



Massachusetts Communications Supervisors Association

“Developing Dispatchers & Dispatch Centers”

Hastings
WESTCOMM
President

Peter Kinnas
State 911 Department
Vice-President

Gregory Lynskey
SWCCC
Secretary

Warren Gould
Boxford Communications
Treasurer

Katrina Shamshak
North Shore Regional 911
Keenan Leonard-Solis
Georgetown Police
Essex County VP's

Patrick Feeney
SEMRECC
Michael Gethin
State 911 Department
Southeast Regional VP's

Corey Swift
Wilmington Public Safety
Anne Camaro
Nashoba Valley RECC
Middlesex-Suffolk County VP's

Chris Carleton
Northborough Communications
Daniel Walsh
Clinton Police
Worcester County VP's

Khristy Lord
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Johnathan Danek
Wilbraham RECC
Hampden/Berkshire Cty VP's

Donald Tryon
MSP RECC Northampton
Franklin/Hampshire County VP

Katrina Shamshak
North Shore Regional 911
Training Coordinator

Kevin Lessard
Northern Middlesex RECC
911 Commission Representative

Board@ma911.org

September 18, 2024, Monthly Meeting - Hybrid meeting held at Lynnfield MPTC and via Microsoft Teams. 57 Total Attendees, 35 in person and 22 virtual

Minutes Submitted by: Asst. Secretary Alexa Owen

1. Welcome and Introductions

- In lieu of President Hasting and VP Kinnas, Secretary Lynskey called the meeting to order at 10:00am sharp.
- Secretary Lynskey informed all attendees that the meeting is being video and audio recorded for record keeping and historical purposes and will be posted on the website.
- Video Link: <https://ma911.org/2024/09/26/mcsa-september-2024-monthly-meeting-video/>
- In person attendees introduced themselves.

2. Monthly Training / Presentation

- CARI Coordinator Sandrine Riberio from the commissioner's office of Probation gave a presentation on Massachusetts Probate Courts. Asst. CARI Coordinator Vanessa Pierre was there as well.
- She presented insight into what they do in their 105 probation departments, including 18 community correction centers regarding, the Electric Monitoring center, and the Trial Court Community Service program.
- There are 3 departments responsible for managing criminal records
 - Records Units
 - Sealing Department
 - Expungement Unit
- They presented on CARI's, CORI's, BOPs and PFC's.
 - CARI- Court Activity Record Information
 - CORI- Criminal Offender Record Information
 - BOP- Board of Probation (If offense is notailable, it will not be on the BOP)
 - PFC- Probation Central File Number
- Question: Is it helpful to let the probation office know when we come across duplicate BOP & PCF #? Yes, please let the office know so they can consolidate- there should only be one BOP for an individual.
- Question: Individual has a PCF # with no corresponding BOP entries, does this suggest they have not been arraigned or are there other circumstances contributing to that situation? Answer: A lot of people



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think it's because the person has not been arraigned, however the record could be inactive. If you look at the top right hand corner and it says 'inactive,' give the records unit a call and they will activate within 24 hours. Many records date back to 1920's; all early records are on index cards filed in a microfiche machine.

- g. Questions: Why is it so difficult to find people who have hyphenated last names? Answer: The problem is that the docket can be entered incorrectly is the person being arraigned does not give the correct information regarding their name/ OLN. For example, if a person gives their name but it's an alias, then the BOP is assigned to the alias. Every time they give a name (alias or license affiliation name), it becomes the primary name. Names are not the best way to search for BOP's, ironically it's the only way to look for a BOP.
- h. Greg Lynskey advised he's been seeing the courts entering hyphenated names with a space rather than a hyphen. Also, CJIS working group is hoping that ultimately, we can enter BOP's with SS #. The problem is the person can refuse to give their information- correct name, LIC #, or SS#.
- i. Once a name is used as an alias, it is NEVER removed, even after a judge's request, which can be a problem for someone with that same name, and no BOP.
- j. All CARI's, CORI's, and BOPs have PCF #
- k. Sandrine emphasized to contact the office when you have any questions or issues regarding BOP's, if you are looking for final dispositions on BOP's, or if there are multiple BOP or PCF numbers so they can fix them.
- l. Probation can see all court dockets and records, clerks cannot see each other's dockets.
- m. New restraining order is coming out and will go live in a few months. It's supposed to have more information available
- n. Corey Swift noted that there should be a better way to verify probation officer calling departments and looking for information. Kevin Lessard asks if there is a policy or process in place to identify probation officers and outline what kind of information can be disclosed over the phone. Riberio advised she will speak with Commissioner and follow up.
- o. The record maintenance line is (617)557-0245.
- p. Presenter Riberio gave her contact information and advised the best way to contact her is email, and to do so anytime.

