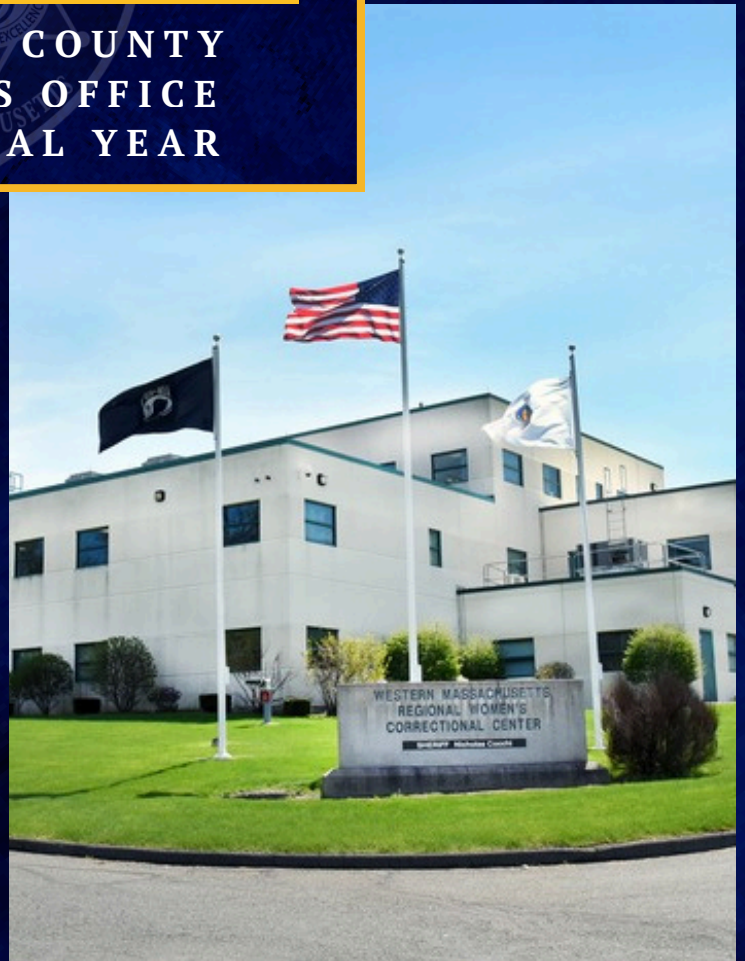
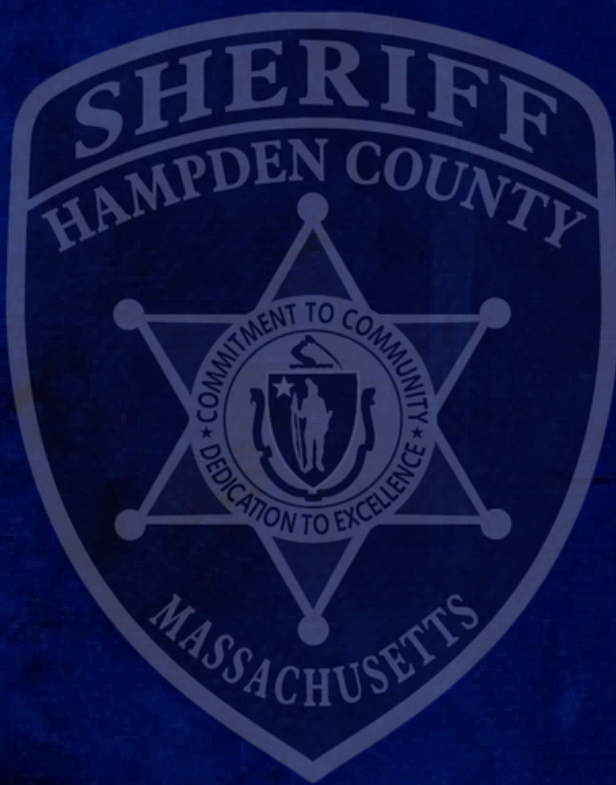


OPERATIONAL OVERVIEW

HAMPDEN COUNTY
SHERIFF'S OFFICE
2025 FISCAL YEAR







Hampden County Sheriff's Office

Nicholas Cocchi, Sheriff

Operational Overview

September 2025

Contents

History & Mission in Western Mass.	6
Regarding the FY25 Budget Supplemental	7
<u>HCSO Regional Facilities</u>	
All-Inclusive Support Services	9
Hampden County Addiction Taskforce.....	13
Hampden County Correctional Center (Main Institution)	15
Western Massachusetts Regional Women’s Correctional Center	20
Western Massachusetts Recovery and Wellness Center	26
Stonybrook Stabilization & Treatment Center	30
Regional Lock-ups	34
Health Services / Mental Health Services	37
Public Health Model for Correctional Health Care.....	40
Law Enforcement Division	45
Mounted Patrol Unit.....	49
Marine Patrol Unit	51
<u>Crime Prevention and Community Outreach</u>	
Holyoke Safe Neighborhood Initiative/Springfield Safe Neighborhood Initiative	54
K-9 Unit	56
Hampden County Triad	58
Staffing Budget Snapshots	59

Core Values

THESE VALUES SERVE AS OUR FOUNDATION, PROVIDING A STEADY GUIDE AS WE MOVE THEM TO ACTION DAILY WITHIN OUR SPHERES OF INFLUENCE, HOLDING OURSELVES ACCOUNTABLE THROUGHOUT OUR WORK.

EXCELLENCE

WE SERVE WITH THE SPIRIT OF EXCELLENCE THROUGH HARD WORK, DEDICATION, SELF-MOTIVATION, PASSION, COMPASSION, AND UNDERSTANDING. WE CREATE A CULTURE OF EXCELLENCE BY STRIVING TO BE OUR BEST EVERY DAY, GOING BEYOND WHAT IS REQUIRED TO WHAT IS REMARKABLE.

SACRIFICE

WE HONOR THAT SACRIFICE OCCURS ALONG A SPECTRUM FROM PERSONAL RISK TO GIVING UP SOME AMOUNT OF OUR PRECIOUS COMMODITIES SUCH AS TIME AND FAMILY AS WE STRIVE FOR SERVICE BEFORE SELF. WE ADJUST AND ALTER PRIORITIES FOR THE GREATER GOOD OF OUR POPULATION, COLLEAGUES, AND COMMUNITY.

ACCOUNTABILITY

WE EMBODY ACCOUNTABILITY THROUGH OWNERSHIP, RESPONSIBILITY, AND CONSISTENCY. ACCOUNTABILITY IS AN ACT OF CARE AND RESPECT, REGARDLESS OF ROLE. WE SHOW UP FULLY, REMAIN RESPONSIVE TO FEEDBACK, FOLLOW THROUGH RELIABLY, AND GET THE JOB DONE. ACCOUNTABILITY CREATES SAFETY AND BENEFITS THE WHOLE.

INTEGRITY

INTEGRITY IS THE FOUNDATION FOR ALL OTHER VALUES THAT CREATES A STATE OF AGREEMENT BETWEEN OUR BELIEFS, WORDS, AND ACTIONS AS INDIVIDUALS AND AS AN AGENCY. IT IS A CONSTANT THAT EMBODIES HONESTY, ACCOUNTABILITY, AND STRONG MORAL PRINCIPLES REFLECTING IN ETHICAL CONDUCT. CONSISTENTLY MODELING THE VERY BEHAVIORS WE EXPECT OF EACH OTHER RESULTING IN THE BEST OUTCOMES FOR OURSELVES, THOSE WE SERVE, AND THE HAMPDEN COUNTY SHERIFF'S OFFICE.

SERVICE

SERVICE IS A DEDICATED ACT TO PROVIDE CARE, SUPPORT, RESPECT, FAIRNESS, AND SAFETY. BY PRIORITIZING THE NEEDS AND SEEKING SOLUTIONS FOR OUR POPULATION, COLLEAGUES, AND COMMUNITY WE EMBRACE THE ABILITIES AND TALENTS OF EVERYONE AND UPLIFT THE HUMANITY OF ALL.

COMPASSION

COMPASSION TAKES STRENGTH AND DRIVES OUR INTERACTIONS WITH THOSE WE SERVE, COLLEAGUES, AND OURSELVES, ESPECIALLY DURING SITUATIONS THAT ARE TENSE AND UNCERTAIN. COMPASSION MEANS ACKNOWLEDGING OTHERS' UNIQUE EXPERIENCES AND BEING OPEN-MINDED AND UNDERSTANDING AS WE SERVE AND PROTECT. THROUGH OUR WORK WE PUT EMPATHY, CARING, RESPECT, AND LISTENING INTO ACTION.

HAMPDEN COUNTY SHERIFF'S OFFICE

HISTORY & MISSION IN WESTERN MASS.



The Hampden County Sheriff's Office (HCSO) has existed in some form since the 1600s. The first Sheriff of Hampden County, West Springfield native Jonathan Smith Jr., was appointed by then-Gov. Elbridge Gerry in 1812, shortly after Hampden County was formally established after being part of Hampshire County. Fast forward a couple hundred years and today the Hampden County Sheriff's Office is a leader in the evolving paradigm of corrections, community policing and criminal justice reform.

For more than two decades, Sheriff's Offices in Massachusetts have operated within a structural deficit funding model that began when county governments were abolished in the late 1990s and the Commonwealth assumed responsibility for sheriff's office budgets. Neither today's legislative leaders nor the current sheriffs were in office when this system was created, yet its effects have compounded year after year. As a result, Sheriffs' Offices statewide are required to request supplemental funding annually – not because of mismanagement, but because the base appropriations have never reflected the true cost of constitutionally and statutorily required operations, including health care, staffing, utilities, transportation, and fluctuating medical and pharmaceutical expenses.

Within this landscape, the Hampden County Sheriff's Office has earned a statewide and national reputation as the gold-standard model for modern corrections, emphasizing treatment, rehabilitation, recidivism reduction, and successful community reentry. But in Western Massachusetts, the HCSO is more than a correctional institution – it serves as a regional public safety, health, and human services hub. From operating the Main Institution and the Western Massachusetts Regional Women's Correctional Center, to running the Stonybrook Stabilization & Treatment Center, the Western Massachusetts Recovery & Wellness Center, the All-Inclusive Support Services hub, regional policing support, homelessness prevention partnerships, workforce development pipelines, and community-based treatment and outreach, the Sheriff's Office fills gaps that no other agency in this half of the state is equipped or mandated to fill.

This operational overview demonstrates how the HCSO delivers these regional services efficiently, responsibly, and with measurable public benefit – even while working within a longstanding funding structure that requires supplemental appropriations to meet mandated obligations.

HAMPDEN COUNTY SHERIFF'S OFFICE

REGARDING THE FY25 BUDGET SUPPLEMENTAL



The areas highlighted in the Commonwealth's FY25 supplemental budget directly intersect with the mission and daily operations of the Hampden County Sheriff's Office. As a 24/7 congregate-care system responsible for the health, safety, and rehabilitation of thousands of justice-involved individuals each year, the HCSO relies heavily on strong statewide investment in mental health services, physical health care access, and human services supports.

Our full-time mental health and medical departments operate at a level comparable to a small community hospital, providing continuous care, crisis intervention, and long-term stabilization for individuals whose needs are often more complex than those seen in the general population. When the state shores up funding for health care, behavioral health access, and public health infrastructure, it directly strengthens the resources we depend on to keep people safe, healthy, and moving toward recovery.

Similarly, the budget's emphasis on education, workforce development, and social service stability aligns with the core rehabilitative work done inside our facilities and through community-based programming. The HCSO runs robust educational opportunities – including high-school equivalency, vocational training, and reentry preparation – that mirror the state's focus on expanding access to education as a pathway out of poverty and recidivism.

Rising costs across every sector of daily life – utilities, medication, food, transportation, and essential supplies – are not only affecting the average household, but also significantly impacting the operational needs of a 24/7 congregate-care system like ours. Just as families are feeling the strain of inflation and increased prices, the Hampden County Sheriff's Office must absorb these same cost pressures while maintaining uninterrupted medical services, nutrition, housing, and safety for the individuals in our custody. These unavoidable increases in baseline expenses make stable state funding even more critical to ensuring we can continue delivering the level of care and security our community expects and deserves.

When the Commonwealth invests in the aforementioned priority areas, it not only reinforces the supports that justice-involved individuals rely on while in our custody, but also strengthens the community networks they return to. In short, the supplemental budget request invests directly to support the continuum of care we provide every day and enhance our ability to deliver safe, humane, and effective correctional services for Hampden County.



Section 1

HCSO regional facilities

*(serving all of Western Massachusetts
& high-risk inmates from across the
Commonwealth)*

HAMPDEN COUNTY SHERIFF'S OFFICE

ALL-INCLUSIVE SUPPORT SERVICES



At the Hampden County Sheriff's Office, reentry planning truly begins on day one – a principle that has guided our work since 1996, when we launched All-Inclusive Support Services (AISS) as the first standalone reentry center of its kind in the United States. Created well ahead of the national curve, AISS reflects the understanding that reducing recidivism and improving public safety requires addressing the root causes of justice involvement from the moment an individual enters our care.

Today, AISS operates as a comprehensive, one-stop reentry hub serving justice-involved individuals and community members through individualized case management and coordinated, wraparound services. Within our 24/7 congregate-care facilities and at the AISS center itself, multidisciplinary teams deliver a continuum of support that includes education and literacy programming, employment readiness and vocational pathways, housing navigation, recovery coaching, mental health services, and structured therapeutic and peer support groups. This same framework extends into the community, ensuring continuity of care before and after release. Over time, AISS has grown from a small pilot into a mature operation supporting more than 1,500 individuals annually, with tens of thousands served since its inception, reflecting both demand and effectiveness.

Importantly, this model represents a fiscally responsible alternative to repeated incarceration. In Massachusetts, the annual cost to incarcerate a single individual ranges from approximately \$35,000 to \$70,000, while the per-client cost of delivering community-based, wraparound reentry services is exponentially lower. By stabilizing individuals, reducing recidivism, and addressing

AISS FAST FACTS

Annual operational cost
\$2.7 million

Dedicated state funding
\$0

HAMPDEN COUNTY SHERIFF'S OFFICE

ALL-INCLUSIVE SUPPORT SERVICES

criminogenic needs through evidence-based programming, AISS delivers measurable public safety benefits while maximizing the return on taxpayer investment. The following section provides a detailed overview of the daily rehabilitative work occurring and the impact it has on individuals striving for long-term success and accountability.

SUPPORT

AISS offers a secure environment where community members can access the support and services they need. Our program includes weekly positive interactions through group sessions and individualized case management. This fiscal year, group participation rose to 621 participants, up from 401 in FY24. Additionally, we added two new on-site support groups. Overall, we served 1,712 members, with an average daily attendance of 88, and 82% of participants attended AISS voluntarily.

