

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 clients' 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 33,000 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.

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 identified through comprehensive assessments of probationer needs.

HOW WE PERFORMED

- During the first four months of Fiscal 2025, the Department completed 385 juvenile Investigation and Reports (I&Rs), a 14 percent increase compared to the same period of Fiscal 2024. The juvenile I&R on time completion rate decreased by six percentage points, ending at 87 percent for the reporting period Fiscal 2025. The increase in the juvenile population led to a higher volume of reports, temporarily affecting on-time completion rates. In response, the Agency implemented targeted strategies, including streamlining workflows, enhancing staff support, and integrating advanced technology to ensure efficient and timely report submissions.
- All youth arrested between the ages of twelve and seventeen who fall under family court jurisdiction are processed post-arrest by DOP. The Department processed 2,827 juvenile intakes through the first four months of Fiscal 2025, exceeding intake processing in the first four months of Fiscal 2024 by 25 percent, which corresponds with a year-to-year increase in New York City Police Department (NYPD) arrests. This increase in arrests also accounts for the 43 percent increase in juvenile supervision cases across comparative reporting periods.
- During the juvenile intake process, probation officers make individual assessments for statutory eligibility for adjustment, allowing for diversion from prosecution. This includes outreach and communication with complainants, NYPD, and youths' families. The juvenile intake adjustment eligibility rate decreased four percentage points to 19 percent during the first four months of Fiscal 2025. This trend was driven by an increase in the number of juveniles with serious charges that were referred to probation, as individuals with serious charges are not eligible for adjustment. This is at the discretion of the court system.
- During the reporting period, probation officers completed 2,374 initial risks and needs assessments for adults entering probation supervision, a decrease of 14 percent compared to the same period of Fiscal 2024. Initial risk assessments for juveniles totaled 915, reflecting a 12 percent increase compared to the reporting period of Fiscal 2024. These results were consistent with NYPD arrest trends.
- During the first four months of Fiscal 2025, the average monthly rearrest rate increased across all operations divisions. For adults on probation supervision, the rate increased from 3.3 percent to 3.9 percent, while the juvenile rate increased from 2.7 percent to 4.1 percent. During the first four months of Fiscal 2025, the percentage of rearrests per person who passes through supervision for adults was 18.2 percent, and for juveniles, it was 16.5 percent. These indicators are new for Fiscal 2025 and show the total percentage of rearrests over the pass-through population. Pass-through population is the population that passes through supervision during the reporting period; in other words, it is the starting population plus the number of people who entered supervision during the reporting period, without subtracting people exiting probation during this period. While rearrest rates are influenced by factors beyond the Agency's control, the Department remains focused on proactive strategies, including targeted interventions and connecting individuals to resources that address underlying challenges, to reduce rearrest likelihood and support positive outcomes for those on probation.
- The average monthly violation rate remained steady in both adult and juvenile divisions. Probation violation proceedings ending in revocation for adults increased by three percentage points to 39 percent while the juvenile revocation rate decreased 14 percentage points to 24 percent.
- The Department's Intelligence Unit (Intel) completed 2,079 enforcement actions, an 18 percent decrease from the previous reporting period. This overall decline was largely driven by a reduction in ignition interlock device checks, which are initiated by court referrals. However, other enforcement activities, including violation of probation bench warrants, criminal possession of weapon visits, and domestic incident responses saw an increase of 23 percent.
- In the first four months of Fiscal 2025, there were 21 new enrollments of juveniles in alternative-to-placement (ATP) programs, versus 39 youths during the first four months of Fiscal 2024. There were 937 new enrollments in DOP-managed programs, a 52 percent increase, during the reporting period.
- Across comparative reporting periods, the rate of adult individuals completing their probation terms increased by three percentage points to 78 percent, while the juvenile completion rate rose significantly by 13 percentage points to 90 percent. A trend toward individuals with higher risk and charge characteristics receiving probation sentences continued, as completion rate monitoring and improvement remains a priority at DOP.

