

Executive Office of the Trial Court

# Diversity Report

Franklin County  
Justice Center

43 Hope Street



Fiscal Year 2023





# Diversity Report

Fiscal Year 2023



# Table of Contents

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Executive Statement .....	05
Mission Statement & Report Overview .....	06
Office of Diversity, Equity, & Inclusion (ODEI) .....	07
Office of Court Services .....	10
Office of Language Access .....	10
Office of Alternate/Online Dispute Resolution .....	11
Office of Access to Justice and the User Experience .....	11
Massachusetts Probation Service .....	11
Office of Jury Commissioner .....	12
Office of Workplace Rights & Compliance .....	13
Human Resources .....	16
Demographic Data .....	16
Equal Employment Opportunity and Job Categories .....	17

## Photos

Front cover: Franklin County Justice Center, Greenfield

Inside front cover: Ceiling of the John Adams Courthouse, Boston

Opposite Page: Court leaders celebrate Cultural Appreciation Champions at the Massachusetts Training and Operations Center in Clinton. From left: Boston Municipal Court Chief Justice Robert Ronquillo Jr, Court Administrator Thomas Ambrosino, Trial Court Chief Justice Jeffrey Locke, Chief Experience & Diversity Officer John Laing, and Probation Service Deputy Commissioner for Pre-Trial Services Pamerson Ifill (appointed MPS Commissioner in November 2023)

Inside back cover: The Embrace, sculpture by Hank Willis Thomas unveiled on Boston Common in January 2023

Back cover: Therese Murray Trial Court, Plymouth

Courthouse photography by Judge David S. Ross (ret.) and Aaron Leon



## Executive Statement

The Trial Court is committed to delivering justice with dignity and speed while earning the public's trust. Improving access to justice and addressing issues of diversity, equity, and fairness are integral to our mission. This report highlights efforts on these issues over the last fiscal year with the engagement and support of our 6,400 employees across the Commonwealth. A central part of delivering justice with dignity and speed is ensuring there is adequate access to the courthouses and court information.

The COVID-19 pandemic created exceptional challenges for us, as a society and judiciary. However, this unprecedented period helped the court system identify areas for improvement in user access and employee engagement. To meet the needs of our internal and external stakeholders during Fiscal Year 2023 (FY23), the Trial Court announced a restructure to move five departments with direct oversight of access to justice and diversity, equity, and inclusion initiatives under a single office to ensure there is greater collaboration and coordination to meet the needs of our stakeholders.

Additionally, with the establishment of this office the new senior-level role of Chief Access, Diversity, and Fairness Officer was created to ensure consistency and collaboration among the Trial Court's many diversity, access, and fairness initiatives. In August, Dr. Natoschia Scruggs joined us in this role, and her training and experience in these areas make us optimistic for the future. Creation of this office reflects the Trial Court's commitment to increase access and fairness for those seeking justice in our courts and reinforces our core values and our mission to deliver justice with dignity to all.

We believe the Trial Court's commitment to our communities and the Commonwealth should be reflected in the composition of our workforce across the court system. To this end, we track key indicators in our employee population to promote staffing that is representative of the communities we serve and the people most engaged in our courts.

This report outlines how we are advancing our strategic plan aspirations while showing that, together with our employees and external stakeholders, we continue to navigate unprecedented times with care, understanding, empathy, and trust. The first step toward greater equity is holding ourselves accountable, and we are driven by these imperatives.

While we are very proud of what we accomplished this past fiscal year, we know there is more to do. We're committed to this work and look forward to sharing more advancements in access, diversity, and fairness in the future.

**Jeffrey A. Locke**  
Chief Justice of the Trial Court

**Thomas G. Ambrosino**  
Court Administrator of the Trial Court

## Mission Statement & Report Overview

### 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. EOTC oversees judicial and court operations, including the Office of Court Management and with the seven Trial Court Departments and the 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. EOTC also oversees the development and implementation of strategic planning for the Trial Court.

### 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.

### Report Overview

The annual Diversity Report shares the Trial Court's efforts to advance diversity, equity, and inclusion in FY23. 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 to engage in activities and efforts that 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 FY23 (Figure 1), including total hires and promotions and race and by gender (Figure 2), and longitudinal data for positions with the largest number of personnel in those roles.





