

**MASSACHUSETTS JURY DUTY - YOU MAKE A DIFFERENCE**  
With Erika Rickard, Access to Justice Coordinator  
Massachusetts Trial Court  
By the Massachusetts Judicial Branch

Audio video recording produced by the Office of the Jury  
Commissioner in association with the Boston Neighborhood Network  
Transcript produced by Approved Court Transcriber  
Donna Holmes Dominguez

1           CAPTION: Jury Duty, Michael Ryan, Host

2           MICHAEL RYAN, BNN LIVE HOST: Hello. My name is Mike Ryan.  
3           The name of the show is Jury Duty: You Make a Difference on  
4           BNN, the show that should answer all your questions about the  
5           one day, one trial jury system.

6           HOST RYAN: Our special guest today is Erika Rickard who is  
7           the Access to Justice Coordinator for the Massachusetts Trial  
8           Court.

9           Welcome, Erika.

10          MS. RICKARD: Thank you so much, Mike.

11          HOST RYAN: Thank you for being on the show.

12          Erika is a graduate of Mills College in California and  
13          earned her Juris Doctorate Degree at Harvard Law School.

14          And after that, she worked as an Assistant Attorney General  
15          in Massachusetts with a focus on criminal, civil, and  
16          appellate litigation.

17          And since 2014 has been the Access to Justice Coordinator  
18          for the Trial Court.

19          So that begs the question, what is the, what is Access to  
20          Justice?

21          MS. RICKARD: So Access to Justice is kind of a term that  
22          you'll see a lot these days in justice systems around the  
23          country.

24          We think, a lot of different people think about criminal  
25          law and criminal cases as kind of the main work of the Courts.

1 And of course in criminal cases, you have a right to an  
2 attorney, and if you cannot afford an attorney, one will be  
3 provided for you.

4 But in civil cases, in all the non-criminal, a lot of the  
5 non-criminal cases, people do not have a right to an attorney.  
6 So we see more and more people coming into Courts without a  
7 lawyer and trying to learn how to navigate the process.

8 So Access to Justice is something that is addressing the  
9 needs of people in civil cases who are coming into Court and  
10 we're trying to look at the Courts from the experience of the  
11 Court user and make the Court a more effective, easier place  
12 for people to access the, what they need when they come into  
13 the courthouse.

14 HOST RYAN: And some of these people have language issues,  
15 correct, when they come to Court?

16 MS. RICKARD: Absolutely. And people have a right to equal  
17 access to the Court system whether they speak English or not,  
18 whether they read English or not, no matter how much money  
19 they make, people all have the same access to the Court.

20 So it's our obligation to make sure that our forms make  
21 sense in English and in other languages and to provide  
22 interpreters when people need them in the Court, in their  
23 Court hearings.

24 So one of the areas of Access to Justice is expanding  
25 language access for everyone who comes to Court.

1           HOST RYAN: What are the long, long distance goals for  
2 Access to Justice?

3           MS. RICKARD: Well, I would, actually, right now the, the  
4 Conference of Chief Justices, which is a national  
5 organization, has put out the goal of one hundred percent  
6 Access to Justice.

7           And what that means for Massachusetts is looking at our  
8 Court process and thinking about things like are people able  
9 to understand what to do when they come into Court, where to  
10 go and what to do once you come into a courtroom?

11           Looking at your form, the forms you need to fill out.  
12 Looking at how you navigate the process really from soup to  
13 nuts, from start to finish, thinking about at every step along  
14 the way how can we make the Court an easier, more convenient,  
15 more accessible place for people who come into Court.

16           HOST RYAN: And the project just started a few years ago?

17           MS. RICKARD: That's right. The Massachusetts Access to  
18 Justice initiative started in 2009, so it was something where,  
19 in a lot of states, you'll see Access to Justice Commissions  
20 which is where some folks from Court and some folks from legal  
21 organizations come together and think about how to solve Court  
22 problems.

23           Here in Massachusetts, we have it actually as part of the  
24 Court, as inside the Court as an initiative of the Court.

25           So since 2009, we've been working on looking at what the

1 needs are in the Court, looking at what underserved  
2 populations there are, and how we can make things make more  
3 sense and make things a little bit easier for people to come  
4 in.

5 HOST RYAN: I notice that there was an interim report just a  
6 year after you started that you sent out electric, electric,  
7 electronic survey to Court employees, and more than 2,000  
8 responded with some suggestions about Access to Justice.

9 MS. RICKARD: That's right. That's right.

10 One of the very first things that the initiative did was  
11 survey all Court staff from all around the courthouses across  
12 Massachusetts.

13 And I think it was really striking just how much people  
14 really care in the courthouses about serving the public and  
15 being, being stronger public servants.

16 So some of the top things that people talked about were  
17 technology, improving our technology to make the Courts more  
18 accessible, providing more language access, and improving  
19 Court process for people who don't have lawyers.

20 HOST RYAN: And a couple years later in 2013, the Trial  
21 Court came up with a strategic plan and part of that touched  
22 on Access to Justice, correct?

23 MS. RICKARD: Absolutely. Access to Justice is really  
24 incorporated as a theme throughout a lot of Court policy now  
25 including the strategic plan.

1           You'll see a, a few different initiatives that we have are  
2 improving the signage in the Court. So it's one of the most  
3 frustrating things for people if they come to Court and can't  
4 find their way to the room that they need to go to to get what  
5 they need.

6           So improving signage to make it easier to understand how to  
7 get to the places where you need to go.

8           And other, some other ideas that we've had are Court  
9 Service Centers is a new initiative of the Court that came out  
10 of the strategic plan and that we're working on expanding  
11 right now throughout, throughout the Courts to help people  
12 navigate the system a little bit easier.

13           HOST RYAN: I, I saw in the report that it said ensure fair  
14 access to the Court system. And the other one was respect the  
15 dignity of the judicial process and all participants and  
16 provide a safe environment.

17           So it sounded like that sort of summed up your mission when  
18 I, when I read that.

19           And we had, we had a show on the Court Service Centers.  
20 Can you briefly tell us what a Court Service Center is  
21 supposed to provide?

22           MS. RICKARD: Sure. So Court Service Centers have been  
23 around in a few other, in other states for a little bit  
24 longer. They're new in Massachusetts.

25           And they're really intended to provide legal information to

1 really anyone who comes in who's, who's seeking help.

2 Now, they're staffed by Court staff, so they cannot give  
3 legal advice. But they can give you some explanations of  
4 Court process, what forms you need to fill out if you're  
5 trying to do a certain type of case, and really kind of help  
6 explain the nuts and bolts of what happens when you go to  
7 Court.

8 HOST RYAN: And where are the Court services currently?

9 MS. RICKARD: So we have Court Service Centers right now in  
10 Boston and in Warren, in Lawrence, excuse me, and Worcester,  
11 and we're opening two more in Springfield and Brockton this  
12 year.