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Adult investigation reports completed	7,397	8,270	7,744	*	*	2,440	2,390
★ Adult investigation reports — On time completion (%)	98.0%	99.0%	99.2%	↑	↑	99.5%	98.2%
Juvenile investigation reports completed	725	808	1,135	*	*	338	385
★ Juvenile investigation reports — On time completion (%)	95.0%	91.0%	80.0%	↑	↑	93.0%	87.0%
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Juvenile supervision — Intake cases received	4,871	6,486	7,564	*	*	2,259	2,827
★ Juvenile delinquency cases eligible for adjustment (%)	41%	32%	24%	↑	↑	23%	19%
– low-risk (%)	61%	51%	39%	*	*	41%	34%
– medium-risk (%)	13%	5%	2%	*	*	2%	3%
– high-risk (%)	3%	1%	0%	*	*	0%	0%
Juvenile delinquency cases open for adjustment	NA	NA	NA	*	*	NA	555
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Adult supervision cases	10,109	9,656	9,918	*	*	9,795	10,169
Juvenile supervision cases	478	653	931	*	*	709	1,014
Adult initial risk assessments completed	7,036	8,209	8,223	*	*	2,753	2,374
Juvenile initial risk assessments completed	2,216	2,610	2,530	*	*	819	915
Average time to complete adult initial risk assessments (days)	9	11	8	*	*	7	9
Average time to complete juvenile initial risk assessments (days)	26	29	33	*	*	27	25
Adult probationer rearrest rate (monthly average) (%)	2.2%	2.7%	3.5%	3.0%	3.0%	3.3%	3.9%
★ Adult probationers arrested citywide as a percentage of the NYPD arrest report (monthly average) (%)	2.4%	2.2%	2.5%	2.6%	2.6%	2.5%	2.6%
★ Average monthly violation rate for adult probationers (%)	0.7%	1.0%	2.0%	*	*	1.6%	1.6%
Juvenile probationer rearrest rate (monthly average) (%)	3.0%	3.8%	3.1%	3.5%	3.5%	2.7%	4.1%
★ Juvenile probationers arrested citywide as a percentage of the NYPD arrest report (monthly average) (%)	0.1%	0.2%	0.2%	*	*	0.2%	0.2%
★ Average monthly violation rate for juvenile probationers (%)	1.7%	2.1%	1.7%	3.0%	3.0%	1.7%	1.6%
★ Rearrests per adult who passes through supervision (%)	NA	NA	NA	↓	↓	NA	18.2%
★ Rearrests per juvenile who passes through supervision (%)	NA	NA	NA	↓	↓	NA	16.5%
Probation violation proceedings ending in revocation for adult probationers (%)	33%	35%	38%	*	*	36%	39%
Probation violation proceedings ending in revocation for juvenile probationers (%)	23%	26%	34%	*	*	38%	24%
Revocation of juveniles not resulting in placement (%)	55.0%	65.0%	66.0%	*	*	63.0%	76.0%
Revocation of juveniles resulting in placement (%)	45.0%	35.0%	34.0%	*	*	37.0%	24.0%
★ Critical Indicator	● Equity Indicator	"NA" Not Available		↑↓ Directional Target	* None		

Goal 2b

Maximize client accountability through field visits and enforcement actions.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Cyber/social media investigations	NA	42	171	*	*	90	48
★ Intel enforcement events	1,807	3,678	7,407	*	*	2,523	2,079
– Warrant enforcement	NA	NA	1,634	*	*	296	500
– Criminal possession of a weapon visits	NA	NA	1,156	*	*	349	562
– Ignition interlock device visits	NA	NA	2,743	*	*	1,114	342
– Domestic incidents enforcement	NA	NA	275	*	*	64	157
– Other enforcement events	NA	NA	1,599	*	*	700	518
★ 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 identified through comprehensive assessments of probationer needs.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
New enrollments in Alternative-to-Placement programs	94	87	83	*	*	39	21
● New enrollments in DOP-managed programs	1,962	1,616	1,560	*	*	621	937
Adult probationer early completion rate (%)	13%	19%	15%	*	*	16%	12%
Adult probationer early completion approval rate (%)	90%	96%	95%	*	*	92%	95%
★ Completion rate for adult probationers (%)	85%	81%	77%	⬆️	⬆️	75%	78%
★ Completion rate for juvenile probationers (%)	92%	88%	87%	⬆️	⬆️	77%	90%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Customer Experience							
E-mails responded to within 14 days (%)	100%	100%	100%	*	*	100%	100%
Letters responded to within 14 days (%)	100%	100%	100%	*	*	100%	100%
Completed requests for interpretation	7,649	10,495	10,497	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 ¹	FY26 ¹	FY24	FY25
Expenditures (\$000,000) ²	\$113.1	\$115.3	\$106.5	\$113.9	\$127.3	\$114.6	\$53.9	\$50.7
Revenues (\$000)	\$70.7	\$138.0	\$120.5	\$302.0	\$302.0	\$302.0	\$42.5	\$20.4
Personnel	977	1,014	893	1,082	1,111	1,079	964	906
Overtime paid (\$000)	\$884	\$3,075	\$2,947	\$2,776	\$2,776	\$2,776	\$1,492	\$1,307
¹ January 2025 Financial Plan. ² Expenditures include all funds "NA" - Not Available								

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 FY24 ¹ (\$000,000)	January 2025 Financial Plan FY25 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$70.3	\$81.8	
001 - Executive Management	\$12.3	\$11.9	All
002 - Probation Services	\$58.0	\$70.0	All
Other Than Personal Services - Total	\$36.2	\$45.4	
003 - Probation Services	\$36.1	\$45.3	All
004 - Executive Management	\$0.1	\$0.1	All
Agency Total	\$106.5	\$127.3	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter.			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The indicators ‘Adult investigation reports — On time completion (%)’ and ‘Juvenile investigation reports — On time completion (%)’ in Goal 1a were designated as critical indicators.
- The indicator ‘Juvenile delinquency cases open for adjustment’ was added to Goal 1b by the request of City Council.
- The indicators ‘Rearrests per adult who passes through supervision (%)’ and ‘Rearrests per juvenile who passes through supervision (%)’ were added to Goal 2a alongside the existing indicators for average monthly rearrest rate to enhance transparency and accountability in the Department’s reporting practices. The new indicators count the total rearrests over the total pass-through population, while the existing indicators refer to persons rearrested over the average monthly population, allowing the Department to be more transparent by counting when the same person is rearrested more than once. This dual metric approach enables a more comprehensive understanding of probation outcomes and recidivism trends, empowering the agency to develop targeted strategies and interventions to reduce reoffending and improve public safety.
- The name of Goal 3a was changed from ‘Offer community-based services aligned with objectives in Individual Action Plans’ to ‘Offer community-based services aligned with objectives identified through comprehensive assessments of probationer needs ’ in alignment with current agency documentation and practices.
- Preceding the Fiscal 2025 Preliminary Mayor’s Management Report, the Mayor’s Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.

ADDITIONAL RESOURCES

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