

# HCSO OPERATIONAL STATISTICS & ANALYSIS

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CURATED FOR THE SPECIAL COMMISSION ON  
CORRECTIONAL CONSOLIDATION &  
COLLABORATION





# HAMPDEN COUNTY OPERATIONAL CAPACITY



Facility	Minimum (Cells/Rooms)	Desirable (Count Rated Cap.)	Maximum (Beds)	Designed (Beds & Bolts)
Main Insitution	880	1,300	1,592	1,979 (+105 =2081)*
WCC	183	313	336	343
Mill St.	36	145	145	145
SSTC	91	148	165	165 (17 Int/Med/Prog)*
DRP (Home)	N/A	N/A	N/A	105 (Supervised)
<b>Total Capacities</b>	<b>1,190</b>	<b>1,906</b>	<b>2,238</b>	<b>2,737</b>

\* Beds and Bolts Removed: (7) from C7 for SSTC move and (1) from C6 for a specialized cell. The Master Study (January 2011) had 1,984 total beds and space allotted for an additional 105 beds (with the potential for 2,081), however with the (8) removals and the addition of (3) beds in Delta 4 & 5 resulting in the difference of the (-5) for the total of Designed Beds at 1,979.

\*At SSTC, beds are limited to 152 (32 ATS/ 120 CSS) by DPH standards. Additionally, any space rated for beds would require a waiver application for the expanded occupancy request.



# MEDICAL SERVICES



## FY25 Medical Statistics

**Clinic Visits:** 32,276

**Sick Call Visits:** 45,502

**Medical Intakes:** 6,742

**Provider Visits:** 8,190

(Physical Exams, Physician, Provider visits)

**Primary Nurse Visits:** 4,871

(Includes both chronic and acute care)

**Infectious Disease Visits:** 482

(This does not include PPD plants)

**Wellness Assessment Checks:** 52,121

(Includes assessment, COWS-Clinical Opioid Withdrawal Scale, CIWA-Clinical Institute Withdrawal Assessment for Alcohol, Vital Signs)

**Outside Visit Follow-ups:** 2,196

(Includes outside scheduled medical trips and hospital returns [ER and Admission])

**Physical Therapy Visits:** 1,774

**Orthopedic Visits:** 267

**Total Medications Administered:** 1,690,354

## FY25 Dental Statistics

**Dental Examinations:** 411

**Oral Surgery Services:** 325

**Diagnostic Services:** 569

**Preventative Services:** 229

**Other Dental Visits:** 50

**Total Dental Service Visits:** 1,584

## FY25 Optometry Statistics

**Routine/Initial Visits:** 637

**Follow-up Visits:** 59

**Eyeglass Order Visits:** 154

**Other Visits:** 18

**Total Optometry Visits:** 868

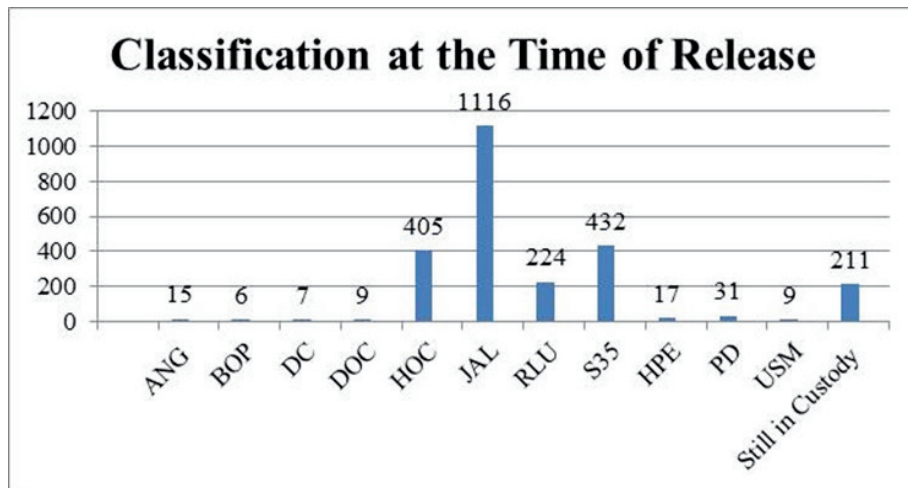
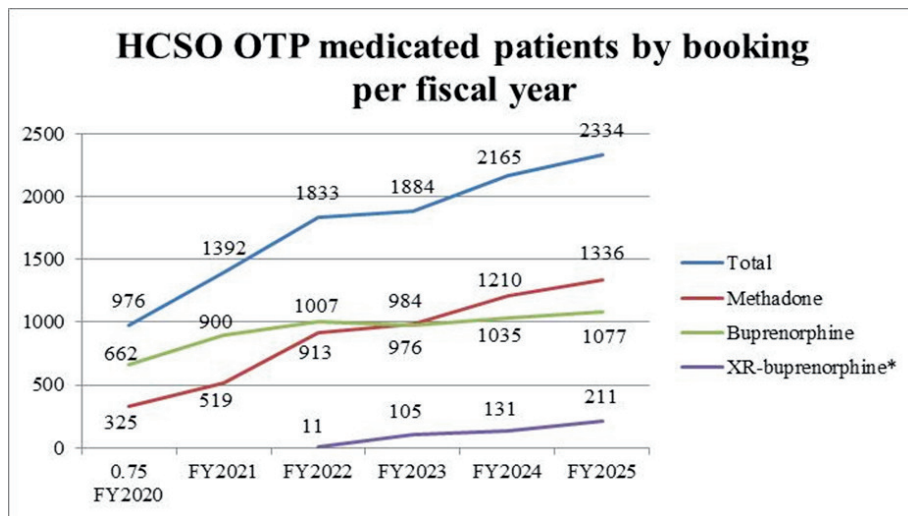


# MEDICATION ASSISTED TREATMENT



## Fiscal Year 2025 Overview

The HSCO offers Medication for Opioid Use Disorder (MOUD) to individuals in our care. Services offered through the Opioid Treatment Program (OTP) include FDA-approved medications for the treatment of Opioid Use Disorder, individual and group counseling, and a partnership with Behavioral Health Network and Baystate Medical to provide discharge planning and reentry services. Services are provided to those who enter our care and custody on verified treatment as well as those who express interest and meet clinical criteria.



### OTP Encounters Group Treatment

9,089

### Peer Support

194

### Provider

3,073

### Discharge Planning

9,017

### OTP Assessments & Updates

MI

817

WCC

445

WMRWC

11

SSTC

382

**Total**

1,655

### 1-Day Statistics March 4, 2026

#### Patients

MI

227

WCC

76

WMRWC

18

SSTC

52

**Total**

373

#### Treatment

Subutex

162

Sublocade

16

Methadone

195

**Total**

373

### Type of Start

**Continuation:**

1,045

**Induction:**

864

**Total:**

1,909

### Post-Release Follow-Up

#### 72-hour

**Contact Made:** 426 (16%)

**Contact Not Made:** 2,263

**Transferred to Other Facility:** 175

#### 30-day

**Contact Made:** 279 (13%)

**Contact Not Made:** 1,827

**Transferred to Other Facility:** 143



# MENTAL HEALTH UNIT



## Fiscal Year 2025 Overview

Mental Health Units (MHUs) are medium-security housing units designed to support individuals with significant mental illness while allowing them to maintain general population status and participate in programs and work opportunities. The MHU provides enhanced monitoring and treatment to quickly identify individuals who may be experiencing an increase or return of symptoms; the main institution has 39 beds and the women's facility has 12 beds.