13 HOST RYAN: And do they have regular hours just like the  
14 courthouse?

15 MS. RICKARD: They, they're open as, whenever the Court is  
16 open, the Court Service Center is open.

17 HOST RYAN: So somebody can come in, come in with a language  
18 issue, and they're able to help that person?

19 MS. RICKARD: Yeah. Even, even language issues. So the  
20 Court uses something called Language Line which is telephone  
21 interpreting.

22 So if people come in and need some, need some kind of  
23 assistance, and they, we don't have someone who speaks that  
24 language there that day, we can still help people by, by  
25 calling the telephone interpreting.

1           HOST RYAN: I thought that was interesting too. There's  
2 computers available at, at the Court Service Center.

3           MS. RICKARD: Yeah, that's right.

4           HOST RYAN: So people, and they have not only Court staff,  
5 but they have volunteer lawyers that come and help out?

6           MS. RICKARD: That's right. And we're always eager to have  
7 more folks come and volunteer, law students, lawyers, members  
8 of the community who want to learn how the Court works and  
9 help other people navigate the Court.

10          HOST RYAN: Now, as far as electronic signage, has that  
11 improved in some of the Courts now? Do they have electric,  
12 not electric, electronic signage?

13          MS. RICKARD: Yes. So we, some, one of the places where we  
14 just started having electronic signage is in Boston at the  
15 Brooke Courthouse which is a really big courthouse that's just  
16 now adding new signage that are, that's electronic, that you  
17 can actually look at a TV screen and see where your case is,  
18 which courtroom it's going to be in.

19          HOST RYAN: And then next you had a deal with a Language  
20 Access Plan. What briefly is a Language Access Plan?

21          MS. RICKARD: The Language Access Plan is kind of a vision  
22 for how to improve language access in the Court system, and  
23 that means interpreters, but it also means making signs multi-  
24 lingual, it means translating Court forms, and really a whole,  
25 whole host of different areas where we can identify people who



1 need language access help, and we can tell them about their  
2 rights, and make sure that they actually access their, their  
3 rights.

4 HOST RYAN: Now, you would in, in conjunction with the Trial  
5 Court Office of Court Interpreter Services?

6 MS. RICKARD: That's right.

7 HOST RYAN: And how many full time interpreters do they  
8 have?

9 MS. RICKARD: The Office of Court Interpreter Services has  
10 25 I think staff interpreters today.

11 It's usually 24 or 25 staff interpreters.

12 HOST RYAN: And they also have per diems, correct, that go  
13 throughout the Commonwealth?

14 MS. RICKARD: That's right. So there's contract  
15 interpreters.

16 HOST RYAN: Yeah.

17 MS. RICKARD: I think to, presently, we have 150 to 175  
18 different interpreters who are on a list who speak a whole  
19 range of languages.

20 I think in the past year, we've had 80 different languages  
21 spoken in the Trial Court.

22 HOST RYAN: Wow. Wow. What are the most popular ones?

23 MS. RICKARD: The most popular, well, Spanish is by far the,  
24 the most common language that, that we'll see in the Court  
25 system. That's about 74 percent of the language access needs

1 that we have are Spanish.

2 After that, Portuguese is another really prevalent language  
3 here in Massachusetts.

4 Other languages are Chinese, so both Mandarin and  
5 Cantonese.

6 Arabic, Russian, Vietnamese, Khmer or Khmai which is the  
7 Cambodian language, Cape Verdean Creole and Haitian Creole are  
8 all really common in Massachusetts.

9 HOST RYAN: Now, I noticed that there's something called a  
10 Babel Notice that's put up in the courthouse.

11 What's a Babel Notice?

12 MS. RICKARD: Babel, Babel or Babel Notice is a poster that  
13 explains something in multiple languages.

14 And in this case, it explains your right to an interpreter.

15 So we have posters up in common, in courthouses all around  
16 Massachusetts that say you have a right to an interpreter at  
17 no cost to you and if you point to your language, then the  
18 Court staff can know which language you speak and they can  
19 call an interpreter for you.

20 So we have that poster up in 30 different languages.

21 HOST RYAN: I also notice that a lot of the Court forms are  
22 in about six or seven languages now. So that, ideally if  
23 someone goes on the, on the Trial Court website, they are able  
24 to find things like small claims forms in their, in the most  
25 frequent, frequently used languages?

1 MS. RICKARD: That's right. We have small claims forms,  
2 abuse prevention order so domestic violence or restraining  
3 order forms are all up in multiple languages.

4 And we're adding new, new forms every day. So if folks  
5 want to go to the Mass.Gov/Courts website, it's very easy to  
6 find. There's a little talk bubble with multiple languages in  
7 it.

8 So you can click on that, and all of the different forms  
9 are available there.

10 HOST RYAN: And one of the purposes of Access to Justice is  
11 do it yourself Court forms that are online, correct?

12 MS. RICKARD: That's right. That's right. That's something  
13 that we're expanding. I think improving our Access to Justice  
14 technology, thinking about things like people use Turbo Tax a  
15 lot for their taxes. We, we're moving toward Turbo Tax type  
16 surveys for people to fill out Court forms.

17 HOST RYAN: Sort of like E, e-filings for, of legal, legal  
18 documents?

19 MS. RICKARD: We're, I think that is in the works, yes,  
20 looking at e-filing as well.

21 HOST RYAN: And you're also big on self-help online as well,  
22 correct?

23 MS. RICKARD: That's right. We're trying to get information  
24 to people as early as we can so folks don't come to Court  
25 confused about what's, what's happening in their case.

1           If people want to get more information from, from the  
2           comfort of their own home before they come to Court, we're  
3           trying to make user friendly information available on the  
4           website.

5           HOST RYAN: So on the self-help center, there's a, there's  
6           quite a wide range of topics. And this isn't necessarily for  
7           somebody who is language impaired. This is anybody who's  
8           looking for information about the Court system, correct?

9           MS. RICKARD: That's right.

10          HOST RYAN: So if I, if I needed to find out about how to  
11          file a small claims, if I had a parking ticket, I could go on  
12          and find out how to handle that.

13          MS. RICKARD: That's right. We have information about  
14          housing, families, so guardianship issues, all, a whole host  
15          of different issues.

16          It's kind, the self-help page on the website also has an  
17          interactive piece. So on the right hand side of the, of that  
18          page, you can access the law library website.

19          And the law librarians actually have five different ways  
20          that you can reach them. You can do online chat. You can  
21          text. You can email. You can call. Or of course you can go  
22          into their, to the law libraries which are all around  
23          Massachusetts, and they'll help provide even more self-help  
24          information about different legal areas.

25          HOST RYAN: And again, it's Access to Justice is providing

1 legal information but not legal advice?

2 MS. RICKARD: Of course.

3 HOST RYAN: And the other thing that I, I noticed about  
4 Access to Justice is limited assistance representation.

5 What, what does that mean?

6 MS. RICKARD: So one of the things that folks struggle with  
7 and the reason why we see so many people without lawyers in  
8 the Courts is that people just can't afford a lawyer.

