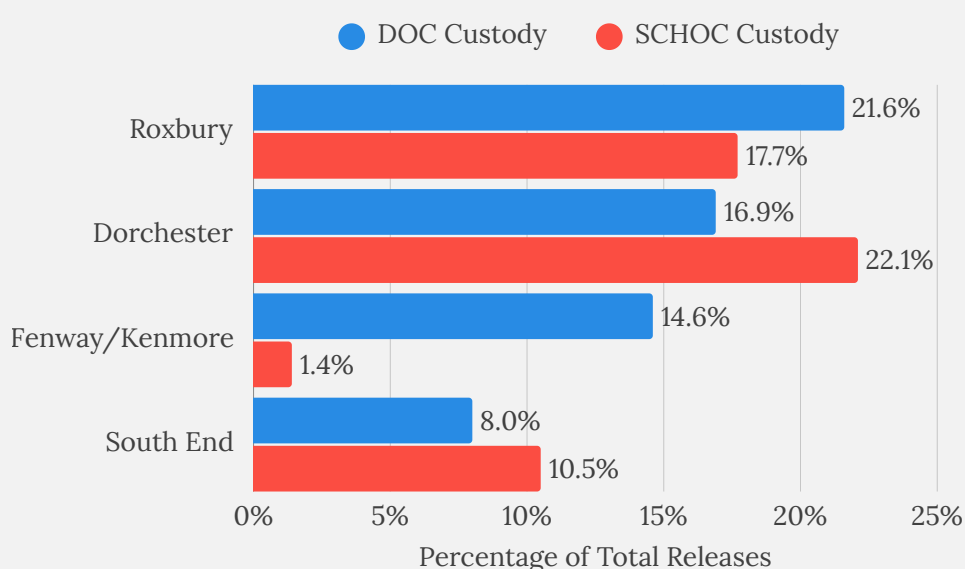


JUSTICE SYSTEMS PARTNERS/MAYOR'S OFFICE OF RETURNING CITIZENS NEEDS ASSESSMENT

How to best elevate the voices of our clients, meet their unique needs, and expand our presence across Boston communities

NEIGHBORHOODS OF RESIDENCE FOR RETURNING CITIZENS



These neighborhoods received the highest number of individuals returning home from incarceration, from both the state Department of Corrections (2020-2024, shown in blue) and Suffolk County House of Corrections (2020-2022, shown in red).

TOP CLIENT-IDENTIFIED NEEDS

from focus groups and surveys

01

BASIC NEEDS

Clients reported finding housing, maintaining employment, and managing money as top priorities.

02

HEALTH

Accessing physical and mental healthcare and substance treatment were top concerns.

03

TECHNOLOGY

Accessing and using tech like laptops and smartphones as well as recognizing scams may be challenging.

04

COMMUNITY

Connection with friends, family, and other supportive relationships are a major asset to reentry.

OUR RESPONSE



Our office hours allow clients to speak with case managers and get connected with our housing and employment specialists.

Our team utilizes an internal resource guide to provide direct referrals for healthcare and treatment providers.



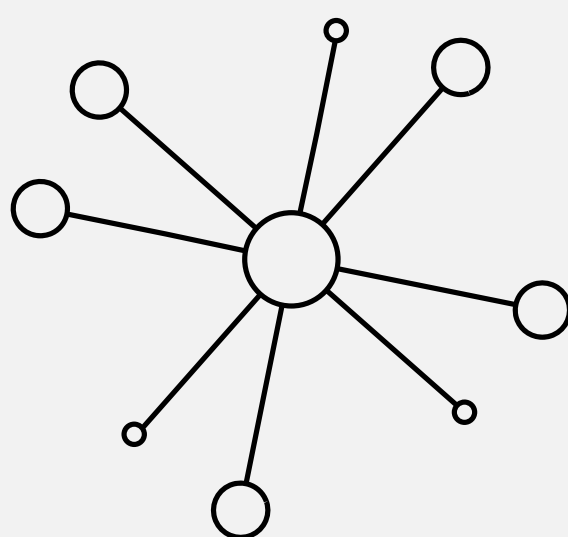
The ORC collaborates with Boston's Digital Equity Team and Public Libraries to host internal technology workshops.

We prioritize working with individuals with lived experience and seek to create a welcoming space in our office resource room.



OUR NETWORK

ORC's web of organizational partners and programming is constantly growing



150+

partner organizations

\$5M+

distributed in program grant funds between FY2023-2026

unique program opportunities, including skills training, credit-building, CORI sealing, and workforce development

AREAS TO IMPROVE

...to better serve our clients



GREATER VISIBILITY, particularly before release, to ensure that clients are informed and connected to the resources designed to support their transition.

SPECIALIZED SERVICES,

to ensure that the needs of marginalized and vulnerable clients are prioritized



LONG-TERM SUPPORT,

so individuals are not left to navigate reentry alone in the critical months following their return

NEXT STEPS

...to make as an organization



STRENGTHEN VISIBILITY

to better streamline services



INCREASE ACCESSIBILITY

for better physical and digital access

LEVERAGE CITY CONNECTION

to advocate for organizational needs



ADDRESS BARRIERS

to better face structural challenges



Returning Citizens

Based on the 2025 report prepared by Rebecca Stone, Ph.D., Laura van der Lugt, Ph.D., and Pavithra Nagarajan, Ph.D., of Justice Systems Partners.