Massachusetts Trial Court,
Massachusetts Probation Service

Office of Community Corrections Utilization and Statistical Report

FISCAL YEAR 2025

November 2025

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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

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 (Support Centers) in operation and the Community Service Program (CSP) in Fiscal Year 2025.

Key Findings

Admissions

There were **1,566 total admissions** to Support Centers in FY25 for treatment and/or supervised pathways.[1]

- Admissions were referred by Probation (81%), Parole (5%), and Sheriff's Office (3%), and 11% were voluntary walk-ins.
- Admissions arrived for treatment and/or supervised pathways through Intensive Supervision with Treatment (IST) (41%), Pretrial Treatment (22%), Pretrial Services (17%), Ralph Gants Project (Voluntary) (14%), and Probation Officer Referral (for a Court-Ordered Program) (6%) pathways.

Out of all total admissions, **1,344 referrals were for *mandatory pathways*:** IST, Pretrial Treatment, Pretrial Services, and Probation Officer Referral. Of those referrals:

- Participant genders were reported as Male (76%), Female (24%), and Other Gender Identity (<1%);
- Participants were aged 18-24 years (18%), 25-34 years (29%), 35-44 years (30%), 45-54 years (15%), 55-64 years (7%), and 65+ years (1%) at admission; and
- Participants self-identified their race/ethnicity as White (56%), Black/African American (21%), Hispanic or Latino (19%), Other Race/Ethnicity (2%), and Not Known/Not Reported (2%).

Attendance

Support Centers state-wide administered services for **688 weekly participants actively involved in treatment and/or supervised pathways**.

- Participants involved in all pathways contributed to **64,167 total programming hours attended**.

[1] "Supervised pathways" indicate Intensive Supervision with Treatment (IST), Pretrial Treatment, Pretrial Services, and Probation Officer Referral (for Court-Ordered Program) pathways. Supervision is the procedural method by which probation, parole, and other correctional agencies monitor a participant's compliance with an explicit set of conditions for community release. Supervision requires officers from these agencies to follow a specific set of rules or standards by which they ensure a participant's compliance. Support Centers do not exercise supervision authority over program participants; rather, they report participant conduct to probation and parole officers who decide how to exercise their authority to supervise the participant.

- Among active IST and Pretrial Treatment participants, there was an **80% average program attendance rate** and an **average of 3.0 weekly programming hours attended** (2.5 of which were Cognitive Behavioral Treatment (CBT) hours).[2]

Education and Employment Achievements

Participants obtained **219 educational and employment achievements** through assistance provided at the Support Center. Career Development Specialists and Education Specialists supported participants in attaining:

- **161** placements in part-time or full-time jobs, and
- **58** partial or full HiSET/GEDs awarded**.**

Drug Screenings

There were **20,390 specimens screened for drugs** and **6 Breath Alcohol Tests (BAT) conducted** at the Support Centers.

- Across all Support Centers, the **average drug screen/BAT compliance rate was 75%.**

Discharges

There were **1,486 total discharges** from treatment and/or supervised pathways at the Support Centers.

Of the 1,486 total discharges, **1,179 were for referrals from IST, Pretrial Treatment, and Pretrial Services pathways**. Of those discharges from IST, Pretrial Treatment, and Pretrial Services:

- Referrals were discharged for a Transition to Standard Supervision (9%), Achievement of Supervision Requirements (21%), Administrative Discharge (32%), Criminal Justice Discharge (38%), and Ineligibility per Statute/Policy (<1%).
- **62% of eligible participants were discharged without criminal justice intervention**, while 38% were discharged with a criminal justice intervention.
- The Support Centers helped **723 IST, Pretrial Treatment, and Pretrial Services referred participants avoid a period of incarceration** while participating at the Support Center.

Case Management Referrals

This fiscal year marked the initiation of a new data collection process to track case management referrals and supports. In addition to treatment through programming, Support Center staff assisted **2,346 individuals from all pathways with case management support for responsivity needs** such as housing, clothing, medical and mental health, and public benefits.

- Staff at the Support Centers provided **8,225 external referrals and supports** for these participants.

[2] Intensive Supervision with Treatment (IST) and Pretrial Treatment are the only pathways with a programming requirement for participants who score moderate to very high on their risk/need assessments.

Ralph Gants Project

Probation Officers made **1,348 referrals to the Ralph Gants Project**, and the Support Centers provided **services to 1,776 voluntary participants** through the Gants Project initiative.

- 296 of those Gants Project participants opted to take part in treatment and 1,480 chose to only receive case management assistance.

Ancillary Services

In addition to providing services to participants, Support Centers also provide space and services to non-contracted activities. Support Centers provided a forum for **49,960 ancillary service contacts** unrelated to Support Center business such as drug testing, meetings, and group/programming for individuals on probation and parole.

Community Service Program

There were **2,888 referrals** to the Community Service Program in FY25 from courts, Support Centers, and other agencies. Among those referrals:

- Participant genders were reported as Male (75%) and Female (25%);
- Participant ages were reported as Adult (98%) and Juvenile (2%);
- There was a **62% average community service attendance rate** by participants referred by Support Centers.

On average, **328 people participated** in the Community Service Program monthly state-wide. Community Service Program participants worked a cumulative total of **36,559 hours** in FY25.

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 (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.

At the end of FY25, there were 18 Support Centers in operation as shown on the map below.

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 county[3] has a dedicated office to oversee projects and operations.

[3] Except Nantucket County, which is overseen by the Barnstable CSP Office.

OCC Highlights from FY25

The OCC has achieved numerous successes in FY25 with the assistance of many of its partners. In the last fiscal year, the OCC met many operational goals including the inception of its Community Advisory Board, investment in staff training and professional development, and adherence to evidence-based practices.

Community Advisory Board

The Community Justice Support Center Community Advisory Board (CAB) is a group comprised of eight people with lived experience in the Massachusetts criminal-legal system. The aim of this Board is to become a resource for Support Centers by providing feedback on policies, services, and supports. The CAB was formed in August 2024 and convenes monthly for discussions facilitated by UMass Chan Medical School.

A sample of topics reviewed at CAB meetings in FY25 include Support Center handbooks, treatment plans, CBT curriculum, security and drug testing protocols, the orientation process, recognition ceremonies, as well as goals for transition to standard supervision. Members provided several valuable recommendations such as modifying language and restructuring formatting that ultimately aimed to increase a sense of encouragement and engagement. One topic discussed at several CAB meetings was the content of Support Center orientation handbooks distributed to participants. The OCC is in the process of updating the participant handbook to incorporate the CAB's recommendations.

Staff Training & Development

The OCC is committed to a culture of consistent learning and reinforcement of skills that support the performance of essential job functions while also maintaining an alignment with evidence-based practices. The following are a sample of the staff training and development initiatives in FY25:

- Throughout the fiscal year, all staff participated in **Basic and Intermediate Motivational Interviewing training** courses and ongoing quarterly skill-building practice sessions.
    - Approximately 50 staff members across all Support Centers also engaged in a specialized Motivational Interviewing and Cognitive Behavioral Treatment training conducted by Jope Consulting Services and supported by the Addiction Technology Transfer Center that further enhanced motivational interviewing skills.
    - Six OCC Program Managers were trained as Motivational Interviewing trainers, with a combined total of 14 Program Managers having attained this certification.
- OCC and Support Center staff began facilitating quarterly **Ohio Risk Assessment System (ORAS) education sessions** to help certified users strengthen their risk assessment administration skills. Additionally, 6 OCC Program Managers became **certified ORAS trainers**.
- Moreover, 15 OCC Program Managers were certified or recertified as **Certified Application Counselors for Mass Health**.
- Reentry Resources Counseling, a group dedicated to continuous professional development, offered two virtual sessions of **job specific professional development training** for all center staff that held the same job titles and functions. These sessions allowed for people

with the same job functions to get to know one another, discuss challenges in their positions and helpful solutions, and identify opportunities to develop skills that will assist them in being more proficient in their positions. Professional development sessions are scheduled to continue quarterly.

- Approximately 85 staff across all Support Centers have been trained to deliver the **Reasoning and Rehabilitation curriculum**, which is a cognitive-behavioral program that teaches skills and values to strengthen prosocial competence. The curriculum was designed for individuals aged 16 and over whose antisocial behavior impacted the likelihood of encountering or being placed under the supervision of social service agencies, mental health organizations, or criminal justice agencies.

Risk-Need-Responsivity Implementation

UMass Chan continues to partner with the Office of Community Corrections, helping to build capacity for implementation of Risk-Need-Responsivity (RNR) across all Community Justice Support Centers. Risk-Need-Responsivity principles guide criminal-legal systems in their efforts to improve outcomes in the community. Through this partnership, they delivered targeted implementation support to Support Centers across Massachusetts through training and education, tools and resources, technical assistance, and quality assurance and improvement. In FY25, UMass Chan worked with 17 sites, providing 12 months of targeted implementation support to 3 Support Centers, 24 months of support to 11 Support Centers, and starting work with the last 3 sites in August 2025. All 14 sites with at least 12 months of implementation support have met a 75% match ratio benchmark, meaning on average, at least 75% of participants enrolled in each Support Center had their dynamic needs matched with at least one intervention and 11 of these Support Centers exceeded a 90% match ratio.

Researchers tracked 292 participants at Support Centers through Intensive Supervision with Treatment and Pretrial Treatment pathways, observed 148 cognitive behavioral treatment groups, and measured the inter-rater reliability of risk assessment scoring for 326 referrals. Further, 90 staff completed a survey and 70 staff participated in an interview on readiness to implement RNR as well as three RNR-related practices, the Ohio Risk Assessment System (ORAS), ORAS-informed treatment planning, and cognitive-behavioral groups. Lastly, 107 staff completed training on the Foundations of Risk-Need-Responsivity.

Methodology

Sample

All Community Justice Support Centers (Support Centers) and Community Service Program (CSP) offices operating during FY25 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 Fiscal Year 2025, or July 1, 2024, through June 30, 2025.[4]

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 treatment and/or supervised pathways. Admission information includes 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 Screening. 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.

[4] The Community Justice Support Center weekly utilization and case management reports were collected from the week ending July 6, 2024, to the week ending June 28, 2025.

Weekly Case Management Reports

In July 2024, the OCC began to collect case management reports to supplement the Utilization reports on a weekly basis. These reports count the aggregate number of external referrals made by Support Center staff on behalf of the participants as well as any immediate assistance provided to address responsivity needs.

Community Service Logs

Community service logs formed an important source of data collection for this report. Work logs provided aggregate monthly data on community service hours and projects while referral logs provided 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 are maintained on a county level.

Data Quality and Analysis

The FY25 weekly utilization and case management reports for each Support Center along with the community service logs formed the source of the analysis. Weekly utilization reports and case management 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.

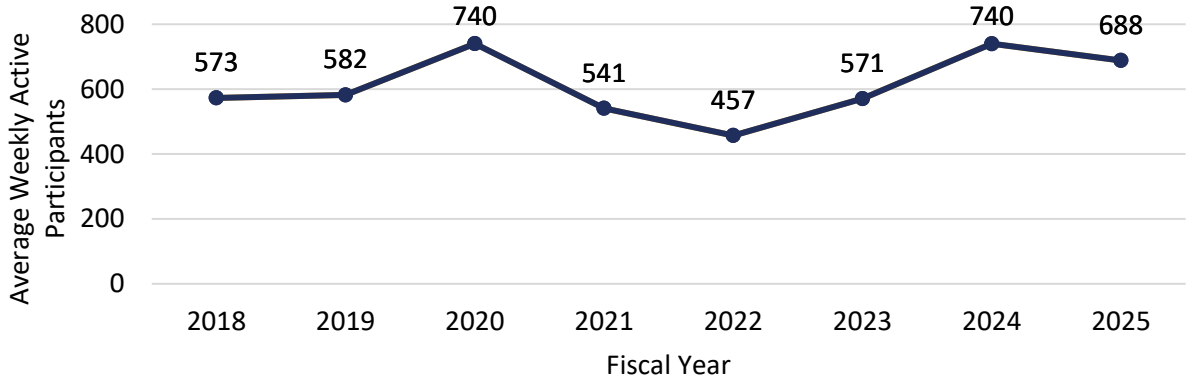
As of July 2024, the weekly utilization reports only capture voluntary participants actively engaging in treatment to better represent voluntary involvement at the Support Centers. Voluntary participants who received assistance with responsivity needs and external referrals appear on the weekly case management report.