9 But, so if people are not eligible for legal aid which is  
10 free, a free lawyer, or if they can't afford a lawyer,  
11 sometimes folks think that they have to go it alone.

12 But limited assistance representation is this kind of  
13 middle ground where you can pay an attorney for just a part of  
14 the case, so it's a little bit more affordable. And it's,  
15 requires a little bit more communication with the lawyer to  
16 figure out just what part the lawyer's going to help you with.

17 Are they going to go in on a hearing? Are they going to  
18 help you write a document? Are they just going to give you a  
19 little bit of legal advice?

20 But for each of those things, you can actually have an  
21 attorney give you some real legal advice and pay a much  
22 smaller fee than you would for having someone represent you  
23 for the full case.

24 HOST RYAN: And I notice that some people do go pro se which  
25 means?

1 MS. RICKARD: Which means that they don't have a lawyer.

2 HOST RYAN: They don't have a lawyer.

3 MS. RICKARD: So pro se or self-represented or unrepresented  
4 are a lot of the terms that we use.

5 HOST RYAN: And you try to help them by giving them  
6 information if they're for instance filing for a small claims  
7 case?

8 MS. RICKARD: That's right. So in addition to the, the  
9 forms and the self-help information on the website about small  
10 claims, we actually have videos, self-help videos for people  
11 to learn how to do the process by themselves.

12 So if you don't have a lawyer, it's really helpful to see  
13 what it's going to look like when you go into Court and what's  
14 going to happen when you get there.

15 HOST RYAN: So with limited assistance representation, it's  
16 where a lawyer comes in and helps like in a, a part of their  
17 legal business, as you say. It might be a document. It might  
18 be just giving out some information and --

19 MS. RICKARD: That's right. And that's something that each  
20 lawyer and the person who is hiring that lawyer negotiate  
21 together.

22 HOST RYAN: And are there lawyers in the courthouses for  
23 this? Or do they have to contact various agencies?

24 MS. RICKARD: So different, some of the Courts actually have  
25 lists of which attorneys are certified to be limited

1 assistance attorneys.

2 So, or County Bar Association, so you can call your County  
3 Bar Association, and they have a lawyer referral service, and  
4 you can ask for a limited assistance attorney, and they can,  
5 they can give you some referrals.

6 HOST RYAN: I didn't know that.

7 Also you deal with ADA, Americans with Disabilities  
8 compliance. And what exactly does Access to Justice try to do  
9 for ADA?

10 MS. RICKARD: So part of 100 percent Access to Justice means  
11 that people should be able to access the courthouse and be  
12 able to have their disputes resolved regardless of any  
13 disability that they might have.

14 So that includes physical disabilities. It includes mental  
15 health issues. It includes mental impairments.

16 So for any of those areas, we're working on policies and  
17 procedures to make sure that people have just as much access  
18 to the Courts as everyone else.

19 HOST RYAN: In our office, the Office of Jury Commissioner,  
20 we're always trying to make sure that if somebody is disabled  
21 and they go to a courthouse that is handicap accessible, most  
22 of them are now, nowadays, but we try to, you know, under ADA  
23 try to accommodate them as much as we can.

24 And you were talking about the ability of, you know, people  
25 to speak. We have three Spanish speakers on staff. We have a

1 Haitian Creole.

2 So I hope we're doing whatever we can for Access to Justice  
3 and also, we have a, sometimes people are not only randomly  
4 called for jury duty, they're randomly assigned. And  
5 sometimes that courthouse, they cannot drive or they have no  
6 access to public transportation. So we try to accommodate  
7 them and get them to the closer location.

8 So --

9 MS. RICKARD: That's great. I think from where I'm sitting  
10 in the Access to Justice initiative, looking at the work that  
11 the Jury Office is doing I think is really helpful for us to  
12 see how we can make the Court system work better overall.

13 I think the Jury Office is always working to make things  
14 more accessible and more convenient for people to serve on  
15 jury duty, and we're trying to do the same thing for people  
16 who have an active Court case.

17 HOST RYAN: And as I say, we have, as you know, all the  
18 Court houses have an ADA coordinator.

19 MS. RICKARD: That's right.

20 HOST RYAN: And we also try to hear people, try to help  
21 people who are hard of hearing. We have what's called  
22 listening assistive devices that can be obtained in the  
23 various courthouses. You know, they either contact us or  
24 they, they apply online.

25 And just recently, you probably know, there's been a deaf



1 juror project which with the Mass Commission for the Deaf and  
2 the Hard of Hearing has just launched within the last year or  
3 so. So people who are severely or permanently hearing  
4 impaired now have access to, you know, going to jury duty  
5 which is --

6 MS. RICKARD: That's incredible. I think it's so important  
7 to have a real jury of your peers which includes everyone,  
8 right? So that includes folks whether they have a disability,  
9 whether they're hard of hearing.

10 So that's, that's really remarkable.

11 HOST RYAN: Yeah. So is, in a perfect world, do you  
12 envision that people who come to Court, they'll be able to  
13 navigate their way to Court, receive any and all pertinent  
14 legal information, be able to complete Court forms, maybe  
15 obtain limited representation, and get help if they have  
16 trouble with English? Is that the perfect world?

17 MS. RICKARD: That's, that absolutely is our goal.

18 HOST RYAN: That's the whole access, the whole Access to  
19 Justice Program.

20 MS. RICKARD: And I think we're getting closer to that every  
21 day.

22 HOST RYAN: Okay.

23 Well, we've run out of time.

24 We'd like to thank you at home for watching Jury Duty: You  
25 Make a Difference on BNN.

1           Just remember, if you have any questions regarding your  
2 juror service, you can always go online at MAJury.Gov or call  
3 the office us toll free at 1-800-THE-JURY, that's 1-800-843-  
4 5879.

5           Just remember you do make a difference. Please serve when  
6 called. It's important to all of us.

7           Thank you Erika.

8           MS. RICKARD: Thank you so much.

9           HOST RYAN: And thank you at home.

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1 For More Information Visit our Website [JuryDuty.MAjury.gov](http://JuryDuty.MAjury.gov) or  
2 call 1-800-THE-JURY, 1-800-843-5879

3 Produced by the Office of the Jury Commissioner

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7 For the Boston Neighborhood Network

