengths and resilience of the Hispanic culture through storytelling and discussion.
Celebrating Pride: An MPS Special Event	This third annual celebration, hosted by the MPS’s Training Division, took place June 6th at the Massachusetts Probation Service Training and Operations Center (MTOC) in Clinton.
Cultural Proficiency Champions Training Event	This program provided professional development with cultural celebration to support the work of Cultural Proficiency Champions. Participants celebrated cultural differences and collective experiences, provided education, and professional development across cultures.
Facts and Snacks, Lunch & Learn Series: Being an Ally/Accomplice & Why Pronouns are Important	The Facts and Snacks, Lunch and Learn Series provided leaders, supervisors, and managers with short, fundamental discussion sessions to keep their skills sharp with minimal disruption during their workday.
Seeing Red 2.0 (Local Ed)	A facilitated discussion of racial and ethnic disparities in the juvenile justice system. Seeing Racial and Ethnic Disparities (RED) in the Massachusetts Juvenile Justice System.
Seeing RED: A Facilitated Discussion of Racial and Ethnic Disparities in the Criminal Justice Context for the Massachusetts Probation Service	Seeing RED was 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.
Serving LGBTQIA+ People in Probation	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.

Leadership and Management Training

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.

Training Name	Description
Best Supervisory Practices: Working through Incidents & Crises	This non-clinical training provided supervisors with best practices and tools for nurturing and supporting staff working in substance use, harm reduction, homeless services, and other social service fields.
Coaching for Success (C4S)	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.
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; skills 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.
Facts and Snacks, Lunch & Learn Series: Building Trust and Empathy	In this session, participants explored methods for building trust. The class covered the role of empathy in supervision and teams. Participants learned to apply both empathy and trust to workplace situations. They discovered what trust and empathy really are and why they matter.
Facts and Snacks, Lunch & Learn Series: CourtEd Portal Essentials	This class gave participants the tools to efficiently train, build skills, and track team members' progress, all in one centralized location. Topics included shortcuts, everyday duties, running transcripts, viewing staff requests, and ensuring compliance with mandatory training.
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.
Scenarios and Situations: A Program with Human Resources	Covering a range of employee situations, HR/Labor Relations used a scenario based approach to presenting and discussing supervisory roles, common issues and responses, including the steps and application of progressive discipline.
Understanding Mental Health in the Courts for Supervisors	This program provided an overview of mental health issues in the courts. Topics covered include mental illness and trauma sensitivity, de-escalation techniques, and mental health proceedings under MGL Chapter 123.

Training	Description
The Self-Reflective Leader	Engaging in self-reflection is a vital step towards becoming a great leader and achieving success with the people you influence. Understanding how you and others are wired lets you spend your time creating a productive environment rather than one filled with stress and frustration. This course helped participants identify ways to encourage their team members for greater productivity, creativity, and better relationships.
The Supervisor's EBP BriefCASE	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"; conducting skill practice sessions; identifying and redirecting harmful thoughts and beliefs; case planning; and applying rewards and sanctions to encourage prosocial behavior.
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.



New Employee Orientation

In FY 2025, 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.
APO Orientation Workshop	This introductory workshop equipped newly hired APOs with the knowledge necessary to assist them in their daily responsibilities.
APO Orientation: APO Safety	Participants are introduced to the MPS Use of Force Policy as well as tools necessary to apply safety principles in the courtroom and office. Topics include: situational awareness, crisis de-escalation, pre-indicators of attacks and flight, fight, or freeze response. There was an opportunity for a follow-up discussion to reinforce learning, discuss challenges, ask questions and continue the learning experience.
APO Orientation: 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.
CPO 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 the learning experience.
PO Orientation/Academy: Bring Back Workshop	Probation Officer Orientation provided an overview of the policies, procedures, practices, standards and theoretical models employed throughout the Massachusetts Probation Service.
Probation Officer Academy Foundations	Probation Officer Academy Foundations included welcoming new POs, HR benefits and paperwork, mentor meet and greet and professionalism.
Supporting Our Support Staff: Navigating Your Career	This program was designed to assist MPS Support Staff in navigating through the many career choices within our agency. 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.
The APO Role in the Courts	Participants were provided with an overview of the role an APO plays in the day-to-day operations of the courtroom and probation department. Transitioning APOs had an opportunity to build skills around intake procedures, lockup protocols, courtroom etiquette and procedures, case types, and general roles.

Training	Description
MPS Mentoring Workshop	Educational program for MPS mentors and mentees.
MassCourts Overview with CARI and DCJIS for Support Staff	Instructors provided a comprehensive overview of MassCourts including CARI and DCJIS functionality for Probation Support Staff. Topics included: Identity management and procedures, CARIs, and DCJIS. Registration was available to both new and seasoned Probation Support Staff.
Questions and Discussions: MassCourts and CARI Protocols for PTCOR Cases	This program provided a forum for MassCourts and CARI protocols to review PTCOR cases, ask questions, share responses, and engage in open discussion. Participants were asked to complete the online MassCourts and CARI Protocols for PTCOR Case Training prior to participation and to submit at least one question upon registration, which aided in preparing a customized agenda for the day.



Christopher Gray was sworn in as Bristol Juvenile Court's Chief Probation Officer by Justice Spinale. Here he poses with Bristol Juvenile Court Probation Department Staff.

MPS Defensive Tactics Team

The MPS'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 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.

This year the team also began working on skills in ground defense and were certified under a new Krav Maga curriculum, a practical self-defense system, originally created for the Israeli Defense Forces to provide rapid hand-to-hand combat training.



Lisa Hickey, a Brazilian Jiu-Jitsu black belt, explains the advantages of different positions while engaging in ground fighting

The monthly in-service trainings highlight the team's commitment to ongoing growth and expertise, enabling them to share valuable skills and knowledge with their MPS colleagues.



CPO Kevin McClerkin, CPO Mark Costa, and ACPO Dan Sullivan observe PO Thomas Gauger demonstrate patterns of movement on the ground to gain a tactical advantage to get home safe

Safety Training

Training	Description
A.L.I.C.E. Training	<p>ALICE (Alert, Lockdown, Inform, Counter and Evacuate) training taught participants strategies and options to utilize in attempts to survive an emergency situation. Offered through TC Security's Standards and Training Division with Accredited Faculty.</p> <p>Participants became aware of research, statistics, and other information about active shooter situations, learned the details of ALICE training concepts as well as comparisons of proactive vs passive response strategies, and learned pro-active survival strategies in the event of a violent intruder or active shooter.</p>
Adult First Aid/CPR	<p>This Red Cross First Aid/CPR Course was designed to teach participants how to recognize signs of an emergency and respond accordingly. These life-saving skills are taught in a relaxed environment. A discussion of Bloodborne Pathogens was included. Upon completion of the course, participants are Adult CPR/AED, Pediatric CPR, and First Aid for 2 years.</p>
Continuity Workshop	<p>Continuity of Operations Planning (COOP) is the cornerstone of effective preparedness in the public and private sectors. The plan details steps to take when managing a potential emergency. A strong COOP ensures that all essential functions will continue to operate even in the face of dire events and disasters. Above all, it will allow the Trial Court to better serve the public in times of uncertainty. This virtual workshop familiarized staff with their COOP Annexes and introduced some scenarios to test for gaps.</p>
Defensive Tactics I: DT1	<p>This program introduced defensive tactics to support the Massachusetts Probation Service Use of Force & Safety Policy. Participants learned how to employ control tactics to minimize the risk of injury to both the employee and the aggressor. The techniques are easily applied and retained by people of varying sizes, strengths, experience, and ages, irrespective of gender. Defensive Tactics Level I introduced participants to Interview and Defensive Stance, Patterns of Movement, Strikes, Peels and Grabs, and Ground Defensive.</p>
PO Safety: Crisis Management and De-escalation	<p>Participants in 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.</p>
Safety & Defensive Tactics In-Service Training	<p>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.</p>
Youth Mental Health First Aid Training	<p>Similar to First Aid & CPR, this course prepared participants to respond to youth and other individuals who may be experiencing a mental health-related crisis or problem. Topics included anxiety, depression, psychosis, and addiction. Participants learned what to say, how to use a 5-step action plan and whom to contact for more help.</p>

Training: Probation Practice

A variety of training was offered to probation officers, specifically focused on probation practice, policy, and procedures. The following is a list of all trainings offered by the Training Division in FY 2025 related to Field Services and probation practice.

