



Annual Diversity Report

Massachusetts Trial Court

Paula M. Carey
Chief Justice of the Trial Court

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Fiscal Year 2019

MESSAGE FROM CHIEF JUSTICE AND COURT ADMINISTRATOR

This third annual Diversity Report is a part of our continued efforts to foster greater transparency and awareness of the Trial Court's efforts to advance diversity, equity, and inclusion.

Our commitment to diversity, equity, and inclusion is an integral part of our newest strategic plan that will carry the Trial Court through 2021. Every court department has developed strategies to integrate diversity, equity, and inclusion into operational practice at all levels of the Trial Court.

The data shows progress in increasing the diversity of our workforce. Over the past fiscal year, 43% of new hires were racial or ethnic minorities. The Trial Court has hired additional staff to drive efforts around diversity, equity, and inclusion throughout the organization. We have also expanded training for all levels of court leadership to build individual and collective capacity to address issues of bias and "lean in" to difficult conversations about race, gender and other matters.

We cannot succeed in our mission of "delivering justice with dignity and speed" unless we create an environment in which all who interact with our system feel they are treated fairly and with respect. We recognize that in order to create a positive experience for all court users, we must ensure all employees feel supported and respected.


In the next year, we will expand our partnerships with community organizations to better understand the experiences people have in our courts. We consider the conversations we have with the community imperative to ensure that all that we do supports the needs of the individuals and the communities that we serve.

Diversity is an essential part of our ability to provide fair and impartial administration of justice. We aim to build a workforce that reflects and respects the diversity of our communities.

We look forward to continuing this important work with our partners as we reinforce our commitment to strengthening public trust and confidence in the Massachusetts Judicial System.



Chief Justice Paula M. Carey



Court Administrator Jonathan S. Williams

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MISSION STATEMENT OF THE MASSACHUSETTS TRIAL COURT

The Trial Court is committed to:

- fair and impartial administration of justice;
- protection of constitutional and statutory rights and liberties;
- equal access to justice for all in a safe and dignified environment with policies and practices that strengthen and support diversity, equity and inclusion;
- efficient, effective and accountable resolution of disputes;
- prompt and courteous service to the public by committed and dedicated professionals utilizing best practices in a manner that inspires public trust and confidence.

THE EXECUTIVE OFFICE OF THE TRIAL COURT

The Executive Office of the Trial Court is led by the Chief Justice of the Trial Court and the Court Administrator and oversees judicial and court operations, including the Office of Court Management. The Executive Office works collaboratively with the seven Trial Court Departments and Commissioners of Probation and Jury to develop and implement policies and initiatives that promote an environment of continuous improvement and ensure the most effective use of resources to allow the delivery of quality justice. The Executive Office also oversees the development and implementation of strategic planning for the Trial Court.

OVERVIEW

The Trial Court issued its second annual Diversity Report in order to continue sharing the Trial Court's demographics and efforts around diversity, equity, and inclusion. This year's report does the same while highlighting the core focus on diversity, equity, and inclusion in the Court's strategic planning for the next three years.

The Trial Court's Strategic Plan 3.0 went into effect on July 1st, 2019 and outlines priorities for Fiscal Years 2020-2022. Diversity, Equity & Inclusion is one of five umbrella strategies in the new plan. The efforts outlined in this plan continue to build upon the foundation and progress made in the previous strategic plan. Each Court Department has developed three-year milestones under this umbrella strategy. Elements of the plan include building leadership capacity, reviewing policies and practices, and building operational capacity to support the experience of all court users.

Data in the report includes a snapshot of the Trial Court workforce at the end of FY2019 (Figure 1), total hires and promotions by race and by gender in FY2019 (Figure 2), and five years of data for positions with the largest number of staff. This year's report also contains an overview of staffing by the Executive Office and Office of Court Management, seven Court Departments, Massachusetts Probation Service, Facilities Management, and the Security Department (Figures

4 through 14). A comparison of overall court staffing to Equal Employment Opportunity (EEO) workforce availability can still be found on pages 14 and 15.

With support from the Governor and Legislature, the Trial Court made several hires in order to increase its effectiveness to address issues of diversity, equity and inclusion. These additional staff members were added to expand the Office of Diversity, Equity, Inclusion, and Experience and the Human Resources Department, as well as established the new Office of Compliance and Investigations. An overview of each of these offices can be found below.

In FY2020, the Trial Court will continue to expand its diversity efforts in collaboration with community partners. The Trial Court goal is to reflect the communities we serve and to create an environment where all court users and employees feel supported in their identity and are treated with dignity and respect.

CURRENT & ONGOING EFFORTS

Updates on programs reported last year along with new efforts introduced in FY2019 are as follows:

Office of Diversity, Equity, Inclusion, and Experience

In FY2019, the Governor and Legislature allocated funding to expand the Office of Diversity, Equity, Inclusion, and Experience. “Experience” was added to the Office title to reflect the Trial Court’s focus on creating a positive court user experience for everyone who interacts with the court. The Office increases the Trial Court’s capacity to address issues of diversity, equity, and inclusion within the court through activities including training, community engagement, and strategic planning.

Office of Compliance and Investigations

In FY2019, the Trial Court appointed a Director of Compliance and Investigations and reassigned managers to be part of the new Office of Compliance and Investigations. The Office is responsible for overseeing the implementation of the newly revised policies prohibiting harassment and discrimination and driving strategic direction of the Court’s compliance and investigation functions.

Human Resources Department

In order to enhance organizational decision making and bring an innovative approach to the practices and operations of human resources, the Trial Court’s Human Resources Department has begun to restructure. In FY2019, the Trial Court appointed a new Chief Human Resources Officer to lead the Human Resources Department and oversee the creation of new positions to support the implementation of the Trial Court’s Strategic Plan.

Cultural Appreciation Events

In order to celebrate the cultural traditions and practices of court employees, the Trial Court and Probation Department held a series of statewide events that included food, music, clothing, dance, literature, and team-building games. The success of the program in FY2018 led to the decision to expand the previously day-long celebration to a week of activities in FY2019 to engage local communities and hold more than 60 events with Court leaders across the state. The celebrations included two Naturalization ceremonies during which 70 new American citizens were sworn in.

Implicit Bias Training for Security

In February 2019, the Trial Court launched an implicit bias training program for mid-level security personnel. The training aims to increase awareness of perceptions of racial and other biases by court personnel and court users. The goals of the training are for security personnel to gain better understanding of their own biases, develop new skills to have important conversations about race and racial bias, and the impact of bias within the organization and day to day operational practices.

Jobs in the Trial Court

A program created by the Trial Court in collaboration with the Massachusetts Bar Association and local Bar Associations, “Jobs in the Trial Court,” was launched in FY2019. The program, presented in local communities, provided an overview of job opportunities at the court. This program is intended to demystify the application process and provide additional information about the merits and nobility of working in the Trial Court.

Signature Counter Experience Training (SCE)

SCE, a specialized training delivered at individual courthouse locations to support the ongoing engagements of Court staff with Court users, continues to be rolled out throughout the Trial Court. Court staff participate in the program as a team to better understand the interactions amongst themselves and with court users. By the end of FY2020, SCE will have been facilitated at every courthouse.

It is clear from the feedback I have received thus far, that the Signature Counter Experience training myself and hundreds of Trial Court employees have undergone has played a vital role in bringing about greater awareness in how we engage and interact with each other as Trial Court employees, and how those skills translate into better customer service experience and outcomes for court users.

Pamerson Ifill
Deputy Commissioner of Pre-Trial Services

Internal Diversity Survey

In September 2018, all Trial Court employees were invited to complete a voluntary survey to identify how their experience in the court is impacted by their identity. The survey provided a baseline of differential treatment rates based on age, disability, ethnicity, gender, and race. Employees who completed the survey also provided focused feedback for Trial Court leaders. The information gathered through the survey will be used to guide priorities under the Court's Strategic Plan 3.0.

Leadership Capacity Building Workshop

The Leadership Capacity Building Workshop was developed to bring together those in leadership positions across the Trial Court and actively develop the capacity to address issues of bias. The training is focused on having difficult conversations around important issues involving race, gender, and identity in the workplace. Participants are charged with not only developing their own capacity, but to build the capacity of others to advance diversity, equity, and inclusion throughout the Trial Court.

Strategic Plan 3.0 Diversity, Equity, and Inclusion Umbrella Strategy

The Diversity, Equity, and Inclusion umbrella strategy in Strategic Plan 3.0 builds on the foundation of the previous strategic plan and reflects the Trial Court's commitment to a workplace that is diverse, equitable, and inclusive to all employees and users of the court.

The four tactics under this domain are:

- Build leadership capacity around DEI
- Increase diversity of workforce through recruitment, outreach, career development, and promotion
- Deploy training on cultural competency and make diversity, equity, and inclusion part of all relevant trainings
- Establish policies, data, and compliance standards to ensure diversity, equity, and inclusion

In addition to these focus areas, efforts to advance diversity, equity, and inclusion can be found under the other four umbrella strategies in the plan: User Experience, Judicial System Excellence, Operational Excellence, and Responsiveness to Societal Challenges.