Utilization of Community Justice Support Centers

Average Population

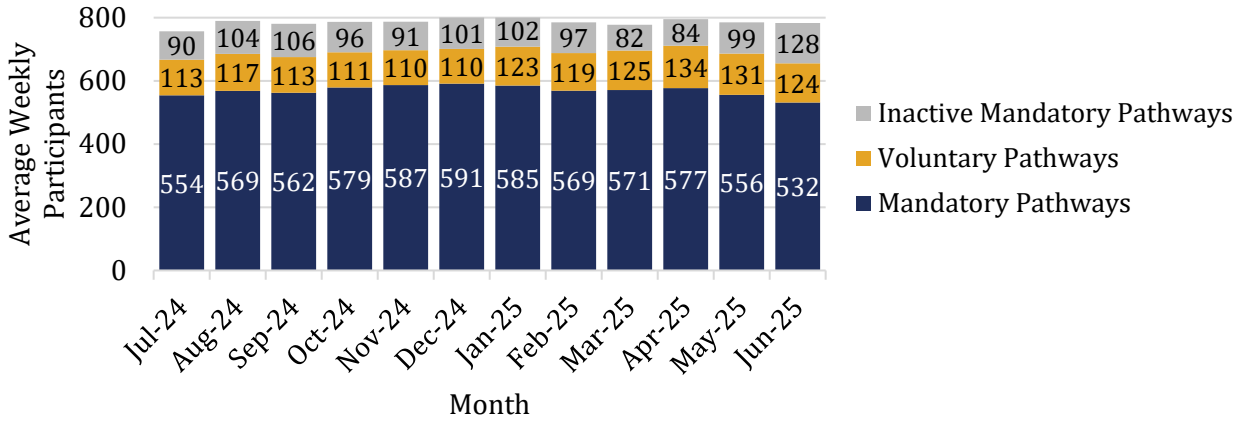
The statewide cumulative average weekly attendance across all Centers for FY25 was **688 participants**. Although this is a decrease from the previous fiscal year, it is likely due to a change in data collection beginning in FY25. It is important to note that an adjustment in reporting policy prompted participants who entered through a voluntary pathway and were not actively participating in treatment to be removed from the weekly reports, as opposed to being included on the report in previous years. Despite this change in collection processes, the average weekly participants in FY25 remains greater than the average number of weekly active participants in many previous fiscal years.

Figure 1. *Average Weekly Active Participants by Fiscal Year*



The number of participants at the Support Centers may also fluctuate due to a variety of factors. *Mandatory* participation is impacted by caseloads in probation and referring courts while *Voluntary* participation is largely impacted by interest and community engagement. Figure 2 shows the variation in weekly attendance throughout the fiscal year.

Figure 2. *Average Weekly Participants by Month, FY25*[5]



[5] "Inactive" participants refers to supervised individuals engaged in treatment who did not did not attend the Support Center in a given week, but their outcomes have not yet been determined. 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. Admissions represent each time a person enters the Support Center on a new pathway; either to satisfy a condition placed by the supervising agency or for voluntarily participation in treatment. Whereas in previous reports, voluntary participants who were only engaged in case management were counted as new admissions, admissions in FY25 only refer to mandatory and voluntary participants who engaged in treatment and/or supervised pathways. In FY25, there were **1,566 total admissions to treatment and/or supervised pathways** through IST (41%), Pretrial Treatment (22%), Pretrial Services (17%), the Ralph Gants Project (Voluntary) (14%), and Probation Officer Referral (for a Court-Ordered Program) (6%).

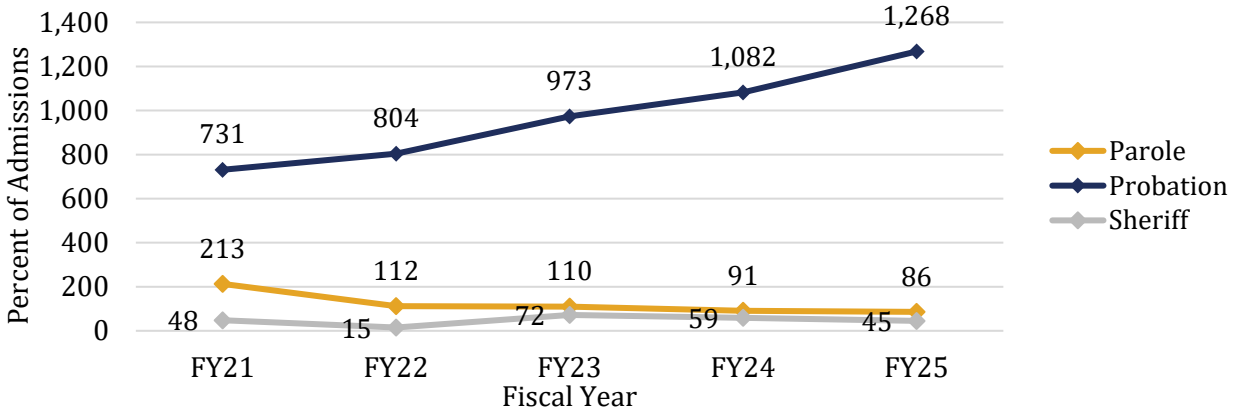
Participants referred through *mandatory* pathways are counted as a new admission each time they re-enter a Support Center. For instance, a court may refer a participant to Pretrial Treatment, then upon appearance at their Pretrial Hearing the participant may be referred to a new pathway, such as IST, as a condition of probation. Therefore, this would count as two admissions as each pathway would have its own respective outcome.

Individuals who meet the Ralph Gants Project requirements may also participate in Support Center programming and/or case management services voluntarily, thus entering the Support Center through a *voluntary* pathway. [6] The main difference among Gants Project *voluntary* participation and *mandatory* supervised participation is that voluntary progress is neither required nor monitored by a supervising agency; therefore, the frequency and duration of services received among Gants varies greatly.

Referring Agencies

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), the Parole Board, and the sheriff's office. Figure 3 displays the number of referrals by agency type for the 1,399 mandatory admissions to Support Centers from FY21 to FY25. Support Center referrals have increasingly come from probation departments over the last five years.

Figure 3. *Support Center Admissions by Referring Agency, FY21-FY25*



[6] The Ralph Gants Project stipulates that the OCC may provide reentry services programs to any person released from incarceration including, but not limited to, any probationer or parolee.

Demographics

Given that voluntary participants are not necessarily supervised by probation, parole, or another correctional agency 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 for mandatory pathways only.[7] New admissions through mandatory pathways to the Support Centers were primarily male (76%), White (56%), and 35-44 years old (30%).

Table 1. *Support Center Admissions by Participant Race/Ethnicity for Mandatory Pathways, FY25*[8]

Race/Ethnicity	# Admissions	% Admissions
American Indian/Alaska Native	*	<1%
Asian	16	1%
Black/African American	276	21%
Hispanic or Latino	258	19%
Native Hawaiian or other Pacific Islander	*	<1%
Not Known/Not Reported	24	2%
Other/Multi-Race	16	1%
White	751	56%
Total Admissions	**1,344**	**100%**

Table 2. *Support Center Admissions by Participant Gender for Mandatory Pathways, FY25*

Gender	# Admissions	% Admissions
Male	1,024	76%
Female	316	24%
Other Gender	*	<1%
Total Admissions	**1,344**	**100%**

Table 3. *Support Center Admissions by Participant Age for Mandatory Pathways, FY25*

Age	# Admissions	% Admissions
18-24	241	18%
25-34	397	29%
35-44	400	30%
45-54	201	15%
55-64	88	7%
65+	17	1%
Total Admissions	**1,344**	**100%**

[7] Categories with fewer than ten admissions were suppressed to protect confidentiality and reliability.
[8] 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.

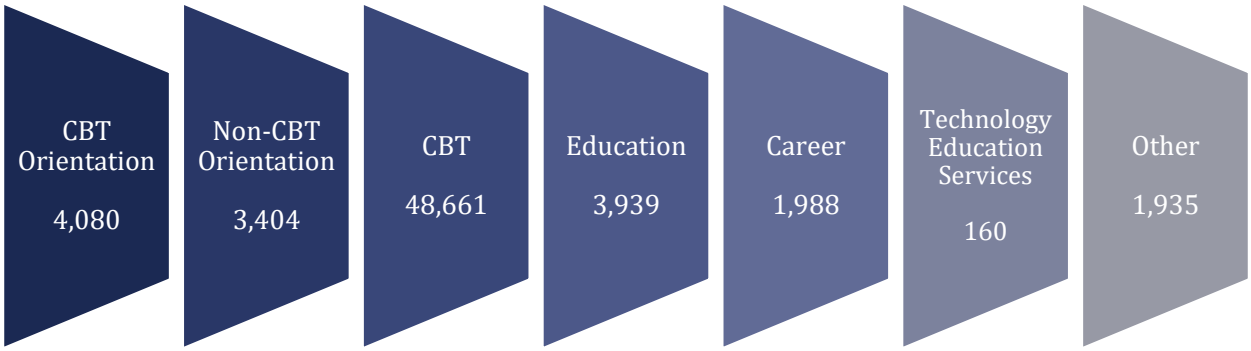
Programming

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 (also known as criminogenic needs). The programming provided at Community Justice Support Centers 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 (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),
- 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 64,167 hours of programming at Support Centers** in FY25, an 11% increase in programming hours from the previous fiscal year. Figure 4 illustrates those programming hours attended in FY25 by program category.

Figure 4. *Programming Hours Attended by Category, FY25*



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 FY25 was 3.0 hours, which includes an average of 2.5 weekly CBT hours. 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.

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 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.

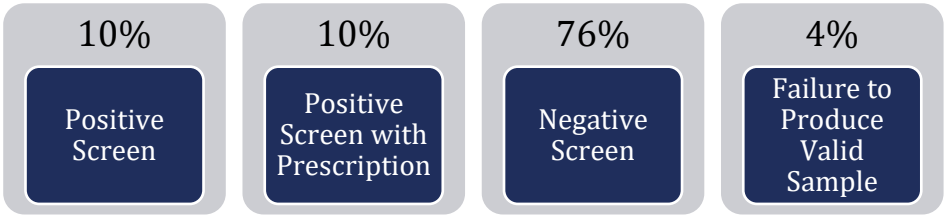
Most sites rely on ETG screening or DRI Ethyl Alcohol Assay testing via urine to determine illicit use of alcohol. Sites use the breath alcohol test sparingly, perhaps only when an immediate determination is needed regarding a participant's present use of alcohol, and otherwise screen for alcohol via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

In FY25, Support Centers collected **20,396 urine specimens and breath alcohol tests** that screened for illicit drugs and alcohol[9] and scheduled 2,968 tests that resulted in No Shows. Figure 5 shows the breakdown of the 20,396 conducted screens for illicit drugs and alcohol in FY25.