8 Studio Manager David A. Palomares

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<p style="text-align: center;"><b>1</b></p> <p><b>100</b> [1] 15:10  <b>150</b> [1] 9:17  <b>175</b> [1] 9:17  <b>1-800-843</b> [1] 18:3  <b>1-800-843-5879</b> [1] 19:2  <b>1-800-the-jury</b> [2] 18:3  19:2</p> <hr/> <p style="text-align: center;"><b>2</b></p> <p><b>2,000</b> [1] 5:7  <b>2009</b> [2] 4:18,25  <b>2013</b> [1] 5:20  <b>2014</b> [1] 2:17  <b>2015</b> [1] 19:11  <b>24</b> [1] 9:11  <b>25</b> [2] 9:10,11</p> <hr/> <p style="text-align: center;"><b>3</b></p> <p><b>30</b> [1] 10:20</p> <hr/> <p style="text-align: center;"><b>5</b></p> <p><b>5879</b> [1] 18:4</p> <hr/> <p style="text-align: center;"><b>7</b></p> <p><b>74</b> [1] 9:25</p> <hr/> <p style="text-align: center;"><b>8</b></p> <p><b>80</b> [1] 9:20</p> <hr/> <p style="text-align: center;"><b>A</b></p> <p><b>ability</b> [1] 15:24  <b>able</b> [7] 4:8 7:18 10:23 15:11,12 17:12,14  <b>absolutely</b> [3] 3:16 5:23 17:17  <b>abuse</b> [1] 11:2  <b>access</b> [41] 2:7,17,19,21 3:8,12,17,19,24,25 4:2,6,17,19 5:8,18,22,23 6:14 8:20,20,21,22 9:1,2,25 11:10,13 12:18,25 13:4 15:8,10,11,17 16:2,6,10 17:4,18,18  <b>accessible</b> [4] 4:15 5:18 15:21 16:14  <b>accommodate</b> [2] 15:23 16:6  <b>across</b> [1] 5:11  <b>active</b> [1] 16:16</p>	<p><b>actually</b> [8] 4:3,23 8:17 9:2 12:19 13:20 14:10,24  <b>ada</b> [4] 15:7,9,22 16:18  <b>adding</b> [2] 8:16 11:4  <b>addition</b> [1] 14:8  <b>addressing</b> [1] 3:8  <b>advice</b> [4] 7:3 13:1,19,21  <b>afford</b> [3] 3:2 13:8,10  <b>affordable</b> [1] 13:14  <b>agencies</b> [1] 14:23  <b>ago</b> [1] 4:16  <b>aid</b> [1] 13:9  <b>alone</b> [1] 13:11  <b>americans</b> [1] 15:7  <b>another</b> [1] 10:2  <b>answer</b> [1] 2:4  <b>anybody</b> [1] 12:7  <b>appellate</b> [1] 2:16  <b>apply</b> [1] 16:24  <b>arabic</b> [1] 10:6  <b>areas</b> [4] 3:24 8:25 12:24 15:16  <b>around</b> [5] 2:22 5:11 6:23 10:15 12:22  <b>assigned</b> [1] 16:4  <b>assistance</b> [6] 7:23 13:4,12 14:15 15:1,4  <b>assistant</b> [2] 2:14 19:9  <b>assistive</b> [1] 16:22  <b>association</b> [3] 15:2,3 19:10  <b>attorney</b> [7] 2:14 3:2,2,5 13:13,21 15:4  <b>attorneys</b> [2] 14:25 15:1  <b>audio</b> [1] 19:5  <b>available</b> [3] 8:2 11:9 12:3</p> <hr/> <p style="text-align: center;"><b>B</b></p> <p><b>babel</b> [5] 10:10,11,12,12,12  <b>bar</b> [2] 15:2,3  <b>begs</b> [1] 2:19  <b>better</b> [1] 16:12  <b>big</b> [2] 8:15 11:21  <b>bit</b> [6] 5:3 6:12,23 13:14,15,19  <b>bnn</b> [3] 2:2,4 17:25  <b>bolts</b> [1] 7:6</p>	<p><b>boston</b> [4] 7:10 8:14 19:7,10  <b>both</b> [1] 10:4  <b>briefly</b> [2] 6:20 8:20  <b>brockton</b> [1] 7:11  <b>brooke</b> [1] 8:15  <b>bubble</b> [1] 11:6  <b>business</b> [1] 14:17</p> <hr/> <p style="text-align: center;"><b>C</b></p> <p><b>california</b> [1] 2:12  <b>call</b> [5] 10:19 12:21 15:2 18:2 19:2  <b>called</b> [5] 7:20 10:9 16:4,21 18:6  <b>calling</b> [1] 7:25  <b>cambodian</b> [1] 10:7  <b>came</b> [2] 5:21 6:9  <b>camera</b> [1] 19:6  <b>cannot</b> [3] 3:2 7:2 16:5  <b>cantonese</b> [1] 10:5  <b>cape</b> [1] 10:7  <b>caption</b> [1] 2:1  <b>care</b> [1] 5:14  <b>case</b> [8] 7:5 8:17 10:14 11:25 13:14,23 14:7 16:16  <b>cases</b> [5] 2:25 3:1,4,5,9  <b>center</b> [4] 6:20 7:16 8:2 12:5  <b>centers</b> [4] 6:9,19,22 7:9  <b>certain</b> [1] 7:5  <b>certified</b> [1] 14:25  <b>chat</b> [1] 12:20  <b>chief</b> [1] 4:4  <b>chinese</b> [1] 10:4  <b>civil</b> [3] 2:15 3:4,9  <b>claims</b> [5] 10:24 11:1 12:11 14:6,10  <b>click</b> [1] 11:8  <b>closer</b> [2] 16:7 17:20  <b>cockrell</b> [2] 19:4,9  <b>college</b> [1] 2:12  <b>come</b> [16] 3:12,15 4:9,10,15,21 5:3 6:3 7:17,17,22 8:5,7 11:24 12:2 17:12  <b>comes</b> [3] 3:25 7:1 14:16  <b>comfort</b> [1] 12:2  <b>coming</b> [2] 3:6,9</p>	<p><b>commission</b> [1] 17:1  <b>commissioner</b> [2] 15:19 19:3  <b>commissions</b> [1] 4:19  <b>common</b> [3] 9:24 10:8,15  <b>commonwealth</b> [1] 9:13  <b>communication</b> [1] 13:15  <b>community</b> [1] 8:8  <b>complete</b> [1] 17:14  <b>compliance</b> [1] 15:8  <b>computers</b> [1] 8:2  <b>conference</b> [1] 4:4  <b>confused</b> [1] 11:25  <b>conjunction</b> [1] 9:4  <b>contact</b> [2] 14:23 16:23  <b>contract</b> [1] 9:14  <b>convenient</b> [2] 4:14 16:14  <b>coordinator</b> [3] 2:7,17 16:18  <b>copyright</b> [1] 19:11  <b>correct</b> [6] 3:15 5:22 9:12 11:11,22 12:8  <b>cost</b> [1] 10:17  <b>country</b> [1] 2:23  <b>county</b> [2] 15:2,2  <b>couple</b> [1] 5:20  <b>course</b> [3] 3:1 12:21 13:2  <b>court</b> [68] 2:8,18 3:9,11,11,15,17,19,22,23,25 4:8,9,14,15,20,21,24,24,24 5:1,7,11,19,21,24 6:2,3,8,9,14,19,20,22 7:2,4,7,8,9,15,16,20 8:2,4,8,9,22,24 9:5,5,9,21,24 10:18,21,23 11:11,16,24 12:2,8 14:13 16:12,16,18 17:12,13,14  <b>courthouse</b> [8] 3:13 7:14 8:15,15 10:10 15:11,21 16:5  <b>courthouses</b> [5] 5:11,14 10:15 14:22 16:23  <b>courtroom</b> [2] 4:10 8:18  <b>courts</b> [9] 2:25 3:6,10 5:17 6:11 8:11 13:8 14:24 15:18  <b>creole</b> [3] 10:7,7 16:1  <b>criminal</b> [4] 2:15,24,25 3:1  <b>cullen</b> [2] 19:4,9</p>