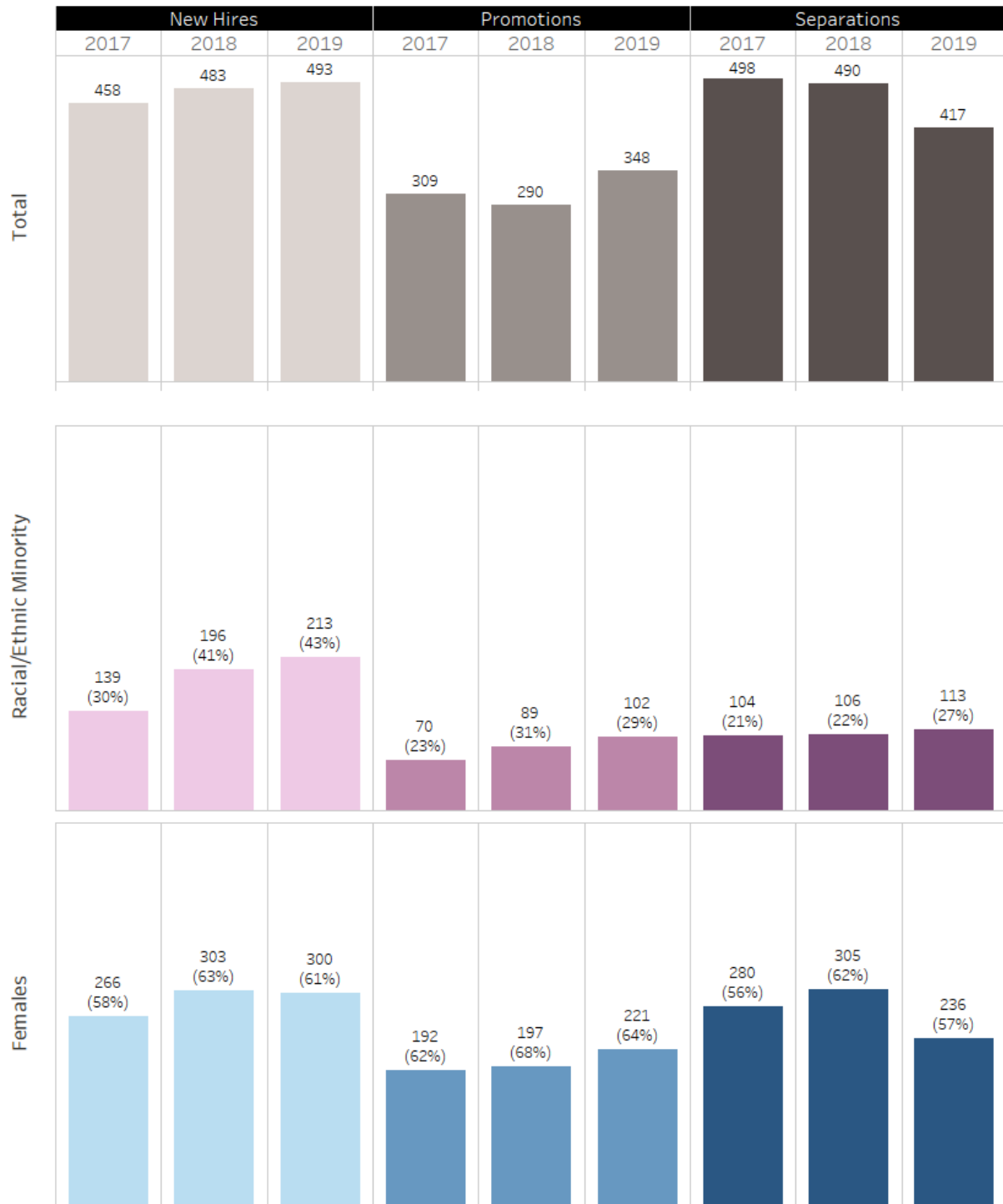
TRIAL COURT DEMOGRAPHIC DATA

The overall number of Trial Court employees in Fiscal Year 2019 was 6,253. The number of race/ethnic minority Trial Court employees increased by 53 or 3.4%, from 1,553 to 1,606 (25% to 26% of all employees). The number of female Trial Court employees decreased by 52 or 1.4%, from 3,678 to 3,626 (unchanged at 58% of all employees).

Figure 1
Trial Court Demographic Profile, Year-End FY2019, Selected Titles

		Total	% Racial/Ethnic Minority	% Female
Court Officials	Trial Court Chief Justice	8	13%	38%
	Justice	365	11%	44%
	Clerk of Court/Register (Elected)	29	7%	41%
	Clerk Magistrate/Recorder	88	9%	28%
	Assistant Clerk/Judicial Case Manager/Asst Judicial Case Manager/Assistant Register/Deputy Recorder	442	13%	54%
Probation Department	Chief Probation Officer	88	24%	40%
	Assistant Chief Probation Officer	194	20%	48%
	Probation Officer	712	29%	59%
	Associate Probation Officer	170	35%	69%
Security Department	Director, Deputy, and Regional Director	7	29%	14%
	Chief Court Officer	41	27%	15%
	Assistant Chief Court Officer	75	25%	20%
	Court Officer	751	28%	19%
	Associate Court Officer	141	33%	30%
Facilities Department	Director/Manager	17	12%	12%
	Maintenance	380	42%	22%
All Court Departments	Office/Clerical	2,271	26%	86%
Entire Trial Court		6,253	26%	58%
Massachusetts Labor Market (2010 Labor Pool Census)			21%	49%

Figure 2
FY2017-FY2019 Hirings, Promotions, and Separations
Racial/Ethnic Minorities and Females



EEO Job Categories

The Equal Employment Opportunity (EEO) job categories, defined by the federal government, that are relevant for positions at the Trial Court are listed below. These categories are used at the federal level to establish some degree of consistency and comparability across all reporting entities. Census data are reported in EEO categories in order to establish an official source on the percentages of women and diverse candidates in these types of positions in the workforce by state and by county. Data on the availability of women and diverse candidates at the state and local levels is used as a benchmark to assess an organization's effectiveness in recruiting and appointing diverse and female candidates in these job categories.

- **Officials / Administrators** - Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency's operations, or provide specialized consultation on a regional, district or area basis. Trial Court positions in this category include: *Deputy Court Administrator, Chief Probation Officer, Program Manager, Supervisor of Probation Services, Case Manager.*
- **Professionals**: Occupations requiring either college graduation or experience of such kind and amount as to provide a comparable background. Trial Court positions in this category include: *Probation Officer, Assistant Clerk/Register, Assistant Chief Probation Officer, Associate Probation Officer, Law Clerk.*
- **Elected & Appointed**: A subset of the "Professionals" category. Trial Court positions in this category include: *Justice, Clerk of Court, Register, Recorder, First Justice, and Chief Justice.*
- **Office / Clerical**: Includes all clerical-type work regard-less of level of difficulty, where the activities are predominantly non-manual though some manual work not directly involved with altering or transporting products is included. Trial Court positions in this category include: *Case Specialist, Probation Case Specialist, Case Coordinator, Sessions Clerk, Operations Supervisor.*
- **Protective Service Sworn**: Occupations in which workers are entrusted with public safety, security, and protection from destructive forces. Trial Court positions in this category include: *Chief Court Officer, Assistant Chief Court Officer, Court Officer, and Associate Court Officer.*
- **Skilled Craft Technicians**: Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the process involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs. Trial Court positions in this category include: *Senior Maintenance Technician.*
- **Service Maintenance**: Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property. Workers in this group may operate machinery. Trial Court positions in this category include: *Custodian.*

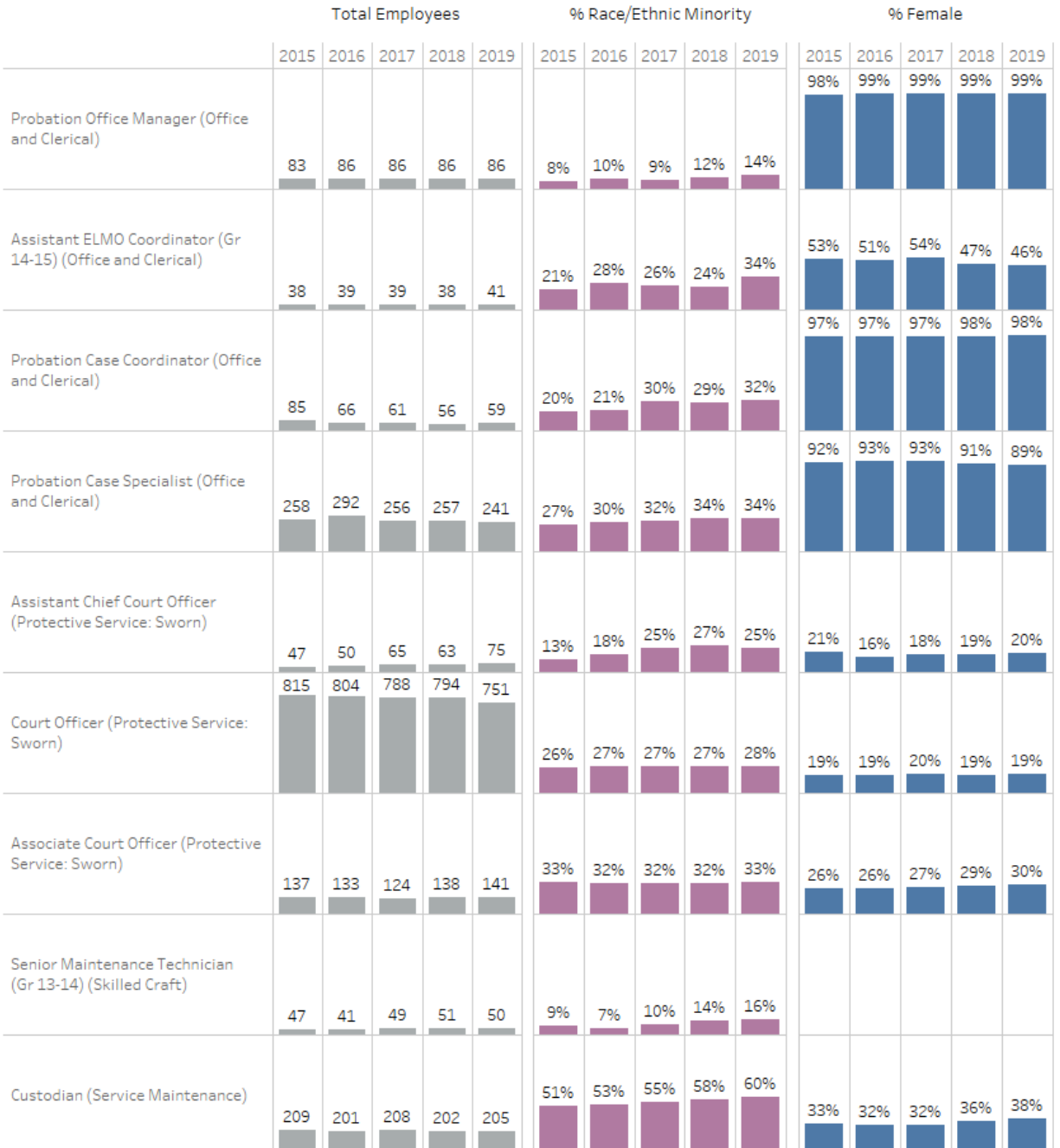
The 25 most commonly held positions in the Trial Court represent the largest groups of staff and the data are reported in the relevant EEO job category (Figure 3). The statewide availability of Massachusetts residents in the workforce for each federal job category is defined as a 'parity' level in the Comparison to EEO workforce by category.

**Figure 3: Trial Court Employees, Top 25 Titles with EEO Category
% Racial/Ethnic Minority, % Female, End of FY2015 to FY2019**

(In order to view related positions together, titles are displayed in the same order as in Figure 1.)