Standard Drug Classes Tested at Support Centers

Alcohol
Amphetamines
Benzodiazepines
Buprenorphine
Cannabinoids (Natural)
Cannabinoids (Synthetic)
Cocaine
Cotinine
Fentanyl
Gabapentin
Ketamine
LSD
Methadone
Opiates
Phencyclidine
Tramadol

Figure 5. *Conducted Drug and Alcohol Screens by Result, FY25*



The overall average drug and alcohol screen compliance rate for all pathways among all Support Centers for FY25 was 75%, which is similar to the compliance rate from the previous fiscal year (76%).[10]

[9] 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.

[10] Compliance refers to negative screens and positive screens with a valid prescription. Noncompliance refers to positive screens, failures to produce a valid sample, and no shows.

Employment and Education

Consistent with evidence-based practice for Risk-Need-Responsivity principles, employment and education are need areas that can be addressed to reduce recidivism. Participants were placed in **161 full or part-time jobs** by Career Development Specialists at the Support Centers in FY25. Participants also received **58 full or partial High School Equivalency Test (HiSET)/General Educational Development (GED) certificates** with the assistance of Education Specialists at the Support Centers in FY25, a 41% increase in educational achievements from the previous fiscal year.[11]

Employment
- 93 Full-Time
- 68 Part-Time

Education
- 11 Full HiSET/GED
- 47 Partial HiSET/GED

HiSET Accomplishments Wall at the Taunton Community Justice Support Center

As Education Specialists continue to work with participants to reach their academic goals, the Brockton, Fitchburg, Framingham, and Worcester centers have become authorized HiSET/GED test locations.[12] Functioning as an educational testing center provides many benefits to Support Center participants including easier access to testing services.

[11] Because the utilization data is collected at a point in time, the agency tracks the aggregate number of achievements during that period rather than a participant's progress since admission. Therefore, 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 cannot accurately be captured.

[12] HiSET test center requirements: https://hiset.org/wp-content/uploads/2025/05/hiset_test_center_requirements.pdf

Discharges

In FY25, participants were discharged from Community Justice Support Centers after an order to engage in supervised pathways or voluntary engagement in treatment. There was a total of **1,486 discharges from treatment and/or supervised pathways** across all centers and pathways (both mandatory and voluntary) in FY25.

A discharge can be caused by a criminal justice intervention or for reasons other than a criminal justice intervention. Criminal justice interventions may be new criminal charges, a probation/parole revocation, or incarceration while participating at the Support Center. A discharge without a criminal justice intervention may be due to successful completion of treatment or monitoring at the Support Center or the result of an administrative reason such as placement in a treatment center, an expiration of the sentence, or amended supervision conditions.

Community Justice Support Centers helped

723

IST, Pretrial Treatment, and Pretrial Services referrals discharged in FY25 **avoid incarceration**[13]

Of the 1,486 discharges, 1,179 were for referrals from IST, Pretrial Treatment, and Pretrial Services pathways. In FY25, 62% (723) of eligible referrals from IST, Pretrial Treatment, and Pretrial Services pathways were discharged from the Community Justice Support Centers without a criminal justice intervention while 38% (445) were discharged due to a criminal justice intervention and eleven referrals were discharged due to ineligibility. Despite a 35% increase in referrals discharged from these pathways in FY24 (876), the Support Centers produced a similar success rate (62% vs 63%) and helped **101 participants transition to standard supervision**. The definitions for each of the reasons for discharge can be found in Appendix D.

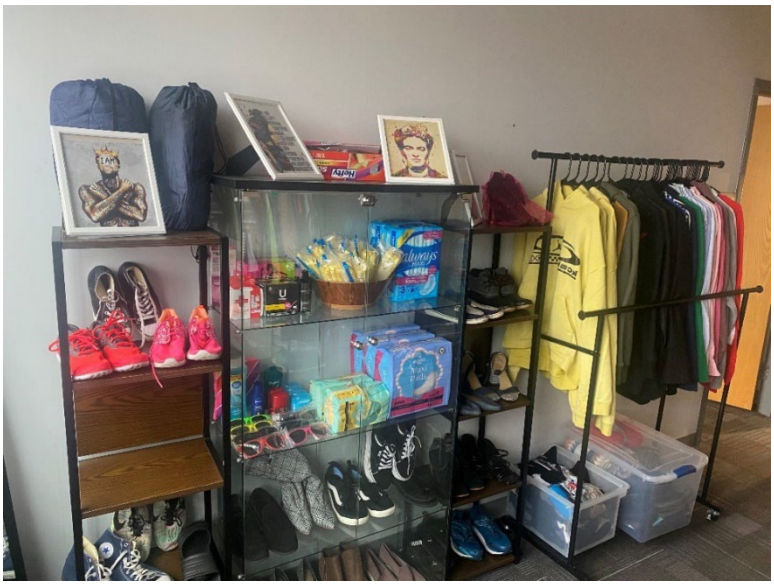
Case Management

Consistent with the Risk-Need-Responsivity principles, only individuals who are assessed as moderate to very high risk of re-offending may partake in programming at the Support Centers. Individuals who assess as low risk or voluntary participants who choose not to be assessed may only receive customized case management assistance from Public Benefits Coordinators and Reentry Services Coordinators at the Support Centers. Case management services are also available to all participants on supervised pathways.

Case management at the Support Center often involves one or more of the following:

- A referral to an external agency or organization that specializes in a need or responsivity area,
- Assistance with an application for something that addresses a need or responsivity area (e.g., housing, MassHealth, cell phone, etc.), or
- Addressing a basic need through supplies provided by the Support Center (e.g., in-house Clothing Closet, a backpack with toiletries, a public transportation pass, etc.).

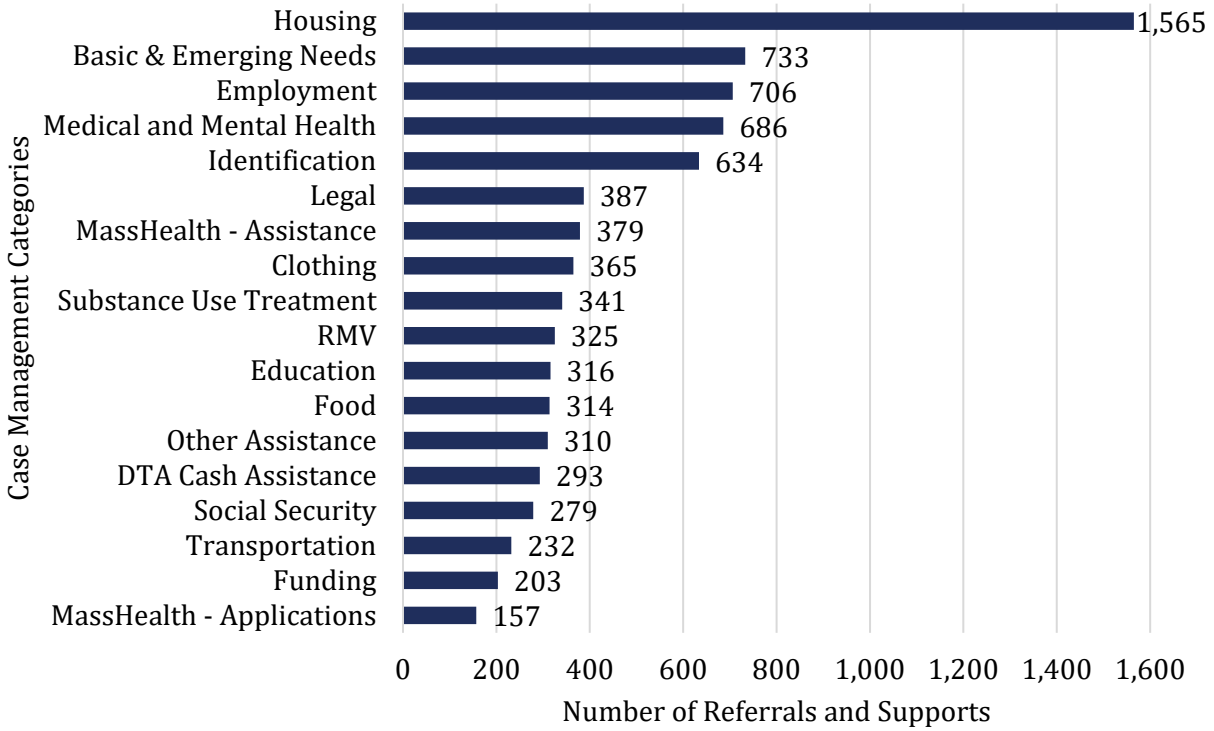
[13] This figure represents IST, Pretrial Treatment, and Pretrial Services referrals that were discharged without a criminal justice intervention.



Items to address basic needs at a Community Justice Support Center

Community Justice Support Centers provided **8,225 case management referrals and supports to 2,346 participants** in FY25, which are categorized in Figure 6. The definitions for each of the case management categories can be found in Appendix E.

Figure 6. *Case Management Referrals and Supports Provided, FY25*



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), and
5. Ralph Gants Project.

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 described 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 Support Center
Ralph Gants Project *formerly the Probation Officer Referral (Upon Agreement) and Reentry pathways*	Voluntary	Referrals from all justice agencies i.e., MA Probation, Parole, Sheriffs, DOC, and US Probation Walk-in participants (no referral needed) to address basic and emerging needs on a voluntary basis, who have spent at least one night in custody	Participation in programming where available at Support Centers (if participant agrees to have Risk/Needs Assessment completed) Case management to address basic and emerging needs

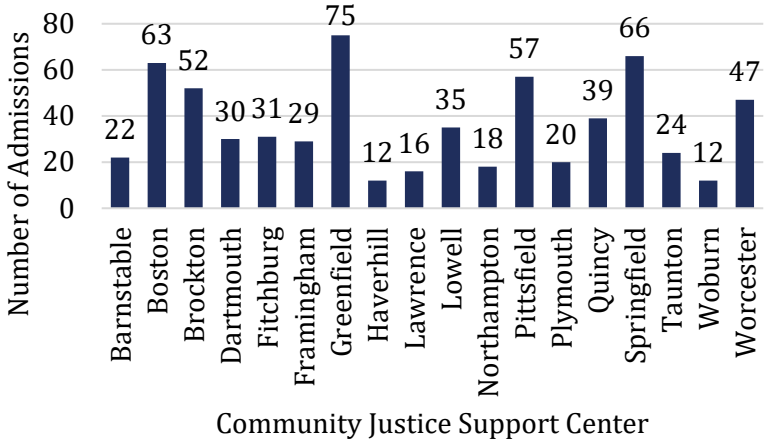
Of all FY25 admissions to OCC treatment and/or supervised pathways, 86% of participants engaged with a Support Center through mandatory pathways. The greatest proportion of mandatory admissions was for IST, followed by Pretrial Treatment, Pretrial Services, and court-ordered Probation Officer Referrals. The remaining 14% were voluntary admissions to treatment.

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 may be imposed by the judge as an alternative to incarceration, by the parole board as a means of reentry, 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 FY25, there were **648 admissions to Community Justice Support Centers through the IST pathway**. Figure 7 shows the number of IST admissions received by each Support Center.

Figure 7. *IST Admissions by Support Center, FY25*



The 648 IST admissions to Support Centers in FY25 were comprised of 517 referrals from Probation, 86 referrals from Parole, and 45 referrals from a Sheriff's Office. Probation has consistently made up the greatest proportion of IST referrals to Support Centers, as presented in Figure 8. The number of IST admissions referred by Probation increased by 27% from the previous fiscal year.