### *Mental Health Services Statistics across all facilities:*

<u>Open MH Snapshot-*</u>	<u>MH Encounters</u>	<u>MH Evaluations</u>	<u>Emergency Evaluations</u>
MI	MI	MI	MI
524	15,658	11,216	738
WCC	WCC	WCC	WCC
149	4,756	4,365	360
WMRWC	WMRWC	WMRWC	WMRWC
47	629	538	1
SSTC	SSTC	SSTC	SSTC
93	3,414	3,125	130
<b><u>Total</u></b>	<b><u>Total</u></b>	<b><u>Total</u></b>	<b><u>Total</u></b>
813	24,457	19,244	1,229

<u>Assessments &amp; Updates</u>	<u>Follow-Up</u>	<u>MH Aftercare</u>	<u>Non-Emergency Evaluations</u>
MI	MI	MI	MI
1,501	6,056	342	886
WCC	WCC	WCC	WCC
829	1,783	226	256
WMRWC	WMRWC	WMRWC	WMRWC
32	479	224	15
SSTC	SSTC	SSTC	SSTC
633	1,743	481	97
<b><u>Total</u></b>	<b><u>Total</u></b>	<b><u>Total</u></b>	<b><u>Total</u></b>
2,995	10,061	1,273	1,254

<u>NP Provider Visits</u>	<u>18A Referrals to State Hospitals</u>	<u>Wait for DMH Hospital Bed</u>	
MI	MI	Number of Clients	Average # of Days Waiting
2,550	12	MI: 27	MI: 12.5
WCC	WCC	WCC: 71	WCC: 13
909	6		
WMRWC	<b><u>Total</u></b>		
171	18		
SSTC			
835			
<b><u>Total</u></b>			
4,465			

*\*MH Open Cases are a snapshot from 3/4/26; 74% of overall population is open for mental health*



# EVALUATION AND STABILIZATION UNIT



## Fiscal Year 2025 Overview

The HCSO's Evaluation and Stabilization Units (ESUs) provide psychiatric inpatient level of care to those experiencing acute mental health symptoms that are hindering their ability to function in the general population.

The Evaluation and Stabilization Units (ESUs) are maximum security units providing psychiatric inpatient 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. Of 268 Evaluation and Stabilization Unit admissions to the WCC, 66.42% (178) were from outside Hampden County.

At SSTC there are designated beds within the North Unit for Evaluation Stabilization Program needs.

Additionally, the ESUs at the Hampden County Sheriff's Office **serve as regional inpatient units providing inpatient level of care to other correctional facilities throughout the Commonwealth of Massachusetts.**

### ESU Admissions

Main Institute	504
Women's Correctional Center	268
WMass Recovery & Wellness Center	1
Stonybrook Stabilization & Treatment Center	59
<b>Total</b>	<b>832</b>

### ESU Clinicals

Main Institute	421
Women's Correctional Center	323
WMass Recovery & Wellness Center	N/A
Stonybrook Stabilization & Treatment Center	140
<b>Total</b>	<b>884</b>

### Out of County Admissions

Main Institute	20
Women's Correctional Center	12*
<b>Total</b>	<b>32</b>

\*-from outside the five counties served by WCC



# RESTRICTIVE HOUSING



## Fiscal Year 2025 Overview

### Key Facts

- 2,789 individuals were placed in Restrictive Housing during FY2025
- Average stay: 11 days
- 8 individuals were held longer than 30 days
- This represents 4 fewer long-term placements than the previous fiscal year

### Summary

Restrictive Housing placements at the Hampden County Sheriff's Office are generally short-term and closely monitored, with the goal of maintaining facility safety while supporting individuals' behavioral stabilization and eventual return to the general population.

Even while housed in Restrictive Housing, individuals continue to have access to structured programming focused on personal accountability and behavioral improvement. Programs offered in the unit include Stress, Anger, and Violence Reduction (SAVR) and Getting Back on Track, which help participants develop healthier coping strategies, improve decision-making, and reduce future disciplinary incidents.

### Mental Health Services

Mental health care is a key component of Restrictive Housing operations. Mental Health Clinicians conduct comprehensive clinical assessments and intakes, provide routine follow-up care, develop treatment plans, and respond to crisis situations requiring emergency evaluations. Clinicians also ensure compliance with Restrictive Housing Reform laws, including daily mental health rounds and Restrictive Housing surveys for every individual placed in the unit.

### Access to Services and Daily Activity

Individuals housed in Restrictive Housing continue to receive essential services and opportunities for daily activity, including:

- Showers three times per week
- One hour of outdoor recreation Monday through Friday
- One hour of indoor recreation on weekends, including phone access
- Continued access to Medication-Assisted Treatment (MAT)
- Access to commissary services
- Professional visits

These services help ensure that individuals in Restrictive Housing continue to receive appropriate medical care, mental health support, and opportunities for structured activity while maintaining facility safety.



# MAGIC UNIT



## B5 MAGIC Unit: Youthful Offender Program

### Program Purpose

The **MAGIC Unit (Meaningful Accomplishments Gain Increased Character)** is the Hampden County Sheriff's Office specialized housing and programming unit designed for **justice-involved young adults and youthful offenders**. The program focuses on **behavioral change, trauma-informed rehabilitation, and structured mentorship** to reduce recidivism and improve post-release outcomes. The model combines **evidence-based programming, community partnerships, and structured accountability** within a dedicated housing environment tailored to the developmental needs of young offenders.

### Program Structure

#### Target Population

Youthful offenders and young adults in the custody of the Hampden County Sheriff's Office, including both **sentenced and pre-trial individuals**. The unit allows for structured programming while maintaining appropriate security supervision for a higher-risk young adult population.

#### FY 2025 Participation

- 168 participants total
- 90 sentenced
- 78 pre-trial
- Included small numbers from other jurisdictions and agencies

### Core Program Components

#### 1. Community Reentry Partnership – ROCA

The program partners with **ROCA**, a nationally recognized intervention organization working with high-risk young adults. This partnership allows participants to **begin working with community intervention specialists before release**, improving continuity of services after incarceration.

ROCA provides:

- Weekly **circle groups focused on behavioral change**
- Direct **connection to reentry services**
- Coordination with **Emerging Adult Court of Hope (EACH)** participants
- Incentive-based programming materials and equipment

#### 2. Behavioral Change Curriculum – SAVR

Participants complete the SAVR Daily Meditations Journal for Justice-Involved Men, which promotes:

- Motivation for behavioral change
- Personal accountability
- Ethical decision-making
- Development of "change plans" to reduce recidivism
- Structured reflection and peer discussion

Residents present lessons weekly, encouraging **peer accountability and communication skills development**.



# MAGIC UNIT



### 3. Substance Use Intervention – ARISE Program

The **ARISE (Awakening, Respect, Individuality through Support and Empowerment)** program is a **trauma-informed psycho-educational group** addressing substance use and behavioral patterns common among justice-involved young adults.

Key features include:

- 5-week structured curriculum
- Interactive group sessions
- Education on **drug effects on developing brains**
- Relationship and family dynamics discussions
- Gang lifestyle awareness and decision-making

Participants may also receive **individual counseling with substance use disorder staff** when needed.