EMPLOYMENT

Since the inception of the Employment Program, 11,870 jobs have been secured. Employment services at AISS include pre-employment training, job matching and employment retention. In FY25, there were 342 individuals who graduated from the Employment Readiness Group. Each of these graduates received a referral to Suit Up Springfield or Dress for Success for new job search attire. 292 of these individuals were assisted with credit report applications. Of the 342 graduates there were 238 individuals who secured employment. Each individual who gained employment received retention services. A total of 77 members participated and obtained OSHA-10 certifications: 27 General Industry and 50 Construction. Through the Workforce Initiative, a transitional workforce development program, we were able to hire 33 individuals.

HOUSING

AISS provides critical housing assistance designed to help individuals achieve stability, avoid homelessness, and maintain long-term success in the community. Our team works directly with clients to navigate housing applications, secure emergency or transitional placements, and remove barriers such as documentation needs, outstanding debts, or lack of income. A key focus of our work is eviction prevention: when someone is at risk of losing their housing, AISS steps in early to mediate with landlords, connect individuals to financial assistance, and coordinate legal or community resources to resolve the issue before an eviction occurs. This proactive support often keeps people in their homes and prevents the destabilizing consequences of displacement. In addition, AISS manages the CRESS (Community Housing, Engagement, Support and Stabilization) program, which provides structured transitional housing and case management for individuals returning to the community from incarceration. CRESS offers a stable living environment paired with intensive support around employment, recovery, budgeting, and life skills – allowing participants to rebuild their lives with security and guidance.

AISS FAST FACTS

- 1,500+ **Justice-involved individuals** served annually.
- 11,870 **Jobs secured** since inception of the Employment Program.
- 342 **Graduates** from the **Employment Readiness Group in FY25**.
- 41,000+ **Formerly justice-involved individuals** who have **received community-based services** since the program's inception in 1996.

HAMPDEN COUNTY SHERIFF'S OFFICE

ALL-INCLUSIVE SUPPORT SERVICES

SUCCESS AT AISS: ONE CLIENT'S STORY



At the Hampden County Sheriff's Office, we are committed to providing innovative reentry and vocational training opportunities that equip justice-involved individuals with the skills needed for successful reintegration. Our partnership with **Emerge Career** is a prime example of this mission in action, offering comprehensive Commercial Driver's License (CDL) training to prepare participants for high-paying, in-demand careers. The CDL training program is a powerful complement to HCSO's All-Inclusive Support Services. **Idelberto Soto**, our first graduate, **began CDL training while incarcerated and reconnected with EmERGE Career through an AISS event post-release.** He is now succeeding in his first CDL job, with **a promising career ahead.** EmERGE Career boasts an impressive 94% graduation rate and an **average starting salary of \$75,000** for CDL-certified graduates.

HAMPDEN COUNTY SHERIFF'S OFFICE

ALL-INCLUSIVE SUPPORT SERVICES

EDUCATION

The Education Department at AISS offers members the opportunity to advance their basic education and acquire their GED at no cost. Our educators specialize in teaching Adult Education Classes, GED, Pre-GED, and Computer Skills. Additionally, they provide academic advising and support for students transitioning to college. A total of 233 members were referred to the Education Department by their assigned AISS Case Manager in FY25. Included in that number were 22 students enrolled in the ABE 1 level class, 63 students in the ASE/GED level class, and academic advising was provided to 21 students.



HAMPDEN COUNTY SHERIFF'S OFFICE

ALL-INCLUSIVE SUPPORT SERVICES

HAMPDEN COUNTY ADDICTION TASKFORCE: RAPID RESPONSE & CONNECTION TEAM



PURPOSE / MISSION

The Hampden County Addiction Taskforce (HCAT) Rapid Response & Connection Team (RRCT) is a multidisciplinary outreach unit based out of AISS in Springfield, that provides immediate, post-overdose engagement and connection-to-care services across Hampden County. Its mission is to reduce fatal and non-fatal overdoses by meeting people where they are, delivering harm-reduction supplies (including naloxone), offering same-day access to treatment and medication for opioid use disorder (MOUD), and ensuring short- and long-term care navigation and follow-up.

In Fiscal Year 2025, HCAT continued to make measurable, life-saving impacts across Hampden County through the RRCT. The multi-agency initiative, led by the Hampden County Sheriff's Office and Hampden County District Attorney's Office, has emerged as a model of collaboration, bringing together law enforcement, health care providers, outreach workers, and treatment programs to combat addiction and save lives.

CORE FUNCTIONS

- Post-overdose outreach (72-hour follow-ups): Team members conduct rapid visits to individuals who have experienced a recent overdose to build rapport, provide harm reduction education, and offer immediate assistance and referrals.
- Same-day treatment access & warm handoffs: The RRCT leverages system relationships to get clients into detox, MOUD, or recovery center beds quickly — including same-day linkage when possible.
- Harm reduction distribution: Narcan (naloxone) distribution, resource packets on MOUD/detox/recovery services, and education for family/friends.
- Case management & ongoing navigation: After initial contact, the team provides or connects clients to case management, behavioral health evaluations, transportation to appointments and court if required, and follow-up outreach.
- Proactive "at-risk" referrals: The team accepts self-referrals and community referrals (family, law enforcement, partner agencies) to intervene before an overdose occurs.

HCAT FAST FACTS

Performance Highlights Since Inception

- **Total outreach attempts:** 2,235
- **Successful contacts made:** 1,344
- **Individuals assisted into treatment:** 231
- Between **June 2024 and June 2025**, the team successfully assisted **147 individuals into treatment**, demonstrating sustained momentum in addressing substance use disorders across Hampden County.

HAMPDEN COUNTY SHERIFF'S OFFICE

ALL-INCLUSIVE SUPPORT SERVICES

HAMPDEN COUNTY ADDICTION TASKFORCE: RAPID RESPONSE & CONNECTION TEAM

Mid-Year Data Comparison: Progress at a Glance

Critical Incident Management System data for January–June 2024 vs. January–June 2025:

Category	Jan-June 2024	Jan-June 2025	% Change
Fatal Overdose	52 (11%)	40 (8%)	-23%
Non-Fatal Overdose	291 (59%)	245 (52%)	-16%
At-Risk Referral	100 (20%)	150 (32%)	+50%
Behavioral Health Incident	48 (10%)	39 (8%)	-19%

KEY INITIATIVES DRIVING IMPACT

- Hospital Partnerships: Streamlining treatment access through collaboration with hospital social workers.
- In-Reach at Stonybrook Stabilization & Treatment Center: Supporting at-risk individuals preparing for discharge to ensure continuity of care and reduce chances of relapse.
- Homeless Outreach: Monthly outreach efforts connect individuals with treatment, resource packets, and Narcan training.
- Post-Overdose Interventions: Engaging individuals within 24–72 hours of an overdose to offer treatment options and family support.
- Family Resource Kits: Extending support to loved ones impacted by addiction.

DATA-DRIVEN, REAL-TIME RESPONSE

The team relies on the Critical Incident Management System (CIMS), a web-based tool developed by Kelley Research Associates and law enforcement, to track and map overdose data in real time. This innovative system enables rapid, county-wide responses and guides evidence-based decision-making.

ENHANCED COLLABORATION

Challenges around interagency data sharing have been resolved, resulting in smoother coordination and more effective intervention by the Rapid Response and Connection Team.

Together, HCAT and its partners remain committed to saving lives, reducing harm, and connecting individuals and families to critical resources in the fight against addiction.

HAMPDEN COUNTY SHERIFF'S OFFICE

HAMPDEN COUNTY CORRECTIONAL CENTER (MAIN INSTITUTION)



The Hampden County Correctional Center in Ludlow (Main Institution) is the central facility of the Hampden County Sheriff's Office. While it securely houses both pretrial detainees and sentenced individuals, as well as regional lock-ups for local police departments, its mission goes far beyond incarceration. The Main Institution is built around rehabilitation, accountability, and preparing people for long-term success once they return home.

The facility operates using a Unit Management/Direct Supervision model, meaning staff work directly within the 24 living units to foster communication, safety, and trust. Sentenced individuals participate in a structured weekly regimen that blends work assignments with evidence-based programs in education, anger management, employment readiness, victim awareness, and more.

A key part of Hampden County's approach is that reentry begins on day one. Upon arrival, each individual receives a comprehensive medical, mental health, and substance-use assessment conducted by clinicians, nurses, and behavioral health specialists. This full intake evaluation gives the Sheriff's Office a complete picture of a person's physical health, trauma history, behavioral health needs, and recovery challenges. With this information, staff create a personalized treatment and rehabilitation plan designed to address the whole individual – not just their criminal charge.

MI FAST FACTS

- 2,401 **Regional Lock-Up** intakes at the Main Institution in FY25.
- 132 **Student/Inmates** enrolled in **Adult Basic Education** in FY25, reflecting **117% of the target** total.
- 789 **Average Daily Population**

HAMPDEN COUNTY SHERIFF'S OFFICE

MAIN INSTITUTION

For those struggling with addiction, the facility operates a nationally recognized Medication-Assisted Treatment (MAT) program, offering medications like buprenorphine and methadone, along with counseling and recovery programming. This approach stabilizes individuals, reduces withdrawal and cravings, and supports meaningful, long-term recovery.

Beyond the walls, the Sheriff's Office maintains strong reentry and post-release supports, including the All-Inclusive Support Services (AISS) program and workforce initiatives that offer mentoring, job placement, housing assistance, and continuity of medical and behavioral health care. These services begin well before release, ensuring that people have a plan, a support network, and real opportunities waiting for them.

For those skeptical of the role corrections can play, the Main Institution demonstrates a different model: one that uses security as a foundation, not the goal. The real mission is to help people return to their families and communities healthier, more stable, and better equipped for success than when they arrived – strengthening public safety and the well-being of Western Massachusetts as a whole.

HEALTH SERVICES

Twenty-four-hour health services are offered at the Main Institution. Services continue to include medical, dental, and behavioral health, i.e. mental health and Medication-Assisted Treatment services. Our fully licensed Opioid Treatment Program (OTP) served an average of 395 people daily this past fiscal year. Other services we offer such as dental, orthopedic, physical therapy, ophthalmic, and radiology continued to encounter a steady flow with peaks of higher numbers over this fiscal year. Mental health services include both inpatient and outpatient care.

The department operates a regional Evaluation and Stabilization Unit (ESU), which incorporates respite care, a Mental Health Unit (MHU) and full outpatient mental health services. Our Evaluation and Stabilization Unit (ESU) saw a significant rise in mental health acuity, and our Mental Health Unit remained full with a sustained waiting list of folks needing to be placed there.

Our award-winning Public Health Model for Correctional Health Care, created by HCSO's Dr. Thomas Lincoln ensures people in our care and custody receive quality medical, mental health, and substance use treatment – and stay connected to care when they return home. The Public Health Model for Correctional Health Care has been replicated at institutions aiming to return individuals back to their communities healthier and better equipped to manage their physical and mental health than when they arrived.

MI FAST FACTS

- 17 **Student-inmates obtained a certification from the American Welding Society** in FY25
- 46 **Student-inmates earned ServSafe certification** in FY25 following 175 hours of instruction and training through our **Hospitality Culinary Arts Program**.

HAMPDEN COUNTY SHERIFF'S OFFICE

MAIN INSTITUTION



MI FAST FACTS

- **\$1,840,000 Expected economic impact** of the **Emerge Commercial Driver's License program**, which starts with signups at the MI, an expected **Return on Investment of 700%** over the cost of \$260,000.
- **51 Student-inmates** who earned **custodial management certification** in FY25 after completing a minimum 22 hours of the Cleaning Management Institute curriculum.

YORK STREET INDUSTRIES

Established in 1986 by the Hampden County Sheriff's Office and a team of community supporters, York Street Industries (YSI) is the Office's correctional industries program and a nationally recognized leader in jail-based workforce development. Over nearly four decades, YSI has evolved into one of the top programs of its kind in the country, combining public-sector manufacturing with meaningful vocational training.

More than a correctional industries operation, YSI serves as a bridge to employment, preparing returning citizens for successful reentry into their neighborhoods and communities. Participants gain hands-on experience and marketable skills in areas such as embroidery, silk screening, graphic design, upholstery, and light manufacturing – skills that translate directly to post-release employment opportunities.

YSI produces a wide range of goods and services for correctional facilities, municipalities, schools, nonprofits, and other public agencies, supporting both internal operational needs and external partners. In recent years, the embroidery operation has grown significantly, driving higher demand across the silk screening and graphic design divisions and expanding training opportunities for program participants.

Through its focus on skill development, accountability, and real-world work experience, York Street Industries plays a critical role in strengthening reentry outcomes while delivering high-quality products and services throughout Western Massachusetts and beyond.

HAMPDEN COUNTY SHERIFF'S WORKFORCE INITIATIVE

The Hampden County Sheriff's Workforce Initiative is an innovative, nonprofit program designed to empower justice-involved individuals, disenfranchised job seekers, and those experiencing homelessness by providing immediate, daily employment with same-day pay. Launched by Sheriff Nick Cocchi in early 2022, the initiative aims to promote personal growth, self-sufficiency, and social inclusion, ultimately leading to full-time employment and community reintegration. The Workforce Initiative focuses on:

HAMPDEN COUNTY SHERIFF'S OFFICE

MAIN INSTITUTION

WORKFORCE INITIATIVE (cont.)

- **Immediate Employment:** Offering daily jobs with same-day payment to support those in urgent financial need.
- **Skill Development:** Providing tailored vocational training for in-demand industries, ensuring participants possess the skills required by today's job market.
- **Holistic Support:** Addressing challenges like addiction, mental health issues, and housing instability through integrated services.
- **Community Reintegration:** Supporting justice-involved individuals in transitioning back into society and fostering economic independence.

Participants actively engage in community service projects, including supporting local organizations and preserving cultural landmarks, positively impacting the City of Springfield. The initiative builds capacity for local businesses and agencies, enhancing direct services to residents. As a nonprofit program under the Hampden County Sheriff's Charitable Foundation, the Workforce Initiative is committed to making a positive impact on unemployed workers through individualized strategies. It promotes personal growth, self-sufficiency, and social inclusion while fostering family, neighborhood, and community enrichment. The program provides immediate financial assistance, a track record of employment, and ongoing support to help participants transition to permanent positions.



EDUCATION

In FY25, the Hampden County Sheriff's Office Education Department continued to grow and strengthen its programming, building on the "Exemplary" rating earned during last year's Program Quality Review. A significant milestone was the successful continuation of the Adult Basic Education (ABE) grant (FY24–FY28), approved by the Department of Elementary and Secondary Education despite widespread program defunding nationwide. This confirmation reinforced HCSO's commitment to providing comprehensive educational and advising services to justice-involved individuals. Job readiness remained a central focus, supported by targeted supplemental offerings such as Math Boot Camp, ELA Prep, and Computer Academics. These small, cohort-based classes allowed for more individualized instruction and were consistently praised by students preparing for the GED. Enrollment goals were not only met but exceeded, with 132 students

HAMPDEN COUNTY SHERIFF'S OFFICE

MAIN INSTITUTION

EDUCATION (cont.)

enrolled in ABE programs—117% of the target and surpassing FY24 levels. ABE2 and ASE classes operated at full capacity. At the Main Institution, 18 students earned their GEDs, including one who scored in the mid-90th percentile nationally. Of the 327 total students served, 75 made measurable academic gains, advancing at least one Education Functioning Level and moving up to a higher class placement.



