



FOR IMMEDIATE RELEASE

December 16, 2025

NYC Department of Probation Celebrates Record Year of Accomplishments in 2025 Expanding Access to Workforce Development Programs, Innovative Technology Upgrades, Keeping Communities Safe with Onboarding 74 New Probation Officers, and Supporting 266,000 New Yorkers with NeON Nutrition Kitchens

NEW YORK – New York City Department of Probation (DOP) Commissioner Juanita N. Holmes today celebrated a year of progress, innovation, and measurable impact in strengthening communities and changing lives. Under her leadership, the agency moved beyond basic compliance to a more comprehensive, opportunity-driven approach that supports long-term success for thousands of New Yorkers. The Department invested in forward-looking strategies using the agency's Six Pillar framework that have significantly improved both internal operations and external delivery of its critical public safety and human services mission over the past year including how recidivism is measured, reforming data, expanding access to workforce development programs that provide real-world job opportunities, onboarding 74 new probation officers, and providing free non-perishable food and clothing items to over 266,000 New Yorkers in need.

Commissioner Holmes' tenure has been defined by innovation, collaboration, and a shared commitment to public safety, rehabilitation, and community empowerment - expanding opportunity for all New Yorkers. DOP has served and continues to be a cornerstone agency supporting the City's public safety mission, ensuring accountability while helping individuals build stable, productive lives.

"We took office with a simple promise: to 'Get Stuff Done,' and, four years later, our administration can say we delivered that every day for working-class New Yorkers," said **Mayor Adams**. "We drove shootings to record lows and pushed jobs and small businesses to record highs. We rewrote the playbook on homelessness and mental health to finally get New Yorkers living on our streets the help they need, and, after decades of half-measures, passed historic housing legislation to turn New York into a 'City of Yes.' We overhauled the way our students learn to read and do math, cut the cost of child care, and forgave medical debt. We eliminated taxes for low-income families, launched free universal after-school programming, strengthened public safety by setting up those exiting the criminal justice system with the resources to thrive. We

got scaffolding off our buildings, trash bags off our streets, and opened up new public spaces for New Yorkers to enjoy. The haters may have doubted us, but the results are clear. On issue after issue, we brought common-sense leadership to create a safer, more affordable city, and our work has changed our city for the better; it will stand the test of time because we made New York City the best place to live and raise a family."

"Every day, the Department of Probation is driven by a mission to change lives, strengthen communities, and advance public safety with dignity and purpose," said DOP Commissioner Juanita N. Holmes. "As a result of such, the progress we have made in 2025 reflects the dedication of our probation officers, the resilience of our clients, and our unwavering commitment to modernizing this agency. By embracing data, expanding opportunity, and investing in our workforce, we are building a department that not only meets the needs of today, but leads the nation in what community supervision can and should be."

DOP's Year of Impact and Progress

Transparent Reporting of Recidivism and Data Reform:

Commissioner Holmes led a comprehensive overhaul of how DOP measures and reports recidivism, addressing significant gaps in the agency's previous tracking system. The former methodology counted each client that reoffended instead of the number of offenses committed by those reoffending.

Under her leadership, DOP implemented a modernized approach that captures every rearrest, delivering a more accurate, transparent, and actionable understanding of client outcomes.

In tandem with this reform, the Department launched a new DOP Dashboard, which provides real-time analytics, and is grounded in the agency's Six Pillars framework: Peer Association, Recidivism, Employment, Education, Housing, and Mental Health. As a result of such, DOP now has a more transparent approach to how recidivism is tracked.

Expanding Access to Opportunity with Enhanced Workforce Development Programs:

Under Commissioner Holmes' tenure, DOP has significantly enhanced the agency's workforce development programs by creating what's known as direct programming in lieu of using a third-party with real-world job opportunities and sustainable career pathways.

DOP expanded its GED program citywide, ensuring that clients in every borough have access to consistent, high-quality instruction and testing support. To further engage youth clients, DOP added weekend sessions designed to provide mentorship, academic

support, and safe spaces for positive development. Commissioner Holmes also championed new, first-of-its-kind agency wellness initiatives including boxing and sports focused activities to promote holistic rehabilitation and help clients build confidence, discipline, and emotional resilience.

In parallel, the Neighborhood Opportunity Network (NeON) Division spearheaded a major evolution in DOP's workforce strategy by introducing the agency's first in-house training pipeline. These new programs include Commercial Driver's License (CDL) preparation, Emergency Medical Responder (EMR) training, Electrician's Assistant certification, and Culinary Arts instruction. Each program was developed in partnership with industry experts to ensure that graduates gain practical, job-ready skills.