	Total Employees					% Race/Ethnic Minority					% Female				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
Justice (All Professionals)	362	343	352	370	373	11%	12%	11%	12%	11%	39%	40%	41%	44%	44%
Clerk/Register/Recorder (Professional)	115	115	115	115	117	6%	6%	6%	8%	9%	32%	32%	32%	32%	32%
Assistant Clerk/Judicial Case Manager/Asst Judicial Case Manager/Assistant Register/Deputy Recorder (All Professionals)	452	453	445	433	442	9%	10%	11%	12%	13%	48%	49%	51%	54%	54%
Chief Probation Officer (Officials and Administrators)	96	98	98	97	88	16%	17%	17%	21%	24%	34%	39%	41%	40%	40%
Assistant Chief Probation Officer (Professional)	139	166	187	176	194	23%	22%	21%	19%	20%	41%	42%	46%	45%	48%
Probation Officer (Professional)	796	804	783	752	712	26%	27%	28%	28%	29%	56%	59%	60%	59%	59%
Associate Probation Officer (Professional)	109	83	140	180	170	19%	23%	29%	33%	35%	66%	69%	66%	71%	69%

**Figure 3: Trial Court Employees, Top 25 Titles with EEO Category
% Racial/Ethnic Minority, % Female, End of FY2015 to FY2019**



**Figure 3: Trial Court Employees, Top 25 Titles with EEO Category
% Racial/Ethnic Minority, % Female, End of FY2015 to FY2019**

	Total Employees					% Race/Ethnic Minority					% Female				
	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019	2015	2016	2017	2018	2019
Head Administrative Assistant (Office and Clerical)	83	80	77	70	67	11%	13%	13%	14%	15%	92%	91%	91%	91%	91%
Office Manager (Office and Clerical)	95	94	93	97	102	12%	13%	15%	18%	21%	92%	94%	92%	93%	93%
Assistant Court Service Coordinator (Office and Clerical)	46	42	43	42	41	20%	17%	19%	21%	24%	17%	14%	14%	14%	17%
Operations Supervisor (Office and Clerical)	178	180	169	170	166	16%	19%	21%	22%	22%	92%	93%	94%	93%	93%
Sessions Clerk (Office and Clerical)	166	169	169	184	198	15%	15%	16%	18%	18%	86%	84%	84%	84%	86%
Judicial Secretary (Office and Clerical)	90	93	88	83	83	23%	24%	24%	23%	23%	97%	96%	95%	95%	95%
Head Account Clerk (Office and Clerical)	80	81	84	82	80	13%	11%	14%	17%	19%	90%	93%	92%	90%	90%
Case Coordinator (Office and Clerical)	223	220	203	206	208	18%	18%	18%	20%	22%	91%	91%	91%	92%	89%
Case Specialist (Office and Clerical)	609	618	600	590	580	28%	28%	28%	30%	34%	85%	85%	86%	83%	85%

COMPARISON TO EEO WORKFORCE BY CATEGORY

Officials and Administrators

- The total number of Officials and Administrators increased by 3 or 1.3%. The number of race/ethnic minority Officials and Administrators increased by 12, from 43 to 55 (18.7% to 23.6% of total Officials and Administrators). This represents a 27.9% increase in the number of race/ethnic minority Officials and Administrators. The percentage of race/ethnic minority Officials and Administrators remains above parity (12.2%).
- The number of female Officials and Administrators increased by 3, from 108 to 111 (47.0% to 47.6% of total Officials and Administrators). This represents a 2.8% increase in the number of female Officials and Administrators. The percentage of female Officials and Administrators remains above parity (42.5%).

Professionals

- The total number of Professionals decreased by 27 or 1.4%. The number of race/ethnic minority Professionals increased by 7, from 454 to 461 (23.8% to 24.6% of total Professionals). This represents a 1.5% increase in the number of race/ethnic minority Professionals. The percentage of race/ethnic minority Professionals remains above parity (17.0%).
- The number of female Professionals decreased by 19, from 1096 to 1077 (57.5% to 57.4% of total Professionals). This represents a 1.7% decrease in the number of female Professionals. The percentage of female Professionals remains above parity (54.5%).

Professionals - Elected and Appointed

- The total number of Professionals, Elected and Appointed increased by 5 or 1.0%. The number of race/ethnic minority Professionals, Elected and Appointed decreased by 1, from 52 to 51 (10.7% to 10.4% of total Professionals, Elected and Appointed). This represents a 1.9% decrease in the number of race/ethnic minority Professionals, Elected and Appointed. The percentage of race/ethnic minority Professionals, Elected and Appointed remains below parity (17.0%).
- The number of female Professionals, Elected and Appointed increased by 3, from 199 to 202 (41.0% to 41.2% of total Professionals, Elected and Appointed). This represents a 1.5% increase in the number of female Professionals, Elected and Appointed. The percentage of female Professionals, Elected and Appointed remains below parity (54.5%).

Office and Clerical

- The total number of Office and Clerical decreased by 53 or 2.3%. The number of race/ethnic minority Office and Clerical increased by 27, from 571 to 598 (24.6% to 26.3% of total Office and Clerical). This represents a 4.7% increase in the number of race/ethnic minority Office and Clerical. The percentage of race/ethnic minority Office and Clerical remains above parity (17.0%).

- The number of female Office and Clerical decreased by 49, from 1991 to 1942 (85.7% to 85.5% of total Office and Clerical). This represents a 2.5% decrease in the number of female Office and Clerical. The percentage of female Office and Clerical remains above parity (63.2%).

Protective Service: Sworn

- The total number of Protective Service: Sworn decreased by 22 or 2.1%. The number of race/ethnic minority Protective Service: Sworn decreased by 3, from 287 to 284 (27.9% to 28.2% of total Protective Service: Sworn). This represents a 1.0% decrease in the number of race/ethnic minority Protective Service: Sworn. The percentage of race/ethnic minority Protective Service: Sworn remains above parity (17.9%).
- The number of female Protective Service: Sworn decreased by 2, from 211 to 209 (20.5% to 20.7% of total Protective Service: Sworn). This represents a 0.9% decrease in the number of female Protective Service: Sworn. The percentage of female Protective Service: Sworn remains above parity (13.7%).

Service Maintenance

- The total number of Service Maintenance increased by 5 or 1.7%. The number of race/ethnic minority Service Maintenance increased by 6, from 140 to 146 (47.3% to 48.5% of total Service Maintenance). This represents a 4.3% increase in the number of race/ethnic minority Service Maintenance. The percentage of race/ethnic minority Service Maintenance remains above parity (31.2%).
- The number of female Service Maintenance increased by 6, from 78 to 84 (26.4% to 27.9% of total Service Maintenance). This represents a 7.7% increase in the number of female Service Maintenance. The percentage of female Service Maintenance remains below parity (45.8%).

Skilled Craft

- The total number of Skilled Craft decreased by 1 or 2.0%. The number of race/ethnic minority Skilled Craft increased by 1, from 7 to 8 (13.7% to 16.0% of total Skilled Craft). This represents a 14.3% increase in the number of race/ethnic minority Skilled Craft. The percentage of race/ethnic minority Skilled Craft remains above parity (15.1%).
- The Trial Court continues to have no female Skilled Craft staff. Parity is 5.8%.

Technicians

- The total number of Technicians decreased by 2 or 7.7%. The number of race/ethnic minority Technicians decreased by 1, from 4 to 3 (15.4% to 12.5% of total Technicians). This represents a 25.0% decrease in the number of race/ethnic minority Technicians. The percentage of race/ethnic minority Technicians remains below parity (20.3%).
- The number of female Technicians remains at 1 (3.8% to 4.2% of total Technicians). The percentage of female Technicians remains below parity (57.2%).

Figure 4: Executive Office of the Trial Court / Office of Court Management, June 2019

(Subtotals may not sum to 100% due to employees for whom race/ethnicity or gender is unknown; P = Parity - 2010 Census estimation of available workforce that is racial/ethnic minority or female in this job category.)

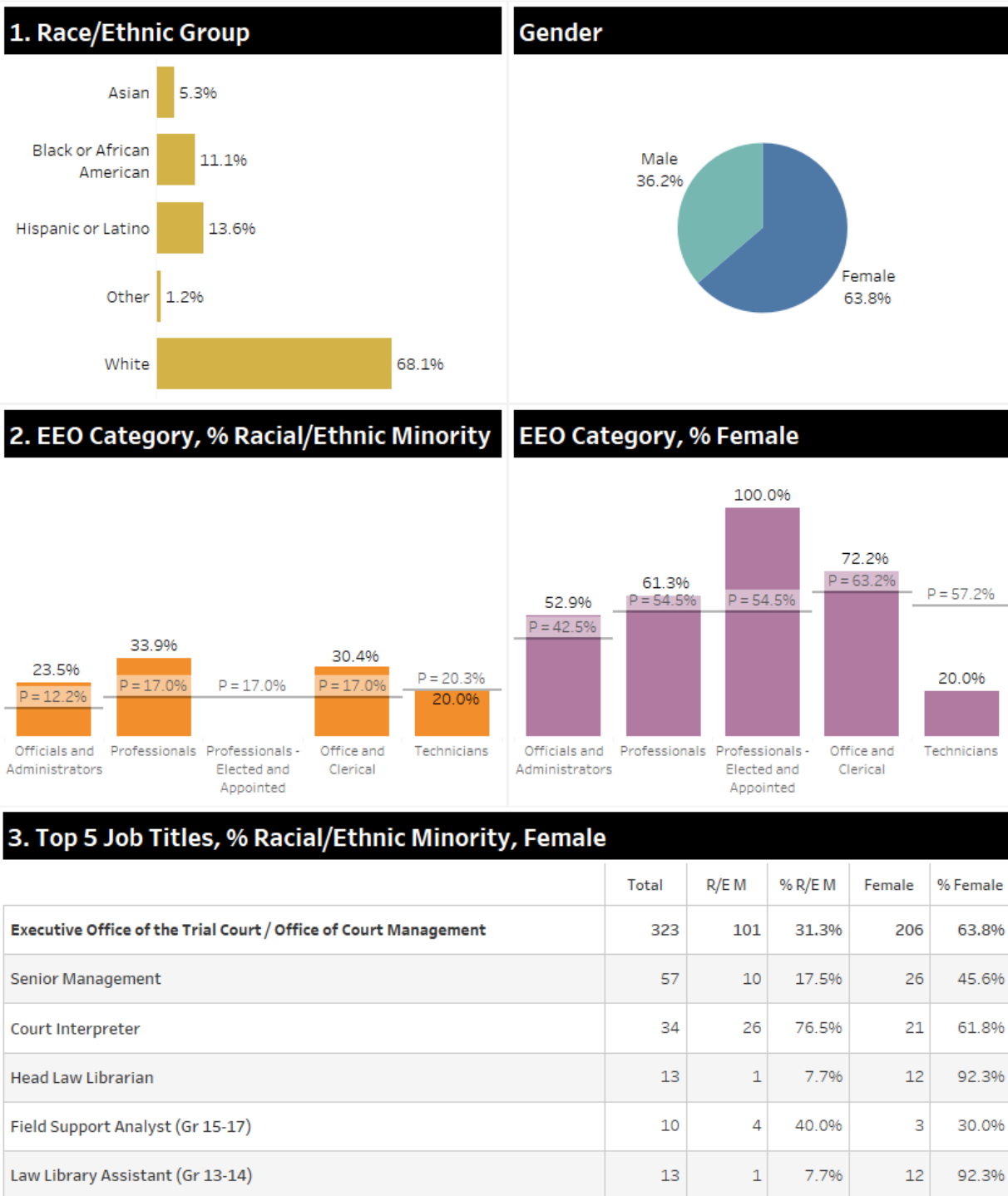


Figure 5: Boston Municipal Court Department, June 2019

(Subtotals may not sum to 100% due to employees for whom race/ethnicity or gender is unknown; P = Parity - 2010 Census estimation of available workforce that is racial/ethnic minority or female in this job category.)

