Diversity Report

COMMONWEALTH OF MASSACHUSETTS
THE TRIAL COURT

Fiscal Year 2022

EXECUTIVE STATEMENT

December 2022

The Massachusetts Trial Court encourages diversity across all levels of the organization, internally and externally; and we believe in the fair and equitable treatment of all people. Diversity, equity and inclusion are ethical and operational imperatives that are a core part of the court system's values and mission.

Through various initiatives, including our 2023-2025 Strategic Plan, we hope to further communicate that we are working to deeply embed equity and access within the court. In order to accomplish this goal, we are continuing to diversify our workforce to be more reflective of the communities we serve. This will ensure that we are including varying points of view in our decision-making, operations and actions. This goal is fundamental to achieving our mission and helps us to fulfill the court's purpose of delivering justice with dignity and fairness for all.

It is through our commitment to diversity, equity and inclusion that the court will build trusted relationships within the communities we serve, enable equitable and exceptional experiences for court users, and deliver the highest quality court services.

We are proud of the work the Trial Court has done to advance diversity, equity, and inclusion. While we realize there is more to do, we are confident that we can meet the moment and continue to support the justice needs of the Commonwealth of Massachusetts.

Jeffrey A. Locke
Chief Justice of the Trial Court

John A. Bello
Court Administrator

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Brockton Trial Court

MISSION STATEMENT & REPORT OVERVIEW

TRIAL COURT MISSION STATEMENT

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 (EOTC) is led by the Chief Justice of the Trial Court and the Court Administrator. The EOTC oversees judicial and court operations, including the Office of Court Management, while working with the seven Trial Court Departments and Commissioners of Probation and Jury to 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. Additionally, the EOTC oversees the development and implementation of strategic planning for the Trial Court.

REPORT OVERVIEW

The Trial Court's annual Diversity Report shares the Trial Court's efforts to advance diversity, equity, and inclusion in Fiscal Year 2022 (FY22). Diversity, equity, and inclusion remain an integral part of the Trial Court's strategic efforts and vision, where all are welcome and unfailingly treated with dignity and respect.

Over the past year, the Trial Court has continued engagement in activities and efforts that serve to build a more inclusive and equitable workforce and workplace. This collective work has increased community outreach, expanded professional development and training for court personnel, and advanced research to understand the court user experience.

This report includes a snapshot of the Trial Court workforce at the end of FY22 (figure 1 on page 21), total hires and promotions by race and by gender in FY22 (figure 2 on page 22), and longitudinal data for positions with the largest number of personnel in those roles.

OFFICE OF DIVERSITY, EQUITY INCLUSION & EXPERIENCE (ODEIE)

Over the past year, the Office of Diversity, Equity, Inclusion and Experience (ODEIE) has continued to champion an inclusive culture and support continuous systemic improvement, while also building organizational capacity by advancing the Trial Court's diversity, equity, and inclusion goals to improve the experience of court users and personnel.

INFORMATION GATHERING

INTERNAL LISTENING SESSIONS

Between January-March 2022, ODEIE facilitated listening sessions with Probate and Family Court leadership. The purpose of these sessions was to create space for open dialogues between court leaders and personnel about workplace culture.

In March 2022, ODEIE hosted four organization-wide listening sessions and surveyed personnel to learn about their experiences dealing with race and bias, in the workplace, to better understand and enhance our workplace culture.

PARTNERSHIP WITH BENTLEY UNIVERSITY

The Trial Court continued its ongoing collaboration with Bentley University. This consisted of working with students and faculty from the User Experience Center and supporting their research on the current state of way-finding in various courthouses, culminating with a comprehensive report of recommendations and proposed solutions.

DIVERSITY TRAININGS DELIVERED IN FY22

BEYOND INTENT: *Understanding the Impact of Your Words & Actions*

ODEIE worked collaboratively with various departments to deliver virtual sessions of *Beyond Intent: Understanding the Impact of Your Words and Actions* to members of the Probation Department and Probate and Family Court.

This is an interactive training designed to teach participants how to respect diversity and recognize the unique contributions that everyone brings and how those differences create an inclusive work environment that maximizes the potential of all employees to do their best work in support of court users.

CENTERING DIVERSITY, EQUITY, INCLUSION, & EXPERIENCE (DEIE)

During the last quarter of the fiscal year, ODEIE deployed a new training as an introduction to the topics of diversity, equity, inclusion, experience.

This training, *Centering Diversity, Equity, Inclusion, & Experience* (DEIE) is an interactive training that serves as an introduction to the impacts and importance of creating and maintaining a workplace culture that is diverse, equitable, and inclusive. Through the introduction of cultural proficiency and the exploration of DEIE key concepts participants will be provided with opportunities to reflect and practice implementing these actions in their daily work with court users.

OFFICE OF DIVERSITY, EQUITY INCLUSION & EXPERIENCE (ODEIE)

WOMEN'S HISTORY MONTH COURT-WIDE CELEBRATION

In March 2022, the Court celebrated Women's History Month. ODEIE collaborated with leaders from Chelsea District Court and the Probation department to host a virtual Women's History Month celebration supporting the 2022 theme, *Women Providing Healing, Promoting Hope*.

Women from throughout the court collaborated on a video describing how their work contributes to this theme. This video was viewed during the Court's second annual virtual celebration, which was an opportunity to honor, recognize, and hear from women working within the Trial Court who have impacted our courts by providing healing and promoting hope.

MONTHLY RECOGNITION: DIVERSE HOLIDAYS & OBSERVANCES

One of the characteristics of an organization working towards inclusive excellence is an appreciation for dates and events that are important to a wide range of people's identities, cultures and religions.

The Trial Court celebrates diversity and inclusion of all communities, and highlighting various holidays and observances supports an ever-growing, inclusive environment. Recognizing these moments is an important element in advancing DEI within the court.

To support inclusive excellence, ODEIE established a recurring monthly feature on the Trial Court employee intranet, called Courtyard.

UPSTANDER VIDEO: *A call-to-action for all*

Throughout FY22, ODEIE produced a video called, *Upstander*. An upstander is a person who has chosen to make a difference in the world by speaking out against injustice, creating positive change, and refusing to stand idly by in the face of discrimination.

The video is a call-to-action to stand up when employees witness injustice. Being an upstander at the Trial Court means standing up against disrespectful words and actions when employees hear or see them because they do not promote inclusiveness. This video honors the legacy of former Supreme Judicial Court Chief Justice Ralph Gants who was a tireless advocate for justice in all its forms.

CONVERSATIONS ON RACE

THE LATINX EXPERIENCE

In collaboration with various court departments, ODEIE organized and facilitated courtwide *Conversations on Race: The Latinx Experience* during National Hispanic Heritage Month 2021.

This event provided the opportunity to highlight the commitments of Hispanic/Latinx personnel within the court and allowed for all participants to engage in dialogues on what they heard.

OFFICE OF DIVERSITY, EQUITY, INCLUSION & EXPERIENCE

EXTERNAL PARTNERSHIPS

ODEIE is routinely sought to partner with external agencies and organizations to advance DEIE efforts within the legal community, locally and nationally.

In FY22, ODEIE team members facilitated:

- *Signature Counter Experience* training for Oregon State Courts
- Implicit bias program for incoming first-year law school students
- *World Café* sessions with law firm audience to find solutions to advance DEI

SPEAKING ENGAGEMENTS

2021 American Probation and Parole Association Conference (panel participation)

2021 Appellate Practice Conference (panel participation)

Additionally, the Trial Court hosted the 2021 National Association for Presiding Judges and Court Executive Officers virtual conference, where the Chief Experience and Diversity Officer participated in a panel discussion about the Trial Court's Leadership Capacity Building training.

MASSACHUSETTS PROBATION SERVICE

ENGAGEMENT

MPS has developed various posters & signage designed to promote court values, establish psychological safety, and support people from diverse identities.

- The Diversity Pledge was developed and provided in several world languages.
- Safe Space Poster was deployed across the department to show support to employees and probationers.
- Cultural Appreciation Week promotion raised awareness and engagement by establishing an annual theme and tagline (FY22 imagery below.)
- Behavioral Health Initiative for Justice Involved (BHJI) videos serve to build trust in communities of color.
- Developed a diversity calendar.
- DEI Information Graphic (infographics) were created to enhance learning and understanding for different audiences.

JUSTICE AND CULTURE: BRIDGING THE GAP

MASSACHUSETTS PROBATION SERVICE (MPS)

INFORMATION/TRAINING

The Violation of Probation I & II trainings have incorporated the Bias Check from chapter 1 of the Sentencing Guidelines. We offer this bias check not just for when Probation Officers (POs) are calculating the guideline sentence, but also whenever a PO is engaging in discretionary decision making, e.g., filing a notice of violation on a non-criminal violation.

- Training Report sent to the Special Legislative Commission on Structural Racism in the Massachusetts Probation Service
- *Beyond Intent* program presented
- *Seeing Racial and Ethnic Disparities* (RED) program presented
- Specialized trainings connected to certain cultural observances
  - *Asé*
- Community Justice Support Centers (CJSC) vendor staff trained
- LGBTQ training initiatives conducted
- Maebright Trainings held for staff

As discussed in the Sentencing Guidelines, in some court decisions a best practice in reducing and eliminating implicit bias is to create deliberative processes to guide discretionary decision-making. With this in mind, MPS has woven equity and inclusion into its policies, standards, and protocols to ensure fair and equitable practices.

Beyond Intent: Understanding the Impact of our Words and Actions – Training delivered by Trial Court Office of Diversity, Equity and Inclusion designed to help CJSC staff understand the benefits of respect, civility and inclusion as integral to creating a safe, healthy and inclusive workplace

Addressing Racial Trauma – Training delivered by Institute for Health and Recovery designed to provide CJSC staff with information on the impact of racial trauma, ways to promote equity in therapeutic environments, and how to support healthy treatment

WORKFORCE DEVELOPMENT

Employment & Hiring

MPS currently employs 1,718 employees. Over 75% (1,161) of the departmental workforce identify as female.

Over the last six years, MPS has seen an increase in diverse hiring across most position titles with the greatest increase in the Associate Probation Officer position, which is the position that creates the career ladder for individuals to move up. Additional stats include:

- 69.2% of Associate Probation Officer hires were persons of color
- 36.4% of Probation Officers were persons of color
- 25% of Assistant Chief Probation Officer promotions were persons of color

ACCESS TO JUSTICE (A2J)

BRIDGING THE TECHNOLOGY DIVIDE DURING THE PANDEMIC

As the Trial Court transitioned to offering virtual services to address the challenges brought about by the COVID-19 pandemic, the Access to Justice (A2J) team focused on ensuring that our most vulnerable court users did not get left behind in the digital divide by bringing technology and services to those who need it the most.

Seven virtual rooms came to life in 2021. The Worcester District Court Zoom Room is used daily by court-users, often with a waiting room due to demand. Additionally, a Library Initiative was created in 2021 to bring virtual court services to court users where they live via a partnership with the Trial Court and local public libraries.

Thanks to the Probate and Family Court's Administrative Office and Norfolk County Register of Probate, the library initiative launched in May 2021 with Norwood's Morrill Memorial Library. The court is expanding this effort to local libraries across the state, with Chelsea Public Library joining in August 2021 and Quincy's Thomas Crane Library, Boston Public Library's Grove Hall and Roxbury branches, and Chicopee Public Library expected to launch in Spring 2023.

BRINGING PLAIN LANGUAGE TO THE TRIAL COURT

The A2J team spent much of FY22 working to make Trial Court services and forms more readily understandable using plain language. Towards that end, the Trial Court received a Clear Communications Grant that funded the Plain Language and Simplified Court Procedures Project that was completed in conjunction with the National Center for State Courts (NCSC).

Through the collaborative efforts of several Trial Court departments, including A2J, Court Service Centers, Probate and Family Court, the grants team, and the Office of Language Access, the court created a Plain Language Guidance document, four informational brochures/guides, revised six commonly used court forms, and created a Summary Process Explainer video in English and Spanish. To share information about plain language with the Trial Court community, A2J and the Judicial Institute additionally created a 50-minute on-line training class to create awareness of the importance of the use of plain language in all interactions with court users and each other.