Sandrine.riberio@jud.state.ma.us C:508-552-1774



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- q. They were thanked for their very informative presentation. For further information, the presentation can be found in the Sept 18 monthly meeting video/audio uploaded to the MCSA website.

3. Update from State 911 Department

- a. *Nothing heard from State Dept*
- b. Katrina Shamshak advised open enrollment this year for TERT was in July. 2 new members for Central, 4 for SE, 5 west, and 1 NE; there are 62 in total.
- c. First deployment of 6 members was in July to Northborough for department members to attend a wake and funeral.
- d. A deployment of 9 TERT on 9/17 to Cambridge so department members could attend a debriefing. Another deployment to Cambridge on Friday 9/20/24 for a dispatcher who passed.
- e. 6 total deployments thus far

4. Appointee Reports

- a. SIEC – Corey Swift stated the next meeting is the first week in October. Several regions have projects are pending, should have more info in 2 weeks.
- b. State 911 Commission –Kevin Lessard spoke about his plans for this year. There was an in person meeting at State 911 Middleboro on Thursday 9/19/24 @ 1300. The agenda has been released.
- c. Kevin was looking to add one brief item to the agenda- a highlight of what the association has been working on over the last year, some of the groups future goals and initiatives to be stated publicly to the to the commissioners, and to represent PSAPs large and small to be a part of future selections processes. Dir. Pozniak agreed.
- d. Critical issue: there will be no 911 commissioner if there are no 911 dispatchers !!!
- e. State 911 got approval for the monthly cellphone fee for state 911 grant funding for the next 5 years. We cannot foresee this going away anytime soon.
- f. The reclassification bill did not pass by July 1. We will be, of course, trying again for this year. We are looking to get the bill out of Senate Ways and Means and moved to the House to get it passed by years end in informal sessions by a unanimous roll call vote in the House.



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- g. Governor did sign an important PFAS bill for firefighters. PFFM members have spoken to the lobbyist and full progress is being made for dispatcher other their behalf as well.
- h. Commission meeting not available virtually yet, in person only at this time. Virtual option was expressed as a good idea.
- i. Kevin spoke about the incident that took place in June regarding the fire wall disruption. There is a statement regarding the incident on the state 911 website.
- j. Three State 911 big wigs will be bringing up what happened at the Commissioner meeting to ease concerns
- k. Corey Swift is looking for any trainings or polices on new tech that is making its way into our centers- Prepared Live, RapidSOS, etc
- l. Talk about a meeting summary to come out to the association before the meeting minutes are approved so people know what's going on.
- m. Please make sure the chiefs/directors/points of contacts are updated for all departments so all information is getting where it needs to go.
- n. Sue Webster is the State area rep for Rapid SOS and to reach out for any questions/comments/concerns.

5. Treasurer's Report

- a. Warren Gould presented the treasurer report
- b. Beginning balance was \$20,960.63.
- c. Total expenses to date is \$16,527.40 (see Warren;s report for breakdown)
- d. Total income: \$7,650
- e. FY24 dues income & training due \$6,150
- f. 1 FY24 sponsor: LBComms \$1,250
- g. We have 74 members total
- h. New members: Kingston, Merrimack, Marblehead, and Yarmouth
- i. FY25 membership dues invoices are going out alphabetically
- j. Some peoples networks are blocking QuickBooks links, reach out to IT dept. to fix or warren for separate invoice
- k. Corey Swift made a motion to accept. Second by Chris Carleton. Unanimous vote.

6. Secretary's Report

- a. Secretary Lynskey advised last meetings minutes are out, in person and via website. Anne Camaro made a motion to accept, second by Corey. Unanimous approval.



