

Massachusetts Trial Court,
Massachusetts Probation Service

Office of Community Corrections Utilization and Statistical Report

FISCAL YEAR 2024

December 2024



Administration

Honorable Heidi E. Brieger, Chief Justice of the Trial Court
Thomas G. Ambrosino, Trial Court Administrator
Pamerson O. Ifill, Commissioner of Probation
Vincent L. Lorenti, Executive Director of Community Corrections
Patricia M. Horne, Deputy Director of Community Corrections

Prepared by

Janice Neiman, Performance Analyst
Sylvia Klimachefsky, Research and Data Intern

Office of Community Corrections
One Ashburton Place, Room 405
Boston, MA 02108

Voice: 617-788-3500
Fax: 617-936-2428

Acknowledgements

This report would not have been possible without the cooperation of all Community Justice Support Center partners. The Office of Community Corrections would like to acknowledge that cooperation and assistance as follows:

Bay State Community Services
Franklin County Sheriff's Office
Hampshire County Sheriff's Office
Old Colony YMCA
Social Services Network Inc
Worcester County Sheriff's Office

Contents

Executive Summary	4
Introduction.....	6
Methodology.....	8
Utilization of Community Justice Support Centers.....	10
Average Population	10
Admissions	11
Programming.....	13
Drug and Alcohol Screening.....	14
Employment and Education.....	15
Discharges.....	15
Community Justice Support Center Pathways	16
Intensive Supervision with Treatment (IST).....	17
Pretrial Treatment.....	21
Pretrial Services	24
Probation Officer Referral (For Court-Ordered Program).....	26
Probation Officer Referral (Upon Agreement)	28
Gants Re-entry Services Program	29
Ancillary Support Services.....	31
Utilization of the Community Service Program (CSP).....	33
Referrals	35
Hours	36
Community Service Participant Survey through UMass.....	38
Conclusion	39
Appendix A. Community Justice Support Centers Included in Report	41
Appendix B. Community Service Program Offices Included in Report.....	42
Appendix C. Admissions by Referral Source and Center, FY24.....	43
Appendix D. Definitions of Reasons for Discharge.....	47

Executive Summary

The Office of Community Corrections (OCC) is required by statute (c. 211F § 5) to submit an annual report presenting the performance of community corrections operations. This report provides data on the utilization of the 18 Community Justice Support Centers in operation and the Community Service Program in Fiscal Year 2024.

Key Results

Community Justice Support Centers

There were **2,171 total admissions** to Community Justice Support Centers in FY24, a 45% increase from admissions in FY23 (n=1,502). Among those admissions:

- *Referring Agency:* 50% Probation, 4% Parole, 43% Re-Entry, 3% Sheriff's Office
- *Pathway:* 43% Re-entry Services, 26% IST, 13% Pretrial Treatment, 9% Pretrial Services, 5% Probation Officer Referral (Court Ordered), 4% Probation Officer Referral (Voluntary)
- 1,131 admissions were for participants in the following mandatory pathways: IST, Pretrial Treatment, Pretrial Services, and Probation Officer Referral (Court Ordered). Of those:
 - *Gender:* 77% Male, 23% Female, <1% Other Gender Identity
 - *Age:* 15% 18-24 years, 30% 25-34 years, 32% 35-44 years, 15% 45-54 years, 6% 55-64 years, 2% 65+ years
 - *Race/Ethnicity:* 57% White, 21% Black/African American, 18% Hispanic or Latino, 1% Asian, 1% Other/Multi-Race, <1% Native Hawaiian or other Pacific Islander, <1% American Indian/Alaska Native, 1% Not Known/Not Reported

On average, **740 people attended** the Community Justice Support Centers weekly state-wide, a 30% increase in active weekly participants in FY23 (n=531). Active participants contributed to:

- Total programming hours attended across all Support Centers: 57,555 hours
- Average program attendance rate for IST and Pretrial Treatment participants across all Support Centers: 82%
- Average weekly programming hours attended per continuing IST and Pretrial Treatment participant across all Support Centers: 3.3 hours
 - Average weekly CBT hours attended per continuing IST and Pretrial Treatment participant across all Centers: 2.9 hours

Community Justice Support Center participants made **204 educational and employment achievements** through assistance provided at the Support Center.

- Placements in part-time or full-time jobs: 163
- Partial or full HiSET/GEDs awarded: 41

There were **20,329 specimens screened for illicit drugs** and **49 Breath Alcohol Tests (BAT) conducted** at Community Justice Support Centers.

- Average drug screen/BAT compliance rate across all Support Centers: 76%

There were **1,927 total discharges** from Community Justice Support Centers. Of those discharges:

- 893 discharges were for participants in IST, Pretrial Treatment, and Pretrial Services pathways
 - *Discharge reasons:* 9% Transition to Standard Supervision, 13% Achieved Supervision Requirements, 41% Administrative Discharge, 35% Criminal Justice Discharge, 2% Ineligible per Statute/Policy
 - 65% were discharged without criminal justice intervention, while 35% were discharged with criminal justice intervention

Community Justice Support Centers provided a forum for **53,169 ancillary service contacts** for those on probation and parole.

Community Service Program

There were **2,391 referrals to the Community Service Program**. Among those referrals:

- *Gender:* 73% of the referrals were male and 27% were female
- *Age:* 99% were adults and 1% were juveniles
- Average community service attendance rate across all Support Centers: 68%

Community Service Program participants worked **32,028 hours**.

Introduction

The Office of Community Corrections (OCC) is the Massachusetts Probation Service's intermediate sanction department. The OCC supports safe communities by delivering community-based rehabilitative interventions such as Cognitive Behavioral Treatment (CBT), education, employment counseling, clinical case management, and community service opportunities through a network of Community Justice Support Centers (CJSC or Support Center) and the Community Service Program (CSP).

Community Justice Support Center Overview

The OCC operates Support Centers across the Commonwealth using evidence-based practices to keep communities safe. Each Support Center offers treatment programs, including cognitive behavioral treatment for Substance Use Disorder (SUD) and to improve decision making, employment counseling, and Adult Basic Education, GED/HiSET, and post-secondary preparation.

In January 2024, the Haverhill CJSC opened via a contract with the Old Colony YMCA. Utilization data were first submitted by Haverhill CJSC the week ending February 10, 2024. At the end of FY24, there were 18 Support Centers in operation. The map below shows the Support Centers in operation at the end of the fiscal year.



Support Centers

Barnstable	Lowell
Boston	Northampton
Brockton	Pittsfield
Dartmouth	Plymouth
Fitchburg	Quincy
Framingham	Springfield
Greenfield	Taunton
Haverhill	Woburn
Lawrence	Worcester

Community Service Program Overview

The CSP organizes community service work as an intermediate sanction for criminal justice agencies across the state. People who are court-involved may be referred to the CSP to address a need for pro-social leisure and recreation activities caused by criminal behavior or as an alternative to prosecution, sentencing or incarceration. The CSP manages these needs through closely monitored community work service, promoting respect for the law and community through community restitution, and providing opportunities for work skills training. Each Massachusetts county¹ has a dedicated office to oversee projects and operations.

¹ Except Nantucket County, which is overseen by the Barnstable CSP Office.

OCC Highlights from FY24

The OCC has achieved successes in FY24 with the assistance of many of its partners. In the last fiscal year, the OCC met many operational goals including:

- Opened Haverhill CJSC in January 2024 and increased access to support services in the northeastern part of the Commonwealth.
- Recognized 171 participants who have achieved treatment goals at the Support Centers.
- Funded 34 Re-entry Services Coordinator and Public Benefits Coordinator positions across Support Centers. These positions aid participants with continuing and emerging case management needs.
- Selected 8 inaugural members of a Community Advisory Board (CAB) to amplify voices of people with lived experience.
- Updated the Community Justice Support Center Program Inventory to ensure that the Support Centers are administering evidence-based curriculum. The Program Inventory provides descriptions of approved curricula and the criminogenic need areas they address so that Program Managers can effectively utilize the curricula in the appropriate treatment groups.
- Supported two OCC Program Managers as they became Certified Trainers with the Motivational Interviewing Network of Trainers (MINT). MINT is an international organization focused on promote good practice in the use, research, and training of motivational interviewing.
- Commenced a process with UMass Chan Medical to refine Community Service Program projects so that they support protective factors and address need areas for participants to reduce recidivism.



Staff and community members cutting a ribbon to inaugurate the Haverhill Community Justice Support Center

Methodology

Sample

All Community Justice Support Centers (Support Centers) and Community Service Program (CSP) offices operating during FY24 were included in this report. A list of the Support Centers included in this report and their locations can be found in Appendix A; additionally, a list of the CSP offices and their locations can be found in Appendix B. Each Support Center is referred to by the city or town in which it is located and each CSP office is referred to by the county in which it is located.

Reporting Period

The reporting period covers FY24, or July 1, 2023, through June 30, 2024.²

Data Collection

For this report, data were collected via weekly utilization reports and community service log reports submitted to the OCC by each Support Center and CSP office, respectively.

Weekly Utilization Reports

Utilization reports submitted on a weekly basis formed one source of data collection for this report. Several variables of data were collected including variables related to participant demographics, the status of participants within the center, and population flow through the center. The categories of data are as follows:



Admissions. The number of admissions to the Support Center including information regarding their age, gender, race, ethnicity, initial education level, initial job status, supervising agency, and initial risk/need assessment results.



Programming. The number and type of weekly programming hours required and attended.



Education. The number of times participants either passed portions of the examination or passed the full examination and received a HiSET/GED.



Job Placement. The number of participants who were placed in part-time and full-time jobs.



Drug Testing. The number of positive drug tests, positive drug tests with a current and valid prescription, negative drug tests, failures to produce a valid sample, no shows, and positive and negative Breath Alcohol Tests.



Discharges. The number of discharges from the Community Justice Support Centers including information regarding their reason for discharge.

² The Community Justice Support Center weekly utilization reports were collected from the week ending July 8, 2023, to the week ending June 29, 2024.

Community Service Logs

Community services logs formed the second source of data collection for this report. Work logs provided aggregate monthly data on community service hours and projects while referral logs provided information on the number of referrals to the program from each court site and Support Center. Because community service is provided at court sites as well as Support Center sites, these logs were maintained on a county level.

Data Quality and Analysis

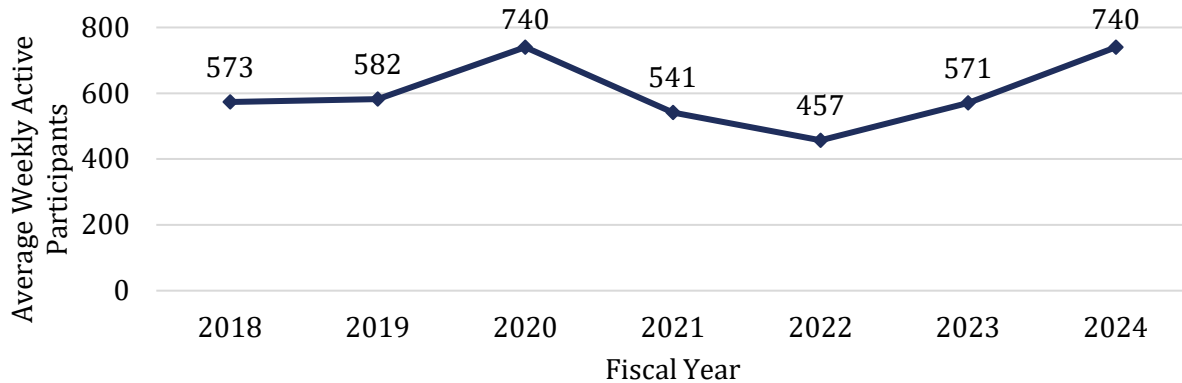
The FY24 weekly utilization reports for each Support Center along with the community service logs formed the basis of the analysis. Weekly utilization reports were received from all Community Justice Support Centers and community service logs were received from all CSP offices for the entire reporting period and audited for quality assurance.

