

Annual Report on the State of the Massachusetts Court System



Fiscal Year 2019



Hampshire County Superior Court Benches, Northampton
Photographer: Judge David S. Ross

FROM THE COURT LEADERSHIP

We are pleased to present the Fiscal Year 2019 annual report on the Massachusetts court system and are proud to reflect on all we accomplished and the new initiatives undertaken in the past year. We are deeply grateful to everyone working in our court system – judges, clerks, court officers, probation officers, facilities employees, and administrative staff – whose hard work and commitment help ensure that we deliver justice with dignity and speed every day.

We continue to focus our aspirations on the judiciary we want to become. This report on the past year offers highlights of what we achieved across the court system as we make progress toward that vision. The governor and our legislative leaders understand the challenges that the courts confront every day. We appreciate their shared commitment to addressing these issues through productive partnerships across the three branches of government, while respecting the independence and prerogatives of each branch.

This collaboration led to the successful passage of criminal justice reforms in 2018 that we are now actively implementing. We also continue to jointly address challenges that the courts and the Commonwealth face in the areas of opioid use, behavioral health, child welfare, and more. We have partnered on efforts to implement treatment, recovery, and reentry programs to help reduce recidivism. Legislative support also is enabling us to expand efforts to support and enhance diversity, equity, inclusion, and respect for all – court users and court employees alike.

The Massachusetts Bar Association, Boston Bar Association, and our regional and affinity bar associations are also key partners in helping to enhance our work on these issues. Their efforts, programs, and initiatives to engage lawyers in pro bono work, and to partner on innovative community programs are critical to the fair, effective functioning of our justice system and to our outreach and educational activities that promote public understanding of and confidence in the judiciary.

Our ambitious agenda in FY19 included technology advancements as we progress toward an electronic court system, the expansion of specialty courts to support the needs of those with mental health and substance use disorders, and integration of diversity, equity and inclusion principles in our system to better serve the public. We are proud of this work, but also continually aim to innovate and improve services, as we remain steadfast in our commitment to the delivery of justice across the Commonwealth.

Sincerely,

Ralph D. Gants, Chief Justice of the Supreme Judicial Court

Mark V. Green, Chief Justice of the Appeals Court

Paula M. Carey, Chief Justice of the Trial Court

Jonathan S. Williams, Court Administrator of the Trial Court



Chief Justice
Ralph D. Gants
Supreme Judicial Court



Chief Justice
Mark V. Green
Appeals Court



Chief Justice
Paula M. Carey
Trial Court



Court Administrator
Jonathan S. Williams
Trial Court

MASSACHUSETTS COURT SYSTEM

The number of justices for all courts is the total authorized by law.

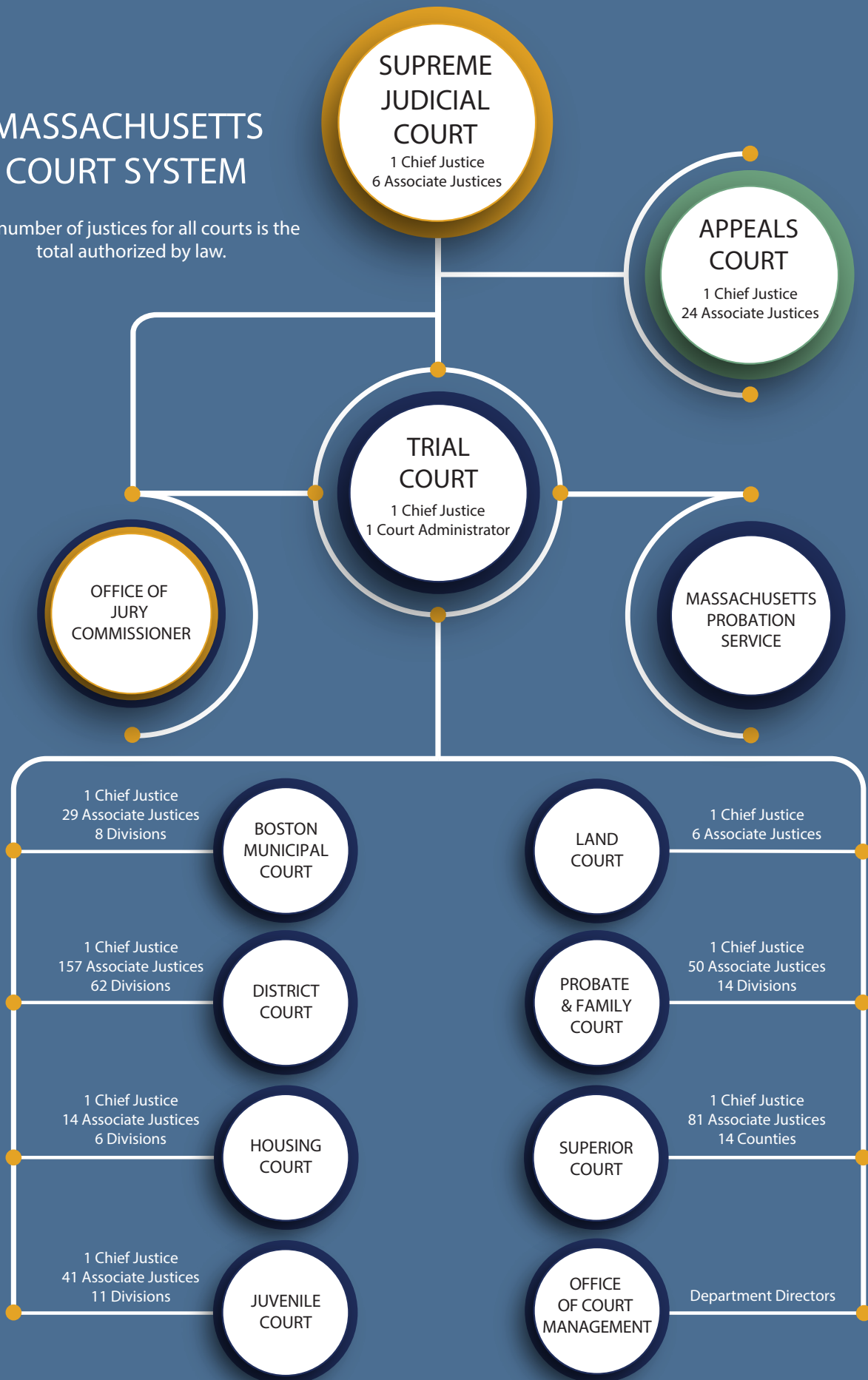


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SUPREME JUDICIAL COURT

Justices and Officials

As of June 30, 2019

CHIEF JUSTICE

Ralph D. Gants

JUSTICES

Barbara A. Lenk

Frank M. Gaziano

David A. Lowy

Kimberly S. Budd

Elspeth B. Cypher

Scott L. Kafker

EXECUTIVE DIRECTOR

Carol R. Lev

CLERK FOR THE COMMONWEALTH

Francis V. Kenneally

CLERK FOR THE COUNTY OF SUFFOLK

Maura S. Doyle





SUPREME JUDICIAL COURT

FISCAL YEAR 2019 HIGHLIGHTS

State of the Judiciary Address to the Legal Community

In October 2018, Chief Justice Ralph D. Gants delivered his fifth annual address to the legal community at an event sponsored by the Massachusetts Bar Association. He stressed the profound importance of lawyer well-being, announcing the formation of a Supreme Judicial Court Steering Committee on Lawyer Well-Being to study ways to reduce stress on attorneys, increase professional satisfaction, help restore work-life balance, and better support those who confront mental health and substance use disorders. Chief Justice Gants also highlighted the crucial role probation officers play in supporting defendants' reentry into their communities, stating that criminal justice reform must focus on reentry so that defendants are given a fair and reasonable chance of succeeding upon release. The Chief Justice also addressed the significance of judicial independence:

"If we are to provide every person fair and impartial justice in our courts, we must allow judges to make decisions based on their best judgment of the law and the facts, unburdened by any fear that a controversial decision may jeopardize their career."

- Chief Justice Gants

Judicial Evaluation

The judicial evaluation program has facilitated the collection and tabulation of judicial evaluations from attorneys, court employees and jurors since 2001. The program provides narrative comments and aggregated statistical assessments to judges concerning their professional, on-bench performance in an effort to enhance the performance of individual judges and the judiciary as a whole.

During the past fiscal year, the program implemented recommendations by a social science and survey consulting firm, based on its analysis of three years of prior evaluation data, to improve the accuracy of responses and minimize gender and racial bias. Following these recommendations, the program adopted a revised survey and a new platform, streamlining the survey experience for attorneys.

At the beginning of the fiscal year, the results of the Land Court evaluation were released. This project yielded 453 attorney evaluations and 85 employee evaluations concerning five Land Court judges – an average of 91 attorney evaluations and 17 employee evaluations per judge. In March 2019, an evaluation commenced concerning 34 judges in the Probate and Family Court, Housing Court and Juvenile Court in Middlesex and Suffolk Counties.

The Supreme Judicial Court (SJC), originally called the Superior Court of Judicature, was established in 1692 and is the oldest appellate court in continuous existence in the Western Hemisphere. The SJC serves as the leader of the Massachusetts court system; it exercises final appellate authority over the decisions of all lower courts and is responsible for general superintendence over the administration of the state court system.



New Court Rules Approved

Each year the Court considers proposals to update and improve the rules governing practice and procedure in the courts of the Commonwealth and other aspects of the legal system. Significant rule changes that were approved or took effect in FY19 include the following:

- **eFiling:** SJC Rule 1:25, Massachusetts Rules of Electronic Filing, took effect on September 1, 2018. Replacing previous interim rules, the new rules establish uniform practices for electronic filing and service of documents in participating trial and appellate courts, as supplemented by particular court procedures.
- **Practicing with Professionalism:** The Court amended SJC Rule 3:16, which requires all persons admitted to the bar in the Commonwealth to take a Practicing with Professionalism Course approved by the SJC. The amended rule eliminates the requirement that the course last one full day, and will make it possible for attorneys to participate remotely, if online courses become available.
- **Consumer Debt Actions:** New Rules 8.1 and 55.1 of the Massachusetts Rules of Civil Procedure took effect on January 1, 2019. These new rules establish special requirements for filing an action seeking to collect a debt incurred pursuant to a revolving credit agreement and for entry of default and default judgment in such a case.
- **Client Files:** The SJC approved new Rule 1.15A of the Massachusetts Rules of Professional Conduct, effective September 1, 2018, setting minimum time periods for lawyers to retain client files, after which the files may be destroyed.

- **Appellate Procedure:** In October 2018, the Court approved the most comprehensive revision of the Massachusetts Rules of Appellate Procedure since those rules were adopted in 1974. The revised rules took effect on March 1, 2019, following three years of work by a subcommittee appointed by the Standing Advisory Committee on the Rules of Civil and Appellate Procedure in conjunction with the Standing Advisory Committee on the Rules of Criminal Procedure.

Expanded eFiling

In January 2019, the Clerk of the Supreme Judicial Court for the Commonwealth expanded the optional eFiling program to permit electronic filing of all documents in appeals and other cases before the full Court, including motions, briefs and record appendices. After a brief or appendix has been filed electronically, the Clerk's Office will notify the litigant to file a limited number of paper copies. No paper copies are required for motions, letters, status reports, or applications for direct or further appellate review filed electronically.

The Clerk of the Supreme Judicial Court for the County of Suffolk has implemented eFiling for all bar discipline cases and a significant majority are now done electronically. In addition, over 50% of petitions for bar admission by motion are now received electronically.



Appellate Bench-Bar Conference

In December 2018, justices from the Supreme Judicial Court and the Appeals Court joined approximately 200 appellate attorneys in a major bench-bar conference sponsored by the Flaschner Judicial Institute. In preparation for the conference, Flaschner surveyed over 3,000 attorneys and the responses helped shape the content of the conference. An initial plenary session with featured speakers was followed by breakout sessions moderated by attorneys with an SJC Justice, Appeals Court Justices, and staff from appellate courts' clerks' offices. A report of the proceedings was issued that detailed efforts planned in response to the expressed need for greater transparency regarding court procedures, protocols and operations. Chief Justice Gants pledged that the SJC would review, revise, and update its rules, the clerk's guides, and other information on the Court's website, to make it easier for attorneys to find information and understand the Court's procedures and operations.