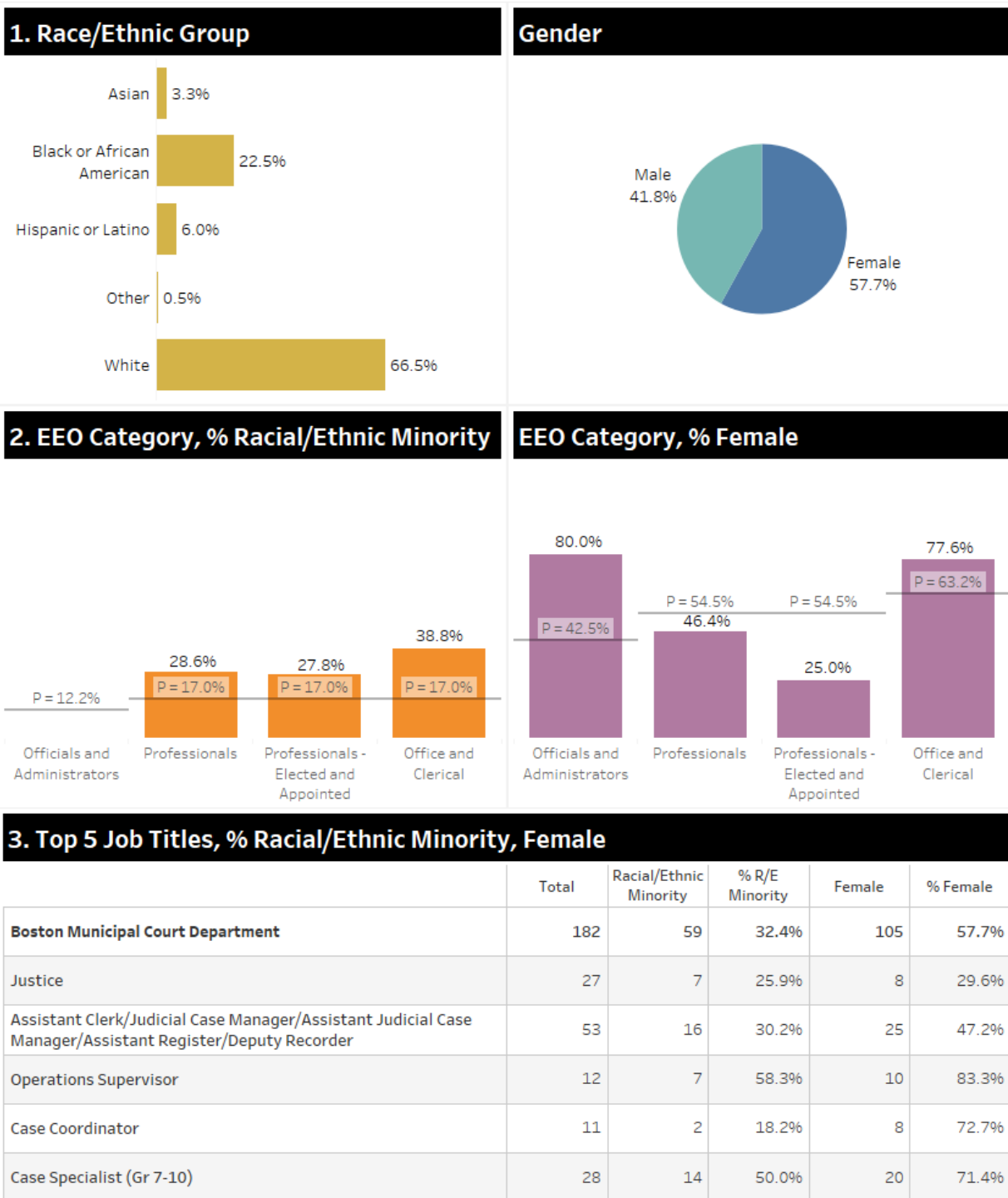


Figure 6: District Court Department, June 2019

(Subtotals may not sum to 100% due to employees for whom race/ethnicity or gender is unknown; P = Parity - 2010 Census estimation of available workforce that is racial/ethnic minority or female in this job category.)

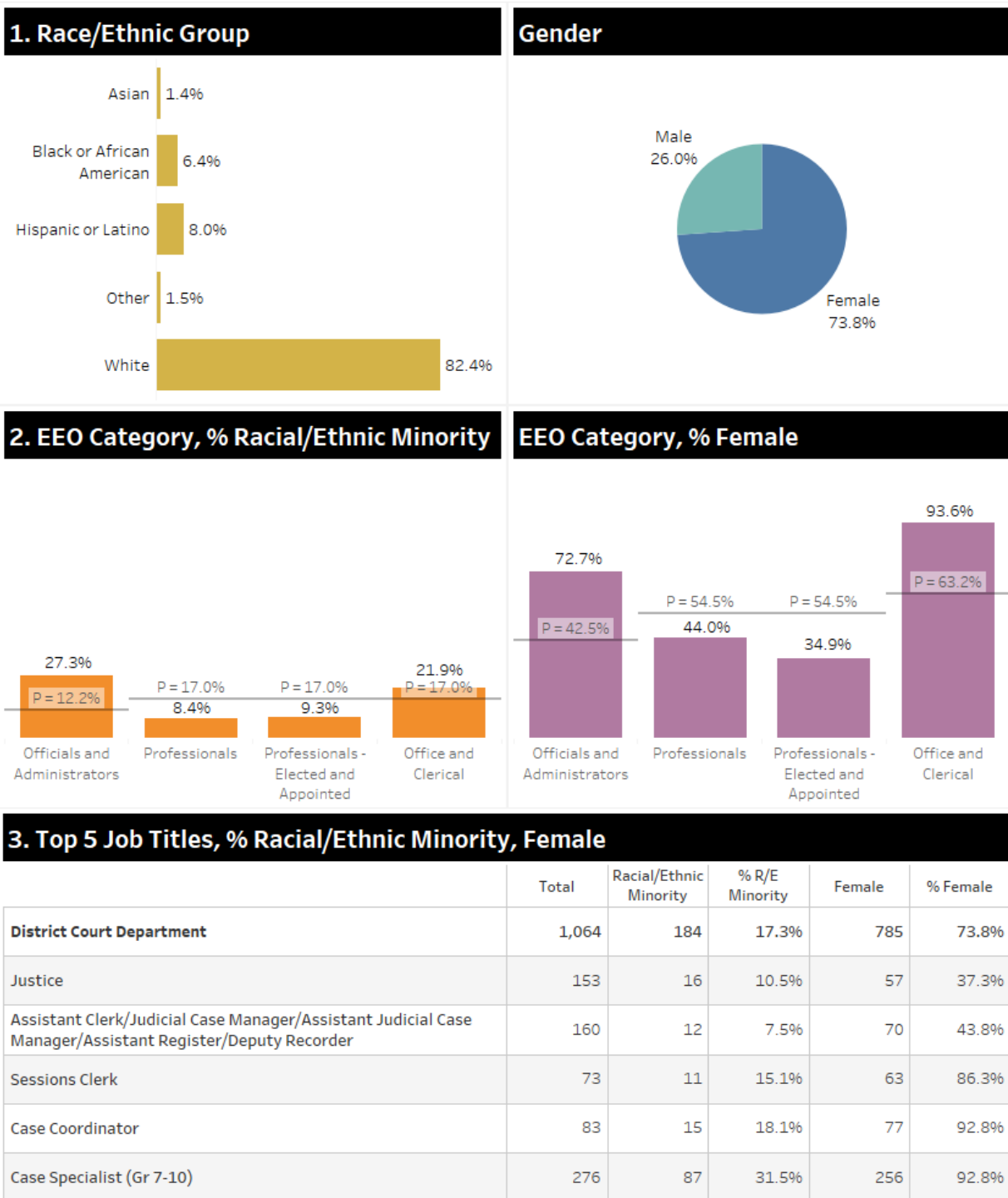


Figure 7: Housing Court Department, June 2019

(Subtotals may not sum to 100% due to employees for whom race/ethnicity or gender is unknown; P = Parity - 2010 Census estimation of available workforce that is racial/ethnic minority or female in this job category.)