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<p><b>currently</b> [1] 7:8</p> <hr/> <p style="text-align: center;"><b>D</b></p> <hr/> <p><b>david</b> [1] 19:8  <b>day</b> [4] 2:5 7:24 11:4 17:21  <b>days</b> [1] 2:22  <b>deaf</b> [2] 16:25 17:1  <b>deal</b> [2] 8:19 15:7  <b>degree</b> [1] 2:13  <b>devices</b> [1] 16:22  <b>diems</b> [1] 9:12  <b>difference</b> [3] 2:3 17:25 18:5  <b>different</b> [11] 2:24 6:1 8:25 9:18,20 10:20 11:8 12:15,19,24 14:24  <b>dignity</b> [1] 6:15  <b>directed</b> [1] 19:4  <b>disabilities</b> [2] 15:7,14  <b>disability</b> [2] 15:13 17:8  <b>disabled</b> [1] 15:20  <b>disputes</b> [1] 15:12  <b>distance</b> [1] 4:1  <b>doctorate</b> [1] 2:13  <b>document</b> [2] 13:18 14:17  <b>documents</b> [1] 11:18  <b>doing</b> [2] 16:2,11  <b>domestic</b> [1] 11:2  <b>don't</b> [6] 5:19 7:23 11:24 14:1,2,12  <b>drive</b> [1] 16:5  <b>duty</b> [7] 2:1,3 16:4,15 17:4,24 19:10</p>	<p>14,16  <b>eligible</b> [1] 13:9  <b>email</b> [1] 12:21  <b>employees</b> [1] 5:7  <b>english</b> [4] 3:17,18,21 17:16  <b>ensure</b> [1] 6:13  <b>environment</b> [1] 6:16  <b>envision</b> [1] 17:12  <b>equal</b> [1] 3:16  <b>erika</b> [4] 2:6,9,12 18:7  <b>even</b> [3] 7:19,19 12:23  <b>everyone</b> [3] 3:25 15:18 17:7  <b>exactly</b> [1] 15:8  <b>excuse</b> [1] 7:10  <b>expanding</b> [3] 3:24 6:10 11:13  <b>experience</b> [1] 3:10  <b>explain</b> [1] 7:6  <b>explains</b> [2] 10:13,14  <b>explanations</b> [1] 7:3</p>	<p><b>frequently</b> [1] 10:25  <b>friendly</b> [1] 12:3  <b>frustrating</b> [1] 6:3  <b>full</b> [2] 9:7 13:23</p> <hr/> <p style="text-align: center;"><b>G</b></p> <hr/> <p><b>general</b> [1] 2:14  <b>getting</b> [1] 17:20  <b>give</b> [5] 7:2,3 13:18,21 15:5  <b>giving</b> [2] 14:5,18  <b>goal</b> [2] 4:5 17:17  <b>goals</b> [1] 4:1  <b>graduate</b> [1] 2:12  <b>great</b> [1] 16:9  <b>ground</b> [1] 13:13  <b>guardianship</b> [1] 12:14  <b>guest</b> [1] 2:6</p>	<p>11,18,22 18:9  <b>hours</b> [1] 7:13  <b>houses</b> [1] 16:18  <b>housing</b> [1] 12:14  <b>hundred</b> [1] 4:5</p>
<hr/> <p style="text-align: center;"><b>E</b></p> <hr/> <p><b>each</b> [2] 13:20 14:19  <b>eager</b> [1] 8:6  <b>early</b> [1] 11:24  <b>earned</b> [1] 2:13  <b>easier</b> [5] 3:11 4:14 5:3 6:6,12  <b>easy</b> [1] 11:5  <b>effective</b> [1] 3:11  <b>e-filing</b> [1] 11:20  <b>e-filings</b> [1] 11:17  <b>either</b> [1] 16:23  <b>electric</b> [4] 5:6,6 8:11,12  <b>electronic</b> [5] 5:7 8:10,12,</p>	<hr/> <p style="text-align: center;"><b>F</b></p> <hr/> <p><b>fair</b> [1] 6:13  <b>families</b> [1] 12:14  <b>far</b> [2] 8:10 9:23  <b>fashaw</b> [1] 19:5  <b>fee</b> [1] 13:22  <b>few</b> [3] 4:16 6:1,23  <b>figure</b> [1] 13:16  <b>file</b> [1] 12:11  <b>filing</b> [1] 14:6  <b>fill</b> [3] 4:11 7:4 11:16  <b>find</b> [5] 6:4 10:24 11:6 12:10,12  <b>finish</b> [1] 4:13  <b>first</b> [1] 5:10  <b>five</b> [1] 12:19  <b>focus</b> [1] 2:15  <b>folks</b> [8] 4:20,20 8:7 11:4,24 13:6,11 17:8  <b>form</b> [1] 4:11  <b>forms</b> [14] 3:20 4:11 7:4 8:24 10:21,24 11:1,3,4,8,11,16 14:9 17:14  <b>free</b> [3] 13:10,10 18:3  <b>frequent</b> [1] 10:25</p>	<hr/> <p style="text-align: center;"><b>H</b></p> <hr/> <p><b>haitian</b> [2] 10:7 16:1  <b>hand</b> [1] 12:17  <b>handicap</b> [1] 15:21  <b>handle</b> [1] 12:12  <b>happen</b> [1] 14:14  <b>happening</b> [1] 11:25  <b>happens</b> [1] 7:6  <b>hard</b> [3] 16:21 17:2,9  <b>harvard</b> [1] 2:13  <b>health</b> [1] 15:15  <b>hear</b> [1] 16:20  <b>hearing</b> [5] 13:17 16:21 17:2,3,9  <b>hearings</b> [1] 3:23  <b>hello</b> [1] 2:2  <b>help</b> [14] 6:11 7:1,5,18,24 8:5,9 9:1 12:23 13:16,18 14:5 16:20 17:15  <b>helpful</b> [2] 14:12 16:11  <b>helps</b> [1] 14:16  <b>hiring</b> [1] 14:20  <b>home</b> [3] 12:2 17:24 18:9  <b>hope</b> [1] 16:2  <b>host</b> [46] 2:1,2,6,11 3:14 4:1,16 5:5,20 6:13 7:8,13,17 8:1,4,10,19,25 9:4,7,12,16,22 10:9,21 11:10,17,21 12:5,10,14,25 13:3,24 14:2,5,15,22 15:6,19 16:17,20 17:</p>	<hr/> <p style="text-align: center;"><b>I</b></p> <hr/> <p><b>i'm</b> [1] 16:9  <b>ideally</b> [1] 10:22  <b>ideas</b> [1] 6:8  <b>identify</b> [1] 8:25  <b>impaired</b> [2] 12:7 17:4  <b>impairments</b> [1] 15:15  <b>important</b> [2] 17:6 18:6  <b>improve</b> [1] 8:22  <b>improved</b> [1] 8:11  <b>improving</b> [5] 5:17,18 6:2,6 11:13  <b>includes</b> [5] 15:14,14,15 17:7,8  <b>including</b> [1] 5:25  <b>incorporated</b> [1] 5:24  <b>incredible</b> [1] 17:6  <b>information</b> [13] 6:25 11:23 12:1,3,8,13,24 13:1 14:6,9,18 17:14 19:1  <b>initiative</b> [5] 4:18,24 5:10 6:9 16:10  <b>initiatives</b> [1] 6:1  <b>inside</b> [1] 4:24  <b>instance</b> [1] 14:6  <b>intended</b> [1] 6:25  <b>interactive</b> [1] 12:17  <b>interesting</b> [1] 8:1  <b>interim</b> [1] 5:5  <b>interpreter</b> [5] 9:5,9 10:14,16,19  <b>interpreters</b> [7] 3:22 8:23 9:7,10,11,15,18  <b>interpreting</b> [2] 7:21,25  <b>iskiyaev</b> [1] 19:6  <b>isn't</b> [1] 12:6  <b>issue</b> [1] 7:18  <b>issues</b> [5] 3:14 7:19 12:14,15 15:15  <b>it's</b> [14] 3:20 6:2 8:18 9:11 11:5 12:16,25 13:14,14 14:12,13,15 17:6 18:6</p>