COURT SERVICE CENTERS (CSC)

The Massachusetts Trial Court established its first Court Service Centers (CSC) in Greenfield and Boston in 2014, and has since added centers in Brockton, Lawrence, Lowell, Springfield, and Worcester.
The CSCs do not provide legal advice but can provide legal information on how the court works and the different options available. CSCs 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.

In FY21, due to the global pandemic and the increasing need to keep vulnerable populations safe, but to also ensure court users had access to court services, the Trial Court created a Virtual Court Service Center. The Virtual CSC provided the same services as the brick-and-mortar CSCs, but through video conference software. In FY22, CSCs began operating a hybrid model that provided both in-person services and remote services through the Virtual CSC and individual CSCs. Utilizing this hybrid model allowed court users statewide to receive services remotely, while also ensuring court users who preferred in-person assistance to also have this option. Additionally, returning to limited in-person services has allowed for more streamlined interaction between court departments when court users are navigating their way around the courthouse.

CSCs provide self-represented court users assistance with all types of court matters, but particularly family, housing, and small claims matters.

In order to meet the needs of our diverse court users, CSCs staff and interns represent a diverse makeup of race, ethnicity, gender, gender identity, socio-economic status and language skills. CSC staff and volunteers speak multiple languages. During summer 2022, CSCs recruited and supervised 82 interns of whom 38 spoke a second language. CSCs also service Limited English Proficient court users through phone interpretation.

In FY22, 28,864 people received services from the Court Service Centers, including in-person and remote services.

OFFICE OF LANGUAGE ACCESS & COURT RECORDS DEPARTMENT

The Office of Language Access (OLA) and Court Records Department for the Trial Court is responsible for statewide oversight of court programs and services relative to spoken language access to interpreters and translators for the limited English proficient (LEP), and American Sign Language (ASL) or Communication Access Real-Time Translation (CART) for the Deaf and Hard of Hearing (DHH) individuals. They also provide access to administrative records and trial transcripts of digitally recorded court proceedings for the bench, the bar, public, and for the most part self-represented litigants (SRL), to effectively access all aspects of the judicial system.

Reflective of the public, and particularly the communities the court serves, the departmental team, including interpreters, schedulers, coordinators, technicians, and assistants, advance diversity and inclusion.

The multidimensional operations of the Office of Language Access (OLA), the Office of Transcription Services (OTS), and the Office of Records Management (ORM), ensures all laws, court rules, regulations, and standards for court programs and services are met. These include Title IV of the Civil Rights Act of 1964, Executive Order 13166 that strengthened Title IV in 2000, the Trial Court's Uniform Transcript Format (UTF) of 2008, the Standards and Procedures of the Office of Language Access of 2009, and 2021, and the Supreme Judicial Court's Rule 1:07 Fee Generating Appointments for all qualified candidates for appointments to produce trial and appellate transcriptions, and Rule 1:11 relative to the disposal of court papers and records for retention.

In FY22, the Court received 159,953 interpreter requests to support 108 languages. Below, are the top 25 languages requested for interpretation.

1	Spanish	105,918
2	Portuguese	26,234
3	Haitian Creole	5,039
4	Cape Verdean	4,694
5	Vietnamese	2,389
6	Chinese Mandarin	2,318
7	Arabic	2,148
8	American Sign Language (ASL)	1,418
9	Russian	1,154
10	Chinese Cantonese	1,059
11	Khmer	901
12	Swahili	501
13	French	414
14	Albanian	400
15	Somali	372
16	Polish	356
17	Nepali	347
18	Hindi	269
19	Amharic	234
20	Italian	206
21	Greek	199
22	Korean	198
23	Turkish	166
24	Bengali	162
25	Laotian	143
	Other	2,714
	Total	**159,953**

OFFICE OF WORKPLACE RIGHTS & COMPLIANCE (OWRC)

Whether by calls to the Hotline or emails to WorkplaceRights@jud.state.ma.us. or FairAndEquitableJusticeForAll@jud.state.ma.us, the Office of Workplace Rights and Compliance (OWRC) received 237 complaints alleging discrimination, harassment or retaliation in FY22. Of these complaints, 25 were referred to other departments, such as Human Resources, but OWRC stayed connected with the parties until their concerns were resolved.

Complaints were considered withdrawn if the parties contacted OWRC, learned of their options and chose to pursue other options or never advised how they wanted to proceed. Every party is informed that they can contact OWRC at any time if they change their mind and want to pursue a complaint in the future.

Once a complaint is determined to be within the jurisdiction of OWRC, an investigator is assigned to the case. The investigator speaks with the Reporting Party, informs them of their options, including to pursue an investigation or to seek a resolution that they believe will address their concerns. 45% of the Reporting Parties chose to mutually resolve their complaints in FY22.

Of the 71 complaints investigated (see figure 17 on page 38), 46% were substantiated, meaning it was determined that, more likely than not, the conduct occurred, and it violated either the Policy Against Discrimination and Harassment (”Substantiated”) or the Policy Against Unprofessional Conduct of a Trial Court Employee (”Unsubstantiated but Unprofessional”).

Fifty-four percent of the complaints were determined to be unsubstantiated. This result can be due to a lack of enough evidence to determine whether it was more likely than not that a policy was violated.

OWRC oversees requests from court users seeking ADA accommodations. The OWRC ADA Manager works with the local court's ADA Coordinator to provide reasonable accommodations. OWRC also handles religious or disability accommodations requests as a result of COVID-19 protocols in place.

In FY22, OWRC introduced a new training, *Upstander Intervention,* encouraging employees to stop, address, or report any incident of discrimination or harassment, and provided tools on how best address such incidents. OWRC also led an ADA Task Force with internal and external stakeholders to improve the request process for those seeking reasonable accommodations from the courts.

CONTACT OWRC

Mailing Address:
Two Center Plaza,
Suite 540, Boston, MA 02108

Hotline:
(617) 878-0411

Email:
WorkplaceRights@jud.state.ma.us

HUMAN RESOURCES (HR)

HIRING UPDATES

HR's Talent Acquisition (TA) team facilitates a fair and merit-based hiring process for the court system. In FY22 the Talent Acquisition team launched a new applicant tracking system in July 2021, and have been implementing system and process improvements to enhance efficiencies and decrease time to fill open positions. In FY22, the court filled 47% more positions than the Court did in FY21.

HR now uses a customer focused model, with each department in the Trial Court assigned a Talent Acquisition Advisor to support their hiring needs. Talent Acquisition Advisors spend time in the field getting to know the needs of court departments, and the communities they serve. Outreach to community groups and professional affinity groups to establish and nurture relationships to ensure that the Trial Court is attracting a broad range of diverse candidates is a key part of this strategy.

EXAM ADMINISTRATION

The Human Resources Department completed an RFP process for a vendor to work with the Trial Court to develop, validate, and administer written exams, as well as other selection tools, for the positions of Court Officer, Probation Officer, and promotional opportunity positions in those job fields. This has been a collaborative effort with the Office of Court Management Human Resources, Security Department, and Massachusetts Probation Services.

Through this process, the Trial Court will work with the vendor and stakeholders to look at best practices, and ensure valid, reliable, fair exams and selection tools are administered to identify the best candidates, all while mitigating adverse impact on women and people of color.

Chelsea Trial Court

THE JUDICIAL INSTITUTE (JI)

CONVERSATIONS ON RACE:

The Latinx Experience

This program, honoring and bringing awareness to Hispanic and Latinx Heritage Month, provided an online forum to hear from court colleagues about their lives and the beauty and challenges they have experienced as members of the Hispanic/ Latinx community.

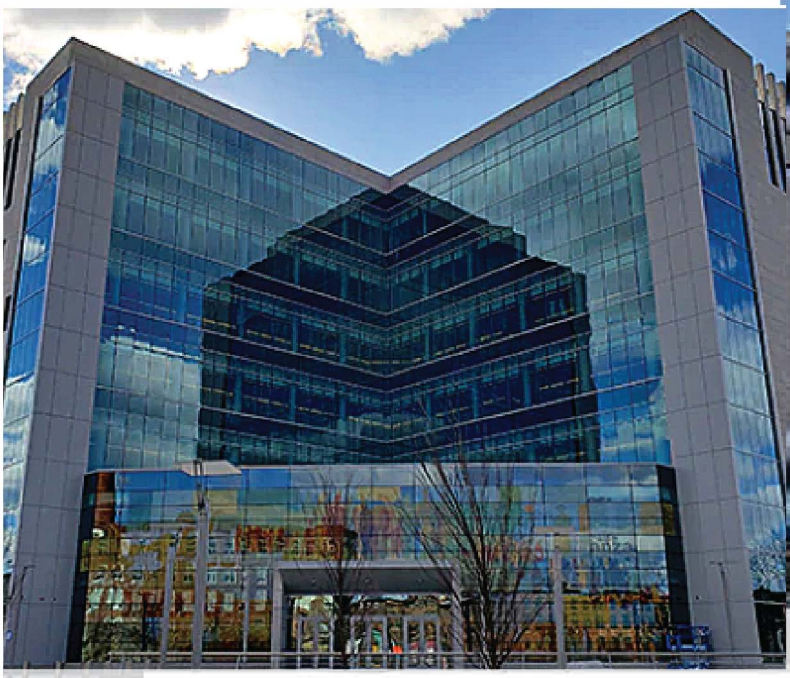
Participants also engaged in small group discussions about what they, individually and collectively as a court system, can do to learn more about different cultural backgrounds and experiences. The session had 84 participants.

TRAINING SUPPORT:

Beyond Intent: Understanding the Impact of Your Words & Actions

This interactive training helps participants understand the benefits of respect, civility, and inclusion in the workforce as integral to a safe, healthy, and inclusive workplace. JI collaborated with ODEIE to promote and deliver this program. Through this training, faculty raise awareness of the dimensions of identity that employees may encounter in their daily interactions with each other, and of the impact of words and actions on others.

In FY22, 13 sessions were presented to 283 participants, and 14 sessions were held from October through December 2022.



Lowell Justice Center

THE JUDICIAL INSTITUTE (JI)

WOMEN ON THE BENCH: BEING PREPARED TO NAVIGATE GENDER-RELATED EXPERIENCES

March 2022

This education program promotes impartial and equitable treatment through mentor-coaching.

Specifically, panelists discuss the mentor-coach's role in promoting judicial core competency, impartial and equitable treatment. Topics in the program include exploring why it is critical for mentor-coaches to open the door to conversations about race and bias with their mentees, and discussing what they can do to support judges in understanding and managing experiences with race or bias. Mentor-coaches and new judges role-play hypothetical conversations regarding issues of race or bias.

The program was repeated in November 2022.

ONLINE CONTENT VENDOR

Request for Proposal (RFP)

RFP development began in June 2022, with the full process expected to conclude in February 2023.

The Judicial Institute is seeking vendors to provide learning content for the online training center. The court will contract with the successful bidder, who will provide online courses for all employees and judges through the Trial Court's eLearning Center.

The JI will purchase online content that is in line with the Trial Court's commitment to diversity, equity, and inclusion. Courses will have diverse faculty that reflect a recognition, understanding, and appreciation of differences in culture, identity, and experience. Courses will provide language and disability access and promote the treatment of all court staff and court users with dignity and respect.

FACILITIES MANAGEMENT & CAPITAL PLANNING

The Facilities Management and Capital Planning department is dedicated to fostering a diverse work environment and ensuring access to justice for all.

Throughout FY22, the Department completed a number of initiatives to improve public and staff access to courthouses across the Commonwealth. Below is a sampling of access-related projects:

Region 2

Fitchburg District Court

- Handicap ramp restored.
- Accessible restroom connected to the Court Officer Control Room opened.
- Accessible holding cells were installed.