MI AUDITS

- **2023 Cycle 2:** Department of Corrections audit.
Result: The Main Institution had no “non-compliances” or physical plant deficiencies noted.
100% compliance.
- **November 2023:** Prison Rape Elimination Act Audit.
Result: Forty-five standards were assessed; 36 standards were met. **Nine standards exceeded the standard.**
100% compliance.
- **June 2024:** American Correctional Association Audit using the Adult Local Detention Facility standards, which included brand new standards related to Restrictive Housing.
HCSO was the first Sheriff's Office in the state to undergo the newest standards.
Result: 391 standards assessed. 391 standards found in compliance.
100% compliance.
- **2024 Cycle 3:** Department of Corrections audit.
Result: The Main Institution had no “non-compliances” or physical plant deficiencies noted.
100% compliance.

HAMPDEN COUNTY SHERIFF'S OFFICE

WESTERN MASSACHUSETTS REGIONAL WOMEN'S CORRECTIONAL CENTER



The Western Massachusetts Regional Women's Correctional Center (WCC), which opened in 2007 in Chicopee, Massachusetts, is the Commonwealth's newest purpose-built regional correctional facility exclusively for women. Operating as a centralized, multilevel security center, WCC serves Hampden, Berkshire, Franklin, Hampshire, and Worcester counties, as well as high-risk clients from across Massachusetts. Recently, WCC agreed to take more than 150 females from an Eastern Massachusetts correctional facility, doubling down on its regional design, which allows for the efficient consolidation of custody, programming, and clinical services in a modern facility, helping reduce duplication while maintaining consistent security standards and clear operational accountability.

WCC's day-to-day operations are grounded in evidence-based correctional practices that focus on managing risk, improving outcomes, and supporting measurable reductions in recidivism. From intake forward, standardized assessments and validated risk and needs tools are used to guide housing decisions, supervision levels, and program placement. This ensures that resources are applied where they are most effective, supports institutional safety, and promotes consistency across operations.

WCC FAST FACTS

Annual operational cost
\$25 million

Dedicated state funding
\$5 million

Shortfall covered by
HCSO main budget
\$20 million

Average Daily Population
164

HAMPDEN COUNTY SHERIFF'S OFFICE

WESTERN MASSACHUSETTS REGIONAL WOMEN'S CORRECTIONAL CENTER

The center offers a full continuum of services, including education, vocational training, cognitive-behavioral programming, recovery support, and therapeutic interventions. These services are coordinated across custody, program, and clinical staff to reduce service gaps and improve continuity of care. The use of trauma-informed and gender-responsive practices has also helped stabilize the facility environment, improve program engagement, and support safer conditions for both residents and staff.



From a governance and compliance standpoint, WCC demonstrates strong internal controls, clear policies, and an ongoing focus on risk management. During the most recent accreditation audit conducted by the American Correctional Association – part of the rotating audit cycle across all Hampden County Sheriff's Office facilities – WCC achieved a 100 percent compliance score across both mandatory and non-mandatory standards. This result reflects consistent leadership oversight, thorough staff training, and disciplined execution of established standards.

Overall, WCC's emphasis on structured programming, coordinated service delivery, and informed decision-making supports cost efficiency and long-term system stability. By focusing on interventions that address the underlying drivers of incarceration and by preparing individuals for successful reentry, the center helps reduce repeat involvement with the justice system while strengthening public safety outcomes across the Commonwealth.

WCC FAST FACTS

- 766 **Regional lock-ups** from across the Commonwealth, a **33% increase** from FY24.
- 17,965 **Medical Wellness Checks** on new intakes, reflecting a **163% increase over last year**.
- 202 **WCC student/inmates** enrolled in Adult Basic Education and Adult Secondary Education levels, **30% more** than FY24 and **triple the number** of two years ago.
- 161 **WCC inmate/students** enrolled in digital literacy classes, **an 80% increase** from FY24

HAMPDEN COUNTY SHERIFF'S OFFICE

WESTERN MASSACHUSETTS REGIONAL WOMEN'S CORRECTIONAL CENTER

INTAKE/CLASSIFICATION/TRANSPORTATION

Continuing the upward trend of the previous three years, the WCC admitted 1,830 new intakes including 766 regional lock-ups (RLU) from across the Commonwealth. RLU intakes were 33 percent higher than FY24. Intake remains operationally busy seven days a week on all three shifts, with 47 percent of RLU bookings occurring in the evening and 45 percent on the overnight shift. As well, there were 8,596 visual searches conducted in Intake by our female officers, a 12 percent increase over FY24.

HEALTH SERVICES

At WCC, health care is delivered through a multi-disciplinary, trauma-informed, and gender-responsive model. The facility is accredited by the National Commission on Correctional Health Care. From intake, women undergo comprehensive assessments to identify medical, mental health, and substance use needs.

The Mental Health Services team works closely with security and corrections staff to manage risk and provide ongoing treatment. Mental health clinicians provide diagnostic evaluations, crisis interventions, medication management, and supportive counseling. If someone requires inpatient or intensive care, they may be transported to a nearby medical center.

Health care programming is fully integrated into WCC's gender-responsive treatment model, which addresses trauma, addiction, mental health, parenting, and economic challenges. By combining secure operations with robust clinical care, WCC ensures that women's health needs are met in a way that supports their recovery and successful reentry to the community.

In FY25, we added a full complement of EMTs who assisted nursing in completing 17,965 Medical Wellness Checks on new intakes, reflecting a 163% increase over last year. With these thorough assessments, ER visits remained steady at 256, and medical emergencies increased 154 percent from 118 to 182, reflecting what corrections is seeing throughout the Commonwealth: a population that is unhealthier and more addicted to substances than ever.

TREATMENT PROGRAMMING

The addition of new Program Managers to our leadership team has been the catalyst to swift and effective growth in our treatment program offerings and the overall collaboration between Housing, Programming, and Education.



HAMPDEN COUNTY SHERIFF'S OFFICE

WESTERN MASSACHUSETTS REGIONAL WOMEN'S CORRECTIONAL CENTER

TREATMENT PROGRAMMING (cont.)

The vision to implement additional treatment programming to better address concerns such as domestic violence, interpersonal effectiveness, and substance use and expand short-term programming (4 weeks or less) are already proving successful with the addition of the DBT Skills Training Program, Seeking Safety Program, Rewire: CBT, and the soon to launch STOP: Intimate Partner Violence Program, which will be the first time this program is offered to women. To improve attendance and strengthen program oversight, a Program Support Officer role was introduced, focused specifically on promoting accountability and consistent participation.

EDUCATION PROGRAMMING

In FY25 there was a notable increase in student enrollment, particularly at the Adult Basic Education (ABE) and Adult Secondary Education (ASE) levels, where 202 students participated, representing a 30 percent increase from FY24 and tripling the enrollment numbers from just two years ago. Digital literacy courses also saw substantial growth, with 161 students enrolled, reflecting an 80 percent increase from the previous fiscal year. The facility's library remained a vital resource, with a total of 1,868 recorded visits over the course of the year.



WCC:
**PREPARING INMATES
FOR REENTRY**

OSHA 10 Training Program

- **11 student/inmates** received an official OSHA Card issued by the Department of Labor and a Certificate of Completion.

Pre-Employment Training Program

- **35 student/inmates** completed the PETP2/**Employment Readiness program**, conducted in collaboration with AISS staff.
- **50 inmates** worked with MassHire staff to create a **professional resume**.

Education Programming

- **39 inmates** participated in **Financial Literacy class**
- **83 inmates** participated in independent **college level work** in lab
- **12 inmates** completed the new **Mother/Child Reading Program**
- **16 inmates** completed the **Transition to College Math course**



HAMPDEN COUNTY SHERIFF'S OFFICE

WESTERN MASSACHUSETTS REGIONAL WOMEN'S CORRECTIONAL CENTER

VOCATIONAL PROGRAMMING/ PRISON INDUSTRIES

There was a 39 percent increase in total inmate hours worked in FY25 compared to FY24, commensurate with an increase of worker referrals and available inmate workers. There was a 61 percent increase in total projects completed. To reduce the high demand for laundry bag replacements throughout the HCSO, we received new equipment, allowing WCC-Prison Industries (PI) to become more self-sufficient by fully assembling laundry bags on site. Due to staffing constraints and a waiting period for the approval of new OSHA cards, we facilitated OSHA-10 training for only 20 participants. Providing staff coverage for WCC-PI while our instructor is teaching would help minimize PI operation shutdowns and increase classroom instructional time. Additionally, our instructor continues to coordinate Pre-Employment Training Program 2, serving 52 participants, and oversees resume writing sessions with MassHire, with 50 participants.

TRAINING, STANDARDS, & PREA

The Standards Manager led a successful year of audits for the WCC and all HCSO areas. Throughout the year, the WCC administrative team tackled a comprehensive review and rewrite of all post orders utilizing key officers in the process to ensure this critical learning tool matches operations, and we will continue to tackle this issue. The turnover at all levels in all positions presents a challenge to forge a new approach to training and succession



HAMPDEN COUNTY SHERIFF'S OFFICE

WESTERN MASSACHUSETTS REGIONAL WOMEN'S CORRECTIONAL CENTER



TRAINING, STANDARDS, & PREA (cont.)

planning for our trainers and supervisors that must be both comprehensive and efficient.

FOOD SERVICES

Manager Elaine Agosti oversaw the delivery of 186,412 meals served, as well as the hiring and supervision of 150 inmate workers throughout the year. Thirty of the workers continued with culinary training and worked in the 701 Grille. Food Handler Jena Landry facilitated 6 cycles of the Servsafe Program with a passing rate of 85.71 percent. The 701 Grill culinary program and staff continue to be a standout in food services department-wide, providing special event catering for tour groups and visitors. Total FY25 register sales was \$55,024.

FACILITY MAINTENANCE

The Support Services team continues to balance the routine daily maintenance while tackling larger “all hands on deck” projects throughout the year. The total number of maintenance requests rose slightly from 1,195 to 1,292 in FY25. The Support Services team ran over 24,000 feet of cable throughout the facility, installed dozens of brackets for the Wi-Fi hot spots and escorted the vendors until the completion of this project.

WCC AUDITS

- **January 2022:** American Correctional Association audits for Adult Local Detention Facility (ALDF) and Adult Community Residential Services (ACRS).
Result: 230 ACRS standards assessed. 230 ACRS standards found in compliance. 354 ALDF standards assessed. 354 ALDF standards found in compliance.
100% compliance.
- **November 2022:** Prison Rape Elimination Act Audit.
Result: Forty-five standards were assessed; 36 standards were met.
Nine standards exceeded the standard.
100% compliance.
- **2023 Cycle 2: Department of Corrections audit.**
Result: The WCC had no “non-compliances” or physical plant deficiencies noted.
100% compliance.
- **February 2025:** American Correctional Association Adult Local Detention Facility audit.
Result: 357 standards assessed. 357 standards found in compliance.
100% compliance.

HAMPDEN COUNTY SHERIFF'S OFFICE

WESTERN MASSACHUSETTS RECOVERY AND WELLNESS CENTER



The Western Massachusetts Recovery & Wellness Center (WMRWC) in Springfield is a co-ed, minimum-security residential treatment facility operated by the Hampden County Sheriff's Office. It began as the Western Massachusetts Correctional Alcohol Center in 1985 to serve people convicted of multiple drunk-driving offenses. Over time, the center evolved to meet broader public health needs, including the opioid crisis, and under Sheriff Nick Cocchi, it became a holistic, evidence-based recovery facility focused on substance use treatment, personal development, and successful community reentry.

Today, WMRWC houses minimum-security justice-involved women and men, primarily from Worcester west, but also serves individuals from across the Commonwealth. The center also accepts Department of Corrections step-down clients and Federal Prison step-downs, providing a structured environment that bridges incarceration and community reintegration. The program follows an integrated, step-down model of treatment, recovery, education, community service, employment, fellowship and community engagement. During their stay, individuals receive substance use disorder counseling, case management, individual therapy, psychiatric care, and participation in 12-step or similar recovery programs.

WMRWC FAST FACTS

Annual operational cost	\$10 million
Dedicated state funding	\$0
Average Daily Population	95

HAMPDEN COUNTY SHERIFF'S OFFICE

WESTERN MASSACHUSETTS RECOVERY AND WELLNESS CENTER

Guided by a recovery-oriented, holistic philosophy, WMRWC prioritizes dignity, accountability, and long-term wellness. Its comprehensive approach and emphasis on reentry have made it a model institution for reducing recidivism and supporting meaningful, sustained recovery for justice-involved individuals throughout Western Massachusetts.

TREATMENT, EDUCATION, & VOCATIONAL SERVICES

WMRWC expanded its recovery-based programming, including Phase 1 education, Reflections Group, and specialized women's initiatives such as Self-Esteem Boston and the RISE UP Program. Recovery Theater and community-based programs enriched residents' experience, while partnerships with AA, NA, clergy, and peer mentors strengthened supports. Clinical staff expanded case management, supervision, and evidence-based group facilitation, while a weekly Clinical Team meeting structure strengthened treatment coordination. Educational programs enrolled more than 120 residents across GED, culinary arts, and ESOL classes, with multiple GED and Digital Literacy certificates awarded. Vocational pathways with MassHire and community employers created structured reentry opportunities.

MENTAL HEALTH AND MEDICAL SERVICES

The Psychiatric Medication Clinic doubled in frequency, improving access and reducing waitlists. Mental health awareness programming reduced stigma and encouraged dialogue. Medical services provided over 1,700 sick call visits, and comprehensive care for chronic conditions, while maintaining NCCHC and ACA standards. Medication-Assisted Treatment (MAT) supported approximately 40 percent of residents.

WMRWC FAST FACTS

- 20,000+ **Hours of service** delivered by 16 Community Engagement and Restitution work crews.
- 34 **WMRWC residents** who secured Pre-Release status and **jobs**.
- 50 Average number of residents throughout the year with open **Mental Health Services** cases.
- 138 **Residents** enrolled in **Medication for Opioid Use Disorder** program.

All FY25 statistics



HAMPDEN COUNTY SHERIFF'S OFFICE

WESTERN MASSACHUSETTS RECOVERY AND WELLNESS CENTER



SECURITY AND ACCOUNTABILITY

Security staff upheld a holistic model that reinforced treatment goals. SAVR groups, Struggle Well training, and disaster drills strengthened both staff wellness and safety preparedness. FY25 audits, including PREA, DOC, and BOP, all achieved 100% compliance. Equipment upgrades, fleet replacement needs, and expanded training initiatives were prioritized for FY26. Recognition events honored officers' dedication to the culture of recovery.

COMMUNITY ENGAGEMENT AND RESTITUTION

Sixteen work crews delivered over 20,000 hours of service across Western Massachusetts, contributing to parks, housing, schools, and civic events. Special initiatives included Memorial Day flag placement at Agawam Veterans Cemetery, Spirit of Springfield support, and Camp Moses retreats. Restorative justice efforts expanded through the Community Accountability Board and Collaborative Resolution Group mediation services. Family engagement events, including orientations and game nights, reinforced connections vital for long-term recovery.