Utilization of Community Justice Support Centers

Average Population

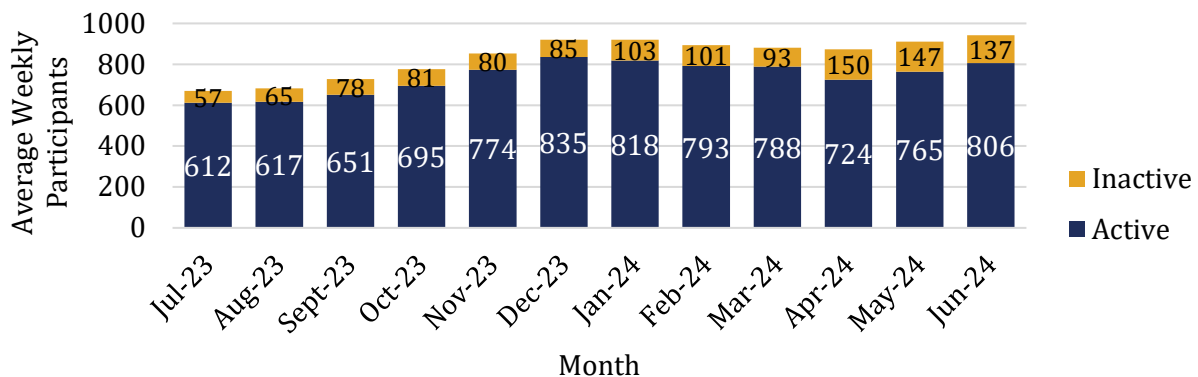
Like many service agencies, admissions and operations at the Support Centers were impacted by the pandemic in FY21 and FY22. Figure 1 demonstrates that engagement at the Support Centers has begun to return to levels prior to the COVID-19 pandemic. The statewide cumulative average weekly attendance across all Centers for FY24 was 740 participants, a 30% increase from the previous fiscal year.

Figure 1. Average Weekly Active Participants by Fiscal Year



The number of participants at the Support Centers may fluctuate due to a variety of factors. Mandatory participation is impacted by caseloads in probation and referring courts. Voluntary participation is largely impacted by interest and community engagement. Figure 2 shows the variation in weekly attendance throughout the fiscal year. There was a 32% increase in weekly Support Center participants from the beginning to the end of the fiscal year. Support Centers reported an average low of 612 participants in July 2023 and an average high of 835 participants in December 2023.

Figure 2. Average Weekly Participants by Month, FY24³



³ "Inactive participants" refers to individuals who did not attend the Support Center in a given week, but their outcomes have not yet been determined. For mandatory participants, inactivity may be due to being in warrant status, in detox, using a travel permit, or otherwise excused by their supervising agency.

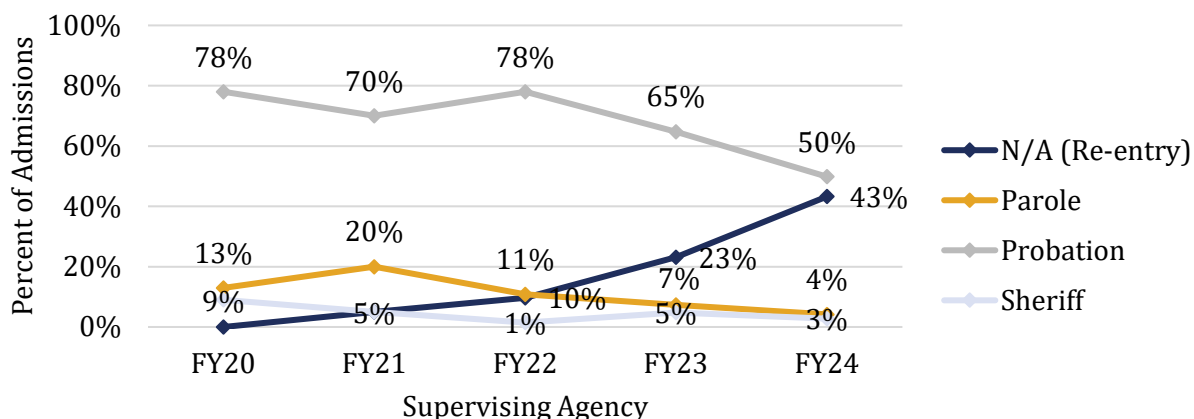
Admissions

Participants may come to Support Centers at any point throughout the year to receive services. In FY24, there were 2,171 total admissions across all Support Centers in FY24, which is a 45% increase from admissions in FY23 (n=1,502).

Referring Agency

Support Centers have historically provided treatment and services to participants referred by one of three types of supervising agencies: the court (in the case of probation supervised participants), by the Parole Board, by a sheriff's office. In FY20, the Community Justice Support Centers began providing services for re-entry participants who were under no supervision. Since then, Support Centers have seen an increase in the proportion of re-entry participants served. Figure 3 displays the proportions of referring agencies for participants admitted into Support Centers from FY20 to FY24. In FY24, about half of Support Center admissions are referred by probation and 43% were not referred and came to the Support Center for voluntary re-entry services.

Figure 3. Support Center Admissions by Referring Agency, FY20-FY24



Pathway

Supervising agencies may refer a participant to a Support Center through a mandatory pathway, or a person who has been incarcerated or on probation may enter voluntarily. Of FY24 admissions, 52% of participants entered a Support Center through mandatory pathways Intensive Supervision with Treatment (IST), Pretrial Treatment, Pretrial Services, and Probation Officer Referral (For Court-Ordered Program). The greatest proportion of mandatory admissions was for IST (26%), followed by Pretrial Treatment (13%), Pretrial Services (8%), and court-ordered Probation Officer Referrals (5%). The remaining 47% were voluntary admissions: 43% came to the Support Centers through the re-entry pathway and 5% through Voluntary Probation Officer Referrals. Detailed descriptions of the pathways and statistics among each pathway can be found in the subsequent *Community Justice Support Center Pathways* section of this report.

Demographics

Given that re-entry participants may not have had much contact with the Massachusetts legal system and are not required to interact with the Support Center for a prolonged period, it can be more difficult to procure demographic data for those individuals. For this reason, the following tables show demographic information for admissions to Support Centers by the nature of their

pathway: mandatory or voluntary. New admissions through mandatory pathways to the Support Centers were primarily male (77%), White (57%), and 35-44 years old (32%).

Table 1. Support Center Admissions by Participant Race/Ethnicity, FY24⁴

Race/Ethnicity	Mandatory Pathways		Voluntary Pathways	
	# Admissions	% Admissions	# Admissions	% Admissions
American Indian/Alaska Native	3	<1%	2	<1%
Asian	13	1%	7	1%
Black/African American	239	21%	107	10%
Hispanic or Latino	204	18%	117	11%
Native Hawaiian or other Pacific Islander	1	<1%	1	<1%
Not Known/Not Reported	11	1%	596	57%
Other/Multi-Race	13	1%	6	1%
White	647	57%	204	20%
Total Admissions	1,131	100%	1,040	100%

Table 2. Support Center Admissions by Participant Gender, FY24

Gender	Mandatory Pathways		Voluntary Pathways	
	# Admissions	% Admissions	# Admissions	% Admissions
Male	873	77%	767	74%
Female	255	23%	270	26%
Other	3	<1%	3	<1%
Total Admissions	1,131	100%	1,040	100%

Table 3. Support Center Admissions by Participant Age, FY24

Age	Mandatory Pathways		Voluntary Pathways	
	# Admissions	% Admissions	# Admissions	% Admissions
18-24	173	15%	102	10%
25-34	344	30%	276	27%
35-44	361	32%	306	29%
45-54	165	15%	194	19%
55-64	71	6%	120	11%
65+	17	2%	30	3%
Not Reported	0	0%	12	1%
Total Admissions	1,131	100%	1,040	100%

⁴ Race/Ethnicity is self-reported and collected upon admission to the Community Justice Support Centers. Participants who identified as having Hispanic or Latino ethnicity are categorized as such for their race/ethnicity.

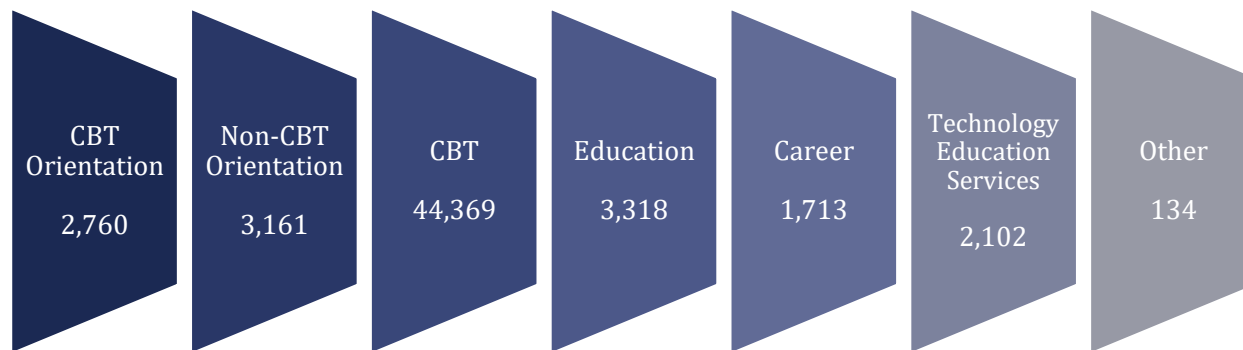
Programming

In accordance with evidence-based practices and the Risk-Need-Responsivity model, Support Centers provide programming to address participants' need areas that are most likely to contribute to their risk of re-offending. Among the programming provided at Community Justice Support Centers are:

- Cognitive Behavioral Treatment (CBT) to address need areas that place one at risk to re-offend such as decision making, substance use disorders, family and social supports, and self-control skills, and use of free time (e.g., Charting a New Court, Seeking Safety, Criminal Conduct & Substance Abuse Treatment, Courage to Change, Breaking the Cycle),
- HiSET/GED/ABE/ESL or comparable educational supports,
- Job and career support services,
- Communicable disease prevention education,
- Life skills training (e.g., finances/budget, cooking, yoga),
- Technology Education Services (e.g., CBT4CBT), and
- Intake orientation curricula.

Consistent with the responsivity principle, the Community Justice Support Centers endeavor to provide gender specific and culturally competent programming. In addition, Support Center staff can refer to community-based resources depending on the needs of an individual participant. Participants attended 57,555 hours of programming in FY24.

Figure 4. Programming Hours Attended by Type, FY24



All IST and Pretrial Treatment participants who score moderate to very high on their risk/need assessments participate in programming to address their needs. The overall average weekly programming hours attended per continuing IST and Pretrial Treatment participant across all Support Centers in FY24 was 3.3 hours, which includes an average of 2.9 weekly CBT hours.⁵ Further analysis of programming completed by participants in these two pathways can be found in the subsequent *Community Justice Support Center Pathways* section of this report.

⁵ Programming hours include orientation groups, Cognitive Behavioral Treatment (CBT) groups, educational groups, vocational groups, technology education service hours and other groups (e.g., life skills, communicable disease prevention, yoga, cooking, guest speakers, etc.). Programming hours do not include community service hours.

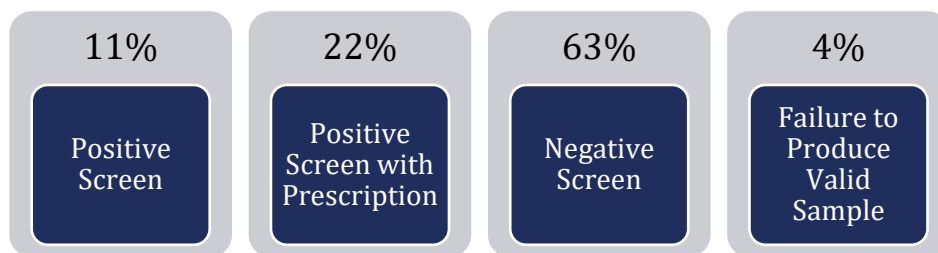
Drug and Alcohol Screening

Drug screening is among the most visible accountability measures administered by the Community Justice Support Centers. Screening is conducted in accordance with the standards for drug screening set forth in the American Probation and Parole Association's *Drug Testing Guidelines and Practices for Adult Probation and Parole Agencies*. Screening frequency is random. Participants call a Drug Screen Information phone number daily to determine if they are required to report to submit a urine sample for screening. Samples are screened for a wide variety of drugs of abuse ranging from amphetamine, benzodiazepine and buprenorphine to tramadol and zolpidem. The sample is initially screened via enzymatic immunoassay method. Samples that return positive results can be confirmed by an alternative testing method such as gas chromatography/mass spectrometry.