Training	Description
<p>Careers for Justice Involved Individuals: Emerge Career CDL Training Program</p>	<p>Emerge Career creates job-training programs that can help justice-involved individuals lift themselves out of poverty. Their work in creating prison-to-employment pathways via CDL training has most recently been covered by NBC. To date, 94% of Emerge's students have successfully graduated and obtained employment, paying an average of \$75K/year. This session introduced participants to Emerge Career, the model and mission, and discussed student eligibility criteria, as well as what POs can do to spread the word about this great opportunity to folks who may be interested. Cody Rapp, Emerge's Operations Manager, facilitated the session.</p>
<p>DNA Collection Policy and Procedures Instruction with CODIS</p>	<p>This training consisted of a presentation by the Massachusetts State Police (MSP), which provided instruction and demonstrations on how to collect viable DNA samples from eligible offenders and submit these samples for analysis to the MSP CODIS Collection and Investigation Unit. This training supports the duties required of POIIs (including their newly modified duties) and is mandatory prior to any POII collecting DNA.</p>
<p>Evidence Based Community Supervision Practices</p>	<p>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 focused 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 it into daily practice. Audio tapes were required and evaluated to assess skill proficiency. Successful completion of two classroom days, fieldwork, and booster training was required.</p>
<p>From Conflict to Connection: Effective Strategies for De-escalation</p>	<p>De-escalation is HARD...but 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.</p>
<p>GPS Equipment and Software Training with BI</p>	<p>The program introduced new GPS equipment. Rules and procedures for scheduling, installing, and maintaining GPS equipment are covered. Completion of the accompanying On-Demand GPS program is required prior to attendance.</p>
<p>Implementing the Carey Guides: Communities of Practice</p>	<p>Communities of Practice (COPs) used a group learning setting to support CG Tools implementation and use, enabling focused conversations on positive experiences and collective challenges. Coaches worked within COPs to model and support expectations for Carey Guide use to improve outcomes.</p>

Training	Description
NIC Learning and Performance Coach	Participants completed pre-session and inter-session activities, including signing a course commitment statement, a self-assessment, and a plan to improve coaching techniques, and reading and completing all designated assignments. The application to delivery and development allowed us to integrate performance coaching into learning, more closely aligning theory, research, and ideas into practical application.
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 Statute, M.G.L. c. 6, 178C-178Q, as well as the required forms and regulations. An overview of the 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 Statute M.G.L. c.6, 178C-178Q, information on M.G.L c. 6 Section 1781 (SORI) and reviewed required forms and regulations.
Questions and Discussions: The MPS Digital Forensic Services Unit	Everything you always wanted to ask MPS Digital Forensic Services Unit. This program provided a forum for the Digital Forensic Services Unit to provide an overview of their work, and engage in questions and open discussion around how they may best accommodate the needs of the field. Participants submitted questions upon registration that aided in preparing a customized agenda for the day.
Reviewing Compliance Credits	This program included a basic review of compliance credit eligibility. An overview of compliance credit calculations, understanding the Compliance Credit file, necessary codes when using compliance credits, best practices, closing out CC cases and review of Frequently Asked Questions.
Writing for Clarity: Presence Report Analysis and Objectivity	Writing is one of our most important tools for conveying information clearly, effectively, and efficiently. Accurate, objective, and thorough writing that is also concise, easily understood, and grammatically correct enables us to convey evaluative conclusions and recommendations supported by the facts presented. This program discussed the importance of professional writing, its purpose, structure, and the bias we introduce.
BRAVO-The Brief Risk Assessment for Violent Offending	This training introduced the BRAVO tool, a brief tool that assesses violence risk to support best practices for individualized, evidence-based sentencing. The BRAVO-M, created for MPS, uses case information to rate the presence and relevance of risk factors; identify primary concerns about violence risk; and suggest case management/conditions to inform sentencing decisions.
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 for successfully navigating communication with victims, accessing helpful resources, preparing for testimony, having difficult conversations, and creating safety plans.

Training	Description
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 covered how to use the federal poverty guidelines; how to process the 7-day and 6-month verifications; how to prepare and present an initial and final indigency recommendation to the court, and how the two recommendations differ; and how to assist the court in pay determinations.
Mock Courtroom Experience - Child Interview	The Mock Child Interview Experience is held during the Probation Officer Academy. This half-day in-person training, interactive and scenario-based, further develops the skills needed to conduct a child interview.
Mock Courtroom Experience Bring Back: Skill Development and Application	A follow-up to the Mock Courtroom Experience that was held during the Probation Officer Academy. This full-day, in-person training is interactive and scenario-based, further developing the skills to issue, prepare, and conduct a Violation of Probation. This program presents the opportunity for a follow-up discussion to reinforce learning, discuss challenges, ask questions, and continue the learning experience.
Mock VOP Courtroom Experience	Mock VOP Experience that was held during the Probation Officer Academy. This full-day, in-person training is interactive and scenario-based, further developing the skills to issue, prepare, and conduct a Violation of Probation. This program presents the opportunity for a follow-up discussion to reinforce learning, discuss challenges, ask questions, and continue the learning experience.
ORAS - Certification	This mandatory training provided instruction on the Risk/Need Instrument (ORAS) and the 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 responsiveness 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), and 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. The curriculum was designed to provide an overview of the tool, reinforce skills to enhance proficiency in using the instrument, and provide user support.
ORAS Train the Trainer	This mandatory training certifies instructors to prepare them for instruction on the Risk/Need Instrument (ORAS). The 5-day curriculum was designed to introduce the tool, develop proficiency with the instrument, reinforce skills, and provide feedback/support to end users.

Probation Practice: Juvenile and Probate and Family Court

Training	Description
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.
OYAS Train the Trainer	This mandatory training certifies instructors to prepare them for instruction on the Risk/Need Instrument (OYAS) and the corresponding case management system. The five-day curriculum was designed to introduce teaching of the tool, develop proficiency in the instrument, reinforce skills, and provide feedback/support to end users. to end users.
Dispute Intervention Foundations: Tools and Techniques for Effective Mediations	This program was designed to assist Probate and Family Court Probation Department Probation Officers in developing more finely honed resolution skills applicable to their daily work at the local court level, thereby generating more agreements and positive outcomes. All attendees will apply the skills they have learned to the field.
Dispute Resolutions and Mediations: Advancing the Skills	To assist the Probate and Family Court Probation Department Probation Officers to have more finely honed resolution skills applicable to their daily work at the local court level, thereby generating more agreements/positive outcomes, this program, mandatory for new Probate and Family Probation Officers, is offered as a comprehensive hands-on skill-building program designed to prepare participants to become effective dispute resolution professionals.nbsp;
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.
Healing Together: Family-Centered Approaches for Courts (Local Ed)	Effective collaborative models treat the parent, child, and the family unit as a whole — allowing families to break the intergenerational cycle of substance use, child abuse and neglect, and criminogenic behaviors — while paving the way for healthy, stable home environments where children can thrive. This training offered judicial leaders, court professionals, SUD and mental health treatment providers, child welfare practitioners, and other community-serving agencies working in collaborative courts key strategies for implementing a family-centered approach, with particular focus on enhanced collaboration, communication, service delivery, engagement, and outcomes.