East Brookfield

- ADA accessible Clerk's Public Service Counter

Region 3

Lynn District Court

- Installed a new ADA compliant front door.

Lawrence District Court

- Installed a new ADA compliant transaction counter.

Region 5

Edward W. Brooke Courthouse

- Reengineered parking spaces to add two additional ADA parking spaces.
- Designated two public bathrooms as gender-neutral and changed the signage to reflect this change.

The Facilities Management and Capital Planning Department remains committed to maintaining a diverse workforce. In an effort to ensure diversity, equity, and inclusion in the future, the Facilities Management and Capital Planning Department is committed to changing the face of the departmental leadership by onboarding a more diverse managers.

Currently, the Facilities Department totals 375 staff, consisting of 263 male, 111 female and a BIPOC percentage of 42.9%.

COURT SECURITY

After a two-year pause, the Security Department scheduled leadership training for Security Supervisors.

In June 2022, Office of Diversity, Equity, Inclusion and Experience (ODEIE) delivered *Beyond Intent: Understanding the Impact of our Words and Actions* training to Assistant Chief Court Officers. Additionally, Chief Court Officers participated in *Beyond Intent* training in July 2022.

The Security Department held an Associate Court Officer Orientation in December 2021 that now includes Diversity training. New Court Officers, as of 2022, have also received this training in orientations.

OFFICE OF JURY COMMISSIONER

Data collected by the Office of Jury Commissioner (OJC) show that Massachusetts summoned and assembled a representative and diverse group of Massachusetts residents for jury service and seated them on juries.

Using the 2020 Federal census as a benchmark, the OJC tracks the demographics of those who respond to the summons (whether eligible to serve or not), those who appear for service at the courthouse, and those who are seated on juries. On each of these measures, the data indicate that Massachusetts is generally meeting its obligation to provide representative jury pools and juries.

It is important to note that two demographic groups, Asian and Hispanic/Latinx, are disproportionately likely to be ineligible to serve due to lack of citizenship and/or English language proficiency, both of which are required (by law) to perform jury service.

However, prior analyses have shown that the percentage of these two groups who appear for jury service accurately reflects the percentage in the population who are eligible to serve.

It must also be noted that the U.S. Census Bureau acknowledged upon the release of the 2020 Decennial Census that there had been a sharp and unexpected increase in respondents selecting "Other," possibly due to the greatly expanded range of examples offered to assist people in self-identifying. Anyone who selects more than one category (e.g., Black/African American and White) is classified as "Other."

The Census Bureau indicated that it was examining this unexpected result and would provide updates, but (as of publication of this report) there has been no further information.

Ruane Judicial Center, Salem

DEMOGRAHICS
BY COURT DEPARTMENT

TRIAL COURT DEMOGRAPHIC DATA

The Trial Court ended FY22 with 6,151 identified staff as outlined in Figure 1.

The year over year number of BIPOC Trial Court employees decreased from 1,634 to 1,629, or 0.3%.

The number of female Trial Court employees decreased from 3,613 to 3,602, or 0.3%.

Court employees self-report their gender, race, and ethnicity.

The percentage of BIPOC employees reported in all the figures do not include employees for whom race/ethnicity is unknown.

At the end of FY22, race/ethnicity was unknown for 3.4% of employees.

Gender for 0.7% of employees was not specified.

Figures 4 through 14 contain demographic data of staff by race/ethnicity and gender in the Executive Office and Office of Court Management, seven court departments, Massachusetts Probation Service, Facilities Management, and the Security Department with comparison of staff to the total available workforce in each EEO job category and the most common job titles held in each office/department.

In Fiscal Year 2023 (FY23), the Trial Court will continue to expand outreach to listen to and acknowledge the experiences of our community members with the justice system. Plans for FY23 include the launch and implementation of Strategic Plan 23-25, offering professional development and training opportunities to personnel, expanding recruitment efforts to hire and promote a diverse workforce, and continuing engagement with audiences through listening sessions, internally and externally.

Dedham District Court

EQUAL EMPLOYMENT OPPORTUNITY JOB CATEGORIES

The Equal Employment Opportunity (EEO) job categories (as 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 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 and 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 ChiefProbation Officer, Associate Probation Officer, Law Clerk.*
  Elected & Appointed: A subset of the "Professionals" category. Trial Court positions in this category include Justice, Clerk Magistrate, Register, Recorder, First Justice, and Chief Justice
- **Office/Clerical**: Includes all clerical-type work regardless 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**: 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.*
- **Technicians**: Occupations which require a combination of basic scientific or technical knowledge and manual skill, which can be obtained through specialized post-secondary school education or through equivalent on-the-job training. *Trial Court positions in this category include Facilities Systems Supervisor.*
- **Service Maintenance:** Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene, or safety of the 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.*

Figure 1: Trial Court Demographic Profile
Year-End FY22, Selected Titles

		Total	% BIPOC	% Female
Court Officials	Trial Court Chief Justice	8	13%	25%
	Justice	359	13%	45%
	Clerk of Court/Register (Elected)	28	7%	46%
	Clerk Magistrate/Recorder	88	7%	36%
	Asst Clerk/Judicial Case Manager/Asst Judicial Case Manager/Asst Register/Deputy Recorder	474	16%	56%
Probation Department	Chief Probation Officer	101	25%	45%
	Assistant Chief Probation Officer	193	18%	48%
	Probation Officer	642	30%	60%
	Associate Probation Officer	176	40%	74%
Security Department	Director, Deputy, and Regional Director	7	29%	29%
	Chief Court Officer	40	33%	15%
	Assistant Chief Court Officer	86	27%	21%
	Court Officer	693	28%	20%
	Associate Court Officer	133	41%	29%
Facilities Department	Director/Manager	15	0%	0%
	Maintenance	342	44%	28%
All Court Departments	Office/Clerical	2,189	26%	84%
Entire Trial Court		6,151	26%	59%
	Massachusetts Labor Market (2014-2018 Equal Employment Opportunity Tabulation)		23%	49%

Figure 2: FY20-FY22 New Hires, Promotions, and Separations

Historical numbers may differ slightly due to improvements in methodology year over year.

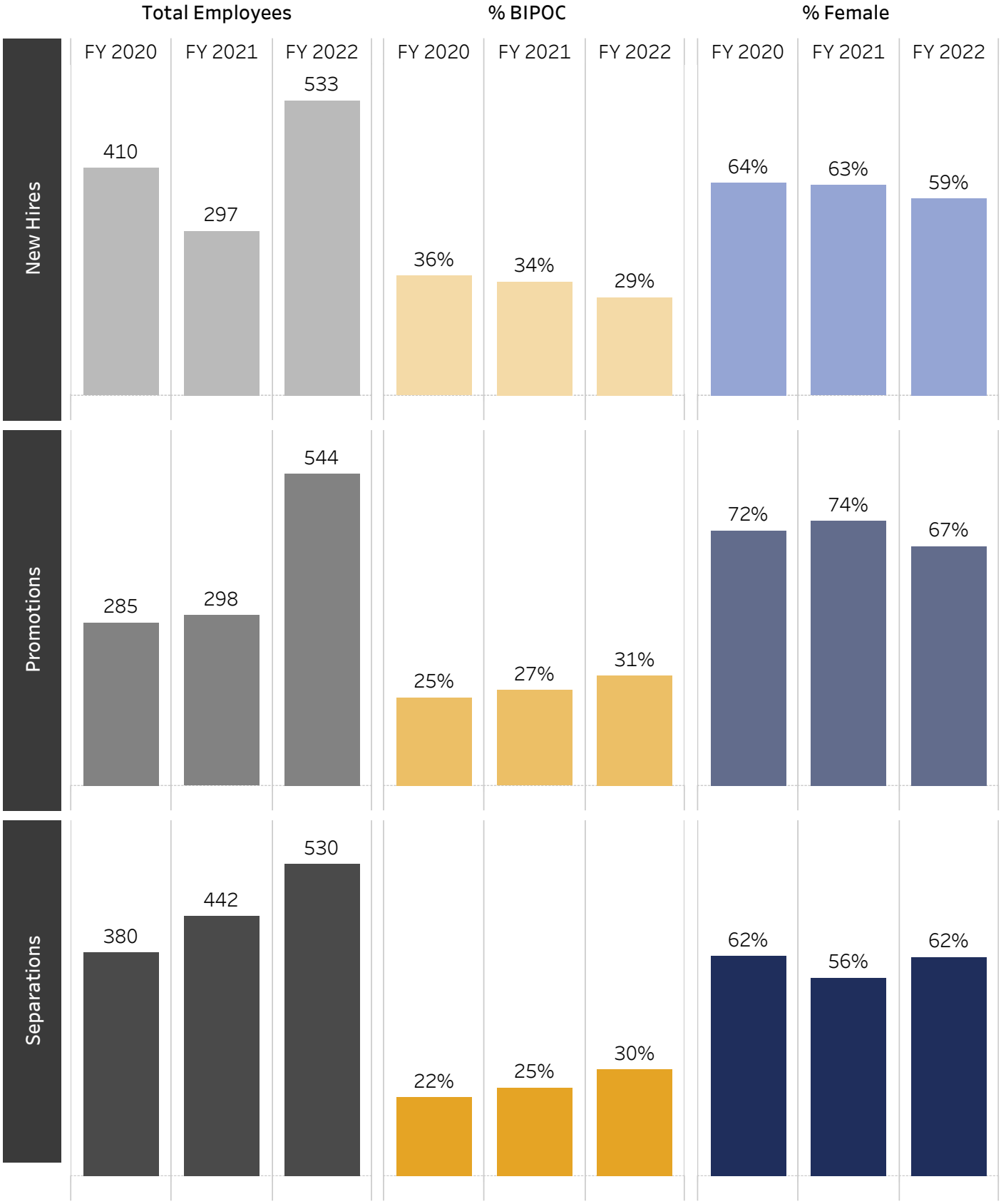


Figure 3: Trial Court Employees, Top 25 Titles
% BIPOC, % Female, End of FY18 to FY22

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

	Total Employees					% BIPOC					% Female				
	FY18	FY19	FY20	FY21	FY22	FY18	FY19	FY20	FY21	FY22	FY18	FY19	FY20	FY21	FY22
Justice	370	373	363	358	367	12%	11%	11%	12%	13%	44%	44%	44%	45%	44%
Clerk/Register/Recorder	115	117	116	115	116	8%	9%	5%	6%	7%	32%	32%	32%	37%	39%
Assistant Clerk/Judicial Case Manager/Asst Judicial Case Manager/Assistant Register/Deputy Recorder	433	442	438	445	474	12%	13%	13%	14%	16%	54%	54%	53%	54%	56%
Chief Probation Officer	97	88	96	99	101	21%	24%	23%	22%	25%	40%	40%	41%	45%	45%
Assistant Chief Probation Officer	176	194	184	176	193	19%	20%	19%	22%	18%	45%	48%	48%	45%	48%
Probation Officer	752	712	709	679	642	28%	29%	30%	29%	30%	59%	59%	60%	59%	60%
Associate Probation Officer	180	170	195	201	176	33%	35%	39%	41%	40%	71%	69%	69%	74%	74%

Figure 3: Trial Court Employees, Top 25 Titles
% BIPOC, % Female, End of FY18 to FY22

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

	Total Employees					% BIPOC					% Female				
	FY18	FY19	FY20	FY21	FY22	FY18	FY19	FY20	FY21	FY22	FY18	FY19	FY20	FY21	FY22
Probation Office Manager	86	86	83	87	86	12%	14%	16%	17%	17%	99%	99%	99%	98%	98%
Assistant ELMO Coordinator	76	41	41	40	42	24%	34%	34%	30%	31%	47%	46%	51%	50%	45%
Probation Case Coordinator	56	59	56	55	49	29%	32%	36%	36%	29%	98%	98%	98%	98%	98%
Probation Case Specialist	257	241	236	244	251	34%	34%	32%	33%	29%	91%	89%	90%	89%	88%
Assistant Chief Court Officer	63	75	75	72	86	27%	25%	28%	26%	27%	19%	20%	19%	19%	21%
Court Officer	794	751	713	709	693	27%	28%	28%	28%	28%	19%	19%	18%	19%	20%
Associate Court Officer	138	141	162	133	133	32%	33%	34%	35%	41%	29%	30%	30%	30%	29%
Senior Maintenance Technician	51	50	51	46	39	14%	16%	16%	15%	18%	0%	0%	0%	0%	0%
Custodian	202	205	212	201	185	58%	60%	63%	66%	66%	36%	38%	42%	44%	47%

Figure 3: Trial Court Employees, Top 25 Titles
% BIPOC, % Female, End of FY18 to FY22

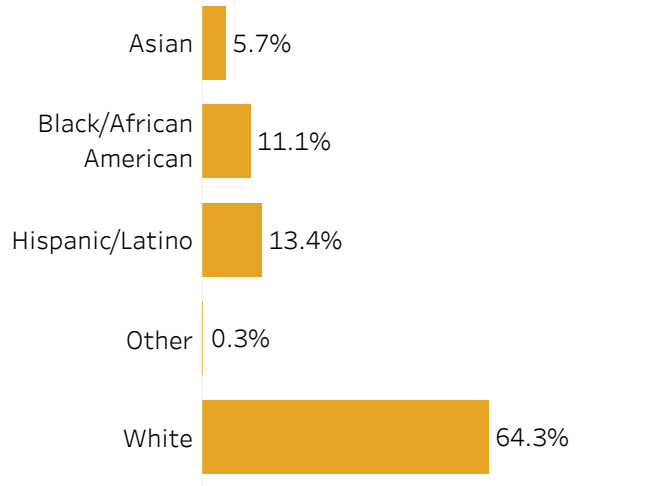
(In order to view related positions together, titles are displayed in the same order as in Figure 1.)