Intensive Supervision with Treatment (IST)

M.G.L. 211F § 3
M.G.L. 211F § 4(b)

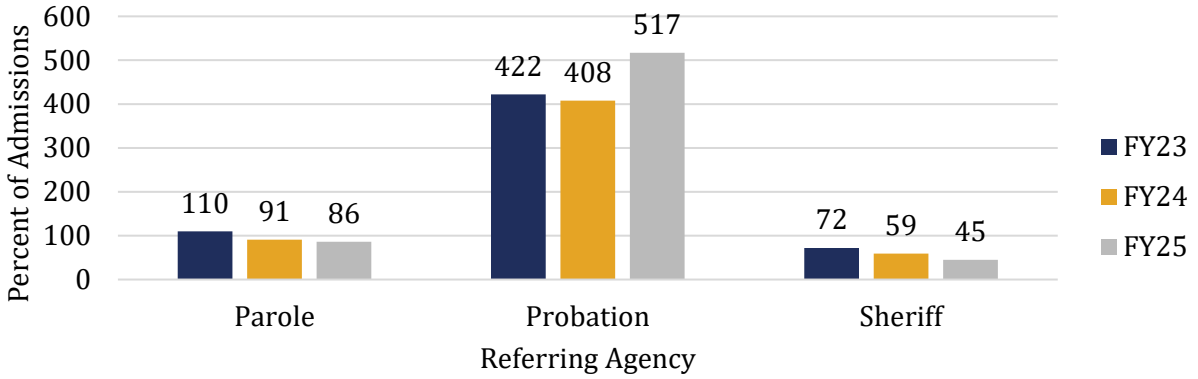
A sentence to a Community Justice Support Center shall be imposed as a condition of probation consistent with chapters 276 and 276A.

The Parole Board and Sheriff's Offices may also use IST as a means of reentry 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

Figure 8. *IST Referring Agency Category by Fiscal Year*



Across all Support Centers, there was a **weekly average of 313 active IST participants**. 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.

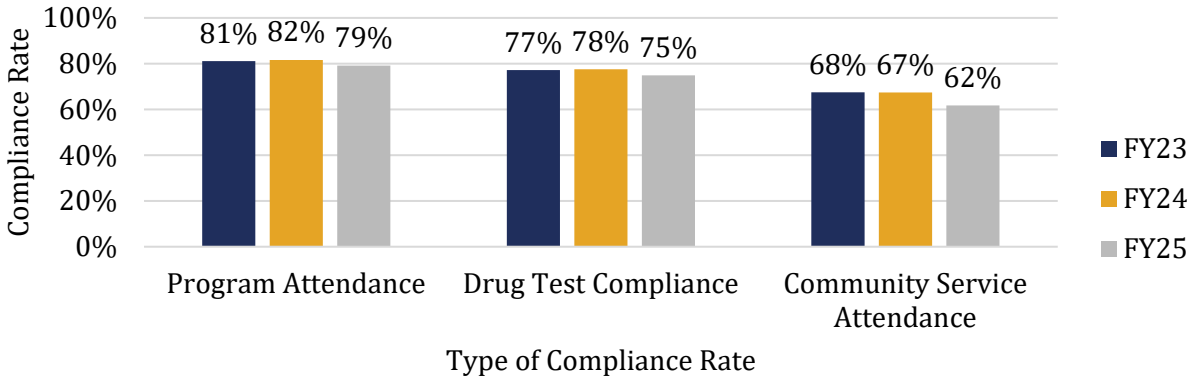
Figure 9. *Programming by IST Pathway Participants, FY25*

44,957 total programming hours attended	
including 38,118 CBT programming hours	79% program attendance rate among active, continuing participants

First Justice Jennifer Stark congratulates participants at the Framingham Community Justice Support Center

Compliance rates for IST participants have remained relatively consistent over the last three fiscal years. Because IST participants are assessed at moderate to very high risk of reoffending, compliance in treatment is noteworthy. **The program attendance rate among IST participants was 79%, the drug test compliance rate among IST participants was 75%, and the Community Service Program attendance rate was 62%.**

Figure 10. *IST Compliance Rates by Fiscal Year*



Support Center staff meet weekly to review participant progress and provide a formal, written 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.

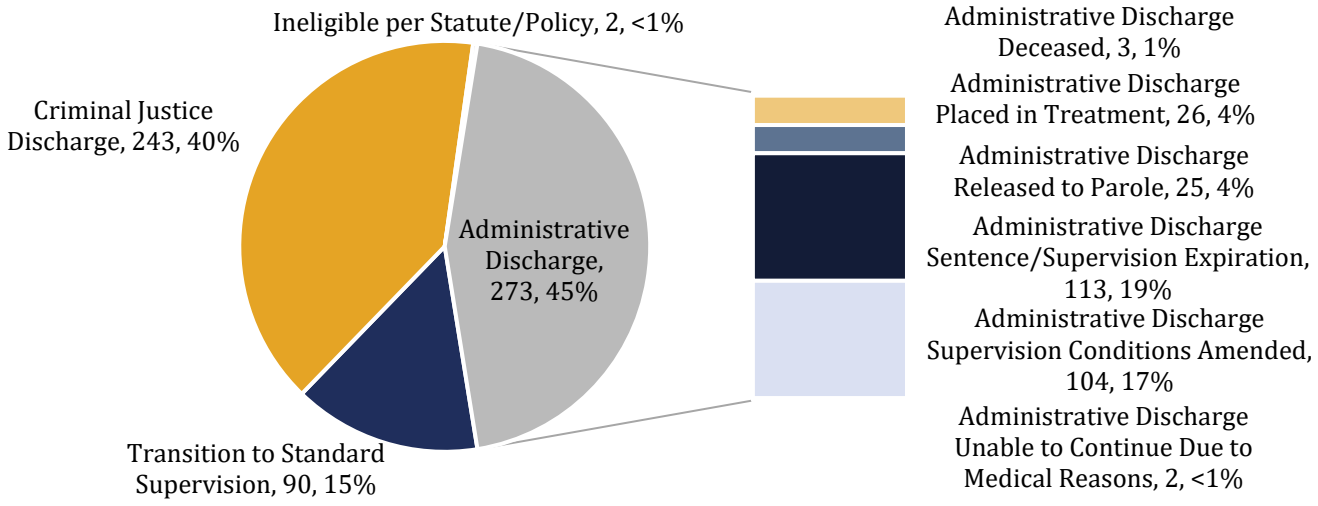
Worcester Community Justice Support Center hosts a Recognition Ceremony to celebrate participant achievements

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.

In FY25, **90 discharged IST participants successfully transitioned from the Support Center to standard community supervision**. These participants reached their benchmarks for success (also referred to as Goals for Transition) and were compliant with Support Center policies and treatment for an average of 42 weeks. Figure 11 illustrates the distribution of IST discharges by reason.

Figure 11. IST Reasons for Discharge, FY25



Just less than half of IST referrals discharged in FY25 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 2 in 5 of referrals discharged from the IST pathway in FY25 had a criminal justice intervention.

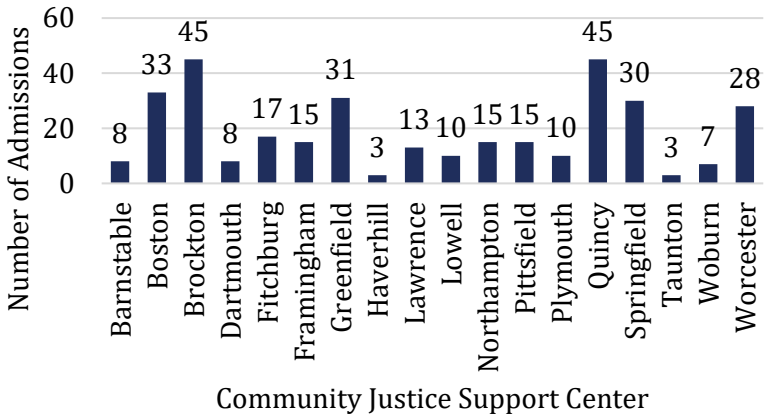
Community Justice Support Centers helped **363 IST referrals avoid a period of incarceration** in FY25 while engaging at the Support Centers.

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 **336 admissions to Support Centers through the Pretrial Treatment pathway**, a 21% increase in admissions in this pathway from FY24.

Figure 12. *Pretrial Treatment Admissions by Support Center, FY25*



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

There was an **average of 92 active Pretrial Treatment participants weekly** across all Support Centers. This is a 33% increase in average active weekly participants in the Pretrial Treatment pathway from the previous fiscal year.

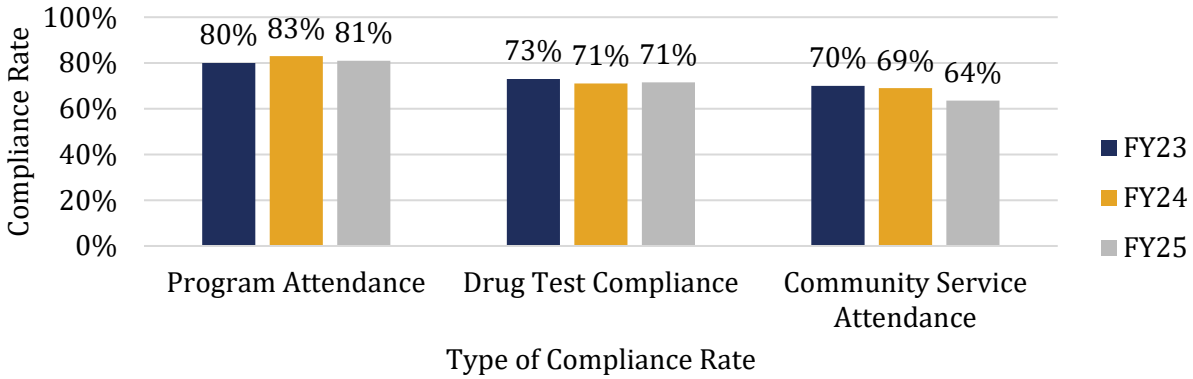
Pretrial Treatment allows a person to come to the Support Center during the pretrial phase of their case to do the same Intensive Supervision with Treatment as someone who was sentenced to the Support Center by the court. Participants engaged in the Pretrial Treatment pathway at the Support Centers attended 13,100 hours of programming in FY25, and active continuing participants had an 81% program attendance rate. The number of programming hours attended by Pretrial Treatment participants in FY25 is 25% greater than the number of hours attended by Pretrial Treatment participants in the previous fiscal year.

Figure 13. *Programming by Pretrial Treatment Pathway Participants, FY25*

13,100 total programming hours attended	
including 10,908 CBT programming hours	81% program attendance rate among active, continuing participants

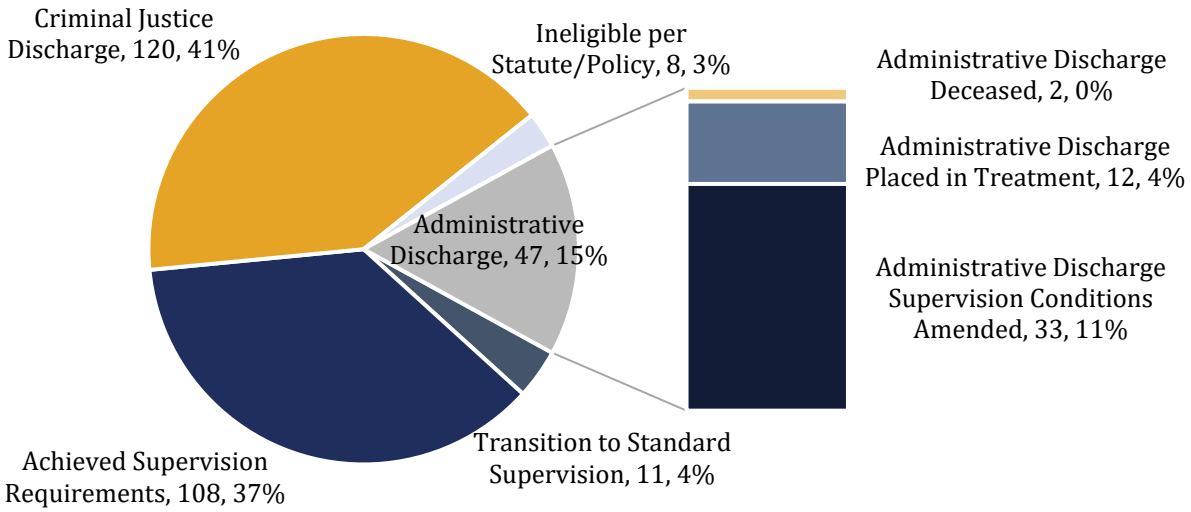
The drug test compliance rate among Pretrial Treatment participants was 71% and the Community Service Program attendance rate was 64% in FY25. Compliance rates among Pretrial Treatment participants have remained relatively consistent over the last three fiscal years apart from a 5-percentage point decrease in the community service attendance compliance rate from FY24 to FY25.