Substance Use Disorder

Substance use disorder is prevalent within the Massachusetts Probation population. Risk Need probationers assessed with the Ohio Risk Assessment System (ORAS) show that 63% have used illegal drugs, while 43% 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 2025, 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 a 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 supporting clients who struggle with substance use disorder.
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 Drugs.
Challenging Narratives: Understanding Alcohol Use from an Equity Lens	This three-hour training explored the definition and impacts of alcohol use, recognizing the spectrum of use from abstinence to addiction. Specifically, participants examined the social determinants of alcohol use and looked to understand and challenge inequities (e.g., racial, gender-based, etc.) in treatment and recovery.
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, including medication, 12-step programs, and cognitive-based therapies.
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).
Drug Testing: Tools and Protocols	A best-practice approach to substance testing was presented, emphasizing equal access to justice through transparency and procedural fairness. In addition, tools of drug testing were discussed, including practical, evidence-based recommendations on their use and the science behind drug testing.

Training	Description
Opioid Overdose Rescue & Prevention	Participants learned about opioids and risk factors for overdose and Opioid Overdose Prevention: Harm Reduction & Safety Planning with Clients, where participants explored strategies to address the risks of overdose with a harm reduction approach.
Supporting People Who Use Drugs: Strategies for Service Providers	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.
Secondary Trauma & Helping Professionals	A virtual professional development opportunity designed to assist in our continued efforts to address the opioid epidemic. This non-clinical training covered secondary trauma and cumulative stress with a specific focus on wellness and safety for service providers working in direct care with people who use drugs.
Working with Justice Involved Individuals Who Use Methamphetamine (Local Ed)	People who use methamphetamine may display behaviors that are easily misinterpreted as resistance or defiance. Court, treatment, and case outcomes improve when supervision, treatment, counsel, social services, health staff, and Court personnel know what to look for, what to expect, and how to address challenges.
Working with People Who Use Stimulants	Participants learned the basics of what stimulants are, what they do in the body, and how we can support people who use stimulants.

Trauma-Informed, Mental Health 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.

Training	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.
Understanding Mental Health in the Courts for Probation	This program provided an overview of issues concerning mental health in the courts. Topics covered included mental illness and trauma sensitivity, de-escalation techniques, and mental health proceedings under MGL Chapter 123.
Suicide Awareness and Prevention	This nationally recognized Suicide Awareness and Prevention organization provided information on 3 simple steps anyone can learn to help save a life from suicide. Certified instructors reviewed how to recognize a crisis and warning signs of a person who may be contemplating suicide.
The Science and Practice of Mindfulness	Research indicates that meditation has many health benefits including decreased stress levels, improved immune systems and decreased pain. Equally as important, meditation has been linked to increased happiness and greater compassion. Participants of this half day workshop were introduced to meditation techniques and the definition of mindfulness.

Cultural Appreciation Week Highlights

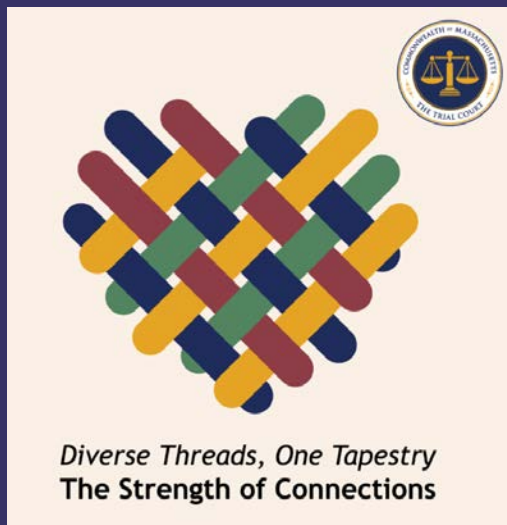
Dr. Carmen Gomez, Deputy Commissioner of Pretrial Services and key organizer of the Massachusetts Trial Court's Cultural Appreciation Week and the Cultural Proficiency Champions, announced this year's theme, which is "Diverse Threads, One Tapestry – The Strength of Connections."

The Cultural Appreciation Week (CAW), the 8th Annual, took place October 21 - 25, 2024, in courthouses and court offices throughout the state and featured more than 100 events. The celebrations, free and open to the public, were planned by the Cultural Proficiency Champions.

The Trial Court is believed to have the largest celebration of culture and diversity by any court system in the country. This year's heart-shaped multi-color logo was designed by Trial Court Graphic Designer and Video Editor Aaron Leon.



From top to bottom: Probation Commissioner Pamerson Ifill, Irish Step Dancer Avery Drury, and Massachusetts Trial Court Administrator Thomas Ambrosino, Case Specialist Kalkidan Mamo, First Assistant Chief Probation Officer Dennis Halls and Department of Youth Services Commissioner Cecely Reardon.



Cultural Appreciation Week Highlights

Margaret Oglesby Award



Above: CPO Matthew DeVeau, ACPO Susan Forzese, Commissioner Pamerson Ifill, PO James Biggs, Frank Oglesby, former First Deputy Dianne Fasano, PO Paul Prentiss, and Antonio Padilla

Lowell District Court Probation Officer James Biggs was presented with the Margaret E. Oglesby Award at the Massachusetts Probation Service Training and Operations Center (MTOC), one of numerous events being held across the state as part of the Massachusetts Trial Court's 8th Annual Cultural Appreciation Week.

Mr. Biggs began his military service at age 41 in 2009. He served as an E-4 Army Specialist. In 2010, he was deployed to Afghanistan where he oversaw yard operations and convey set-up. While deployed, he worked closely with Afghan nationals on the base and organized a shoe drive to help the Afghan people.

Mr. Biggs is the recipient of numerous awards, including:

The Afghanistan Campaign Medal, Campaign Star

- Army Commendation Medal
- Army Achievement Medal
- National Defense Service Medal
- Global War on Terrorism Service Medal
- Army Service Medal
- Overseas Service Medal

Massachusetts Trial Court Chief Justice Heidi Brieger, whose family members served in the military, addressed the audience—which included military veterans, Mr. Biggs family and co-workers.

"I want to focus on a subset of Cultural Appreciation Week, military family appreciation. It is what our country is all about. Being in the military is a great equalizer and an opportunity to honor the obligation to all the people who reside in the great free United States of America."
- Chief Justice Heidi Brieger

The award is named in honor of Mrs. Oglesby, a military hero and late MPS Chief Probation Officer and Major in the United States Army National Guard, who passed away in 2020. Mrs. Oglesby was awarded a Bronze medal for her service in Afghanistan where she was deployed for nine months during "Operation Enduring Freedom."

Mr. Oglesby, Mrs. Oglesby's husband of more than 30 years, congratulated Mr. Biggs and thanked MPS for honoring his wife each year.



The 5th Annual Women's History Month Celebration, themed "Moving Forward Together! Women Educating and Inspiring Generations," was held on March 26, 2025, at the Edward M. Kennedy Institute. The day honored the collective wisdom and strength of women across the Trial Court and local communities through panel discussions, storytelling, and networking.

The Women's History Month Awards Ceremony and Conference welcomed more than 350 attendees from across the state for a full day of inspiration, education, and connection. District Court Judge Michelle Fentress served as host for the day, introducing the first-ever youth honoree, Marli Forrester, alongside eight other trailblazing women recognized for their contributions to their communities and the justice system.