## Office of Diversity, Equity, & Inclusion (ODEI)

### **Trial Court Creates new Office of Access, Diversity, and Fairness**

In FY23, the Executive Office of the Trial Court announced the restructuring of DEI efforts under the new Office of Access, Diversity and Fairness (OADF). OADF has overarching responsibility for the court's policies and practices related to access and fairness, diversity, equity, and inclusion through supervision of five departments: Office of Diversity, Equity, and Inclusion; Office of Court Services; Office of Language Access; Office of Access to Justice and the User Experience; and Office of Alternative/Online Dispute Resolution. The role of Chief Access, Diversity, and Fairness Officer (CADFO) was created to lead OADF and oversee Trial Court policies and practices in these areas, as well as to ensure consistency and collaboration among the court's various access and fairness, diversity, equity, and inclusion initiatives.

### **Office of Diversity, Equity, and Inclusion**

The Office of Diversity, Equity, and Inclusion (ODEI) serves as a thought leader and subject matter expert around issues of diversity, equity, and inclusion. Under OADF, ODEI will have an internal focus on the employee experience and advance initiatives in support of creating a positive employee experience. The office is responsible for maintaining knowledge of and serving as a clearinghouse for diversity-related issues, trends, and best practices; developing programming to educate and engage employees; and providing strategic advice to court leaders and managers relating to staff development, professional growth, and promotional opportunities for employees of color and groups that are underrepresented.

Over the past year, ODEI continued to champion an inclusive culture and support continuous systemic improvement while building organizational capacity by advancing the Trial Court's diversity, equity, and inclusion goals to improve the experience of court users and personnel through employee engagement.

### **Internal Information Gathering**

#### ***Listening Sessions Lead to new Efforts to Address Race & Bias***

In 2022, ODEI hosted four organization-wide listening sessions to survey personnel about their experiences dealing with race and bias in the workplace to better understand and enhance our workplace culture. In FY23, ODEI collaborated with court leaders to identify efforts targeted to address the feedback. Full Court P.R.E.S.S. training, developed with the Judicial Institute, addressed pressing concerns raised during these sessions.

#### ***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 wayfinding in various courthouses, culminating with a comprehensive report of recommendations and proposed solutions.

### **DEI Activities Completed in FY23**

#### ***Beyond Intent: Understanding the Impact of Your Words and Actions***

ODEI collaborated with various departments to deliver virtual sessions of Beyond Intent to members of the Juvenile Court Probation Department and to those in the Probate and Family Court. This interactive training teaches participants how to respect diversity while recognizing the unique contributions of individuals. Further, it emphasizes how those contributions create an inclusive work environment that maximizes the potential of all employees to do their best work in support of court users.

#### ***Security Department Training on Centering Diversity, Equity, & Inclusion***

In FY23, ODEI conducted six interactive trainings to Trial Court Security staff on the impact and

## Office of Diversity, Equity, & Inclusion (ODEI)

importance of creating and maintaining a workplace culture that is diverse, equitable, and inclusive. Through the introduction of cultural proficiency and the exploration of key DEI concepts, participants are provided with opportunities to reflect and practice recognizing and checking one's bias, empathy, and exploring ways to apply a DEI lens to one's work.

This training is embedded within the curriculum for the Security Department and has been offered to all staff in the Office of Community Corrections, with plans to expand across the court as requested.

### ***Community Justice Support Center Unconscious Bias Speaking Engagement***

The Community Justice Support Centers invited ODEI to facilitate a presentation on the impact of unconscious bias for management staff during their regional meeting.

### ***Participation in the Emergency Preparedness Tabletop Exercise***

ODEI supported the development of and participated in a tabletop exercise with the Trial Court Emergency Preparedness Manager. This session brought together court leaders to discuss their roles and responses during potential emergencies.

### ***Why Our Words Matter Workshop on the DEI Reference Glossary with the Office of Language Access***

During an interactive, one-hour session tailored for OLA employees, ODEI overviewed the DEI Reference Glossary and discussed the importance of using inclusive language within the Trial Court. Attendees learned about outdated terms and became familiar with best practices for engaging with court users.

### ***Women's History Month Celebration***

ODEI served on the Trial Court Women's History Month Planning Committee and helped organize the third annual Women's History Month celebration, "Celebrating Women Who Tell Our Stories," held at

Chelsea High School in March 2023. Women's rights advocate Gloria Steinem served as keynote speaker for the hybrid event, which included stakeholders from across the court system, as well as community leaders who shared inspiring stories of empowerment and resilience.