CLIENT SUCCESS AT WMRWC

Resident Emmanuel Soto initially believed his time in the Day Reporting Program (DRP) would be restrictive, expecting to request permission frequently for community activities. Over time, however, he recognized the value of structure and opportunity within the program. He now focuses on working, maintaining his cars, and spending time with his family. His growth has been evident through his work performance at J. Polep, where he has earned:

- *Employee of the Month*
- *Employee of the Quarter*
- *The prestigious Shining Star Award (Employee of the Year)*

Staff who had previously supervised Soto in housing units described his transformation as “remarkable,” noting that he now demonstrates maturity, a strong work ethic, and a greater sense of peace with himself.

Coincidentally, Sheriff Cocchi visited Soto's home during an investigation into a tragic accident where a car entered the Connecticut River right by his residence. The Soto family not only called 911 but also attempted to assist the victim. This action reflected their strong sense of community responsibility and highlighted the positive changes achieved through DRP participation.

HAMPDEN COUNTY SHERIFF'S OFFICE

WESTERN MASSACHUSETTS RECOVERY AND WELLNESS CENTER

DAY REPORTING, PRE-RELEASE, AND REENTRY

The Day Reporting Program achieved a 96 percent success rate, supported by GPS tracking, supportive interventions, and accountability measures. Thirty-four residents secured Pre-Release status, gaining employment with local businesses. Reentry partnerships with county agencies, MassHire, and community-based providers supported transition planning and continuity of care post-release.

FOOD SERVICE AND MAINTENANCE

The Food Service Department prepared nearly 96,000 meals, expanded resident work opportunities, and participated in community events such as the World's Largest Pancake Breakfast. Maintenance staff ensured facility upkeep, vendor coordination, and audit readiness, while training residents in safety and custodial skills.

GOALS AND CONCLUSION

FY24 accomplishments included program expansion, staff training, and increased volunteer partnerships. FY25 goals focused on enhancing Phase 1 programming, expanding gender-specific and family supports, increasing staff wellness resources, and achieving audit excellence. WMRWC enters FY26 with a clear commitment to advancing recovery, strengthening reentry outcomes, and maintaining its role as a leader in correctional rehabilitation.

WMRWC AUDITS

- **June 2023:** American Correctional Association audit using the Adult Community Residential Services standards. **Result:** 240 standards assessed. 240 standards found in compliance. **100% compliance.**
- **2023 Cycle 2:** Department of Corrections audit. **Result:** WMRWC had no “non-compliances” or physical plant deficiencies noted. **100% compliance.**
- **2024 Cycle 3:** Department of Corrections audit. **Result:** WMRWC had no “non-compliances” or physical plant deficiencies noted. **100% compliance.**
- **November 2024:** Prison Rape Elimination Act Audit. **Result:** Forty-one standards were assessed; 37 standards were met. **Four standards exceeded the standard.** **100% compliance.**



HAMPDEN COUNTY SHERIFF'S OFFICE

STONYBROOK STABILIZATION & TREATMENT CENTER



The Stonybrook Stabilization & Treatment Center (SSTC) is a Massachusetts Department of Public Health-approved facility operated by the Hampden County Sheriff's Office to provide treatment – not punishment – for men civilly committed under Section 35. When Sheriff Nick Cocchi opened the center in May 2018, it more than doubled the number of inpatient treatment beds in Western Massachusetts, filling a critical gap in regional addiction services.

SSTC delivers evidence-based treatment, including medically supervised withdrawal management, Medication-Assisted Treatment, intensive therapeutic groups, individual counseling, mental health services, and trauma-informed recovery programming. Clients receive full medical and behavioral health assessments at intake, and treatment teams develop individualized plans that focus on long-term stability and safety. With approximately 90 percent of clients also presenting with an active mental health case, our treatment of co-occurring disorders remains a core component of our approach and a major driver of our success.

With an average stay of more than 50 days, the center provides the time and structure needed for meaningful recovery work. Family involvement, consistent clinical engagement, and strong discharge planning ensure that individuals leave with the support networks and continuing care

SSTC FAST FACTS

- 736 **Clients admitted** in FY25 – 699 civilly committed, 20 admitted to the Angel Program from the community, 17 admitted to the Angel Program following expiration of their civil commitment.
- 742 **Clients discharged** in FY25, including 703 civil commitments and 39 who were Angel participants.

HAMPDEN COUNTY SHERIFF'S OFFICE

STONYBROOK STABILIZATION & TREATMENT CENTER

connections they need to sustain progress. Stonybrook has become a cornerstone of the Sheriff's Office's treatment-first philosophy, offering a humane, effective model that strengthens both individuals from across the Commonwealth and the Western Massachusetts community.

GROUP AND INDIVIDUAL SUPPORT

SSTC offers up to 10 groups daily, seven days a week, for each client in our care. We offer groups on a variety of topics to address substance use and recovery, mental health, physical and spiritual wellness, and positive recreation such as Animal-Assisted Treatment. Clients participate in weekly individual counseling sessions with a Recovery Specialist, as well as individual sessions with a Mental Health Clinician when co-occurring services are clinically indicated. Clients who experience significant mental health or medical concerns reside on the North Unit, where additional support is provided in the form of meetings with Mental Health Counselors and/or medical rounds with the Nursing Supervisor and Primary Nurse. We continue to collaborate as a multidisciplinary team, taking a whole person approach to treatment.



CLIENT SUCCESS AT SSTC:

Keith, SSTC client, in his own words:



"I was a big drug user, needed help, so I talked to a few people in the Holyoke District Court, and they helped me get sectioned. **Helped save my life.** ... I was doing heroin, cocaine on a daily basis ... definitely needed the help. The first week was a little tough. I went in, I had to detox myself, with their help. After that, it was just trying to get healthy again. It took a while to be able just to walk around without getting tired, **but with the food, hydration was big, medical – everything came together and helped me out.** ... I was in the section in Ludlow for 26 days, then I was in Mill Street for I think two weeks, and then I went over to the Foundation side for another three weeks because **I didn't want to go back to the streets, so it was good that I was there.** ... It's a daily battle, but you know, **if help wasn't there, who knows where I'd be.**"

HAMPDEN COUNTY SHERIFF'S OFFICE

STONYBROOK STABILIZATION & TREATMENT CENTER



CLIENTS SERVED

During FY25, SSTC had the opportunity to provide treatment to 736 people. The population we serve often presented with legal, medical, and mental health concerns. During FY25, 538 people were transported to courts throughout the Commonwealth to attend hearings, and 221 remote court hearings were facilitated in the program. Staff responded to 52 medical emergencies and there were 176 hospital visits accounting for 456 days that SSTC patients spent at the hospital. Our medical staff conducted 12,250 clinic visits and 5,579 sick call visits. To ensure appropriate follow-up medical care was provided, clients were transported to 169 medical appointments in the community. Certified Nursing Assistant services were implemented for two clients. Our mental health team completed 643 initial mental health assessments and 382 Opioid Treatment Program assessments. They conducted 1,743 follow-up mental health visits with clients and completed 404 Individual Treatment Sessions. There were 59 clients admitted to the Emergency Services Program, 29 open for Department of Mental Health services, and two discharged to Section 12 commitments.

SSTC AUDITS

December 5, 2022: The **Department of Public Health**, Bureau of Substance Addiction Services **approved the initial application** for the Stonybrook Stabilization & Treatment Center to provide 24-Hour Diversionary Withdrawal Management and Clinical Stabilization Services to individuals who have been civilly committed pursuant to M.G.L.c. 123 section 35 in accordance with M.G.L.c.111E Section 7. **HCSO demonstrated substantial compliance** with applicable provisions of 105 CMR 164.000 et seq. The approval indicates that the SSTC is authorized to provide care and treatment for a person with an alcohol or substance use disorder, and therefore is approved by DPH within the meaning of G.L.c. 123, section 35.

January 31, 2025: The **Department of Public Health**, Bureau of Substance Addiction Services **renewed its approval of the SSTC** for a period of two years.

November 20, 2025: The SSTC Food Services Department underwent a **Food Establishment Inspection**. The **SSTC Food Services Department received a score of 99/100**.

HAMPDEN COUNTY SHERIFF'S OFFICE

STONYBROOK STABILIZATION & TREATMENT CENTER

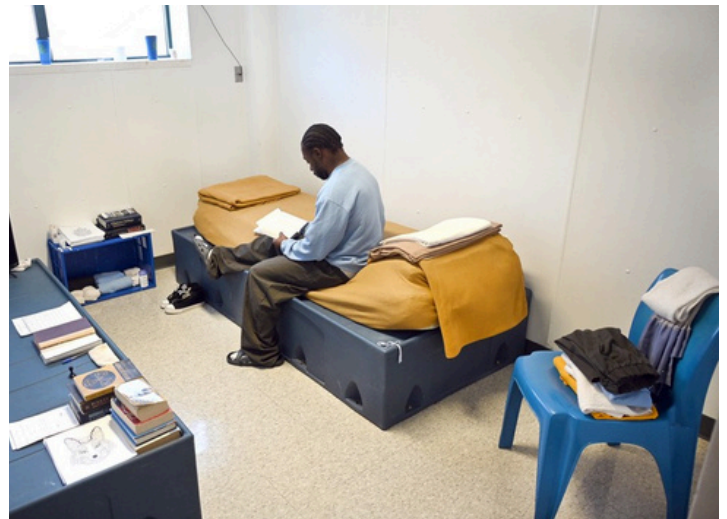


CLIENT SUCCESS AT SSTC:

Roberto, SSTC client, in his own words:



“Well, on November 1st, I was drinking and drugging, and I passed out, OD’d, and **I died for two minutes. But that didn’t really stop me.** What did stop me was the second time. It was November 3rd that I passed out again, and this time **I ended up in the hospital.** I just got scared and said I really need professional help, and that’s how **I ended up going through the court and asking for help. ... With the help I got in Section 35,** they were explaining what to do and how to get over things. ... **The classes they give, they develop so many good things,** that we just start filling day by day with positives. ... **The only hope that I had was Section 35, and they saved my life.”**





Section 2

Regional Lock-Ups

HAMPDEN COUNTY SHERIFF'S OFFICE

REGIONAL LOCK-UPS

The Hampden County Sheriff's Office plays a critical but often overlooked role in public safety by serving as the regional lock-up for communities across Western Massachusetts. Every day, local police departments rely on us to accept individuals held on safe-keep status – people who have been arrested but not yet convicted of any crime, and who require secure housing until they can be brought before the court. Once they arrive at our facility, each person receives immediate attention from our full-time medical and mental health staff. They undergo a health and mental health screening, are stabilized if they are in crisis, and are provided safe housing, meals, supervision, and transportation to and from courts throughout the region.

Many of the people brought to us are in an extremely vulnerable condition. A significant number are actively detoxing from substance use at the time of arrest, while others struggle with untreated chronic health issues or acute mental health needs. For these individuals, our facility is unquestionably the safest environment they can be in. With 24/7 clinical coverage, on-call psychiatric services, and a robust mental health team, we are uniquely equipped to manage medical complications, withdrawal symptoms, behavioral crises, and the instability that often accompanies sudden incarceration.

FY25 REGIONAL LOCK-UP FAST FACTS

3,177: Total Regional Lock-Ups

2,401: RLUs at Main Institution

776: RLUs at Women's Correctional Center

Top Four Agencies

Springfield: 1,110

Holyoke: 469

Mass. State Police: 342

Chicopee: 335



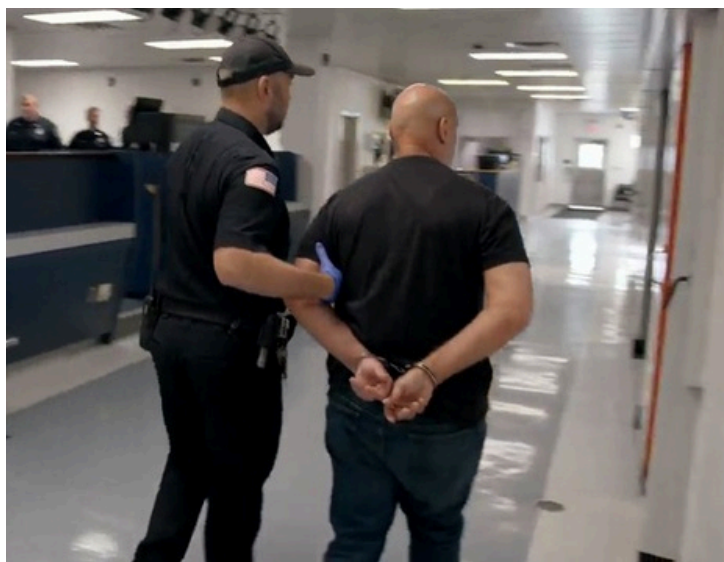
HAMPDEN COUNTY SHERIFF'S OFFICE

REGIONAL LOCK-UPS

Local police lock-ups simply do not have the staffing, medical capabilities, or infrastructure to provide this level of care.

Yet despite the essential nature of this work and the significant cost associated with it – staffing, medical care, transportation, food, and secure housing – the Commonwealth does not count regional lock-up populations on its official inmate and jail-count dashboard. Because these individuals fall outside the state's reporting categories, the burden absorbed by the Hampden County Sheriff's Office remains largely invisible in statewide data and funding considerations.

Nevertheless, our willingness to accept, stabilize, and transport these vulnerable individuals ensures that local police departments can operate safely, courts can function efficiently, and people who are not yet convicted of any offense receive humane care during one of the most precarious moments of their lives. This quiet but essential service is a cornerstone of community safety across the region.



The background of the slide features a large, semi-transparent seal of the Hampden County Sheriff's Office. The seal is a shield-shaped emblem with a five-pointed star in the center. The word "SHERIFF" is arched across the top, and "HAMPDEN COUNTY" is arched across the middle. At the bottom, the word "MASSACHUSETTS" is arched. The central star contains a smaller shield with a figure holding a scale and a sword. The words "COMMITMENT TO COMMUNITY" and "DEDICATION TO EXCELLENCE" are written around the inner circle of the star.

Section 3

Health Services

Mental Health Services

HAMPDEN COUNTY SHERIFF'S OFFICE

HEALTH SERVICES / MENTAL HEALTH SERVICES

The Hampden County Sheriff's Office Health Services Department continued to provide comprehensive health services within each facility's medical department during Fiscal Year 2025. Twenty-four-hour health services are offered at the Main Institution (MI) in Ludlow, the Western Massachusetts Regional Women's Correctional Center in Chicopee (WCC), and the Stonybrook Stabilization & Treatment Center (SSTC) in Ludlow. Seven-day-a-week medical services are offered on the first shift at the Western Massachusetts Recovery and Wellness Center (WMRWC) in Springfield. Services continue to include medical, dental, and behavioral health (mental health) and Medication-Assisted Treatment (MAT) services.

