

DEPARTMENT OF PROBATION

Juanita N. Holmes, Commissioner



WHAT WE DO

The Department of Probation (DOP) helps build stronger and safer communities by supervising individuals on probation and fostering positive changes in their decision-making and behavior through research-based practices. By offering support in areas such as education, employment, health, behavioral health services, family engagement, and civic participation, DOP helps individuals transition out of the criminal and juvenile justice systems. The Department ensures community safety by enhancing client's access to essential programs and services and providing the necessary resources and opportunities for individuals to reintegrate into the community. DOP also supplies information and recommendations to the courts to help inform sentencing and disposition decisions. In Family Court, DOP provides investigations and reports on family offenses, custody, child support, visitation, adoption, guardianship cases, and juvenile delinquency matters. In total, DOP provides pretrial intake, diversion, interstate services, investigations, and supervision, in some 40,000 cases per year.

DOP operates the Neighborhood Opportunity Network (NeON) in seven neighborhoods (Brownsville, Bedford-Stuyvesant, East New York, Harlem, Jamaica, North Staten Island, and South Bronx) where a high concentration of people on probation resides. These locations provide a range of opportunities for people on probation and other neighborhood residents. Through the NeONs, DOP reaches thousands of New Yorkers by providing arts programming, High School Equivalency classes, free groceries, access to health insurance enrollment services, and more.

FOCUS ON EQUITY

With probation being the largest and most robust community corrections alternative to detention, jail, and incarceration in New York City, and with DOP being one of the largest probation agencies in the nation, DOP is committed to ensuring that the people under its supervision—who are disproportionately people of color—have access to the opportunities and services they need in order not just to avoid jail or prison, but to thrive.

DOP brings resources into the City's neighborhoods which are disproportionately impacted by the justice system and where large numbers of people on probation reside. DOP's nationally recognized Neighborhood Opportunity Network (NeON) operates as an engine of equity in seven such communities by partnering with neighborhood residents and community-based organizations to develop ground-up solutions, while also providing people on probation with reporting sites and resources within walking distance of their homes. Recognized with the Excellence in Crime Prevention Award from the American Probation and Parole Association, the NeON model is premised on the value of authentic community engagement.

DOP is committed to minimizing the adverse collateral consequences of being involved in the criminal and juvenile justice systems which fall heavily on people and communities of color. This commitment is demonstrated through the diverse array of resources and programming (educational, employment and more) made available in these communities. Most NeON programs, including NeON Nutrition Kitchens, NeON Arts and NeON Sports, are open to all community residents, fostering connectivity between neighbors and destigmatizing people on probation. The program was named a finalist in the Harvard Kennedy School's Innovations in American Government Awards.

Through accountability measures and service practices grounded in research, such as mentoring and training in life skills, as well as partnerships with community-based organizations and other stakeholders, DOP fosters personal change, increases opportunities to thrive, and strengthens communities, thereby building a more equitable and safer New York City.

OUR SERVICES AND GOALS

SERVICE 1 Contribute to improved outcomes in adult and family court proceedings.

- Goal 1a Produce timely and accurate pre-sentence investigations.
 - Goal 1b Assess and determine youth appropriate for diversion from formal juvenile court proceedings via adjustment services.
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SERVICE 2 Monitor and enforce the conditions of probation.

- Goal 2a Assess client risk and misconduct data to apply optimal supervision, monitoring, and programming throughout a probation term.
 - Goal 2b Maximize client accountability through field visits and enforcement actions.
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SERVICE 3 Provide client support and enrichment services to improve probation outcomes.

- Goal 3a Offer community-based services aligned with objectives in Individual Action Plans.

HOW WE PERFORMED IN FISCAL 2024

SERVICE 1 Contribute to improved outcomes in adult and family court proceedings.

Goal 1a Produce timely and accurate pre-sentence investigations.