Figure 14. *Pretrial Treatment Compliance Rates by Fiscal Year*



There were 237 total Pretrial Treatment referrals discharged in FY24 compared to the 294 Pretrial Treatment participants discharged in FY25, which is a 24% increase. Figure 15 displays the outcomes of the 294 Pretrial Treatment referrals discharged from Support Centers throughout the fiscal year.

Figure 15. *Pretrial Treatment Reasons for Discharge, FY25*



State Representative Carlos Gonzalez congratulates Springfield Community Justice Support Center participants

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. **Eleven participants made the significant accomplishment of meeting their goals for transition to standard supervision in FY25.** In addition to the 4% of discharged Pretrial Treatment participants who met their treatment goals, 37% of discharged Pretrial Treatment participants achieved their pretrial supervision requirements by appearing in court having their case disposed without a criminal justice intervention.

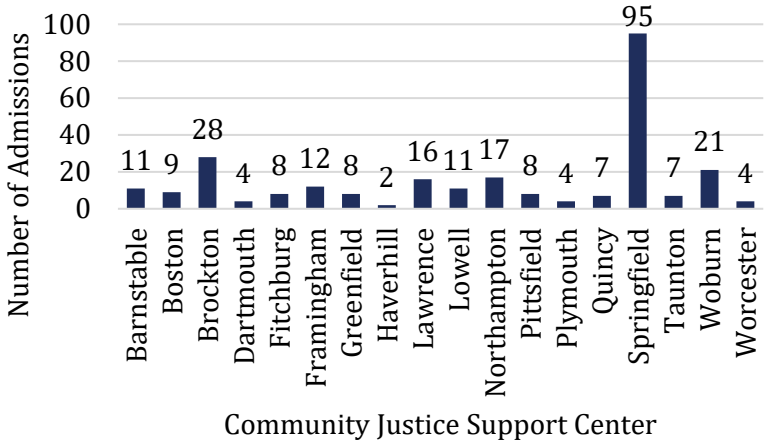
The remaining discharged Pretrial Treatment participants did not achieve their supervision requirements. This was either due to a criminal justice intervention (such as a violation resulting in detention, a warrant, or a new arrest) (41%), or non-criminal reasons such as an amendment of conditions, placement in treatment, or death (15%).

Community Justice Support Centers helped **166 Pretrial Treatment referrals avoid a period of incarceration** in FY25 while engaging at the Support

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 272 Pretrial Services admissions to Community Justice Support Centers** in FY25. Figure 17 shows the number of Pretrial Services referrals that entered a Support Center.

Figure 17. *Pretrial Services Admissions by Support Center, FY25*



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:

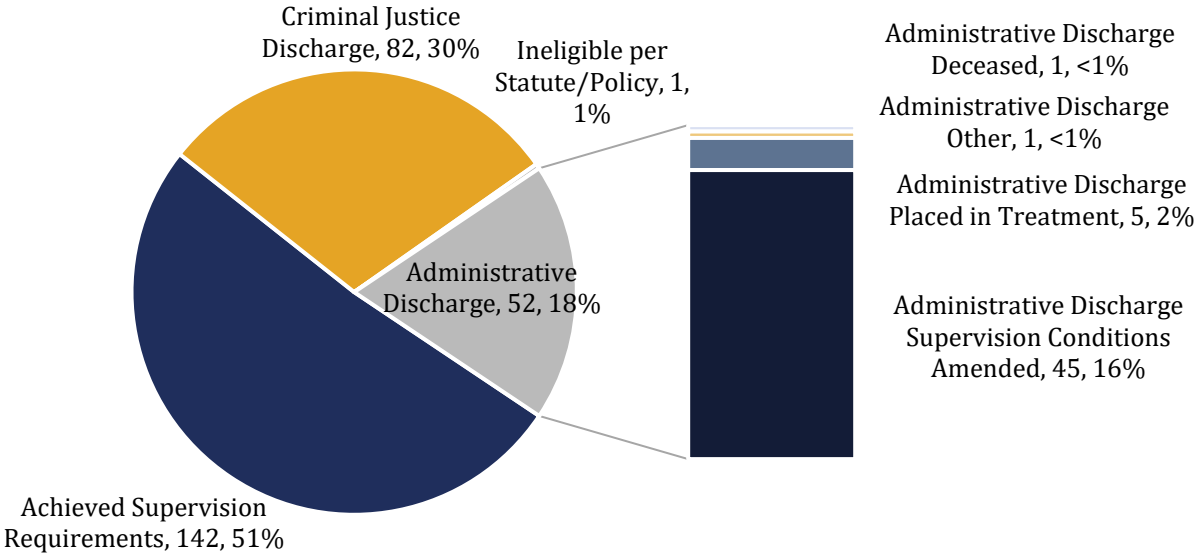
- Reporting to the Support Center on a scheduled basis
- Voluntary treatment from a community-based provider that is case managed by Support Center staff
- Optional treatment at the Support Center if they are assessed to be moderate to very high-risk for re-offending

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 119 active Pretrial Services participants each week** across all Support Centers, a 73% increase in average weekly Pretrial Services participants from the previous fiscal year.

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 277 Pretrial Services referrals discharged from Support Centers during the fiscal year, 51% achieved their supervision requirements and returned for their next court date and 30% 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 18 illustrates the breakdown of reasons for discharge for participants of the Pretrial Services pathway.

Figure 18. *Pretrial Services Discharges by Reason, FY25*



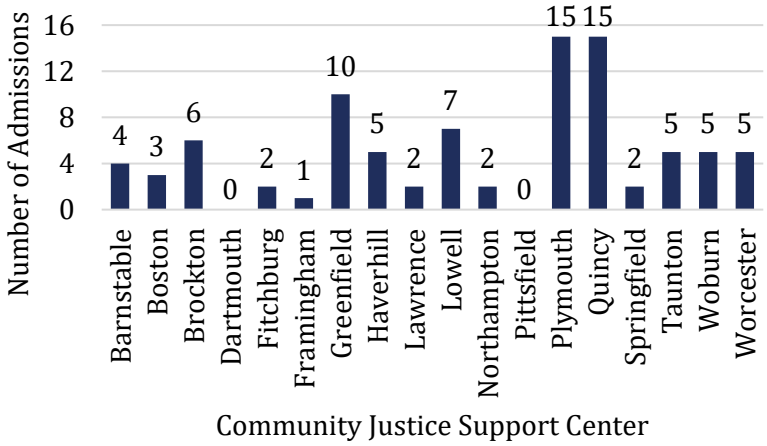
Community Justice Support Centers helped **194 Pretrial Services referrals avoid a period of incarceration** in FY25 while engaging at the Support

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, high, or very high-risk for re-offending, their probation officer can make a referral to the Support Center to fulfill that probation condition.

There were **88 admissions to the Support Centers through the court-ordered Probation Officer Referral pathway** in FY25. Figure 19 shows these admissions by the Support Center they were referred to.

Figure 19. *Court-Ordered Probation Officer Referral Admissions by Support Center, FY25*



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:

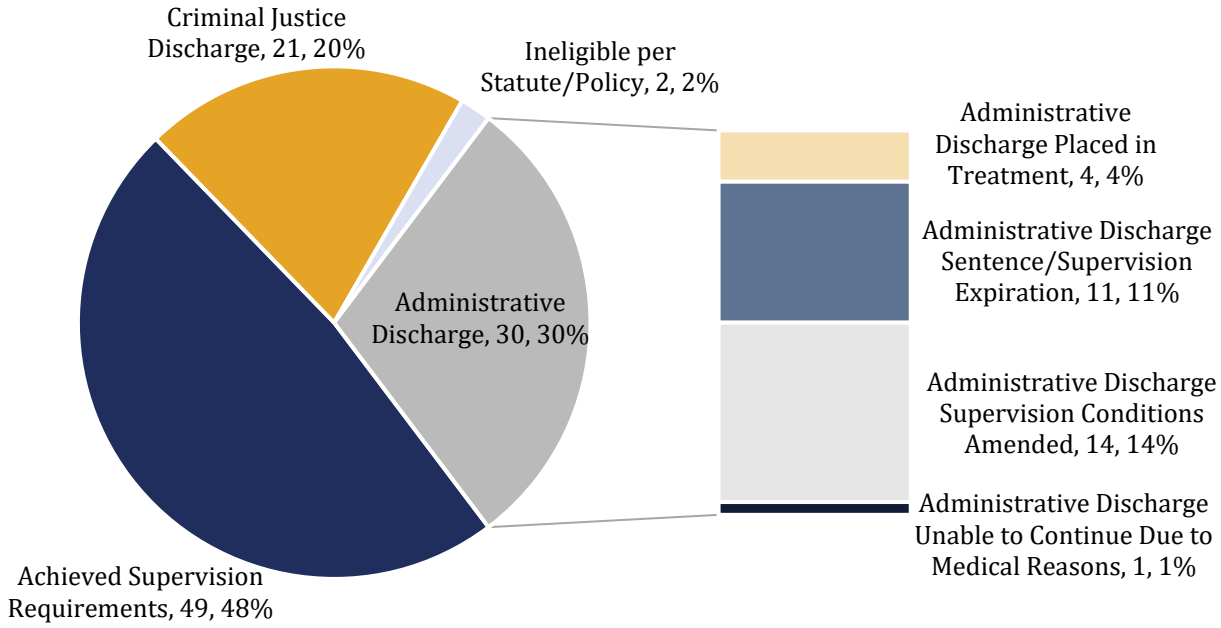
- Responsible Thinking
- Communication
- Addressing Alcohol and Drug Use
- Healthy Relationships
- Education
- Career Services

There was an **average of 47 court-ordered Probation Officer Referral participants each week** engaged at a Support Center. These participants fulfilling court-ordered conditions attended 2,789 hours of programming in FY25.

Taunton Community Justice Support Center hosts a Recognition Ceremony to celebrate participant achievements

Out of all discharges for this pathway, 48% of mandatory probation officer referrals completed their court-ordered requirement at the Support Center, 20% experienced a criminal justice intervention, 14% were discharged because their conditions were amended, 11% because their sentence expired, and another 5% for other neutral or administrative reasons.

Figure 20. *Probation Officer Referral (Court-Ordered Program) Discharges by Reason, FY25*



Ralph Gants Project (Voluntary)

In July 2022, by Chapter 126 of the Acts of 2022, the Massachusetts Legislature created the Honorable Ralph Gants Reentry Services Program through an appropriation to the OCC. This program allows people to receive assistance from a Support Center through one of two ways: any individual who has formerly been incarcerated may voluntarily opt to come to a Support Center or a probation/parole officer may make a referral upon agreement.

In the case of a voluntary probation referral, 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. Probationers can be referred for voluntary services as many times as needed. For these participants, progress made at the Support Center is not monitored by the Probation Officer as participation is not a court-ordered condition.

Support Center staff will meet with the Gants Project individual for an initial intake to schedule appointments and identify goals they would like to achieve. During this 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 reentry services pathway, Support Center staff may assist a reentry participant on a one-time, ongoing, or sporadic basis.