Steering Committee on Lawyer Well-Being

The Supreme Judicial Court appointed the Steering Committee on Lawyer Well-Being in September 2018 to explore and make recommendations regarding the state of well-being among practicing Massachusetts attorneys, following concerns raised in a 2017 report by a national task force initiated by the American Bar Association Commission on Lawyer Assistance Programs, the National Organization of Bar Counsel, and the Association of Professional Responsibility Lawyers. The Steering Committee, chaired by retired SJC Justice Margot Botsford, included attorneys from varied practice settings, as well as organizations, such as the Board of Bar Examiners, the Board of

Bar Overseers, and Lawyers Concerned for Lawyers. The Committee's report in July 2019 identified major issues affecting lawyer well-being in the Commonwealth and proposed recommendations to address these issues. Recommendations included the establishment of a permanent SJC standing committee on lawyer well-being and specific initiatives for the courts, law firms and other legal employers, bar associations, regulatory organizations, and law schools to consider.

Judiciary-Media Committee Conference

In June 2019, the Supreme Judicial Court Judiciary-Media Committee and the Flaschner Judicial Institute hosted an educational event entitled *Covering the Courts: A Dialogue for Journalists and the Judiciary*. A panel of Trial Court judges, the Trial Court Administrator, and journalists from television and print media outlets discussed issues of mutual interest to the judiciary and journalists. Topics included an explanation of bail and sentencing; ethical standards for judges and journalists; public access to court records; the journalistic fact-checking process; how journalists seek editorial balance; and newsroom roles.

Access to Justice Commission

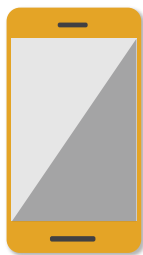
Established by the SJC in 2005, the Access to Justice Commission seeks to provide leadership and vision to, and coordination with, the many organizations and interested persons involved in providing and improving access to justice for those unable to afford counsel for their essential civil legal needs. In FY19, in collaboration with its many partners, the Commission carried out several new projects in addition to its ongoing programs.



SUPREME JUDICIAL COURT

With a \$200,000 grant from the Justice for All project, administered by the National Center for State Courts, the Commission worked with courts, community organizations, legal services organizations and attorneys to implement two pilot programs. In one pilot, Northeast Legal Aid and Lawrence Community Works established a Housing Stabilization Center to provide resources to landlords and tenants to stabilize tenancies and avoid eviction suits. In the other pilot, an attorney from Greater Boston Legal Services worked with community organizations to provide consumer debt education and representation in selected cases, and supported development of a lawyer-for-the-day program for consumer debt cases with the Volunteer Lawyers Project and the Dorchester division of the Boston Municipal Court. Both pilots tested ideas proposed in the December 2017 Justice for All Strategic Action Plan that the Commission prepared with representatives from the access to justice community.

The Commission also established a working group to research the security concerns that initially led many Massachusetts courts to ban cell phones and the impacts of those bans on court users, especially unrepresented litigants. The working group's report recommended lifting courthouse cell phone bans, while proposing alternative means of ensuring court security.



The Commission continued to support ongoing programs promoting access to justice in collaboration with legal services organizations and other agencies, including the Civil Legal Aid to Victims of Crime program; the Civil Appellate Pro Bono Program; and the Access to Justice Fellows Program.

Community Outreach

Each year, the Supreme Judicial Court engages in numerous activities to inform and educate the public about the Court's work, the judicial system, and the rule of law.

Activities in FY19 included:

- The SJC held a special sitting to hear appeals at the Worcester Superior Court, providing an opportunity for students, local residents, and the media to view the Court's work in person outside of Boston.
- Chief Justice Gants regularly visits various courts in the Trial Court system, meeting with judges, clerks, and court staff, as well as public officials and bar association representatives, to discuss the challenges they face and the successes they have achieved. In late 2018, Chief Justice Gants visited the Springfield District Court, Hampden Superior Court, Hampden Probate & Family Court, Hampden Juvenile Court, and the Western Housing Court. In May 2019, he visited the Framingham/Natick District Court, the Woburn District Court, and the Middlesex Superior Court.
- The Supreme Judicial Court's Judicial Youth Corps (JYC), a legal education and internship program for high school students held with assistance from judges, lawyers, court employees, bar associations, and other dedicated supporters, teaches students about the rule of law and the role of the judicial branch. The 14-week program includes educational sessions and internships in court offices. The Public Information Office administers the program, which is funded by foundations and grants. In FY19, the program engaged 22 Boston students, ten Worcester students, and five Springfield students in this rich educational experience.



SUPREME JUDICIAL COURT

- The SJC's director of education and public programs and other court staff regularly provide guided tours of the John Adams Courthouse sharing history and practices of the state's appellate courts, and the governing principles of our legal system. Visitors include tourists, senior citizens, educators and scholars, students from elementary school to law school, and members of the legal community, from across the state, country and world. Each spring, the Court also hosts programs for high school students for annual celebrations of Student Government Day and Law Day. In FY19, 92 groups comprising 2,251 visitors toured the John Adams Courthouse.
- Mass Humanities and the Supreme Judicial Court Historical Society funded production of a short film about the John Adams Courthouse and the role of the courts in our democratic system. The film will serve as the foundation for a longer, future film to be produced and presented to courthouse visitors.
- For over a decade, the SJC and the SJC Historical Society have partnered with Theatre Espresso to present live performances on historical legal issues for students at the John Adams Courthouse. Theatre Espresso performed 18 educational dramas for over a thousand Boston students in FY19.
- The SJC's website provides extensive information for lawyers, litigants, educators, and students. Through a partnership with Suffolk University Law School, all SJC oral arguments are webcast live and oral arguments dating back to 2005 are available online. The website also offers online access to docket information and the briefs in all non-impounded cases before the court.



*John Adams Courthouse, Boston
Photographer: Judge Peter W. Agnes Jr.*



APPEALS COURT

Justices and Officials

As of June 30, 2019

CHIEF JUSTICE

Mark V. Green

JUSTICES

Peter W. Agnes Jr.

Amy Lyn Blake

Kenneth V. Desmond Jr.

Joseph M. Ditkoff

John Englander

Sydney Hanlon

Kathryn E. Hand

Vickie L. Henry

C. Jeffrey Kinder

James Lemire

Diana Maldonado

Gregory I. Massing

Edward McDonough

William J. Meade

James R. Milkey

Eric Neyman

Peter J. Rubin

Peter Sacks

Sookyoung Shin

Sabita Singh

Mary T. Sullivan

Ariane D. Vuono

Dalila Wendlandt

Gabrielle R. Wolohojian

COURT ADMINISTRATOR

Gina L. DeRossi

CLERK

Joseph F. Stanton





APPEALS COURT

FISCAL YEAR 2019 HIGHLIGHTS

Appellate Caseload

The Appeals Court caseload for FY19 increased slightly from FY18, as 1,758 new appeals were entered. Civil cases outnumbered criminal cases at 51.37% of all new entries. The court decided 1,063 cases, which was only 153 cases fewer than the total net entries, or total number of cases entered after dismissals, consolidations and transfers to the Supreme Judicial Court.

Technology Enhancement

The electronic filing program initiated in FY16 completed its expansion with the Appeals Court's promulgation of a standing order making electronic filing mandatory for most submissions by attorneys and voluntary for impounded documents and self-represented litigants. Internally, the justices and staff are using PDF digital files and are reading, marking and annotating on desktop workstations or tablets.

Community Outreach

The court continued to sit beyond the John Adams Courthouse in FY19. Panels of justices and court personnel held sittings in all regions of the Commonwealth, including at the UMass Law School, Western New England Law School, Suffolk University School of Law, Massachusetts

School of Law, Barnstable Superior Court, Worcester Justice Center, UMass-Amherst, and UMass-Boston. At each of those locations the justices heard a full oral argument list and reserved time after completion of oral arguments to respond to questions from observing students and members of the public. The court intends to hold sessions throughout different regions of the Commonwealth during FY20.

Electronic Filing

During FY19, 86.3% of all 3,316 briefs were filed electronically (93.7% in criminal cases, 80.4% in civil cases). This year the Appeals Court adopted a standing order making electronic filing mandatory for most documents with limited exceptions, including for any impounded document or document filed by a self-represented litigant. During the last six months of FY19 in connection with the newly-adopted standing order, electronically filed briefs increased to 93.7% of all briefs (95.3% in criminal cases, 91.9% in civil cases).

Intracourt Electronic Transmission of Records

The Appeals Court continued to offer and expand its pilot programs with the Trial Court for the electronic assembly of the record and the electronic transmission of court notices. The number of Trial Court locations participating in the pilots has increased steadily.

The Appeals Court was established in 1972 to serve as the Commonwealth's intermediate appellate court. It is a court of general jurisdiction that hears criminal, civil, and administrative matters. All appeals from the Trial Court (with the exception of first degree murder cases) are thus initially entered in the Appeals Court. Similarly, the court receives all appeals from the Appellate Tax Board, the Industrial Accident Review Board, and the Employee Relations Board.



APPEALS COURT

Civil Appeals Clinic

The Appeals Court continued to collaborate with the Volunteer Lawyers Project and the Supreme Judicial Court's Access to Justice Program in hosting the Civil Appeals Clinic. The court provides resources to operate the weekly clinic, which provides pro bono attorneys to assist indigent self-represented parties with appellate questions. During the fiscal year, 153 volunteer attorneys assisted 374 litigants.

Public Access to Case Records

In 2019, the Appeals Court began posting on its public website the recordings of oral arguments. The court continues to post copies of non-impounded briefs filed in public cases scheduled for oral argument. Access to the documents and recordings are free.

These briefs and recordings are available on a case's individual docket at:
<http://www.ma-appellatecourts.org/index.php>

Record Preservation

The Appeals Court purchased a microfiche conversion machine which will permit the court to convert tens of thousands of pages of microfiche pages to portable document archive format (PDF-A).

Oral Argument Staggered Scheduling Program

After a successful pilot period, in FY19 the Appeals Court began to schedule cases at staggered times throughout a panel's sitting. Traditionally, all parties had been present for the first case.

Quarterly Newsletter

The Appeals Court launched a quarterly newsletter, *The Review*, as an additional medium for communication. This newsletter provides helpful technical, high-value and some anecdotal information about the operations of the Appeals Court in an effort to enhance court users' experience.

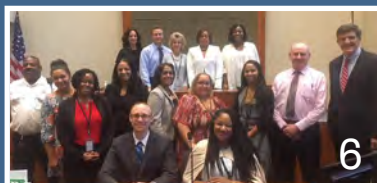


ON THE NEXT PAGE:

1. Probate & Family Court Chief Justice John Casey, National Adoption Day, Worcester | 2. Northpointe Implementation Team Excellence Awards Winners | 3. BMC Chief Justice Roberto Ronquillo Jr. & Case Specialist Kadian Clarke | 4. District Court Chief Justice Paul Dawley, Superior Court Chief Justice Judith Fabricant & Chief Diversity & Experience Officer John Laing | 5. Mass. Adoption Resource Exchange Exec. Director Lisa Funaro, Juvenile Court Chief Justice Amy Nechtem, Mass. First Lady Lauren Baker, Chief Justice Paula Carey, Court Administrator Jon Williams, Mass. Department of Children & Families Commissioner Linda Spears, State Rep. Daniel Cullinane, and Cambridge Family Services Exec. Director Bob Gittens, National Adoption Day, Boston | 6. Housing Court Chief Justice Timothy Sullivan & Metro South Housing Court Staff | 7. Facilities Supervisor Raymond Nardone, Court Administrator Jon Williams, Chief Justice Paula Carey, and Facilities Region II Manager Michael Norman at Ayer District Court | 8. Case Coordinator Chalane Johnson, Brockton District Court First Justice Julie Bernard, Case Specialist Jenayah Williams-Amado, Court Officer Jessica Willcutt | 9. Supreme Judicial Court Chief Justice Ralph Gants greets court leaders and legislators | 10. Appeals Court Justices at UMass School of Law | 11. Chief Justice Paula Carey and Malden District Court First Justice Benjamin Barnes | 12. Supreme Judicial Court Justice Elspeth Cypher and Appeals Court Chief Justice Mark Green | 13. Participants of Docent Training, Edward W. Brooke Courthouse, Boston