Our fully licensed Opioid Treatment Program (OTP) continued to serve an average of 395 people on a daily basis this past fiscal year.

Other services we offer such as dental, orthopedic, physical therapy, ophthalmic, and radiology continued to encounter a steady flow, with peaks of higher numbers over this fiscal year compared to the previous one.

Mental health services include both inpatient and outpatient care. The department operates a regional Evaluation and Stabilization Unit (ESU), which incorporates respite care, a Mental Health Unit (MHU), and full outpatient mental health services. Our Evaluation and Stabilization Unit (ESU) saw a significant rise in mental health acuity, and our Mental Health Unit remained full with a sustained waiting list of folks needing to be placed there. It should be acknowledged that the department continued to see high acuity in both medical and behavioral health. Over the last year, the Health Services Department has maintained an average of 260 employees that are state, contract or grant based.

HEALTH SERVICES FY25 FAST FACTS

- 52,521 **Wellness assessment checks** at all facilities.
- 45,502 **Sick call visits** at all facilities, a **15% increase** from FY24 and a **38% increase** from FY23.
- 2,334 **Opioid Treatment Program** patients by booking, an **8% increase** over last year and a **24% increase** from FY23.
- **More than 21% (493 of 2,334)** of Opioid Treatment Program patients booked at HCSO **were from outside Hampden County.**
- **66.42% (178 of 268)** of Evaluation and Stabilization Unit admissions to the Western Massachusetts Regional Women's Correctional Center **were from outside Hampden County.**

HAMPDEN COUNTY SHERIFF'S OFFICE

HEALTH SERVICES / MENTAL HEALTH SERVICES

WELLNESS ASSESSMENT CHECKS

The wellness assessment checks are a benefit to the population we serve. While this endeavor was initiated in March 2024, it has continued to blossom. On initial implementation, the department adopted the Bureau of Justice Assistance guidelines, which are strict guidelines allowing for the observation of individuals who have a high potential for withdrawal for the first 72 hours of their stay and up to seven days. In addition to those who may be withdrawing, it allows for an additional set of eyes on all newly incarcerated or detained individuals who may not be experiencing withdrawal. The assessments include observation, physical assessments and a set of survey questions that are done at consistent intervals. This ultimately allows for earlier intervention to occur in our acutely ill population. Documented wellness assessment checks are a direct representation of how the Health Services Department is working to prevent poor patient outcomes.

EDUCATION, TRAINING AND QUALITY IMPROVEMENT

The area of health training and education encompasses all aspects of the Hampden County Sheriff's Office. Our award-winning Public Health Model is presented to all new employees, cadets, volunteers, and visitors. We also provide yearly medical training to staff at all facilities through our mandatory Continuing Education Trainings (CET). The health services staff shepherded area college and university students in a variety of disciplines through clinical hours at our facility. This is done not only to enhance the education and development of those students, but also to enhance and cultivate the

Continued on Page 42



HAMPDEN COUNTY SHERIFF'S OFFICE

HEALTH SERVICES / MENTAL HEALTH SERVICES

PUBLIC HEALTH MODEL FOR CORRECTIONAL HEALTH CARE

Incarcerated individuals experience disproportionately higher rates of infectious and chronic diseases, substance use, mental illness and trauma than the general population. The justice-involved are also overwhelmingly poorer, less educated and more likely to be persons of color than the general population. Since the majority of these individuals are eventually released back to their communities, interventions to address their health and mental health problems present opportunities to improve public health and safety overall.



The Hampden County Sheriff's Office's Public Health Model for Correctional Health Care values wellness, treatment of disease, prevention of illness, and access to care during and after incarceration. Created by Dr. Thomas Lincoln, a primary care physician at Baystate Brightwood Health Center in Springfield who serves as the medical director for the Hampden County Sheriff's Office, this health care model is based on community standards and establishes close linkages with providers in the communities to which inmates return. Providers are dually based at the correctional facility and in the community, which allows for substantial collaboration and communication between corrections and health care professionals.

In short, the justice-involved population gets community-level professional medical and mental health care while incarcerated, and we work to have a seamless transition to continue that care in the community post-release.

The public health model benefits inmates whose health problems have often gone unaddressed in the community. For many, it is the first time they have received adequate health care from a caring group of providers. The commitment to continue their care is evidenced by the high rate of inmates who keep their medical appointments after release.

HAMPDEN COUNTY SHERIFF'S OFFICE

HEALTH SERVICES / MENTAL HEALTH SERVICES

PUBLIC HEALTH MODEL (cont.)

The Public Health Model for Correctional Health Care has won national awards and has been replicated at institutions aiming to return individuals back to their communities healthier and better equipped to manage their physical and mental health than when they arrived.



Dr. Thomas Lincoln

Dr. Lincoln, who is also an Associate Professor of Medicine at the University of Massachusetts Medical School, was named the recipient of the 2021 W. Lester Henry Award for Diversity, Equity and Inclusion, given out by the American College of Physicians. Established in 2008, the award is granted for outstanding accomplishments in advancing diversity, inclusion, and equity in the health care workforce, and/or improving health equity for people with historically marginalized group identities. In 2025, Dr. Lincoln was honored with the BusinessWest & Healthcare News Healthcare Heroes Lifetime Achievement Award.

His work to establish the Public Health Model of Correctional Health has touched untold numbers of lives as correctional institutions across the country have adopted it to help inmates in their care and connect them with health care services right where they live upon release. In essence, this model has worked to inject equity into a health care system that can create good results for some and fails others entirely.

“Dr. Lincoln’s push to create a system where incarcerated individuals can get quality medical treatment as if they had great insurance coverage has changed the lives of countless individuals and families for the better,” said Sheriff Nick Cocchi. “Many people who come to us are battling a range of health-related issues that were neglected for some time or never addressed. Quality medical, mental health and substance use disorder treatment in our custody paired with making those connections for the inmate in the community where they live upon release ensures that people are healthier and live longer, quality lives after their time in custody. That uplifts the entire community in one way or another.”

HAMPDEN COUNTY SHERIFF'S OFFICE

HEALTH SERVICES / MENTAL HEALTH SERVICES

EDUCATION, TRAINING AND QUALITY IMPROVEMENT (cont.)

hiring pool of potential employees.

The Continuous Quality Improvement (CQI) program is a deliberate and defined process that seeks to assess the quality of care provided to the population as well as improve patient outcomes. Processes are data driven and are a continuous effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality for HCSO's Health Services operations. The CQI committee meets quarterly to evaluate ongoing CQI studies, as well as review items referred to the committee. Each CQI study aids in the development of improved practices positively affecting patient outcomes, staff processes, or both, while also satisfying audit standards. Over FY25, the department initiated three new CQI studies, all of which were process studies.

MENTAL HEALTH SERVICES OVERVIEW

Forensic Mental Health Services at HCSO is composed of inpatient and outpatient services, as well as housing units specialized for those living with chronic serious mental illness. Mental Health Services assist with and is a vital part of correctional operations and management of justice-involved individuals, as well as serving those with mental health and substance use disorders at the Stonybrook Stabilization & Treatment Center. Mental Health staff continues to be part of the multidisciplinary team that continues to assist with client stabilization, unit management, reentry, and staff development.

MENTAL HEALTH OUTPATIENT SERVICES

HCSO provides care to justice-involved individuals in the living units at the Main Institution, WCC, and WMRWC, and the clients at Stonybrook Stabilization & Treatment Center. Those formally opened for mental health services meet with a clinician routinely for ongoing counseling and support. If they are prescribed or need psychotropic medications, they will meet with a prescriber for medication monitoring and adjustments as clinically indicated. Individuals can be referred to mental health services anytime during their stay via a request form, non-emergency referral, or an emergency referral.

HEALTH SERVICES FY25 FAST FACTS

- **772 Evaluation and Stabilization Unit admissions** to the Main Institution and Western Massachusetts Regional Women's Correctional Center.
- **79, 64, 56, 88** Average **percentage of outpatient inmates** at the WCC, Main Institution, Western Massachusetts Recovery and Wellness Center, and Stonybrook Stabilization & Treatment Center, respectively, **with an open mental health case.**
- **779 Opioid Treatment Program patients** who received the Bureau of Substance Addiction Services required education – **a 65% increase from FY24.**

HAMPDEN COUNTY SHERIFF'S OFFICE

HEALTH SERVICES / MENTAL HEALTH SERVICES

MENTAL HEALTH INPATIENT SERVICES

The Evaluation and Stabilization Units (ESUs) are maximum security psychiatric inpatient units. These units provide different levels of care to those experiencing acute mental health symptoms that are hindering their ability to function in general population. Individuals admitted to the inpatient units receive ongoing support from Mental Health Counselors, evaluations from Mental Health Clinicians, and a treatment plan specifically tailored to address symptoms that led to their admission to the unit. This support is in addition to regular medication evaluations made in the daily Treatment Team meeting. Treatment is designed to be a collaborative approach to patient care and includes the patient, prescriber, nurse, and a mental health supervisor or clinician. At the MI there are 15 admission beds and 16 respite and step-down beds.

At the WCC there are 11 admission beds that can also be utilized for respite services. At SSTC there are designated beds within the North Unit for Evaluation Stabilization Program (ESP) needs.

The ESUs at HCSO serve as regional inpatient units to other correctional facilities within the five counties from Worcester west.

MENTAL HEALTH UNITS

Mental Health Units (MHUs) are living units for justice-involved individuals with chronic and persistent serious mental illness who meet the criteria for DMH level of care and/or consistently have difficulty functioning in a general population unit. The MHUs give the clients increased support and treatment while allowing them to maintain general population status, as well as quick identification when an individual begins to decompensate. There are 39 rooms at the MI and 12 at the WCC; most are single beds due to client functioning. At SSTC, there are designated beds within the North Unit for those clients who meet the criteria for DMH level of care and/or consistently have difficulty functioning due to their mental illness and need extra support.

HEALTH SERVICES ACCREDITATION

The department is accredited by the **National Commission on Correctional Health Care** and **American Correctional Association** as well as certified by the **Massachusetts Department of Public Health**.

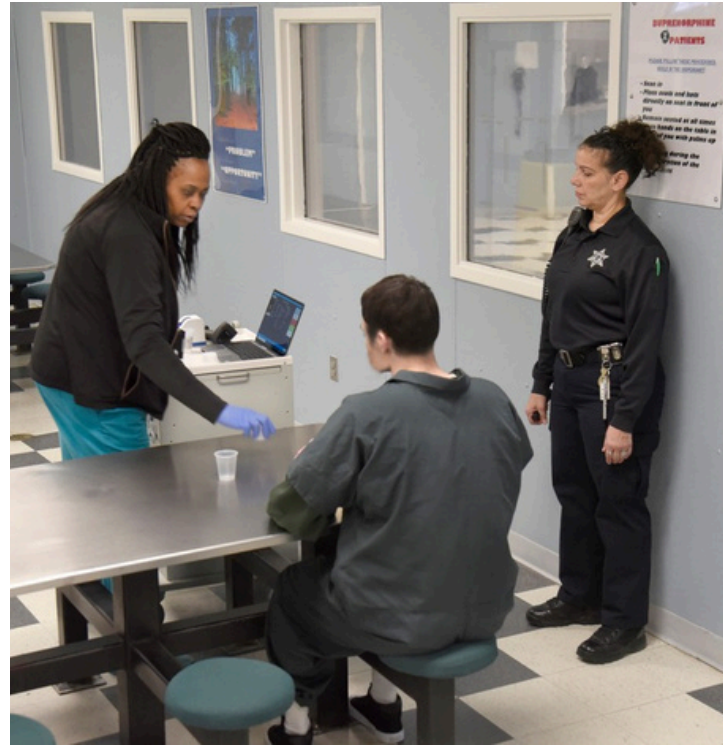


HAMPDEN COUNTY SHERIFF'S OFFICE

HEALTH SERVICES / MENTAL HEALTH SERVICES

PATIENT ACUITY AND COST INCREASES

HCSO continues to see a rise in patient acuity. Most noteworthy is the regional lock-up and police takeovers that seem to impact the workload on both the second and overnight shifts as people are arriving to the facility with exacerbated health conditions. We have seen a higher number than usual of serious and/or life-threatening conditions such as stroke, heart attack, dementia and endocarditis. We have also experienced a higher incidence of uncontrolled blood sugars including increased Type I or brittle diabetics entering the facility. These factors have shifted a great deal of responsibility to the overnight shift as this is the time when folks are commonly entering the facility, with a high rate of intakes occurring from midnight to 5 a.m.

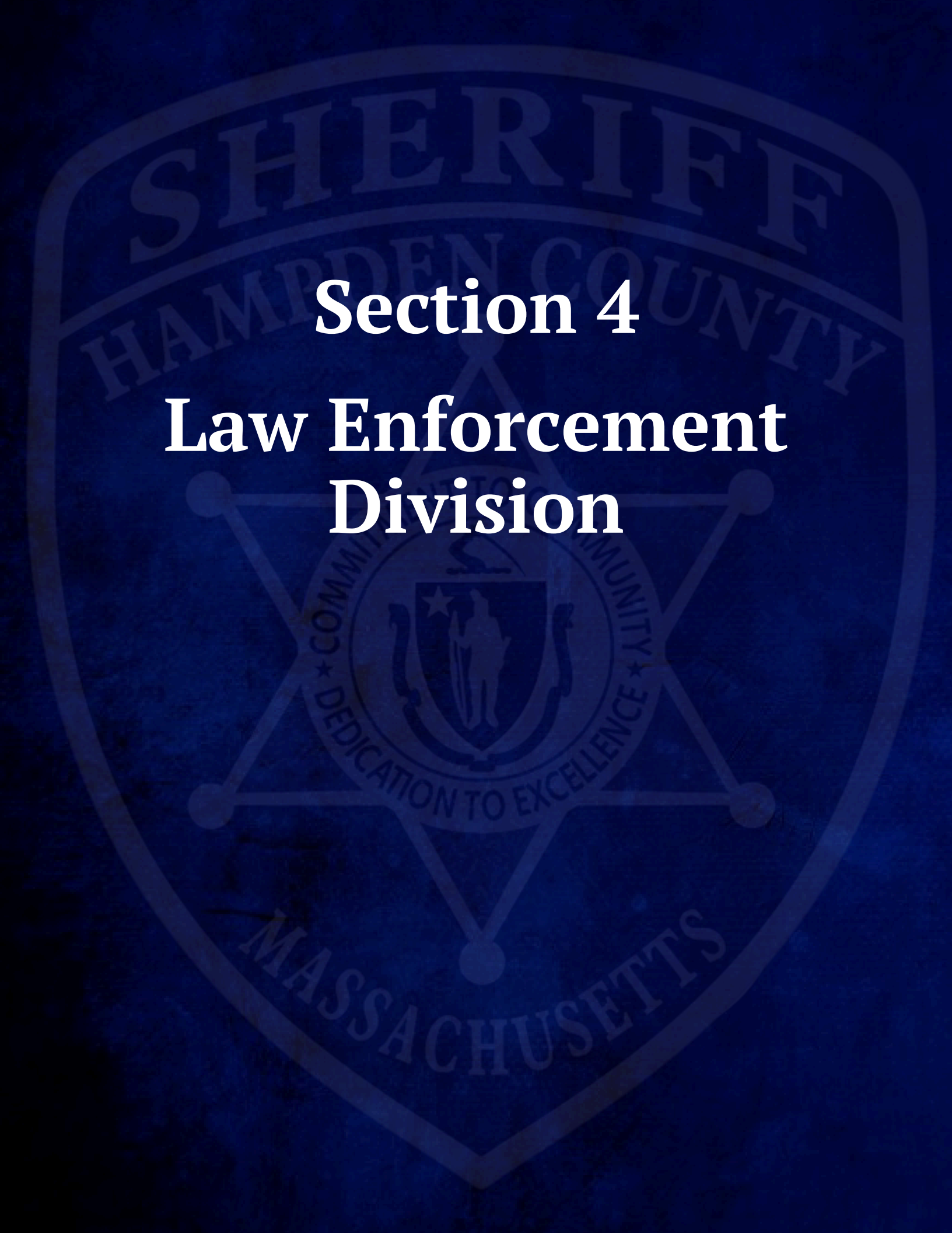


Additionally, the department has seen higher acuity in the aging population. Individuals are entering with multiple co-morbidities that have not been attended to while in the community. This includes not only chronic disease but also substance use disorder, opiate use disorder, and mental/emotional disorders. Acuity of chronic concerns has had the most impact on care being provided over the last several years, and this theme continued in FY25.