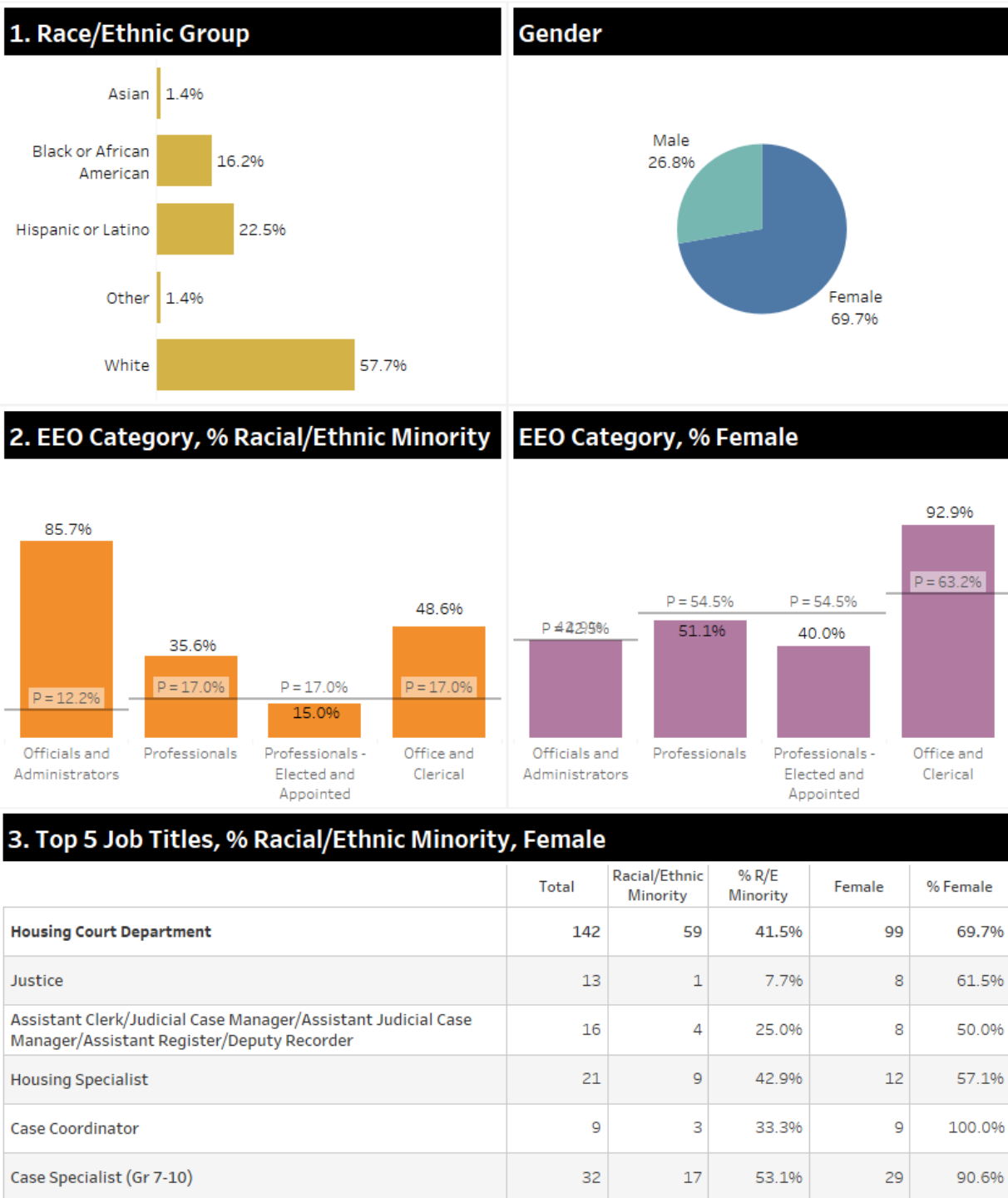


Figure 8: Juvenile Court Department, June 2019

(Subtotals may not sum to 100% due to employees for whom race/ethnicity or gender is unknown; P = Parity - 2010 Census estimation of available workforce that is racial/ethnic minority or female in this job category.)

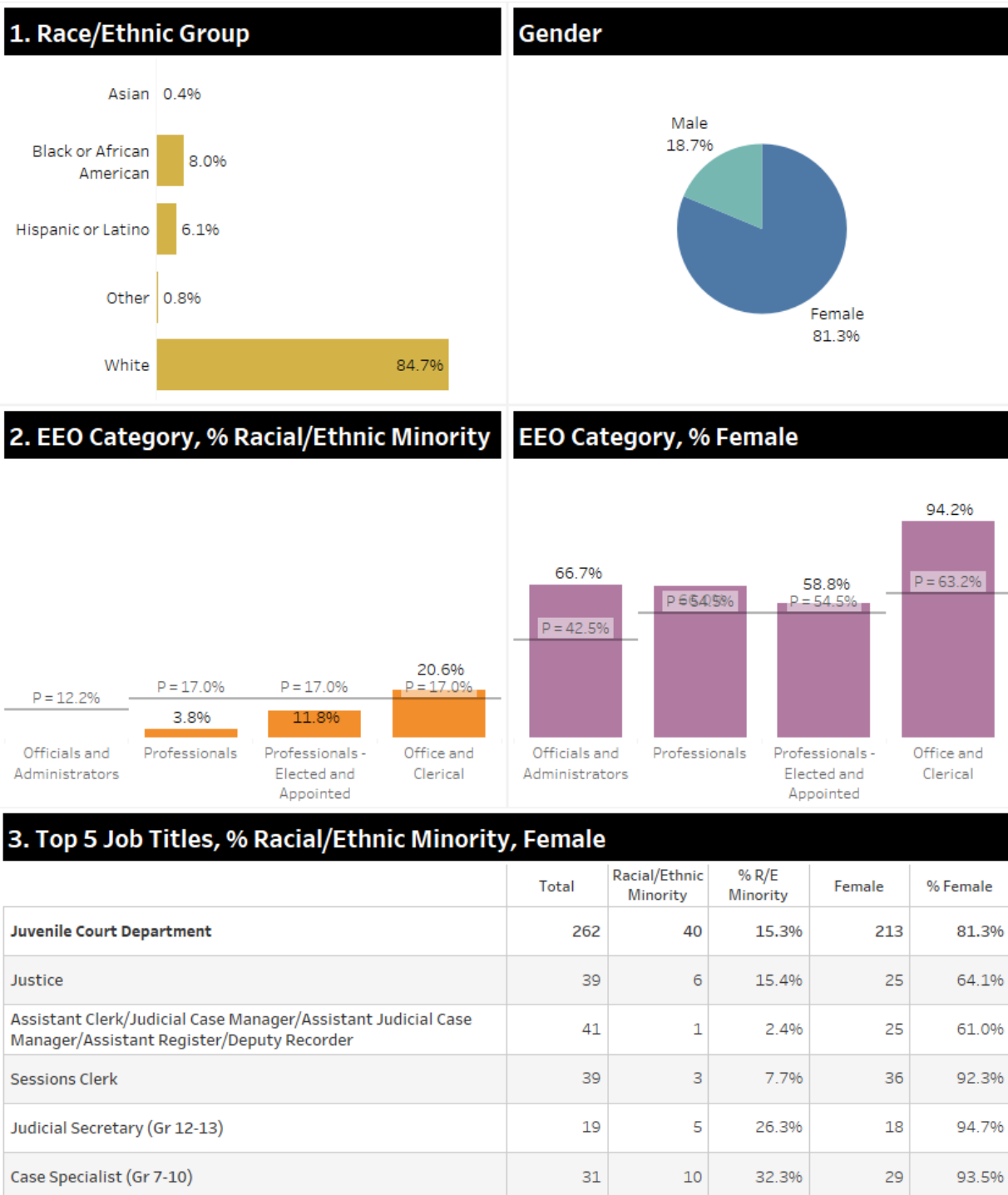


Figure 9: Land Court Department, June 2019

(Subtotals may not sum to 100% due to employees for whom race/ethnicity or gender is unknown; P = Parity - 2010 Census estimation of available workforce that is racial/ethnic minority or female in this job category.)

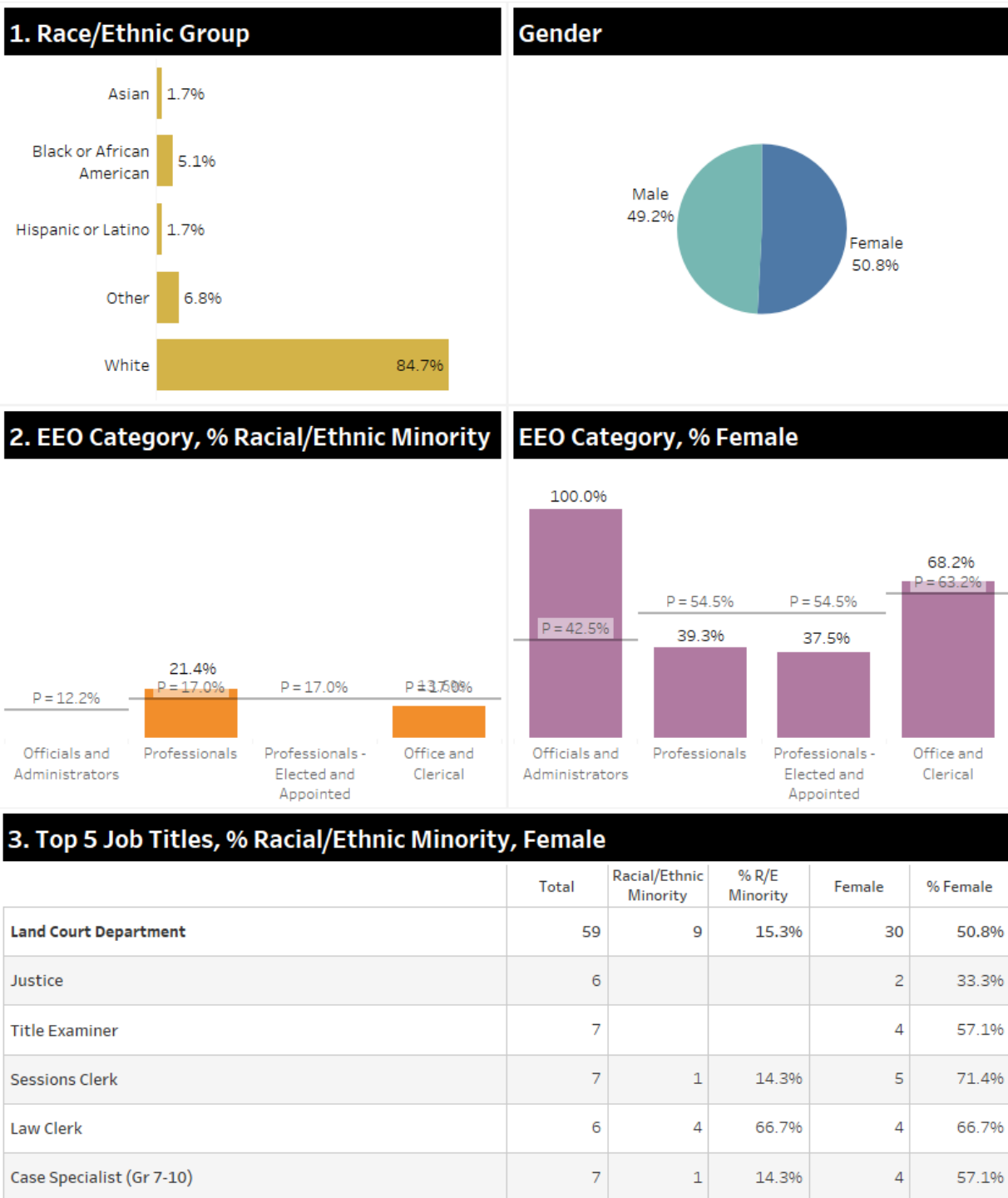


Figure 10: Probate and Family Court Department, June 2019

(Subtotals may not sum to 100% due to employees for whom race/ethnicity or gender is unknown; P = Parity - 2010 Census estimation of available workforce that is racial/ethnic minority or female in this job category.)