### 4. Health & Life Skills Education

Through a partnership with **Elms College Nursing Program**, participants complete an **11-week health education course** covering:

- Mental health
- CPR and first aid
- Hygiene and nutrition
- Substance use education
- Basic anatomy and health literacy

Participants ultimately **present what they learned back to nursing students**, reinforcing leadership and comprehension skills.

### 5. Mentorship Model

The unit utilizes a **peer mentor structure**, pairing youthful offenders with experienced facility workers who model positive behavior and work habits.

Participants may:

- Shadow mentors during work assignments
- Receive daily guidance and accountability
- Learn workplace expectations and responsibility

The program currently maintains **two mentors to maximize oversight and effectiveness**.

### Operational Outcomes

During FY 2024–2025 the program recorded:

- **34 releases through court proceedings**
- **10 bail releases**
- **5 paroles**
- **9 sentences completed**
- **14 individuals transitioned to lower security housing**

These transitions reflect **behavioral progress and case outcomes within the unit**.



# 1<sup>ST</sup> FLOOR PROGRAMS



## **York Street Industries: Workforce Training That Produces Measurable Results Hampden County Sheriff's Office Vocational & Industrial Programs**

York Street Industries is the Hampden County Sheriff's Office's vocational training and correctional industry program designed to prepare incarcerated individuals for employment in high-demand skilled trades. Through real production work, industry-recognized certifications, and hands-on training environments, the program simultaneously strengthens institutional operations, reduces costs, and prepares participants for successful reentry into the workforce.

### **Key Operational Metrics**

Participants enrolled in vocational reentry programming: **1,110**  
Participants successfully completed vocational programming: **584**  
Employers in the HCSO job placement network: **500+**

### **Skilled Trade Training Aligned with Regional Workforce Needs**

**Welding Certification Program:** The welding program provides hands-on instruction aligned with American Welding Society standards and focuses on trades currently facing workforce shortages across Massachusetts manufacturing and construction sectors.

#### **Program Highlights**

- **3 American Welding Society certification cohorts**
- **17 participants completed welding training**
- **25 total individuals worked in the welding shop**
- **3 graduates confirmed employed as welders**

In addition to workforce preparation, welding trainees complete fabrication projects that support Sheriff's Office operations. These in-house fabrication projects **save thousands of dollars annually** in outside contractor costs while providing real-world training experience.

#### **Examples of Welding Projects Completed**

- Stainless steel kitchen security cage
- K9 training box upgrades (7 units)
- Special Operations equipment storage retrofits (4 rooms)
- Training apparatus for vehicle extraction scenarios
- Mounted unit hay feeders

**Graphic Arts & Printing Technology:** York Street Industries operates a full production printing and graphics shop where participants learn the entire commercial printing workflow. Participants leave with experience in **modern print production environments**, preparing them for employment in commercial print shops, marketing production facilities, and manufacturing settings.

**Training Includes:** Desktop publishing; Digital & Offset printing; Direct-to-plate imaging; Variable data printing; Booklet making and finishing; Production scheduling and quality control

#### **FY25 Graphics Metrics**

- 4 incarcerated workers assigned to the shop
  - Production services provided for: Sheriff's Office divisions; Municipal partners; State agencies; Nonprofit organizations



# 1<sup>ST</sup> FLOOR PROGRAMS



## Additional Vocational Industry Programs

**Building Trades Program:** Designed as a simulated job site environment that mirrors real construction projects.

### Program Metrics

- 42 individuals worked in building trades during FY25
- 6–8 average daily workforce

### Participants learn:

- Construction fundamentals
- Tool safety
- Jobsite coordination
- Project timeline management

## Industry Safety Certifications

Safety credentials are a critical component of workforce readiness in manufacturing and construction sectors. These certifications significantly increase employability upon release.

### OSHA Certifications Earned

- 121 OSHA-10 Construction & General Industry certifications
- 64 additional OSHA-10 General Industry graduates
- 20 women enrolled in OSHA certification at the Women's Correctional Center
- 10 women successfully completed the program

## Workforce Pipeline & Reentry Preparation

York Street Industries programs are integrated into the **Vocational Education Placement (VEP) Reentry Program**, which connects individuals to training, employment preparation, and employer networks.

### VEP Program Results

- 1,110 individuals enrolled (10% increase)
- 584 program completions (23% increase)

Participants were placed into vocational assignments including:

- 25 welding positions
- 4 graphic arts positions
- 42 building trades positions
- 44 additional industry positions

## Real Employment Connections

The Sheriff's Office maintains a **job placement network of more than 500 employers** across Western Massachusetts. Approximately **25 new employers** are added to the network each year, expanding employment opportunities for returning citizens.

## Why This Matters for Massachusetts

York Street Industries demonstrates how correctional facilities can operate as **regional workforce development centers** while maintaining safe and efficient operations. Most importantly, it prepares individuals leaving custody to enter the workforce with **marketable skills, credentials, and work experience** – key factors shown to reduce recidivism and improve long-term public safety outcomes.



# 2<sup>ND</sup> FLOOR PROGRAMS



## Hampden County Sheriff's Office Correctional Education Programing

The Hampden County Sheriff's Office operates one of the most comprehensive correctional education systems in Massachusetts, delivering academic instruction, vocational training, digital literacy, and workforce preparation across multiple facilities. The program is designed to reduce recidivism, improve employability, and prepare justice-involved individuals for successful reentry into the community.

In FY2025, the Education Department exceeded its state enrollment benchmarks every month of the year, demonstrating both strong participation and program capacity.

Average enrollment reached **117% of the Department of Elementary and Secondary Education (DESE) target**, with participation peaking at **153% of target enrollment in April**.

Academic outcomes also reflect measurable progress. **316 students completed at least 12 hours of instruction, 138 students received post-testing, and 80 students achieved Educational Functioning Level gains**, documenting real academic improvement. Additionally, **19 incarcerated students earned their GED during the year**, marking an increase over the previous year.

The program is particularly impactful for younger incarcerated individuals and those who were disconnected from traditional education before entering custody. During FY2025, the Education Department served **80 Title I eligible students, 18 special education students, and 15 students working toward a high school diploma**. Despite significant barriers – including housing restrictions and behavioral challenges – students continued academic progress, with **7 high school diplomas and 4 GEDs awarded within this population**.

Vocational training programs connect education directly to workforce readiness. **Eleven students completed the welding program, earning American Welding Society certifications and OSHA-10 safety credentials**. In the **MassSTEP Culinary Arts and High School Equivalency program**, the department achieved **100% of its credential target, with 18 enrollments and 18 credentials earned**.

The department also continues to expand innovative learning opportunities. In partnership with the **MIT Education Justice Institute**, students participated in introductory computer science programming focused on **video game design and web development**, with the inaugural cohort completing the course in full. The department also launched a Career 101 employment readiness course, teaching job search strategies and workplace preparation skills.

The education program operates with significant outside funding support and strong accountability measures. In FY2025, the department secured **five competitive DESE grants totaling \$732,715**, supporting instructional staff, testing, vocational programming, and classroom technology. The program also retained an **“Exemplary” rating in its most recent Program Quality Review**, highlighting both the scale and quality of services delivered.

For policymakers examining correctional best practices and potential consolidation of correctional facilities, the Hampden County Sheriff's Office education model demonstrates a proven, scalable approach that combines academic achievement, workforce preparation, and strong partnerships to improve outcomes for justice-involved individuals.