DOP is required by law to submit investigation reports in adult and family court proceedings, on adults facing sentencing and youths involved in juvenile delinquency matters. The reports include sentencing recommendations for judges. The Department completed 7,744 pre-sentence investigations (PSIs) for adults and 1,135 juvenile Investigation and Reports (I&Rs), respectively a six percent decrease and a 40 percent increase compared to Fiscal 2023. The juvenile I&R on time completion rate decreased by 11 percentage points, ending at 80 percent for Fiscal 2024. This trend was attributed to the increase in juvenile I&Rs, as the volume of total juvenile cases received increased. To enhance efficiency and uphold the agency's commitment to timeliness, the Department is implementing new daily reporting metrics and formulating strategic plans to ensure that each I&R is closely monitored and submitted to court on time.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Adult investigation reports completed	6,550	3,708	7,397	8,270	7,744	*	*	Up	*
Adult investigation reports — On time completion (%)	96.0%	100.0%	98.0%	99.0%	99.2%	*	*	Neutral	Up
Juvenile investigation reports completed	971	388	725	808	1,135	*	*	Up	*
Juvenile investigation reports — On time completion (%)	88.0%	97.0%	95.0%	91.0%	80.0%	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 1b Assess and determine youth appropriate for diversion from formal juvenile court proceedings via adjustment services.

All youth arrested between the ages of 12 and 17 who fall under family court jurisdiction are processed post-arrest by DOP. The Department processed 7,564 juvenile intakes, a 17 percent increase from Fiscal 2023, consistent with a year-to-year increase in New York City Police Department (NYPD) arrests. During the juvenile intake process, probation officers make individual assessments suitable for adjustment. Adjustment would allow for diversion from formal court proceedings. Between Fiscal 2023 and Fiscal 2024, the juvenile intake adjustment suitability rate decreased eight percentage points to 24 percent. This trend was driven by an increase in the number of juveniles with felonies or serious charges and risk attributes, reducing the pool of suitable candidates resulting in fewer cases being adjusted.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Juvenile supervision — Intake cases received	6,097	3,691	4,871	6,486	7,564	*	*	Up	*
Juvenile delinquency cases eligible for adjustment (%)	33%	34%	41%	32%	24%	*	*	Down	Up
– low-risk (%)	55%	57%	61%	51%	39%	*	*	Down	Up
– medium-risk (%)	17%	14%	13%	5%	2%	*	*	Down	*
– high-risk (%)	6%	4%	3%	1%	0%	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

SERVICE 2 Monitor and enforce the conditions of probation.

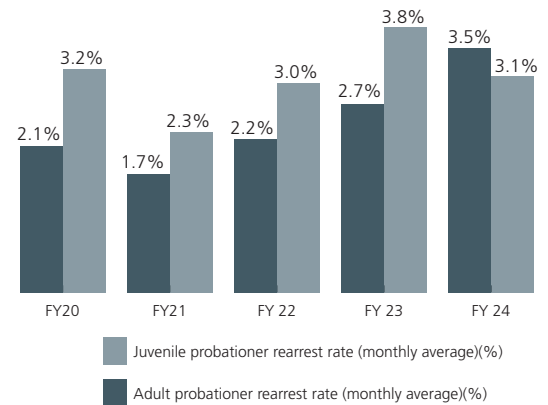
Goal 2a Assess client risk and misconduct data to apply optimal supervision, monitoring, and programming throughout a probation term.

Juvenile supervision cases increased by 43 percent as compared with Fiscal 2023, and adult supervision cases remained relatively steady, up three percent from Fiscal 2023. These results were consistent with NYPD arrest trends, including an overall increase in the number of arrests made by NYPD in Fiscal 2024.

The average monthly rearrest rate for adults on probation supervision increased from 2.7 percent in Fiscal 2023 to 3.5 percent in Fiscal 2024, while the juvenile rate decreased from 3.8 percent to 3.1 percent. When viewed as a percentage of all NYPD arrests, the adult rearrest rate increased from 2.2 percent to 2.5 percent, while the juvenile rate remained at 0.2 percent. In response to the recent increase in adult rearrest rates, the Department is committed to actively focusing on recidivism. To reinforce positive change, the Department is identifying individuals likely to re-offend and prioritizing efforts by individually evaluating their risk factors, placing them into a more focused supervision, while closely monitoring their progress to support their continued improvement.