If a Gants Project 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, Reentry 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.

Ralph Gants Project

G.A.A. 2024 Line Item 0339-1003

The OCC may provide reentry 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.

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.

Gants services include:

- Consultation with Reentry 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 to very high-risk for re-offending

The number of individuals served per year by the Ralph Gants Project admissions has quickly increased since the introduction of this pathway. In FY25, there were **1,776 voluntary participants who received services through the Ralph Gants Project**, a 53% increase in voluntary participants served in the previous fiscal year (1,158). In fact, Support Centers averaged 119 monthly voluntary participants served in FY25.

Of the 1,776 Gants Project participants, 129 participated in treatment only, 1,480 participated in case management only, and 167 participated in both treatment and case management.

Figure 21. *Gants Project Participants by Assistance Type, FY25*

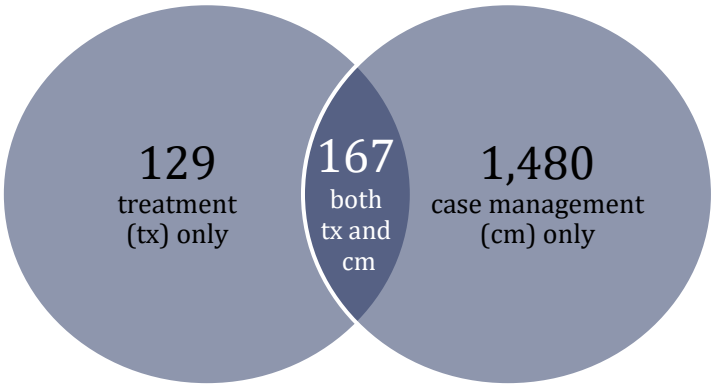
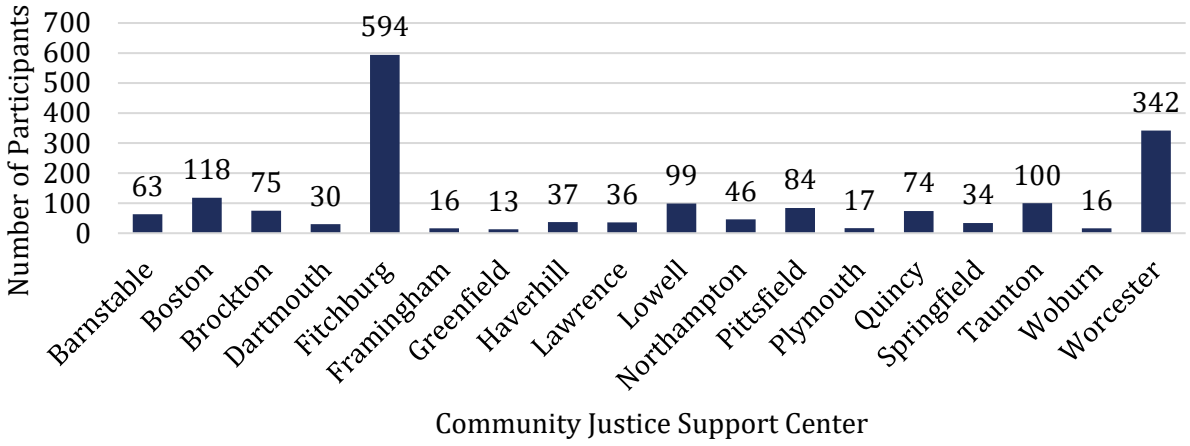


Figure 22 displays the number of Gants Project participants served by each Support Center in FY25. Similar to the previous fiscal year, Fitchburg (594) and Worcester (342) Support Centers served the largest number of Gants Project participants.

Figure 22. *Gants Project Participants Served by Support Center, FY25*[14]



[14] Any participant served by more than one Support Center is counted for each Support Center attended in this chart. Therefore, the number of Gants Project participants represented in this chart will be greater than the total number of Gants Project participants served.

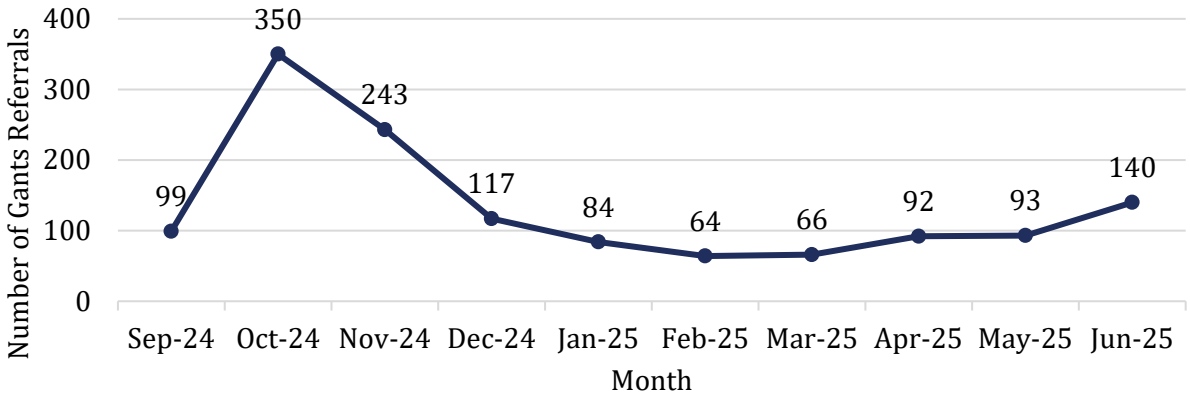
Ralph Gants Project Probation Referral Pilot

Beginning September 23, 2024, the OCC and the Massachusetts Probation Service (MPS) Field Services Division launched a pilot program to encourage utilization of the Community Justice Support Centers as a resource for voluntary treatment and assistance with responsivity needs.

The probation pilot focused on referrals for people transitioning from custody to probation as well as people currently on risk/need probation that have assessed as moderate to very-high risk. The pilot placed an emphasis on the voluntary nature of the Gants Project; these referrals do not involve court orders, therefore individuals referred are not required to partake in services or programming at Support Centers, nor can corrective action be taken against them for choosing not to partake in services or programming.

Since the pilot began, **Probation Officers made 1,348 voluntary referrals through the Gants Project** in FY25. This program will continue into the next fiscal year as more eligible probationers elect to receive assistance from the Community Justice Support Centers.

Figure 23. *Gants Project Probation Referrals, FY25*



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 FY25, the Community Justice Support Centers **provided services to and/or received visits from 49,960 people who were not currently Support Center participants**. Table 5 shows the number and type of those ancillary support services provided in FY25.

Table 5. *Ancillary Support Services Provided to Non-Support Center Participants, FY25*

Services Provided	# People Served/ Visits Q1	# People Served/ Visits Q2	# People Served/ Visits Q3	# People Served/ Visits Q4	Total # People Served/ Visits in FY25
Drug Testing					
Standard supervision drug testing for probationers	10,941	10,579	10,921	10,929	**43,370**
Standard supervision drug testing for parolees	35	9	8	2	**54**
DNA Testing					
State police DNA testing	8	7	4	4	**23**
Group/Program					
Men's Awareness groups	13	15	16	36	**80**
IPAEP	554	477	535	534	**2,100**
Motherhood groups	19	41	24	49	**133**
Fatherhood group	11	50	26	33	**120**
Nurturing Fathers	4	3	6	4	**17**
Womanhood Program	0	0	11	11	**22**
Changing Lives Through Literature	0	0	9	48	**57**

Ancillary Support Services Provided to Non-Support Center Participants, FY25 (Continued)

Services Provided	# People Served/ Visits Q1	# People Served/ Visits Q2	# People Served/ Visits Q3	# People Served/ Visits Q4	Total # People Served/ Visits in FY25
Meeting Site					
Probation Officers meetings with probationers	680	714	634	648	**2,676**
Parole Officers meetings with parolees	204	201	245	248	**898**
ADA's Office meeting (Greenfield)	3	0	0	0	**3**
Advocates evaluations for probationers (Woburn)	0	0	15	4	**19**
BHJI Initiative meeting	5	16	8	27	**56**
Chiefs' Probation Meeting (Northampton)	0	0	0	8	**8**
ELMO meetings with probationers	4	3	58	4	**69**
Franklin/Hampshire Career Center Workshop	0	0	6	0	**6**
MPS Meeting for Probation Staff (Framingham)	0	28	0	0	**28**
Parole regional staff meeting (Worcester)	0	0	6	0	**6**
Probation Officer evening reporting (Brockton)	88	0	0	0	**88**
Probation Pretrial Services meeting	1	8	0	0	**9**
Other					
Transportation for PSC & IPAEP participants (Pittsfield)	21	76	8	0	**105**
New Probation Officer Academy (Framingham)	0	0	0	13	**13**
TOTAL PEOPLE SERVED/VISITS	**12,591**	**12,227**	**12,540**	**12,602**	**49,960**

Utilization of the Community Service Program (CSP)

The Trial Court 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. 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 FY25, 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 FY25 Highlights*

Duties Performed	Work Site	Project Description
Construction	Gore Estate	Built fences for sheep and chicken coop
	City of Boston	Broke down barriers that were set up for the annual Tree Lighting event
Food Preparation	Salvation Army, Miracle Kitchen, Pope Francis Outreach, Good Shepherd Parish	Prepared meals to feed individuals experiencing homelessness
Landscaping	City of Fall River/Mass Development	Worked with other community leaders and residents to assist with the annual clean up the Fall River downtown area
	Friends of Middleboro Cemeteries	Mowed lawns, trimmed brush and removed leaves from at least 7 historical cemeteries
	Town of Kingston Facilities and Conservation Departments	Assisted with landscaping and leaf removal at Baily Park, Occhipanski Field, and Town Hall
Painting and Construction	Lady of Fatima Parish	Assisted with painting the church hall, setting up tents, picnic tables, chairs, fencing, and trash removal for an estimated 50-60 guests
	Boston North End Feasts	Assisted with lighting, setting up staging, tables and chairs
Moving	MA Trial Court Records Department	Collected and delivered 600 boxes from a courthouse records room to the records department warehouse
	Department of Youth Services (DYS)	Removed old furniture from living areas to prepare the units for use
Sorting Donations	Family Food Pantry	Sorted through food donations to help those in need
	Plymouth Area Coalition for the Homeless	Assisted customers in the food pantry and sorted through food donations
Snow Removal	Blue Hills Reservation	Put salt down and shoveled trailheads and walkways
	Multiple Courthouses and DPW Sites	Removed snow from sidewalks, fire hydrants, and courthouse and city property

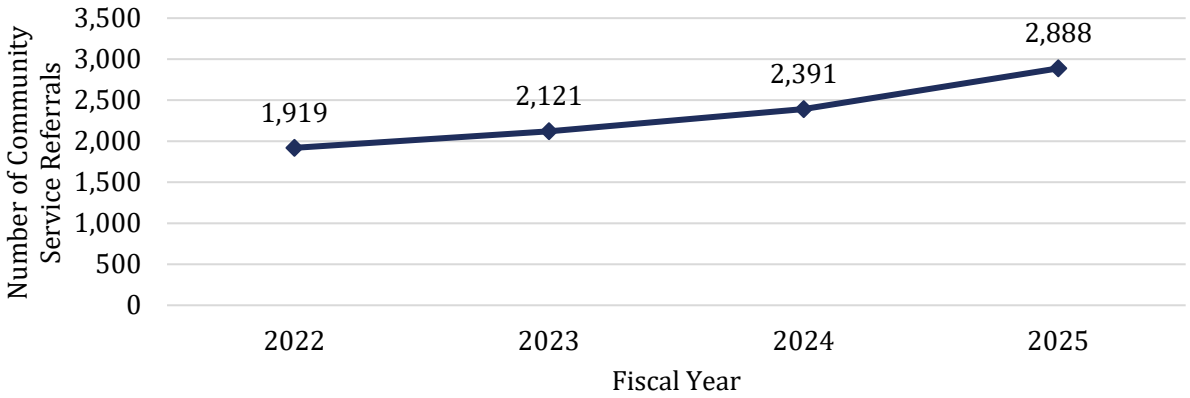
Community Service Program van parked at a service project

Referrals

Referrals to the CSP were made by Community Justice Support Centers as well as the Superior, District, Juvenile, and Probate Court Departments. Figure 23 illustrates the number of community service referrals from FY22 to FY25.

