



Community Justice Support Centers

Providing **services and support** for people
in the community **instead of jail or prison.**



Client Information Guide

Welcome to the Community Justice Support Center (Support Center) Program.

This informational guide will give you information to help you better understand and use the program.

Support Centers offer community-based programs and services to help clients with criminal justice involvement improve their lives and future — and avoid further risky behavior. Support Centers are staffed by community-based providers, who work with the client to make a plan that will focus on that person's specific needs and prepare them for success.

Client Responsibilities:

- Clients are expected to attend and join in the programming, including classes and community service activities, as scheduled.
- Clients will take part in random drug and alcohol testing and follow through with required or recommended treatment, and follow probation, parole, or pre-release conditions.
- Clients, Support Center staff, and instructors are expected to treat each other with mutual respect.
- Each Support Center has its own guidelines and rules, and each client needs to review and follow these.

There are different ways clients come to the Support Centers.

Intensive Supervision with Treatment (IST)

The court can order IST instead of incarceration. At the Support Center, IST mixes services such as treatment, education, and employment counseling, with required activities such as drug and alcohol screening, community service, electronic monitoring, and day reporting.



Pretrial Treatment (PT) or Services Program (PSP)

If a person comes to court in immediate need of treatment for substance use disorder (SUD), education, or career counseling, that person, after talking to their attorney, can ask the judge to order them to PT instead of jail. PT at the Support Center includes all the services and support available with IST but during the pretrial phase of the case.



Sometimes a person needs support to ensure they will return to court. Instead of jail, the court may order them to attend the PSP at the Support Center. PSP will help them understand when they must be in court, check-in with them on a periodic basis, and connect them with resources they may need to stay safe and stable in the community.

Standard Probation Supervision

When a person is placed on probation, they are often given obligations to fulfill and may be referred to the Support Center to fulfill those obligations. For example, the court may order a person to obtain employment or complete a GED or HiSET.



Re-Entry Services Program

The Support Center is available to help anyone returning to the community after incarceration to help them with challenges they may face as they get their life back on track. This can include getting health care, SUD treatment, educational opportunities, housing, career counseling, and any other services that may help them succeed.



What to Expect

When the client first comes to the Support Center, they will go through an intake process to decide what services and supports are needed. Each client will have a plan created based on their needs and will be encouraged to make smart and healthy choices. Typical services include:

Cognitive Behavioral Treatment (CBT)

This could be groups and classes that help clients learn how to make better decisions and repair relationships, and special treatment if a client is having problems with drugs and alcohol. This treatment and support can help clients develop new coping skills and prevention strategies with drugs and alcohol.



CBT also assists clients in building better communication skills and becoming involved in social activities that can improve their quality of life.

Education Support

Staff work with clients on activities such as GED/HiSET and college preparation, life skills, financial literacy, and computer and technology basics.



Career Counseling

Clients will get help to develop resumes, and learn about training opportunities and resources to pursue a career.



One-on-one Support

There are regular check-ins so clients can stay on top of their goals.



Services are available in languages other than English. In addition, there is support for those who have experienced trauma-related events and actions.

The Support Centers will also work with clients to get access to and partner with many community-based support services, such as housing, counseling, SNAP, Mass Health application/coverage, HIV and STD education and testing, medical and dental care, domestic violence support, and vocational and educational training.

Additionally, the Support Centers provide many other activities. These can include:

- Special activities, such as yoga, food preparation, art projects, etc.
- Cultural appreciation and awareness
- Community service projects to give back to the community
- Guest speakers with a range of experiences and backgrounds
- Transition ceremonies to recognize achievements and celebrate success



Client Testimonials

"I just wanted to thank OCC for all the support. I had a rough patch where every day I was stressed from not knowing where I was going to stay. The resources OCC has are very helpful — granted the housing didn't work for me. If I could encourage anyone that program and resources are helpful — all you need to do is ask.

I also wanted to thank the judge and the Probation Department for my sobriety and giving me the chance to prove I am not a career criminal; I'm just your Average Joe that had an issue with alcohol. You not only helped with by sobriety, you saved my life health-wise. This whole case was truly an eye opener.

The last 14 months, I had a lot of time to self-reflect and was able to do that with a clear conscience. So – for everyone that has helped me with my sobriety and success so far and all the support — thank you."

– A client



“I was not happy when I was sent to this program. With time I started to think that it was not bad. I specifically liked the help I received from staff. I recommend this program to anyone who want to change his or her life. It is good to know that I have people in my corner.”

– Nicholas

“At first, I was not happy to come to this program. Then I just realized that it was life and that I must complete things to be a different person. I specifically liked the people because they looked out for me when my mom pass. The support and the level of relationship I received made me realize that I could do better. I completed the program. I recommend this program to people that need it the most.”

– Brandon

“Doing the curricula really helped me deal with my life struggles. I liked all the curricula, but I enjoyed the healthy relationship curriculum the most. It made me focus on how communicate with others and understand what is healthy and what is not.”

– Roger





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Community Justice Support Centers are part of the Massachusetts Probation Service's mission to keep communities safe. The Support Centers provide services and support to people in the community instead of jail or prison.

Office of Community Corrections

Edward W. Brooke Courthouse

24 New Chardon Street, Suite 1-700
Boston MA 02114

617-788-3500

Community.justice@jud.state.ma.us

<https://www.mass.gov/info-details/find-out-how-community-justice-support-centers-work>