This year's nominees included:

- Marli Forrester, 14-year-old youth awardee and founder of the Beaver Buds gardening club
- Stacy Deveau, Assistant Chief Probation Officer, BMC-Central and Achilles International volunteer
- Amanda Fernandez, CEO & Founder, Latinos for Education
- Susan Church, Immigration Attorney and COO, State Office for Refugees and Immigrants
- Petrina Martin Cherry, VP of Community Engagement, BMC Health System
- Sarah Pierce, Physics Instructor, Northeast Metro Tech
- Cecely Reardon, Commissioner, Department of Youth Services
- Toni Wiley, CEO, Sportsmen's Tennis Club & Enrichment Center
- Alexandra Walker (Keynote Speaker), Director of Community Relations and Strategy at the Alliance for Community and Justice Innovation

This annual celebration was made possible by the dedicated work of the WHM Planning Committee: Dr. Carmen Gomez, Jennifer Brady, Jessica Fix, Coria Holland, and Martha Soto.

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 is responsible for: 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.

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 Conversions Statistics for FY 2025:

Total DNA Conversions = 280



39 States and Puerto Rico



MPS Records Unit (Sealing, Expungement and Identity Management)

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. 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 2025, the unit sealed 54,625 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 2025, they received 1,125 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 2025, the Unit received 347 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.

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.

This year, Personnel launched the Massachusetts Probation Service Employee Morale & Wellness Committee and is currently working with the Research Department in developing a structured employee survey focused on morale and wellness, with its goal to move towards building a healthier, more productive workplace. The key themes in the survey are:

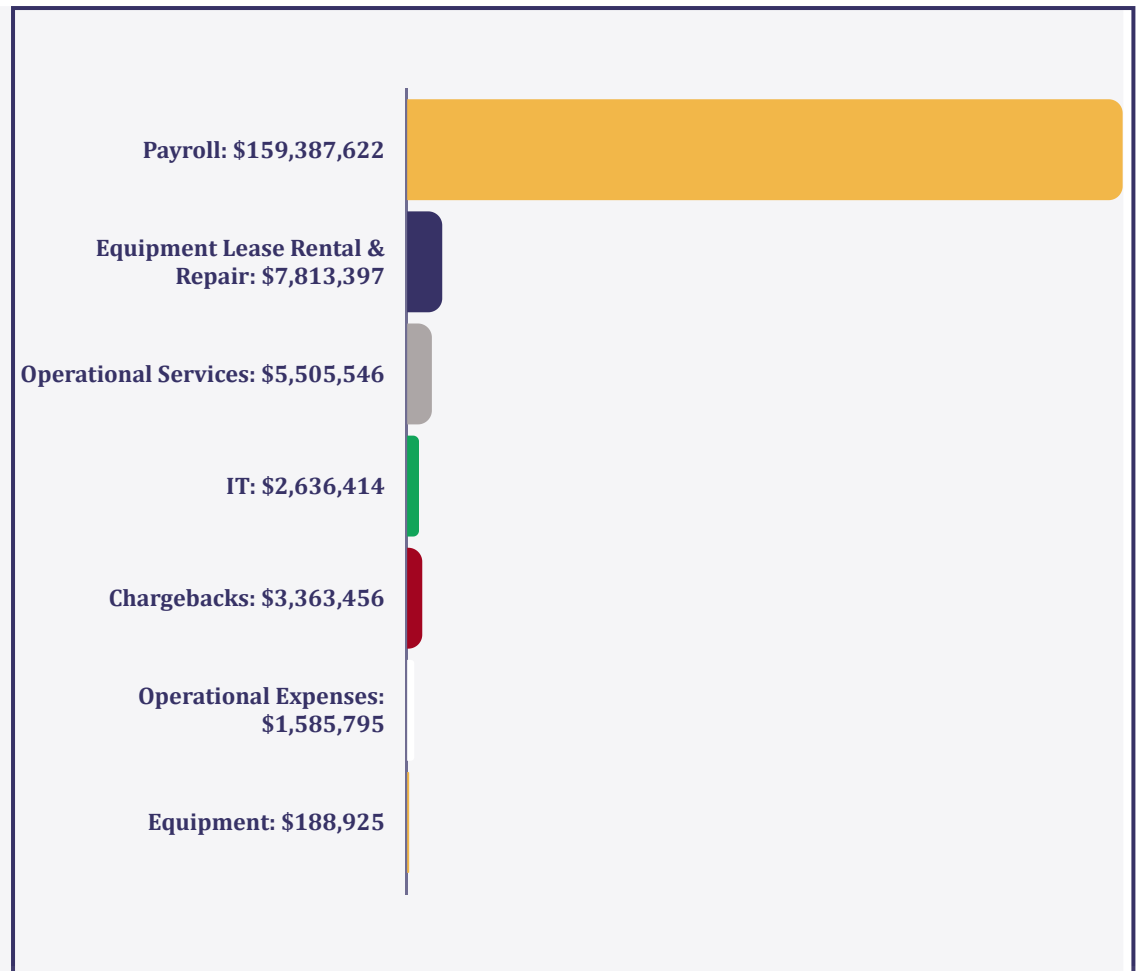
- Job Satisfaction & Morale
- Work-Life Balance
- Communication & Leadership
- Workplace Culture Support & Resources
- Suggestions for Improvement

In conjunction with the Training Department, Personnel has helped launch the Probation Officer Academy providing new probation officers with a comprehensive training program. This curriculum covers a range of essential topics designed to provide new Probation Officers with foundational knowledge needed for their demanding roles. The successful completion of these initial sessions indicates a commitment to equipping new probation officers with the necessary skills and knowledge to effectively serve their communities and uphold the mission of the Massachusetts Probation Service.

Data on hiring and other personnel statistics can be found in the appendix. They include hiring transactions by position, gender and race/ethnicity.

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.