### By the Numbers (FY2025)

- 117% – Average enrollment compared to DESE target
- 153% – Highest monthly enrollment level
- 316 – Students completing 12+ instructional hours
- 138 – Students receiving post-testing
- 80 – Educational Functioning Level completions
- 19 – GED diplomas awarded
- 7 – High school diplomas earned by Title I students
- 11 – Welding program graduates earning AWS certification
- 18 – Culinary program enrollments and credentials earned
- 80 – Title I eligible students served
- 18 – Special education students served
- \$732,715 – Competitive education grant funding secured



# WESTERN MASSACHUSETTS RECOVERY & WELLNESS CENTER



## Overview

The Western Massachusetts Recovery & Wellness Center (WMRWC) is a residential treatment facility that provides structured recovery programming and community-based services.

**Average Daily Population:** 88 residents

**Facility Type:** Co-ed regional minimum-security residential treatment program

**Service Area:** Western Massachusetts region

## Population Served

WMRWC provides treatment and services to:

- County sentenced men and women
- Participants in Drug Court, Probation Diversion, and Hope Parole programs
- Federal Bureau of Prisons Reentry residents
- Department of Corrections step-down placements

## Counseling & Case Management

Counseling and case management are central components of the WMRWC program. Residents participate in weekly or bi-weekly counseling sessions and work collaboratively with counselors to develop individualized service plans and release strategies. Programming is tailored to enhance recovery skills, promote behavioral change, and prepare residents for successful reentry.

## Treatment & Education Model

### Phase 1 – Treatment Education (7 Weeks)

Phase 1 provides intensive education and therapeutic programming designed to build a strong foundation for recovery. Over the course of seven weeks, residents participate in structured learning centered on key recovery themes including: Healthy Living, Process of Change, Mindful Decision Making, Community, Emotional Wellness, Recovery and Resilience.

**Programming includes:** Recovery Education (5 times weekly); Cognitive Behavioral Therapy (CBT) Skills (weekly); Victim Impact programming (weekly); Group Therapy (twice weekly); Special Interest Groups (four times weekly); Recovery Roadmaps (twice weekly); STOP – Skills, Techniques, Options & Plans for Better Relationships (twice a week); GED and Educational classes

### Phase 2 – Work & Community Reintegration

Phase 2 is designed to mirror a structured workday, combining employment with ongoing recovery programming. Residents participate in facility or community-based work assignments, returning to the facility for afternoon programming and recovery activities. Phase 2 programming includes Group Peer Support, Reentry Next Steps and ongoing Educational Classes, STOP and Recovery Roadmaps.

## Recovery & Wellness Programs

All residents participate in a minimum of three recovery and wellness activities each week, supporting physical health, personal growth, and pro-social engagement. Supporting all paths to recovery many programs are offered including: AA/ NA, Mindfulness practices, Religious services, Fitness and wellness activities, Recovery yoga, Mentorship programs, Aftercare planning, Culinary and OSHA training, Support groups, Morning Reflection



# ALL INCLUSIVE SUPPORT SERVICES



## **A Regional Reentry and Community Stabilization Resource**

Established in 1996, the Hampden County Sheriff's Office All-Inclusive Support Services (AISS) program was the **first full-service reentry center operated by a correctional authority in the United States**. Today, it operates as a community-based hub that connects justice-involved individuals and community members to services that promote stability, reduce recidivism, and improve public safety. Since opening its doors, AISS has served **more than 41,000 individuals**, demonstrating the long-term impact and scalability of this model.

## **A Proven Model for Public Safety and Fiscal Responsibility**

The AISS model focuses on addressing the underlying causes of justice involvement – housing instability, unemployment, untreated addiction, and lack of access to healthcare – before they lead to repeated incarceration.

By connecting individuals with employment, education, treatment, and housing resources, AISS improves community safety while delivering services at a fraction of the cost of incarceration. The program's scale, partnerships, and long-term outcomes demonstrate that it is not only a local asset, but a **regional resource capable of serving individuals from multiple jurisdictions while strengthening communities across Western Massachusetts**.

## **FY25 Snapshot**

- **1,712 individuals served** through case management and services
- **Average daily attendance:** 88 participants
- **82% of participants attended voluntarily**, without probation or parole supervision
- **36% of members had never previously been incarcerated in an HCSO facility**, demonstrating the center's role as a broader community resource
- **241 individuals received urgent crisis intervention services** upon entering the program

## **Employment and Workforce Development**

Helping individuals obtain stable employment is a core strategy for reducing recidivism and strengthening communities.

- **238 jobs secured in FY25**
- **342 individuals completed Employment Readiness training**
- **778 job search appointments conducted**
- **78 individuals earned OSHA-10 industry certifications**
- **33 individuals employed through the Workforce Initiative transitional job program**
- **Over 11,870 jobs secured since the program's inception**

AISS works closely with regional workforce partners including **MassHire Holyoke/Springfield**, connecting participants with free or reduced-cost vocational training, credentialing programs, and employment opportunities.



# ALL INCLUSIVE SUPPORT SERVICES



## **Regional Impact**

AISS serves individuals across Hampden County and the surrounding region, with **92% of participants coming from the major urban centers of Springfield, Holyoke, Chicopee, West Springfield, and Ludlow**. By providing services in a centralized, accessible location, the facility acts as a **regional reentry and stabilization hub** capable of serving both local residents and individuals returning from incarceration outside their home communities.

## **Education and Career Pathways**

Education services help participants build long-term economic stability.

- **472 individuals requested education services**
- **233 members referred to education programming**
- **GED preparation and adult basic education offered at no cost**
- **College transition advising and financial aid assistance available**
- **Digital literacy and computer training provided**

These programs help participants pursue career training, college enrollment, and workforce certification programs.

## **Housing Stability and Reentry Support**

Housing insecurity remains one of the greatest barriers to successful reintegration. Through the **CHES (Community Housing: Earned, Safe and Supportive)** initiative and housing navigation services, AISS helps participants stabilize their living situations.

- **138 individuals served through the CHES housing program since its launch**
- **37 participants secured mobile housing vouchers**
- **10 individuals transitioned to independent rental housing**
- **4 participants became first-time homebuyers**
- **No evictions occurred from CHES housing placements in FY25**

These outcomes demonstrate the program's ability to move individuals from instability toward permanent housing and self-sufficiency.

## **Health, Mental Health, and Addiction Recovery**

AISS connects participants to a wide network of treatment and recovery services.

- **121 new therapy referrals in FY25**
- **474 hours of individual counseling provided**
- On-site clinicians provide **mental health counseling, substance use evaluations, and crisis intervention**
- Partnerships with providers such as **Behavioral Health Network and Better Life Partners** offer medication-assisted treatment, counseling, and recovery services.

Through these collaborations, AISS ensures that participants receive coordinated care addressing both behavioral health and recovery needs.



# WESTERN MASSACHUSETTS REGIONAL WOMEN'S CORRECTIONAL CENTER



## **A Regional Asset for Women's Corrections in Massachusetts**

The **Western Massachusetts Regional Women's Correctional Center (WCC)** operates as a multi-county regional correctional facility serving women across Western Massachusetts and beyond. Its modern design, integrated treatment model, and coordinated services allow the facility to safely manage a diverse population while delivering programming that promotes stability, recovery, and successful reentry.