<p style="text-align: center;"><b>J</b></p> <p><b>judicial</b> [1] 6:15  <b>juris</b> [1] 2:13  <b>juror</b> [2] 17:1 18:2  <b>jury</b> [13] 2:1,3,5 15:19 16:4, 11,13,15 17:4,7,24 19:3,10  <b>juryduty.majury.gov</b> [1] 19:1  <b>justice</b> [23] 2:7,17,20,21, 22 3:8,24 4:2,6,18,19 5:8, 22,23 11:10,13 12:25 13:4 15:8,10 16:2,10 17:19  <b>justices</b> [1] 4:4</p>	<p><b>lingual</b> [1] 8:24  <b>list</b> [1] 9:18  <b>listening</b> [1] 16:22  <b>lists</b> [1] 14:25  <b>litigation</b> [1] 2:16  <b>little</b> [7] 5:3 6:12,23 11:6 13:14,15,19  <b>live</b> [1] 2:2  <b>location</b> [1] 16:7  <b>long</b> [2] 4:1,1  <b>longer</b> [1] 6:24  <b>look</b> [3] 3:10 8:17 14:13  <b>looking</b> [8] 4:7,11,12,25 5: 1 11:20 12:8 16:10  <b>lot</b> [8] 2:22,24 3:4 4:19 5:24 10:21 11:15 14:4</p>	<p>5:9,23 6:22 7:9,15,19 8:3,6, 13,21 9:6,9,14,17,23 10:12 11:1,12,19,23 12:9,13 13:2, 6 14:1,3,8,19,24 15:10 16: 9,19 17:6,17,20 18:8  <b>much</b> [7] 2:10 3:18 5:13 13: 21 15:17,23 18:8  <b>multi</b> [1] 8:23  <b>multiple</b> [3] 10:13 11:3,6</p>	<p><b>opening</b> [1] 7:11  <b>operator</b> [1] 19:5  <b>operators</b> [1] 19:6  <b>order</b> [2] 11:2,3  <b>organization</b> [1] 4:5  <b>organizations</b> [1] 4:21  <b>other</b> [9] 3:21 6:8,8,14,23, 23 8:9 10:4 13:3  <b>out</b> [12] 4:5,11 5:6 6:9 7:4 8: 5 11:16 12:10,12 13:16 14: 18 17:23  <b>overall</b> [1] 16:12  <b>own</b> [1] 12:2</p>
<p style="text-align: center;"><b>K</b></p> <p><b>khmai</b> [1] 10:6  <b>khmer</b> [1] 10:6  <b>kind</b> [7] 2:21,25 7:5,22 8: 21 12:16 13:12</p>	<p style="text-align: center;"><b>M</b></p>	<p style="text-align: center;"><b>N</b></p> <p><b>name</b> [2] 2:2,3  <b>national</b> [1] 4:4  <b>navigate</b> [5] 3:7 4:12 6:12 8:9 17:13  <b>necessarily</b> [1] 12:6  <b>need</b> [10] 3:12,22 4:11 6:4, 5,7 7:4,22,22 9:1  <b>needed</b> [1] 12:10  <b>needs</b> [3] 3:9 5:1 9:25  <b>negotiate</b> [1] 14:20  <b>neighborhood</b> [2] 19:7, 11  <b>network</b> [2] 19:7,11  <b>new</b> [5] 6:9,24 8:16 11:4,4  <b>next</b> [1] 8:19  <b>non-criminal</b> [2] 3:4,5  <b>notice</b> [6] 5:5 10:10,11,12, 21 13:24  <b>noticed</b> [2] 10:9 13:3  <b>nowadays</b> [1] 15:22  <b>nuts</b> [2] 4:13 7:6</p>	<p style="text-align: center;"><b>P</b></p> <p><b>page</b> [2] 12:16,18  <b>palomares</b> [1] 19:8  <b>parking</b> [1] 12:11  <b>part</b> [6] 4:23 5:21 13:13,16 14:16 15:10  <b>participants</b> [1] 6:15  <b>past</b> [1] 9:20  <b>pay</b> [2] 13:13,21  <b>peers</b> [1] 17:7  <b>people</b> [41] 2:24 3:5,6,9,12, 14,16,19,22 4:8,15 5:3,13, 16,19 6:3,11 7:22,24 8:4,9, 25 11:14,16,24 12:1 13:7,8, 9,24 14:10 15:11,17,24 16: 3,14,15,20,21 17:3,12  <b>per</b> [1] 9:12  <b>percent</b> [3] 4:5 9:25 15:10  <b>perfect</b> [2] 17:11,16  <b>permanently</b> [1] 17:3  <b>person</b> [2] 7:18 14:20  <b>pertinent</b> [1] 17:13  <b>physical</b> [1] 15:14  <b>piece</b> [1] 12:17  <b>place</b> [2] 3:11 4:15  <b>places</b> [2] 6:7 8:13  <b>plan</b> [6] 5:21,25 6:10 8:20, 20,21  <b>please</b> [1] 18:5  <b>point</b> [1] 10:17  <b>policies</b> [1] 15:16  <b>policy</b> [1] 5:24  <b>popular</b> [2] 9:22,23  <b>populations</b> [1] 5:2</p>
<p style="text-align: center;"><b>L</b></p> <p><b>language</b> [19] 3:14,25 5: 18 7:17,19,20,24 8:19,20, 21,22 9:1,24,25 10:2,7,17, 18 12:7  <b>languages</b> [10] 3:21 9:19, 20 10:4,13,20,22,25 11:3,6  <b>last</b> [1] 17:2  <b>later</b> [1] 5:20  <b>launched</b> [1] 17:2  <b>law</b> [6] 2:13,25 8:7 12:18, 19,22  <b>lawrence</b> [1] 7:10  <b>lawyer</b> [12] 3:7 13:8,10,10, 15 14:1,2,12,16,20,20 15:3  <b>lawyer's</b> [1] 13:16  <b>lawyers</b> [5] 5:19 8:5,7 13: 7 14:22  <b>learn</b> [3] 3:7 8:8 14:11  <b>legal</b> [13] 4:20 6:25 7:3 11: 17,17 12:24 13:1,1,9,19,21 14:17 17:14  <b>librarians</b> [1] 12:19  <b>libraries</b> [1] 12:22  <b>library</b> [1] 12:18  <b>limited</b> [6] 13:4,12 14:15, 25 15:4 17:15  <b>line</b> [1] 7:20</p>	<p><b>main</b> [1] 2:25  <b>majury.gov</b> [1] 18:2  <b>manager</b> [2] 19:8,9  <b>mandarin</b> [1] 10:4  <b>many</b> [2] 9:7 13:7  <b>marcela</b> [1] 19:6  <b>maroso</b> [1] 19:6  <b>mass</b> [1] 17:1  <b>mass.gov/courts</b> [1] 11: 5  <b>massachusetts</b> [11] 2:7, 15 4:7,17,23 5:12 6:24 10: 3,8,16 12:23  <b>matter</b> [1] 3:18  <b>mean</b> [1] 13:5  <b>means</b> [7] 4:7 8:23,23,24 13:25 14:1 15:10  <b>members</b> [1] 8:7  <b>mental</b> [2] 15:14,15  <b>michael</b> [2] 2:1,2  <b>middle</b> [1] 13:13  <b>might</b> [3] 14:17,17 15:13  <b>mike</b> [2] 2:2,10  <b>mills</b> [1] 2:12  <b>mission</b> [1] 6:17  <b>money</b> [1] 3:18  <b>most</b> [6] 6:2 9:22,23,24 10: 24 15:21  <b>moving</b> [1] 11:15  <b>ms</b> [41] 2:10,21 3:16 4:3,17</p>	<p style="text-align: center;"><b>O</b></p> <p><b>obligation</b> [1] 3:20  <b>obtain</b> [1] 17:15  <b>obtained</b> [1] 16:22  <b>office</b> [8] 9:5,9 15:19,19 16: 11,13 18:3 19:3  <b>okay</b> [1] 17:22  <b>once</b> [1] 4:10  <b>one</b> [11] 2:5,5 3:2,24 4:5 5: 10 6:2,14 8:13 11:10 13:6  <b>ones</b> [1] 9:22  <b>online</b> [5] 11:11,21 12:20 16:24 18:2  <b>only</b> [2] 8:4 16:3  <b>open</b> [3] 7:15,16,16</p>	