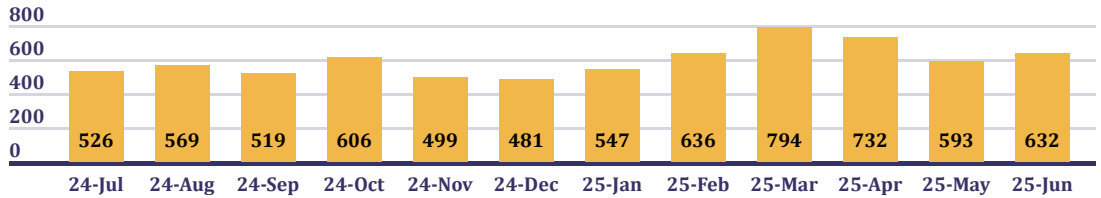


Appendix

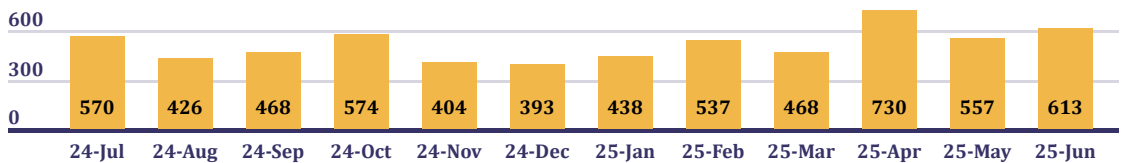


Sealings and Expungements: FY 2025

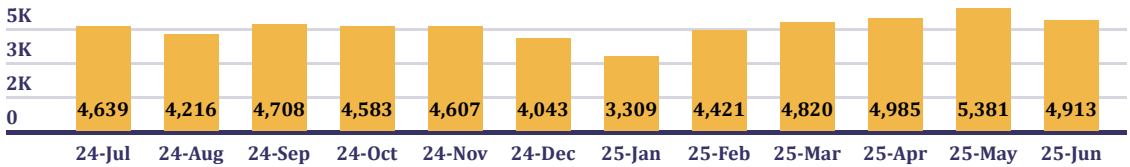
Sealing Petitions Received



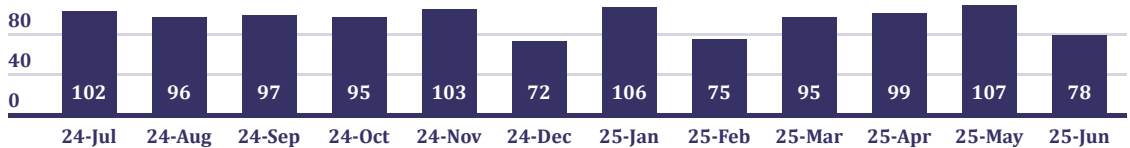
Sealing Petitions Processed



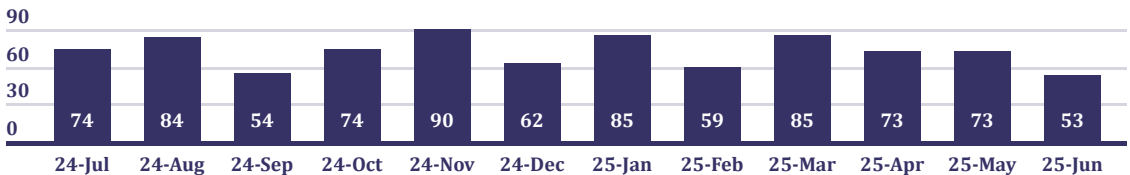
Number of Charges Sealed



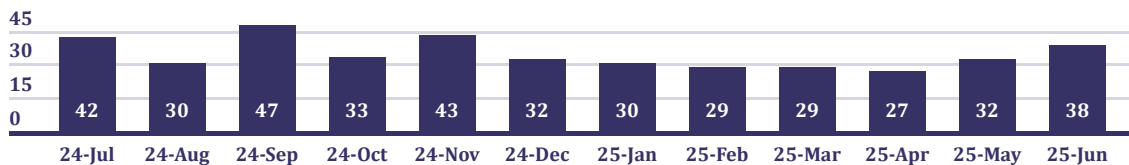
Number of F, G, H Expungements Received



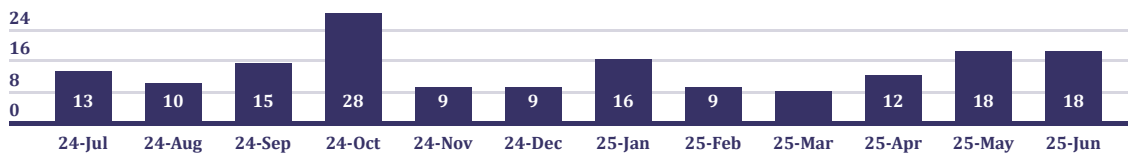
Number of F, G, H Expungements Denied



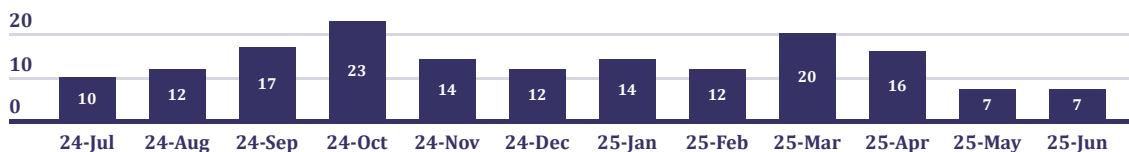
Number of F, G, H Expungements Forwarded



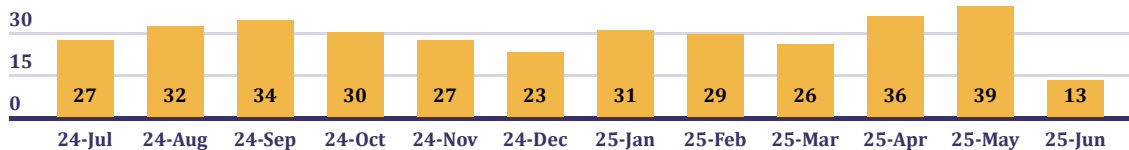
Number of F, G, H Expungement Orders Allowed



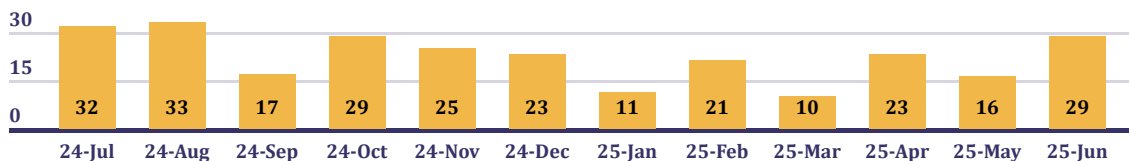
Number of F, G, H Expunged



Number of K Expungements Received



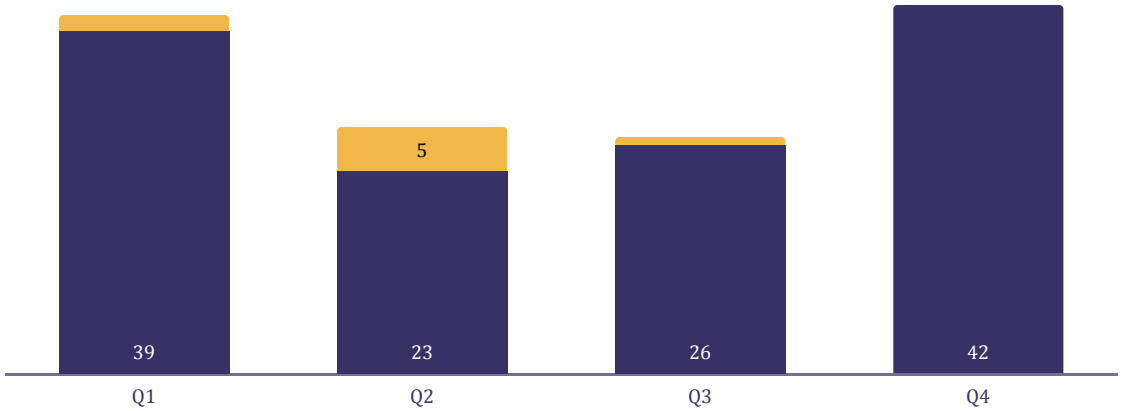
Number of K Expunged



“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.