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7. Regional Vice President Reports

- a. Essex – Katrina and Keenan spoke about area politicians who would attend future meetings. Area updates include the introduction of Crime Tracer on 10/3 in Lynnfield (newer vision of coplink). Rowley joined North Shore RECC on 8/1. Also on 10/3 NE training on swatting, bomb threat, human trafficking, etc @ NE university. Keenan recognized 3 dispatchers for a job well done (near child drowning, fatal 4 alarm fire, imminent child birth). Advised if we have any shout outs for people from our departments, reach out. Recognizing achievements for when they happen is important rather than wait until years end.
- b. Sec. Lynskey asked that prepared regional updates be sent in to be added to meeting minutes.
- c. Middlesex/Suffolk – Corey Swift advised three people obtained their ENP in July. Lots of Middlesex County has dispatchers in training academy in Milford. Monna said there is a potential for a training site in the NE region.
- d. Southeast –Mike Gethin advised nothing major to report. 1 Recognized a dispatcher from South Shore- Sandra Russel- for retiring after 30 years of service. Nothing from Patrick.
- e. Worcester – Chris Carleton spoke about a couple of new hires, as well as training at the Shrewsbury Police Dept. on Jan 29/30: Taking the Lead. Register on DCJIS web. Daniel advised he's working on increasing MCSA membership in the area.
- f. Hampden/Berkshire – Johnathan Danek spoke about increasing TERT team members. Advised there was the Belchertown fair that coming weekend and they were setting up a booth for all three days. As Wilbraham expanded, they had some open seats to fill and he's happy to announce they are fully staffed! Jon was also promoted to Deputy Director. Congrats! Jon thanked MSCA for leadership scholarships, and the meetings and trainings we hold.
- g. Franklin/Hampshire – Donald Tryon advised they were hosting an Active Attack Training that following weekend and any extra participants would be appreciated and welcomed. Second Regional VP is still needed for this area; position remains vacant at this time.

8. Committee Reports

- a. Training & Events Committee – Katrina Shamshak advised all future MSCA trainings for the year have been arranged. Sec. Lynskey advised



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us all to check the meeting schedule; some meetings are not the third Wends of the month. Southwick was confirmed for this year again for award ceremony. Greg explained one of our newer members and sponsors- Retired Worcester Fire LT, Mark Cady from LB Comms, a communications consulting business.

- b. Newsletter – Katrina stated the May Newsletter will be going out today or tomorrow. She also stated to send any material to her for future newsletters, this includes, retires, new trainee, accolades, regional news, etc.
- c. Legislative – Johnathan Danek stated there is not too many updates (see Kevin Lessard's commissioner response for more). On a federal level, the 911 SAVES act was reported favorably by the Committee of Education in the Workforce. Enhancing First Response Act is in the Senate and only has 11 co-sponsors (none from MA) and is considered a counterpart to 911 SAVES Act. Corey expressed his displeasure of the language change in the 911 SAVES Act Bill. He stated that the bill was changed in a way that doesn't benefit us moving forward. The language was changed from *directing* the Office of Management and Budget to reclassify Public Safety Telecommunicators to only *consider* changing the classification. Anne spoke about the reclassification initiative and how it's highly important to get everyone on the same page regarding job titles and descriptions. We need to remove verbiage like administration and clerical work and show how we are first responders doing lifesaving work and have the responsibility as such. We want to remove 'dispatcher' and replace it with Telecommunicator or Emergency Communicator. We need to change the language in our contracts, as well as work with local retirement to change the job title there as well.
- d. Emerging Technologies – Rob Verdone was not present and there was no report.
- e. Historical Committee – Butch Garrity was not present and there was no report.
- f. Outreach/Membership – Pete Kinnas stated that four new agencies signed on with us. We still need to try and get legislative members to come to meetings. He is looking to start a challenge coin program- looking to do this internally and also statewide. New Hampshire Emergency Dispatcher Association meeting is Nov 15th. We are invited.
- g. Book Club – Khristy Lord stated there is nothing to report. Kevin Lessard filling in. Book club looking to meet bimonthly, or at least a couple times



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a year in person. October will be next meeting. Book: People Driven Leadership by Adam Timm.

- h. Peer Support Committee – Khristy Lord. No report
- i. Generic Training Manual Committee – Corey Swift stated the Generic Training Manual should be coming our way by next week. If any members have anything to add, please send it over to him via email cswift@wilmingtonma.gov

9. President's Report

- a. President Hastings was unable to attend.