Most sites rely on ETG screening or DRI Ethyl Alcohol Assay testing via urine to determine illicit use of alcohol. Sites use the breath alcohol test sparingly, perhaps only when an immediate determination is needed regarding a participant's present use of alcohol, and otherwise screen for alcohol via urine.

In FY24, Support Centers collected 20,378 urine specimens and breath alcohol tests that screened for illicit drugs and alcohol⁶ and scheduled 2,420 tests that resulted in No Shows. Figure 5 shows the breakdown of the 20,378 conducted screens for illicit drugs and alcohol in FY24.

Figure 5. Conducted Drug Tests and Alcohol Screens by Result, FY24



The overall average drug and alcohol screen compliance rate for all pathways among all Support Centers for FY24 was 76%, which is consistent with the compliance rate in FY23 and a 5-percentage point increase from FY22.⁷

Standard Drug Classes Tested at Support Centers

Alcohol
Barbiturates
Benzodiazepines
Buprenorphine
Cannabinoids (Natural)
Cannabinoids (Synthetic)
Cocaine
Cotinine
Fentanyl
Gabapentin
Ketamine
LSD
Methadone
Opiates
Opioids
Phencyclidine
Propoxyphene
SOMA
Tramadol
Xylazine
Zolpidem

⁶ The total number of urine specimens screened and breath alcohol tests conducted includes positive drug screens, positive drug screens with a current and valid prescription, positive Breath Alcohol Tests, negative drug screens, negative Breath Alcohol Tests, and screens on which participants failed to produce a valid sample (e.g., failure to produce a sample, rejected sample, diluted sample, invalid sample). This number does not include No Shows.

⁷ Compliance refers to negative screens and positive screens with a valid prescription.

Employment and Education

Consistent with evidence-based practice for Risk, Need, and Responsivity, employment and education are a need area that can be addressed to reduce recidivism.

Participants were placed in 163 full or part-time jobs by Job Developers at the Support Centers in FY24.

Participants also received 41 partial or full HiSET/GED certificates with the assistance of Educators at the Support Centers in FY24.⁸



Employment

- 114 Full-Time
- 49 Part-Time



Education

- 13 Full HiSET/GED
- 28 Partial HiSET/GED

Discharges

In FY24, participants were discharged from Community Justice Support Centers for several different reasons. There was a total of 1,927 discharges across all centers and pathways (both mandatory and voluntary) in FY24.

A discharge can be caused by a criminal justice intervention or for reasons other than a criminal justice intervention. Discharges with criminal justice intervention are referred to as criminal justice discharges (e.g., warrant issued, probation/parole revoked, incarceration). A discharge without a criminal justice intervention may be due to successful completion of treatment or supervision at the Support Center or the result of an administrative reason such as placement in a treatment center, an expiration of the sentence, amended supervision conditions, or medical reasons.



Community Justice Support Centers helped

562

IST, Pretrial Treatment, and Pretrial Services participants
discharged in FY24 **avoid incarceration**⁹

In FY24, 63% (n=562) of IST, Pretrial Treatment, and Pretrial Services participants were discharged from the Community Justice Support Centers without a criminal justice intervention while 35% (n=314) were discharged due to a criminal justice intervention. The remaining 2% of discharges were due to ineligibility after beginning treatment at the Support Center.

⁸ Because the utilization data is collected at an arbitrary point in time, the agency tracks the aggregate number of achievements during that period rather than a participant's progress since admission. Therefore, we cannot accurately compare the progress of a participant who began treatment in the beginning of the fiscal year to that of participant who began treatment toward the end of the fiscal year.

⁹ This figure represents IST, Pretrial Treatment, and Pretrial Services participants who were not discharged due to a criminal justice intervention or ineligibility.

Community Justice Support Center Pathways

The Community Justice Support Centers' interventions incorporate evidence-based practices that are designed to reduce recidivism while avoiding incarceration in jail and prison. The statutory provisions that authorize people to access the Support Centers are referred to as pathways.

1. Intensive Supervision with Treatment (IST),
2. Pretrial Treatment,
3. Pretrial Services,
4. Probation Officer Referral (For Court-Ordered Program),
5. Probation Officer Referral (Upon Agreement), or
6. Re-entry.

Each pathway provides access to unique services provided by the Support Center to address criminogenic risks and needs and to encourage participants to be successful in their communities. Descriptions of how to access the pathways and the services offered through those pathways are shown in Table 4.

Table 4. Community Justice Support Center Pathways

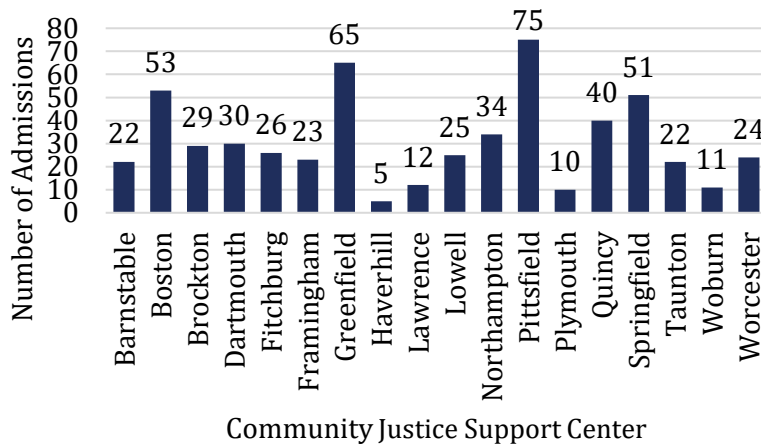
Pathways	Participation	Access	Services Offered
Intensive Supervision with Treatment	Mandatory	Supervision referrals from Court via MA Probation, Parole, Sheriffs, DOC, and US Probation	Risk/Needs Assessment and Treatment Planning for moderate to very-high risk (case manage low or low/mod risk)
Pretrial Treatment	Mandatory	Supervision referral from Court via MA Probation (category b condition of release)	Risk/Needs Assessment and Treatment Planning for moderate to very-high risk (case manage low or low/mod risk)
Pretrial Services	Mandatory	Supervision referral from Court via MA Probation (category b condition of release)	Notification of next court date, case manage emerging needs, drug testing if ordered
Probation Officer Referral (For Court-Ordered Program)	Mandatory	Supervision referral from MA Probation to satisfy program condition set by court	Participation in court-ordered programming where available at CJSC
Probation Officer Referral (Upon Agreement)	Voluntary	Referral from MA Probation including District and Superior Courts Post Disposition, Pretrial Probation, or Administrative Probation	Participation in programming where available at CJSC Case management to address basic and emerging needs
Gants Re-entry Services Program	Voluntary	Referrals from all justice agencies i.e., MA Probation, Parole, Sheriffs, DOC, and US Probation Walk-in customers (no referral needed) to address basic and emerging needs on a voluntary basis, who have spent at least one night in custody	Case management to address basic and emerging needs Participation in programming if participant agrees to have Risk/Needs Assessment completed

Intensive Supervision with Treatment (IST)

Intensive Supervision with Treatment (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. IST is designed for those who are at high-risk for recidivism and either have not been successful on traditional probation or parole or are suitable for an alternative to incarceration.

IST can be imposed by the judge as an alternative to incarceration, by the parole board as a means of re-entry, by a parole field supervisor as an alternative to detention, or by the Department of Correction (DOC) or House of Correction (HOC) as a means of graduated release. In FY24, there were 557 admissions to Community Justice Support Centers through the IST pathway. Figure 6 shows the number of IST admissions received by each Support Center.

Figure 6. IST Admissions by Support Center, FY24¹⁰



Intensive Supervision with Treatment (IST)

M.G.L. 211F § 3

M.G.L. 211F § 4(b)

A sentence to a Community Justice Support Center shall be imposed as a condition of probation consistent with chapters 276 and 276A.

The Parole Board and Sheriff's Offices may also use IST as a means of re-entry supervision.

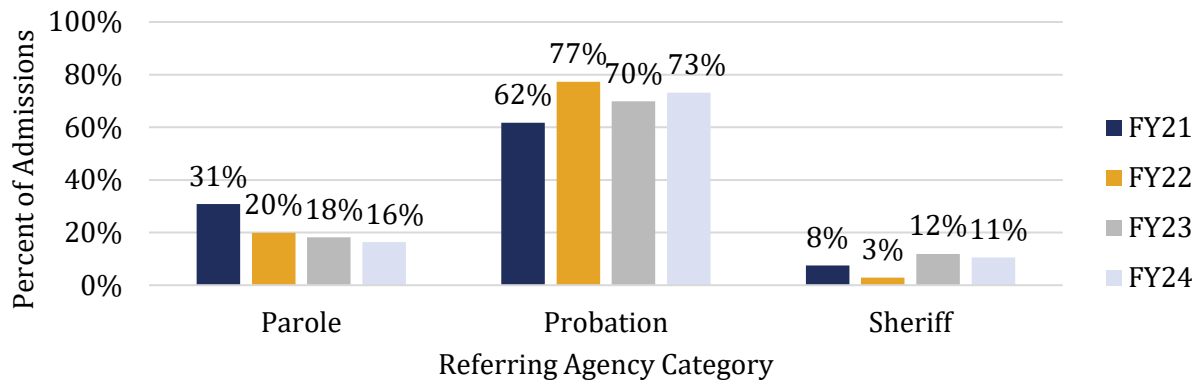
IST services include:

- Cognitive Behavioral Treatment to address need areas that place one at risk to re-offend such as decision making, substance use disorders, family and social supports, and self-control skills, and use of free time
- Education for GED/HiSET and college preparation
- Life skills such as financial literacy and technology basics
- Employment support and career counseling to develop resumes, training, and resources to pursue a career

¹⁰ Haverhill CJSC began operations in March 2024.

Figure 7 shows that probation has historically made up the greatest proportion of IST referrals to Support Centers. In addition, Sheriff's Offices increased their utilization of the Support Centers for IST from FY22 to FY23 and maintained that proportion of referrals in FY24. In FY24, IST admissions involved 73% Probation referrals, 16% Parole referrals, and 11% Sheriff's Office referrals.

Figure 7. IST Referring Agency Category, FY21-FY24



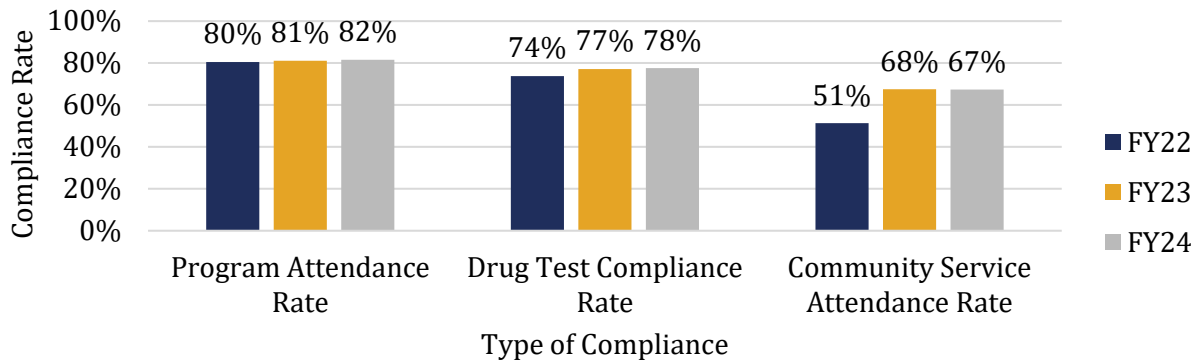
Across all Support Centers, there was a weekly average of 250 active IST participants each week. IST participants receive a comprehensive assessment to determine the needs they have that are most likely to contribute to future criminal conduct. Support Center staff work with the participant to develop a treatment plan to address those need areas. Once the participant and staff have determined an appropriate treatment plan, the participant reports to the Support Center to attend classes such as cognitive behavioral therapy (CBT), HiSET/GED preparation, and employment retention. The programming provided to IST participants is summarized in the figure below.