### ***An Inside Look: Massachusetts Court Careers for Job Seekers***

Through participation on the Trial Court's Public Outreach Committee, ODEI collaborated with the Human Resources Talent Acquisition Team and the Boston Public Library Kirstein Business Library & Innovation Center on a panel discussion aimed at sharing potential career opportunities and pathways with job seekers. Guest speakers explored the unique responsibilities, rewards, and challenges of their respective positions. They highlighted the court system's need to diversify its workforce to be more reflective of the communities it serves, underscoring that doing so is fundamental to our commitment to address the needs of the people we serve with dignity and fairness. Job seekers were urged to pursue their interests with the Trial Court by exploring internship opportunities, observing court proceedings, and reaching out to court staff. Another panel discussion will be held in FY24.

### ***Cultural Appreciation Week Panel Moderation: Out of Many, We are One - A Celebration of Diversity***

ODEI moderated a panel for the Executive Office Cultural Appreciation Week signature event. Panelists included representatives from the Boston Police Department and the Massachusetts Cultural Council. They spoke of their experiences working with community members of diverse backgrounds and of their professional and personal journeys to ensure access and fairness to their stakeholders in the Commonwealth.

### ***Development of Full Court P.R.E.S.S. Training***

ODEI collaborated with the Trial Court's Judicial Institute to develop a two-part, mandatory training focused on race and bias for all court employees. The eLearning video training launched in early FY24 and



## Office of Diversity, Equity, & Inclusion (ODEI)

will be followed by in-person facilitated activities and exercises to promote further discussion at the local level in spring 2024.

### ***Appeals Court Speaking Engagements***

ODEI facilitated a “World Café” exercise to reflect on the successes, challenges, and opportunities for improvement in the Appeals Court’s efforts to foster diversity and inclusion for its court users. ODEI also facilitated the program Skills for Public Servants: Interacting with Diverse Court Users and Each Other, also known as Signature Counter Experience.

### ***Celebration of National Center for State Courts’ Public Engagement Pilot Projects***

ODEI participated in a celebration hosted by the National Center for State Courts (NCSC) for its contributions to the Public Engagement Pilot Project’s development of a toolkit for courts nationwide. The toolkit provides courts with information about efforts for public engagement with community stakeholders and is available on the NCSC website.

### **Communication & Engagement**

The department streamlined the request process to improve access to ODEI training and engagement. Managers and department heads across the court can easily request ODEI by using a new request form. In addition to workshops and training, requests for engagement may include but are not limited to consultation, guest speaking, and solutions customized to meet a unique departmental need.

### ***Learning Resources for Employees***

- The ODEI page on the court’s internal website, Courtyard, has been updated to allow requests for training and the sharing of resources, including self-paced on-demand learning for employees.
- ODEI published a DEI Reference Glossary reference guide, identifying outdated terminology and everyday phrases that have negative connotations and language to use in their place.

### ***Monthly Recognition: Diverse Holidays & Observances***

The Trial Court promotes diversity and inclusion of all communities by highlighting various holidays and observances that support an ever-growing, inclusive environment. ODEI collaborates with the Executive Office communications team to post recurring monthly features on Courtyard. In addition, ODEI researches and shares events occurring across the state related to these observances to provide employees with ideas on ways to engage in their communities.

### ***Additional Collaborations and Partnerships:***

- ODEI participates in the Trial Court’s Public Outreach Committee.
- ODEI represented the Trial Court as an appointed member of the Massachusetts Bar Association’s Diversity, Equity, and Inclusion Committee (MBA DEIC). In partnership with the MBA DEIC, ODEI assisted in the development and implementation of a three-part series on Addressing Microaggressions in the Workplace.
- ODEI partnered with the Massachusetts Disabled Persons Protection Commission (DPPC) to exchange best practices. ODEI conducted sessions on Centering Diversity, Equity, Inclusion and Experience with DPPC leadership and staff. In exchange, the DPPC shared best practices for ensuring accessibility in virtual training.



## Office of Court Services

The Office of Court Services (OCS), formerly the Court Service Centers and Law Libraries, oversees court service center operations for in-person and remote services and the Trial Court law libraries. Under the new Office of Access, Diversity, and Fairness (OADF) OCS will serve as a thought leader by providing guidance for improving accessibility and ease of use of Trial Court online resources with a focus on self-represented litigants.

