



# The Congratulations Chronicle

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The Massachusetts Probation Service

## Hampden Juvenile Court Chief is named Unsung Hero

Hampden Juvenile Court Chief Probation Officer Danny Baez was named "Unsung Hero" by the Massachusetts Juvenile Detention Alternatives Initiative (JDAI) and presented with this prestigious award at JDAI's fall meeting in September.

Baez, a 22-year Probation employee, was selected based on his work with youth and his strong impact on the community. He is admired and respected for his work on dual status cases which brings a court clinician, Probation Officer, Department of Children and Families (DCF) employee and a child's attorney together to develop a plan to address a child's issues without detention, said Statewide Juvenile Court Supervisor John Millett.

"Danny's leadership is a key reason why the program is so successful," Millett said.

"I am honored to receive this award. JDAI in Massachusetts represents a coordinated effort, across agency lines, to ensure that youth are handled equally and fairly by our juvenile justice system, balancing the best interests of the children with public safety factors," Baez said. "It is a privilege to be a part of this endeavor that seeks to promote best possible outcomes for at-risk youth, and I am humbled by this recognition."

"Danny's dedication to the children of Hampden County and their families is commendable. His leadership in the JDAI effort has been inspiring and the results have helped children get back on a positive path developing towards their full potential," said Probation Commissioner Edward J. Dolan.

Baez was first hired as a Worcester Juvenile Probation Officer, a position he held until 2000. He served as a Probation Officer in Charge at Worcester Community Corrections Center through 2008 when he was appointed acting Chief Probation Officer at Hampden Juvenile Court. Baez became the permanent Chief in 2013.



Left to right: State Representative Carolyn Dykema, Hampden Juvenile Chief Probation Officer and Unsung Hero honoree Danny Baez, and JDAI State Coordinator Lynsey Heffernan.

## General Counsel is recognized as a 2017 Top Women of Law



MPS General Counsel and Top Women of Law honoree Crispin Birnbaum.

Massachusetts Probation Service (MPS) General Counsel and Deputy Commissioner of Probation Crispin Birnbaum was recently honored as one of the state's "2017 Top Women in Law" by the Massachusetts Lawyers Weekly. A ceremony in November was held at the Marriott Copley Hotel in Boston.

Ms. Birnbaum, who has had a long and impactful career in public service, was among 50 honorees from across the state who represented law firms; city, state, and local agencies; and private industry. She has 33 years of government and legal expertise.

"I can think of no one more deserving of recognition as one of the 2017 'Top Women of the Law' than Crispin Birnbaum. This is a fitting acknowledgement of a 30 plus year career committed to the law and to public service in some of the most demanding and important positions in the Commonwealth," said Probation Commissioner Edward J. Dolan.

As the MPS General Counsel, Ms. Birnbaum oversees the Legal Unit where she provides legal support to the Commissioner, the agency, and its employees. She is a member of the executive and senior management teams and assists in the development of policy, legislative and litigation strategy, administrative goals, and initiatives. She also designs and conducts numerous training programs for employees. Before coming to Probation in 2013, she served as the General Counsel for the Massachusetts Department of Youth Services (DYS). Ms. Birnbaum began her legal career in state government in 1984 as a Middlesex County assistant district attorney.

Greetings Colleagues:

2017 has been a banner year for the Massachusetts Probation Service (MPS). Our employees have been recognized both locally and nationally for their contributions to the courts, the community, and the field of Criminal Justice.

The Congratulations Chronicle was created to highlight the many work and community-related awards, acknowledgements, and accomplishments of Massachusetts Probation Service (MPS) employees across the Commonwealth.

This publication is a "thank you note" to you for your talent, drive, and passion for the great work you do.

Continue to keep up the good work! Also, please inform us of any Probation employee who is receiving or has received an award or recognition for their Probation and community-related work. Thank you and happy reading!

Sincerely,

Coria Holland,  
Communications Director  
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## Probation employees shine at Trial Court Excellence Awards

This year, the Massachusetts Probation Service (MPS) had the most nominees for the Trial Court Excellence Award. More than 42 nominations were received for these awards which were presented November 16 at a John Adams Courthouse ceremony.

The Probation Excellence Award recipients included two individuals: New Bedford District Probation Officer **Michael Borden**, who was recognized for his Christmas toy give-away to children in need, and **Joann Fitzgerald**, Taunton District Probation Case Coordinator, who was honored for her work.