Figure 8. Programming by IST Pathway Participants, FY24

39,140 total programming hours attended	
including 33,542.5 CBT programming hours	82% program attendance rate among active participants

Compliance rates among IST participants have remained relatively consistent over the last three fiscal years except for a 16-percentage point increase in the community service attendance rate from FY22 to FY24. The drug test compliance rate among IST participants was 78% and the Community Service Program attendance rate was 67%.

Figure 9. IST Compliance Rates by Fiscal Year



Support Center staff meet weekly to review participant progress and provide a formal review for the participant and the court monthly. Participants who are assessed to be at the highest risk level typically need to complete more than 250 hours of CBT programming to successfully transition to standard supervision. Participants can work with staff to determine the pace at which they complete CBT hours. Those who attend the Support Center more frequently can complete their hours in a shorter period. Participants who complete CBT hours, attend classes regularly, and demonstrate pro-social change through positive interaction, employment, or educational achievement can transition from weekly Support Center attendance as part of IST to standard probation or parole supervision.

Goals for Transition

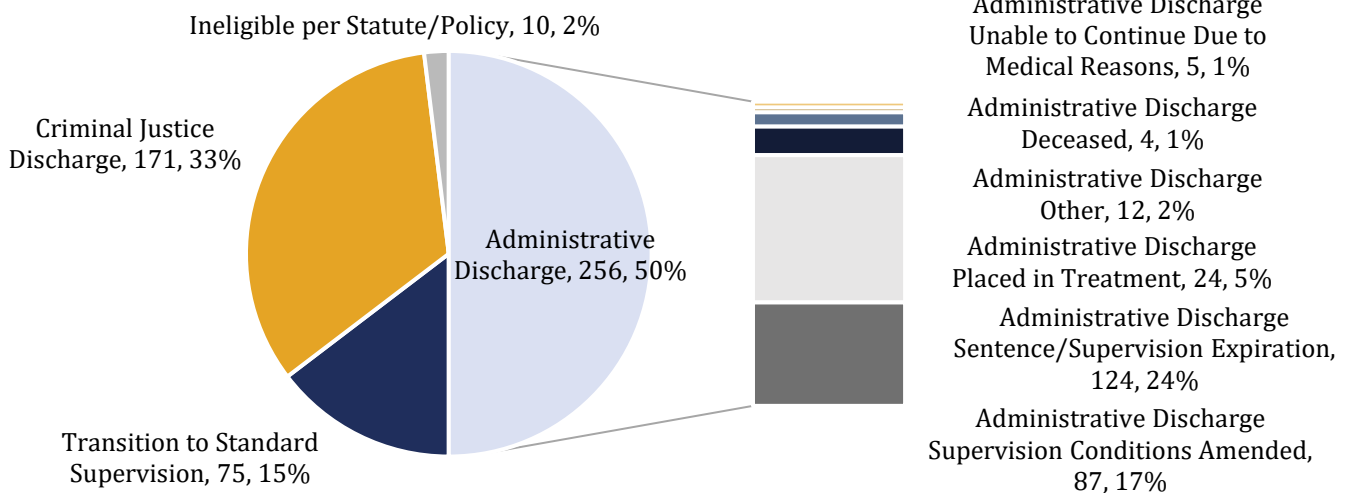
The OCC has developed standards informed by evidence-based practice and consistent with the Best Practice Standards set forth by the National Association of Drug Court Professionals (now known as All Rise) to evaluate the progress of program participants. These standards provide rules for the development of treatment plans for program participants and guidance for staff determinations about progression to a lower level of community supervision. Dosage hours are determined by Dosage Conceptual Model outlined in “Dosage Probation: Rethinking the Structure of Probation Sentences” by the Center for Effective Public Policy. Goals for Transition reflect clinical information across multiple areas of a person’s criminogenic needs, responsivity, and treatment experience. A person who meets these standards has objectively reduced their risk for recidivism.



Recognition Ceremony for achievements at the Taunton Community Justice Support Center

In FY24, 75 discharged IST participants successfully transitioned from the Support Center. These participants were compliant with Support Center policies and treatment for an average of 42 weeks. Figure 10 illustrates the distribution of IST discharges by reason.

Figure 10. IST Reasons for Discharge, FY24



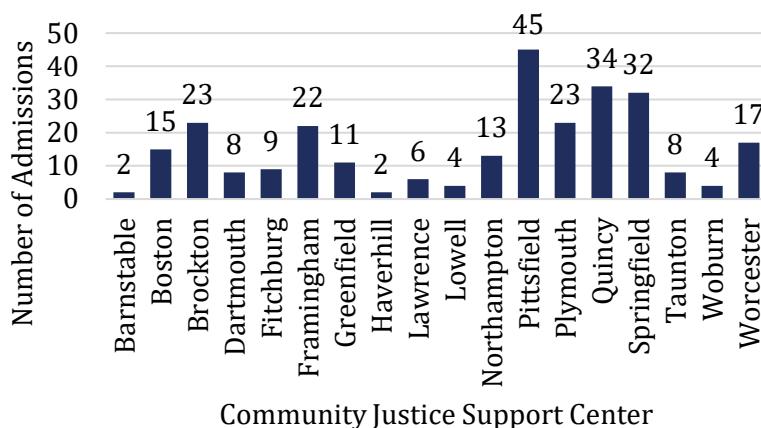
About half of IST participants discharged in FY24 did not complete their goals for transition to standard supervision for administrative reasons. Administrative reasons are interventions that occur prior to IST completion such as sentence expiration, amended conditions, placement in treatment, medical reasons, and death. About one-third of participants discharged from the IST pathway in FY24 had a criminal justice intervention.

Pretrial Treatment

Many people who come before the court for criminal cases are in immediate need of treatment for drug or alcohol use, or are looking for support with housing, employment, or educational needs. Pretrial Treatment allows a person to come to the Support Center during the pretrial phase of their case to engage in the same Intensive Supervision with Treatment as someone who was sentenced to the Support Center by the court.

By engaging in a plan to address these issues early in the process, before the court has entered a final judgment, they are able to get back on track, shorten the time it takes to resolve their case, and hopefully get a more favorable outcome. With the defendant's consent the court can order the defendant to report to the Support Center for Pretrial Treatment supervised by a probation officer. There were 278 admissions to Support Centers through the Pretrial Treatment pathway.

Figure 11. Pretrial Treatment Admissions by Support Center, FY24¹¹



There was an average of 69 active Pretrial Treatment participants weekly across all Support Centers.

Pretrial Treatment

M.G.L. 211F § 3A(b)

The probation department may utilize pretrial services programs for pretrial supervision consistent with sections 87 and 87A of chapter 276, upon agreement by the person before the court who is charged with an offense or crime.

Pretrial Treatment services include:

- Cognitive Behavioral Treatment (CBT) to address need areas that place one at risk to re-offend such as decision making, substance use disorders, family and social supports, and self-control skills, and use of free time Education for GED/HiSET and college preparation
- Life skills such as financial literacy and technology basics
- Employment support and career counseling to develop resumes, training, and resources to pursue a career

¹¹ Haverhill CJSC began operations in January 2024.

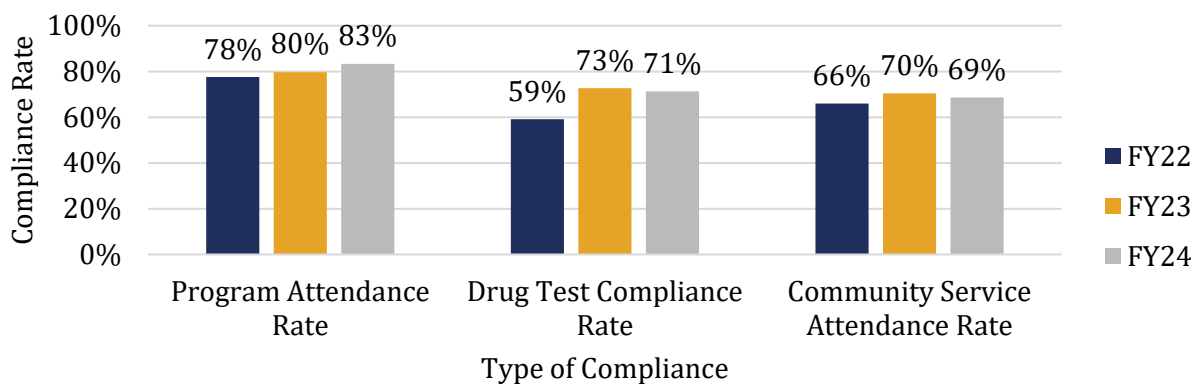
Pretrial Treatment allows a person to come to the Support Center during the pretrial phase of their case to do the same Intensive Supervision with Treatment as someone who was sentenced to the Support Center by the court. Participants engaged in the Pretrial Treatment pathway at the Support Centers attended 10,511.5 hours of programming in FY24, and active continuing participants had an 83% program attendance rate.

Figure 12. Programming by Pretrial Treatment Pathway Participants, FY24

10,511.5 total programming hours attended	
including 8,813 CBT programming hours	83% program attendance rate among active participants

The drug test compliance rate among Pretrial Treatment participants was 71% and the Community Service Program attendance rate was 69% in FY24. Compliance rates among Pretrial Treatment participants have remained relatively consistent over the last three fiscal years apart from a 12-percentage point increase in the drug test compliance rate from FY22 to FY24.

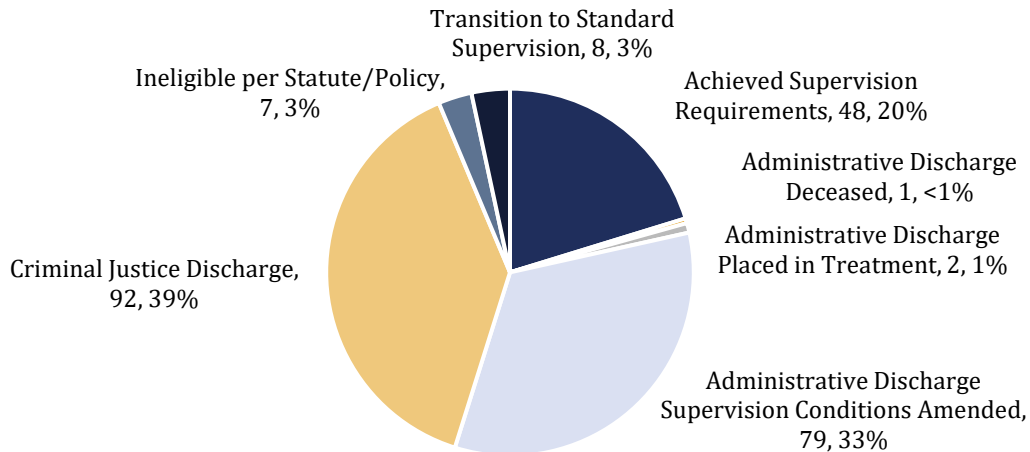
Figure 13. Pretrial Treatment Compliance Rates by Fiscal Year



At times, Pretrial Treatment participants are on pretrial supervision long enough that they have the opportunity to fulfill all of the goals on their individualized treatment plan. Eight participants made the significant accomplishment of meeting their goals for transition to standard supervision in FY24.

Figure 14 displays the outcomes of the 237 Pretrial Treatment participants discharged from Support Centers throughout the fiscal year.

Figure 14. Pretrial Treatment Reasons for Discharge, FY24

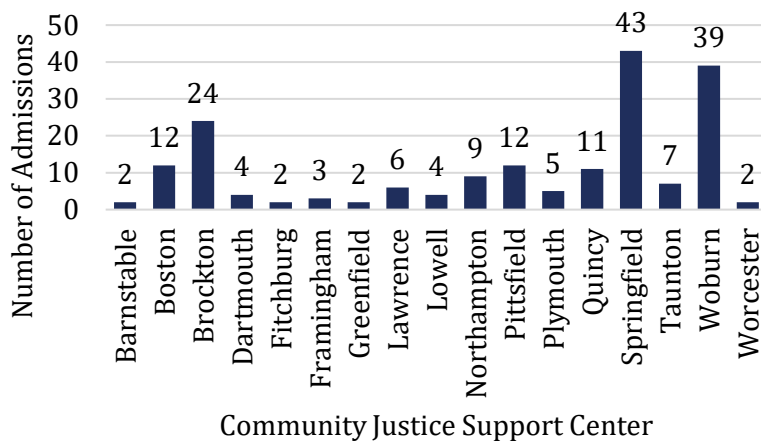


In addition to the 3% of discharged Pretrial Treatment participants who met their treatment goals, 20% of discharged Pretrial Treatment participants achieved their pretrial supervision requirements by appearing in court without a criminal justice intervention. The remaining discharged Pretrial Treatment participants did not achieve their supervision requirements. This was either due to a criminal justice intervention such as a violation, warrant, or new arrest (39%), or non-criminal reasons such as an amendment of conditions, placement in treatment, or death (35%).