	Total Employees					% BIPOC					% Female				
	FY18	FY19	FY20	FY21	FY22	FY18	FY19	FY20	FY21	FY22	FY18	FY19	FY20	FY21	FY22
Head Administrative Assistant	70	67	66	58	45	14%	15%	17%	12%	18%	91%	91%	91%	91%	96%
Office Manager	97	102	103	104	101	18%	21%	21%	24%	25%	93%	93%	93%	94%	94%
Assistant Court Service Coordinator	42	41	41	41	35	21%	24%	24%	24%	23%	14%	17%	17%	17%	17%
Operations Supervisor	170	166	171	170	190	22%	22%	23%	24%	25%	93%	93%	91%	92%	92%
Sessions Clerk	184	198	202	198	213	18%	18%	20%	23%	24%	84%	86%	85%	86%	85%
Judicial Secretary	83	83	83	85	88	23%	23%	24%	20%	25%	95%	95%	95%	95%	95%
Head Account Clerk	82	80	82	84	87	17%	19%	20%	14%	18%	90%	90%	90%	88%	86%
Case Coordinator	206	208	204	192	199	20%	22%	22%	26%	24%	92%	89%	90%	89%	84%
Case Specialist	590	580	583	537	512	30%	34%	33%	34%	30%	83%	85%	85%	83%	79%

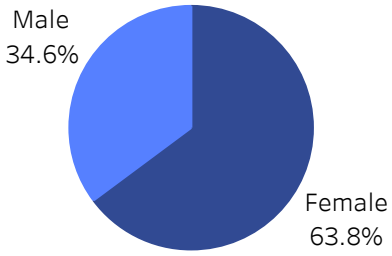
Figure 4: Executive Office of the Trial Court/Office of Court Management, Year-End FY22

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

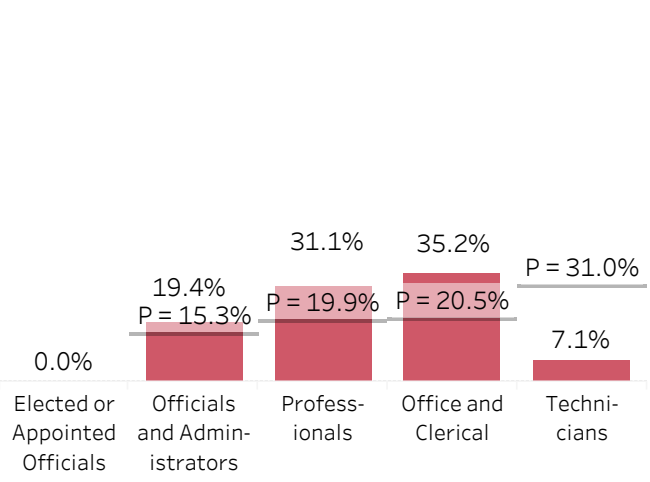
Race/Ethnic Group



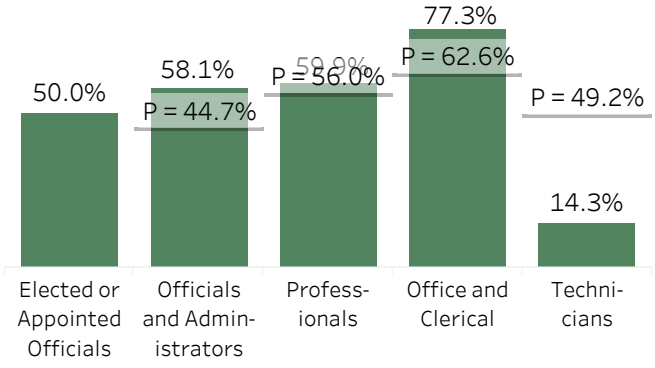
Gender



EEO Category, % BIPOC



EEO Category, % Female



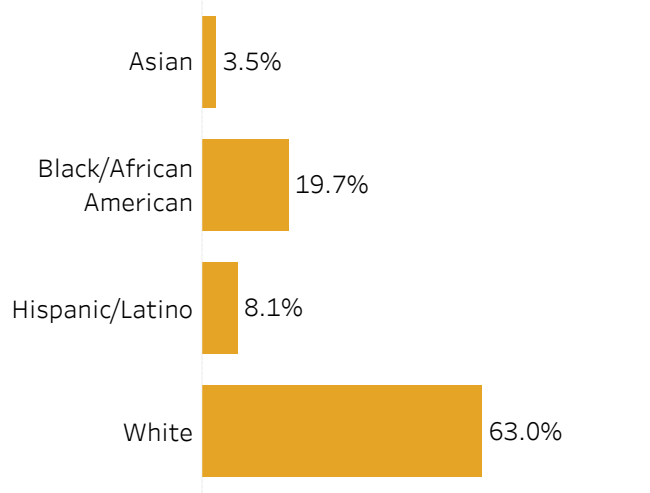
Top 5 Job Titles by Number of Employees, % BIPOC, Female

	Total	BIPOC	% BIPOC	Female	% Female
Executive Office of the Trial Court/Office of Court Management	387	118	30.5%	247	63.8%
Head Law Librarian	14	2	14.3%	12	85.7%
Court Interpreter	38	28	73.7%	24	63.2%
Field Support Analyst	8	5	62.5%	1	12.5%
Law Library Assistant	12	1	8.3%	12	100.0%
Administrative Assistant	9	2	22.2%	9	100.0%

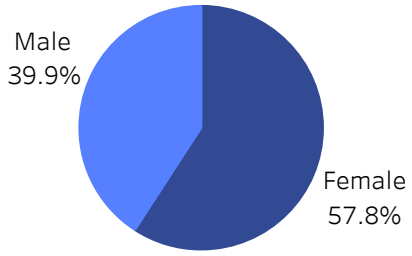
Figure 5: Boston Municipal Court, Year-End FY22

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

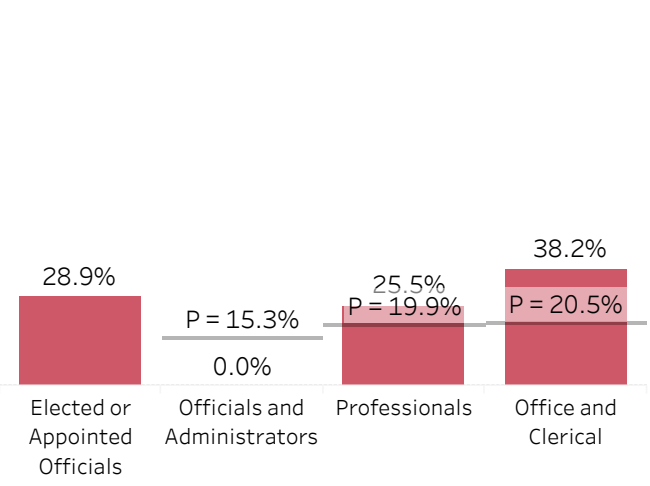
Race/Ethnic Group



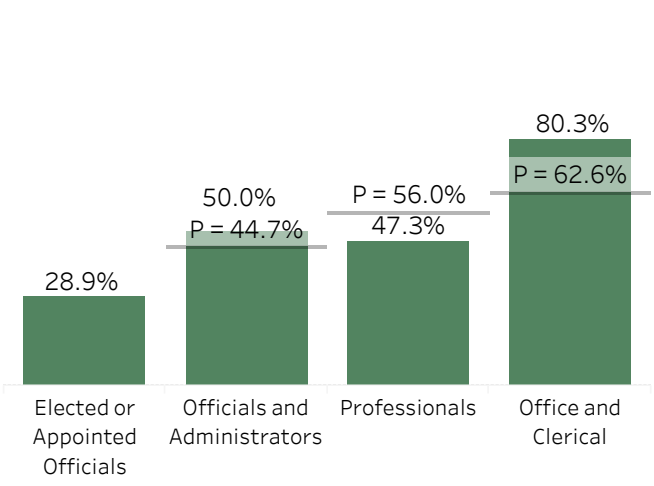
Gender



EEO Category, % BIPOC



EEO Category, % Female



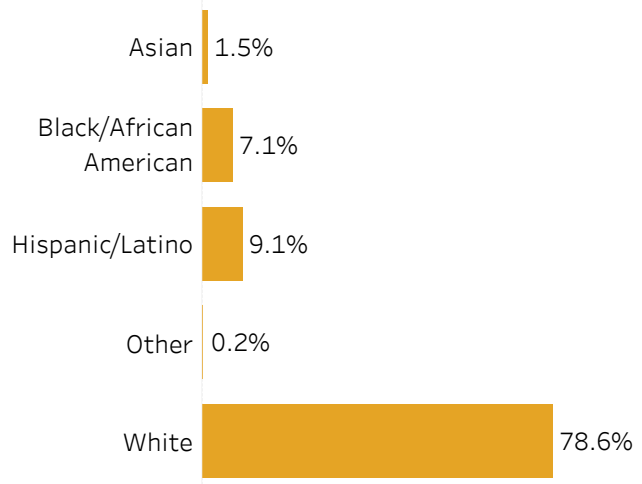
Top 5 Job Titles by Number of Employees, % BIPOC, Female

	Total	BIPOC	% BIPOC	Female	% Female
Boston Municipal Court	173	54	31.2%	100	57.8%
Justice	30	8	26.7%	9	30.0%
Assistant Clerk/Judicial Case Manager/Asst Judicial Case Manager/Assistant Register/Deputy Recorder	51	14	27.5%	23	45.1%
Operations Supervisor	13	7	53.8%	11	84.6%
Case Coordinator	10	2	20.0%	8	80.0%
Case Specialist	23	10	43.5%	16	69.6%