The FY24 budget appropriation increased Court Service Center (CSC) staff by adding 33 full-time employees. This expansion includes the creation of a new CSC in Bristol County. To meet the needs of diverse court users, CSC staff and interns represent a diverse makeup of race, ethnicity, gender identity, socio-economic status, and language skills.

## Office of Language Access

The Office of Language Access (OLA) oversees interpreter and translation services for all divisions of the Trial Court. Within this scope, OLA supports the delivery of court events, programs, and services by ensuring spoken language access through the use of interpreters and translators for limited English proficient (LEP) court users and American Sign Language (ASL) or Communication Access Real-Time Translation (CART) for Deaf and Hard of Hearing (DHH) individuals. OLA has established credentialing requirements for court-utilized interpreters and translators.

OLA also provides access to administrative records and trial transcripts of digitally recorded court proceedings for judges, attorneys, court users, and the public. Access to administrative records and trial transcripts is vital to many court users, especially self-represented litigants.

The OLA team includes interpreters, schedulers, translators, coordinators, technicians, and assistants who reflect the diverse communities the court serves and work collaboratively with clients and stakeholders to advance access and equity.

The multidimensional operations of OLA, the Office of Transcription Services, and the Office of Records Management ensure all laws, court rules, regulations, and standards for court programs and services are met, including but not limited to Title IV of the Civil Rights Act of 1964, Executive Order 13166 that strengthened Title IV in 2000, the Trial Court Uniform Transcript Format of 2008, the Standards and Procedures of the Office of Language Access of 2009 and 2021, the Supreme Judicial Court Rule 1:07 Fee Generating Appointments for all qualified candidates for appointments to produce trial and appellate transcriptions, and SJC Rule 1:11 relative to the disposal of court papers and records for retention.

OLA employs 54 full-time staff interpreters and contracts with 146 vendors comprised of 88 in-state and 58 out-of-state per diem interpreters. Seventy-two interpreters provide Spanish interpretation and translation services, and 134 interpreters provide Languages Other Than Spanish (LOTS), e.g., Portuguese, Arabic, Cape Verdean Creole, Chinese, Haitian Creole, Khmer, Russian, and Vietnamese interpretation, and translation services.

FY23 OLA Interpreter Requests	
Spanish (64%)	109,236
Portuguese (20%)	34,136
Other (5%)	8,535
Cape Verdean Creole (3%)	5,120
Haitian Creole (3%)	5,120
Vietnamese (1%)	1,707
Chinese Mandarin (1%)	1,707
Arabic (1%)	1,706
Chinese Cantonese (0.5%)	854
Russian (0.5%)	854
Khmer (0.5%)	854
American Sign Language (0.5%)	853
Total	170,682



## Office of Alternative/Online Dispute Resolution

The Office of Alternative/Online Dispute Resolution (ADR/ODR) assists members of the public in resolving issues outside of the courtroom. The alternative dispute resolution process involves using a neutral third party to settle a case without a trial. This office continues to expand alternative dispute resolution (ADR) programming while working on the development of online dispute resolution (ODR) programs. In FY23, ADR activities included the delivery of training about how unconscious bias can impact the dispute resolution process and diminish public trust.

### Beyond Intent: Understanding the Impact of Unconscious Bias in Dispute Resolution

In collaboration with ODEI, ADR/ODR provided training on diversity, equity, and inclusion in the provision of dispute resolution services. The training was co-facilitated by the Trial Court Standing Committee on Dispute Resolution and the Mass Bar Association Dispute Resolution Council and Diversity, Equity, and Inclusion Committee. The training was featured during Conflict Resolution Week in fall 2022.

## Office of Access to Justice and the User Experience

The Office of Access to Justice and the User Experience (A2J) provides perspective on the user experience of the Trial Court through the lens of members of the public seeking access to services or information about the court system. Under OADF, this office will serve as subject matter expert on barriers to justice based on race, ethnicity, language, disability, or socio-economic status and offer best practices to reduce or eliminate barriers. It will advance access to justice in ways that include improving court signage (digital and fixed) and navigation tools, overseeing initiatives to increase access to courts and court resources through technology and remote services, and collaborating with court service centers, law libraries as well as interpreter and translation services to ensure that accurate and understandable information is available to members of the public. In FY24, the Trial Court will hire staff to advance this department's initiatives.