The average monthly violation of probation rate for adults increased from 1.0 percent in Fiscal 2023 to 2.0 percent in Fiscal 2024. The increase in the adult violation is largely attributed to the increase in rearrest among probationers, and this is significantly driving up the overall rate of violations. The violation rate for juveniles decreased from 2.1 percent to 1.7 percent.

Rearrest Rate Monthly Average (%) for Adult and Juvenile Probationers



Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Adult supervision cases	14,504	11,531	10,109	9,656	9,918	*	*	Down	*
Juvenile supervision cases	624	449	478	653	931	*	*	Up	*
Adult initial risk assessments completed	9,432	5,346	7,036	8,209	8,223	*	*	Neutral	*
Juvenile initial risk assessments completed	2,264	1,526	2,216	2,610	2,530	*	*	Up	*
Average time to complete adult initial risk assessments (days)	NA	NA	9	11	8	*	*	NA	*
Average time to complete juvenile initial risk assessments (days)	NA	NA	26	29	33	*	*	NA	*
★ Adult probationer rearrest rate (monthly average) (%)	2.1%	1.7%	2.2%	2.7%	3.5%	3.0%	3.0%	Up	Down
★ Adult probationers arrested citywide as a percentage of the NYPD arrest report (monthly average) (%)	3.1%	2.7%	2.4%	2.2%	2.5%	2.6%	2.6%	Down	Down
★ Juvenile probationer rearrest rate (monthly average) (%)	3.2%	2.3%	3.0%	3.8%	3.1%	3.5%	3.5%	Up	Down
★ Juvenile probationers arrested citywide as a percentage of the NYPD arrest report (monthly average) (%)	0.3%	0.2%	0.1%	0.2%	0.2%	*	*	Down	*
★ Average monthly violation rate for adult probationers (%)	1.0%	0.7%	0.7%	1.0%	2.0%	*	*	Up	*
★ Average monthly violation rate for juvenile probationers (%)	1.7%	0.9%	1.7%	2.1%	1.7%	3.0%	3.0%	Up	Down
Probation violation proceedings ending in revocation for adult probationers (%)	34%	22%	33%	35%	38%	*	*	Up	Down
Probation violation proceedings ending in revocation for juvenile probationers (%)	30%	29%	23%	26%	34%	*	*	Neutral	Down
Revocation of juveniles not resulting in placement (%)	42.0%	44.0%	55.0%	65.0%	80.0%	*	*	Up	*
Revocation of juveniles resulting in placement (%)	58.0%	56.0%	45.0%	35.0%	20.0%	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 2b

Maximize client accountability through field visits and enforcement actions.

DOP's Intel unit (Intel) consists of specially trained probation officers who gather intelligence and enforce warrants on and arrest probationers who have failed to appear in court to answer allegations that they have not complied with the terms and conditions of their sentences. Intel completed 7,407 enforcement actions in Fiscal 2024, an increase of over 100 percent from Fiscal 2023, based on continued collaboration between Intel and case-bearing officers. These actions included warrant enforcement, criminal possession of weapon visits, ignition interlock device visits, and domestic incidents enforcement as part of DOP's field enforcement actions. Additionally, Intel completed 171 cyber investigations for evidence of criminal activity on social media sites, an increase of over 300 percent from Fiscal 2023. Intel continues to utilize targeted deployment and enforcement practices aimed at individuals most at risk for recidivism or other misconduct.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Cyber/social media investigations	NA	NA	NA	42	171	*	*	NA	*
★ Intel enforcement events	1,843	1,417	1,807	3,678	7,407	*	*	Up	*
– Warrant enforcement	NA	NA	NA	NA	1,634	*	*	NA	*
– Criminal possession of a weapon visits	NA	NA	NA	NA	1,156	*	*	NA	*
– Ignition interlock device visits	NA	NA	NA	NA	2,743	*	*	NA	*
– Domestic incidents enforcement	NA	NA	NA	NA	275	*	*	NA	*
– Other enforcement events	NA	NA	NA	NA	1,599	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

SERVICE 3 Provide client support and enrichment services to improve probation outcomes.