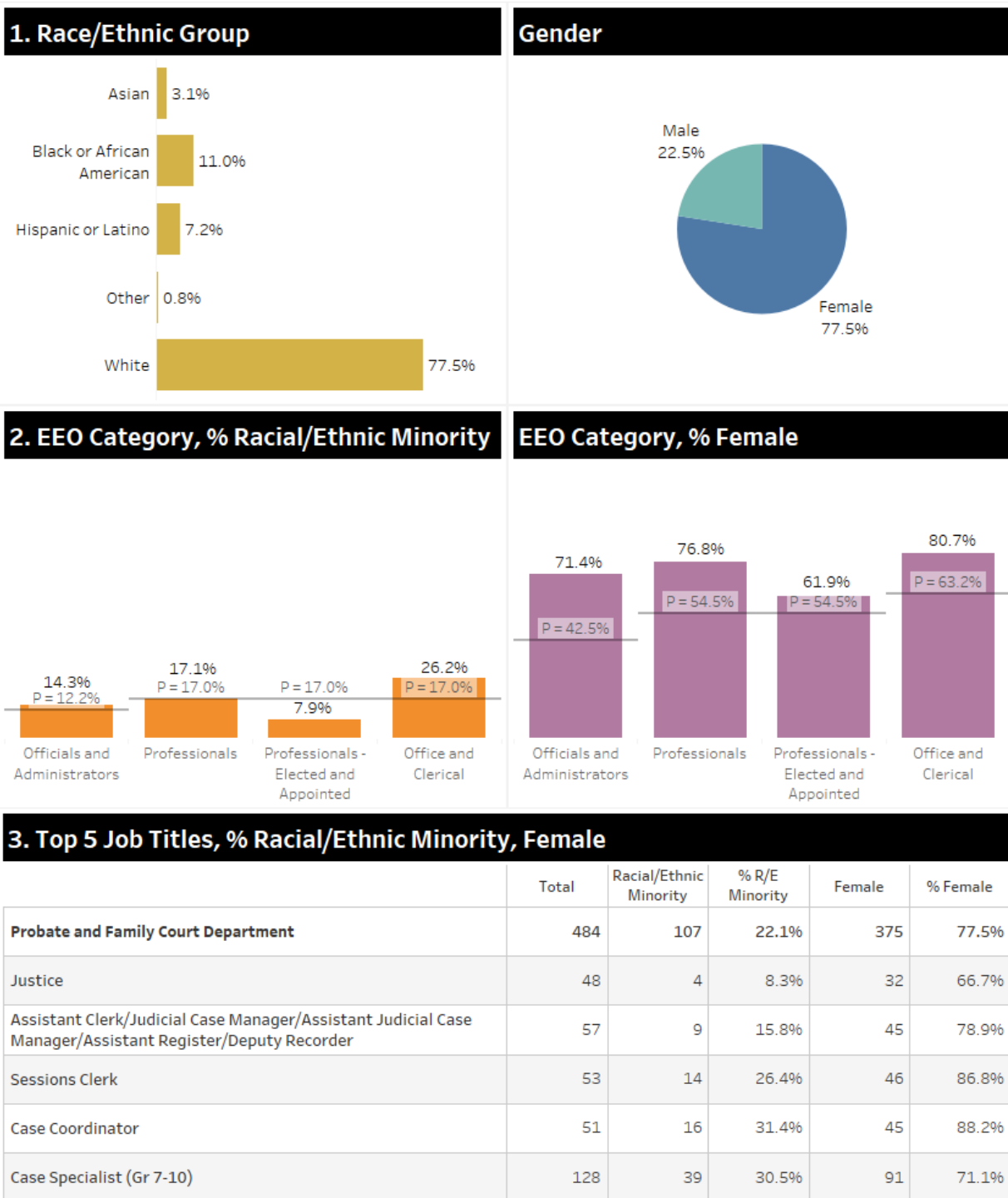


Figure 11: Superior Court Department, June 2019

(Subtotals may not sum to 100% due to employees for whom race/ethnicity or gender is unknown; P = Parity - 2010 Census estimation of available workforce that is racial/ethnic minority or female in this job category.)

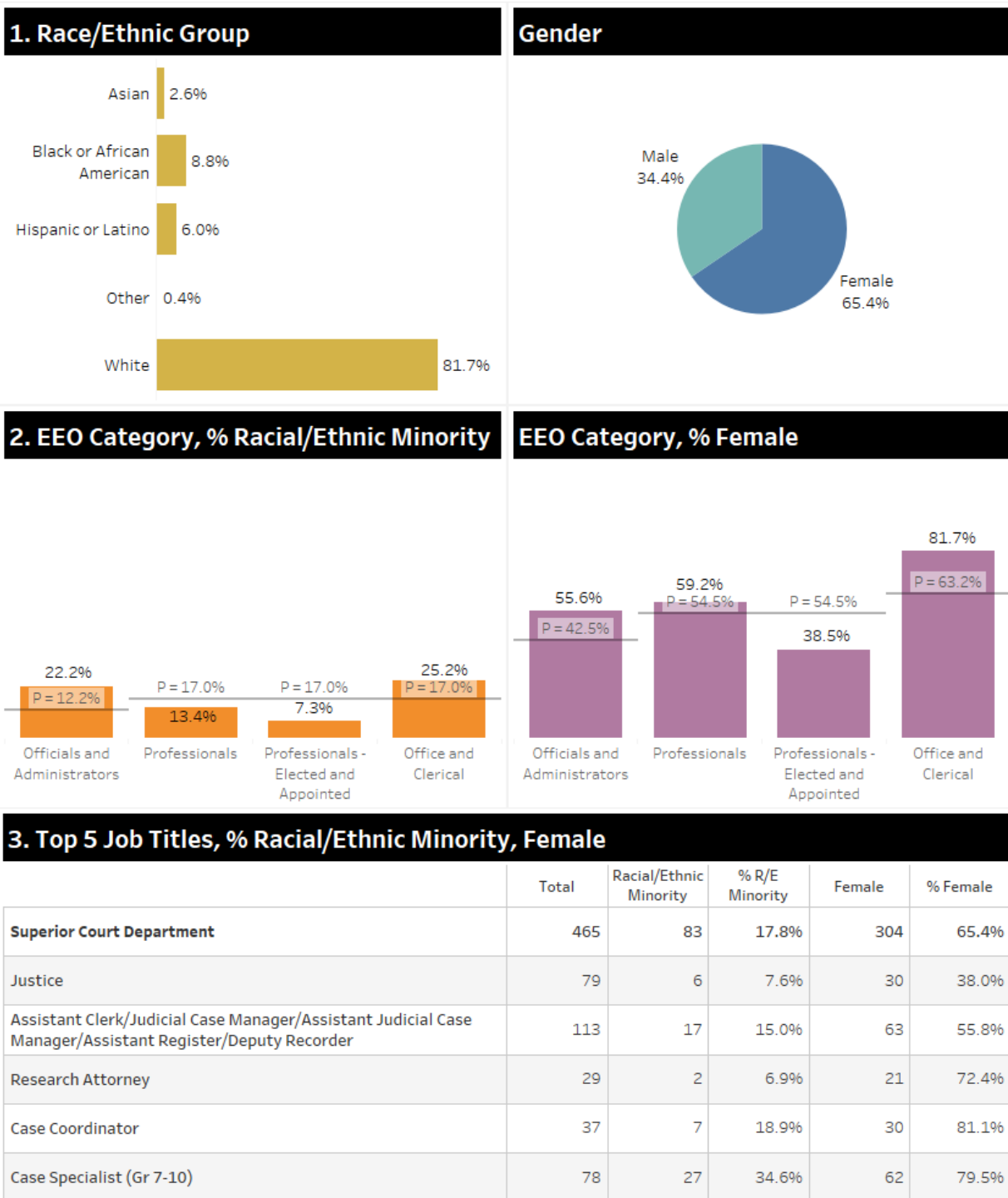


Figure 12: Massachusetts Probation Service, June 2019

(Subtotals may not sum to 100% due to employees for whom race/ethnicity or gender is unknown; P = Parity - 2010 Census estimation of available workforce that is racial/ethnic minority or female in this job category.)

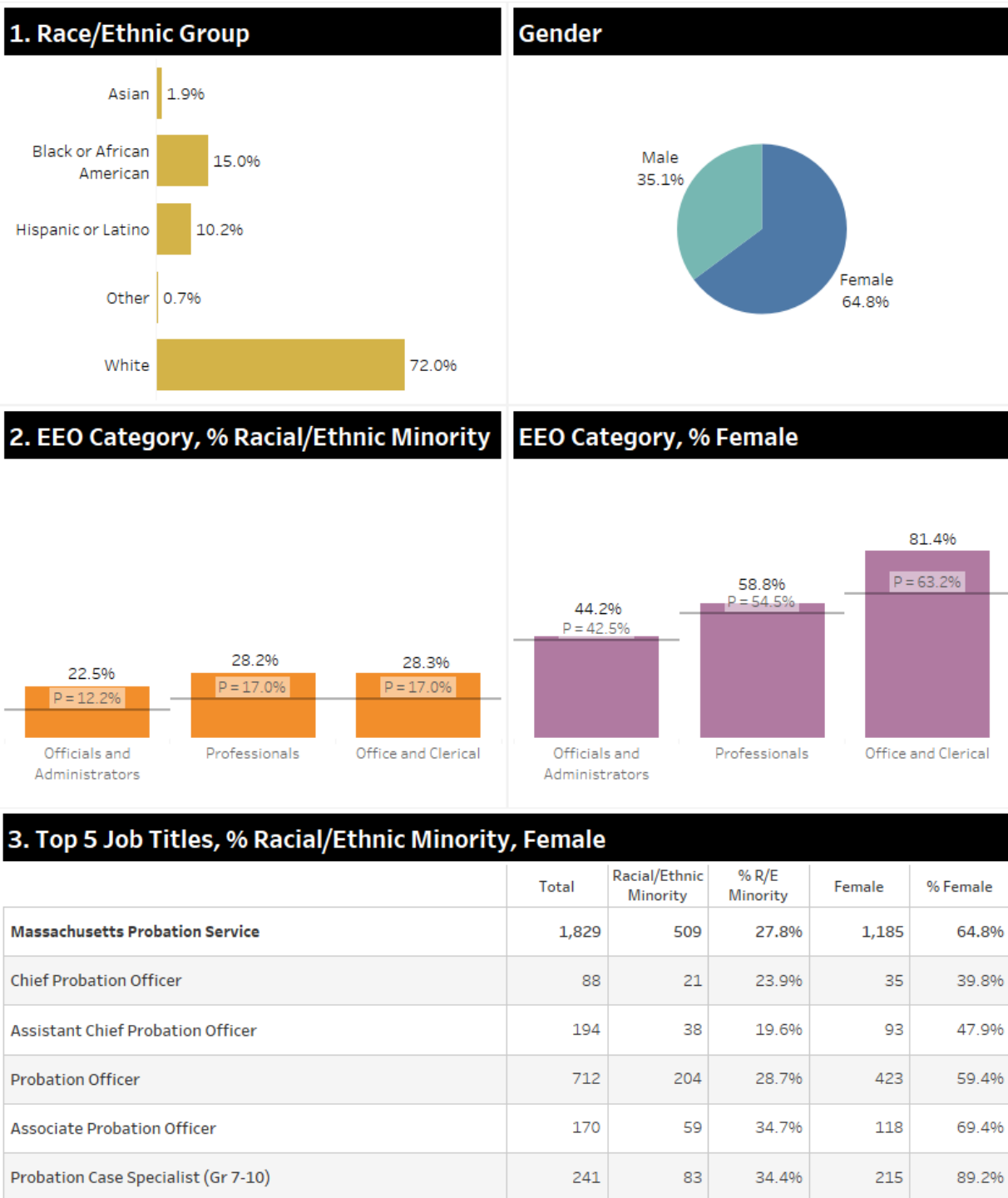


Figure 13: Facilities Management, June 2019

(Subtotals may not sum to 100% due to employees for whom race/ethnicity or gender is unknown; P = Parity - 2010 Census estimation of available workforce that is racial/ethnic minority or female in this job category.)