### **Regional Reach and System Capacity**

WCC is already operating as a regional correctional hub.

- **1,830 total intakes in FY25** from multiple jurisdictions across the Commonwealth
- Individuals received from **Hampden, Worcester, Berkshire, Hampshire, Franklin, and other counties**
- **558 individuals from Worcester County and 180 from Berkshire County** processed through the facility in FY25
- **Average daily population: 164**
- **2,809 court transports and 615 video court appearances** handled in a single year
- **43 federal Bureau of Prisons transfers** received from FCI Danbury

These numbers demonstrate that WCC is **already functioning as a regional intake and custody center** capable of managing populations from multiple jurisdictions.

### **Operational Stability and Safety**

WCC maintains strong institutional safety while managing a high-volume correctional environment.

- **468 inmate moves completed with 91% compliance**
- **8,596 intake searches and 4,304 body scans conducted** to maintain facility security
- **820 K-9 narcotics searches performed** within the facility
- **100% compliance in the most recent American Correctional Association audit**

These metrics reflect a facility that manages risk effectively while maintaining disciplined operational standards.

### **Compassionate, Gender-Responsive Care**

WCC's model recognizes the unique needs of justice-involved women, particularly the prevalence of trauma, substance use disorder, and family separation.

- **91% of incarcerated women report having children**
- **72% report Department of Children and Families involvement**
- **59 pregnant women received care and monitoring during FY25**
- **10,406 medical sick-call visits and 7,967 clinic visits** provided
- **17,965 wellness checks conducted** by medical staff

These services ensure individuals receive the **health care, stabilization, and trauma-informed support** necessary to safely navigate incarceration and reentry.



# WESTERN MASSACHUSETTS REGIONAL WOMEN'S CORRECTIONAL CENTER



## Treatment and Recovery That Works

WCC places strong emphasis on programming that addresses the drivers of criminal behavior.

- 129 individuals participated in the VOICES intensive treatment program
- 98% successful participation, 67% successfully completed the program-\*
- 80 women on average participate in medication-assisted treatment for opioid addiction
- 112 participants completed opioid treatment education programs

Programs address trauma, substance use, parenting skills, violence prevention, and recovery – all proven contributors to reduced recidivism.

## Education, Job Training, and Reentry Preparation

WCC prepares women for successful reintegration into the community.

- 538 enrollments in education programs across all academic levels
  - 202 individuals enrolled in Adult Basic Education or Adult Secondary Education (30% increase from FY24)
  - 161 participants completed digital literacy training
  - 83 individuals participated in college-level coursework
- 85% pass rate in ServSafe culinary certification programs
- 3,165 vocational work hours completed through prison industries

As of March 2026:

- Currently 126 total participants active in Treatment (87), Vocational (11), and Elective Programming (28)
- 61 individuals are enrolled in Educational Programming

These programs help women leave custody with **marketable skills, education, and employment readiness.**

## A Proven Regional Model

With modern infrastructure, strong security standards, and a comprehensive treatment model, the Western Massachusetts Regional Women's Correctional Center already functions as a **regional correctional asset**. Its ability to manage a multi-county population while delivering effective rehabilitation services demonstrates how regional women's facilities can safely expand capacity while improving outcomes for individuals and communities across the Commonwealth.

*\*-Non-Completers did not fail, they were released or moved to Mill St.*



# STONYBROOK

## STABILIZATION & TREATMENT CENTER



### A Regional Treatment Hub for Massachusetts Operated by the Hampden County Sheriff's Office

The **Stonybrook Stabilization & Treatment Center (SSTC)** is a Massachusetts Department of Public Health-approved treatment facility providing **civil commitment and voluntary treatment for substance use disorder under MGL Chapter 123, Section 35**.

Since opening in **2018**, the program has become a **critical regional asset**, providing medical detoxification, clinical stabilization, and recovery planning for individuals in crisis across Massachusetts.

#### Key Impact Metrics

- **Individuals Treated Since 2018: 5,604**
- **Admissions Each Year: Approx. 700**
- **Average Treatment Stay Length: 54 Days**
- **Average Medically Managed Withdrawal Phase: 7 Days**

These outcomes demonstrate that evidence-based treatment, combined with structured recovery planning, significantly reduces repeat commitments.

#### Regional Treatment Capacity

SSTC operates in a **standalone treatment facility on the Hampden County Sheriff's Office campus in Ludlow**, designed specifically to remove the stigma of correctional environments and focus on recovery.

#### Licensed Treatment Capacity: 152 Total Treatment Beds

- **32 beds – Acute Treatment Services (ATS)**  
Medical detox and withdrawal management
- **8 beds – ATS specialty/overflow unit**
- **24 beds – Mental Health / Medical stabilization unit**
- **120 beds – Clinical Stabilization Services (CSS)**

The facility includes a **specialized unit for individuals with serious mental illness and/or complex medical needs**. This structure allows SSTC to treat **both medically complex and behavioral health cases simultaneously**, making it one of the most comprehensive Section 35 treatment facilities in Massachusetts.

#### Evidence-based Clinical Model

SSTC delivers **evidence-guided, trauma-informed treatment** designed to stabilize individuals and connect them with long-term recovery resources.

**Core Treatment Services:** Medically managed withdrawal (detox); Medication-Assisted Treatment (MAT); Cognitive Behavioral Therapy (CBT); Dialectical Behavioral Therapy (DBT); Individual and group counseling; Recovery meetings (AA / NA / SMART Recovery); Family transition counseling; Discharge planning

Clients participate in **up to 10 hours of therapeutic programming per day**.

#### Transportation

520 clients (432 Hampden County, 88 Out of County), a 15% increase over FY24 and a 51% increase over FY23, were transported to court. Additionally, 874 (654 males, 220 females) newly committed clients were transported to treatment facilities throughout the state. While Section 35 transports are sensitive and, at times, challenging, the transports are always completed with the utmost professionalism.



# STONYBROOK

## STABILIZATION & TREATMENT CENTER



### High-Acuity Population Served

The population served by SSTC represents some of the most vulnerable individuals in the Commonwealth.

Recent admissions show:

- ~45% experiencing homelessness
- ~70% with prior HCSO criminal justice involvement
- High rates of co-occurring mental health conditions

Approximately 90% of individuals committed to SSTC with a substance use disorder also have a mental health diagnosis, which SSTC treats through integrated clinical care.

### Clinical Staffing & Professional Expertise

SSTC employs a large multidisciplinary treatment workforce dedicated to recovery services.

**Total Staff: 180–196 employees, including:**

Physicians / Nurse Practitioners; Registered Nurses and LPNs; Licensed Mental Health Clinicians; Substance Use Disorder Counselors; Recovery Specialists; Care Coordinators; Residential Treatment Staff

All clients receive a mental health evaluation within 72 hours of admission, ensuring early identification of co-occurring disorders.

### A Model for Regional Section 35 Treatment

When Sheriff Nick Cocchi launched the program in 2018, Western Massachusetts had **no local Section 35 treatment capacity**.

Today, SSTC serves as:

- ✓ The primary Section 35 treatment center for Western Massachusetts
- ✓ A medical detox and stabilization hub
- ✓ A clinical bridge to community treatment providers
- ✓ A partner to hospitals, courts, and recovery programs

The facility also works closely with the **Hampden County Addiction Task Force**, coordinating overdose response and recovery support across the region.