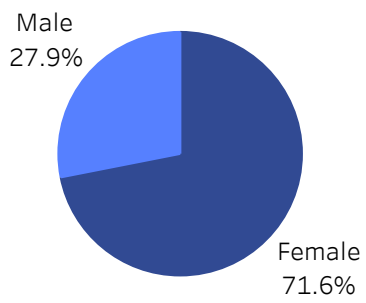
Figure 6: District Court, Year-End FY22

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

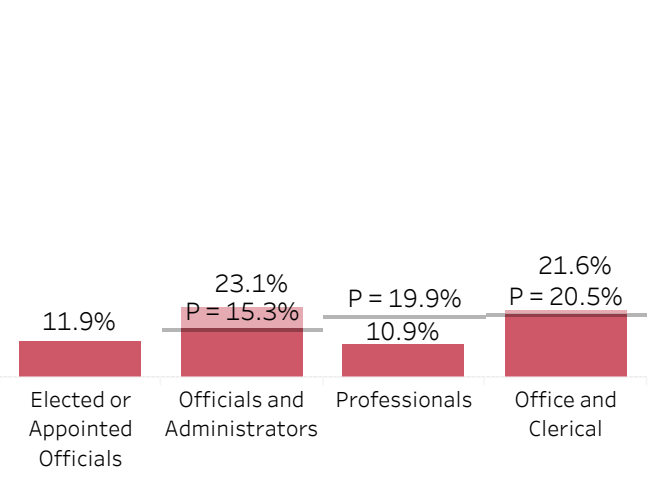
Race/Ethnic Group



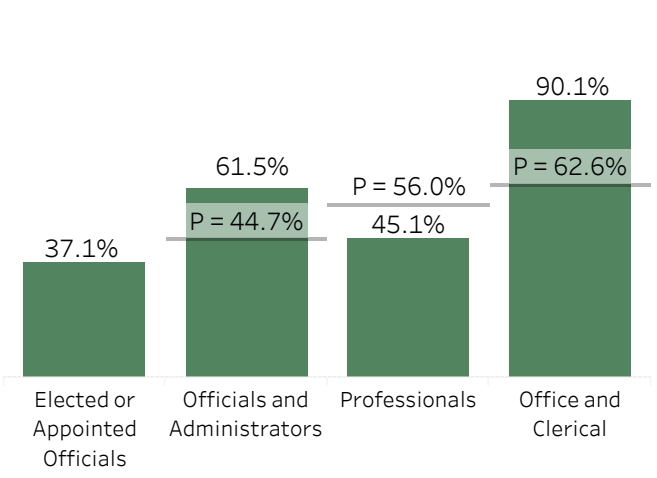
Gender



EEO Category, % BIPOC



EEO Category, % Female



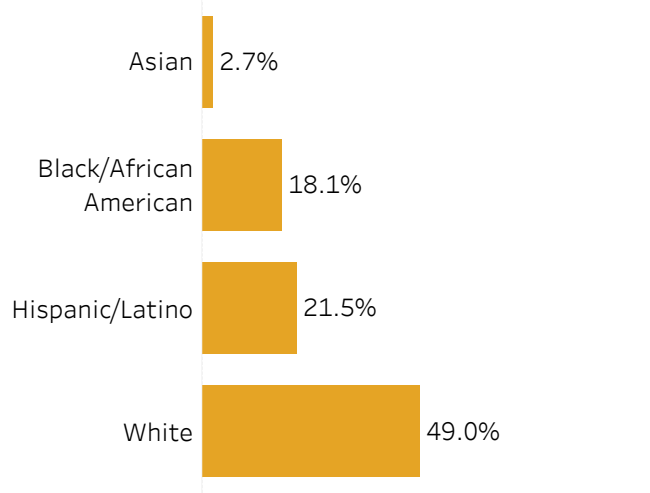
Top 5 Job Titles by Number of Employees, % BIPOC, Female

	Total	BIPOC	% BIPOC	Female	% Female
District Court	1,045	187	17.9%	748	71.6%
Justice	148	22	14.9%	55	37.2%
Assistant Clerk/Judicial Case Manager/Asst Judicial Case Manager/Assistant Register/Deputy Recorder	167	18	10.8%	73	43.7%
Sessions Clerk	87	18	20.7%	75	86.2%
Case Coordinator	82	20	24.4%	76	92.7%
Case Specialist	238	63	26.5%	204	85.7%

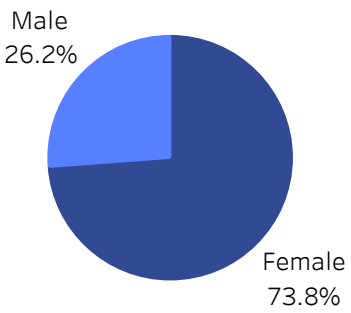
Figure 7: Housing Court, Year-End FY22

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

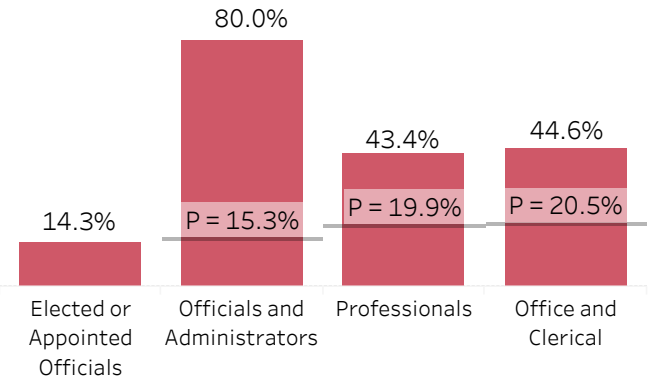
Race/Ethnic Group



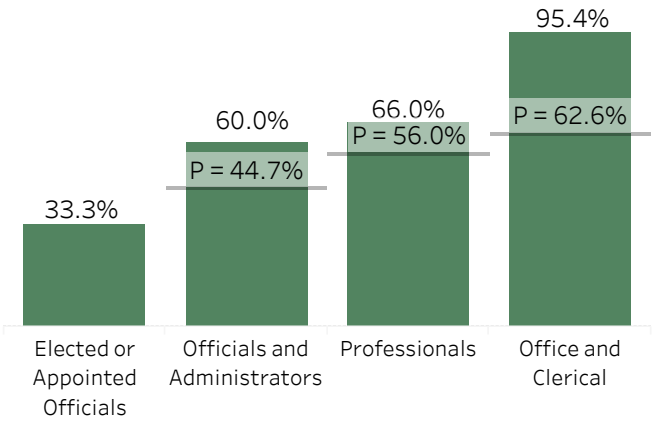
Gender



EEO Category, % BIPOC



EEO Category, % Female



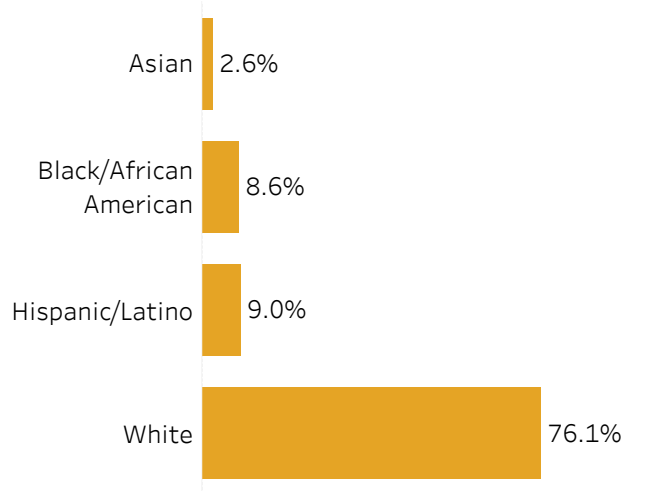
Top 5 Job Titles by Number of Employees, % BIPOC, Female

	Total	BIPOC	% BIPOC	Female	% Female
Housing Court	149	63	42.3%	110	73.8%
Justice	15	3	20.0%	5	33.3%
Assistant Clerk/Judicial Case Manager/Asst Judicial Case Manager/Assistant Register/Deputy Recorder	16	6	37.5%	10	62.5%
Housing Specialist	28	14	50.0%	21	75.0%
Sessions Clerk	10	5	50.0%	8	80.0%
Case Specialist	27	11	40.7%	27	100.0%

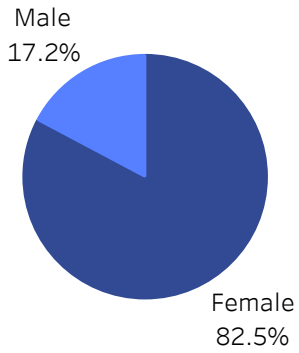
Figure 8: Juvenile Court, Year-End FY22

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

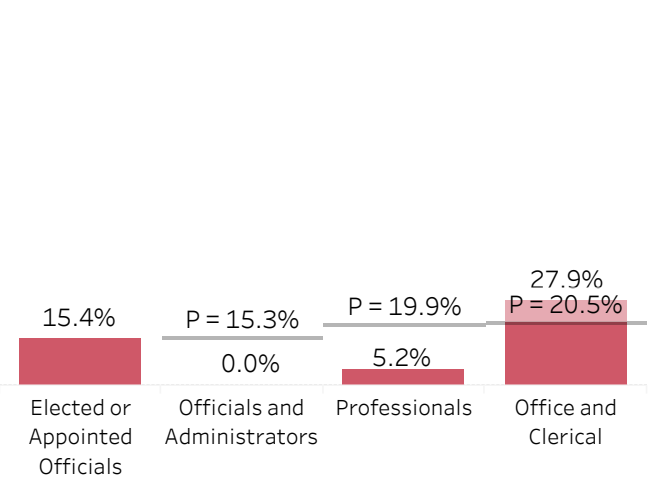
Race/Ethnic Group



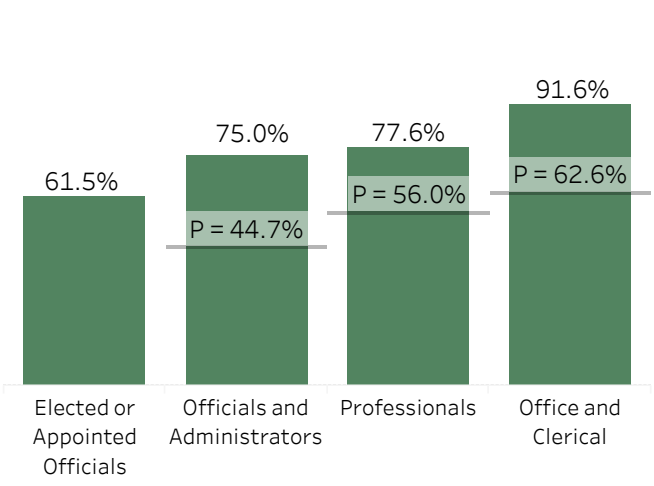
Gender



EEO Category, % BIPOC



EEO Category, % Female



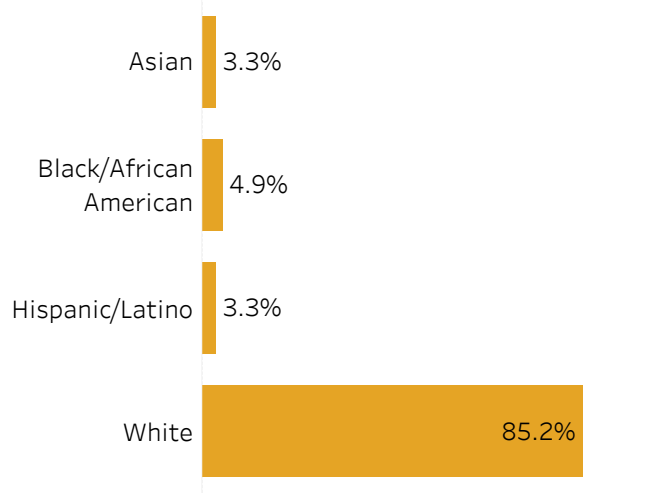
Top 5 Job Titles by Number of Employees, % BIPOC, Female

	Total	BIPOC	% BIPOC	Female	% Female
Juvenile Court	268	54	20.1%	221	82.5%
Justice	41	8	19.5%	28	68.3%
Assistant Clerk/Judicial Case Manager/Asst Judicial Case Manager/Assistant Register/Deputy Recorder	43	1	2.3%	31	72.1%
Sessions Clerk	41	7	17.1%	36	87.8%
Judicial Secretary	21	8	38.1%	19	90.5%
Case Specialist	31	14	45.2%	27	87.1%