Goal 3a

Offer community-based services aligned with objectives in Individual Action Plans.

In Fiscal 2024, there were 83 new enrollments of juveniles in alternative-to-placement (ATP) programs. There were 1,560 new enrollments in DOP-managed programs, a four percent decrease. To strengthen the effectiveness of these programs, the Department is committed to offering meaningful employment opportunities that equip participants with practical skills, fostering sustainable employment outcomes.

The rate of individuals completing their probation terms during Fiscal 2024 decreased in each operations division. The adult completion rate decreased by four percentage points to 77 percent, while the juvenile completion rate decreased by one percentage point to 87 percent. A trend toward individuals with higher risk and charge characteristics receiving probation sentences continued in both operations divisions, leading to these decreases in completion rates.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
New enrollments in Alternative-to-Placement programs	72	57	94	87	83	*	*	Up	*
● New enrollments in DOP-managed programs	857	1,115	1,962	1,616	1,560	*	*	Up	*
Adult probationer early completion rate (%)	16%	18%	13%	19%	15%	*	*	Neutral	*
Adult probationer early completion approval rate (%)	89%	92%	90%	96%	95%	*	*	Neutral	Up
★ Completion rate for adult probationers (%)	83%	89%	85%	81%	77%	⬆️	⬆️	Neutral	Up
★ Completion rate for juvenile probationers (%)	90%	91%	92%	88%	87%	⬆️	⬆️	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
Letters responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
Completed requests for interpretation	9,485	6,227	7,649	10,495	10,497	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) ³	\$114.3	\$117.5	\$113.1	\$115.3	\$118.3	\$118.0	\$113.9	Neutral
Revenues (\$000)	\$321.8	\$379.3	\$70.7	\$138.0	\$118.4	\$302.0	\$302.0	Down
Personnel	1,123	1,068	977	1,014	893	1,115	1,082	Down
Overtime paid (\$000)	\$2,782	\$1,506	\$884	\$3,075	\$2,793	\$2,791	\$2,776	Up
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds								
"NA" - Not Available *None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency’s goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the ‘Applicable MMR Goals’ column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY23 ¹ (\$000,000)	Modified Budget FY24 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$72.2	\$71.5	
001 - Executive Management	\$10.1	\$12.1	All
002 - Probation Services	\$62.1	\$59.4	All
Other Than Personal Services - Total	\$43.2	\$46.7	
003 - Probation Services	\$43.1	\$46.6	All
004 - Executive Management	\$0.0	\$0.1	All
Agency Total	\$115.3	\$118.3	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ² City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Preceding the Fiscal 2024 Mayor's Management Report, the Mayor's Office of Operations continued implementation of updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within.
- The indicator 'Domestic Incidents report' was added to Goal 2b; previously, domestic incidents were reported as part of the 'Other enforcement event' indicator. Historical data was not impacted; domestic incidents are still part of the total 'Other enforcement event' data prior to Fiscal 2024.
- Goal 2b was revised from 'Improve community safety by maximizing client accountability through field visits and enforcement actions' to 'Maximize client accountability through field visits and enforcement actions.' Client accountability is an important aspect of DOP operations; this name change highlights that field visits and enforcement actions are more directly targeted toward client accountability than toward the community at large.
- The indicators 'Intel enforcement events,' 'Completion rate for adult probationers (%)' and 'Completion rate for juvenile probationers' were designated as critical indicators.
- Goal 3a, 'Utilize Individual Action Plans to establish goal setting and attainment for adults and juveniles on probation,' was removed because its associated indicators were removed. These removed indicators were 'Adult supervision — New Individual Action Plans created for eligible clients (%)' and 'Juvenile supervision — New Individual Action Plans created for eligible clients (%)'. This goal was removed because individual action plans are a mandatory part of officers' case management; the two removed indicators were previously reported as 100 percent each year.

ADDITIONAL RESOURCES

For additional information go to:

- Neighborhood Opportunity Network (NeON) webpage:
<https://www1.nyc.gov/site/neon/index.page>
- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

For more information on the agency, please visit: www.nyc.gov/probation.