Pretrial Services

When a person makes their first appearance before the court on a criminal case, the court must decide if there are any measures necessary to ensure that the person returns to court for their next court date. If the court decides that the person needs some support to ensure that they will return to court, it may order the person to report to the Support Center for Pretrial Services supervised by a probation officer. Pretrial Services allow a person to remain at home while their case is pending as long as they report to the Support Center periodically and obey any other conditions of release placed on them by the court. There were 187 Pretrial Services admissions to Community Justice Support Centers in FY24. Figure 15 shows the number participants who entered the Support Center on a Pretrial Services pathway in FY24.

Figure 15. Pretrial Services Admissions by Support Center, FY24¹²



Pretrial Services

M.G.L. 211F § 3A

Participation in a pretrial services program may be ordered by the court, in lieu of bail or as a condition of release consistent with sections 57, 58 and 58A of chapter 276. Any conditions should be imposed to ensure return of the defendant to court or, where permitted by law, to assure the safety of any person or the community.

Pretrial Services include:

- Reporting to the Support Center on a scheduled basis
- Voluntary treatment from a community-based provider that is case managed by Support Center staff
- Voluntary treatment at the Support Center if they are assessed to be moderate or high-risk for re-offending

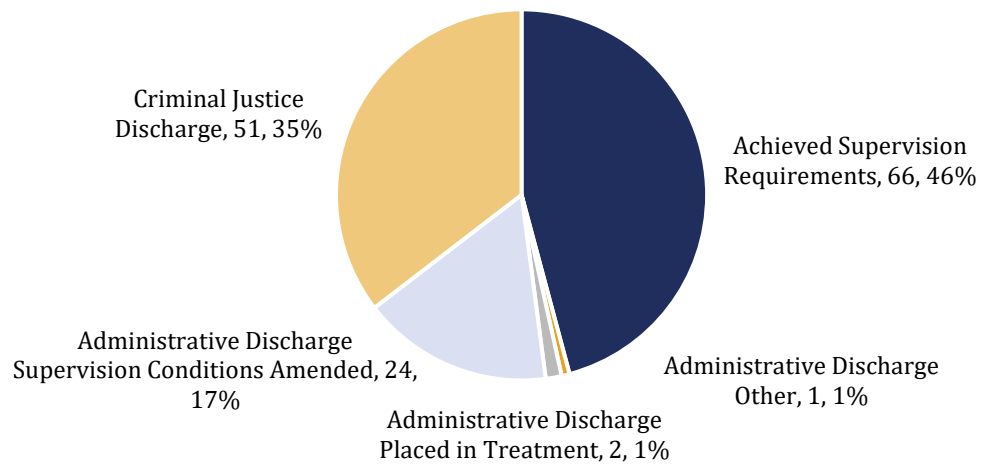
When a person first comes to the Support Center for Pretrial Services, they will meet with Support Center staff to determine their reporting schedule, discuss any services they would like the Support Center to help them with, and be advised of the next time they are due to report to court. A person ordered to participate in Pretrial Services is not obligated to participate in any services at the Support Center. However, if they are interested in obtaining treatment for SUD, or help with education or employment, the Support Center will help them obtain that service from a community-based provider and case manage it so that their participation can be reported to the court.

There was an average of 69 active Pretrial Services participants each week across all Support Centers.

¹² Haverhill CJSC began operations in January 2024.

Pretrial Services participants who appeared for their next court date without a criminal justice intervention are considered to have successfully fulfilled their requirements at the Support Center. Of the 144 Pretrial Services participants discharged from Support Centers during the fiscal year, 46% achieved their supervision requirements and returned for their next court date and 35% were unsuccessful due to a criminal justice intervention such as a warrant or new offense. The remaining 19% percent of discharged Pretrial Services participants were no longer required to report to the Support Center due to an administrative reason such as a removal of pretrial services conditions or placement in treatment in lieu of pretrial services. Figure 16 illustrates the breakdown of reasons for discharge for participants of the Pretrial Services pathway.

Figure 16. Pretrial Services Discharges by Reason, FY24

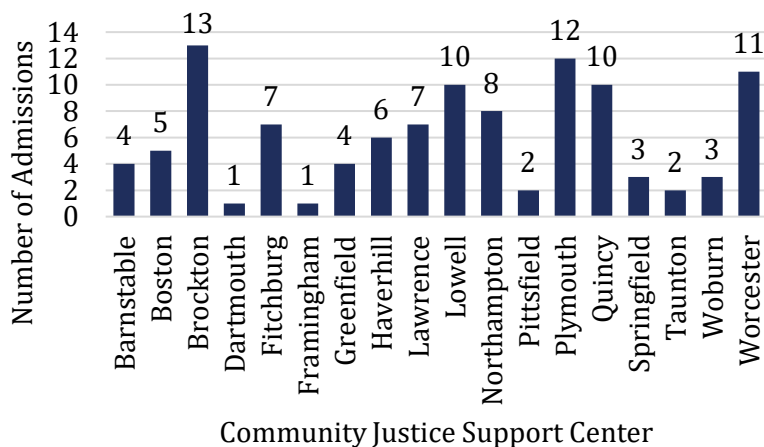


Probation Officer Referral (For Court-Ordered Program)

Many probationers are subject to customized probation conditions designed to meet a particular need they have. For example, the court may order a person to “obtain employment” or “obtain a GED/HiSET”. If that person has also been assessed by the probation department to be at moderate or high-risk for recidivism, their probation officer can refer them to the CJSC to fulfill that probation condition.

There were 109 admissions to the Support Centers through the court-ordered Probation Officer Referral pathway in FY24. Figure 17 shows these admissions by the Support Center they were referred to.

Figure 17. Court-Ordered Probation Officer Referral Admissions by Support Center, FY24¹³



There was an average of 63 court-ordered Probation Officer Referral participants a week engaged at a Support Center. These participants fulfilling court-ordered conditions attended 4,543 hours of programming in FY24.

Probation Officer Referral (Court-Ordered Program)

M.G.L. 211F § 3B

For any person sentenced to probation supervision who has not been sentenced to a community corrections program under section 3, a Probation Officer may refer a probationer to programming a Support Center to fulfil an obligation set by the court.

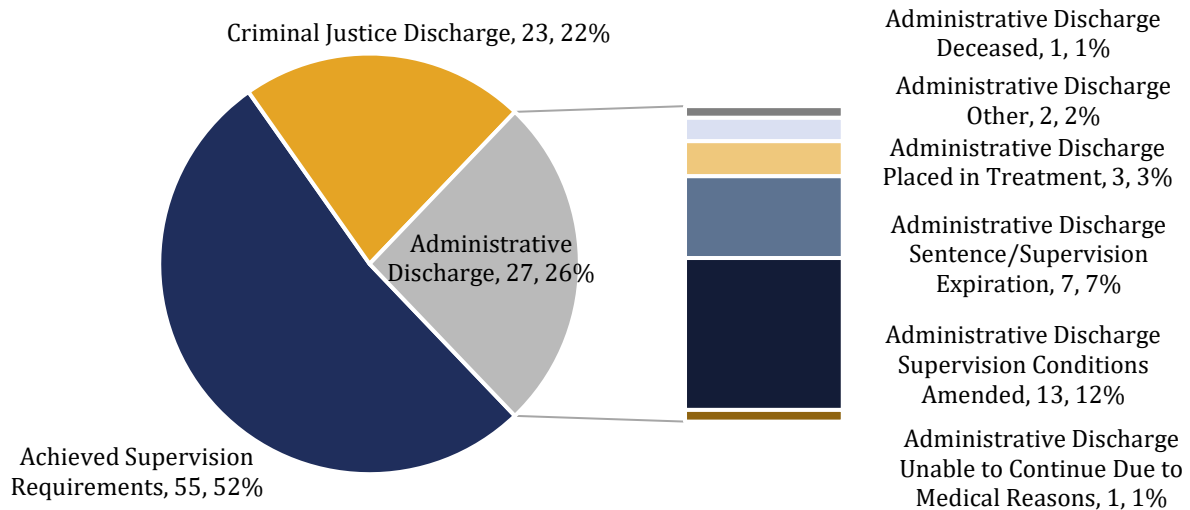
Probation Officer Referrals can be made for:

- Responsible Thinking
- Communication
- Addressing Alcohol and Drug Use
- Healthy Relationships
- Education
- Career Services

¹³ Haverhill CJSC began operations in January 2024.

More than half (52%) of mandatory probation officer referrals completed their court-ordered requirement at the Support Center, 22% due to a criminal justice intervention, 13% were discharged because their conditions were amended, 7% because their sentence expired, and another 7% for other neutral or administrative reasons.

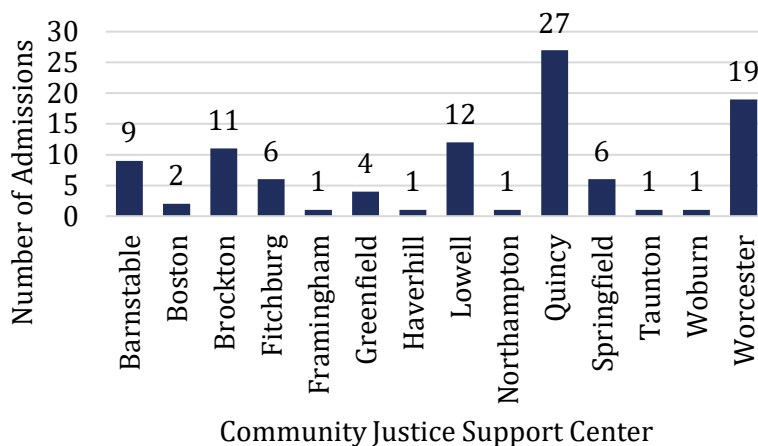
Figure 18. Probation Officer Referral (Court-Ordered) Discharges by Reason, FY24



Probation Officer Referral (Upon Agreement)

A Probation Officer may recommend that a probationer receive a service from a Support Center to address a criminogenic need or a responsivity factor without it being a court-ordered condition of probation. In other words, the probationer can be referred to the Support Center by their Probation Officer but will receive treatment and services voluntarily. For voluntary Probation Officer Referrals, progress made at the Support Center is not monitored by the Probation Officer as participation is not a court ordered condition.

Figure 19. Probation Officer Referral (Upon Agreement)
Admissions by Support Center, FY24¹⁴



Support Centers in Quincy (n=27) and Worcester (n=19) received the most admissions for Probation Officer Referrals (Upon Agreement) in FY24.

There was an average of 40 voluntary Probation Officer Referral participants a week engaged in services at a Support Center.

Probation Officer Referral (Upon Agreement)

M.G.L. 211F § 3B

For any person sentenced to probation supervision who has not been sentenced to a community corrections program under section 3, the probation department may utilize programs offered through a community corrections program upon agreement by the person so sentenced.

Probation Officer Referrals can be made for:

- Responsible Thinking
- Communication
- Addressing Alcohol and Drug Use
- Healthy Relationships
- Education
- Career Services

¹⁴ Haverhill CJSC began operations in January 2024.