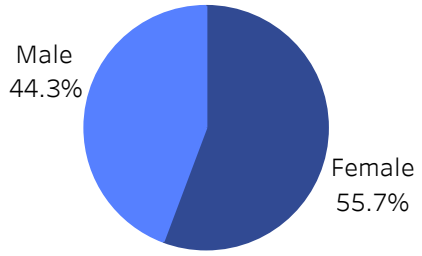
Figure 9: Land Court, Year-End FY22

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

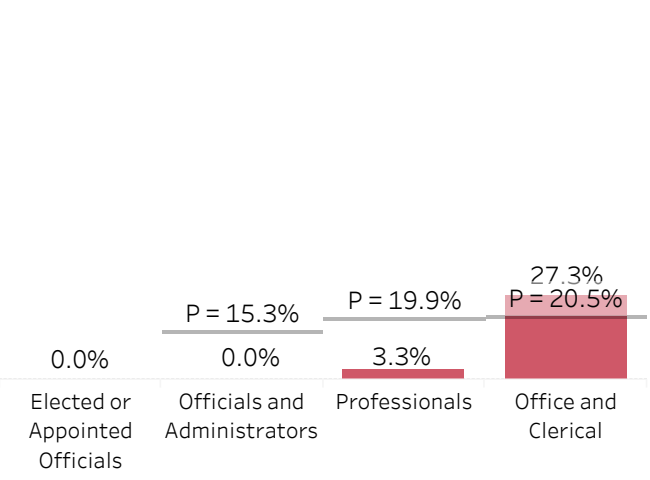
Race/Ethnic Group



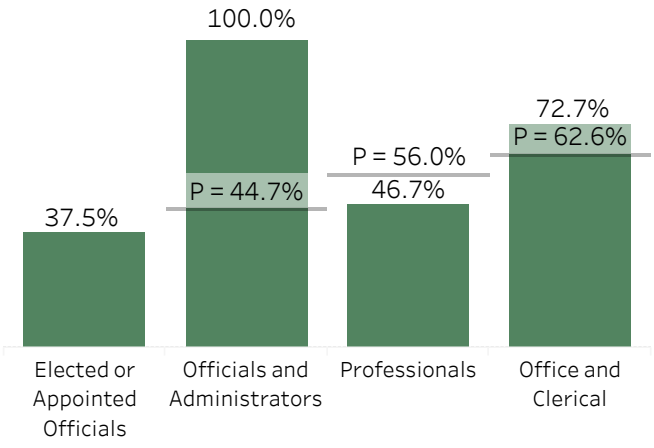
Gender



EEO Category, % BIPOC



EEO Category, % Female



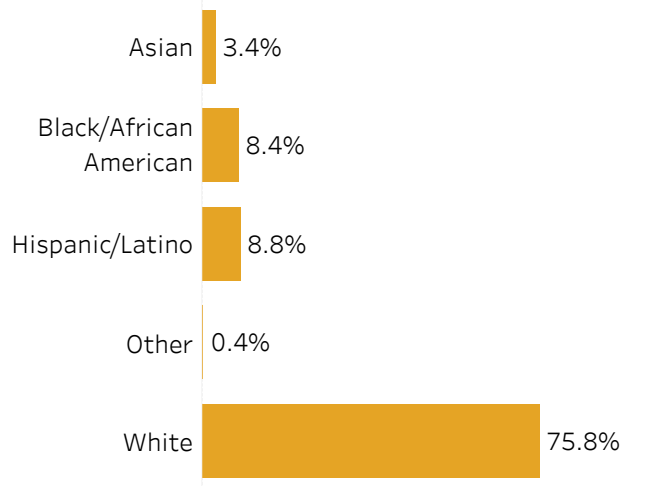
Top 5 Job Titles by Number of Employees, % BIPOC, Female

	Total	BIPOC	% BIPOC	Female	% Female
Land Court	61	7	11.5%	34	55.7%
Justice	7	0	0.0%	2	28.6%
Title Examiner	11	0	0.0%	5	45.5%
Law Clerk	5	0	0.0%	3	60.0%
Sessions Clerk	8	3	37.5%	7	87.5%
Case Specialist	7	1	14.3%	3	42.9%

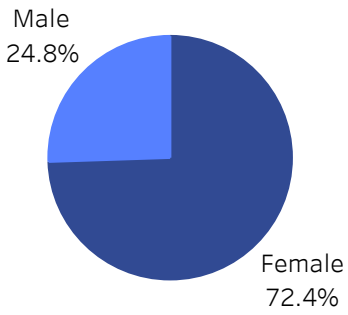
Figure 10: Probate & Family Court, Year-End FY22

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

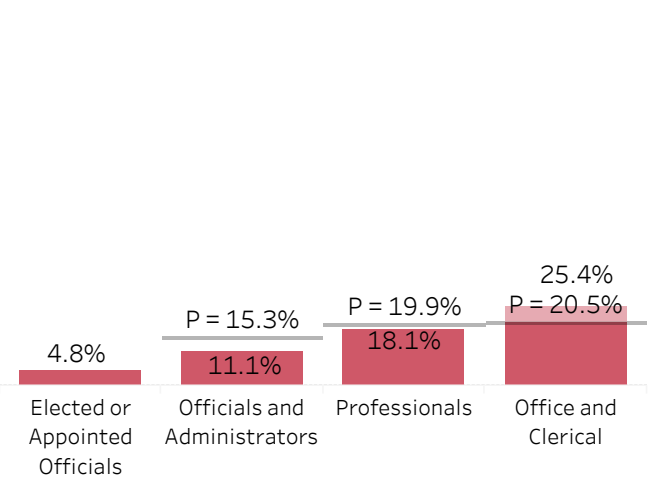
Race/Ethnic Group



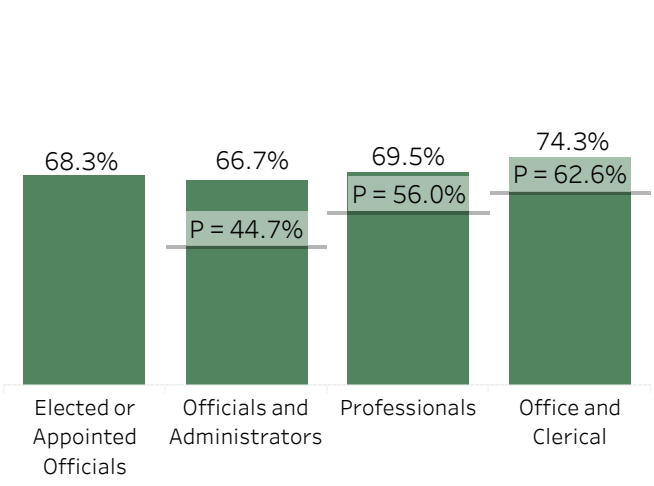
Gender



EEO Category, % BIPOC



EEO Category, % Female



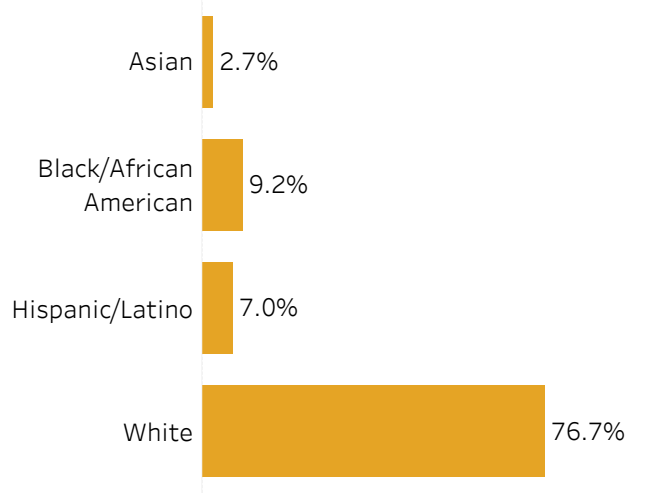
Top 5 Job Titles by Number of Employees, % BIPOC, Female

	Total	BIPOC	% BIPOC	Female	% Female
Probate & Family Court	500	105	21.0%	362	72.4%
Justice	49	2	4.1%	35	71.4%
Assistant Clerk/Judicial Case Manager/Asst Judicial Case Manager/Assistant Register/Deputy Recorder	83	17	20.5%	57	68.7%
Sessions Clerk	50	15	30.0%	40	80.0%
Case Coordinator	53	12	22.6%	41	77.4%
Case Specialist	118	34	28.8%	69	58.5%

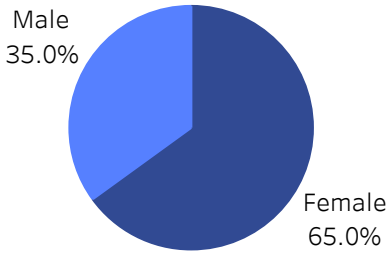
Figure 11: Superior Court, Year-End FY22

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

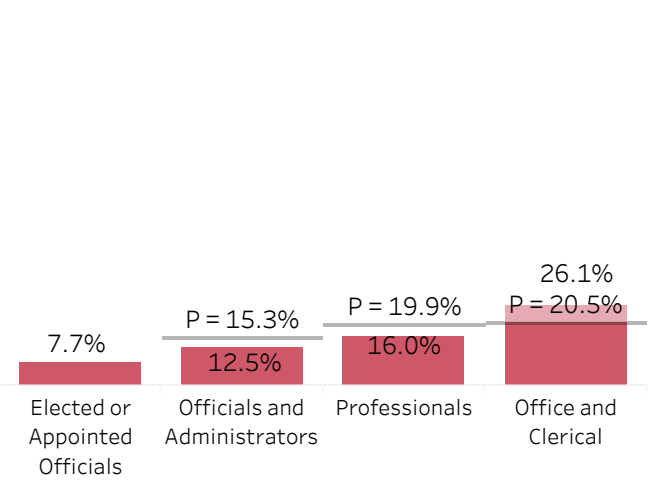
Race/Ethnic Group



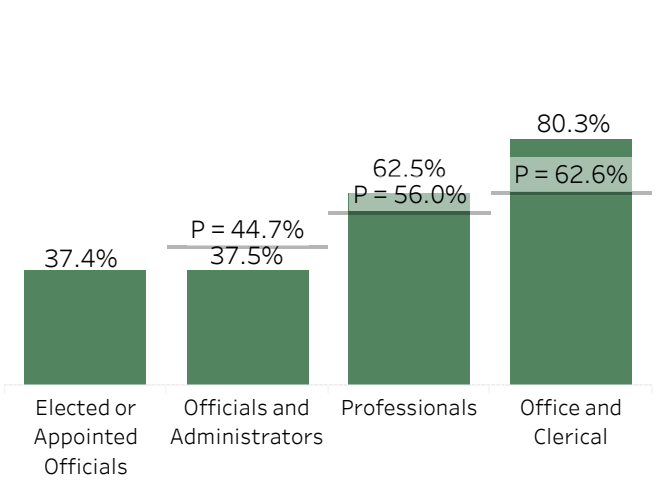
Gender



EEO Category, % BIPOC



EEO Category, % Female



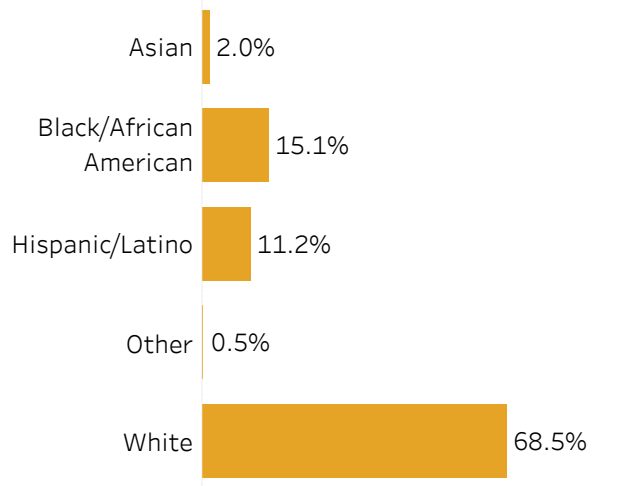
Top 5 Job Titles by Number of Employees, % BIPOC, Female