These factors have also contributed to the incline of medical and medication costs over the last year. Despite our efforts and processes put in place to combat some of these medical costs, the acuity of health and expense of biologics continues to have a heavy impact on the medical budget.

OPIOID TREATMENT PROGRAM

Group education continues to be offered through the Opioid Treatment Program (OTP). Using a new model that went into effect in FY25, patients attend one orientation session that provides an overview of clinically appropriate medications for addiction treatment, chronic conditions, compulsive behaviors, how to manage urges and cravings, overdose prevention including Narcan, and the effects of substance use disorders on the family. This fiscal year we had 472 patients complete OTP education prior to implementation of the new model. Post implementation we had 307 patients complete the required education.



Section 4
Law Enforcement
Division

HAMPDEN COUNTY SHERIFF'S OFFICE

LAW ENFORCEMENT DIVISION



Under Sheriff Nick Cocchi, the Hampden County Sheriff's Office created a certified Law Enforcement Division (LED) in direct response to unmet community needs and the changing dynamics of local policing. Sheriff Cocchi recognized that many part-time and auxiliary officers were leaving the field because recent changes in the state's Peace Officer Standards and Training (POST) certification requirements made it difficult to justify the time and expense. By standing up a dedicated sheriff's law enforcement unit, the HCSO provides a force multiplier for regional police departments – offering additional, fully POST-certified deputies to focus on community engagement, support patrols, and participation on regional task forces.

This division enhances public safety by partnering with municipalities that may lack the manpower to address traffic enforcement, domestic calls, or specialized community policing. It embodies Sheriff Cocchi's "never say no" philosophy: Rather than waiting for calls, the division proactively fills gaps, strengthens local law enforcement capacity, and amplifies HCSO's role as a resource for the people of Western Massachusetts.

LED FAST FACTS

Countywide Support

26 POST-Certified deputies staffed 28 shifts to **reinforce agencies with insufficient personnel.**

Palmer PD Patrols

6 deputies assigned to Palmer Police Department, covering **two shifts daily, seven days a week**, necessitated by a **40% loss of Palmer's patrol staff**, which created a significant gap in local law enforcement capacity.



HAMPDEN COUNTY SHERIFF'S OFFICE

LAW ENFORCEMENT DIVISION

CHICOPEE AND SPRINGFIELD – 209A PROTECTION ORDERS AND LIVE CRIME CENTER SUPPORT

Six deputies, two in Chicopee and four in Springfield, were assigned to serve 209A protection orders. The support ensured local patrol officers were not diverted from emergency response duties. It also allowed Springfield and Chicopee PD to maintain full patrol strength and respond to 911 calls without delay. The Chicopee Police Department also provides field training to deputies assigned there, ensuring they are properly integrated into local operations and familiar with community needs. Additionally, three analysts are assigned to Chicopee PD's Live Crime Center to assist with:

- Realtime crime monitoring, giving Chicopee Police Officers and deputies immediate situational awareness of incidents as they unfold.
- Information on evictions, helping deputies coordinate civil process service alongside criminal enforcement.
- Intelligence support and data analysis, enhancing operational effectiveness and ensuring deputies are deployed with the most current information available.

HAMPDEN COUNTY WATERWAYS

HCSO seasonally deploys six deputies to patrol the Connecticut River and Congamond Lake in Southwick. The patrols addressed the lack of law enforcement presence on waterways. Coverage was formally requested by the Massachusetts Environmental Police, who were understaffed and unable to provide sufficient patrols. Deputies ensured boater safety, enforced waterway regulations, and supported search and rescue operations for drowning victims. Deputies also assisted with the search for and recovery of the body of a drowned victim in the Connecticut River in Holyoke after an 11-day search. The deputies' presence filled a critical gap, allowing Environmental Police to focus on broader enforcement while the Sheriff's Office maintained consistent patrol visibility.

COUNTY PATROL: UNDERSERVED TOWNS, TACTICAL ENFORCEMENT

Two HCSO deputies are assigned to patrol towns with little to no local police presence. The deputies acted as a force multiplier, enhancing law enforcement capacity in rural and under-resourced areas. They provided visible patrol coverage, responded to calls for service, and maintained public safety in

LED FAST FACTS

Springfield

Forest Park Patrols

12 HCSO deputies were assigned to one-deputy vehicles, **supported by the Mounted Patrol Unit**, at the massive public park in Springfield. The **patrols run year-round, two shifts daily**, seven days a week. **Springfield Police Department staffing shortages** forced the department to cut park details.

Union Station

4 HCSO deputies were assigned to Springfield Union Station, Western Massachusetts' main transit hub for bus and train services. **Union Station generates the highest call volume in the city**, with frequent incidents including shootings, drug arrests, disturbances, and violent crimes. **HCSO's deputies provided continuous patrols**, enhanced visibility, and supported community engagement efforts, **helping deter criminal activity and improve public confidence** in transit safety.

HAMPDEN COUNTY SHERIFF'S OFFICE

LAW ENFORCEMENT DIVISION

COUNTY PATROL (cont.)

communities otherwise unprotected. The deputies also handled call coverage when local officers were tied up with arrests, ensuring continuity of emergency response and reducing service gaps. The deputies further assisted by transporting arrestees in understaffed towns, allowing local officers to return quickly to patrol duties instead of being pulled off the road for prisoner transport. This role maximized patrol visibility and responsiveness while county deputies absorbed the logistical burden of custody and transport. Additionally, seven HCSO deputies are assigned to the regional Special Response Team (SRT), providing county-wide tactical enforcement and callout capability. In this role, our deputies:

- Responded to dangerous calls (barricaded suspects, armed confrontations).
- Conducted warrant services.

Importantly, the Sheriff's Office SRT provides direct support to communities that cannot fund or staff their own tactical units, ensuring equitable access to specialized enforcement resources. By centralizing tactical capacity at the county level, smaller municipalities benefit from professional, trained tactical response without bearing the financial burden of maintaining their own team.



LED FAST FACTS

West Springfield

- **2 HCSO deputies were assigned to traffic detail at the request of the public and Chief of Police**, addressing rising concerns over speeding and pedestrian injuries. Deputies conducted targeted traffic enforcement, improving safety in high-risk zones.
- **6-10 deputies were assigned** to walking beat patrols inside the **Eastern States Exposition**, which draws about 1.5 million visitors, beginning the second Friday after Labor Day and running for 17 days. The Exposition's large crowds require enhanced law enforcement presence for crowd control, public safety, and emergency response.
- HCSO deputies conducted **quality-of-life patrols** along the Connecticut River, using trek bikes and mounted units. These patrols **focused on deterring nuisance activity, engaging with the public, and maintaining a safe and welcoming environment** along the riverfront.

Additionally, deputies are also assigned to probation officers for high-risk checks, assisting with compliance monitoring of offenders under supervision. This partnership strengthens accountability, enhances officer safety during field visits, and ensures swift enforcement action when violations occur.

HAMPDEN COUNTY SHERIFF'S OFFICE

LAW ENFORCEMENT DIVISION

MOUNTED PATROL UNIT OVERVIEW

The Hampden County Sheriff's Office Mounted Patrol Unit was created to enhance public safety, crowd management, and community engagement across Western Massachusetts. Mounted officers provide a highly visible, agile, and approachable law enforcement presence that is especially effective in large crowds, difficult terrain, and community-centric environments. Prior to the unit's establishment, many Western Massachusetts municipalities lacked access to specialized mounted resources, particularly for large-scale gatherings where elevated visibility and rapid crowd movement control are essential. The Sheriff's Office filled this gap by developing a unit trained to support both day-to-day public safety needs and regional special operations.

Deputies assigned to the Mounted Patrol Unit receive specialized training in crowd-control tactics, de-escalation, mounted search and rescue, and community policing. The height and mobility advantages of mounted deployment allow officers to oversee large areas, identify hazards quickly, and navigate spaces where traditional patrol vehicles cannot operate. This capability has made the Mounted Patrol Unit a valued asset for municipalities across the region.

The Mounted Unit has been deployed as a primary crowd control resource during several major regional events, including the Springfield Democratic Convention, multiple protest events, and the Fourth of July Fireworks Celebration in Springfield. The unit also provides ongoing support to



HAMPDEN COUNTY SHERIFF'S OFFICE

LAW ENFORCEMENT DIVISION

MOUNTED PATROL UNIT OVERVIEW (cont.)

communities hosting parades, civic demonstrations, and large public gatherings where crowd safety, orderly movement, and visible law enforcement presence are critical.

These deployments include:

- Chicopee: Memorial Day Parade, summer block parties
- Holyoke: St. Patrick's Day Parade, St. Patrick's Road Race
- West Springfield: Eastern States Exposition (The Big E)

Across all of these operations, the Mounted Patrol Unit has played a vital role in ensuring orderly demonstrations, maintaining safe crowd flow, and enabling rapid response to disturbances or emergent incidents across multiple jurisdictions. Their presence not only enhances operational readiness but also strengthens public trust through positive, approachable interactions with residents.

By providing a centralized, highly trained mounted resource, the Hampden County Sheriff's Office supports local police agencies, improves regional public safety, and ensures that Western Massachusetts is equipped with a specialized capability typically found only in large metropolitan areas. The Mounted Patrol Unit continues to serve as a cornerstone of the Sheriff's Office's commitment to preparedness, professionalism, and community-focused policing.



HAMPDEN COUNTY SHERIFF'S OFFICE

LAW ENFORCEMENT DIVISION

MARINE PATROL UNIT OVERVIEW

The Hampden County Sheriff's Office Marine Patrol Unit was established to strengthen public safety, emergency response capability, and regional coordination on the major waterways of Western Massachusetts. Although Western Massachusetts is not often viewed as a maritime region, its rivers, reservoirs, and lakes – most notably the Connecticut River and Congamond Lake in Southwick – experience heavy seasonal recreational use. Prior to this unit's creation, law enforcement coverage on these waterways was inconsistent, with most emergency calls falling to local police and fire departments whose resources and specialized training varied significantly.

To close this gap, the Sheriff's Office launched a seasonal marine patrol operation that deploys six deputies to conduct proactive patrols, safety checks, and enforcement on the Connecticut River and Congamond Lake. This deployment was formally requested by the Massachusetts Environmental Police, who were understaffed and unable to meet the growing demand for consistent maritime coverage. By taking on regular patrol responsibilities, the Sheriff's Office allowed Environmental Police to focus on broader enforcement priorities while ensuring a reliable law enforcement presence on the water.



HAMPDEN COUNTY SHERIFF'S OFFICE

LAW ENFORCEMENT DIVISION

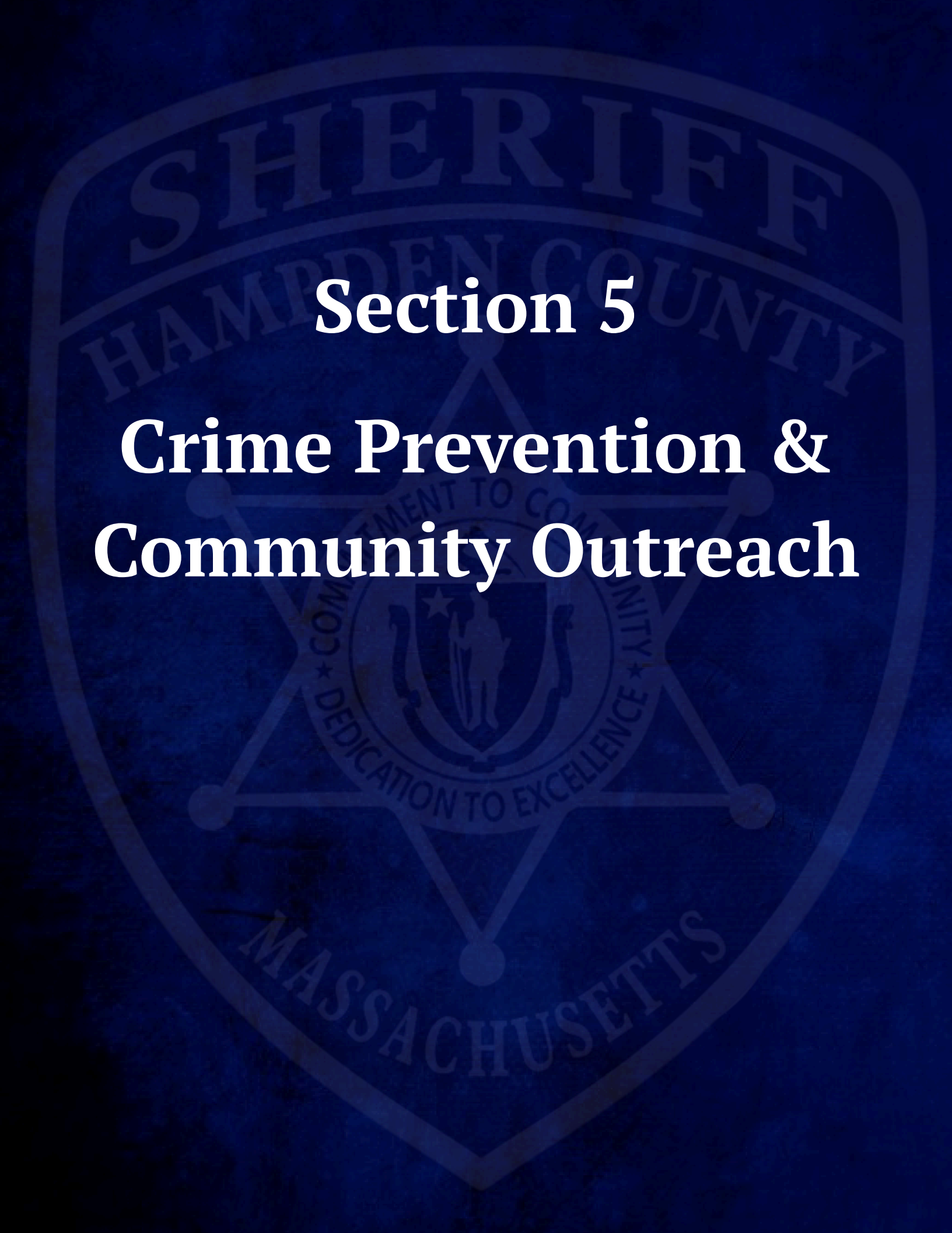
MARINE PATROL UNIT OVERVIEW (cont.)