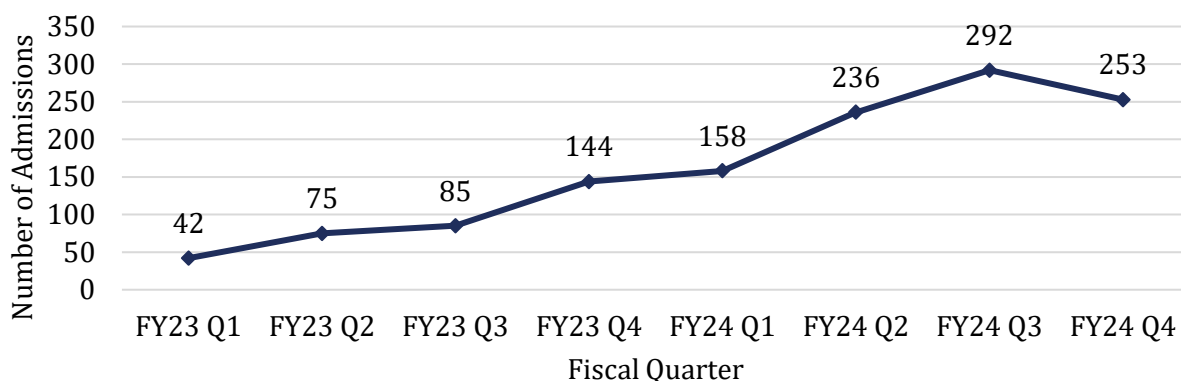
Gants Re-entry Services Program

In July 2022, by Chapter 126 of the Acts of 2022, the Massachusetts Legislature created the Honorable Ralph Gants Re-entry Services Program through an appropriation to the Office of Community Corrections. People who have been released from incarceration or are currently supervised on probation or parole who feel they need additional support can voluntarily attend the Support Center for assistance. Support Center staff will meet with the individual for an initial intake to schedule appointments to meet to work on goals they would like to achieve. During the intake process, the participant may discover additional needs areas that can be addressed at the Support Center. Participants may receive assistance as often as they are inclined. Due to the voluntary nature of the re-entry services pathway, Support Center staff may assist a re-entry participant on a one-time, ongoing, or sporadic basis.

If a re-entry services participant has been assessed to be at moderate to very high-risk for recidivism through a risk/needs assessment, they can partake in groups delivered at the Support Center. Where there is no current risk/needs assessment completed, Re-entry Service Coordinators and Public Benefits Coordinators at the Support Centers can provide case management support and refer participants to community-based resources to address need areas.

The number of Re-entry Services admissions has quickly increased since the introduction of the pathway. In fact, Support Centers averaged 260 Re-entry Services admissions over the last three quarters in FY24. Figure 20 demonstrates that the utilization of re-entry services at the Support Centers continues an upward trend.

Figure 20. Re-entry Admissions by Fiscal Quarter



Re-entry Services

G.A.A. 2023 Line Item 0339-1003

The OCC may provide re-entry services programs to any person released from incarceration including, but not limited to, any probationer or parolee. These services will not operate as intermediate sanctions programs.

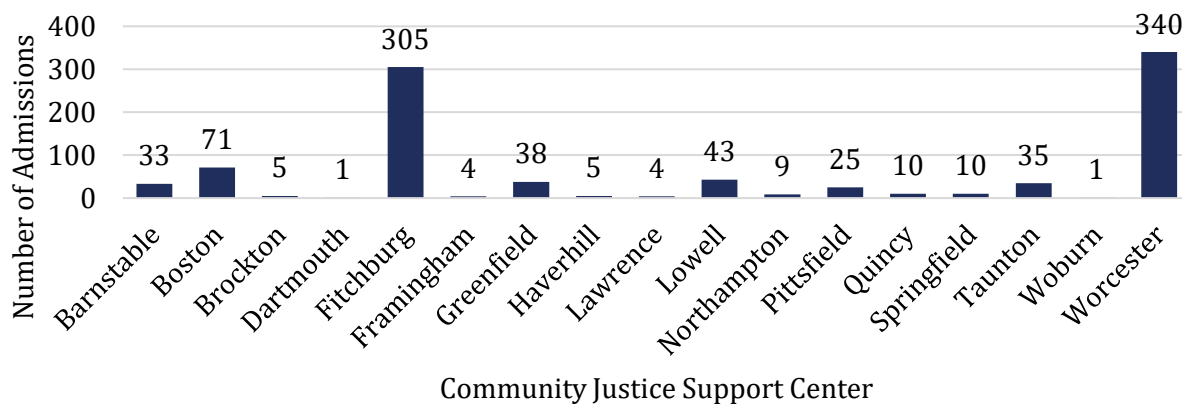
Not less than \$2,000,000 shall be expended for the Ralph Gants Reentry Services Program for the purpose of supporting reentry, including providing reentry services programs.

Re-entry services include:

- Consultation with Re-entry Services Coordinators and Public Benefits Coordinators
- Case management of basic and emerging needs
- Voluntary treatment at the Support Center if they are assessed to be moderate or high-risk for re-offending

In FY24, there were 939 voluntary admissions to Support Centers to access Gants Re-entry Services, a 171% increase in admissions from the previous fiscal year (n=347). Figure 21 displays the number of Re-entry Services admissions at each Support Center. The majority of Re-entry Services admissions in FY24 came from Worcester (n=340) and Fitchburg (n=305).

Figure 21. Re-entry Admissions by Support Center, FY24¹⁵



¹⁵ Haverhill CJSC began operations in January 2024.

Ancillary Support Services

In addition to providing services to participants, Support Centers also provide space and services to non-contracted activities. As such, several Support Centers were also utilized as drug testing sites, DNA testing sites, group/program sites, and meeting sites for Probation and Parole across the state. In FY24, the Community Justice Support Centers provided services to and/or received visits from 53,169 people who were not currently CJSC participants. Table 5 shows the number and type of those ancillary support services provided in FY24.

Table 5. Ancillary Support Services Provided to Non-CJSC Participants, FY24

Services Provided	# People Served/ Visits Q1	# People Served/ Visits Q2	# People Served/ Visits Q3	# People Served/ Visits Q4	Total # People Served/ Visits in FY24
Drug Testing					
Standard supervision drug testing for probationers	11,813	11,561	12,074	11,264	46,712
Standard supervision drug testing for parolees	15	10	14	18	57
DNA Testing					
State police DNA testing	1	3	5	1	10
Group/Program					
Men's Awareness groups	40	38	45	24	147
IPAEP	459	645	460	464	2,028
Motherhood groups	0	0	15	30	45
Fatherhood group	0	4	32	42	78
Nurturing Fathers	0	0	4	0	4
Womanhood Program	0	0	14	11	25
IOP for a community member (Greenfield)	0	0	1	0	1

Services Provided	# People Served/ Visits Q1	# People Served/ Visits Q2	# People Served/ Visits Q3	# People Served/ Visits Q4	Total # People Served/ Visits in FY24
Meeting Site					
Probation Officers meetings with probationers	575	616	655	793	2,639
Parole Officers meetings with parolees	141	133	164	130	568
Probation Field Services meeting	0	33	18	0	51
Project North meeting	12	14	1	2	29
Project North presentation (Dartmouth)	12	0	0	0	12
BHJI Initiative meeting	11	19	4	6	40
Meeting with career specialist (Lowell)	0	14	0	0	14
MassHealth Initiative meeting with probationers	3	8	3	2	16
National Night Out Committee meeting (Worcester)	0	0	0	6	6
ELMO meetings with probationers (Framingham)	11	2	4	7	24
Drug Court (Taunton)	9	0	0	0	9
Veterans' Affair & Crisis Intervention meeting (Taunton)	2	0	0	0	2
Community Engagement Luncheon (Framingham/Natick)	0	0	0	16	16
DOC mediation (Taunton)	4	0	0	0	4
Regional Chiefs' Meeting (Springfield)	0	0	34	0	34
Research Interview with Assumption (Worcester)	0	0	2	0	2
Re-entry Roundtable (Lowell)	0	0	9	0	9
Other					
Transportation for PSC & IPAEP participants (Pittsfield)	74	191	90	105	460
Drug Court Graduation (Springfield)	0	0	0	11	11
Probation Officer temporary office space	0	12	1	0	13
Parole Officer temporary office space	17	11	17	6	51
Nurturing Fathers Program staff training (Northampton)	0	0	0	10	10
CPR Training for probation staff (Woburn)	0	0	26	0	26
HiSet testing site (Worcester)	0	0	0	1	1
Night Reporting for Greenfield District and Franklin Superior	0	0	15	0	15
TOTAL PEOPLE SERVED/VISITS	13,199	13,314	13,707	12,949	53,169

Utilization of the Community Service Program (CSP)

The Community Service Program (CSP) manages the implementation of community work service as an intermediate sanction for criminal justice agencies throughout the state. Participants are referred to the CSP as a condition of probation, parole, or pre-release and as a component of an intermediate sanction level at a Community Justice Support Center.¹⁶ The CSP specifically addresses the purposes of sentencing by ensuring public safety by providing closely monitored community work service; promoting respect for the law and the community through community restitution; and providing opportunities for work skills training.

In FY24, the Community Service Program continued its support and partnerships with state, municipal, and non-profit agencies throughout the Commonwealth. Highlights of the work performed by CSP crews can be found in the table below.

Table 6. Community Service Program FY24 Highlights

Duties Performed	Project	Project Description
Trash Removal	East Boston Street Cleaning	In April 2024, the CSP assisted the City of Boston, Department of Public Works to clean Breeman Street in East Boston. Over a two-day period, the crew was able to remove 30 large bags of trash, which included but was not limited to wood, tires, and old clothing.
Landscaping	Tree Planting	CSP participants assisted in tree planting projects at the Fall River Justice Center, Framingham District Court, and Chicopee District Court.
Sorting Donations	Toys for Tots Program	In partnership with Court Facilities and the TRC Security Department, the CSP delivered and picked up a total of 33 boxes of toys from courthouses, which were delivered to a warehouse. CSP supervised crews then assisted with the sorting and boxing of toys for non-profit agencies.
	Plymouth Coalition for the Homeless	CSP crews assisted with setting up a Santa's Workshop putting toys together and helped put together and distribute food bags.
	Food Drives	Continuing their 23-year tradition, Springfield crews assisted with the Mayflower Marathon Food Drive. CSP crews also assisted with the Cultural Awareness Food Drive.

¹⁶ The CSP no longer receives referrals generated by Probation Supervision Fees since their elimination in July 2022.

Moving	Barnstable County Court Renovations	In late 2024, office trailers were placed at the Barnstable County court compound to house court employees for renovations to the courthouse. Renovations were completed in December 2024, and work crews assisted with moving court offices back into their courthouse.
	Transporting Boxes to the Worcester Records Center	Culminating a year-long project, CSP crews worked with the Suffolk Probate and Family department removing and transporting seven thousand file boxes to the Worcester Records Center.
Painting	Newton Parks and Recreation Department	CSP crews painted the inside of trailers for the Newton Parks and Recreation Department.
	Haverhill Ice Rink Cleaning and Painting	Haverhill had its first CSP crew out of the new Support Center in February to clean and paint the community ice rink.
Construction	Dorchester Municipal Court Renovations	In November, CSP crews assisted the facilities department in the Dorchester Municipal Court with ripping up old carpeting.
	Boston Commons Annual Tree Lighting	CSP crews set up and took down the metal barriers around the Christmas Tree for Boston's annual lighting and activities. Crews also cleaned and removed trash from the area.
Snow Removal	Bristol County Courthouse Snow Removal	In the winter months, the CSP assisted courthouses in Taunton, Fall River, and New Bedford with snow removal.



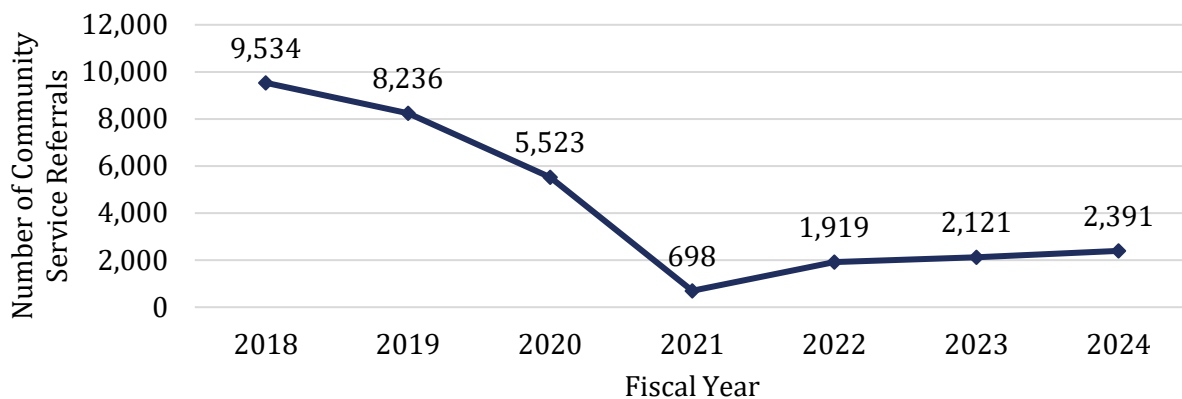
Trial Court staff and CSP participants at the tree planting project at Framingham District Court

Referrals

Referrals to the CSP were made by Community Justice Support Centers as well as the Superior, District, Juvenile, and Probate Court Departments. Figure 22 illustrates the number of community service referrals from FY18 to FY24.