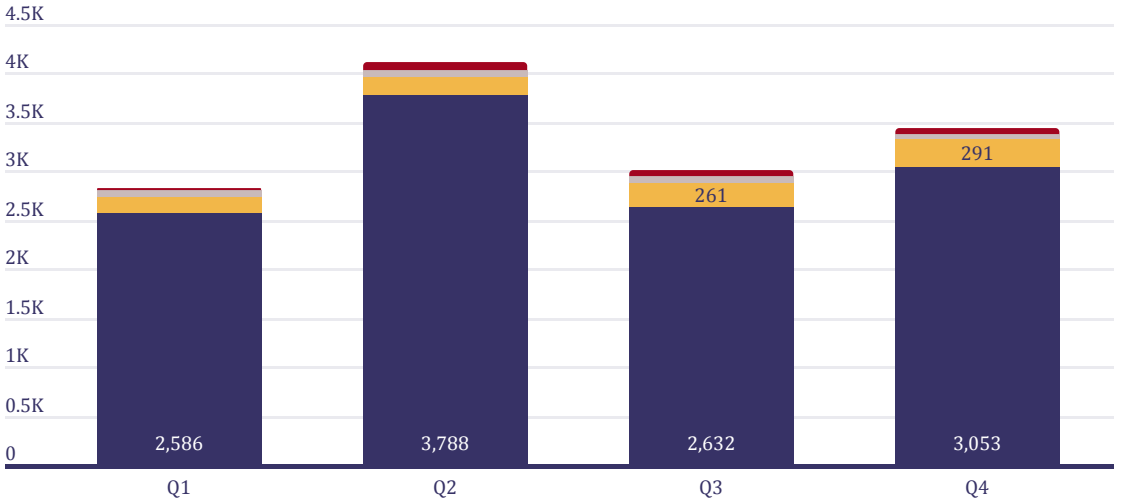
“Section 100 K” refers to MGL c. 276, § 100K. When Petitions to Expunge are filed directly with the Court, pursuant to this section, and the Court decides same, the Office of the Commissioner of Probation, is notified if or once any such petitions are granted.

Emotional Support or Safety Services, Number of Crisis Interventions (In-Person, Includes Safety Planning, etc.) by Quarter, FY 2025



● Interpreter services ● Intervention with employer, creditor, landlord, or academic institution

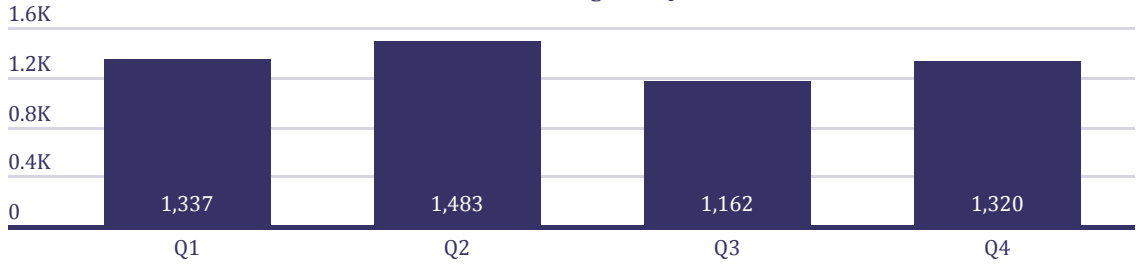
Criminal or Civil Justice System Assistance by Quarter, FY 2025



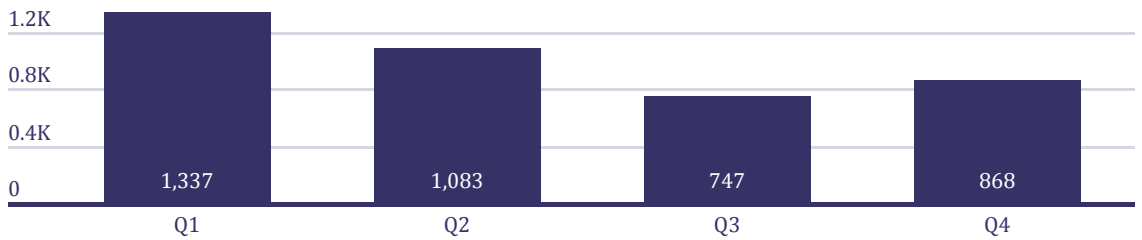
● 1. Notification of criminal justice events (e.g., case status, arrest, court proceedings, case disposition, release, etc.)
 ● 2. Victim impact statement assistance
 ● 3. Assistance with restitution (includes assistance in requesting and when collection efforts are not successful)
 ● 4. Criminal advocacy, accompaniment

VSU FY 2025 Statistics:

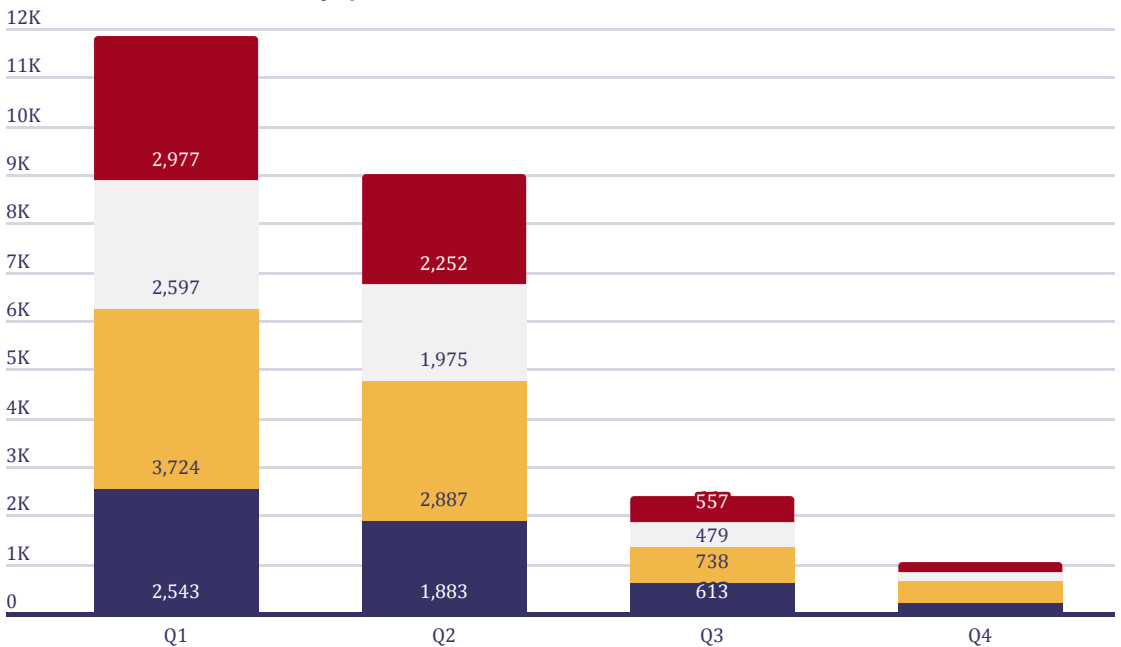
Total Number of Individuals Who Received Services During Each Quarter: FY 2025



Total Number of NEW Individuals Who Received Services During Each Quarter: FY 2025



Information and Referrals by Quarter: FY 2024

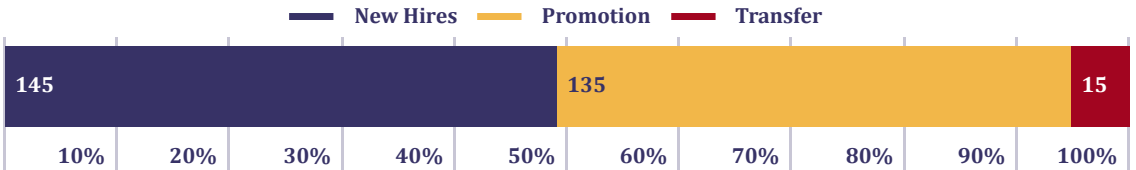


- 1. Information about the criminal justice process
- 2. Information on victim rights/how to obtain notifications
- 3. Referral to other victim service programs
- 4. Referral to other services, support, resources

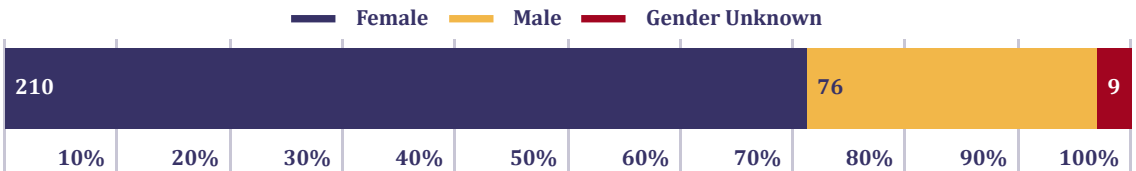
Personnel: Hiring Statistics

In FY 2025, there were 295 hiring transactions. A hiring transaction can be a new hire, a promotion, or a transfer to a different location. This is a 14.5% decrease from last fiscal year (n=345).