THE COURT SYSTEM IN ACTION



1 & 5: National Adoption Day | 2: Trial Court Excellence Awards |
3, 8 & 11: Cultural Appreciation Week | 4: Swearing-In Ceremony |
6: New Metro South Housing Court |
7: Trial Court Facility Site Visit | 9 & 12: Judiciary Welcomes New Legislators |
10: Appeals Court Sitting at UMass School of Law |
13: Long Road to Justice Exhibit Docent Training



TRIAL COURT

Justices and Officials

As of June 30, 2019

CHIEF JUSTICE

Paula M. Carey

COURT ADMINISTRATOR

Jonathan S. Williams

DEPARTMENT LEADERSHIP

Boston Municipal Court

Roberto Ronquillo Jr., Chief Justice

Cheryl A. Sibley, Deputy Court Administrator

District Court

Paul C. Dawley, Chief Justice

Philip J. McCue, Deputy Court Administrator

Ellen S. Shapiro, Deputy Court Administrator

Housing Court

Timothy F. Sullivan, Chief Justice

Benjamin O. Adeyinka, Deputy Court Administrator

Juvenile Court

Amy L. Nechtem, Chief Justice

Thomas R. Capasso, Deputy Court Administrator

Land Court

Gordon H. Piper, Chief Justice

Jill K. Ziter, Deputy Court Administrator

Probate & Family Court

John D. Casey, Chief Justice

Linda M. Medonis, Deputy Court Administrator

Superior Court

Judith Fabricant, Chief Justice

Elaina M. Quinn, Deputy Court Administrator

MASSACHUSETTS PROBATION SERVICE

Edward J. Dolan, Commissioner

Dianne Fasano, First Deputy Commissioner

OFFICE OF JURY COMMISSIONER

Pamela J. Wood, Commissioner



TRIAL COURT

Overview

The Massachusetts Trial Court spent the year focused on innovating and streamlining processes, enhancing public safety, and expanding access to justice. These efforts included the first full year of electronic payments for criminal fees and fines, which collected \$5.3 million in 28,500 transactions, providing convenience and saving time for court users and court staff. Another example of innovation was use of an online, plain language questionnaire to create and submit a small claims case for 3,700 court users. Use of dispute resolution services also increased, reducing costs for parties and facilitating resolution to allow focus on cases needing litigation.

This year, the judicial branch moved to implement significant criminal justice reforms signed into law in 2018, including expanded pre-trial probation services, shortened timeframes to seal criminal records, new qualifications for record expungement, and provisions related to setting bail. The Massachusetts Probation Service (MPS) implemented new community-based residential re-entry programs and young adult probation programs, in addition to establishing a DNA collection program in collaboration with the State Police. New Community Corrections Centers opened in Woburn, Framingham and Lowell to offer pre-trial services and minimize unnecessary detention.

Thanks to legislative support, 10 additional drug courts, one mental health court, and one veterans treatment court opened, bringing the number of specialty courts operating across the state to 53. Drug Court certification teams assessed six additional courts, guiding local practices and ensuring that national best practices are followed. Community mapping to identify gaps and improve access to treatment has been conducted in 20+ communities – this year in Boston, Lowell and Somerville – in collaboration with first responders, treatment providers and other community partners.

In recognition of the state's leadership on substance use issues, the Trial Court received two additional federal grants totaling \$2.5 million to expand case management services for specialty court participants, bringing grant funding for specialty courts close to \$17.4 million over the past four years. In addition, the Bureau of Justice Assistance awarded the Trial Court \$1.5 million to develop the New England Regional Judicial Opioid Initiative, a multi-state, multi-disciplinary response to the opioid epidemic with a focus on the courts and criminal justice system.

The Trial Court has embarked on a multi-pronged approach to meet the needs of a diverse population and workforce, and to strengthen public trust and confidence in the court system.

The Massachusetts Trial Court operates under the general superintendence of the Supreme Judicial Court and includes seven court departments – Boston Municipal Court, District Court, Housing Court, Juvenile Court, Land Court, Probate and Family Court, and Superior Court. The Chief Justice of the Trial Court and the Court Administrator oversee the court departments, as well as the Massachusetts Probation Service and the Office of Jury Commissioner. The Trial Court has 385 authorized judicial positions and employs more than 6,300 staff who handle more than 800,000 case filings annually in 99 locations statewide.



Efforts focused on diversity, equity and inclusion developed groundbreaking workshops to build the capacity of local court leaders to communicate and respond to issues of race and bias that arise in the normal flow of court operations. In addition, several community outreach sessions were held to openly discuss issues of race in the criminal justice system.

More than 180 judges participated in 2019's National Judicial Outreach activities at schools and community organizations in March, marking the state's third year conducting this American Bar Association outreach effort. Massachusetts doubled the number of 2018 participants and led participation nationally.

Court leaders reviewed and updated the Trial Court's strategic plan, issuing Strategic Plan 3.0 to create a framework for efforts in FY2020 through FY2022. This third update of the strategic plan issued in 2013 builds on the mission, vision and goals established and modified since then.

PLANS FOR FY2020

The Trial Court remains steadfastly committed to its One Mission: Justice with Dignity & Speed. In developing Strategic Plan 3.0, court leaders assessed progress and established new tactics and milestones needed to reach ambitious targets.



Each Trial Court Department prepared comprehensive plans to produce an integrated court-wide plan. Executive Office and Office of Court Management departments also identified ways to support the goals in this plan, which sets out five 'umbrella strategies' that capture

the work done across the court system on a daily basis:

- User Experience
- Diversity, Equity & Inclusion
- Judicial System Excellence
- Operational Excellence
- Responsiveness to Societal Challenges

The strategic plan also has 26 broad tactics that provide a blueprint for the next three years. On a quarterly basis, progress will be monitored using key performance indicators, or KPIs, including timeliness metrics, user surveys, internal surveys and financial measures.

In addition, the courts are preparing to submit the first Judicial Information Technology Bond bill since 1997. The multi-million dollar request will focus on operations excellence, the digital courthouse and courtroom, and a modern and secure judiciary. Targeted resources will allow the courts to leverage technology in a wide variety of ways, including expansion of online case processing, introduction of Wi-Fi, and reinforcement of cybersecurity systems.

In October 2019, a voluntary text message reminder service for probationers with scheduled court events will be piloted at Wareham and Greenfield District Courts, Boston Municipal Court's Central Division, and Worcester Superior Court prior to statewide expansion. Massachusetts has one of the lowest failure-to-appear rates in the country and this one-directional notification will help sustain that position.

In early 2020 a new Lowell Justice Center will replace courthouses built in 1850 and 1925 and serve five court departments in a seven-story, regional courthouse that creates a model for future energy efficient civic construction.



FISCAL YEAR 2019 HIGHLIGHTS

Expanding Access to Justice for All

The Trial Court continued to make substantial, systemic change in court operations as part of Access to Justice goals set forth in Strategic Plan 2.0. This includes simplifying court procedures, utilizing plain language, providing language access services, and understanding the demographics of the most vulnerable unrepresented litigants. A Senior Manager for Access to Justice coordinates initiatives focused on expanding court user access to information, programs, services and online tools.

Simplification and Standardization of Forms

The Trial Court completed a number of steps to simplify and standardize court processes and forms and to implement the use of plain language. The Trial Court received a grant from the State Judicial Institute to work with experts from the National Center for State Courts (NCSC) on reviewing and simplifying the processes for case types with the largest number of unrepresented litigants. Court departments and NCSC experts will draft related court forms and documents using plain language and prepare them for translation.

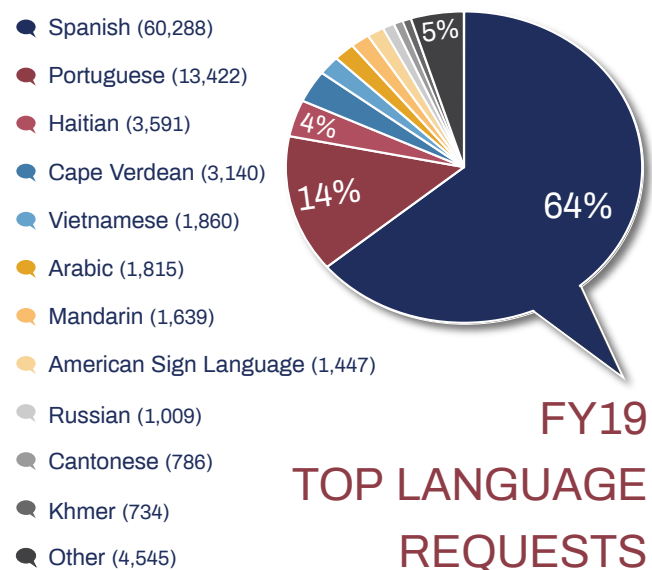
They will also develop multilingual self-help materials in a variety of formats, such as video, web materials, brochures and posters, and publish detailed guidelines on how to duplicate this process.

A committee was formed to address concerns and simplify Summary Process procedures for unrepresented litigants in affected court departments. The committee will consult with national plain language experts, develop self-help materials and translations of those materials, develop appropriate do-it-yourself resources, and develop implementation recommendations.

Language Access

Significant progress was made in implementing the Trial Court's Language Access Plan through the combined efforts of the Language Access Advisory Committee (LAAC), the Committee for the Administration of Interpreters, and the Office of Court Interpreter Services (OCIS).

The courts have increased the number of interpreters and languages interpreted by court staff, streamlined interpreter scheduling procedures, created a training program for contract interpreters and improved training for staff interpreters, conducted trainings on language access for new judges and other court staff, and recommended processes to identify, assess, and train multilingual non-interpreter staff as a means to increase language access resources. Plans are underway to conduct outreach to communities about language access services. An extensive revision of the Trial Court's interpreter standards and procedures will be promulgated in late 2019, based on national best practices and public comments on the proposed changes.





Interpreter Services

Language access is key to ensuring access to justice for all who come to court. The Trial Court's Office of Court Interpreter Services provides services to court users, regardless of their literacy or English proficiency.

Over the past year, more than **94,276 court events** received interpretation services in **121 languages**.

The Trial Court employs 40 full-time staff court interpreters in nine languages. An additional 110 interpreters serve on a per diem basis, greatly enhancing language access capacity for all languages, including rare languages such as Chuukese, Toisanese, and Wolof. Per diem interpreters benefit from an Interpreter to Interpreter mentoring program that partners them with full-time court interpreters.

Introduction of new scheduling software in 2019 will replace labor-intensive data entry scheduling with online court interpreter assignments, vastly improving efficiencies.

The Housing Court worked with Interpreter Services to translate judicial and magistrate opening statements on the court process into several languages using the courtroom audio system during selected sessions.

Judicial Response

Judges from all departments participated in the on-call, after-hours 365-day emergency response system across eight geographic regions statewide. The system addresses five major case types, including domestic violence restraining orders, harassment prevention orders, medical emergencies, as well as mental health/psychiatric hospitalizations, and search warrants. In FY19, judges handled 5,006 emergency evening or weekend calls, for an average of 96 calls per week, with the highest

number of calls in the region that includes Cape Cod and South Bristol County.

Law Libraries

The Trial Court's 15 public law libraries:

- Served 50,917 patrons last year, including:
 - 21,597 self-represented litigants
 - 36,501 on-site visitors
- Responded to 18,444 questions
- Held 6,092 *Ask-A-Law Librarian* chat or text sessions (40% increase over FY18)
- Delivered 4,005 online documents
- Offered training and community outreach programs to judges, court staff, law students, bar associations, and the public

Court Service Centers – Helping Navigate the Court System

Close to 60,000 people visited the Trial Court's six Court Service Centers (CSCs) for procedural or legal information, help with forms, access to interpreter services, assistance with legal research and contact information for community resources, legal assistance programs, and social service agencies.



Court Service Center at Franklin County Justice Center in Greenfield

The Massachusetts Appleseed Center for Law and Justice is working with the CSCs to conduct surveys and research for a Virtual Court Service Center Report to be published in early FY20. Also in 2020, a new CSC will open when Lowell's courts move into a new justice center.