Effective March 16, 2020, all Community Service Program operations halted for 15 months due to COVID-19. Reduced court proceedings resulted in a lack of referrals and the ability to provide a service for court users. While the CSP does not receive as many referrals as it did prior to COVID (there has been a 75% decrease from FY18), it received 2,391 total referrals in FY24, which is a 13% increase from FY23.

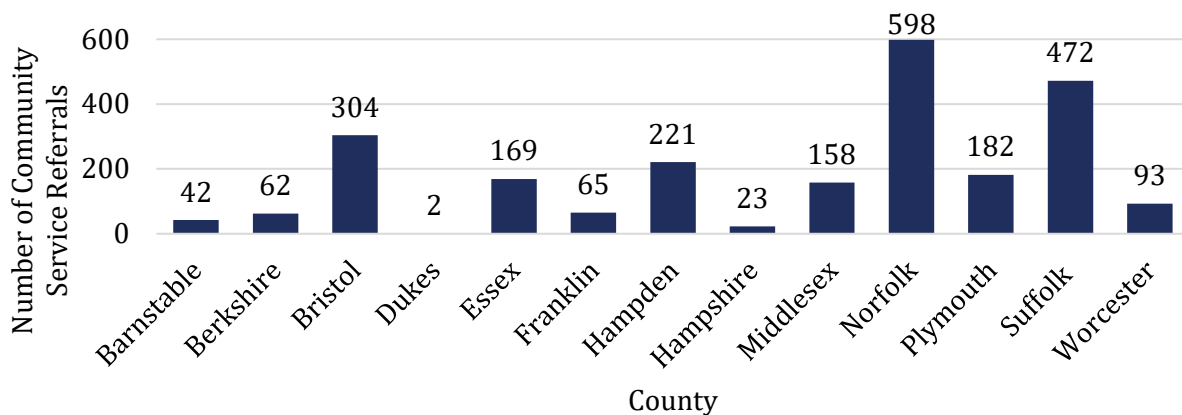
Figure 22. Community Service Referrals by Fiscal Year



Of the 2,391 referrals in FY24, 1,754 (73%) were males and 637 (27%) were females. This breakdown is consistent with the Community Service Program referrals in the previous fiscal year (76% male and 24% female). Regarding age, 2,375 (99%) were adults and 16 (1%) were juveniles.

Figure 23 shows the distribution of the total number of referrals for community service by office. The Norfolk (n=598) and Suffolk (n=472) offices received the greatest number of referrals while Dukes (n=2) and Hampshire (n=23) received the fewest referrals.

Figure 23. Community Service Referrals by Office, FY24

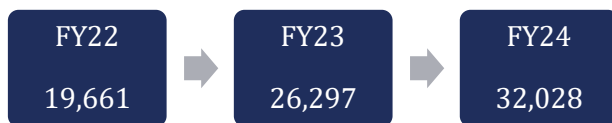


Though individuals are referred to the Community Service Program, they may not appear for service for a number of reasons such as a change of supervision conditions or noncompliance.

Hours

Community Service Program participants worked for an estimated 32,028 hours in FY24. This is a 22% increase in hours worked from FY23 and a 63% increase in hours worked from FY22. Figure 24 reflects community service hours by fiscal year.

Figure 24. Community Service Hours by Fiscal Year



The aggregate number of hours worked was greatest for participants supervised by the Middlesex office (n=4,951) followed by participants supervised by the Suffolk office (n=4,940). Figure 25 shows community service hours worked by each office in FY24.

Figure 25. Community Service Hours by Office, FY24

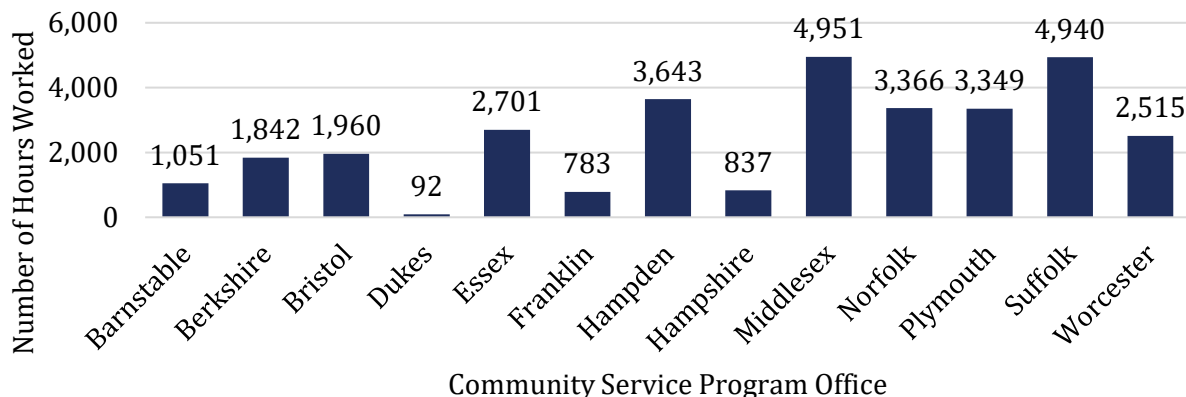
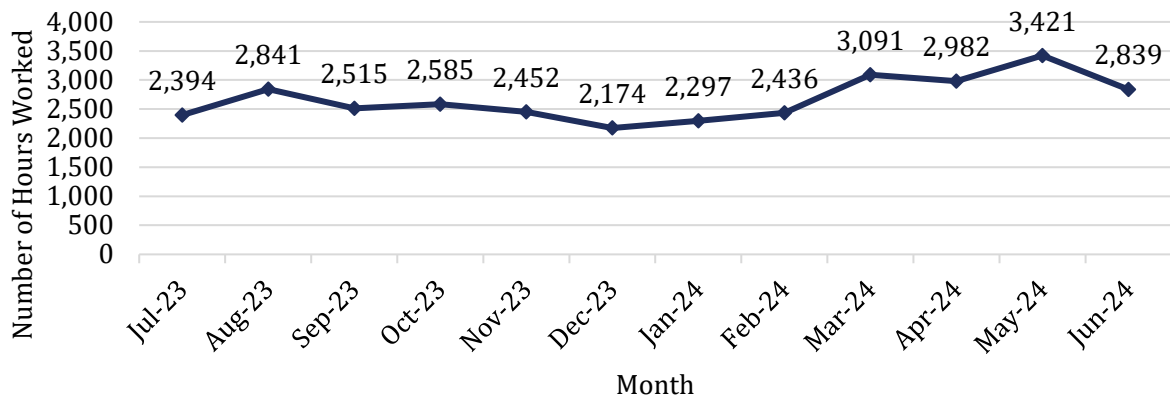


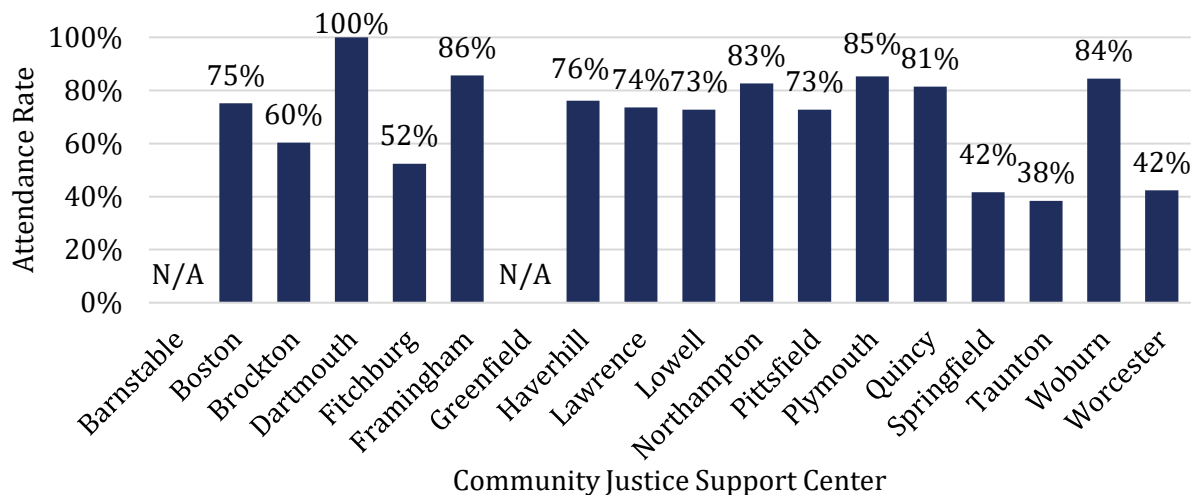
Figure 26 displays the distribution of community service hours performed by participants by month. Variation throughout the fiscal year may be due to the number of referrals received as well as weather and holiday schedules. Participants attended the greatest number of hours in May 2024 (n=3,421) and the fewest in December 2023 (n=2,174). The monthly average number of community service hours worked was 2,669.

Figure 26. Community Service Hours by Month, FY24



Community Justice Support Centers may require a participant to partake in community service with the CSP to address a need for pro-social leisure and recreation activities or provide an opportunity for work skills training. Participants at Support Centers were required to attend a total of 9,907 community service hours through the CSP in FY24. Figure 27 displays the average community service attendance rate at each of the Support Centers for FY24.¹⁷ The overall average community service attendance rate across all Support Centers for FY24 was 68%.

Figure 27. Community Service Attendance Rate by Support Center, FY24



¹⁷ Community service attendance rates were calculated by dividing the total number of community service hours attended by the total number of community service hours required.

Community Service Participant Survey through UMass

The OCC partnered with UMass Chan Medical School to conduct a needs assessment to enhance the understanding of stakeholders' perceptions of and experiences with the Community Service Program. They developed a Working Group to provide perspectives on the current and future goals of community service, the benefits of community service for participants, and the kinds of activities participants prefer to engage in.

The Working Group initially surveyed Community Service Program staff (n=33), community agency partners (n=24), and participants (n=144). Important goals of the Community Service Program endorsed by stakeholders were public safety (67% Agency Partners; 70% Staff), strengthening connections between participants and community members (83% Agency Partners; 76% Staff), and participant psychological and emotional well-being (58% Agency Partners; 67% Staff). The Working Group recommended aligning the program with Risk-Need-Responsivity (RNR) and specifically re-imagining the program as a strength-based intervention within the RNR approach with the primary goal of bolstering strengths in the community, peer, and individual domains. At the community-level, Community Service would enhance opportunities for positive experiences in communities and increase access to neighborhood resources. At the peer-level, Community Service would enhance positive experiences with peers, increase involvement with positive peer group activities, and increase engagement with positive peer role models. At the individual-level, Community Service would enhance social competencies and problem-solving skills, individual commitment to community and work/school, and one's capacity to adapt to difficult circumstances or adversity.

Participant survey results indicate that people experience benefits from the Community Service Program in community, peer, and individual strength domains. At the community level, participants reported increased positive experiences in the community (52%), increased knowledge of community resources (32%), increased engagement in meaningful community activities (32%), and increased participation in community organizations and/or events (31%) as a result of their participation in community service. At the peer level, participants reported increased exposure to new peers not involved with criminal-legal system (44%), increased positive experiences with peers not involved with criminal-legal system (29%), increased relationships with peers not involved with criminal-legal system (27%), and increased connections with peers not involved with criminal-legal system (25%) through their participation in community service. At the individual level, participants reported that they experienced a sense of giving back (59%), a sense of accomplishment/achievement (44%), the ability to stay present in the moment/reflect on accomplishments/be physically active (40%), and a sense of pride (35%) when completing community service. However, continued work is necessary to design and align the community service program with a RNR and strength-based approach and implement the program with fidelity to this new initiative.