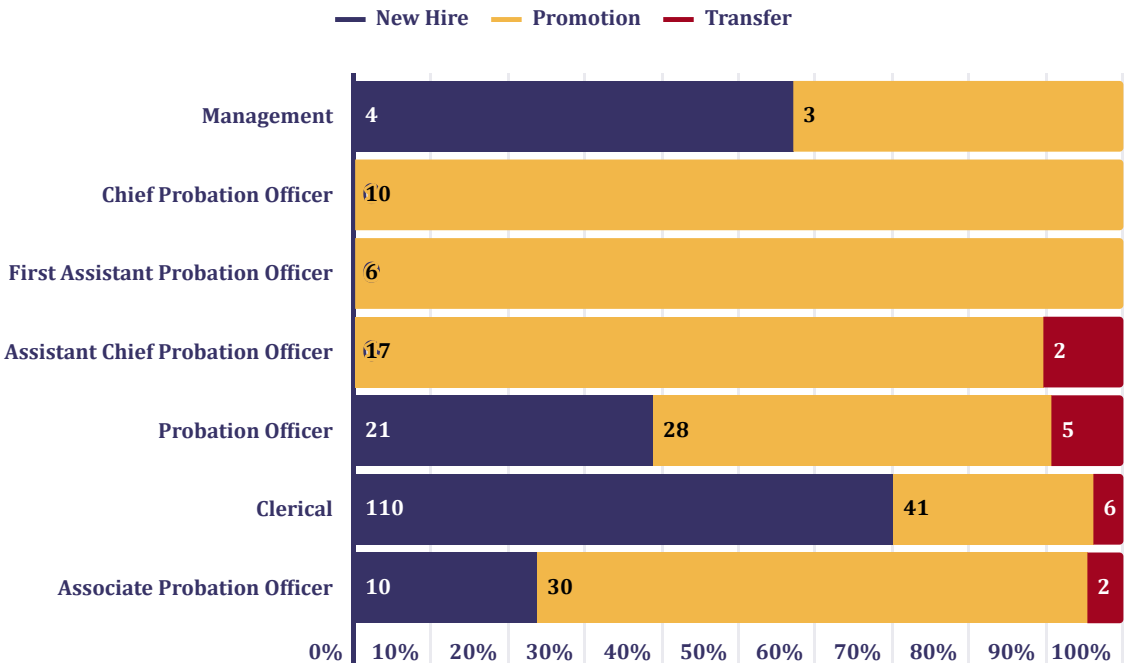
FY 2025: Total Hiring Transactions



New Hire, Promotion or Transfer, FY 2025:



New Hire, Promotion or Transfer, FY 2025:



FY 2025: Hiring Transactions, Positions

Position	Number	Percentage
Probation Case Specialist	110	37.29%
Probation Officer	54	18.31%
Associate Probation Officer	42	14.24%
Probation Office Manager	19	6.44%
Assistant Chief Probation Officer	19	6.44%
Chief Probation Officer	10	3.39%
Probation Case Coordinator	8	2.71%
First Assistant Chief Probation Officer	6	2.03%
Assistant CARI Coordinator	4	1.36%
Probation Operations Supervisor	4	1.36%
Assistant ELMO Coordinator	3	1.02%
Administrative Attorney	2	0.68%
Administrative Assistant	2	0.68%
MPS Investigator	2	0.68%
Executive Assistant	1	0.34%
Statewide Manager of MPS Investigators	1	0.34%
MPS Payroll Supervisor (Fiscal Specialist)	1	0.34%
Administrative Coordinator	1	0.34%
Probation Operations Supervisor (POM)	1	0.34%
Deputy Commissioner, Legal	1	0.34%
Statewide Manager of Emerging Adults	1	0.34%
Fiscal Administrator (Administrative Coordinator)	1	0.34%
Fiscal Specialist	1	0.34%
Fiscal Specialist (Administrative Secretary)	1	0.34%

FY 2025: Hiring Transactions, Positions by Gender

Position	Female	Male	Not Specified	Total
Probation Case Specialist	86	18	6	110
Probation Officer	32	21	1	54
Associate Probation Officer	29	12	1	42
Probation Office Manager	17	2		19
Assistant Chief Probation Officer	11	8		19
Chief Probation Officer	5	5		10
Probation Case Coordinator	8			8
First Assistant Chief Probation Officer	3	3		6
Assistant CARI Coordinator	2	1	1	4
Probation Operations Supervisor	3	1		4
Assistant ELMO Coordinator	3			3
Administrative Attorney	1	1		2
Administrative Assistant	2			2
MPS Investigator		2		2
Executive Assistant	1			1
Statewide Manager of MPS Investigators	1			1
MPS Payroll Supervisor (Fiscal Specialist)	1			1
Administrative Coordinator	1			1
Probation Operations Supervisor (POM)	1			1
Deputy Commissioner, Legal	1			1
Statewide Manager of Emerging Adults		1		1
Fiscal Administrator (Administrative Coordinator)		1		1
Fiscal Specialist	1			1
Fiscal Specialist (Administrative Secretary)	1			1

FY 2025: Hiring Transactions, Positions by Race/Ethnicity

Position	American Indian/Alaska Native	Asian	Black	Hispanic	Not Specified	White	Total
Probation Case Specialist	2	2	20	13	9	64	110
Probation Officer			10	12	4	28	54
Associate Probation Officer		1	12	6		23	42
Probation Office Manager		1	1	1	1	15	19
Assistant Chief Probation Officer			1	2		16	19
Chief Probation Officer			2	1		7	10
Probation Case Coordinator			1	2		5	8
First Assistant Chief Probation Officer			1			5	6
Assistant CARI Coordinator		1	3				4
Probation Operations Supervisor		1				3	4
Assistant ELMO Coordinator			2			1	3
Administrative Attorney					1	1	2
Administrative Assistant			1			1	2
MPS Investigator			1		1		2
Executive Assistant			1				1
Statewide Manager of MPS Investigators			1				1
MPS Payroll Supervisor (Fiscal Specialist)						1	1
Administrative Coordinator		1					1
Probation Operations Supervisor (POM)						1	1
Deputy Commissioner, Legal		1					1
Statewide Manager of Emerging Adults			1				1
Fiscal Administrator (Administrative Coordinator)						1	1
Fiscal Specialist				1			1
Fiscal Specialist (Administrative Secretary)			1				1

Caseload Review: June 2025

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	1,570	13,836	643		514	16,563
Care and Protection Petitions					2,271	2,271
Child Requiring Assistance Cases					1,936	1,936
Driving Under the Influence Cases	225	4,733		3,307		8,265
Pre-Trial (Category B) Supervision Cases	1,019	6,628	1,816		777	10,240
Risk-Need Supervision Cases	459	5,398	3,409		478	9,744
Total	3,273	30,595	5,868	3,307	5,976	49,019

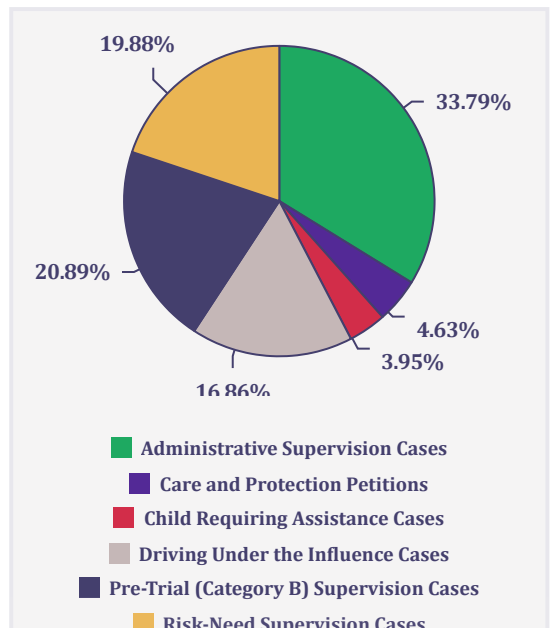
There are four main types of probation supervision in criminal courts:

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.