Deputies assigned to the Marine Patrol Unit receive specialized training in waterborne search and rescue, swift-water operations, medical response, and evidence recovery. Their seasonal patrols serve multiple functions: enhancing boater safety, enforcing waterway regulations, improving emergency response times, and supporting search and rescue operations for distressed or missing individuals. The unit has been instrumental in several high-profile rescues and recoveries, including assisting in the search and eventual recovery of a drowning victim in the Connecticut River in Holyoke following an 11-day operation – a case that received notable media attention.

In addition to patrol operations, the Marine Patrol Unit is a central component of the Western Massachusetts Regional Dive Team, providing leadership, equipment, and expertise during complex underwater searches. Their role within the dive team further enhances regional interoperability and ensures rapid deployment during critical maritime incidents.

Because waterways cross multiple municipal boundaries, the Marine Patrol Unit offers a consistent, centralized service that communities throughout Hampden County – and neighboring regions when needed – can rely upon. The Marine Patrol Unit's presence has filled a longstanding operational void, strengthened partnerships with state and local agencies, and delivered a level of maritime coverage that significantly enhances public safety across Western Massachusetts.



The background features a large, faint, blue-tinted seal of the Sheriff's Office. The seal is circular with a five-pointed star in the center. The words "SHERIFF" and "HAMPTDEN COUNTY" are arched across the top, and "MASSACHUSETTS" is arched across the bottom. Inside the star, there is a smaller seal with a figure holding a scale and a sword, with the text "COMMITMENT TO COMMUNITY" and "DEDICATION TO EXCELLENCE" around it.

Section 5

**Crime Prevention &
Community Outreach**

HAMPDEN COUNTY SHERIFF'S OFFICE

CRIME PREVENTION & COMMUNITY OUTREACH

HOLYOKE SAFE NEIGHBORHOOD INITIATIVE & SPRINGFIELD SAFE NEIGHBORHOOD INITIATIVE OVERVIEW

The Safe Neighborhood Initiative, active in both Holyoke and Springfield, is a Hampden County Sheriff's Office-led, agency-supported effort to build safer, healthier, and more engaged neighborhoods. Through monthly neighborhood meetings, youth programming, and a strong network of partners – including law enforcement, local government, and community organizations – these initiatives continue to make measurable strides in reducing crime, uplifting youth, and empowering residents to take an active role in their communities.



What started as a pilot program in the South Holyoke neighborhood in 2011 soon expanded to the entire city as the Holyoke Safe Neighborhood Initiative, offering mentorship, role modeling and structured character development for the city's youth. In FY25, HCSO launched the Springfield Safe Neighborhood Initiative to offer the same programs and resources in Western Massachusetts' largest city, expanding our effort to strengthen community ties and prioritize prevention over incarceration.

One way that goal is manifested is the Holyoke Safe Neighborhood Initiative (HSNI)'s Youth Basketball League, which stands as a key effort in steering our youth toward positive choices. Via participation in the Youth Basketball League, which operates winter and summer seasons, young people are given the tools to stay on the right path, as mentors and counselors reinforce the importance of making good decisions. The league is more than just a space for kids to play. It provides over 200 youth in grades 3-6 with the opportunity to hear from positive role models in the workforce through the "You Can Be Anything You Want To Be" speaker series. These mentors inspire the youth by modeling positive behavior, fostering character development, and connecting families to vital resources.

HAMPDEN COUNTY SHERIFF'S OFFICE

CRIME PREVENTION & COMMUNITY OUTREACH

HOLYOKE SAFE NEIGHBORHOOD INITIATIVE & SPRINGFIELD SAFE NEIGHBORHOOD INITIATIVE OVERVIEW (cont.)

In FY25, HCSO Assistant Deputy Superintendent Ed Caisse and his HSNI team received the Excellence in Community Outreach and Prevention Award at the 2024 United States Attorney's Office, District of Massachusetts, Law Enforcement Public Service Awards. This prestigious recognition, part of the U.S. Attorney's nationwide Project Safe Neighborhoods initiative, honors those who show outstanding commitment to law enforcement and community outreach. Ed and his team were specifically acknowledged for their innovative efforts in building relationships, mentoring youth, and engaging the community through the HSNI Youth Basketball League.

HSNI's annual Back-to-School Event brought more than 2,500 children to McNally Field, where students received free backpacks filled with school supplies to prepare them for a successful school year. Thanks to a vast array of sponsors cobbled together by the HCSO team, the day also included free haircuts, a bicycle giveaway and more than three dozen agencies providing families with resources and support, ensuring every child in Holyoke has the tools, confidence, and excitement to start the school year strong while showing them their community is behind them.



HAMPDEN COUNTY SHERIFF'S OFFICE

CRIME PREVENTION & COMMUNITY OUTREACH

K-9 UNIT OVERVIEW

The Hampden County Sheriff's Office K-9 Unit is a cornerstone of our commitment to maintaining safety, security, and community engagement throughout Hampden County. Our highly trained K-9 teams perform a wide array of critical functions, both within our correctional facilities and across the broader community.

ENSURING SAFETY AND SECURITY WITHIN CORRECTIONAL FACILITIES

Inside our correctional facilities, our K-9 teams are indispensable in upholding order and safety. They are trained to respond swiftly to disturbances, including code blue situations, ensuring the protection of both staff and inmates. Their keen senses and specialized training make them invaluable in detecting narcotics, effectively preventing the introduction and circulation of illegal substances within the jail.

COMMUNITY NARCOTICS DETECTION AND PATROL

Beyond the facility walls, our K-9 Unit extends its expertise to the community. Collaborating with local schools and task forces, our teams conduct thorough narcotics searches, contributing to drug-free environments for our youth. Additionally, our K-9 teams assist in patrolling areas like Forest Park, enhancing public safety and deterring criminal activity through their visible presence.

ENGAGING AND EDUCATING THE PUBLIC

Community engagement is a vital aspect of our mission. Our K-9 Unit regularly participates in public demonstrations, showcasing the skills and discipline of our canine partners. These events serve to educate the public about the pivotal role of K-9 teams in law enforcement and foster stronger relationships between the Sheriff's Office and the communities we serve.



HAMPDEN COUNTY SHERIFF'S OFFICE

CRIME PREVENTION & COMMUNITY OUTREACH

K-9 UNIT OVERVIEW (cont.)

COMPREHENSIVE TRAINING AND COLLABORATION

The Hampden County Sheriff's Office is dedicated to excellence in K-9 operations. We conduct rigorous K-9 academies, training both our deputies and canines, as well as those from external agencies, in patrol and narcotics detection. Our K-9 teams also collaborate with specialized units such as the Special Response Team (SRT), Tactical Response Team (TRT), and Search and Rescue, providing versatile support across various operations.



SUPPORT DURING PUBLIC EVENTS AND MUTUAL AID

Our K-9 Unit plays a crucial role in ensuring security during large public gatherings, offering their expertise to maintain order and safety. We also extend mutual aid to neighboring towns and cities throughout Hampden County, assisting local law enforcement agencies with our specialized K-9 services.

COMMITMENT TO PROFESSIONAL STANDARDS AND COMMUNITY SUPPORT

Our K-9 teams are certified by esteemed organizations such as the United States Police Canine Association (USPCA) at both regional and national levels, as well as the North American Police Work Dog Association (NAPWDA). Demonstrating their exceptional skills, our teams have competed in events like the Dream Ride K-9 competition and the Connecticut K-9 Olympics, both of which support the Special Olympics. These competitions not only showcase our teams' proficiency but also underscore our dedication to community involvement and charitable causes.

The Hampden County Sheriff's Office K-9 Unit remains steadfast in its mission to provide unparalleled service, ensuring the safety and well-being of our correctional facilities and the broader community.

HAMPDEN COUNTY SHERIFF'S OFFICE

CRIME PREVENTION & COMMUNITY OUTREACH

HAMPDEN COUNTY TRIAD

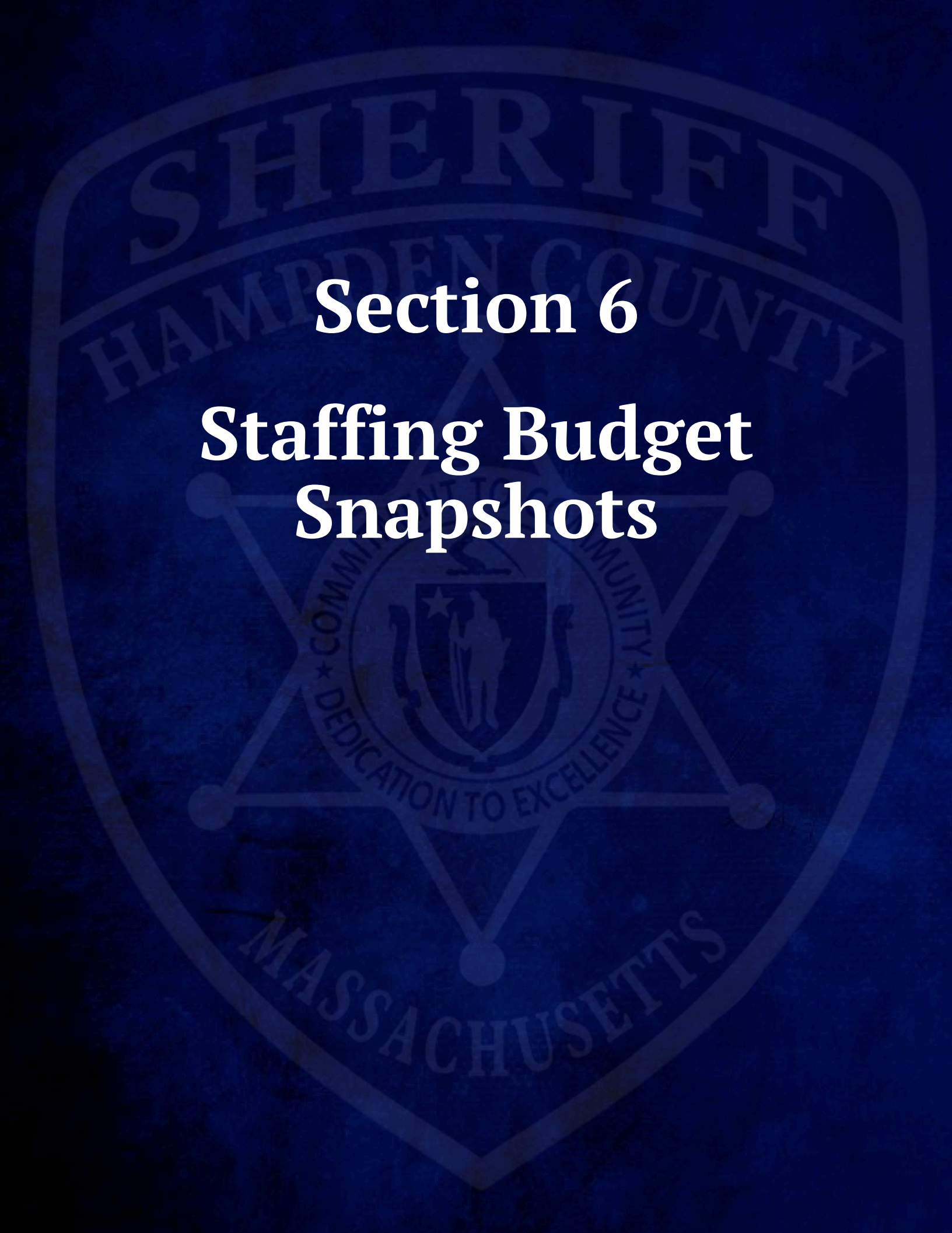
Hampden County Triad, started by Sheriff Nick Cocchi in 2021, is a safety initiative that focuses on empowering, educating and improving the lives, safety, security, and peace of mind of the senior community in Western Massachusetts. While the overall goal of the Triad Program for Seniors is to assist in the upkeep of a safe and healthy life for the seniors of Hampden County, there are many other individual goals of the program as well, including reducing criminal activity that targets the senior community; providing education and services that will build confidence and improve the quality of life; and enhancing trust and safety with law enforcement by ensuring access to services and alleviating fear of victimization among seniors.



Triad projects include:

- **Project Lifesaver** – A tracking system for individuals with cognitive conditions who are at risk of wandering. Eligibility includes caring for a loved one of any age with a cognitive condition that can lead to wandering.
- **Hampden County Life Files** – A magnetic sleeve with an information card listing all medications a person uses and any special health conditions they may have, which is posted on the refrigerator for first responders in an emergency.
- **“Are You Ok?”** – A daily telephone reassurance program to check on the well-being of seniors who live alone in Hampden County.
- **Sand for Seniors** – A seasonal effort to get buckets of sand to our senior community to limit the chances of a fall during the cold, icy winter months in New England.

All of Triad's services are provided free of charge. All services can be accessed by calling the HCSO Triad Division at (413) 858-0060.