Importantly, participants are connected directly to employers such as Amazon, Department of Transportation, International Brotherhood of Electrical Workers, and more, allowing them to transition from training to meaningful employment with clear avenues for advancement.

Staff and Policy Modernization:

Under Commissioner Holmes' leadership, DOP undertook a sweeping modernization of staff training, development, and policy management. A cornerstone of this effort was the creation of the new Division of Staff and Organizational Development (DSOD), which transformed the agency's training model from the ground up. The Probation Officer Training Academy was expanded from a two-month program to a five-month, fully modernized curriculum designed to meet the complex demands of today's public safety landscape.

The enhanced academy now includes peace officer certification, advanced case management, de-escalation tactics, crisis response, and trauma-informed practice — equipping probation officers with the tools, knowledge, and confidence needed to operate safely and effectively across diverse community settings. In 2025, 74 new probation officers completed this comprehensive training in two cohorts, which is an increased amount from previous years during Holmes' tenure.

Through DSOD, DOP will continue to elevate professional standards, expanding scenario-based and trauma-informed training, maintaining Commission on Accreditation for Law Enforcement Agencies (CALEA) standards and accreditation and strengthening leadership development pipelines to prepare the next generation of supervisors and managers. Together, these reforms represent a substantial leap forward in professional development, operational consistency, and institutional accountability — strengthening DOP's workforce and positioning the agency for long-term success.

Expanding the Behavioral Health Framework

Under Commissioner Holmes' leadership, DOP is slated to launch the first-in-the-nation Behavioral Health Team in early 2026, significantly expanding mental health services across all boroughs. The enhanced framework will integrate behavioral health screening, crisis intervention, and therapeutic support directly into supervision and case management — ensuring that clients receive timely, coordinated care that addresses underlying needs, reduces risk, and strengthens long-term outcomes.

Facilities and Technology Modernization

The renovation of DOP's Brooklyn site located at 1958 Fulton Street will create a fully integrated, community-based Juvenile One-Stop Shop — the first of its kind and for the first time ever, designed to connect young people with services and support directly within their own neighborhoods. This center will have mental health support, space for youth to complete homework assignments, carpentry, and it will be open during weekends providing youth access to the center seven days a week.

In parallel, DOP will continue strengthening its technological foundation by investing in enhanced cybersecurity, modern digital infrastructure, and advanced data systems that improve efficiency, support frontline operations, and protect sensitive information across the agency.

Strengthening Communities and Serving New Yorkers:

The Department of Probation continues to play a vital role in strengthening communities through its NeON Nutrition Kitchens, which provide healthy, high-quality food to New Yorkers across all five boroughs. In 2025, these kitchens served more than 266,000 individuals and families, offering consistent access to fresh produce, pantry staples, and culturally relevant ingredients. Complementing this effort, DOP's Clothing Closets distributed free clothing, shoes, and essential items to youth and adults in need — helping clients prepare for job interviews, school, court appearances, and everyday life with dignity and confidence. Operated in partnership with local organizations and community volunteers, the Nutrition Kitchens and Clothing Closets have become reliable lifelines for neighborhoods facing resource gaps, reinforcing DOP's mission to support stability, dignity, and opportunity for the people it serves.

Expanding Girls Talk Mentoring Program

DOP, in partnership with the NYPD, continues to lead the Girls Talk mentoring program — an empowerment and leadership initiative created by Commissioner Holmes during her tenure at NYPD that operates high schools across New York City. Girls Talk provides young women with consistent mentorship, confidence-building workshops,

career exploration opportunities, and a safe space to discuss challenges and goals. Led by DOP staff, NYPD officers, and community partners, the program fosters trust, accountability, and positive decision-making while helping participants build the skills and support networks they need to thrive both in and outside of school.

Breakout 2025 Progress Stats:

- DOP's NeON Nutrition Kitchens serviced over 266,000 families with food in 2025 across the five boroughs
- DOP's vocational trainings, job placements, and adult contracted programs served over 2,600+ participants in 2025
 - Probation clients served: 797+
 - Total number of outcomes: 566+ (38% of program outcomes were job placements)
 - Total job placements: 213+
 - Probation job placements: 49+
 - Total vocational trainings: 287+
 - Probation vocational trainings: 110+
 - Total education outcomes received: 83+
 - Probation education outcomes: 24+

###

About the New York City Department of Probation

The New York City Department of Probation (DOP) is committed to enhancing public safety, reducing recidivism, and supporting rehabilitation. DOP helps build stronger and safer communities, fostering positive change by working with and supervising nearly 20,000 adults and juveniles citywide on probation, providing both accountability and opportunities for individuals to positively contribute to their communities.

Learn more: www.nyc.gov/probation

Media Contact:

Regina Graham
Director of Communications
regraham@probation.nyc.gov