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. Since resuming community service operations in FY22, there has been an upward trend in the number of referrals received. The Community Service Program received 2,888 referrals in FY25, which is a 21% increase from FY24 and a 36% increase from FY23.

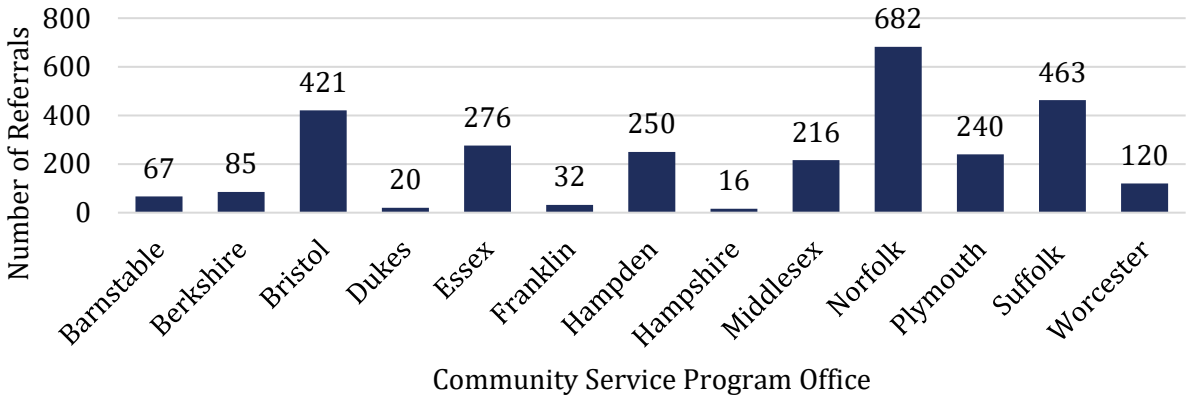
Figure 23. *Community Service Referrals by Fiscal Year*



Of the 2,888 referrals in FY25, 2,180 (75%) were males and 708 (25%) were females. This breakdown is consistent with the Community Service Program referrals in the previous fiscal year (73% male and 27% female). Most referrals to the Community Service Program were adults (2,843, 98%) and 45 (2%) were juveniles.

Figure 24 shows the distribution of the total number of referrals for community service by office. The Norfolk (682) and Suffolk (463) offices received the greatest number of referrals while Hampshire (16) and Dukes (20) received the fewest referrals.

Figure 24. *Community Service Referrals by Office, FY25*

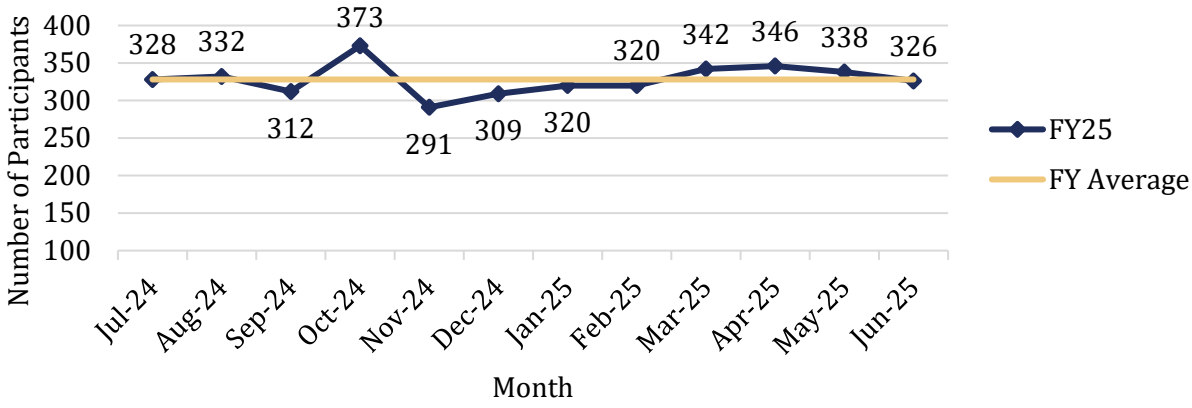


Work Service

Participants

Though individuals are referred to the Community Service Program, they may not appear for service due to various reasons such as a change of supervision conditions or noncompliance. In FY25, the Community Service Program facilitated projects for **328 participants per month** on average. Figure 25 demonstrates that fewer participants typically attended community service projects in the winter months than in warmer weather months.

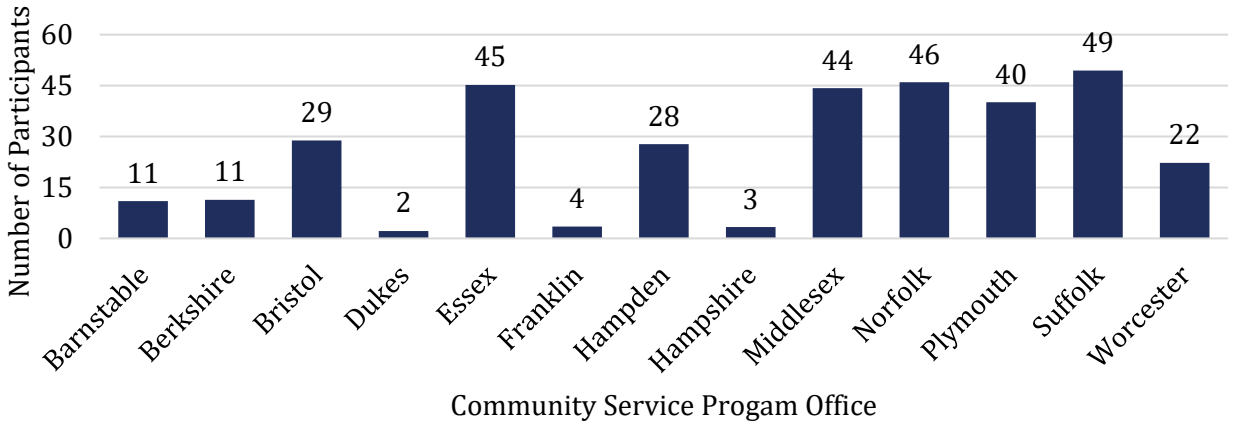
Figure 25. *Community Service Participants by Month, FY25*



CSP participants landscape and revitalize the Fall River Waterfront District

Individuals may participate in multiple Community Service projects among different counties if they had more than one referral from agencies in different counties. Figure 26 shows the monthly average number of participants picked up by each county office for a community service project. Participants in this calculation may be counted more than once if they were picked up by community service offices in multiple counties within the same month.

Figure 26. *Monthly Average of Community Service Participants Picked Up by County, FY25*

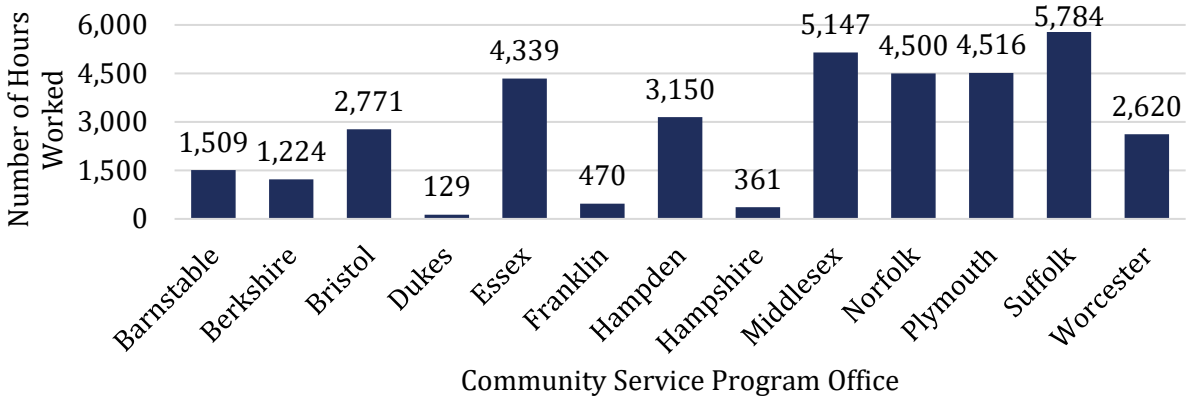


Hours

Community Service Program participants collectively worked an estimated **36,559 hours** in FY25, a 12% increase in hours worked from FY24 and a 39% increase from FY23. Figure 27 reflects community service hours by fiscal year. The aggregate number of hours worked was greatest for participants supervised by the Suffolk office (5,784) followed by participants supervised by the Middlesex office (5,147). Figure 28 shows community service hours worked by each office in FY25.

Figure 27. *Community Service Hours by Fiscal Year*

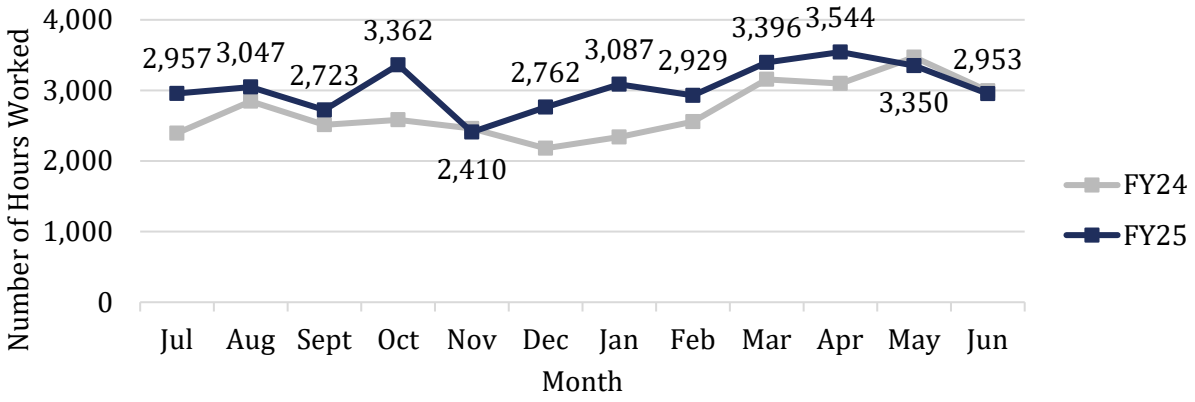
Figure 28. *Community Service Hours by Office, FY25*



CSP participants and Assistant Supervisor plant a tree at the Framingham District Court

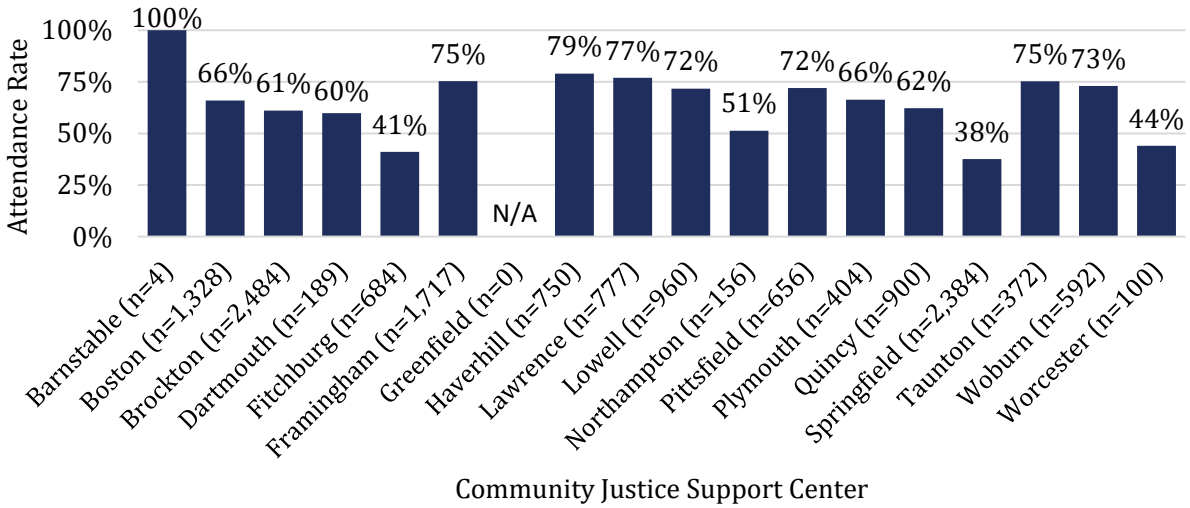
Figure 29 displays the distribution of community service hours performed by participants by month. Variation throughout the fiscal year may be due to the number of referrals received as well as weather and holiday schedules. Participants attended the greatest number of hours in April 2025 (3,544) and the fewest in November (2,410). The monthly average number of community service hours worked was 3,044.