Conclusion

The Office of Community Corrections continues to operate a continuum of services for individuals involved in the legal system through its Community Justice Support Centers and Community Service Program. The Support Centers have remained committed to their mission to enhance public safety and help individuals stay out of jail and prison. Through CBT, education and employment services, drug testing, and additional programming that addresses criminogenic needs, the Support Centers serve increasing populations.

OCC Goals for FY25

- Expand engagement in the Ralph Gants Re-entry Services Program by providing backpacks with supplies to assist with basic needs.
- Work with the Community Advisory Board (CAB) to examine OCC handbooks and curricula used at Community Justice Support Centers from a lived experience perspective.
- Incorporate the Reasoning and Rehabilitation program into the existing Support Center program inventory. The Reasoning and Rehabilitation curricula has been proven to effectively reduce recidivism. It consists of group sessions that employ various techniques such as role-play, modeling, discussion, individual exercises, and practice in real situations to consolidate the new skills.
- Increase outreach to stakeholders through partnership with Northeastern University.
- Hold an Open House and a Recognition Ceremony at every Support Center to exhibit and share the work of the Support Center participants and the staff with their respective communities.

Massachusetts Probation Service

Office of Community Corrections

<https://www.Mass.Gov/Office-of-Community-Corrections>



Appendix A. Community Justice Support Centers Included in Report

Support Center Name	County And Community Justice Support Center	Address
Barnstable CJSC	Barnstable Community Justice Support Center	270 Communication Way, Bldg 6 Hyannis, MA 02601
Boston CJSC	Suffolk Community Justice Support Center	78 Amory Street Boston, MA 02119
Brockton CJSC	Plymouth Community Justice Support Center	104 Torrey Street Brockton, MA 02301
Dartmouth CJSC	Bristol Community Justice Support Center	867 State Road Dartmouth, MA 02747
Fitchburg CJSC	Worcester Community Justice Support Center	133 Pritchard Street Fitchburg, MA 01420
Framingham CJSC	Middlesex Community Justice Support Center	298 Howard Street, Suite 100 Framingham, MA 01702
Greenfield CJSC	Franklin Community Justice Support Center	106 Main Street Greenfield, MA 01301
Haverhill CJSC	Essex Community Justice Support Center	200 Main Street Haverhill, MA 01830
Lawrence CJSC	Essex Community Justice Support Center	280 Merrimack Street, 5 th Floor Lawrence, MA, 01843
Lowell CJSC	Middlesex Community Justice Support Center	33 East Merrimack Street Lowell, MA 01852
Northampton CJSC	Hampshire Community Justice Support Center	492 Pleasant Street Northampton, MA 01060
Pittsfield CJSC	Berkshire Community Justice Support Center	163 Fourth Street Pittsfield, MA 01201
Plymouth CJSC	Plymouth Community Justice Support Center	61 Industrial Park Road Plymouth, MA 02360
Quincy CJSC	Norfolk Community Justice Support Center	1515 Hancock Street, 4 th Floor Quincy, MA 02169
Springfield CJSC	Hampden Community Justice Support Center	165 Liberty Street Springfield, MA 01104
Taunton CJSC	Bristol Community Justice Support Center	5 Cohannet Street Taunton, MA 02780
Woburn CJSC	Middlesex Community Justice Support Center	Tower Park Office, Suite 55 Woburn, MA 01801
Worcester CJSC	Worcester Community Justice Support Center	365 Main Street Worcester, MA 01608

Appendix B. Community Service Program Offices Included in Report

County	Community Service Program Office	Address
Barnstable/ Nantucket	Barnstable County Community Service Program Office	270 Communication Way, Bldg 6 Hyannis, MA 02601
Berkshire	Berkshire County Community Service Program Office	163 Fourth Street Pittsfield, MA 01201
Bristol	Bristol County Community Service Program Office	867 State Road Dartmouth, MA 02747
Dukes	Dukes County Community Service Program Office	21 Flight Path Road West Tisbury, MA 02575
Essex	Essex County Community Service Program Office	55 Tower Office Park Woburn, MA 01801
Franklin/ Hampshire	Franklin/Hampshire County Community Service Program Office	492 Pleasant Street Northampton, MA 01060
Hampden	Hampden County Community Service Program Office	165 Liberty Street Springfield, MA 01104
Middlesex	Middlesex County Community Service Program Office	33 East Merrimack Street Lowell, MA 01852
Norfolk	Norfolk County Community Service Program Office	1515 Hancock Street Quincy, MA 02169
Plymouth	Plymouth County Community Service Program Office	104 Torrey St Brockton, MA 02301
Suffolk	Suffolk County Community Service Program Office	510 Washington Street Dorchester, MA 02124 85 Warren Avenue Roxbury, MA 02116
Worcester	Worcester County Community Service Program Office	225 Main Street Worcester, MA 01608

Appendix C. Admissions by Referral Source and Center, FY24

Support Center	Referral Source	Number of Referrals
Barnstable	Attleboro District	1
	Barnstable District	26
	Barnstable Superior	1
	Brockton District	3
	Falmouth District	4
	N/A (Re-entry)	33
	Orleans District	2
	Plymouth District	2
Boston	Brighton Municipal	1
	Brockton District	10
	Central Municipal	6
	Chelsea District	1
	Dorchester Municipal	2
	East Boston Municipal	1
	Federal	2
	Framingham District	1
	Hingham District	1
	Lowell District	2
	Middlesex Superior	3
	N/A (Re-entry)	71
	Plymouth District	1
	Quincy District	10
	Region 1 Parole (Dorchester)	11
	Region 2 Parole (Dorchester)	10
	Roxbury Municipal	7
	Stoughton District	1
	Suffolk Superior	11
	West Roxbury Municipal	1
	Woburn District	5

Support Center	Referral Source	Number of Referrals
Brockton	Brockton District	66
	Hingham District	3
	N/A (Re-entry)	5
	Norfolk Superior	2
	Plymouth Superior	10
	Quincy District	2
	Region 7 Parole (Brockton)	5
	Stoughton District	11
Dartmouth	Wareham District	1
	Barnstable District	1
	Brockton District	3
	Fall River District	10
	Federal	4
	N/A (Re-entry)	1
	New Bedford District	19
	Region 8 Parole (New Bedford)	5
Fitchburg	Wareham District	1
	Ayer District	1
	Clinton District Court	1
	Federal	4
	Fitchburg District	37
	Gardner District	2
	Leominster District	3
	N/A (Re-entry)	305
	Northampton District	1
	Worcester Superior	1

Admissions by Referral Source and Center, FY24 (continued)

Support Center	Referral Source	Number of Referrals
Framingham	Framingham District	33
	Marlborough District	7
	Middlesex Superior	5
	N/A (Re-entry)	4
	Natick District	3
	Plymouth Superior	1
	Waltham District	1
Greenfield	Attleboro District	1
	Franklin Sheriff	43
	Franklin Superior	2
	Greenfield District	25
	Holyoke District	1
	N/A (Re-entry)	38
	Northampton District	3
	Orange District	3
	Palmer District	1
	Pittsfield District	3
	Region 5 Parole (Springfield)	2
	Taunton District	1
	Waltham District	1
Haverhill	Federal	1
	Haverhill District	10
	N/A (Re-entry)	5
	Newburyport District	2
	Woburn District	1

Support Center	Referral Source	Number of Referrals
Lawrence	Essex Superior	10
	Haverhill District	6
	Lawrence District	10
	Middlesex Superior	1
	N/A (Re-entry)	4
	Region 6 Parole (Lawrence)	2
	Woburn District	2
Lowell	Concord District	1
	Essex Superior	2
	Framingham District	1
	Lawrence District	1
	Lowell District	18
	Middlesex Superior	26
	N/A (Re-entry)	43
	Quincy District	1
	Region 6 Parole (Lawrence)	2
	Roxbury Municipal	1
	Stoughton District	1
	Westborough District	1
Northampton	Eastern Hampshire District	8
	Greenfield District	1
	Hampshire Sheriff	16
	Holyoke District	1
	N/A (Re-entry)	9
	Northampton District	39

Admissions by Referral Source and Center, FY24 (continued)

Support Center	Referral Source	Number of Referrals
Pittsfield	Berkshire Superior	2
	N/A (Re-entry)	25
	Northern Berkshire District	12
	Pittsfield District	101
	Region 5 Parole (Springfield)	17
	Southern Berkshire District	2
Plymouth	Barnstable District	1
	Brockton District	2
	Hingham District	3
	Plymouth District	36
	Plymouth Superior	1
	Region 7 Parole (Brockton)	1
	Wareham District	6
Quincy	Central Municipal	3
	Dedham District	1
	Federal	2
	Hingham District	30
	N/A (Re-entry)	10
	Norfolk Superior	10
	Plymouth District	2
	Plymouth Superior	1
	Quincy District	69
	Region 1 Parole (Dorchester)	1
	Woburn District	3

Support Center	Referral Source	Number of Referrals
Springfield	Chicopee District	4
	Federal	3
	Greenfield District	1
	Hampden Superior	5
	Holyoke District	10
	Ipswich District	1
	N/A (Re-entry)	10
	Northampton District	6
	Palmer District	4
	Pittsfield District	1
	Region 5 Parole (Springfield)	25
	Springfield District	72
	Wareham District	1
	Westfield District	2
Taunton	Attleboro District	1
	Bristol Superior	2
	Brockton District	8
	Fall River District	1
	Framingham District	1
	N/A (Re-entry)	35
	Plymouth District	3
	Quincy District	1
	Region 4 Parole (Worcester)	1
	Region 8 Parole (New Bedford)	4
	Stoughton District	1
	Taunton District	14
	Wareham District	2
	Woburn District	1

Admissions by Referral Source and Center, FY24 (continued)

Support Center	Referral Source	Number of Referrals
Woburn	Concord District	1
	Essex Superior	1
	Malden District	2
	Middlesex Superior	1
	N/A (Re-entry)	1
	Plymouth District	1
	Somerville District	1
	Uxbridge District	1
	Waltham District	2
	Woburn District	48
Worcester	Brockton District	1
	Clinton District	2
	Dudley District	1
	East Brookfield District	3
	Essex Superior	1
	Federal	3
	Framingham District	6
	Haverhill District	1
	Lowell District	1
	N/A (Re-entry)	340
	Northampton District	1
	Region 4 Parole (Worcester)	5
	Uxbridge District	1
	Westborough District	1
	Worcester District	45
	Worcester Superior	1

Appendix D. Definitions of Reasons for Discharge

Reason for Discharge	Definition
Transition to Standard Supervision	The participant met all supervision goals and successfully transitioned to standard supervision.
Achieved Supervision Requirements	The participant completed court ordered requirements. <i>Note:</i> Pretrial Services and Pretrial Treatment may have successfully ended when there was a disposition. This includes when the case is dismissed, the participant is ordered to IST or another type of probation supervision, the participant is sentenced to incarceration, etc.
Administrative Discharge	The participant did not successfully complete requirements nor transition from the Center but instead was discharged for reasons that did not involve a criminal justice intervention. Choose from one of the specifications in the "Reason for Administrative Discharge" table below.
Criminal Justice Discharge	The participant did not successfully complete requirements due to a criminal justice intervention such as new criminal conduct or a non-criminal violation
Ineligible per Statute/Policy	The participant is not eligible for participation at the Center. Ineligibility may be due to an exclusionary offense (per MGL 211F Section 3) or a low score on a risk/needs assessment.
Other	The participant was removed for any other reason(s) not previously mentioned.

Reason for Administrative Discharge	Definition
Deceased	The participant was deceased.
Placed in Treatment	The participant was placed in treatment.
Sentence/Supervision Expiration	The participant's criminal justice sentence expired or wrapped up.
Supervision Conditions Amended	The participant's conditions were amended or removed to terminate participation at the Support Center.
Unable to Continue Due to Medical Reasons	The participant was unable to continue due to medical issues.
Voluntary Participation Ended	The participant entered and left the Support Center as a voluntary participant.
Other	The participant was removed for any other non-criminal justice intervention reason(s) not previously mentioned.