### A Proven Approach

Stonybrook demonstrates that **treatment-focused public safety programs produce measurable results**.

- ✓ Evidence-based treatment
- ✓ Integrated mental health care
- ✓ Low recommitment rates
- ✓ Regional treatment infrastructure already in place

**SSTC has the capacity, expertise, and outcomes to continue services Western Massachusetts – and to expand as a treatment hub for the entire Commonwealth if needed.**



# DCAMM PROJECTS



## DCAMM Projects DCAMM Liaison –Azinga Ming

**FY26** - HVAC upgrades all buildings at Main Institution.

- *Project started FY23 should be complete Mid-FY26*

**FY26** - Cleaning of all ductwork at Main Institution.

- *Project started FY23 should be complete Mid-FY26*

**FY25** - Replacement of door controls at WCC

### DCAMM Funding Requested

- **Building A** - Elevator 161-P-36
- **Building B** - Elevator 161-P-37
- **Building C** - Elevator 161-P-38
- **Building C** - Elevator 161-P-39
- **Building H/F** - Elevator 161-P-34
- **FY24** - Asphalt replacement at MI parking lot and Alabama Street
- **FY26** - Study for the replacement of both emergency generators
- **FY26** - Study elevator modernization at MI and WCC

### Capital Projects Funding Requested

- Repair of Building Envelopes at Main Institution.

### Recently completed DCAMM projects

**FY24**

- Replace / Retrofit Cell door locks
- Replace perimeter fence alarm system
- Install new drains and floor finish in housing towers showers
- Replace door control system at Main Institution.



# VISITATION



## Main Institution

Visit Type	Count
Attorney	5,116
Canceled	1,041
Clergy/Counselor	8
DCF	228
Denied/Error	9
Interpreter	6
Investigator	97
Legal/Medical	12
Mental Health	124
Personal	11,097
Police/Probation	7
Professional	66
Refused	22
Social Worker	370
Worker	379
Property Drop	1
<b>Total Visits</b>	<b>18,583</b>

## Womens Correctional Center

Visit Type	Count
<b>Personal</b>	
Virtual	1,744
In-Person	660
<b>Total Visits</b>	<b>2,404</b>
<b>Professional</b>	
Virtual	680
In-Person	180
<b>Total Visits</b>	<b>860</b>

## WMRWC

Visit Type	Count
Virtual	840
In-Person	1,808
<b>Total Visits</b>	<b>2,648</b>

## SSTC

Visit Type	Count
Family Transition Sessions	41



# COMMUNICATION SERVICES



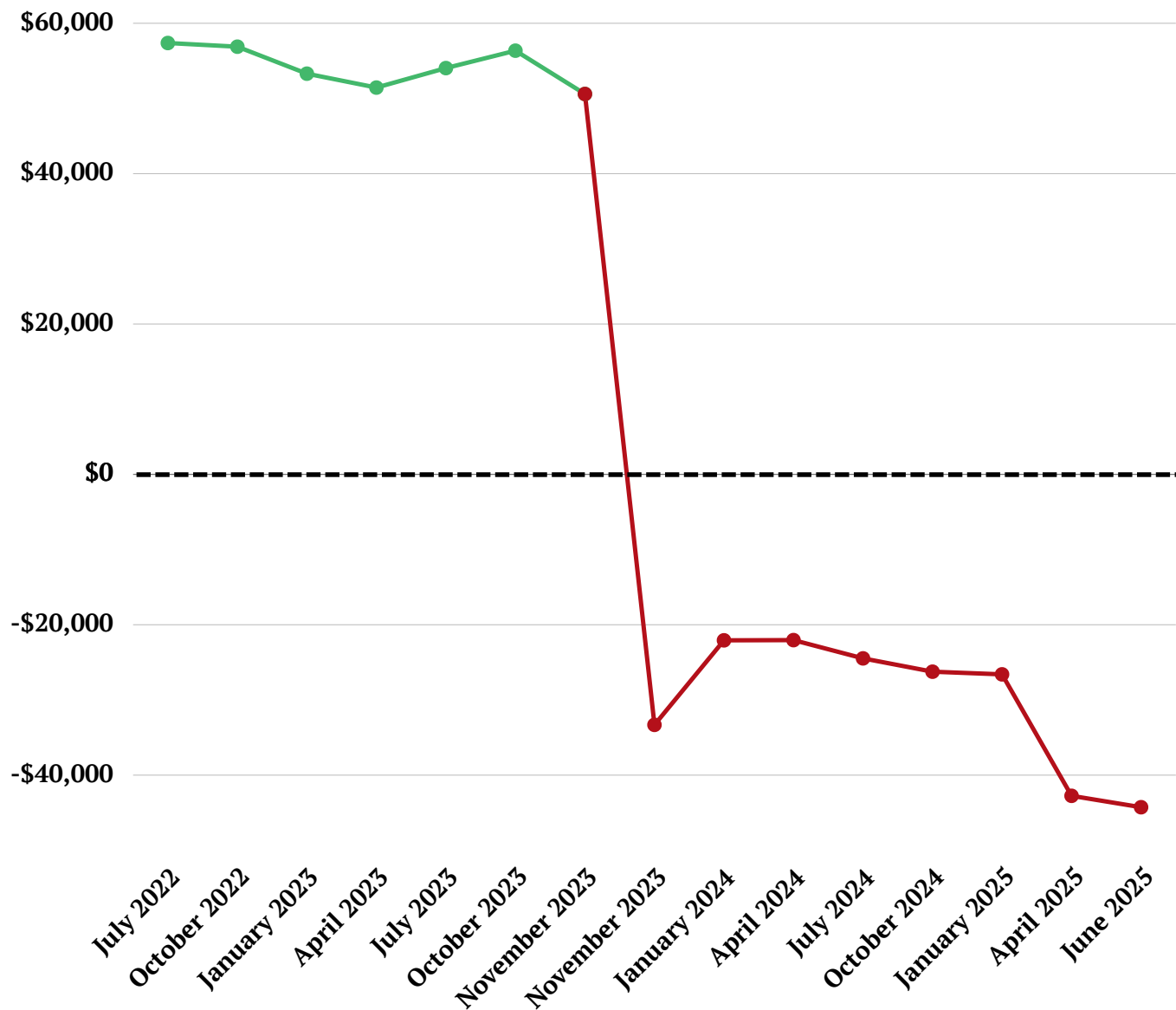
## Requirement to Provide Free Voice Communication Services:

Under Section 2 of H.5112, effective July 1, 2024, Massachusetts county sheriffs are required to provide communication services, including phone calls, to incarcerated individuals in county correctional facilities at no cost to either the caller or the recipient. This provision also allows additional communication services (such as video or electronic messaging) to be offered free of charge, but it expressly states that these cannot replace voice calls and must be provided in addition to them. The law further mandates that access to voice communication be at least as comprehensive as it was on July 1, 2022, and does not limit in-person visits.

In effect, Communications Services went from a funding source to a mandated deficit.