Last year, the CSCs continued to work on expanding services to include mobile and after-hour services, in-person self-help materials,



and more lawyer-for-the-day partnerships with legal aid organizations. In Worcester, these efforts focused on family law issues, and in Greenfield, information workshops were held on specific legal topics. Also, at the request of the Massachusetts Access to Justice Commission, the CSCs partnered with the Social Law Library and the Massachusetts Board of Library Commissions to produce two webinars on CSC services for public librarians to better involve libraries in the continuum of services CSCs provide the public. Close to 80 librarians across the state participated in these online sessions.

Deaf Juror Program

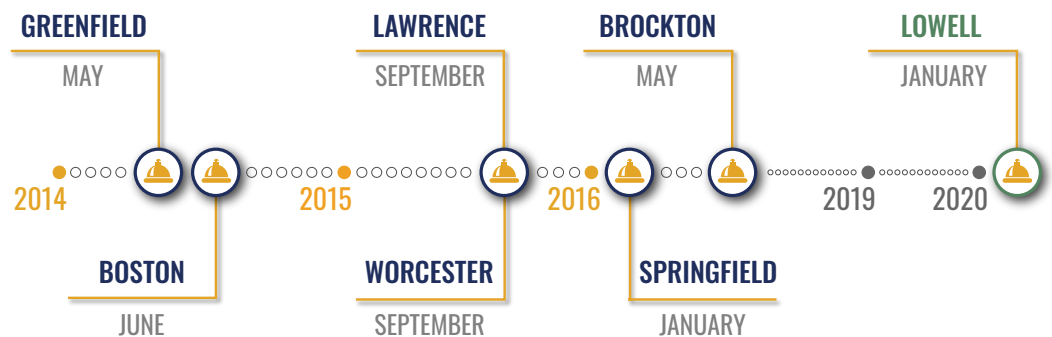
The Office of Jury Commissioner (OJC) expanded its very successful Deaf Juror Program, initially implemented in 2013 with the Massachusetts Commission for the Deaf and Hard of Hearing. Deaf jurors are now scheduled on a bi-monthly instead of quarterly basis, increasing by 50% the opportunity for deaf citizens to perform their service. In FY19, deaf jurors were scheduled at the Roderick L. Ireland Courthouse in Springfield, Framingham District Court, and the Worcester Trial Court, where a deaf juror was impaneled and deliberated to a verdict.



Housing Court Expanded Sessions

As part of its statewide expansion to provide all Massachusetts residents with access to the Housing Court, sessions were added in Medford, Canton, and Barnstable. This followed the addition of a new division in the southeastern region of the state.

Timeline of Court Service Centers Opening Across the Commonwealth



Housing Court Legal Assistance

A Housing Court working group comprised of judges, tenant attorneys, and landlords developed a best practices manual for Lawyer-for-a-Day Programs, where volunteer attorneys assist and represent landlords or tenants on a pro bono basis. These guidelines will facilitate formation of programs for all Housing Court sessions and create consistent standards of excellence.

Tele-conferences & Off-site Trials in Land Court

The Boston-based Land Court offers telephone conferences and off-site trials to make the court more accessible for statewide users. The calls are conducted in an open courtroom session creating efficient, convenient, and lower cost sessions for court users located far from the Court. The Land Court, which has statewide jurisdiction, also conducts trials at court locations close to the site of the property at issue in the case. In FY19, Land Court judges conducted nine trials in courthouses in Barnstable, Berkshire, Bristol, Dukes, Essex, Middlesex, and Plymouth Counties.



Alternative Dispute Resolution

This year, the Standing Committee on Dispute Resolution created new ADR information materials and expanded conciliation education programs at the Newburyport District Court and Worcester County Probate and Family Court. Quarterly ADR



workshops were held at Boston Municipal Court to heighten awareness of ADR as an access to justice alternative for litigants. The Committee also hosted the first statewide ADR Conference since 2007 to support the use of free mediation and conciliation services in multiple court departments.

4 court departments received free mediation & conciliation services from ADR funding.

ADR funding this year provided free mediation and conciliation services in the Boston Municipal Court, Juvenile Court, Probate and Family Court and the Superior Court, and covered the purchase of laptops for Housing Court Specialists to use during mediations. Free conciliation services for regular civil cases are now available to the public at nine District Court Divisions – Ayer, Barnstable, Brockton, Concord, Haverhill, Lowell, Lynn, Malden and Newburyport – by trained attorney volunteers.

Superior Court's in-house pro bono mediation services expanded in FY19 to include the volunteer services of three retired Superior Court judges and volunteer attorneys from the Essex County Bar Association Superior Court Pro Bono Conciliation program. The Superior Court continues to offer free conciliation

services to litigants in Lowell and will soon begin working with volunteer attorneys from Middlesex Mediation and Conciliation Program to continue this service. The Land Court continues to provide no-cost, on-site mediation screening by a retired Appeals Court justice for cases where one or both parties do not have the ability to pay for private mediation services.

During FY19, Probate and Family Court conducted a four-month mediation pilot in Middlesex and Essex Counties focused on Department of Revenue-generated child support actions. The pilot allows parties to file paperwork related to custody and visitation issues not before the court, so that they can resolve those added issues without the need for another court appearance. The Court plans to expand the pilot to other divisions.

In March 2019, the Trial Court began Court-Connected Permanency Mediation services for children in the custody of the Department of Children and Families who have active cases in the Juvenile or Probate and Family Court Departments in Berkshire, Franklin, Hampden, and Hampshire Counties. In addition, the Middlesex County Juvenile Court is actively engaged in mediation programs at the Framingham, Cambridge, Lowell and Waltham sites to provide services in Child Requiring Assistance (CRA) cases and harassment protection matters.



Leading the Way in Criminal Justice Reform & Public Safety Initiatives

Criminal Justice Reforms Launched

- Developed programming to minimize unnecessary pretrial detention
- Opened new Community Correction Centers (CCCs) in Woburn, Framingham, and Lowell; another new CCC slated for Franklin County in FY20
- Created community-based residential re-entry programs
- Established DNA collection program with State Police
- Awarded contract to UTEC for Young Adult Probation Learning Lab
- Created Probation Expungement Unit
- Developed electronic notification reminder system for criminal defendants
- Appointed Deputy Probation Commissioner for Pretrial Services
- Established pilot program with MassHealth to support improved behavioral health services (Worcester and Middlesex)

New measures and policies resulting from April 2018 criminal justice reform legislation focus on enhancing successful probation completion and reducing offender recidivism. Reforms include expanded pre-trial probation services and pre-trial use of Community Corrections Centers, compliance credit to incentivize successful completion of probation programs, elimination of some minimum mandatory sentences, shorter criminal record sealing timeframes, expungement in certain cases, and raising the bottom age of Juvenile Court jurisdiction from 7 to 11. The Legislature and Governor also approved funding for criminal justice initiatives to launch community-based residential re-entry programs and young adult probation programs.

During the fiscal year, the Trial Court continued implementing new criminal justice reform expungement statutes, which required drafting advisory memoranda for judges and clerks, developing forms, and advising on necessary updates or additions to the MassCourts case management system.

Massachusetts Probation Service

The Massachusetts Probation Service (MPS) continued to develop and introduce evidence-based practices to supervise adult and juvenile probationers, both pretrial and sentenced, and provide services to child welfare and family service clients. Efforts included advanced skill building, organizational capacity building initiatives, and enhanced case practices.

- **Community Corrections Centers:** Probation's Office of Community Corrections (OCC) opened three new CCCs, which supported increases in referrals – 8,236 new referrals to the Community Service Program and 1,678 new referrals to 18 CCCs in FY19. Just under 2,000 people participated in CCC "Community Connections" programs, which include: cognitive behavioral therapy, career counseling, educational supports, and comprehensive case management as part of the intensive supervision track at the CCC.



Director of the Office of Community Corrections Vincent Lorenti, State Rep. Richard M. Haggerty; Supreme Judicial Court Chief Justice Ralph Gants; State Rep. Michelle Ciccolo; and Massachusetts Probation Commissioner Edward Dolan at opening of the Woburn CCC.



Program attendance rates were **80%** for CCCs and **71%** for community service; **more than 80%** drug tested as compliant.

As a result of criminal justice reform, the CCCs served 166 people with Pretrial Treatment and Pretrial Services. Additionally, the CCCs provided supervision support to 48,509 people through ancillary programs and services like the Intimate Partner Abuse Education Program, motherhood and fatherhood programs, nontraditional reporting hours, State Police DNA collection, grant-funded specialty-court transport, and drug screen specimen collection.

- **Practice Standards and Policy**

Development: Probation promulgated new practice standards and policies, including 209A Supervision Standards, Administrative Hearings Standards with sanction/reward grids for juvenile and adult cases, and Pre-Trial Conditions of Release and Pre-Trial Probation Supervision Standards. Probation also updated its Search & Seizure Policy to address changes in case law, as well as its Standard Precautions Policies and Practices to enhance officer safety. MPS also implemented adult and juvenile delinquency diversion protocols, and advanced practice dispute resolution/mediation training for Probate and Family Court officers.

- **Emerging Adult Learning Laboratory:** MPS partnered with UTEC, a Lowell-based young adult service organization, to implement services targeted to the developmental challenges of 18-to-24 year-old offenders. These services support sustained positive change in the lives of emerging adult offenders and reduce recidivism for this known high-risk population.

- **DNA Collection:** MPS began a statewide rollout of DNA collection for all adults and youthful offenders sentenced to probation for a felony conviction.

- **Reentry Services:** MPS introduced two enhanced initiatives as rehabilitative and public safety measures for individuals returning to the community post incarceration to reduce preventable and costly reentry failures:
 - transitional residential services for those on Department of Correction pre-release, parole, or probation status; and
 - “in reach” case planning and a comprehensive medical and behavioral health “home” for individuals who require significant care management, in cooperation with the Executive Office of Health and Human Services, MassHealth.
- **Pretrial Services Division:** Probation formed a pretrial division to provide services, supervision and support for individuals awaiting trial in the community to ensure court appearances. Two pretrial pathways were introduced by the Office of Community Connections (OCC) – an 18-site network with an enhanced surveillance/supervision path and a “with consent” services and support pathway for individuals on pretrial status. Also, an electronic text reminder program was planned as an evidenced-based way to reduce failure to appear in court.
- **After-hours Coverage:** MPS established a statewide network of after-hours satellite locations, several in collaboration with local police departments, to support probationers and enhance their compliance with court orders.
- **Warrant Management Unit (WMU):** A Warrant Management Unit was formed to manage reviews and issuance of all after-hours probation violation warrants, as well as electronic monitoring (GPS) and Remote Alcohol Monitoring violations. The WMU prioritizes high concern cases and coordinates apprehension efforts with federal, state and local law enforcement.



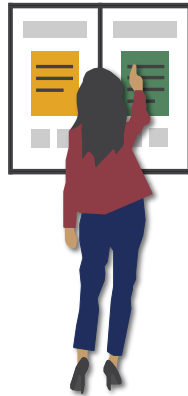
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- **Administrative Supervision Unit (ASU):** Probation formed an Administrative Supervision Unit to align resources with the case supervision workload.

The ASU is **overseeing some 8,000 cases** this year, freeing up Probation Officers to more intensively focus attention on higher need, higher risk cases that require active supervision and services.

Domestic Violence Training and Programs

The Trial Court Domestic and Sexual Violence Education Task Force launched Comings & Goings, an in-person domestic violence training, for all court staff. Trained facilitators led 26 sessions across all departments, delivering the exercise to 908 judges, court employees, and guardians ad litem.



The Worcester County Juvenile Court began offering a grant-funded domestic violence diversion program in coordination with Probation and the District Attorney's Office. "Family Chaos," the first diversion program of its kind in the state, provides three months of intensive family services prior to arraignment in an attempt to restore safety and harmony within the family. Program success led to additional grant funding for FY20.

Domestic Violence Family Support

A four-year \$620,000 Massachusetts Office for Victim Assistance (MOVA) grant to address domestic violence parenting disputes in the Probate and Family Court provides clinicians to conduct domestic violence screening, assessments, and referrals of non-offending parents and their children, as well as provide intervention services, while cases are pending in Middlesex and Suffolk Counties. This will

allow the Court to craft more appropriate temporary court orders by reviewing safety and child development status at the critical, initial stage of the case. The Court will collect data with the goal of expanding these services and the network of high-quality, trauma-informed referral programs.