10. Other business

- a. None.

11. Adjournment

- a. Chris Carleton made a motion to adjourn at 11:41am, second by Corey Swift.



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Meeting Attendees:

Joe Achadinha (Virtual)

Mike Amidon (Virtual)

Eric Baker (Virtual)

Tina Bibbo (In Person)

Stephanie Brown (In Person)

Anne Camaro (In Person)

Anthony Capone (In Person)

Chris Carleton (In Person)

Peter Cheverie (In Person)

Margie Ciccone (In Person)

Johnathan Danek (Virtual)

Lee Ann Delp (In Person)

Michael Dicorato (In Person)

Devin Dumas (In Person)

Cam Dunbar (In Person)

Dennis Dowling (In Person)

Stephanie Evans (In Person)

Patrick Feeney (Virtual)

Nicole Gazaille (Virtual)

Michael Gethin (Virtual)

Tina Gongas (In Person)

Johnathan Gordon (Virtual)

Warren Gould (In Person)

Stephen Groussis (In Person)

Ken Handfield (In Person)

Chris Herrstrom (Virtual)

Natalie Hunt (Virtual)

Jessica Jackson (In Person)

Brian Kamp (Virtual)

Michael Keady (Virtual)

Brittany Ketcham (In Person)

Laura Kilgour (In Person)

Peter Kinnas (Virtual)

Jocelyn LaPlante (In Person)

Ryan Lavallee (In Person)

Keenan Leonard-Solis (In Person)

Kevin Lessard (In Person)



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Dean Little (In Person)
David Luciano (In Person)
Gregory Lynskey (In Person)

Kristina Morin (Virtual)

Tom O'Brien (In Person)

Rebecca Ocasio (Virtual)

Terri Osborne (Virtual)

Alexa Owen (In Person)

Brianna Parker (Virtual)

Jim Riccio (In Person)

Richard Rossi (Virtual)

William Santiago (Virtual)

Mark Sayers (Virtual)

Katrina Shamshak (In Person)

Phil Sisk (In Person)

Corey Swift (In Person)

Mike Tranghese (Virtual)

Don Tryon (In Person)

Dan Walsh (In Person)

Sue Webster (Virtual)



September 18, 2024 – MPTC Lynnfield

Name	Agency/Business	Email
Katrina Shamshak	NSR911	on file
Anne Camaro	NURDD	on file
Anthony Capone	Newton	on file
Cpt D Dowling	Newton	on file
Margie Ciccone	Newton	on file
Tina Bibbo	Newton	on file
Stephanie Evans	Newton	on file
Tom O'Brien	Bellmont	mbr
Jim Riccio	Bellmont	mbr
Dan Walsh	Clinton	mbr
David Luciano	Stoneham	on File
Ryan Lawallee	Lawrence	Ryan Lawallee w.c. of Lawrence Co.
Keenan Leonard-Solis	Georgetown	on File
Lee Ann Delp	NSR911	11111
Brittany Ketcham	NSR911	on File
Warren Gaud	Boxford	"
Greg Lynsky	SHCC	on file
Alexa Owen	WRECC	



September 18, 2024 – MPTC Lynnfield

Name	Agency/Business	Email
Jocelyn LaPlante	WRECC	
Jessica Jackson	Danvers	on file.
COREY SWIFT	Wilmington	on file
TINA GONGAS	PEABODY PD	TGONGAS@Peabodypolice.org
MICHAEL DICORATO	LYNNFIELD PD	on FILE
Stephen Groussis	Lynnfield Police	SGroussis@LynnfieldMA.gov
Don Tryon	MSP	on file
Ken Handfield	MSP	on file
Cam Dunbar	MSP	on file
Pete Cheverie	MSP	on file
Dean Little	NSR	DEAN.A.LITTLE@mas.gov
Laura Kulgan	Amherst PD	on file.
Stephen E Brown	Beverly Dispatch	on file
Phil Sisk	Phil Sisk	"
Chris Carleton	Chris Carleton	on file
Devin Dumas	SEC	ddumas@springfieldpolice.org
Kevin Lessard	WRECC	on file