## Phone Calls

Monthly Income / Spending, Fiscal Years 2023 - 2025





# NO COST COMMUNICATION



Month	# of Calls	# of Minutes	Cost
Jul 2024	119,757	1,529,463	\$24,471.41
Aug 2024	131,828	1,688,134	\$27,010.14
Sep 2024	127,257	1,629,137	\$26,066.19
Oct 2024	128,874	1,640,165	\$26,242.64
Nov 2024	127,239	1,634,210	\$26,147.36
Dec 2024	136,650	1,717,249	\$27,475.70
Jan 2025	132,497	1,660,809	\$26,596.97
Feb 2025	129,068	1,649,001	\$26,384.01
Mar 2025	159,013	1,982,434	\$39,648.68
Apr 2025	173,128	2,137,630	\$42,752.60
May 2025	172,386	2,103,647	\$42,072.94
Jun 2025	117,453	2,113,449	\$44,268.98
<b>Total</b>	<b>1,655,150</b>	<b>21,485,328</b>	<b>\$379,137.62</b>



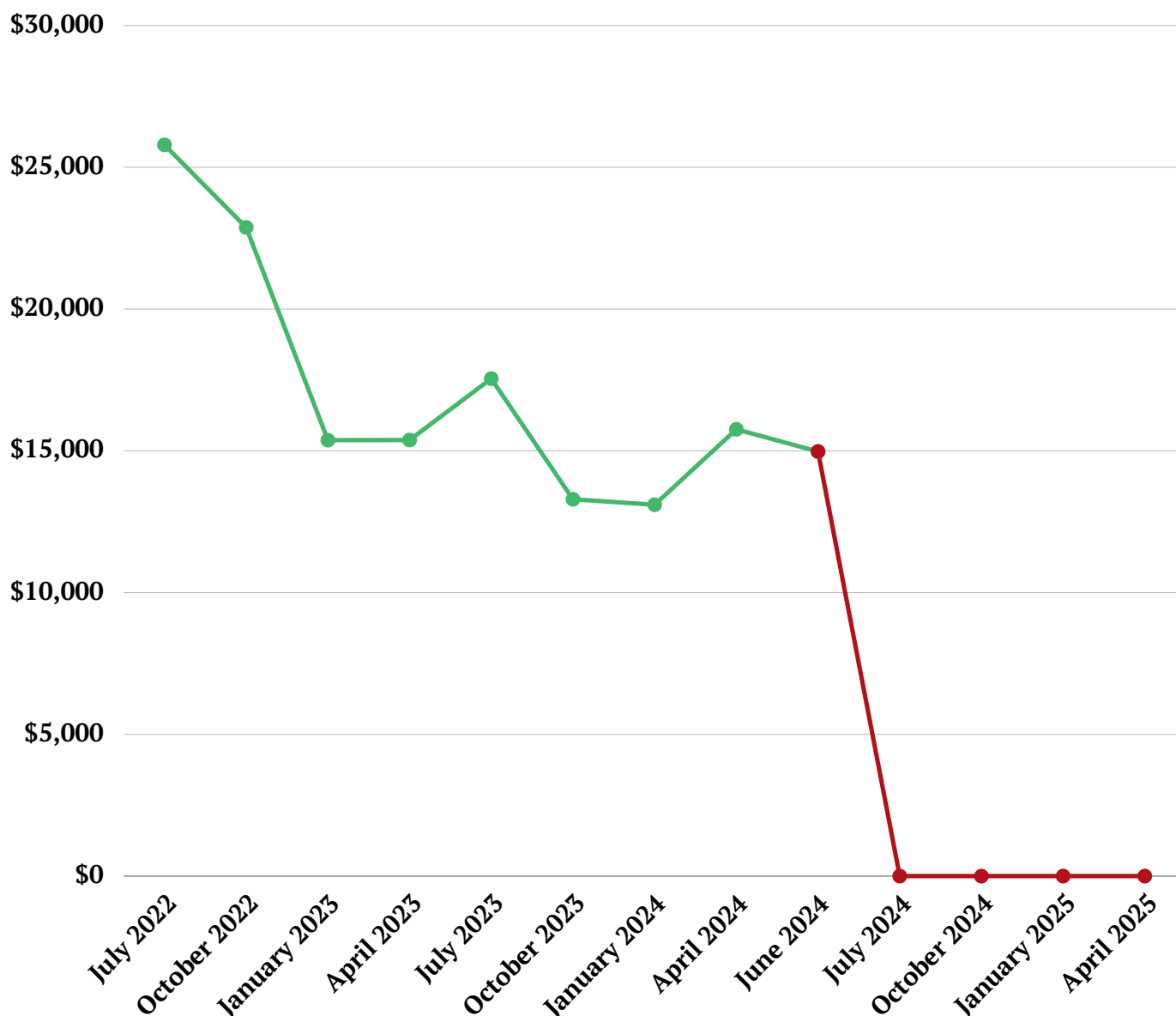
# COMMISSARY

## Prohibition on Collecting Income from Commissary Sales:

Section 3 of H.5112, effective July 1, 2023, caps the price that correctional facilities and their contractors can charge for commissary items at no more than 3 percent above purchase cost and directs facilities to maximize bulk-purchase discounts. It also prohibits county sheriffs from receiving commissions, revenue, or any financial incentives from commissary contracts, effectively eliminating income for the facilities from these sales. The provision further requires that commissary offerings include gender-affirming and culturally appropriate items.

**In effect, Commissary Sales went from a funding source to nonexistent.**

### Commissary Monthly Income, Fiscal Years 2023 - 2025





# TRANSPORTATION



## Hampden County Section 35 Court Commitments

	FY23	FY24	FY25
Stonybrook	404	388	467
Brockton MATC/H.P	93	143	50
Plymouth MASAC	8	22	35
Taunton RAP/WRAP	107	88	67
Plymouth H.P.	26	34	33
RCA Danvers	16	18	24
New Bedford WATC/H.P	83	54	40
New View Greenfield	60	83	102
MCI Framingham	17	33	54
Worcester MYR	4	1	2
<b>TOTAL</b>	<b>818</b>	<b>938</b>	<b>874</b>