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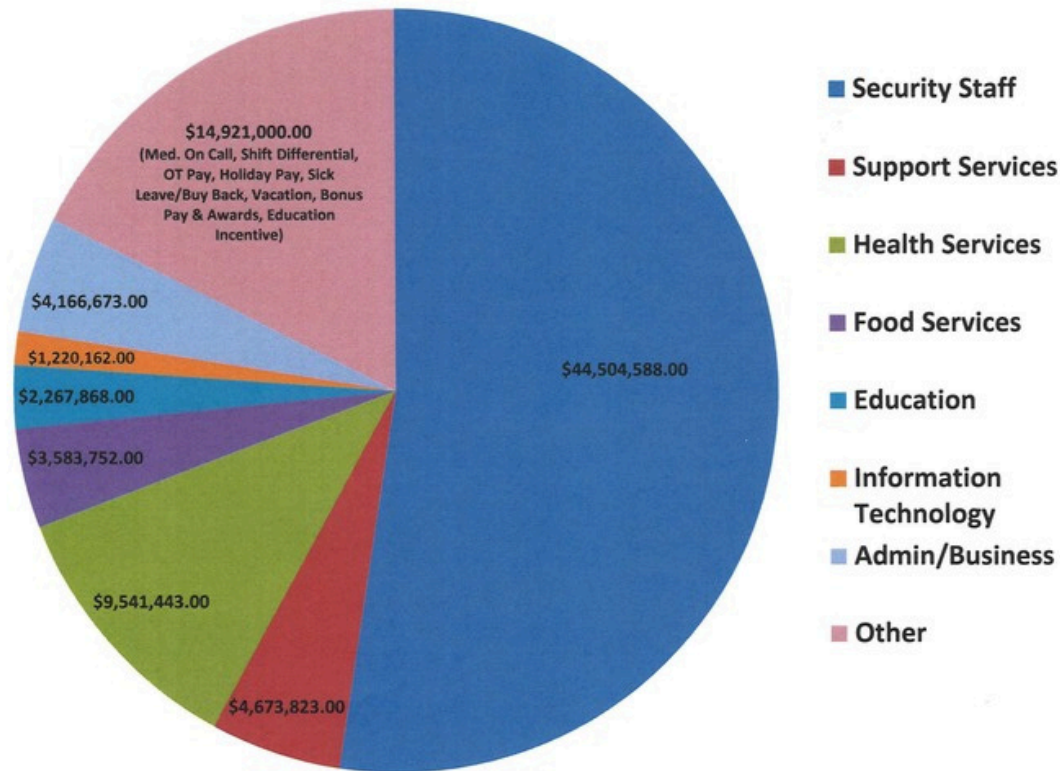
Section 6

Staffing Budget Snapshots

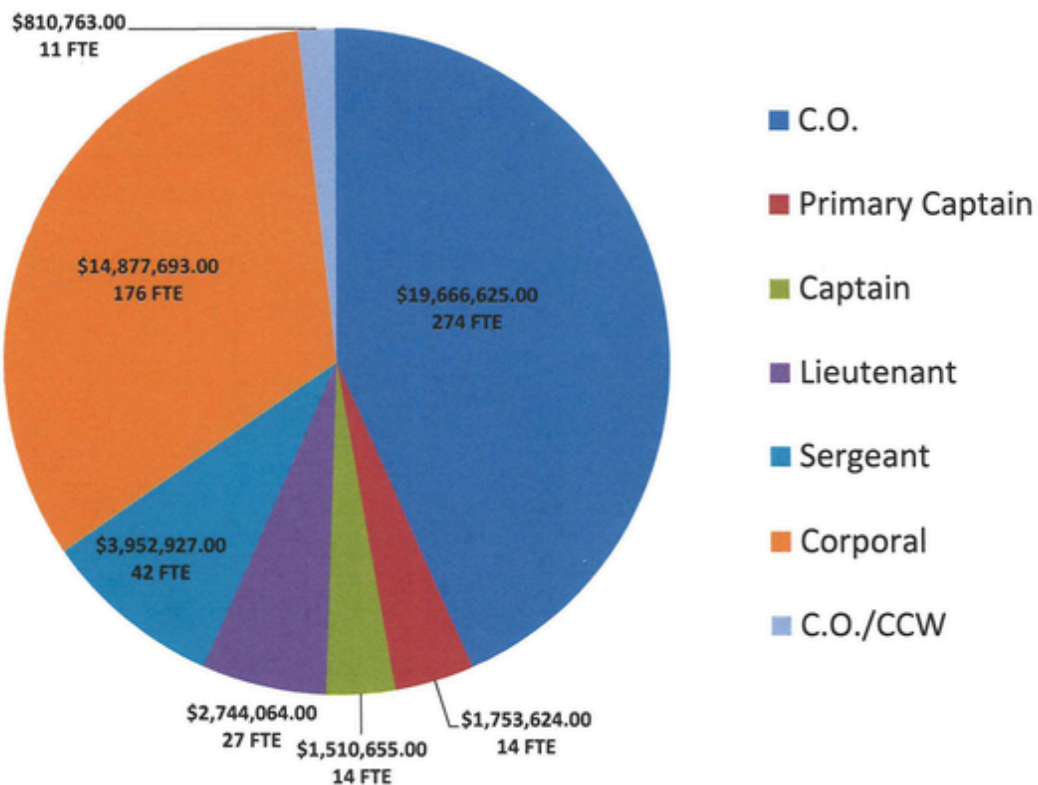
HAMPDEN COUNTY SHERIFF'S OFFICE

STAFFING BUDGET SNAPSHOTS

Departments



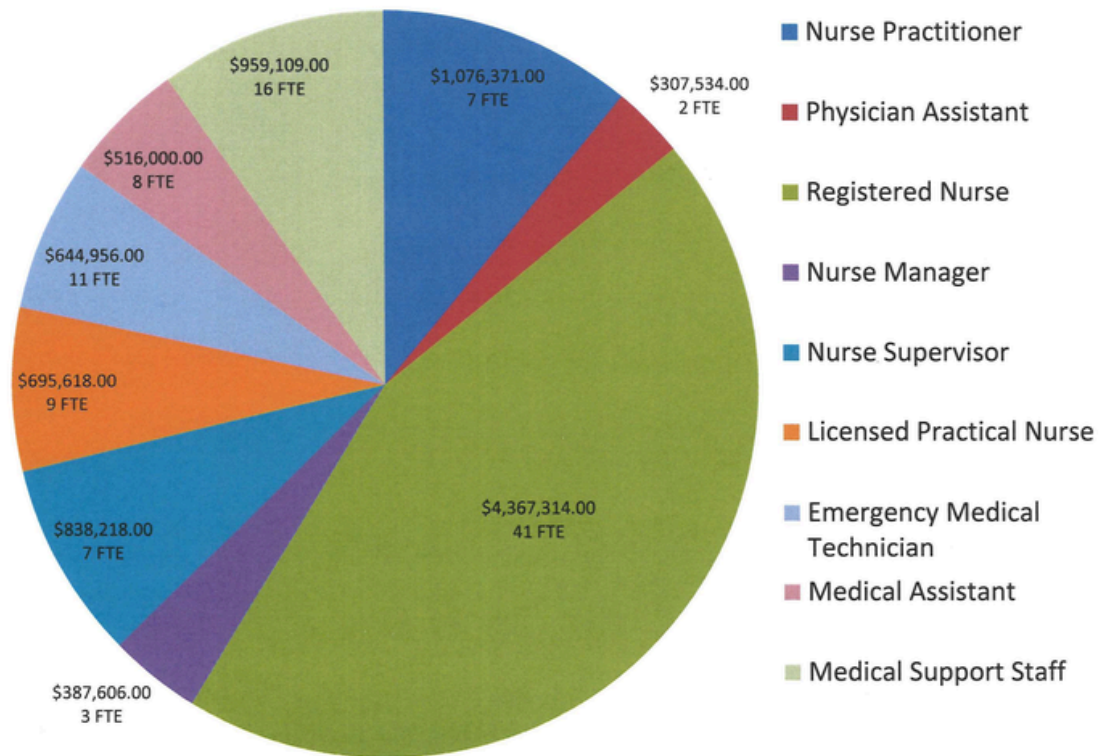
Security Staff- Total \$45,316,351.00



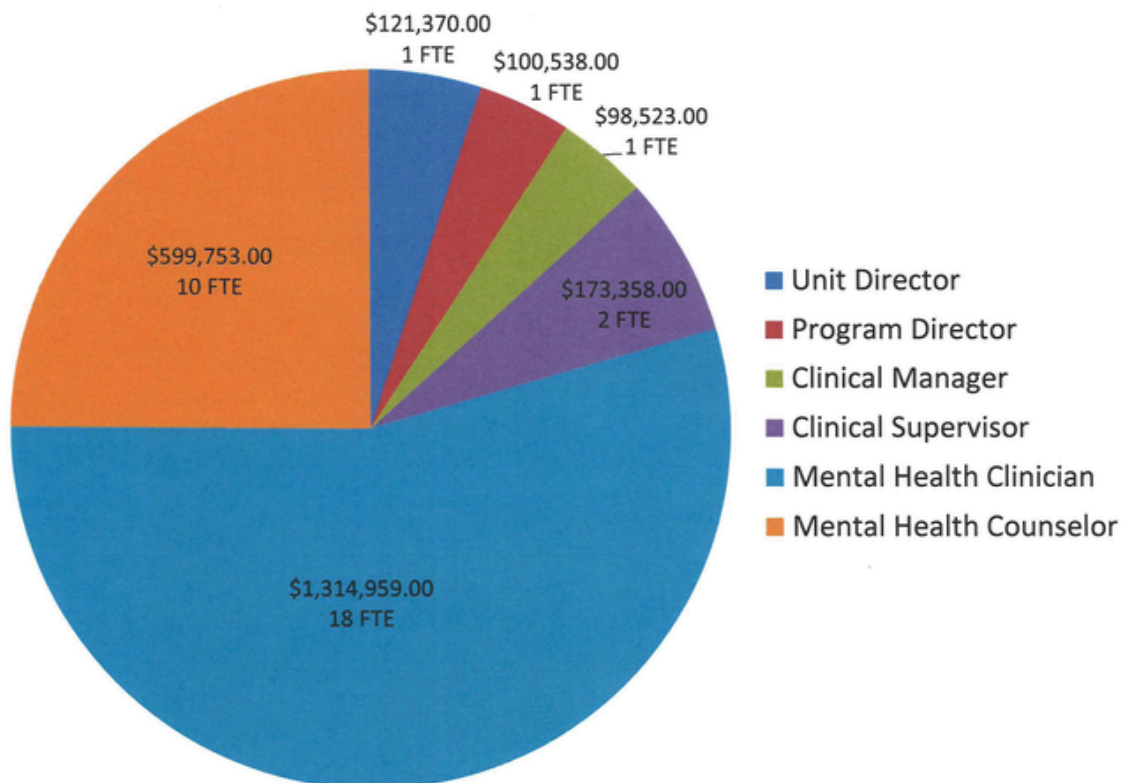
HAMPDEN COUNTY SHERIFF'S OFFICE

STAFFING BUDGET SNAPSHOTS

Health Services – Total \$9,792,726.00



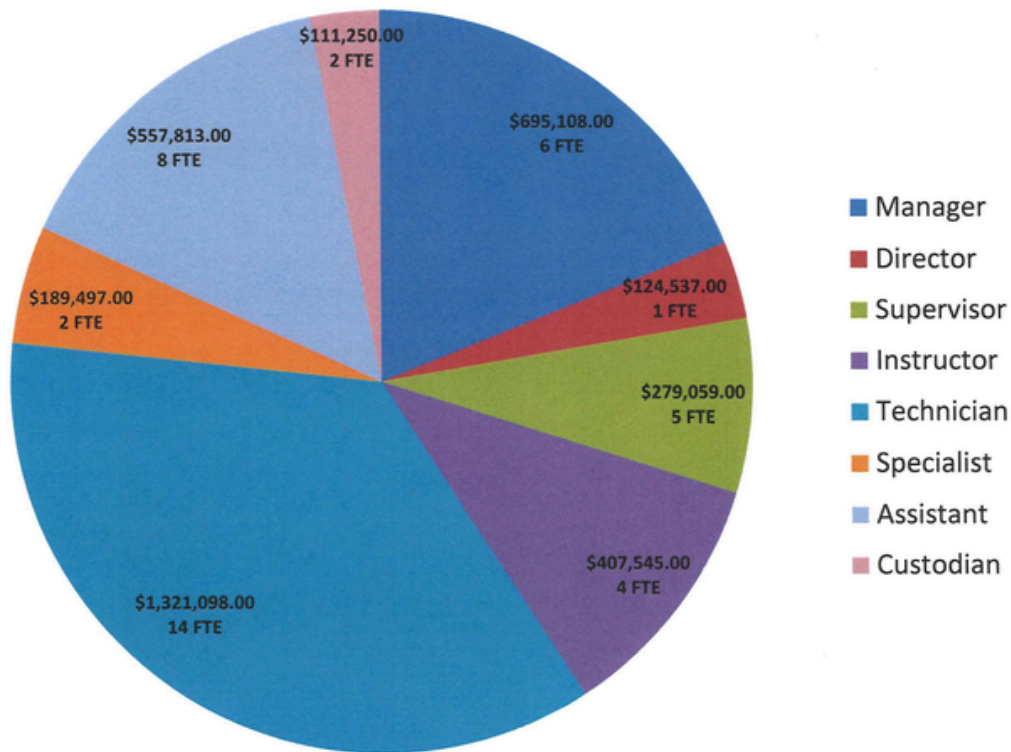
Forensic Mental Health – Total \$2,408,501.00



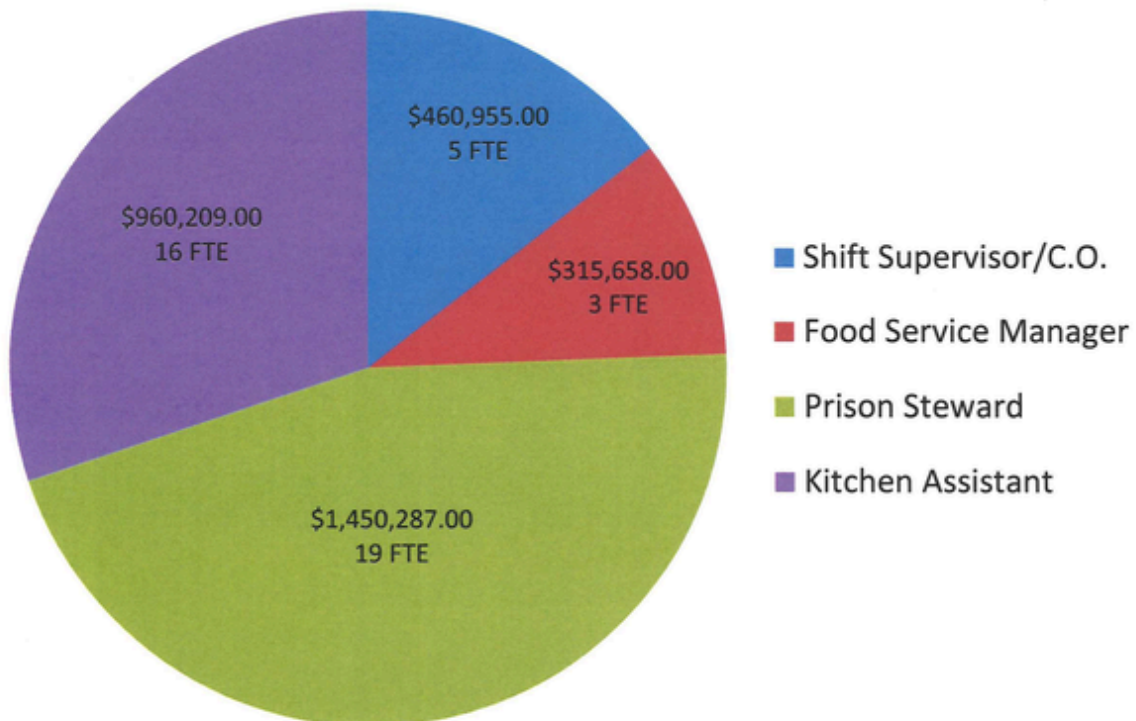
HAMPDEN COUNTY SHERIFF'S OFFICE

STAFFING BUDGET SNAPSHOTS

SUPPORT SERVICES – Total \$3,685,907.00



Food Services – Total \$3,187,109.00



HAMPDEN COUNTY SHERIFF'S OFFICE