MCSA Treasurer report through 09/15/2024

Beginning balance (06/09/24) = \$ 20,960.63

Expenses:

Gallifords Restaurant (Annual Meeting final payment)	= \$5,904.85	(06/10/24)
Microsoft Office 365 (monthly)	= \$ 40.25	(06/27/24)
Brian S. Hickey Associates (May & June lobbyist retainer)	= \$4,000.00	(06/27/24)
Gregory Lynskey (Annual Election software reimb.)	= \$ 19.00	(07/02/24)
Johnson & Johnson (yearly eboard insurance)	= \$1,460.00	(07/19/24)
Microsoft Office 365 (monthly)	= \$ 40.25	(07/26/24)
Brian S. Hickey Associates (July lobbyist retainer)	= \$2,000.00	(08/02/24)
Intuit Quickbooks (monthly)	= \$ 15.94	(08/12/24)
Second Chance Animal Shelter (in Memory of Amanda Stone/Northborough)	= \$ 500.00	(08/22/24)
Brian S. Hickey Associates (August lobbyist retainer)	= \$2,000.00	(08/23/24)
Constant Contact (yearly)	= \$ 490.92	(08/26/24)
Microsoft Office 365 (monthly)	= \$ 40.25	(08/27/24)
Intuit Quickbooks (monthly)	= \$ 15.94	(09/10/24)

Expenses (total) = \$ 16,527.40

Income:

FY24 Dues & March Training payments	\$ 6,150.00
FY25 Dues payments	\$ 250.00
October 2024 Training Sponsor – LB Comms	\$ 1,250.00

Income (total) = \$ 7,650.00

BALANCE = \$ 12,083.23

- 72 FY21 Members
- 70 FY22 Members
- 89 FY23 Members
- 79 FY24 Paid Members

6 FY25 Paid Members to date (some deposits pending)

RENEWED MEMBERS: Ashburnham, Ayer-Shirley RECC

NEW MEMBERS: Kingston, Merrimac, Marblehead, Yarmouth

FY25 Membership are starting to go out (alphabetically).

Respectfully submitted,

Warren Gould

Treasurer MCSA

Reference for yearly expenses

<i>Constant Contact</i> (yearly)	= \$ 490.92 (08/23/23) (\$40.91/month)
<i>Siteground Webhosting</i> (yearly)	= \$ 275.76 (05/28/24)
<i>Johnson & Johnson</i> (1 year) Eboard Insurance	= \$1,460.00 (08/01/23) (was \$1,416.00)

Gregory Lynskey (SWCCC)

From: Keenan Leonard-Solis <KLeonardsolis@GeorgetownMa.gov>
Sent: Wednesday, September 18, 2024 16:56
To: Gregory Lynskey (SWCCC)
Subject: [External]MCSA Meeting Notes - Essex County Regional Co-VP Report

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If unsure, please consult your administrator before proceeding.

Hi Greg,

Here are the notes I was using during my presentation this morning – to the best of my recollection (I got a little off script when talking).

--Keenan

Over the summer, Georgetown Police Chief David Sedgwick recognized three of our full-time dispatchers for their exemplary handling of separate incidents:

1. Dispatcher Dean Razzaboni

- Dean received a letter of commendation for his response to a 911 call regarding a 3-year-old child who drowned in a pool in June.
- He dispatched the call within 11 seconds and coordinated a multi-tiered EMS response, including MedFlight.
- Dean provided clear and effective CPR instructions, even when the caller mistakenly believed the patient was breathing due to signs like "gasping" and water coming from the mouth. Recognizing these as agonal respirations, Dean correctly insisted that CPR be continued, ensuring uninterrupted, life-saving care. His guidance ultimately contributed to a successful CPR save.

2. Dispatcher Gabe Ricker

- Gabe was recognized for his handling of the call-taking and dispatching during a fatal 4-alarm fire in June.
- In July, at the Georgetown Select Board meeting, Gabe was honored alongside other police and fire responders with a letter of commendation from Chief Sedgwick.
 - This recognition (in front of Town Leaders) was broadcast on local cable TV, showcasing the importance of publicly celebrating dispatchers' hard work and accomplishments, something I think we can all agree is often overlooked.