Grant Activities

This year, the Trial Court received over \$4.7 million in federal, state, and organizational grants in one-time and multi-year awards to establish programs and enhance services related to domestic violence, human trafficking, and substance use disorder. These grants – three from the federal Office of Justice Programs and the fourth via MOVA – are designed to improve court services, functions and procedures, especially for individuals with behavioral, health, and substance use disorders who cycle through the court system.

A federal award of \$2 million from the Substance Abuse and Mental Health Services Administration (SAMHSA) addresses co-occurring disorders through MISSION-CJ, a specialized treatment program at the Lawrence and Lowell Drug Courts; \$1.5 million from the Bureau of Justice Assistance targets development of an action plan for the New England states to combat the opioid epidemic; and \$550,000 from the Office for Violence Against Women will increase access to exit pathways for victims of commercial sexual exploitation.

Bail Activities

In FY19, new bail rules were being finalized, and 22 new bail magistrates and six new bail commissioners began service. In July 2018, a new Juvenile Bail Statute took effect requiring coordination by the State Bail Administrator, the Department of Youth Services, and the Department of Children and Families to ensure that no juvenile is unnecessarily held on cash



bail. The Trial Court continues to work on enabling bail magistrates to remotely access Probation and MassCourts case records to use the most accurate information available for custody decisions.

Courthouse Security

The Trial Court's Security Department continued to prioritize court officer training and development, while creating safer court environments through measures that increase security and leverage technology. Court Officers have provided Active Shooter Response training at all courthouses and conducted day-long drills with local first responders at seven court locations to prepare for emergency situations.

Courthouses are equipped with Naloxone and officers have revived 44 overdose victims since 2015. A statewide rollout of pepper spray for use as a deterrent by trained officers was launched in FY19. Six Court Officers received the Municipal Police Training Council Lifesaving Award, which recognizes officers who went beyond their law enforcement duties in rendering care or medical attention. The officers were able to utilize their AED/Life Saving skills and successfully revive a person who experienced a medical emergency at a courthouse.

Court Officers managed a monthly average of close to 17,000 prisoners in courthouse lockups with a total of 199,877 detainees held during the fiscal year.

Courthouse screening prevented more than 10,000 weapons, unsafe items, and contraband from entering courthouses each month.



Court Officer Diana Dozier and Probation Officer Ronald Whitehead at the Edward W. Brooke Courthouse in Boston.

Extreme Risk Protective Orders (ERPO)

The Boston Municipal Court and the District Court collaborated on policies and training related to the new Extreme Risk Protective Order statute, which authorizes both court departments to review ERPO petitions and issue orders suspending a person's firearm identification card and license to carry firearms, and requiring the person to, upon service of the order, immediately surrender such licenses, firearms, rifles, shotguns, machine guns, stun guns and ammunition that the person owns, possesses or controls.

Criminal Record Access

Court departments worked with Probation on new practices to provide decision-makers with up-to-date local and out-of-state criminal records to ensure more complete, timely information relative to criminal history is available to judges and clerk magistrates.



Responding to Community Challenges: Specialty Courts & Court Initiatives

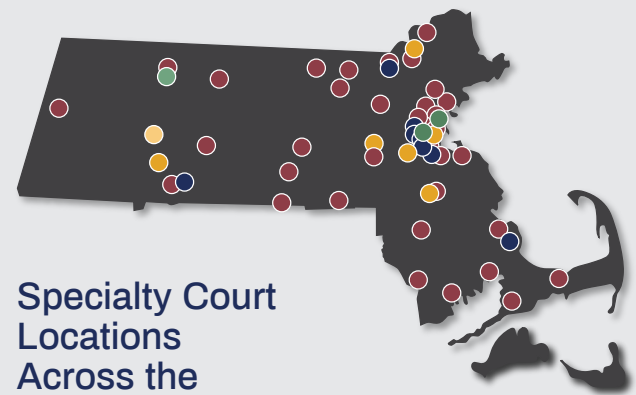
Specialty courts address underlying causes of court involvement in order to reduce recidivism and ensure public safety. These sessions provide an alternative to incarceration by mandating treatment and increasing access to community resources with intensive probation supervision and monitoring by a supervising judge.

This year the Trial Court expanded and strengthened specialty courts across the state due to an increased appropriation of \$5.77 million. The Trial Court added 10 Drug Courts, one Mental Health Court and one Veterans Treatment Court. The funding also enabled the addition of essential staffing to bring specialty courts into alignment with best practices by ensuring clinicians in every specialty court, expanding access to drug testing, and offering more training opportunities and programs for specialty court staff.







All new drug court teams participated in training that included the science of addiction, drug testing, co-occurring mental illness, and best practices for operating drug courts. Also, five regional trainings were held across the state, as well as a day-long Mental Health Court Conference with 125 attendees.

Drug Court Certification Process

- Review of documents and manuals
- Self-assessment by drug court team
- Two-day site visit by certification team of a retired judge, drug court probation officer, and a specialty court clinician
- 16 courts now certified and 4 planned in FY20



Specialty Court Locations Across the Commonwealth

		2013	2019
	Drug Courts	18	35
	Mental Health Courts	3	8
	Veterans Treatment Courts	1	6
	Family Resolutions Court	0	1
	Homelessness Courts	1	2
	Family Drug Court	0	1

During FY19, the Trial Court received three additional federal grants totaling \$4 million to expand services for specialty court participants. SAMHSA awarded two grants to provide case management and peer support to Barnstable, Lawrence and Lowell Drug Court participants with co-occurring substance abuse and mental health disorders. These last two grants bring specialty court grant funding to over \$12 million in four years.

The Boston Municipal, District, and Probate and Family Courts conducted specialty court sessions in collaboration with the Department of Public Health's Bureau of Substance Addiction Services, Department of Mental Health, and Department of Veterans Services.



Specialty Courts in Court Departments

- The District Court greatly expanded services to Massachusetts communities adding 12 new specialty court sessions in FY19: 10 drug court sessions, one Mental Health Court session, and one Veterans Treatment Court. This brings the District Court's Specialty Courts total to 41, with 31 Drug Courts, five Veteran Treatment Courts, one Homeless Court, and four Mental Health Courts.
- Four divisions of the Boston Municipal Court operate drug courts, one conducts the Boston Veterans Treatment Court, and another division runs the Homeless Court Program to assist residents of Boston homeless shelters toward social reintegration and a self-supporting life. In FY19, 72 participants graduated from the BMC Mental Health Diversion Initiative (MHDI) conducted in three divisions. The BMC plans to expand the MHDI to the Dorchester Division in FY20.
- In FY19, the legislature increased funding for the Housing Court's Tenancy Preservation Program (TPP), a homelessness prevention program, allowing the court to engage more specialists, accommodating the additional 84 communities that now access the Housing Court.
- The Franklin County Probate & Family Court runs the only Family Drug Court in the state. A federal grant in 2017 supported expansion to accept referrals of Care & Protection cases from the Hampshire/Franklin Juvenile Court. The grant funds case managers and recovery coaches who work with parents with substance use disorders, mental health conditions and/or trauma histories. Parents participate in a range of services to prepare them for reunification with their children.

Juvenile Court Pathways to Permanency

Pathways is the Juvenile Court's differentiated case flow management initiative to expedite the resolution of child dependency cases and enhance successful outcomes and timely permanency for children in Massachusetts. The Juvenile Court begins with the presumption that the best place for a child to grow up is with their family, and that they should only be removed by state intervention when their parents are unable or unwilling to provide for their safety and welfare.



The new system provides tools and embraces best practices to analyze care and protection cases more efficiently through collaborative efforts between the court and child welfare partners. Pathways develops dynamic and responsive approaches that allow for adjustments and planning based on the needs of each child and family. The process incorporates recently promulgated care and protection rules, new permanency planning rules and newly-issued juvenile court time standards into comprehensive case flow management plans designed by and for each of the 11 Juvenile Court divisions. Each county creates its own system so that each case is analyzed at the earliest possible stage, and oriented toward the earliest possible exit from the court process.

Massachusetts Community Justice Project (MCJP)

The Massachusetts Community Justice Project connects justice, treatment, healthcare, and social services partners in communities across the Commonwealth in workshop settings to adopt strategies that support recovery, enhance public safety, and improve community quality of life. The project was featured by the National



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Center for State Courts in the 2019 issue of Trends in State Courts.

- In FY19, four community workshops were conducted to identify resources and service gaps, including the first perinatal workshop focused on justice-involved parenting and pregnant women. Three more are planned for fall 2019.
- 24 workshops have been held to date, encompassing 116 towns, cities, and neighborhoods. The Trial Court partners with community services, law enforcement, treatment providers, and hospitals.

New England Regional Judicial Opioid Initiative

The chief justices of the six New England states have launched the New England Regional Judicial Opioid Initiative, the second regional group of its kind, coordinated by the National Center for State Courts. The U.S. Justice Department's Bureau of Justice Assistance awarded the group \$1.5 million to develop a multi-state approach to the opioid epidemic with a focus on the courts. The states will share best practices, coordinate and standardize procedures, and communicate in a more targeted and unified way.

Commercial Sexual Exploitation Project

The Trial Court has received a federal grant to focus on court-community partnerships to assist victims of commercial sexual exploitation. Partners include the Boston Police Department's Human Trafficking Unit, Boston Medical Center, the District Attorney's Office, the Committee for Public Counsel Services, the EVA Center, the Suffolk County Sheriff's Department, the City of Boston Mayor's Office, and local addiction and mental health treatment providers.



*Middlesex Superior Courthouse, Lowell
Photographer: Judge David S. Ross*



Bridging the Justice Gap

The Massachusetts court system promotes justice, equity, fairness, inclusion and a respectful dignified experience for all court users and staff. Policies and practices that strengthen and support diversity, equity, and inclusion enable the courts to provide the fair and impartial administration of justice, as well as equal access to justice for all, in a safe environment. In FY19, the governor and legislature funded expansion of the Office of Diversity, Equity, Inclusion, and Experience to enable the courts to focus on key activities including training, community engagement, and strategic planning.

Office of Diversity, Equity, Inclusion & Experience

Efforts initiated over the past year include:

- Launched mandatory implicit bias training program for executive and mid-level managers in the Security Department
- Added diversity, equity, and inclusion components to the orientation of newly-appointed judges
- Launched capacity building workshops focused on enhancing leadership skills across the system to engage in conversations on diversity, equity, and inclusion; 80+ leaders have participated to date
- Held diversity listening sessions at six courthouses and followed up in several areas with community outreach sessions at other locations, including a House of Correction
- Conducted 86 Signature Counter Experience training sessions, which explore the court customer experience and ways staff can better serve the public and work effectively with colleagues

- Published second Annual Diversity Report with data, benchmarks, and summary of efforts on diversity, equity, and inclusion throughout the court system
- Surveyed employees to inform the development of practices that better support employees in their work

Additional Diversity Initiatives

- The District Court held its second annual Judicial Conference on Race and Ethnic Fairness at Clark University. Defense Attorney Dean Strang, featured in the documentary “Making a Murderer,” spoke on class and racial equity in the criminal justice system.
- The Housing Court continued to develop Bench-Bar Committees to engage with the Landlord and Tenant Bar and to attend community meetings and programs to share housing court practices and procedures.
- Middlesex County Juvenile Court held county-wide Cultural Competency Training sponsored by the Probation Department.
- Land Court judges and senior managers received diversity, equity, and inclusion training on Engaging in Difficult Conversations at the spring conference. Land Court has diversified its interview panels for hiring and committed to identify additional ways to promote diversity in the legal professions related to land use.
- The Office of Jury Commissioner collected demographic survey data that indicate that in FY19 Massachusetts juries and jury pools tracked closely to their communities as to race and ethnicity to ensure that the courts are receiving appropriately diverse and representative jury pools. Asian and Hispanic citizens are underrepresented in jury pools compared to the overall population due to



language and citizenship disqualifications, but the data indicate they are being reached by the summoning process and qualified citizens are appropriately represented.