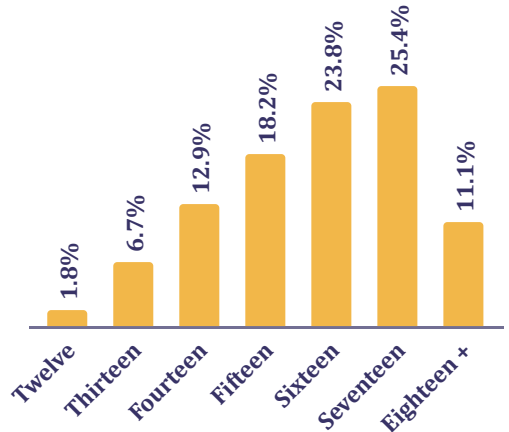
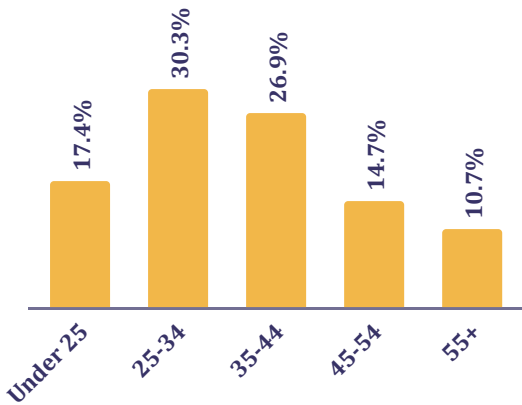
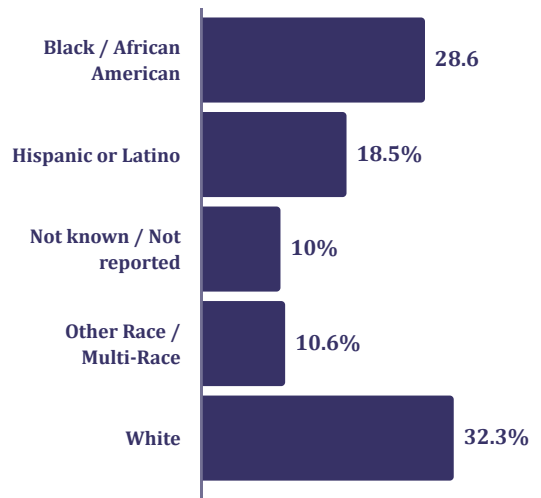
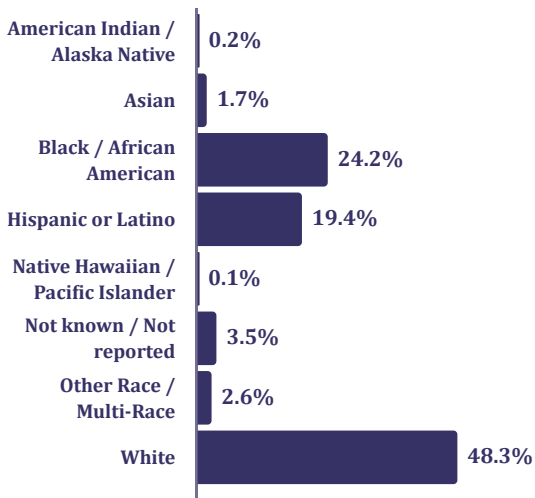
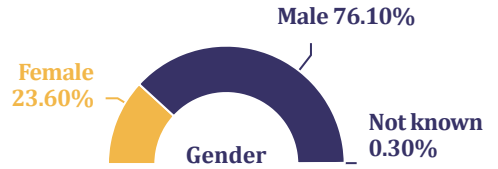
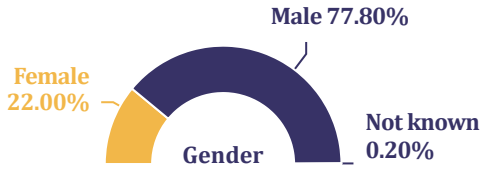
Risk Need: Used in the supervision of felony, misdemeanor and delinquency cases requiring a robust assessment and classification.



Probation Demographics, June 2025

Adult*

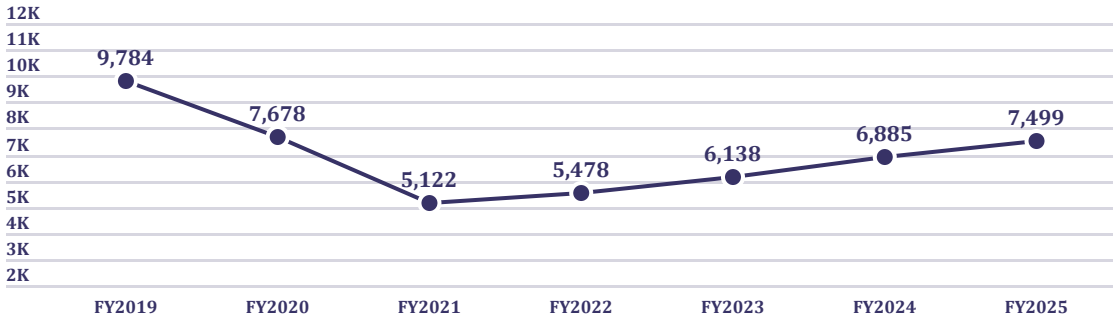
Juvenile



*Includes all case types including Pretrial A cases

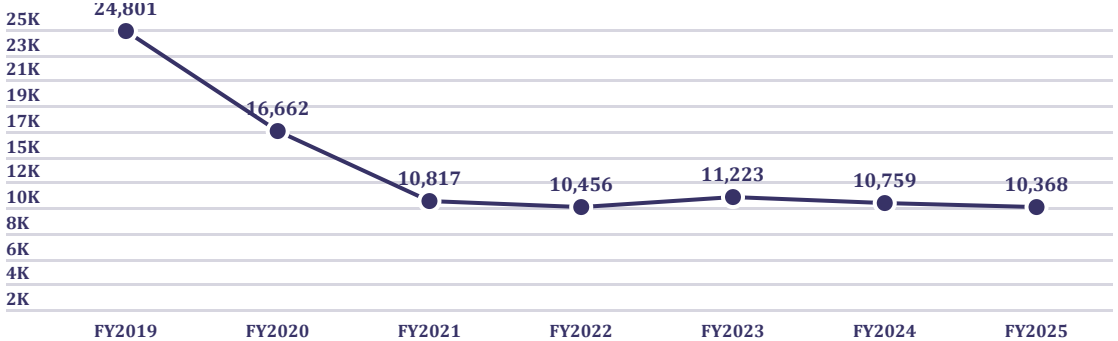
Violation Notices

Number of Criminal/Delinquent 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 - 2025 = 46.4%).

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. Since FY 2023, violations have decreased 7.6%.

Number of Total Violations