Franklin County Probation employees were among the **Franklin County Family Drug Court Team** who received the Excellence Awards. They included Franklin Probate & Family Chief Probation Officer (CPO) **Bette Babinski**; Assistant Chief Probation Officer (ACPO) **Linda Singer**; Probation Officer (PO)s **Daniel Baldner** and **Jennifer Neumann**; and Probation Operations Supervisor **Doris Harker**.

Two MPS teams were also award recipients: the **Workforce Diversity and Cultural Competency Team** and the **Sex Offender Supervision Standards Team**.

The Workforce Diversity and Cultural Competency team included: Regional Supervisor **Pamerson Ifill**, Chelsea District CPO **Carmen Gomez**, Bristol Juvenile CPO **Kevin Martin**, Berkshire Probate & Family CPO **Amy Koenig**, Concord District ACPO **Susan Conrad**, Hampden P&F PO **Garry Porter**, Dedham District PO **Eric Lam**, Hampden Superior CPO **Lorna Spencer**, Plymouth District Office Manager **Jodi Fitzsimmons**, Norfolk P&F ACPO **Claudine Bala**, Franklin District ACPO **Alice Lord**, Deputy Legal Counsel **Sarah Joss**, and Communications Director **Coria Holland**. In addition to the team, each of the 142 Cultural Proficiency Champions (CPCs) received a certificate in recognition of their efforts in coordinating the more than 80 Cultural Appreciation Day events held at courthouses and Community Corrections Centers across the state on September 28. The activities included a celebration of cultural, racial, and gender diversity. The events, most of which were held at noon, featured a variety of ethnic food, music, dance, poetry, and a fashion show featuring cultural attire. A full listing of the CPCs' names may be found on the Courtyard.

The Sex Offender Risk-Need Evidence-Based Tools and Standards Committee included: Haverhill District CPO **Felipe Romero**; Malden District CPO **Paul Cervizzi**, Worcester Superior CPO **Jean Curtin**, Dudley District ACPO **Philip Carofaniello**, Attleboro District ACPO **Kelly Jaeger**, Middlesex Superior PO **Christopher Bowen**, Worcester District PO **Dawnmarie Varney-Mahoney**, Deputy Legal Counsel **Sarah Joss**, Statewide Supervisor **Andrew Peck**, and Northampton District Probation Officer **John Thorpe**.

## Worcester Probate & Family Chief is recipient of Jim Minton Award



Worcester Probate & Family Chief Probation Officer Marjorie Ursoleo was recognized by her peers with the Jim Minton Excellence Award at the Chief Probation Officer Association (CPOA)'s Autumn meeting held at the Lakeville Pavilion on October 12 in Foxboro.

The Jim Minton Award was established in memory of the Brookline District Court Chief Probation Officer (CPO) who passed away in 2005. Minton was a long-time CPOA member. The award is presented each year by the association.

"Although there were many outstanding nominees for this year's Jim Minton Excellence Award, CPO Marjorie Ursoleo stood out. She is a valuable resource in the Probate & Family Court. Under her leadership, the Worcester Probate & Family Court has performed work that has helped guide the individuals and families who come before the court," said Alfred Barbalunga, CPOA President and Southern Berkshire District Chief Probation Officer.

"I am truly honored to receive an award that has been named after a Chief Probation Officer with such an inspirational legacy as Jim Minton. I am genuinely humbled to be recognized in this way," Ursoleo said.

"Marge is well deserving of this award as she is the consummate professional who always brings a positive, can do attitude to work each day. To be recognized by her peers is a testament to the respect she has earned during her 40 years of service to the MPS," Statewide Probate & Family Probation Supervisor Richard O'Neill said.

Ursoleo became a Probation Officer in 1978. She was appointed to a chief's position in 2004. Ursoleo earned a bachelor of arts degree from the College of the Holy Cross where she majored in sociology.

## Nine Probation Employees were recipients of the Ovation Award in 2017

Nine Massachusetts Probation Service (MPS) employees were recognized with the agency's Ovation Award for their exemplary work and contributions to the courts and community.

Currently a New Bedford Probation Officer, **Michael Borden** was recognized in January when he was a Fall River District Probation Officer. Borden, also a 2017 Trial Court Excellence Award honoree, was acknowledged for the toy give-away he has coordinated for children from struggling families over the past 20 years. He has distributed more than 5,000 toys to children over the years. He has also stocked the Probation office with toys in Fall River and now in New Bedford. He has also outfitted children at the local YMCA and provided Thanksgiving and Christmas dinners for families in need.