	Total	BIPOC	% BIPOC	Female	% Female
Superior Court	446	84	18.8%	290	65.0%
Justice	76	6	7.9%	28	36.8%
Assistant Clerk/Judicial Case Manager/Asst Judicial Case Manager/Assistant Register/Deputy Recorder	112	19	17.0%	68	60.7%
Research Attorney	31	3	9.7%	21	67.7%
Case Coordinator	32	6	18.8%	23	71.9%
Case Specialist	68	21	30.9%	56	82.4%

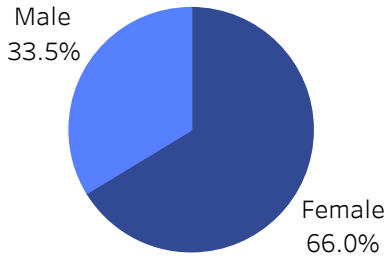
Figure 12: Massachusetts Probation Service, Year-End FY22

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

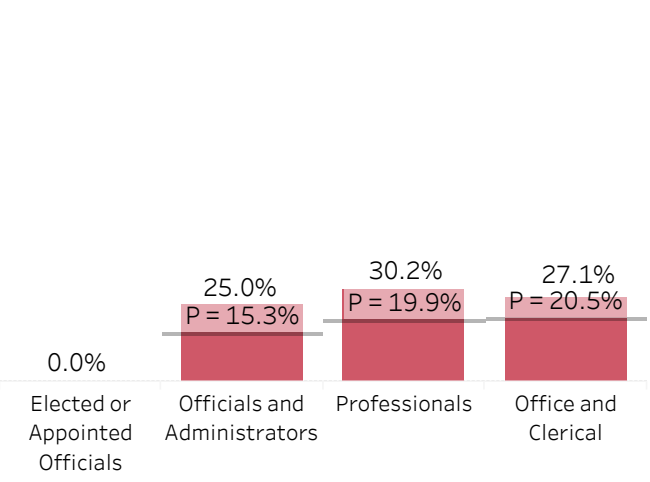
Race/Ethnic Group



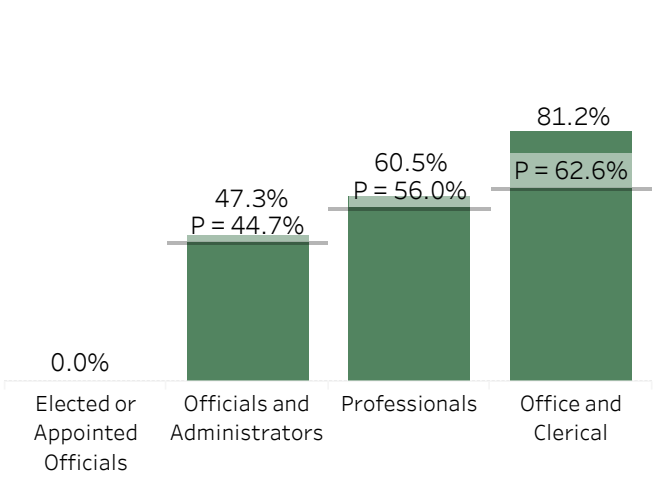
Gender



EEO Category, % BIPOC



EEO Category, % Female



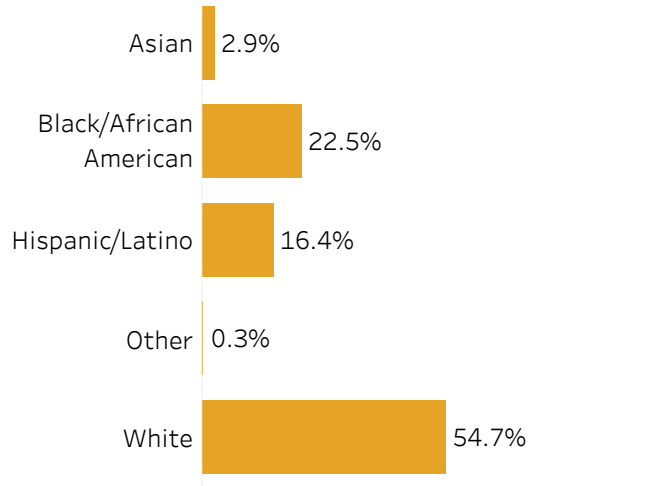
Top 5 Job Titles by Number of Employees, % BIPOC, Female

	Total	BIPOC	% BIPOC	Female	% Female
Massachusetts Probation Service	1,775	510	28.7%	1,171	66.0%
Chief Probation Officer	101	25	24.8%	45	44.6%
Assistant Chief Probation Officer	193	34	17.6%	92	47.7%
Probation Officer	642	195	30.4%	388	60.4%
Associate Probation Officer	176	71	40.3%	130	73.9%
Probation Case Specialist	251	73	29.1%	220	87.6%

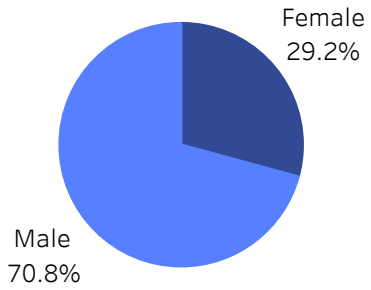
Figure 13: Facilities Department, Year-End FY22

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

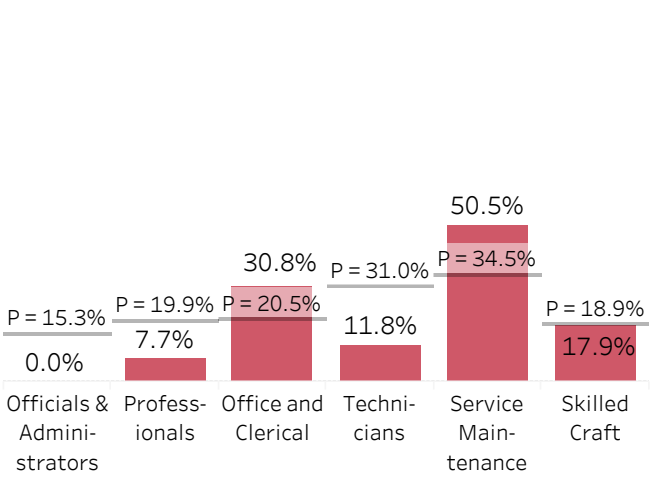
Race/Ethnic Group



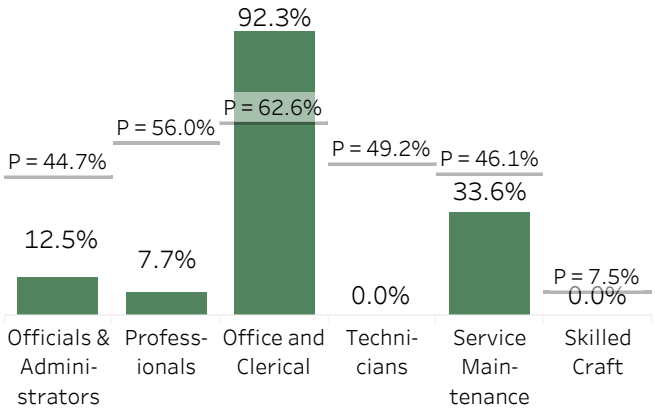
Gender



EEO Category, % BIPOC



EEO Category, % Female



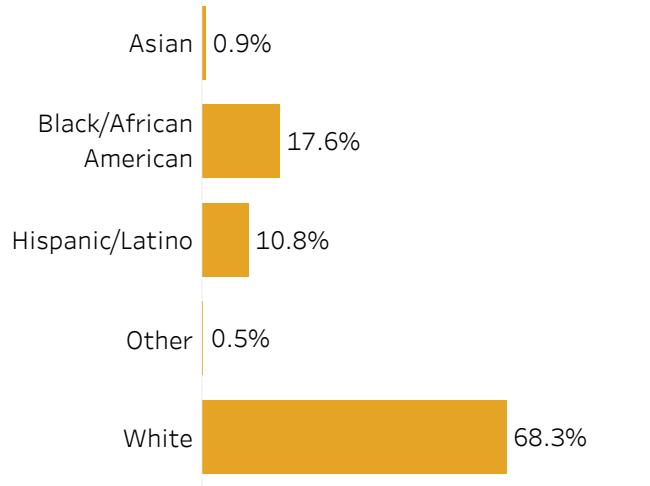
Top 5 Job Titles by Number of Employees, % BIPOC, Female

	Total	BIPOC	% BIPOC	Female	% Female
Facilities Department	373	157	42.1%	109	29.2%
Facilities Supervisor II	25	6	24.0%	3	12.0%
Facilities Supervisor I	24	4	16.7%	3	12.5%
Senior Maintenance Technician	39	7	17.9%	0	0.0%
Maintenance Technician	35	9	25.7%	0	0.0%
Custodian	185	122	65.9%	87	47.0%

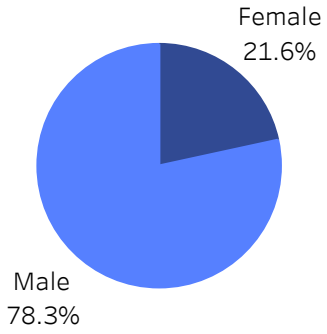
Figure 14: Security Department, Year-End FY22

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

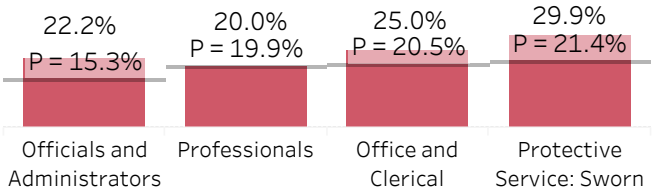
Race/Ethnic Group



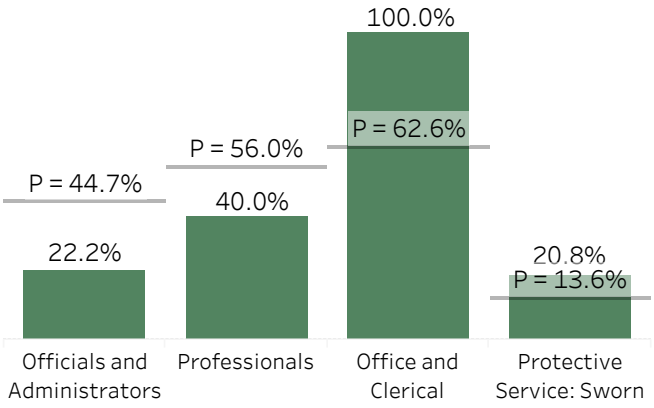
Gender



EEO Category, % BIPOC



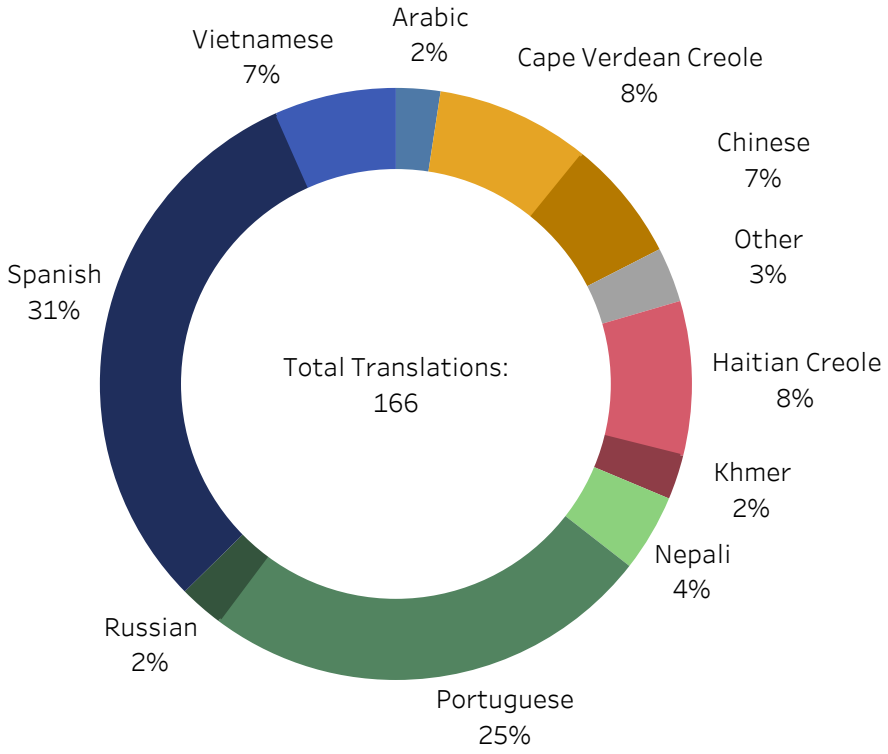
EEO Category, % Female



Top 5 Job Titles by Number of Employees, % BIPOC, Female

	Total	BIPOC	% BIPOC	Female	% Female
Security Department	974	290	29.8%	210	21.6%
Chief Court Officer	38	12	31.6%	5	13.2%
Assistant Chief Court Officer	86	23	26.7%	18	20.9%
Court Officer	693	195	28.1%	136	19.6%
Administrative Assistant	6	2	33.3%	6	100.0%
Associate Court Officer	133	54	40.6%	38	28.6%