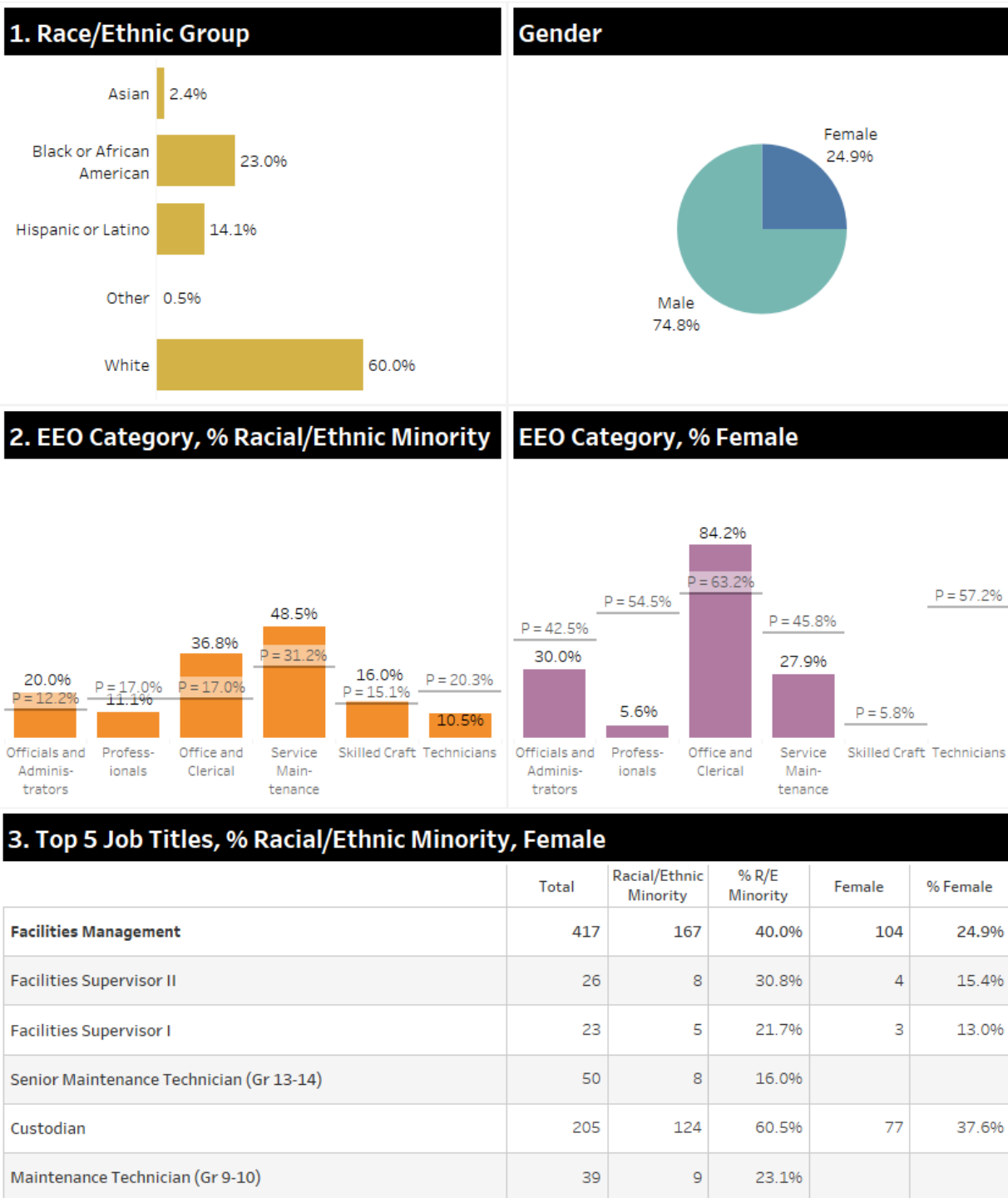
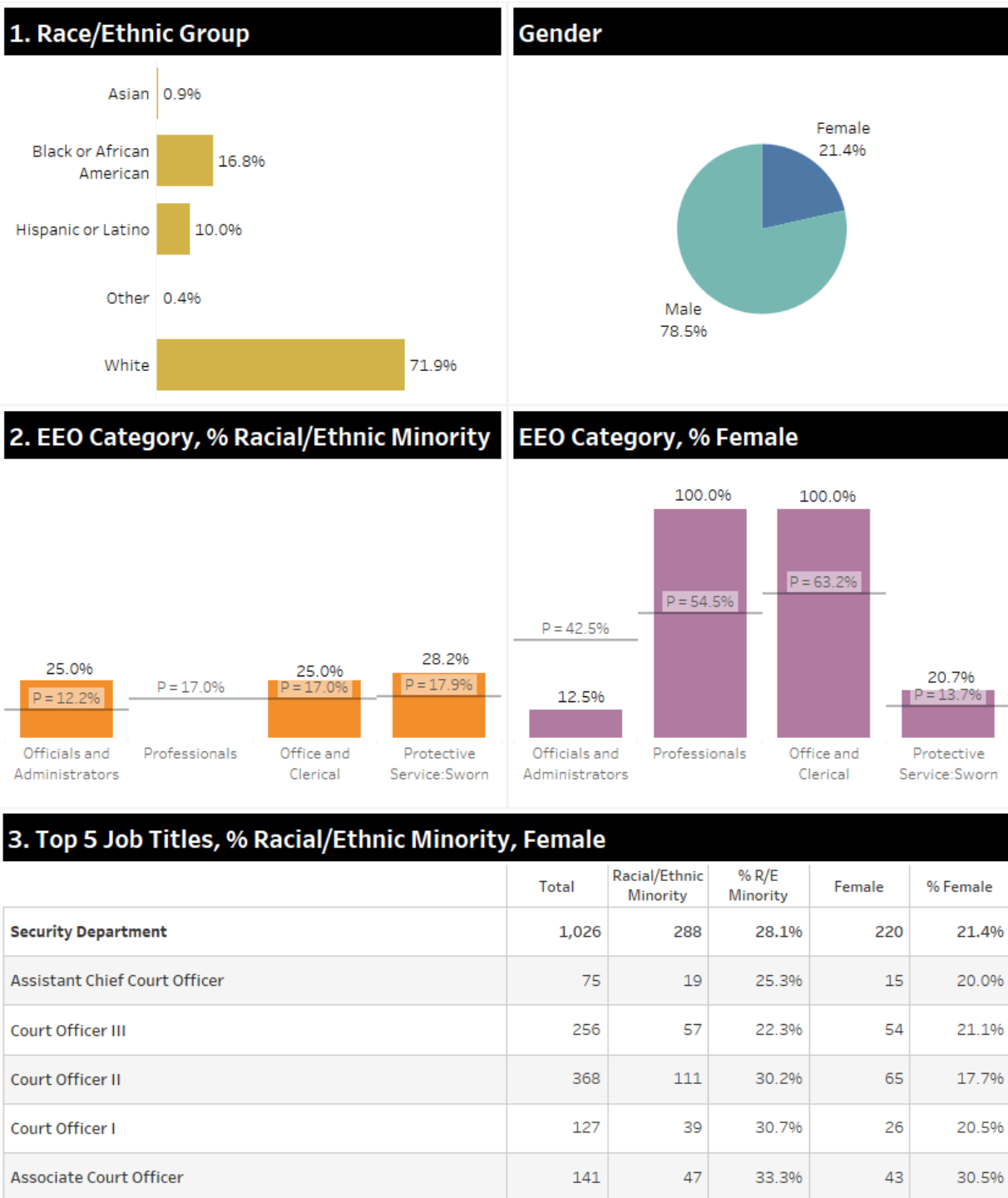


Figure 14: Security Department, June 2019

(Subtotals may not sum to 100% due to employees for whom race/ethnicity or gender is unknown; P = Parity - 2010 Census estimation of available workforce that is racial/ethnic minority or female in this job category.)



COURT INTERPRETER SERVICES

The Trial Court Office of Court Interpreter Services (OCIS) was established to allow all persons within the Commonwealth, regardless of their literacy or proficiency in the English language, to have equal access to the courts and to justice, and have access to all of the services and programs provided in court facilities. OCIS provides language services for over 106,000 court events in 104 languages annually, in accordance with standards, procedures, and policies that are in the process of revision. As of the end of FY2019, 40 staff interpreters support the needs of court users in the following languages: Spanish (63.4%), Portuguese (14.7%), Haitian Creole (3.6%), as well as Cape Verdean (3.3%), Vietnamese, ASL, Arabic, Mandarin, Khmer and Russian. The use of 150 contract interpreters further enhance language access capacity.

Spanish Language Requests

In FY2019, OCIS received ~67,600 requests through the MassCourts case management system in advance of the court date for Spanish language access. Of those requests 99.1%, or 67,589, received a Spanish interpreter for language access.

Requests received on the date needed are categorized as added-on requests. In FY2019, OCIS received 2,601 added-on requests for Spanish language access. Of those 91.3%, or 2,376, received a Spanish interpreter for language access.

Combined all Spanish requests total 70,190, with 98.8% or 69,370 fulfillment.

The difference in fulfillment between types of requests highlights that court users benefit if requests are received in advance of the date of service and if additional interpreter resources are available.

Additional language resources would allow OCIS to assign floaters who could be readily available when added-on requests occur. Currently, OCIS relies upon interpreters that are already scheduled and on assignment for the given day to take on the added-on requests after they have completed their scheduled assignments. Additional staffing and contract resources would fill these gaps and expand the reach of the Court's language access service.

Languages Other Than Spanish (LOTS) Requests

In FY2019, the Office of Court Interpreter Services (OCIS) received 33,320 requests in MassCourts in advance of the court date for languages other than Spanish. Of those requests received, 99.1% or 33,034, received an interpreter for language access.

Requests received on the date needed, or added-on requests, totaled 2,885, with 97.1% or 2,800 receiving an interpreters. Combined all non-Spanish requests totaled 36,205 with a fulfillment rate of 99% or 35,834.