Attleboro District Assistant Chief Probation Officer **Sandra Adams** was nominated by Attleboro District Chief Probation Officer June Cotter who described Ms. Adams in this way: "ACPO Adams is a hardworking and dedicated Probation professional who leads by example. She has a solid understanding of Evidence Based practices and took advantage of every opportunity to educate herself. Sandy is an invaluable resource to the Probation Officers implementing the tool."

**Rebecca Moegle**, Norfolk Juvenile Probation Case Specialist in the Quincy office, is described as the 'heart and soul of the Quincy Juvenile Court Probation Department.' "Becky is at work every morning earlier than required and is always the last to leave. She organizes and maintains all of the court lists but more importantly she is the person in the office who keeps everything and everyone running. The Probation Department can not run without her," said Norfolk Juvenile Probation Officer Erin M. Lynch, who nominated Moegle for the award.

**Martha Calder**, Waltham District Office Manager, "goes above and beyond her daily work," said Waltham District Chief Probation Officer Rollie Buoncuore, who also said she provides clothing to clients who lack bare necessities. She also mentors students from the Carroll School for the Blind to whom she teaches customer service, answering phones and filing. As a Waltham native, she is a "great resource" to PO's, according to Buoncuore, and is familiar with the various services in the region. "As a CPO, I appreciate Martha for her patience, upbeat personality, organizational skills and her daily work ethic. I always say I am lucky that I have the best POM in the state."

**Elizabeth Chase**, East Brookfield District Probation Officer, a 25-year employee, "has patience, knowledge, dedication to the job but most of all she has compassion for all of the clients...She always has a smile on her face and never gets flustered," said Chief Probation Officer Paul Simone. Ms. Chase hosted a tea for current and former clients who are battling addiction.

**Tori M. Wilhelm**, North Berkshire District Probation Officer, was nominated by Chief Probation Officer Donald Wright, Jr., who described her as an "asset to Northern Berkshire District Court Probation; and she brings her connections to residential substance abuse programs as well as her commitment to professional development. Wilhelm was certified as a Substance Abuse Specialist. She is also a member of the Strategic Task Force. "Although the least senior of the staff in North Berkshire, Tori is not one to shy away from taking a leadership role and assisting other Probation Officers in times of need. She has proven herself to be a valuable piece in our battle to assist those in the Northern Berkshire area in the fight against substance abuse," said Wright.

**Kevin Sheehan**, Middlesex Probate & Family Probation Officer and licensed Alcohol and Drug Counselor II, is a valuable resource to Probation and the courts in the area of substance abuse and substance use disorder. Sheehan shares his knowledge and expertise as a trainer of Probation Officers and judges on this issue. He routinely serves on committees and panels and is a co-facilitator for the Middlesex Superior Court Recovery Program. Sheehan is also part of a Intensive Program for Substance Use Disorders at the court. Sheehan conducts substance use assessments, home visits, and is instrumental in getting clients into appropriate treatment, according to Middlesex P&F Chief G. Scott Angelo.

**Maria Santos**, Boston Municipal Court-Dorchester Probation Officer, is an "exceptional PO and co-worker who works non-stop and pays attention to detail. If she finds an anomaly, she takes the time to ask questions, and investigates," according to Chief Deirdre Kennedy. "In a fast-paced work environment, this is invaluable." Santos routinely starts work at 6 a.m. and works well into the evening and often assists colleagues who need help.

**Chrissy Ruuska**, Worcester Superior Probation Office Manager, is an ad hoc leader who helps manage four yearly Superior Court POM meetings. Ruuska conducted an assessment of the front office operations and training needs of another superior court and developed a written assessment with recommendations. She served on a steering committee for Probation's Strategic Plan and developed tactics for the Workforce Development group "Her skill, ability and knowledge is universally respected," said Superior Court Statewide Supervisor Andrew Peck.

## 2017

### OVATION AWARD WINNERS

#### January

**Michael Borden**, PO

*Honored while at Fall River District Court and now a New Bedford District Court PO*

#### February

**Sandra Adams**, ACPO

*Attleboro District Court*

#### April

**Rebecca Moegle**, PCS

*Norfolk Juvenile Court-Probation Case Specialist*

#### May

**Martha Calder**, Office Manager

*Waltham District*

#### June

**Elizabeth Chase**, PO

*East Brookfield District*

#### July

**Tori Wilhelm**, PO

*North Berkshire District*

#### August

**Kevin Sheehan**, PO

*Middlesex Probate & Family*

#### September

**Maria Santos**, PO

*Boston Municipal- Dorchester*

#### October

**Chrissy Russka**, POM

*Worcester Superior*





South Boston Probation Officer  
Barbara Loftus.