Figure 15: Translation Requests by Language FY22



Office of Jury Commissioner
for the Commonwealth

STATEWIDE

Demographic Survey Results - 7/1/2021-6/30/2022

Demographic Category	Federal Census 2020		Jurors Who Responded to Demographic Survey		Jurors Who Appeared for Juror Service		Jurors Who Appeared & Were Impaneled	
	Population	%	Population	%	Population	%	Population	%
Black/African American	357,018	6.9%	49,188	7.0%	9,262	6.7%	1,679	7.4%
White	3,724,037	72.2%	538,138	76.9%	111,669	80.7%	18,135	80.4%
Native Hawaiian/Pacific Islander	1,794	0.0%	656	0.1%	109	0.1%	11	0.0%
Asian*	339,103	6.6%	38,432	5.5%	5,882	4.2%	888	3.9%
American Indian/Alaskan Native	16,407	0.3%	1,333	0.2%	213	0.2%	25	0.1%
Other	721,219	14.0%	72,393	10.3%	11,294	8.2%	1,822	8.1%
TOTALS	**5,159,578**	**100.0%**	**700,140**	**100.0%**	**138,429**	**100.0%**	**22,560**	**100.0%**

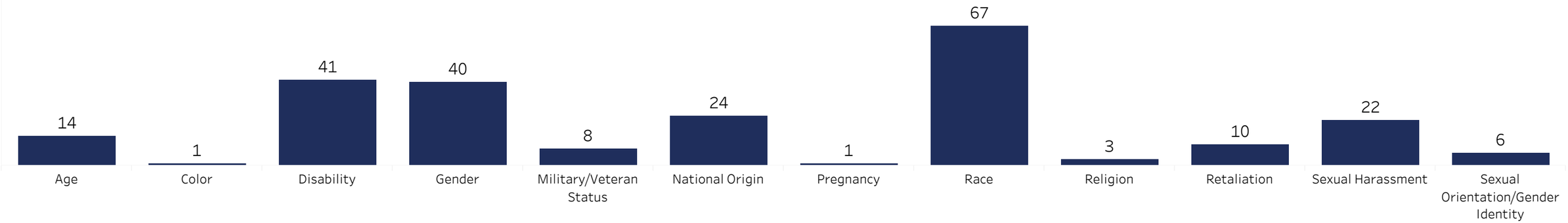
Demographic Category	Federal Census 2020		Jurors Who Responded to Demographic Survey		Jurors Who Appeared for Juror Service		Jurors Who Appeared & Were Impaneled	
	Population	%	Population	%	Population	%	Population	%
Yes, Hispanic/Latino*	621,508	12.0%	71,218	10.1%	10,452	7.5%	1,630	7.2%
No, Not Hispanic/Latino	5,042,215	97.7%	623,242	88.3%	127,292	91.6%	20,824	92.1%
No Response His./Lat.	0	0.0%	11,172	1.6%	1,288	0.9%	155	0.7%

*The census figures include persons who are not qualified to serve as jurors due to lack of citizenship or ability to speak or understand English as required by G. L.234A, s. 4. This may account for an apparent underrepresentation of Asian and Hispanic/Latino compared to the Federal census population.

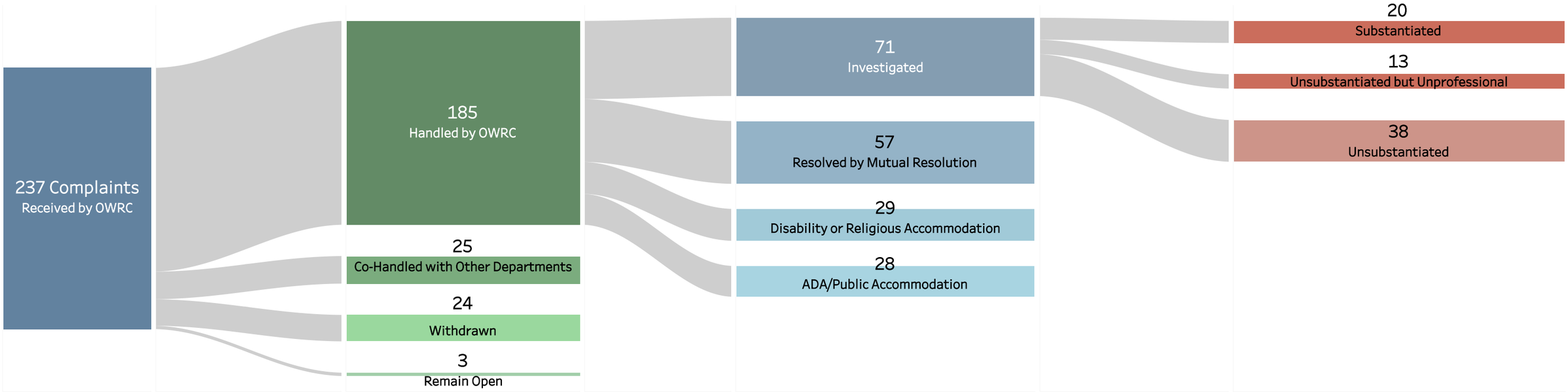
Figure 17: Protected Class Investigations

Reported protected categories are defined according to the applicable laws and the Equal Employment Opportunity Commission guidelines. For more information, please see: https://www.eeoc.gov/laws-guidance.

Complaints



Findings



A LOOK AHEAD:

WHAT TO EXPECT IN FISCAL YEAR 2023

INTERNAL ENGAGEMENT

- Deliver organizationwide three-part training on race and bias awareness and employee expectations.
- Publish a *D.E.I. Glossary Reference Guide* on Courtyard for employees.
- Conduct the Access & Fairness Survey across the state.
- Administer the Employee Pulse Check Survey to employees across the court system.
- Deliver *Beyond Intent* training to Probate and Family court employees.

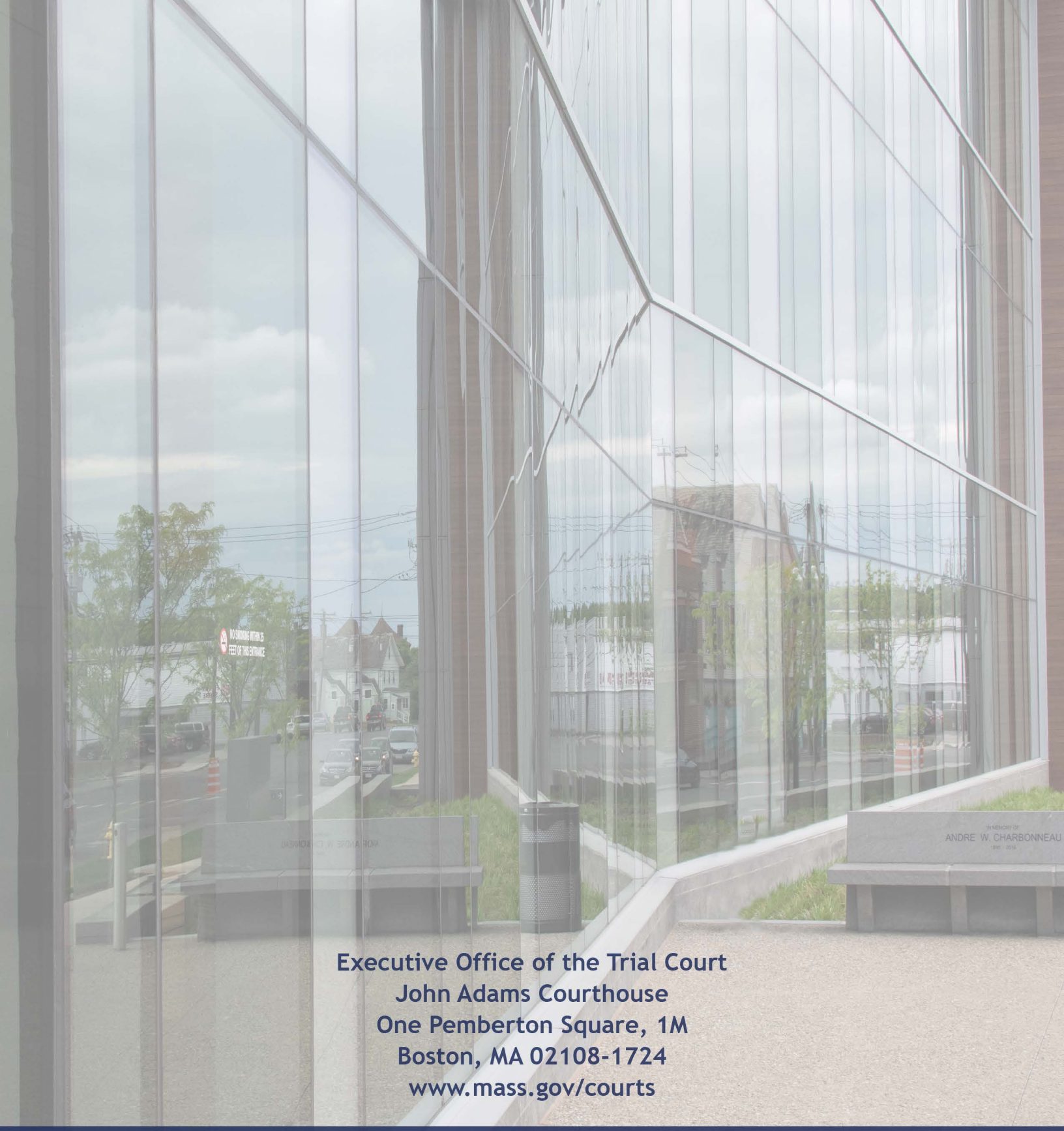
ONBOARDING

Human Resources is working on the development of a standardized New Hire onboarding process utilizing the Applicant Tracking System with clearly defined processes, a robust orientation presentation and training and support before, during and after the first day on the job.

Delivery of a consistent onboarding experience with front end support will integrate new hires into the Trial Court as they transition from candidate to employee. Helping employees understand their new position and job requirements, what is expected of them, and how the organization works, as well as equip them with the tools and guidance they need to become productive members of the team.

Implementing a strategic best practice approach to onboarding leads to more engaged, motivated, and productive employees and lower turnover rates, yielding more efficient/effective support for court operations.

Worcester Trial Court



Executive Office of the Trial Court
John Adams Courthouse
One Pemberton Square, 1M
Boston, MA 02108-1724
www.mass.gov/courts

COMMONWEALTH OF MASSACHUSETTS
THE TRIAL COURT