<p><b>portuguese</b> [1] 10:2  <b>poster</b> [2] 10:12,20  <b>posters</b> [1] 10:15  <b>presently</b> [1] 9:17  <b>prevalent</b> [1] 10:2  <b>prevention</b> [1] 11:2  <b>pro</b> [2] 13:24 14:3  <b>probably</b> [1] 16:25  <b>problems</b> [1] 4:22  <b>procedures</b> [1] 15:17  <b>process</b> [7] 3:7 4:8,12 5:19 6:15 7:4 14:11  <b>produced</b> [2] 19:3,10  <b>program</b> [1] 17:19  <b>project</b> [2] 4:16 17:1  <b>provide</b> [5] 3:21 6:16,21,25 12:23  <b>provided</b> [1] 3:3  <b>providing</b> [2] 5:18 12:25  <b>public</b> [3] 5:14,15 16:6  <b>purposes</b> [1] 11:10  <b>put</b> [2] 4:5 10:10</p>	<p><b>represent</b> [1] 13:22  <b>representation</b> [4] 13:4,12 14:15 17:15  <b>requires</b> [1] 13:15  <b>resolved</b> [1] 15:12  <b>respect</b> [1] 6:14  <b>responded</b> [1] 5:8  <b>restraining</b> [1] 11:2  <b>rickard</b> [42] 2:6,10,21 3:16 4:3,17 5:9,23 6:22 7:9,15,19 8:3,6,13,21 9:6,9,14,17,23 10:12 11:1,12,19,23 12:9,13 13:2,6 14:1,3,8,19,24 15:10 16:9,19 17:6,17,20 18:8  <b>rights</b> [2] 9:2,3  <b>room</b> [1] 6:4  <b>run</b> [1] 17:23  <b>russian</b> [1] 10:6  <b>ryan</b> [45] 2:1,2,2,6,11 3:14 4:1,16 5:5,20 6:13 7:8,13,17 8:1,4,10,19 9:4,7,12,16,22 10:9,21 11:10,17,21 12:5,10,25 13:3,24 14:2,5,15,22 15:6,19 16:17,20 17:11,18,22 18:9</p>	<p><b>servicing</b> [1] 5:14  <b>seven</b> [1] 10:22  <b>severely</b> [1] 17:3  <b>show</b> [4] 2:3,4,11 6:19  <b>side</b> [1] 12:17  <b>signage</b> [6] 6:2,6 8:10,12,14,16  <b>signs</b> [1] 8:23  <b>since</b> [2] 2:17 4:25  <b>sitting</b> [1] 16:9  <b>six</b> [1] 10:22  <b>small</b> [5] 10:24 11:1 12:11 14:6,9  <b>smaller</b> [1] 13:22  <b>solve</b> [1] 4:21  <b>somebody</b> [3] 7:17 12:7 15:20  <b>someone</b> [3] 7:23 10:23 13:22  <b>sometimes</b> [3] 13:11 16:3,5  <b>sort</b> [2] 6:17 11:17  <b>sounded</b> [1] 6:17  <b>soup</b> [1] 4:12  <b>spanish</b> [3] 9:23 10:1 15:25  <b>speakers</b> [1] 15:25  <b>speaks</b> [1] 7:23  <b>special</b> [1] 2:6  <b>spoken</b> [1] 9:21  <b>springfield</b> [1] 7:11  <b>staff</b> [7] 5:11 7:2 8:4 9:10,11 10:18 15:25  <b>staffed</b> [1] 7:2  <b>start</b> [1] 4:13  <b>started</b> [4] 4:16,18 5:6 8:14  <b>states</b> [2] 4:19 6:23  <b>step</b> [1] 4:13  <b>still</b> [1] 7:24  <b>strategic</b> [3] 5:21,25 6:10  <b>striking</b> [1] 5:13  <b>stronger</b> [1] 5:15  <b>struggle</b> [1] 13:6  <b>students</b> [1] 8:7  <b>studio</b> [2] 19:8,9  <b>suggestions</b> [1] 5:8  <b>summed</b> [1] 6:17</p>	<p><b>supposed</b> [1] 6:21  <b>survey</b> [2] 5:7,11  <b>surveys</b> [1] 11:16  <b>system</b> [8] 2:5 3:17 6:12,14 8:22 9:25 12:8 16:12  <b>systems</b> [1] 2:22</p> <hr/> <p style="text-align: center;"><b>T</b></p> <hr/> <p><b>talked</b> [1] 5:16  <b>tape</b> [1] 19:5  <b>tax</b> [2] 11:14,15  <b>taxes</b> [1] 11:15  <b>technology</b> [3] 5:17,17 11:14  <b>telephone</b> [2] 7:20,25  <b>term</b> [1] 2:21  <b>terms</b> [1] 14:4  <b>text</b> [1] 12:21  <b>that's</b> [13] 8:15,16 9:25 10:10 11:12 14:19 16:9 17:6,10,10,17,18 18:3  <b>theme</b> [1] 5:24  <b>themselves</b> [1] 14:11  <b>there's</b> [7] 8:1 9:14 10:9 11:6 12:5,5 16:25  <b>they'll</b> [2] 12:23 17:12  <b>they're</b> [8] 6:24,25 7:2,15,18 14:6 16:4 17:9  <b>thinking</b> [3] 4:8,13 11:14  <b>three</b> [1] 15:25  <b>throughout</b> [4] 5:24 6:11,11 9:13  <b>ticket</b> [1] 12:11  <b>today</b> [2] 2:6 9:10  <b>together</b> [2] 4:21 14:21  <b>toll</b> [1] 18:3  <b>top</b> [1] 5:16  <b>topics</b> [1] 12:6  <b>touched</b> [1] 5:21  <b>toward</b> [1] 11:15  <b>translating</b> [1] 8:24  <b>transportation</b> [1] 16:6  <b>trial</b> [7] 2:5,7,18 5:20 9:4,21 10:23  <b>trouble</b> [1] 17:16  <b>try</b> [7] 14:5 15:8,22,23 16:6,20,20  <b>trying</b> [7] 3:7,10 7:5 11:23</p>
<p style="text-align: center;"><b>Q</b></p> <hr/> <p><b>question</b> [1] 2:19  <b>questions</b> [2] 2:4 18:1  <b>quite</b> [1] 12:6</p>	<p style="text-align: center;"><b>S</b></p> <hr/>		
<p style="text-align: center;"><b>R</b></p> <hr/> <p><b>randomly</b> [2] 16:3,4  <b>range</b> [2] 9:19 12:6  <b>reach</b> [1] 12:20  <b>read</b> [2] 3:18 6:18  <b>real</b> [2] 13:21 17:7  <b>really</b> [14] 4:12 5:13,14,23 6:25 7:1,5 8:15,24 10:2,8 14:12 16:11 17:10  <b>reason</b> [1] 13:7  <b>receive</b> [1] 17:13  <b>recently</b> [1] 16:25  <b>referral</b> [1] 15:3  <b>referrals</b> [1] 15:5  <b>regarding</b> [1] 18:1  <b>regardless</b> [1] 15:12  <b>regular</b> [1] 7:13  <b>remarkable</b> [1] 17:10  <b>remember</b> [2] 18:1,5  <b>report</b> [2] 5:5 6:13</p>	<p><b>safe</b> [1] 6:16  <b>same</b> [2] 3:19 16:15  <b>saw</b> [1] 6:13  <b>school</b> [1] 2:13  <b>screen</b> [1] 8:17  <b>se</b> [2] 13:24 14:3  <b>see</b> [9] 2:22 3:6 4:19 6:1 8:17 9:24 13:7 14:12 16:12  <b>seeking</b> [1] 7:1  <b>self-help</b> [6] 11:21 12:5,16,23 14:9,10  <b>self-represented</b> [1] 14:3  <b>sense</b> [2] 3:21 5:3  <b>sent</b> [1] 5:6  <b>servants</b> [1] 5:15  <b>serve</b> [2] 16:14 18:5  <b>service</b> [9] 6:9,19,20,22 7:9,16 8:2 15:3 18:2  <b>services</b> [3] 7:8 9:5,9</p>		