### Transportation to Court

	FY23	FY24	FY25
MI	8,543	9,728	10,435
WCC	126	170	202
SSTC	345	451	520

**WMass Recovery and  
Wellness Center Medical  
Transport to Appointments**  
 FY24 682  
 FY25 616

**Total Miles: 253,317 on 9 vans**

#### MI

**9,796** Hampden County  
**639** Out of County

#### SSTC

**432** Hampden County  
**88** Out of County



# AVERAGE DAILY POPULATION



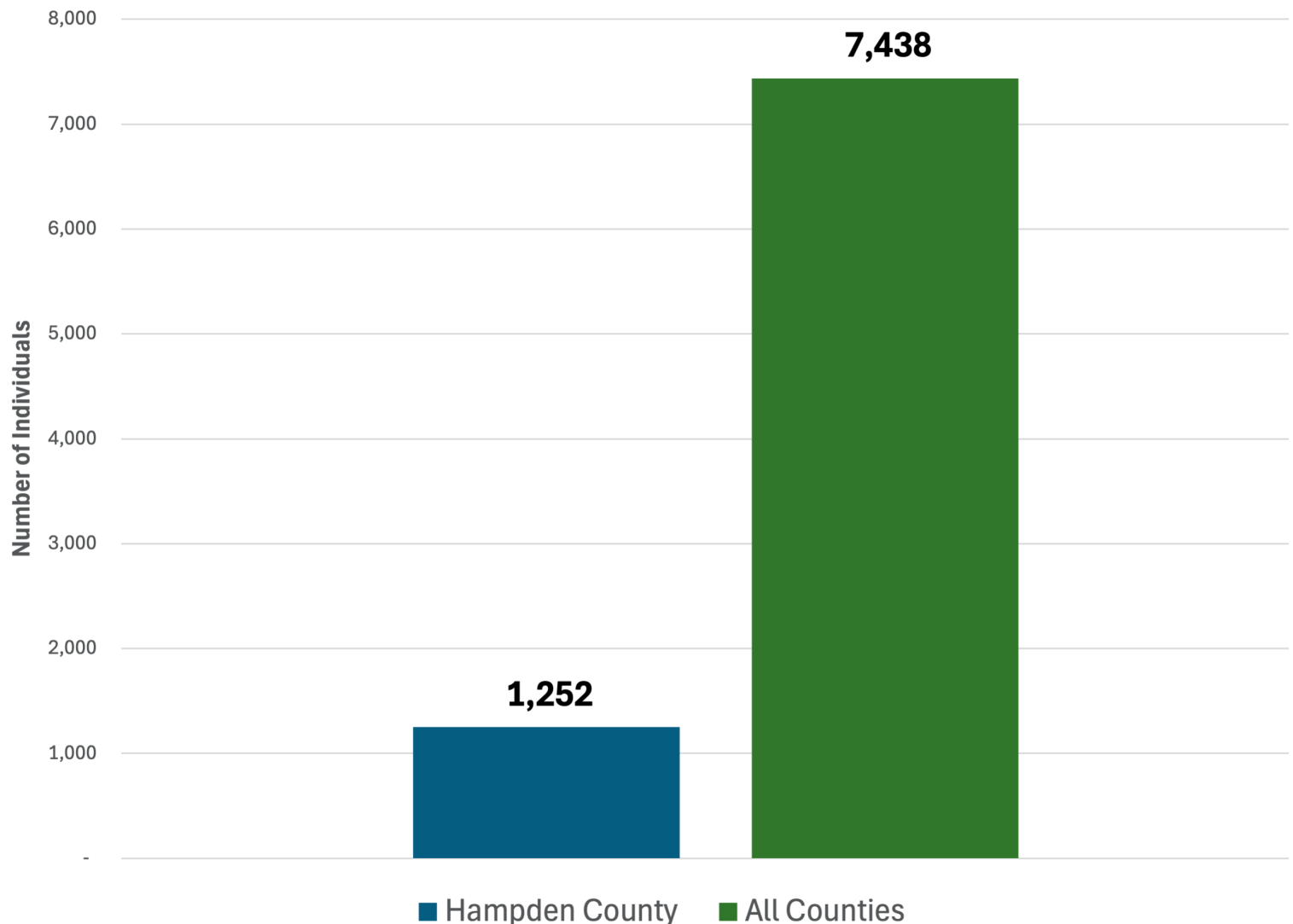
## Hampden County Population Breakdown

Males			Females		
Pre-Trial	560	Pre-Trial	114		
Sentenced	287	Sentenced	54		
Safekeeps	8	Safekeeps	3		
DOC Reentry	34	DOC Reentry	34		
Federal	8	Federal	8		
Comm. Collab.	59	Comm. Collab.	15		
Section 35	90				

## Average Length of Stay

Pre-Trial: 210 days  
 Sentenced: 231 days

## December 2025 Average Daily Population





# HCSO POPULATION HEALTH & PROGRAMMING



## FY25 Population Health Hampden County

% of Population with Substance Use Disorder

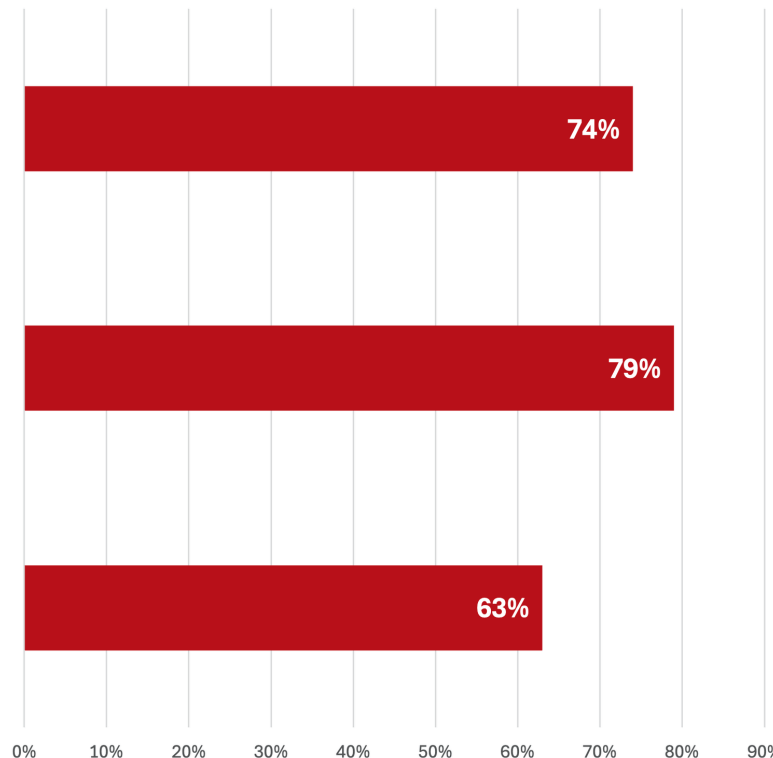
74%

% of Population with Mental Illness

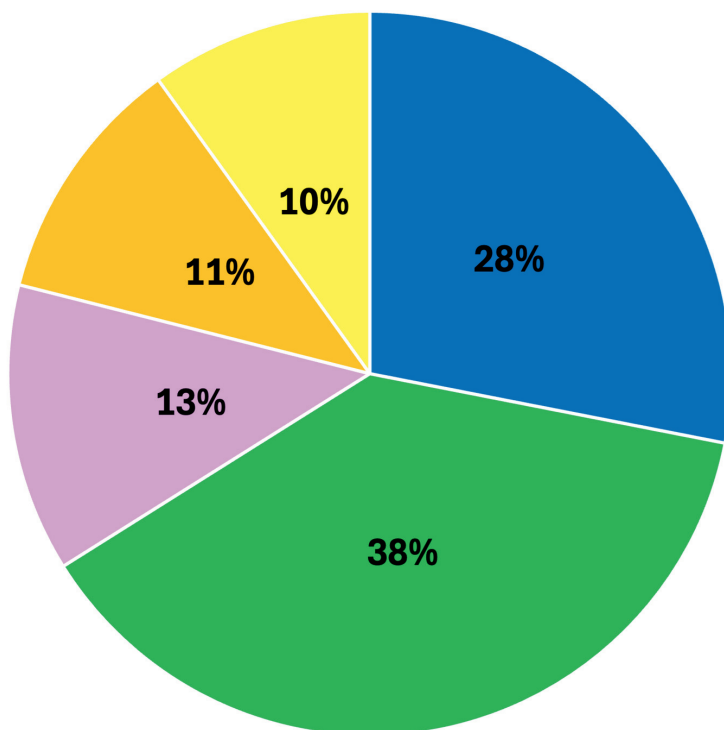
79%

% of Population with Co-Occuring Disorders

63%



## Hampden County 2025 Programming Category Breakdown



- Educational / Vocational
- Behavioral Health / Mental Health / Substance Use / Other Treatment
- Religious / Spiritual
- Support / Mentorship
- Community Reinvestments