Figure 15
Spanish Interpreter Requests FY19
Fulfillment Rate By Request Type

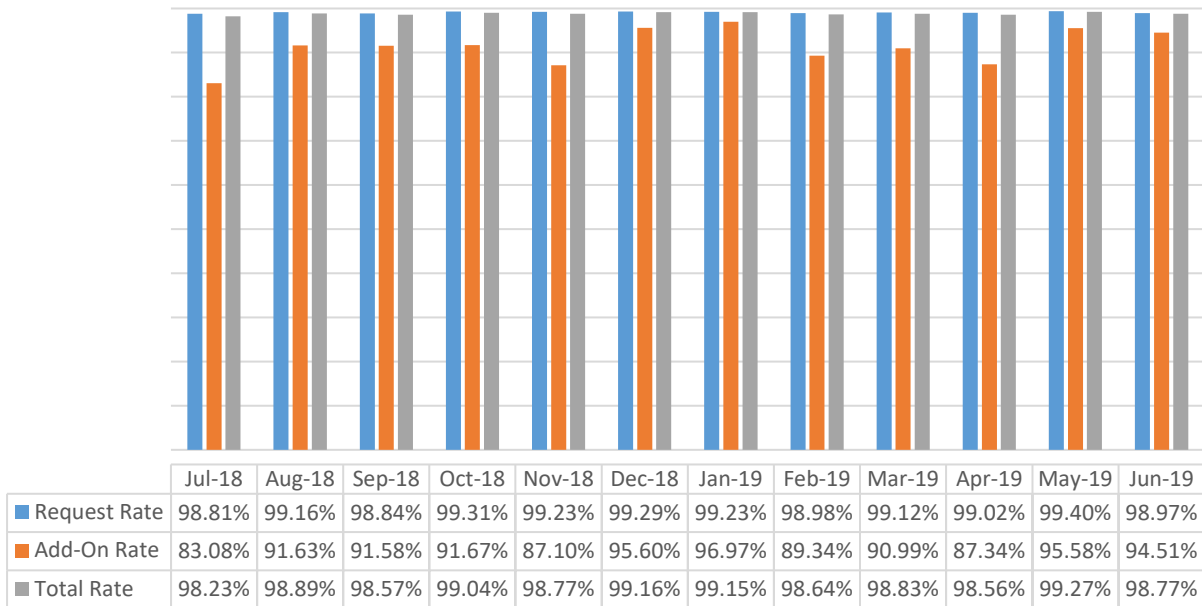
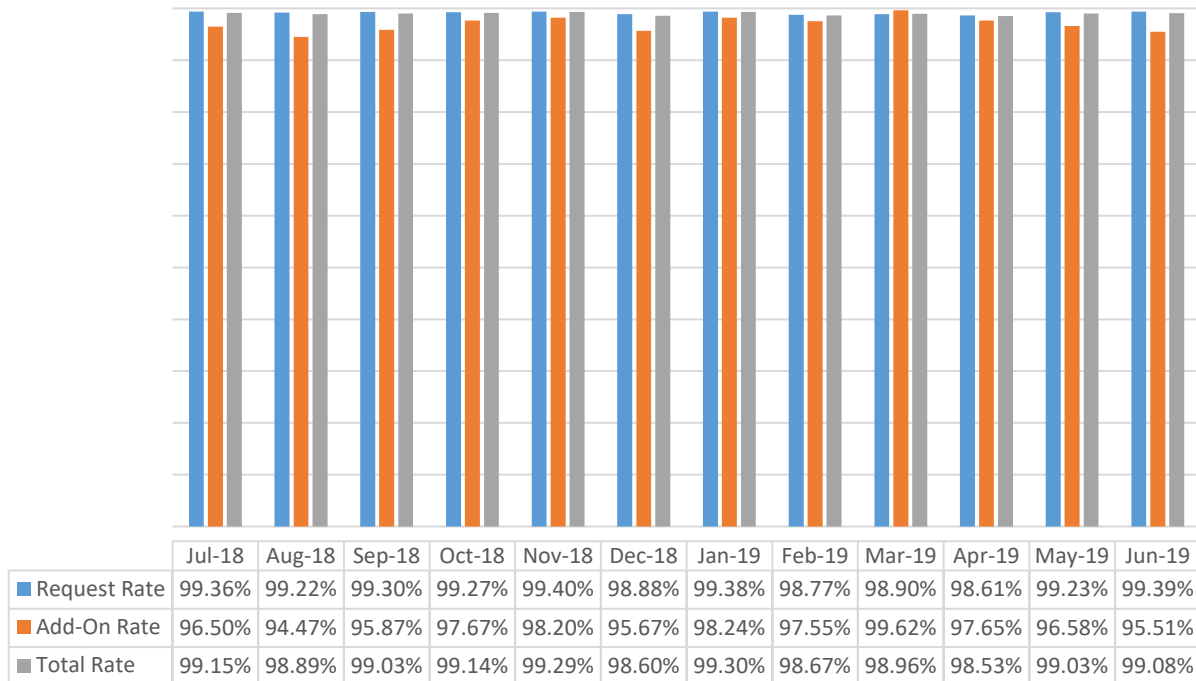


Figure 16
Non-Spanish Interpreter Requests FY19
Fulfillment Rate By Request Type



COURT SERVICE CENTERS

The Massachusetts Trial Court established its first Court Service Centers (CSC) in 2014 in Greenfield and Boston and has since added centers in Lawrence, Brockton, Springfield, and Worcester. The CSCs work to engage the public and communities to enable greater access to the justice system for self-represented litigants.

CSCs help people navigate the court system through free, in-person service to those needing assistance with all types of court matters. CSCs have computers with access to online resources that are available to court users on a first-come, first-served basis. Some CSC staff speak languages other than English, but most services provided to Limited-English Proficient court users are conducted through phone interpretation. Court users also receive translated forms, as needed. CSCs collaborate with various court departments and outside agencies to offer self-represented litigants procedural and legal information, one-on-one assistance with filling out forms, access to interpreter services, assistance with legal research, as well as contact information for community resources, legal assistance programs, and social service agencies. The CSCs do not provide legal advice but can provide legal information on how the court works and the different options available.

In FY2019, 59,779 people visited the Trial Court's six Court Service Centers.

JURY COMMISSIONER

The OJC tabulates the responses for three different groups: (1) those who responded to the survey (including those disqualified from service); (2) those who appeared for jury service, and (3) those who appeared and were impaneled on a jury. The results are tabulated and compared against federal census figures (See Figure 17).

Historically, these figures have tracked fairly closely statewide to the population as reported in the federal census figures. The exception is Asians and Hispanics, who do not qualify for service due to lack of citizenship or English language facility at a much higher rate than the other groups. The OJC has reviewed census data on these groups – non-citizen/non-English speakers among Asians and Hispanics – to confirm that the rates of citizens appearing for service is on track with their representation in the population.

The diversity and representativeness of the Massachusetts jury pools is attributed to the superior quality of the source list for the Massachusetts master juror list. Massachusetts uses the mandatory annual municipal census as its source list, which is widely believed to be one of the best source lists in the country because it is refreshed annually and is all-inclusive, unlike self-selecting, multi-year sources, such as voter registration lists or driver registration lists.

Figure 17
Federal Census and Selected Juror Populations

Demographic Category	Federal Census 2010		Jurors Who Responded to Demographic Survey		Jurors Who Appeared for Juror Service Population		Jurors Who Appeared & Were Impaneled	
Race	Population	%	Population	%	Population	%	Population	%
Black/African American	315,902	6%	45,382	6%	13,760	7%	2,458	7%
White	4,217,035	82%	564,014	79%	166,589	82%	28,150	82%
Native Hawaiian/Pacific Islander	1,692	0%	715	0%	186	0%	25	0%
Asian	270,514	5%	36,934	5%	7,718	4%	1,287	4%
American Indian/Alaskan Native	13,622	0%	1,241	0%	310	0%	49	0%
Other	309,941	6%	63,332	9%	14,423	7%	2,292	7%
Total	5,128,706	100%	711,618	100%	202,986	100%	34,261	100%
Ethnicity	Population	%	Population	%	Population	%	Population	%
Yes, Hispanic/Latino	416,775	8%	66,283	9%	14,452	7%	2,277	7%
No, Not Hispanic/Latino	4,711,931	92%	640,876	89%	187,695	92%	31,869	93%
No Response Hispanic/Latino	-	0%	12,223	2%	2,379	1%	274	1%

PROTECTED CLASS INVESTIGATIONS

The Office of Compliance and Investigations (Office) investigated various types of complaints in Fiscal Year 2019 detailed in Figure 18. We anticipate a further increase in complaints and investigations, when the Trial Court promulgates the new policies in late 2019. . The Office received 59 complaints in FY2019. The Office substantiated 7% based on violations of the Anti-discrimination and Sexual Harassment Policies. Based on the information gathered through investigative process, complaints resulted in one of the following findings:

1. Substantiated- Based on the information gathered through the course of a formal investigation, there was sufficient credible information to find a violation of the Trial Court's Discrimination and Harassment Policies.
2. Unsubstantiated- Based on the information gathered through the course of a formal investigation, there was insufficient information to find a violation of the Trial Court's Discrimination and Harassment Policies.
3. Referred- Based on the information gathered during the initial inquiry stage, it was determined that the complaint falls within another office's purview (e.g. Human Resources or Administrative Office).
4. Informal Resolution - Based on discussions with the parties prior to a formal investigation, an informal resolution sufficiently addressed the concerns raised.

PLANS FOR FY2020

Rollout of Policies Governing Sexual Harassment and Discrimination

New Employment Discrimination and Sexual Harassment Policies and Procedures were finalized in FY2019. These policies define a process for employees to file a complaint, as well as timelines for review and investigation. In FY2020, these new policies will be promulgated, and an outside trainer has been retained to provide courtwide training on the new policies.

Community Outreach Pilot with the National Center for State Courts (NCSC)

Massachusetts was chosen as one of six states to participate in a pilot community engagement project with the National Center for State Courts. The three pilot sites in Massachusetts, Springfield, Holyoke, and Chicopee, will lead community engagement sessions in late 2019 focused on discussing the barriers to seeking substance abuse treatment in their respective communities, and implement solutions to address those barriers in 2020. NCSC will provide technical assistance and evaluate Trial Court efforts at the conclusion of the pilot.

Figure 18: Protected Class Investigations

(NCR = Non Civil Rights Complaint; The total number of complaints do not equal the number in each category because some complaints have greater than one allegation)



* For definitions of findings, please see previous page.

Cultural and Racial Experiences (CARE) Training

The Trial Court is preparing to launch a new training program focusing on cultural and racial experiences. The training will allow Court employees to reflect on the role identities play in their personal and professional lives to better support them in their work with Court users. Similar to the Signature Counter Experience program, this program will be facilitated at individual courthouses and involve all Court teams.

Listening Sessions

The Trial Court will continue to hold internal listening sessions to obtain employee perspectives on diversity, equity, and inclusion. During these sessions, court leaders highlight ongoing efforts around diversity, equity, and inclusion, and then encourage discussion from employees across departments. The feedback gathered through these sessions will continue to inform strategic priorities. Additionally, the Trial Court plans to conduct community listening sessions in order to better understand the challenges facing the people who appear in our courtrooms.

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