- The Trial Court's second annual Cultural Appreciation celebration expanded to a full week of events with participation from court departments and community organizations at more than 60 courthouses and venues across the state. Initially created by the Massachusetts Probation Service to unite employees around diversity and inclusiveness to enhance services to court users, activities included music, dance, food, art, poetry, book talks and more. Highlights included naturalization ceremonies of 70 new American citizens at Middlesex Superior Court and the Fall River Justice Center.



Cultural Proficiency Champions gather for training and Cultural Appreciation Week planning at Probation's Training Center in Clinton.



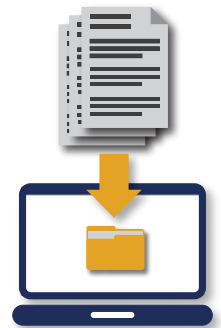
Facilities Department staff enjoy Cultural Appreciation Week events at the Edward W. Brooke Courthouse in Boston.

Using Technology to Innovate & Streamline Processes

Court users have welcomed new online options that allow them to save time and resources previously required for courthouse visits. From case filings to e-payments to online access to case records, the variety of online court transactions continues to expand.

Electronic Filing

This year the Trial Court expanded civil eFiling to more court departments and case types. In FY19, 15,113 new cases were filed electronically with close to 69,000 documents eFiled into new and existing cases.



- Civil eFiling has been implemented throughout the Boston Municipal Court and District Court Departments for civil, small claims and supplementary process cases with plans to work toward mandatory eFiling for certain case types.
- All Housing Court divisions have implemented eFiling for small claims, supplementary process and summary process civil cases. With summary process, the court averages 250 new eFiled cases per month. Plans are underway to expand eFiling to self-represented litigants and to launch an eFiling pilot for code enforcement cases in FY20.
- Land Court piloted eFiling of Servicemembers cases in December with one law firm and received more than 400 electronically filed cases, or 12% of the Servicemembers filings for the remainder of the fiscal year. The pilot will expand in FY20 and the court will ultimately enable online viewing of documents.



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- The Probate and Family Court worked with the Department of Revenue to build an interface for exchanging schedules and documents by eFiling DOR-related cases with the court. Piloted in Hampden and Worcester Counties, the interface will expand to all 14 court divisions in FY20.
- In Superior Court, Middlesex, Barnstable, and Worcester Counties now accept eFiling in all contract, real estate, and tort cases. The Court is working to develop interfaces between eFiled papers and the MassCourts docket.
- In late FY18, the Trial Court introduced a Guide and File process that uses an online interview to create a small claims filing. The web-based application enables unrepresented court users to complete forms and file cases without visiting a courthouse. In FY19, 3,700 small claims cases were eFiled through this system.

Electronic Applications for Criminal Complaint (EACC)

In FY19, over 40,000 EACC applications were received from police departments and since inception over 118,000 complaints have been processed electronically, improving accuracy and saving data entry time.

The court continued to work with the Executive Office of Public Safety & Security and the Department of Criminal Justice Information Services (DCJIS) on implementation of real-time interfaces for EACC transactions in anticipation of mandatory EACC submissions by all police departments in the Commonwealth as of December 2019. The number of police departments using EACC then will increase from 110 to over 300 departments.

The Boston Municipal and District Courts are also broadening the application of EACC beyond local police to colleges, universities, and ancillary law enforcement agencies. In Boston, police at the MBTA, Berklee College of Music, Harvard and Northeastern Universities are currently training officers on the application.

MassCourts Case Management System

The MassCourts system processed up to 1.1M transactions per day this year with expanded functionality and now captures over 350,000 new electronic documents per month.

ePay, which enables court users to pay criminal court fines and fees electronically, expanded significantly since its 2018 rollout. By the end of FY19, over 28,000 online payments totaling more than \$5.3M were processed, saving time for court users and staff. In June 2019, 16 percent of all criminal payments were submitted online.

Public Access to Case Information

e-Access portals allow case searches on the public internet at MassCourts.org, and on public computers located in courthouses across the state. Internet access is now available for designated case types in all departments, except Juvenile Court. In FY19, the public internet portal processed an average of 1.2 million inquiries per month.

Approximately 9,248 attorneys had registered on the Attorney Portal by the end of FY19 to access “my cases” and “my calendar” views of case data stored in the MassCourts system. Certain electronic case documents also are now available to attorneys via this portal, which handled an average 307,000 inquiries per month.



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Public access terminals in courthouses now include access to case documents. This added capability has allowed some District Court divisions to transition to a completely paperless court record for small claims cases. In FY19, the public courthouse portal processed an average of 288,000 inquiries per month.

Digital Recording in Courtrooms

During FY19, the court placed For The Record (FTR) digital recording systems in 60 additional courtrooms and implemented an interface from the case management system to the digital recording systems. Once statewide installation is completed in FY20, this will allow the introduction of key case data into the audio records.

Professional Development and e-Learning

The Judicial Institute's e-Learning Center designs, delivers, and coordinates online and on-site continuing professional education programs and skills training for all judges and court staff. In FY19, more than 6,453 individuals completed one or more online training programs, and 5,052 took one or more in-person programs. Over 440 judges and court employees participated in 33 technology-related training sessions.

The Judicial Institute launched its fourth program in the MassCourts Online Program Series and celebrated the milestone of 1,000 employees having completed the first program in the series, *Introduction to MassCourts*.

Juror Electronic Notifications

State legislation signed into law in FY19 enables the Office of Jury Commissioner to use a postcard summons and provide additional notifications and documentation electronically to prospective jurors. Use of electronic notification for varied purposes will include court-specific information, certificates of service, and other items of interest to jurors.

Juror Service Website Enhancements

The jury duty pages on Mass.gov added an animated video, "What you need to know about jury duty in Massachusetts," along with the "Top 10 things prospective jurors should know about jury duty." Updates to the Massachusetts Juror Service website include a new link in the email notification sent to jurors the night before their service that includes "What to Expect on Your Day of Service" and answers common questions about cell phones, beverages, appropriate attire, lunch breaks, and other issues while on jury duty.



Use of Videoconferencing

Most court departments use videoconferencing for a range of court or administrative events to expand access to justice, increase efficiency, and control costs.

FY19 saw a 14% increase in the number of video events conducted statewide.



Engaging Communities to Build Public Trust & Confidence

National Judicial Outreach Week

A record number of judges visited schools and community groups for National Judicial Outreach month in Massachusetts. As part of this third annual American Bar Association event, more than 180 judges from all seven court departments, the Supreme Judicial Court, and the Appeals Court visited over 200 schools and communities across the Commonwealth to educate students and the public on the Rule of Law and the work of the judicial branch.

To support this public outreach effort, the Trial Court's Public Outreach Committee created online role-play videos to educate the public on the law on bail and engage participants on issues related to judicial independence and decision making.

National Adoption Day

In November 2018, more than 130 children in state foster care were adopted at courthouses across the state as part of the 16th annual National Adoption Day, a happy day at participating courts as children officially join their 'forever' families. The event raises awareness of the thousands of foster children in Massachusetts needing adoptive families. Ceremonies took place in Boston, Brockton, Salem, Lawrence, Springfield, and Worcester.

**16th Annual National Adoption Day:
More than 130 children adopted statewide**

Reunification Day

Middlesex County Juvenile Court in June celebrated its first Reunification Day to recognize the hard work of families and the professionals who worked with them to achieve successful reunification. National Reunification Month is an American Bar Association event



Judges and staff at Hampden County Probate & Family Court celebrate National Adoption Day.



Boston Juvenile Court Judge Joseph Johnston with children during the National Adoption Day celebration at the Edward W. Brooke Courthouse.



Chief Justice Paula Carey makes a friend at National Adoption Day.



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to acknowledge the successful efforts made by families, courts, state organizations, counsel and social service agencies to reunite families after their children have been in care. The first Massachusetts Reunification Day event was held in Berkshire County in 2017.

Changing Lives Through Literature (CLTL)

Close to 20 CLTL programs were offered statewide, facilitated by judges, probation officers and local faculty. Now in its 21st year, the seven-week program, engages probationers in exploring works of literature and poetry to reduce recidivism and demonstrate the opportunities available through education. One of the longest-running Probation programs, CLTL is now offered to juveniles at the Barnstable County Juvenile Court.

Law Day

Students across the Commonwealth participated in educational activities to mark national Law Day in early May. This year's theme focused on the cornerstones of individual liberty – Free Speech, Free Press, and Free Society – challenging students to engage in discussions on the foundation of and limits to individual liberties. High school students argued mock trial cases before judges, participated in essay writing contests, and met with judges and attorneys to discuss these legal topics.

Special events, co-sponsored by the Massachusetts Bar Association and local bar associations marked the day at courthouses, including Haverhill, Lynn, Malden, Plymouth, and Quincy. The Supreme Judicial Court hosted 50 Boston high schools students who met with justices in the SJC and Appeals Court and with attorneys from the SJC Law Clerk Society to discuss the role of courts, the criminal justice system, and the rule of law in democratic society.



Senator Edward Markey speaks at Law Day in Quincy. On the bench from left, Quincy District Court First Justice Mark Coven, Chief Justice Paula Carey, and District Court Chief Justice Paul Dawley sit behind Assistant Clerk James Comerford and District Court Regional Administrative Justice Kevan Cunningham.



Local student leads Lt. Governor Karyn Polito, court and community officials in singing the National Anthem at the Haverhill District Court Law Day event.



Plymouth County Superior Court Judge Angel Kelley hosted a National Judicial Outreach Month event for students from Whitman-Hanson High School. She also coordinated the statewide outreach program with more than 180 participating judges.



Community Outreach by Court Departments

Trial Court departments participated in many community outreach programs throughout the year including judicial visits to schools and community centers and hosted visitors including legislators and international judges and staff. Departments also supported internship programs with local colleges and law schools.

- The District Court's statewide educational outreach program, The Hon. Lee G. Johnson Educational Collaborative for High Schools, educates and exposes high school students to the role of the judicial system and the rule of law. The program includes court visits for students and visits by judges and other court staff to high school classrooms. In FY19, the program's second year, the District Court collaborated with approximately 70 high schools for 47 school visits and 29 court visits.
- In January 2019, the Boston Municipal Court and the Housing Court hosted "Project Week," a week-long education program for high school students from Boston's Commonwealth School, where students observed judicial proceedings, visited the Office of Jury Commissioner, heard from judges about their decision-making process and the rule of law, and learned about available Trial Court resources.
- The Superior Court hosted moot court competitions, advocacy workshops, and mock trial tournaments, involving thousands of students ranging from high school to law school. Superior Court judges also served as panelists for bar associations and educational institutes.
- The Office of Jury Commissioner regularly participates in educational outreach opportunities and during FY19 visited 85 locations and gave 157 presentations to 5,823 state residents. The OJC Outreach

Program has given 3,763 presentations at 529 sites since 1994, reaching almost 150,000 people.

- MPS collaboration with local law enforcement supports community safety and compliance with conditions of release. Through "Operation NiteLite" Probation Officers and local police departments jointly conducted home visits to verify compliance with curfews and other terms of probation. The program also aims to reconnect probationers to local law enforcement in a positive way. Police departments often provide after-hours access to probation officers for required DNA collection or for probationers experiencing electronic monitoring issues. Courts also participate in Fatherhood programs which feature speakers from various local governmental institutions. Probation Officers also coordinate with local communities around major events, such as cultural celebrations, festivals, and holidays.
- MPS also runs a variety of specialized community-based support groups in the courts in the areas of recovery, fatherhood, motherhood, women, emerging adults and juveniles. The MPS Victim Services Unit works in conjunction with a number of community organizations to support the rights, recovery and safety of over 6,000 victims of crime. Last year, emphasis was placed on domestic violence and victims of human trafficking with specialized programming and training for probation officers. Through its statewide speakers bureau, MPS participated in over 200 conference presentations, trainings, panels, and recruitment events on the local, national, and international level.

2018 MASSACHUSETTS TRIAL COURT EXCELLENCE AWARDS

The Trial Court Excellence Awards

acknowledge the exceptional work of individuals and teams whose dedication and commitment help to advance the Trial Court's collective mission, *Justice with Dignity and Speed*.