3. Dispatcher Kate Gilleo

- Kate was commended for her handling of an imminent childbirth on Route 95 in Georgetown in July. She was presented with both a letter of commendation and a stork pin—one of Georgetown’s first times offering such a recognition.
-

These three examples from my department highlight the exceptional work being done by some of Essex County's Public Safety Dispatchers. This kind of recognition is something Katrina and I hope to promote throughout Essex County in the coming year. I encourage all Essex County PSAPs—both current and prospective MCSA members (those of you here in person as well as those joining us online)—to **Send Us Your Shout Outs!**

The incidents I shared today are just a few of the outstanding contributions being made by dispatchers across our county. One of our key goals this year is to ensure that we celebrate these accomplishments in a timely manner, not months or years after the fact.

Please send us your commendations, events, and other news from your communication centers so we can help spread the word and give proper recognition to the vital work of our public safety dispatchers.

Essex County VP Updates:

Over the summer I reached out to:

not able to come, offered to send aide

- Senator Crighton, Representative Jones, Representative Kerans, Senator Tarr,
 - Jones, Tarr answered they were unable to attend but to consider them for the future
- Also emailed someone from each PSAP in Essex County inviting them to the meeting today and introducing them to MCSA and our mission
 - Keenan and I started a spreadsheet to have contacts for each department and see who is a member/not a member
- August 1st Rowley joined North Shore Regional
- Upcoming Crime Tracer Training October 3rd in Lynnfield
- In June 6 from Essex Co graduated from the PSCA (Beverly, Lynnfield, Haverhill)
- Yesterday 1 member from Essex County (Georgetown) who is on the Northeast TERT team was deployed with a team of 8 others to Cambridge

- Alex McKeon from NSR started CRM on the 16th

TERT: Open enrollment occurred in July
added

- 2 to central
- 4 to SouthEast
- 5 to West
- 1 to Northeast

Now 62 members

July Northboro deployment - 6 members across 3 shifts
Cambridge - 9 members 4 shifts
6 deployment S

Training

Trainings for all MCSA meetings arranged

Oct: DCR forest fire control D7

Nov: Alzheimer's Association

Dec: Autism + Law Enforcement Education Coalition

Jan: NENA ERRC

Feb: CMED

Apr: DFS

May: Commonwealth Peer Support

Oct Training: 62 Registered

\$500 MPI

\$1250 LB Comms

• Lunch from Olivia's

• working on breakfast/snacks

March Training: March 12th Renaissance @ Patriot Place

Planning on starting registrations in November ^{December} 120 max

Room block Feb 12th - open to anyone \$199

June Annual Meeting:

Thoughts on Southwick?

Look to rebook or go elsewhere?

→ go to look to book June 2025

Newsletter

• would love to include things from each committee + region

Peter Kinnas

Vice President / Outreach Report

MCSA Meeting – September 18, 2024

1. A legislative meeting invite document has been created and will be sent to the regional VPs to send to their respective legislators. This document will be an excellent outreach to invite them to our meetings and get engaged with what MCSA does. (attached to the email)
2. The annual meeting and awards ceremony was a great success. It was nice to see such a large turnout to support our fellow emergency telecommunications professionals.
3. I will coordinate a challenge coin exchange program where people can connect with others across the state to exchange and grow their challenge coin collections. More information will follow.



MASSACHUSETTS COMMUNICATIONS SUPERVISORS ASSOCIATION

JOIN US AT AN UPCOMING MEETING

Come support the women and men of 9-1-1 Emergency Telecommunications!

The Massachusetts Communications Supervisors Association (MCSA) cordially invites you to our monthly meeting. MCSA is a non-profit, voluntary association of first responder professionals committed to the operation of 911 public safety answering points and dispatch organizations. Among the principal aims of MCSA are:

- Promoting the training, equipping, and professional status of emergency communications personnel
- Assisting membership with management and best practices development in emergency communications center operations
- Working in partnership with the State 911 Department and other organizations, through research and planning, to assist in the ongoing development of the Commonwealth's 9-1-1 program

In addition to attending our meeting, we hope you will see how far this profession has come, and how we are collectively blazing the trail for the most advanced, reliable, and sophisticated public safety communications network in the country.

As a local legislator, you play a vital role in that success. You can help contribute to our industry's growth and excellence, which we pride ourselves on. Thank you for your time and consideration, and we hope to see you at our next meeting.