## South Boston PO receives community award

South Boston District Probation Officer Barbara Loftus was honored by Medicine Wheel Productions on September 21 at the organization's "Annual Taking Back the Hill Celebration" held at the No Man's Land space on G Street in South Boston. Loftus, a 17-year Probation Officer, was one of two honorees, including City Councilor Bill Linehan as well as Medicine Wheel's Your Empowerment Program.

Referred to as "Queen of the Hill," Loftus was lauded by the community organization for serving on its board and the board of the South Boston Collaborative. She was also recognized for developing programs at the South Boston Boys and Girls Club, Laboure, Home for Awhile, Youth at Arts, the L Street Teen Center, and a host of other South Boston non-profits.

"Barbara truly cares for her community and all her clients. She is constantly helping all of her probationers find jobs, community service hours, and treatment resources that will help them get on the right path. She is also especially devoted to the youth of South Boston," said South Boston District Assistant Chief Probation Officer Marynel Sanchez.

## Lowell Chief and POs are honored

Lowell District Chief Probation Officer Steven Mastandrea and Probation Officers Kevin Boutilier and Aaron Mitchell were presented with awards for their contributions to the community.

Mastandrea and the Lowell District Court Probation Office were recognized by the Salvation Army for "giving of your resources and your hearts to helping those in need through the 'Angel Tree and Adopt-a-Family' Programs."

Lowell Probation employees were also recognized by the American Society for Public Administration (ASPA) on Thursday, May 11. Probation Officers Kevin Boutilier and Aaron Mitchell were honored with the Robert H. McClain Jr. Distinguished Public Administrator Award for their work with Lowell District Court's Fatherhood Program and at-risk fathers. According to ASPA, the award is presented annually to "an individual or group who is a result-oriented leader and whose contributions to public service encompass exemplary achievements."

"MassASPA recognizes administrators and citizens who use their knowledge, experience, and abilities for public good and to further the field of public service," stated MassASPA President Dr. Gary K. Wallace.

ASPA "exists to advance the science, process, and art of public administration. It encourages professionalism and improved quality of service at all levels of government, education, and the not for profit private sector," according to the ASPA website.



Left to right: Lowell District Court Probation Officer Kevin Boutilier, Chief Probation Officer Steven Mastandrea, and Probation Officer Aaron Mitchell.



## Recognizing the great work of Probation

**Have you or any of your colleagues received an award or acknowledgement?**

**If yes, please fill out the Congratulations Chronicle form and scan/email it to [coria.holland@jud.state.ma.us](mailto:coria.holland@jud.state.ma.us). Please call 617-624-9319 to confirm receipt.**

## Brockton District Probation Officers race for a cause



PO Rhonda Doherty and ACPO Michelle Hollien.

Kudos to Brockton District Court Assistant Chief Probation Officer Michelle Hollien and Probation Officer Rhonda Doherty who did their part to help bring awareness to opioid addiction by participating in the Race to End Addiction 5K Road Race held at Bridgewater State University in May.

Both Hollien and Doherty placed among the top three in their age categories. Hollien placed third with an overall time of 25:09 minutes. Doherty came in second place, completing the race in 25:08 minutes. Of the 523 participants, they finished 31st and 32nd.

Avid runners, Hollien and Doherty run four to five times a week, 3.5 miles each time. They train to participate in at least three road races each year.

"It was a no-brainer for us to contribute to this great cause and to represent Brockton District Drug Court. Two of our Drug Court participants were at the finish line cheering us on. It was great for them to see us there on a Saturday and it reinforced how much we care about them and the cause," Hollien said. "When I talk to prospective Drug Court participants, I tell them they have to stop using someday if they want to live and why not have a team supporting you and cheering you on. I tell them how much easier it is when people are literally standing on the side of the road cheering you on. I always do better when running a race for that reason."

## Congratulations to chosen Norfolk Juvenile employees

Norfolk Juvenile Assistant Chief Probation Officer Teresa Plante and Probation Officer Tracey Clogher were recently selected to conduct a presentation on the court's parenting programs at the American Probation and Parole Association's Annual Winter Conference scheduled to take place on January 22 in Houston, Texas.

"Keeping Families Together," is the name of the presentation and it will highlight Probation's successful MPOWER and Triple P programs.

MPower is a program for mothers who are the subject of Care and Protection cases which are filed when abuse or neglect of a child is alleged.