**12:3 15:20 16:15**  
**turbo** [2] 11:14,15  
**tv** [1] 8:17  
**two** [1] 7:11  
**type** [2] 7:5 11:15

**U**

**under** [1] 15:22  
**underserved** [1] 5:1  
**understand** [2] 4:9 6:6  
**unrepresented** [1] 14:3  
**up** [6] 5:21 6:17 10:10,15,  
 20 11:3  
**user** [2] 3:11 12:3  
**uses** [1] 7:20

**V**

**various** [2] 14:23 16:23  
**verdean** [1] 10:7  
**video** [1] 19:5  
**videos** [2] 14:10,10  
**vietnamese** [1] 10:6  
**violence** [1] 11:2  
**vision** [1] 8:21  
**visit** [1] 19:1  
**volunteer** [2] 8:5,7  
**vsevolod** [1] 19:6

**W**

**wallace** [1] 19:5  
**warren** [1] 7:10  
**watching** [1] 17:24  
**way** [3] 4:14 6:4 17:13  
**ways** [1] 12:19  
**we'd** [1] 17:24  
**we'll** [1] 9:24  
**we're** [15] 3:10 6:10 7:11 8:  
 6 11:4,13,15,19,23 12:2 15:  
 16,20 16:2,15 17:20  
**we've** [4] 4:25 6:8 9:20 17:  
 23  
**website** [7] 10:23 11:5 12:  
 4,16,18 14:9 19:1  
**welcome** [1] 2:9  
**what's** [5] 10:11 11:25,25  
 14:13 16:21  
**whatever** [1] 16:2  
**whenever** [1] 7:15  
**whether** [4] 3:17,18 17:8,9

**who's** [3] 7:1,1 12:7  
**whole** [6] 8:24,25 9:18 12:  
 14 17:18,18  
**wide** [1] 12:6  
**will** [1] 3:2  
**within** [1] 17:2  
**without** [2] 3:6 13:7  
**worcester** [1] 7:10  
**work** [3] 2:25 16:10,12  
**worked** [1] 2:14  
**working** [4] 4:25 6:10 15:  
 16 16:13  
**works** [2] 8:8 11:19  
**world** [3] 13:22 17:11,16  
**wow** [2] 9:22,22  
**write** [1] 13:18

**Y**

**year** [4] 5:6 7:12 9:20 17:2  
**years** [2] 4:16 5:20  
**you'll** [3] 2:22 4:19 6:1  
**you're** [2] 7:4 11:21  
**yourself** [1] 11:11