UPCOMING MEETING:

September 18, 2024 -10am:

*MPTC Lynnfield
425 Walnut Street, Room 229
Lynnfield, MA*

FOR MORE INFORMATION:

Email: President@ma911.org

www.ma911.org

COMMISSIONER OF PROBATION

CARI Coordinator
Sandrine Ribeiro

Asst. CARI Coordinator
Vanessa Pierre

The Commissioner of Probation.

Pamerson Ifill, and his office oversee the Massachusetts Probation Service and the Office of the Community Corrections, which includes 105 Probation Departments, 18 community corrections centers, the Electronic Monitoring Center, and the Trial Court Community Service Program.

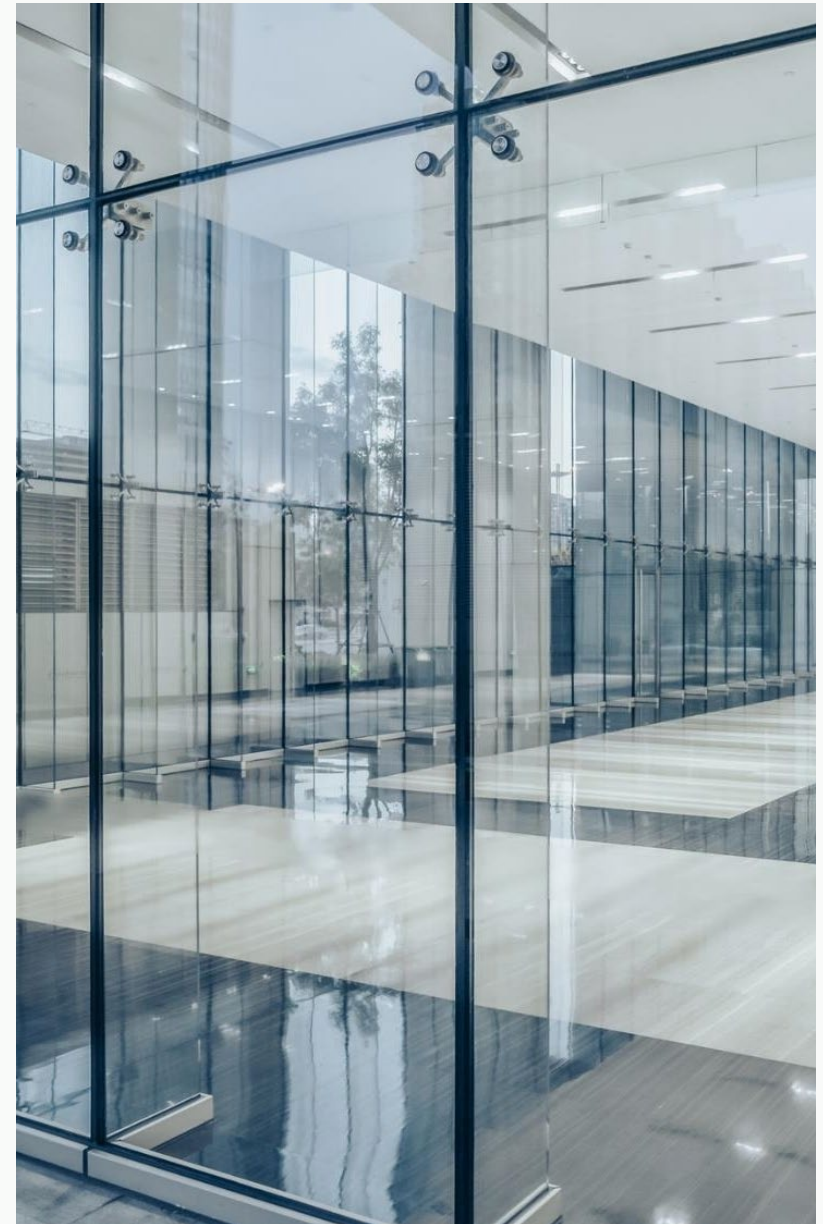


Departments at the
Commissioners Office that
are responsible for
managing criminal records