Boston Municipal Court

- Karamarie Lombardi, East Boston Division

District Court

- Ana Ledo-Arruda, Cambridge District Court
- Brien Cooper, Appellate Division Clerk
- Caroline Field, Hingham District Court
- Dudley District Court Team

Housing Court

- New Metro South Division Team

Juvenile Court

- Joan Miller, Norfolk County

Land Court

- Jillian Quigley, Recorder's Office

Office of Court Management

- Woodrow Adams Jr, Court Officer, Worcester
- Heather Batherson, Support Services
- Mark Conlon, Human Resources
- Eileen Connolly, Fiscal
- Marc Jordan, Asst. Chief Court Officer, Lowell

Probate and Family Court

- Anthony Patella, Berkshire County

Probation

- Olga Lattarulo, Chelsea District Court
- Amanda Le, Essex County Juvenile Court
- Mary Kate Miller, Greenfield District Court
- Ronald Waskiewicz, Hampshire Probate & Family Court

Superior Court

- Patrick Creedon, Plymouth County
- Benjamin Simanski, Franklin County

Interdepartmental Team Awards

- Criminal Justice Reform Legal Team
- MassCourts Curriculum Development Group
- Merrimack Valley Gas Explosion Response Team
- Northpointe Implementation Team



Chief Justice Paula Carey, Court Administrator Jon Williams, and Supreme Judicial Court Justice Elspeth Cypher with staff members from the Facilities, Security, and Housing Court Departments honored for their efforts responding to a gas explosion in Merrimack Valley that impacted courthouse staff, operations, and the local community.

MASSACHUSETTS TRIAL COURT BY THE NUMBERS

Data is for Fiscal Year 2019, or as of June 30, 2019.

PEOPLE

Judicial Positions Authorized by Statute	385
Total Judges and Staff	6,253
Percent Women	58%
Percent Diverse Staff	26%



ACCESS TO JUSTICE

Judicial Emergency Response (calls after hours)	5,006
Interpreted Events	94,276
Number of Languages	121
Law Libraries	15
Law Libraries: On-site Patrons	36,501
Six Court Service Centers (intakes to date)	59,779
Judiciary Website Visitors (Mass.gov/Courts)	4.7M
Judiciary Website Page Views	19.5M



COURT BUSINESS

New Case Filings	807,244
Jury Trial Impanelments	3,825
Jurors Appearing	196,647
Juror Utilization Rate	46.4%
Probation Supervision Caseload	61,164
Probation Surrender Notices	34,700
Total GPS-monitored Caseload	4,174
Community Correction Centers (CCC)	18
CCC Enrollment	1,687
Specialty Courts	53
Drug Courts	35
Mental Health Courts	8
Veterans Treatment Courts	6
Other	4
Video Events	17,716
Stays in Lockup	198,656



MASSACHUSETTS TRIAL COURT BY THE NUMBERS

Data is for Fiscal Year 2019, or as of June 30, 2019.

MONEY MATTERS

Operating Appropriation	\$690.2M
General Revenue Collected	\$53.2M
Probation Fees Collected	\$13.8M
New Construction, Renovation, and Repairs	\$70.7M



FACILITIES

Total Facilities	115
Facilities with Courtrooms	99
State/County Owned Facilities	80
Leased Facilities	35
Number of Courtrooms	431
Courtrooms with FTR Digital Recording	400
Total Facilities (Floor Space in Sq.Ft.)	5.6M



MASSCOURTS CASE MANAGEMENT

Daily Transactions	1M
Cases in MassCourts	24.8M
Case Calendar Events	56.4M
Electronic Documents	25.5M
eFiled Civil Cases	15,113
eFiled Small Claims Cases	3,684
eFiled Documents	68,972
Electronic Applications for Criminal Complaints	40,458
ePayments	\$5.3M
ePortal Inquiries	
Internet	1.2M/month
Attorney	307K/month
Courthouse	288K/month



STRUCTURE & STATISTICS

SUPREME JUDICIAL COURT STRUCTURE

The Supreme Judicial Court consists of a chief justice and six associate justices. The full Court usually sits at the John Adams Courthouse in Boston during the first full week of each month from September through May, hearing appeals and other cases involving a broad range of criminal and civil matters. The Court typically issues approximately 200 written decisions each year.

The Court also maintains a single justice session, known as the Supreme Judicial Court for the County of Suffolk. The single justice docket includes cases involving the exercise of the Court's general superintendence power under G.L. c. 211, § 3, various requests for interlocutory relief, attorney discipline cases, and matters referred to the single justice by the full Court. The single justice session operates throughout the year, handling approximately 600 cases annually.

In addition to adjudicating cases, the Supreme Judicial Court also has extensive administrative responsibilities by virtue of various statutes, as well as its inherent constitutional and common law authority as the highest court in the Commonwealth. The SJC appoints certain positions within the court system and in a number of affiliated boards, commissions, and committees. The SJC is also responsible for approving all court rules, as well as codes of conduct for attorneys, judges, and clerks, and it has established several advisory committees to propose recommendations for those rules.



From left: SJC Justices Elspeth Cypher, David Lowy, Barbara Lenk, Ralph Gants, Frank Gaziano, Kimberly Budd, and Scott Kafker



SUPREME JUDICIAL COURT FY2019 STATISTICS

CASELOAD	FY2018	FY2019
Direct Entries	102	104
Direct Appellate Review – Applications Allowed	44	41
Direct Appellate Review – Applications Considered	110	91
Further Appellate Review – Applications Allowed	15	17
Further Appellate Review – Applications Considered	726	613
Transferred by SJC on its Motion from Review of Entire Appeals Court Caseload	33	46
Gross Entries	194	208
Dismissals	14	30
Net Entries	180	178

DISPOSITIONS	FY2018	FY2019
Full Opinions	145	138
Rescripts	49	72
Total Opinions	194	210
Total Appeals Decided ¹	195	217

¹ Indicates the total number of appeals resolved by the Court's opinions.



APPEALS COURT STRUCTURE

The Appeals Court is the court of last resort for the overwhelming majority of Massachusetts litigants seeking appellate relief. Every year a small number of appeals are taken up by the Supreme Judicial Court for direct appellate review. During FY19, the Supreme Judicial Court transferred 87 of the 1,758 appeals docketed during the year. The remaining cases must be decided or otherwise resolved (e.g., by settlement or dismissal) at the Appeals Court. After a case is decided by the Appeals Court, the parties may request further review by the Supreme Judicial Court, but such relief is granted in very few cases.

By statute, the Appeals Court has a chief justice and 24 associate justices. The justices of the court sit in panels of three, with composition of judicial panels changing each month.

In addition to its panel jurisdiction, the Appeals Court also runs a continuous single justice session, with a separate docket. The single justice may review interlocutory orders and orders for injunctive relief issued by certain Trial Court departments, as well as requests for review of summary process appeal bonds, certain attorney's fee awards, motions for stays of civil proceedings or criminal sentences pending appeal, and motions to review impoundment orders. During FY19, 628 cases were entered on the single justice docket.

The Appeals Court again met the appellate court guideline for the scheduling of cases and by June 2019, all cases fully briefed by February 1st had been argued or had been submitted to panels for decision without argument.

*Statue of Justice, John Adams Courthouse, Boston
Photographer: Judge Peter W. Agnes Jr.*



APPEALS COURT FY2019 STATISTICS

SOURCES/TYPES OF APPEALS	CIVIL	CRIMINAL	TOTAL
Superior Court	520	492	1,012
BMC/District Court	59	347	434
Probate & Family Court	110	–	125
Juvenile Court	60	16	95
Land Court	52	–	55
Housing Court	50	–	32
Appeals Court Single Justice	17	2	17
Industrial Accident Review Board	6	–	7
Appellate Tax Board	22	–	8
Employment Relations Board	7	–	3
SJC Transfer	–	–	–
Total Fiscal Year 2019	903	855	1,758
(Total Fiscal Year 2018)	(922)	(806)	(1,728)

Total Panel Entries	1,758
Transferred to Supreme Judicial Court	87
Dismissed/Settled/Withdrawn/Consolidated	455
Net Annual Entries	1,216

	CIVIL	CRIMINAL	TOTAL
Published Opinions			174
Rescript Opinions			1
Summary Dispositions			889
Total Decisions	553	511	1,064



TRIAL COURT STRUCTURE

The Trial Court Chief Justice and the Court Administrator oversee the seven court departments, the Massachusetts Probation Service, and the Office of Jury Commissioner. They head the Executive Office of the Trial Court, which includes staff focused on eCourts, Access to Justice, Diversity-Equity-Inclusion-Experience, Policy, and Communications, as well as the Legal Department, Judicial Institute, and Department of Research & Planning. In addition, the Office of Court Management serves all court departments in the following areas: Court Capital Projects, Facilities Management, Fiscal, Human Resources, Information Services, Support Services, and Security.

Each court department has its own Chief Justice, Deputy Court Administrator, and Administrative Office. In most Trial Court departments, each court division is managed by a First Justice appointed by the department's Chief Justice. The Superior Court Department designates Regional Administrative Justices who assist the Chief Justice in administering the department. The District Court Department also designates Regional Administrative Judges.

The Massachusetts Probation Service, led by the Commissioner of Probation, includes 105 probation departments across the state, as well as the Office of Community Corrections, the Community Service Program, and the Electronic Monitoring Center. The MPS mission is to increase community safety, support victims and survivors, and assist individuals and families in achieving long term positive change.

*Hampshire County Superior Court, Northampton
Photographer: Judge David S. Ross*

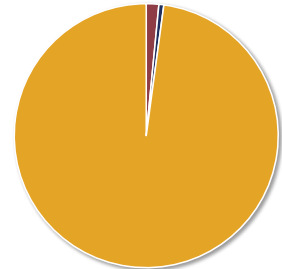


STRUCTURE & STATISTICS

TRIAL COURT FISCAL DATA FY2019

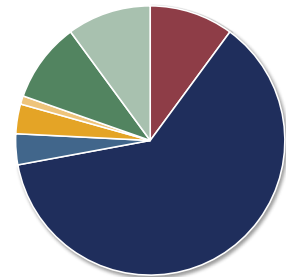
Breakdown of Trial Court Funding

Trial Court Operating Appropriations	\$690,228,361
Capital / Bond Funds	\$10,827,058
Grants, Trusts & Intergovernmental Funds	\$4,240,756
Total	\$705,296,175



Trial Court Expenditures from Operating Accounts

Judicial Salaries	\$69,558,744
All Other Salaries	\$428,107,674
Employee-Related Expenses	\$25,529,073
Case-Driven Expenses	\$24,561,962
Law Library / Legal Research Expenses	\$6,921,549
Office and Court Operations	\$66,024,853
Facility Rental, Maintenance and Operation	\$69,524,506
Total	\$690,228,361



Interdepartmental and Reserve Transfers

Total Amount Transferred Between Accounts Within Departments

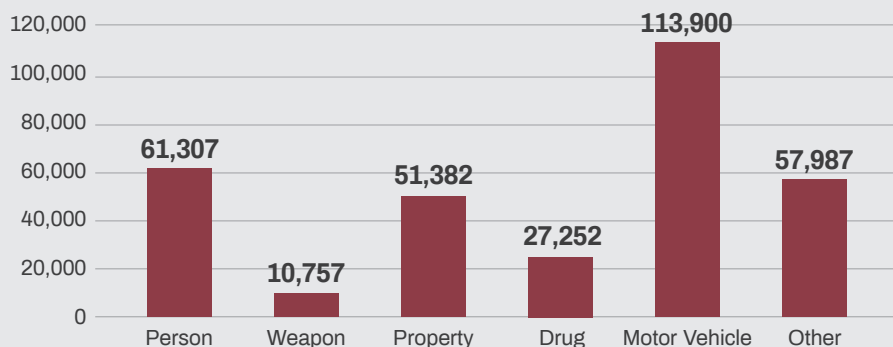
Central Accounts	\$6,562,500
Superior Court Department	(\$1,480,000)
District Court Department	\$1,700,000
Probate & Family Court Department	\$344,500
Land Court Department	\$38,000
Boston Municipal Court Department	(\$0)
Housing Court Department	(\$525,000)
Juvenile Court Department	(\$2,922,000)
Probation Accounts	(\$3,029,000)
Jury Commissioner	(\$0)