MPower was launched in 2013. Since then, more than half of the 49 mothers have been reunified with their children. This 11-week parenting initiative features workshops on nutrition, healthy relationships, child discipline and development, child trauma, substance abuse, and organizational skills.

The eight-week Triple P Program, a parenting intervention program certified by the World Health Organization (WHO), teaches parents how to be better caregivers and to address the needs of children, up to age 12 with behavioral issues.

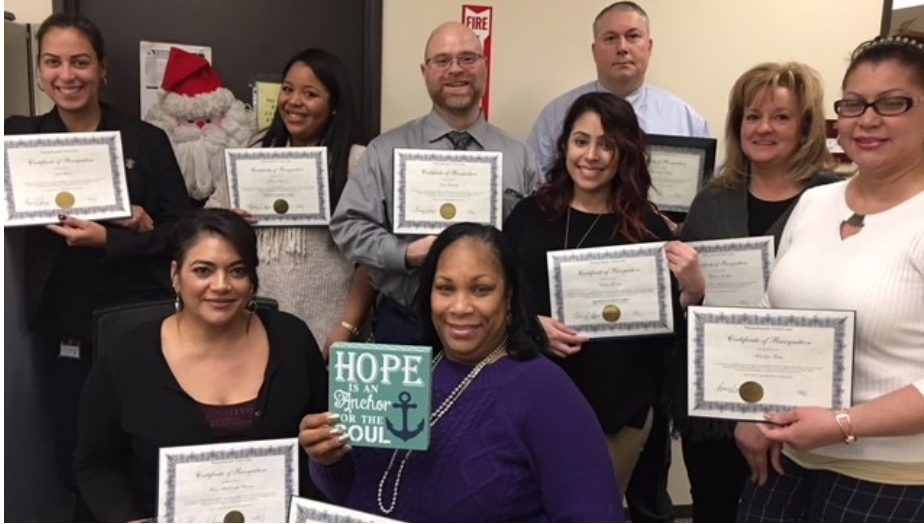
The major emphasis is on positive parenting. Plante and Clogher, parents themselves, lead the group through a range of exercises to help them determine the root of a child's behavior, set specific goals, use strategies to promote child development, and manage misbehavior appropriately.



PO Tracey Clogher and ACPO Teresa Plante.



## Hampden Superior Probation hosts Employee Recognition Breakfast



Back row, left to right: PO Ana Colon, PCS Tatiana Gervacio, APO Dino Sicchetti, PO Michael Daley, PCS Suleika Rivera, PO Patricia Elias, and PO Marilyn Perez.

Hampden Superior Court Chief Probation Officer Lorna Spencer lauded members of her staff at a special Employee Recognition Ceremony in September where employees were acknowledged for going "above and beyond" their duties. Special plaques were also presented for those with 25 years or more of service.

"I wanted to congratulate my staff on their dedication to excellence and for working extra hours to ensure the office meets the demands of the day to day operation, and for going the extra mile on 'Duty Days' to ensure court protocols are outstanding," Spencer said.

Honorees included **Ana Colon, Kerry-Ann Crichton, Michael J. Daley, Patricia M. Elias, Carla Tucker-Kynard, Milagros Morales, Marilyn Perez, Michelle Y. Rogers, John A. Sandillo, Melissa M. Turgeon, Tyena A. Whitley, Dino Cicchetti, Candace J. Cheverie, Elizabeth Alvarado, Dalyn Andrews, Tatiana Gervacio, Suleika Rivera, Donna Wilson, Patrick E. Shea, Rosa Maldonado-Brown,**

The 25+ years of Service awards were also presented to **Alvarado, Maldonado-Brown, and Tucker-Kynard.**

The plaques stated, "Congratulations on 25+ years of service to the Massachusetts Trial Court. On behalf of the Office of the Commissioner of Probation, I would like to personally show my gratitude for your service, dedication and loyalty to the Probation Department. Without your tenacious efforts, you could not have made this journey as successful as you have. Keep looking up, keep smiling and keep embracing colleagues, community and the general public with a positive attitude that aids in the ability to rehabilitate the clients you serve."

## The Congratulations Chronicle



Congratulations Chronicle is an internal publication featuring the current news of The Massachusetts Probation Service (MPS).

Please forward newsletter story suggestions or comments to:

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**Massachusetts Probation Service (MPS) Mission Statement:** The Massachusetts Probation Service's mission is to increase community safety, reduce recidivism, contribute to the fair and equitable administration of justice, support victims and survivors, and assist individuals and families in achieving long term positive change.