- Records Unit
- Sealing Department
- Expungement Unit

RECORDS UNIT

- Oversees all Court activities Criminal & Civil cases
- Corrects Records
- Consolidate/Merge CARI/CORI/BOP Records
- Assist all Court Departments, Federal Probation, FBI, State Police, and Police Departments
- Assist public with inaccurate information that may appear on a CORI
- Assist all other states with MA records
- Legal name changes, add aliases
- Databases: MassCourts, CJIS web, Open Fox, AFIS-R, SORIS, Inmate Web, Spirit, Parole Web



Terminology

CARI

- Court Activity Record Information

CORI

- Criminal Offender Record Information

BOP

- Board Of Probation

PCF

- Probation Central File Number



CARI/BOP Record

- Probation Departments create a Criminal Record (CARI) **ONLY** when a defendant has been arraigned
- Straight warrants will **NOT** appear on a CARI only in WMS
- When a defendant fails to appear at arraignment it will appear on the BOP as a DEFAULT (DF) status WARRANT
- Only jailable offenses will appear on a BOP; example unlicensed operation is **NOT** a jailable offense
- When Probation updates a record and/or identity it will not appear on CJIS BOP until the next day
- When someone is on Probation and a query is ran, the Probation Officer will receive information on a SOARES Report, with your contact information
- Disposition field is cut off on CJIS BOP once it's over 225 characters, contact Records Unit to fix the disposition
- ONLY codes that are on the disposition list should appear on a BOP, if you notice a code on a record with no definition contact the Records Unit, we will update the disposition

Continued...

- It is possible to come across dockets from 1970s, 80s etc.. Status "OPEN" they may still owe a fee; however, you can contact the court directly or Records Unit to confirm a final disposition
- When a disposition states CWOFF it's continued without a finding the final disposition is dismissed
- You can always contact the Records Unit for updated record information
- When a warrants appears on a record, but not in WMS. It maybe an internal issue through the Trial Court and CJIS. Contact the Records Unit and we can assist or CJIS directly
- When a BOP appears inactive contact the Records Unit to activate the Record, it may not happen right away at times it's difficult to locate the old record card
- "599 Code error" on a BOP contact the Records Unit, it's an interface issue with the Trial Court and CJIS
- Duplicate BOP records contact the Records Unit, to consolidate the information
- Sealed Records will appear on a BOP
- Expunged Records will not appear on a BOP

IDENTITIES

- Record Unit deals with over 100 identity issues a day
- All names used in the commission of a crime SHALL appear on a BOP, if a name was used and does not appear on a record contact the Records Unit and an alias will be added
- Aliases are NEVER removed from a BOP
- If a name, date of birth, and/or social security number on the BOP does not appear the same as the OLN, we can add the name to the record. Keep in mind if the defendant appears in court days, months or years later the judge may request for the name to be flipped to match the name the defendant provided at the time of arrest and/or docket
- State Police Fraud Unit frequently contacts the records Unit when someone has multiple licenses, all names and OLN's will appear on the BOP

Records Unit Contact Information

Hours of Operation Monday – Friday 7am – 5pm

Records Unit main line - 617-557-0245

		<u>WORK</u>	<u>CELLPHONE</u>	<u>EMAIL</u>
Statewide Manager	Sean Casey	617-557-0259	617-699-1149	Sean.Casey@jud.state.ma.us
CARI Coordinator	Sandrine Ribeiro	617-557-0245	508-552-1774	Sandrine.Ribeiro@jud.state.ma.us
Asst. CARI Coordinator	Vanessa Pierre	617-557-0262	508-552-1392	Vanessa.Pierre@jud.state.ma.us
Asst. CARI Coordinator	Christine Velez	617-624-9353	857-321-0622	Christine.Velez@jud.state.ma.us
Asst. CARI Coordinator	Grace Viviano	617-624-9315	781-751-0628	Grace.Viviano@jud.state.ma.us
Asst. CARI Coordinator	Marlene Martins	617-624-9355	857-406-3662	Marlene.Martins@jud.state.ma.us

You can email or call Sandrine Ribeiro at any time including weekends

A 3D rendering of a white, featureless humanoid figure sitting on a large, vibrant red question mark. The figure is positioned in the center of the question mark, with its legs crossed and arms resting on its knees. The question mark is thick and has a glossy finish, casting a soft shadow on the light gray ground. The background is a smooth gradient from white on the left to gray on the right.

QUESTIONS