STRUCTURE & STATISTICS

CRIMINAL CHARGES BY TYPE AND OFFENSE CATEGORY, FY2015–FY2019

FY2019 TRIAL COURT
CRIMINAL CHARGES
BY OFFENSE CATEGORY



Offense	Charge Type	FY2015	FY2016	FY2017	FY2018	FY2019
	Totals	373,793	362,772	344,305	335,332	322,585
PERSON	Total	64,058	62,874	62,249	62,544	61,307
	Assault	8,820	8,407	8,483	8,368	8,025
	Assault & Battery	42,484	41,506	40,432	40,505	40,157
	Kidnap	712	727	820	798	832
	Murder / Manslaughter	257	266	286	308	277
	Other Person	4,997	5,360	5,645	5,851	5,531
	Robbery	2,875	2,909	2,930	2,611	2,116
	Sex	3,913	3,699	3,653	4,103	4,369
WEAPON	Total	9,183	9,731	9,423	10,879	10,757
	Dangerous Weapon	1,227	1,164	968	1,012	850
	Firearm	5,909	6,301	6,217	7,306	7,310
	Other Weapon	2,047	2,266	2,238	2,561	2,597
PROPERTY	Total	67,627	64,027	59,262	54,410	51,382
	Arson / Burn	239	183	278	254	195
	B&E / Burglary	8,069	7,575	6,870	6,254	6,201
	Fraud	2,081	1,987	1,987	1,705	2,184
	Larceny	35,165	32,923	30,025	26,998	22,617
	Motor Vehicle	2,057	2,057	2,135	2,301	2,230
	Other Property	4,779	5,038	4,973	4,615	4,781
	Shoplifting	9,280	8,734	7,442	6,911	7,898
	Trespassing	5,957	5,530	5,552	5,372	5,276



STRUCTURE & STATISTICS

CRIMINAL CHARGES BY TYPE AND OFFENSE CATEGORY, FY2015–FY2019

Offense	Charge Type	FY2015	FY2016	FY2017	FY2018	FY2019
DRUG	Total	33,970	34,437	29,725	30,825	27,252
	Distribute Class A	4,726	4,859	3,509	3,217	3,317
	Distribute Class B	4,920	5,519	5,219	5,874	4,738
	Distribute Class C	548	534	463	478	421
	Distribute Class D	2,696	2,594	1,688	1,899	1,582
	Distribute Class E	475	524	501	583	474
	Distribute School Zone	1,267	1,265	907	728	88
	Other Drug	2,033	1,282	1,006	826	372
	Possess Class A	5,080	5,003	4,269	4,105	4,051
	Possess Class B	6,002	6,262	6,313	6,816	6,222
	Possess Class C	1,254	1,248	1,031	961	800
	Possess Class D	353	322	175	151	112
	Possess Class E	2,375	2,517	2,033	2,148	2,051
	Possess Marijuana	125	111	63	37	63
	Trafficking Class B / Cocaine	1,143	1,150	1,497	1,989	2,153
	Trafficking Heroin	946	1,220	1,041	982	773
	Trafficking Marijuana	27	27	10	31	35
MOTOR VEHICLE	Total	126,920	123,837	120,559	117,036	113,900
	Motor Vehicle Other	110,629	107,890	105,396	102,561	99,516
	MV Homicide	96	108	103	80	111
	MV OUI	16,195	15,839	15,060	14,395	14,273
OTHER	Total	72,035	67,866	63,087	59,638	57,987
	License Violation	1,205	822	798	745	740
	Other	50,069	47,452	43,032	40,119	38,959
	Public Order	14,641	13,830	12,980	12,757	12,271
	Restraining Order, Violation	6,120	5,762	6,277	6,017	6,017



STRUCTURE & STATISTICS

FY19 TRIAL COURT CASE FILINGS BY DEPARTMENT AND TYPE

Case Types		Boston Municipal	District	Housing	Juvenile		
All Case Types		76,351	493,760	40,824	27,116		
Criminal Matters	Criminal	20,456	157,025	845	417		
	Criminal Show Cause Hearings	25,004	83,174	2,346	—		
	Criminal Warrants	1,196	7,265	—	—		
	Subtotal	46,656	247,464	3,191	417		
Civil Matters	Civil – Regular	4,832	28,864	4,151	20		
	Servicemembers	—	—	—	—		
	Subtotal	4,832	28,864	4,151	20		
	Civil – Specialized Matters	Small Claims	6,989	72,229	1,162	—	
		Supplementary Proceedings	499	4,945	78	—	
		Summary Process	610	8,370	30,614	—	
		Restraining Orders	3,841	35,945	—	—	
		Harassment Orders	—	—	—	500	
		Mental Health	2,129	13,595	—	150	
		CMVI Appeals	1,208	5,740	—	—	
		Administrative Warrants	1,017	3,824	1,006	—	
		Other Specialized Civil	14	278	—	49	
		Subtotal	16,307	144,926	32,860	699	
	Hearings	CMVI Hearings	8,330	69,037	—	—	
Show Cause Hearings (Applications)		—	—	—	9,363		
Non-MV Infraction Civil Hearings		176	2,686	622	—		
Subtotal		8,506	71,723	622	9,363		
Juvenile Matters	Juvenile Delinquency	—	18	—	5,285		
	Youthful Offender	—	—	—	153		
	CRA / CHINS Applications	—	—	—	5,215		
	Care & Protection Petitions	—	—	—	3,014		
	Subtotal	—	18	—	13,667		
Probate	Guardianship	—	—	—	1,093		
	Child Welfare and Adoption	—	—	—	1,403		
Domestic Relations	Paternity	—	—	—	437		
	Divorce	—	—	—	—		
	Modification / Contempt	—	—	—	—		
	Other Domestic Relations	—	—	—	—		
	Subtotal	—	—	—	437		
Appeals		50	765	—	—		



STRUCTURE & STATISTICS

FY19 TRIAL COURT CASE FILINGS BY DEPARTMENT AND TYPE

Case Types		Land	Probate & Family	Superior	Total
All Case Types		12,392	129,126	27,675	807,244
Criminal Matters	Criminal	—	—	9,074	187,817
	Criminal Show Cause Hearings	—	—	—	110,524
	Criminal Warrants	—	—	—	8,461
	Subtotal	—	—	9,074	306,802
Civil Matters	Civil – Regular	3,437	—	16,676	57,980
	Servicemembers	6,865	—	—	6,865
	Subtotal	10,302	—	16,676	64,845
	Civil – Specialized Matters	Small Claims	—	—	80,380
		Supplementary Proceedings	—	—	5,522
		Summary Process	—	—	39,594
		Restraining Orders	2,621	106	42,513
		Harassment Orders	—	—	500
		Mental Health	—	—	15,874
		CMVI Appeals	—	—	6,948
		Administrative Warrants	—	—	5,847
		Other Specialized Civil	2,090	1,493	5,106
		Subtotal	2,090	1,599	202,284
	Hearings	CMVI Hearings	—	—	77,367
		Show Cause Hearings (Applications)	—	—	9,363
		Non-MV Infraction Civil Hearings	—	—	3,484
		Subtotal	—	—	12,847
	Juvenile Matters	Juvenile Delinquency	—	—	5,303
		Youthful Offender	—	136	289
		CRA / CHINS Applications	—	—	5,215
		Care & Protection Petitions	—	—	3,014
		Subtotal	—	136	13,821
	Probate	Guardianship	11,252	—	12,345
		Child Welfare and Adoption	1,258	—	2,661
	Domestic Relations	Paternity	13,511	—	13,948
		Divorce	21,778	—	21,778
		Modification / Contempt	38,540	—	38,540
		Other Domestic Relations	61	—	61
		Subtotal	73,890	—	74,327
	Appeals	—	—	190	1,005



STRUCTURE & STATISTICS

MASSACHUSETTS PROBATION SERVICE YEAR-END CASELOAD BY SUPERVISION TYPE AND COURT DEPARTMENT

Supervision Type	Boston Municipal Court	District Court	Juvenile Court	Probate & Family Court	Superior Court	Administrative Supervision Unit	Total Supervision
Administrative Supervision	1,650	16,037	500		861	150	19,198
Care & Protection Petitions			3,683				3,683
Child Requiring Assistance (CRAs)			2,798				2,798
Dispute Intervention Mediations				2,032			2,032
Driving Under the Influence	209	4,662				3,853	8,724
Pre-Trial Category B	988	6,836	559		1,664	32	10,079
Risk-Need Supervision	885	8,125	535		4,961		14,506
Seek Work Supervision				144			144
Total Supervision	3,732	35,660	8,075	2,176	7,486	4,035	61,164

LAND COURT PERMIT SESSION REPORT

PERMIT SESSION STATUS PURSUANT TO MGL c.185, § 3A

The Land Court's Permit Session by statute includes only disputes where, "...the underlying project or development involves either 25 or more dwelling units or the construction or alteration of 25,000 square feet or more of gross floor area or both." Legislation required that the cases be individually assigned by a judge, and established three time frames or tracks for these cases to follow from filing to trial and then to disposition.

At the beginning of FY2019, six permit session cases were pending. During the year three new permit cases were filed and two were disposed, resulting in seven cases pending at the close of the fiscal year. The two cases disposed transferred into the session from Middlesex County, and were consolidated and disposed by an Agreement for Judgment approved by the Court within a year of filing. Of the seven cases pending at year end, five were filed in the Permit Session and two transferred in from Middlesex and Suffolk County Superior Courts. These cases are actions based upon property located in the counties of Essex, Middlesex, Norfolk, Suffolk and Worcester. At the end of FY19, three cases were stayed and remanded to the local board; three had completed summary judgment hearings with one also having gone to trial and were either under advisement or awaiting transcripts; and the final case transferred to the Land Court near the end of the year.



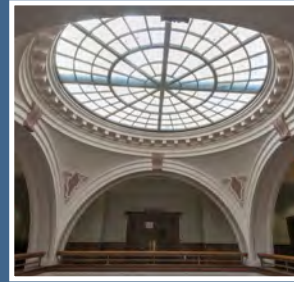
FEATURED PHOTOGRAPHY



On the Cover

Essex Probate & Family Court, Salem

Photographers:
Chuck Choi and Perry Dean



Page 16: Trial Court Justices & Officials

Ceiling of Lowell District Court

Photographer:
Judge David S. Ross



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Columns of Newburyport District Court

Photographer:
Judge David S. Ross



Pages 38-39: Massachusetts Trial Court By the Numbers

Courtroom of Concord District Court

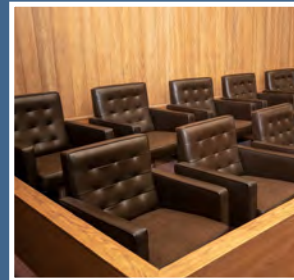
Photographer:
Judge David S. Ross



Page 6: Supreme Judicial Court Justices & Officials

Entrance Ceiling of John Adams Courthouse, Boston

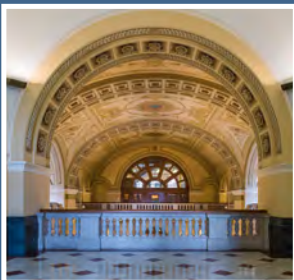
Photographer:
Judge David S. Ross



Page 40: Structure & Statistics

Jury Box at Roderick L. Ireland Courthouse, Springfield

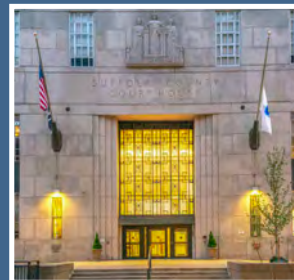
Photographer:
Judge David S. Ross



Page 12: Appeals Court Justices & Officials

Third Floor of John Adams Courthouse, Boston

Photographer:
Judge Peter W. Agnes Jr.



On the Back Cover:

Suffolk County Courthouse, Boston

Photographer:
Judge David S. Ross

The background image shows the exterior of the John Adams Courthouse at night. The building is made of light-colored stone blocks. Above the entrance, the words "SUFFOLK COUNTY" are carved into the stone. The entrance itself is a large, brightly lit glass door with a grid pattern. To the left of the entrance, an American flag flies on a tall pole. To the right, a white flag with a blue emblem flies on a shorter pole. Two small potted trees stand on either side of the entrance. The scene is illuminated by warm yellow lights from the building and street lamps.

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