Figure 29. *Community Service Hours by Month, FY24-FY25*



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 14,457 community service hours through the CSP in FY25. Figure 30 displays the average community service attendance rate at each of the Support Centers for FY25.[15] The overall average community service attendance rate across all Support Centers for FY25 was 62%.

Figure 30. *Community Service Attendance Rate by Support Center, FY24*



[15] 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.

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 FY26

- Revise all Support Center handbooks to incorporate CAB recommendations
- Adjust Support Center Recognition Ceremony guidelines based on CAB feedback
- Continue to build a manual for standardized Support Center policies and procedures
- Strengthen collaboration with Specialty Court departments and other stakeholders
- Embark upon a pilot project for Support Center Career Development Specialists to enhance fair chance employment opportunities and connecting with employers
- Pilot a new curriculum at the Support Centers called Positive Actions Toward Horizons (PATHS), which addresses the following ORAS domains: criminal attitudes and behavioral patterns, peer associations, substance use, family and social support, and neighborhood problems
- Continue developing a strength-based community service model

Honorable Kimberly Budd, Chief Justice of the Supreme Judicial Court speaks at the recognition ceremony at the Quincy Community Justice Support Center

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, 5th 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, 4th 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, FY25

Support Center	Referral Source	Number of Referrals
Barnstable	Barnstable District	43
	Barnstable Superior	2
	Falmouth District	4
	Orleans District	1
	Region 8 Parole (New Bedford)	1
Boston	Barnstable District	1
	Brighton Municipal	10
	Brockton District	9
	Central Municipal	8
	Chelsea District	2
	Dedham District	1
	Dorchester Municipal	1
	Dudley District	1
	Essex Superior	1
	Federal	1
	Hingham District	1
	Lowell District	2
	Lynn District	1
	Malden District	1
	Middlesex Superior	3
	N/A (Reentry)	4
	Quincy District	10
	Region 1 Parole (Dorchester)	4
	Region 2 Parole (Dorchester)	5
	Roxbury Municipal	9
	South Boston Municipal	4
	Suffolk Superior	28
	Waltham District	1
	West Roxbury Municipal	3
	Woburn District	3

Support Center	Referral Source	Number of Referrals
Brockton	Brockton District	108
	Fall River District	1
	Hingham District	6
	N/A (Reentry)	9
	Newburyport District	1
	Norfolk Superior	1
	Plymouth District	1
	Plymouth Superior	8
	Quincy District	2
	Region 7 Parole (Brockton)	1
	Roxbury Municipal	2
	South Boston Municipal	1
	Stoughton District	6
	Suffolk Superior	1
Dartmouth	Barnstable District	2
	Bristol Superior	1
	Brockton District	4
	Fall River District	10
	New Bedford District	19
	Region 8 Parole (New Bedford)	2
	Suffolk Superior	1
	Taunton District	2
	Wareham District	2
	Westborough District	1
Fitchburg	Ayer District	1
	Brockton District	1
	Fitchburg District	55
	Gardner District	4
	Leominster District	2
	Lowell District	1
	N/A (Reentry)	55
	Worcester Superior	1

Admissions by Referral Source and Center, FY25 (continued)

Support Center	Referral Source	Number of Referrals
Framingham	Attleboro District	1
	Clinton District	1
	Framingham District	30
	Lowell District	1
	Marlborough District	11
	Middlesex Superior	2
	Milford District	1
	Natick District	2
	Plymouth Superior	1
	Region 9 Parole (Framingham)	1
	Waltham District	1
	Westborough District	5
Greenfield	Franklin Sheriff	39
	Franklin Superior	1
	Greenfield District	61
	Lowell District	1
	N/A (Reentry)	2
	Northampton District	4
	Orange District	7
	Palmer District	1
	Pittsfield District	2
	Region 5 Parole (Springfield)	8
	Springfield District	1

Support Center	Referral Source	Number of Referrals
Haverhill	Essex Superior	2
	Haverhill District	14
	Lawrence District	3
	Marlborough District	1
	N/A (Reentry)	5
	Newburyport District	1
	Region 6 Parole (Lawrence)	3
	Region 9 Parole (Framingham)	1
	Suffolk Superior	1
Lawrence	Essex Superior	5
	Federal	2
	Haverhill District	1
	Lawrence District	32
	Lowell District	1
	Lynn District	1
	Region 3 Parole (Lynn)	1
	Region 6 Parole (Lawrence)	4
	Woburn District	3
Lowell	Ayer District	2
	Concord District	2
	Federal	1
	Haverhill District	2
	Lawrence District	5
	Lowell District	34
	Middlesex Superior	10
	Region 6 Parole (Lawrence)	1
	Woburn District	7

Admissions by Referral Source and Center, FY25 (continued)

Support Center	Referral Source	Number of Referrals
Northampton	Eastern Hampshire District	4
	Greenfield District	1
	Hampshire Sheriff	6
	Holyoke District	1
	N/A (Reentry)	2
	Northampton District	38
	Orange District	1
	Springfield District	1
Pittsfield	Greenfield District	1
	N/A (Reentry)	27
	Northampton District	1
	Northern Berkshire District	1
	Pittsfield District	65
	Region 5 Parole (Springfield)	9
	Southern Berkshire District	3
Plymouth	Brockton District	3
	Falmouth District	1
	Hingham District	4
	N/A (Reentry)	2
	Plymouth District	29
	Plymouth Superior	5
	Region 7 Parole (Brockton)	1
	Taunton District	1
	Wareham District	7

Support Center	Referral Source	Number of Referrals
Quincy	Attleboro District	1
	Brockton District	2
	Central Municipal	1
	Charlestown Municipal	1
	Chelsea District	1
	Dorchester Municipal	1
	Dudley District	1
	Hingham District	20
	N/A (Reentry)	10
	Norfolk Superior	6
	Plymouth District	1
	Quincy District	71
	Region 1 Parole (Dorchester)	1
	Region 2 Parole (Dorchester)	1
	Region 7 Parole (Brockton)	1
	Roxbury Municipal	1
	Springfield District	1
	Suffolk Superior	1
	Westborough District	1
Springfield	Brockton District	1
	Chicopee District	6
	Federal	2
	Greenfield District	1
	Hampden Superior	7
	Holyoke District	3
	N/A (Reentry)	6
	Northampton District	3
	Palmer District	7
	Pittsfield District	1
	Region 5 Parole (Springfield)	21
	Springfield District	143
	Westfield District	2

Admissions by Referral Source and Center, FY25 (continued)

Support Center	Referral Source	Number of Referrals
Taunton	Attleboro District	1
	Bristol Superior	3
	Brockton District	5
	Federal	1
	Framingham District	1
	N/A (Reentry)	12
	New Bedford District	1
	Plymouth District	3
	Plymouth Superior	1
	Quincy District	1
	Region 8 Parole (New Bedford)	7
	Suffolk Superior	1
	Taunton District	10
	Wareham District	4
	Woburn District	2
Woburn	Clinton District	1
	Essex Superior	2
	Lawrence District	1
	Lynn District	1
	Malden District	1
	Middlesex Superior	2
	N/A (Reentry)	1
	Plymouth District	1
	Quincy District	2
	Region 3 Parole (Lynn)	2
	Suffolk Superior	1
	Waltham District	2
	Woburn District	31

Support Center	Referral Source	Number of Referrals
Worcester	Brockton District	2
	Clinton District	5
	Dudley District	2
	East Brookfield District	2
	Federal	1
	Fitchburg District	1
	Lawrence District	2
	Lowell District	1
	Marlborough District	4
	N/A (Reentry)	30
	Region 4 Parole (Worcester)	10
	Springfield District	1
	Uxbridge District	2
	Wareham District	1
	Westborough District	24
	Worcester District	25

Appendix D. Reason for Discharge Definitions

Reason for Discharge	Definition
Transition to Standard Supervision	The participant met all treatment goals and successfully transitioned to standard supervision.
Achieved Supervision Requirements	The participant completed court-ordered requirements. *Note:* Pretrial Services and Pretrial Treatment referrals may have successfully ended when there was a disposition, as long as they appeared at their hearings without a criminal justice intervention. This includes when the case is dismissed, the participant is ordered to IST or another type of probation supervision, or the participant is sentenced to incarceration.
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. Administrative Discharge specifications are 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 incarceration.
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.
Released to Parole	The participant's participation at the Support Center ended due to release to parole by the Sheriff's Office.
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.

Appendix E. Case Management Assistance Definitions

Case Management Support Category	Definition
Basic and Emerging Needs	Support Center services provided to participants to address basic needs such as providing a backpack, clothing, bus pass, etc. Note: these are services provided by the Support Center and not external referrals
Clothing	Referrals for places that provide clothing
DTA Cash Benefits	Assistance requesting DTA cash services
Education	Assistance with education applications or external referrals to education services
Employment	Assistance with unemployment benefits or referrals to MassHire (i.e., applying for unemployment assistance through DUA, making referrals for voluntary participants who need employment assistance, etc.)
Food	Assistance applying for food assistance (i.e., SNAP/WIC benefits, finding food pantries, etc.)
Funding	Assistance finding scholarships or funding to help with responsivity needs, including rental vouchers (i.e., section 8, MRVP Mobile, THRIVE, RAFT) and sober home funding
Housing	Assistance searching and applying for housing. This should be more than providing a list of housing options
Identification	Assistance obtaining identification documents (license, birth certificate, Social Security card)
Legal	Referrals to Legal Aid or another entity to assist with CORI (Criminal Offender Record Information), immigration, or other legal needs
MassHealth - Application	Assistance with the completion of MassHealth applications
MassHealth - Assistance	Assistance for a person already approved for MassHealth (i.e., obtaining or changing health insurance providers or types of insurance, reactivation, renewals, plan-finding, etc.)
Medical	Assistance finding a medical provider
Mental Health	Referrals made for mental health services
Other Assistance	Assistance provided that does not fall into any of the other named categories
RMV	Follow up with discharged participants (probation/parole term ended, successfully transitioned, etc.) or provide outreach reentry participants to see if they need support
Social Security	Assistance studying for permit/license test, navigating tickets, etc.
Substance Use Treatment	Assistance navigating and applying for SSI/SSDI benefits
Transportation	Assistance coordinating transportation to get to the Support Center or appointments related to a responsivity need (i.e., facilitating UberHealth, The Ride, or PT1)