## Massachusetts Probation Service

In FY23, Massachusetts Probation Service (MPS) instructors delivered Seeing R.E.D.: A Facilitated Discussion of Racial and Ethnic Disparities in the Criminal Justice Context (Seeing RED) to more than 1,294 Probation Officers and employees. This training provides an understanding of the longstanding actions that have resulted in racial and ethnic disparities across socio-economic environments and in our criminal justice and legal systems.

Seeing RED is grounded in original training through the Juvenile Detention Alternative Initiative. It was modified to meet the unique needs and challenges of the Massachusetts Probation Service. The program seeks to move the workforce towards racial literacy through building knowledge, awareness, language, and strategies. The interactive training provides opportunities for practice and reflection toward skill development for using equity in work with court users and colleagues. In 2024, MPS will complete the statewide rollout of Seeing RED and develop a DEI curriculum on building inclusive workplace leadership.

MPS executive and management staff received follow-up training on the impact of racial trauma and trauma more broadly along with the use of Psychological First Aid to support employees who have been exposed to primary or secondary trauma. The training provided a guide and a list of services and resources to better assist employees in addressing and dealing with exposure to trauma.

MPS continues to incorporate discussions on implicit bias, using Chapter 1 of the Sentencing Guidelines, into discretionary decision-making with Violations of Probation via Violations of Probation I & II trainings. MPS also continues to develop deliberative processes, (e.g., policies, protocols, and standards) with an eye towards DEI to ensure fair and equitable practices across all departments.



## Office of Jury Commissioner

Data collected by the Office of Jury Commissioner (OJC) show that Massachusetts continues to summon and assemble a representative group of state residents for jury service and seat them on juries. Based on this data, Trial Court jury pools are appropriately diverse to the communities from which they are drawn.

Using the 2020 Federal Census as a benchmark, OJC solicits and tracks the demographics of three groups throughout the juror process. Those who:

- Respond to the summons (whether eligible to serve or not)
- Appear for service at the courthouse
- Are seated on juries

In general, each of these three groups meets the federal benchmark for representative jury pools and juries. Two demographics, Asian Americans and Hispanic/Latino Americans, are disproportionately likely to be considered ineligible for jury service due to lack of citizenship and/or English language proficiency, both of which are required by law to perform jury service. However, in-depth analysis shows that the percentage of these two groups who appear for jury service does accurately reflect the percentage of the population that is eligible to serve.

The OJC continues to work to eliminate potential barriers to jury service. Examples of this work include:

- Working with groups that are studying the impact of the felony disqualification on jury pool composition.
- Investigating options to address juror transportation expenses.
- Reviewing nationwide data on demographic data collection and the effect of making such data available to the court during impanelment.

### OJC: FY23 Statewide Demographic Survey Results

Demographic Category	Federal Census 2020		Jurors Who Responded to the Demographics Survey		Jurors Who Appeared for Juror Service		Jurors Who Were Impaneled	
	Mass. Population	%	Mass. Population	%	Mass. Population	%	Mass. Population	%
Black/African American	374,739	6.6%	53,149	7.2%	13,457	6.9%	2,182	7.8%
White	4,086,011	72.1%	573,405	77.3%	157,942	80.6%	22,128	79.6%
Native Hawaiian/Pacific Islander	1,915	0%	810	0.1%	184	0.1%	31	0.1%
Asian	409,577	7.2%	41,719	5.6%	8,706	4.4%	1,234	4.4%
American Indian/Alaskan Native	18,009	0.3%	1,465	0.2%	352	0.2%	50	0.2%
Other	773,472	13.7%	71,503	9.6%	15,406	7.9%	2,176	7.8%
<b>Totals</b>	<b>5,663,723</b>	<b>100%</b>	<b>742,051</b>	<b>100%</b>	<b>196,047</b>	<b>100%</b>	<b>27,801</b>	<b>100%</b>

Yes, Hispanic/Latino	621,508	11%	72,993	9.8%	14,934	7.6%	2,130	7.7%
No, Not Hispanic/Latino	5,042,215	89.0%	659,245	88.8%	179,403	91.5%	25,485	91.7%
No Response	0	0%	9,813	1.3%	1,710	0.9%	186	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.234, s.4. This may account for an apparent underrepresentation of Asian and Hispanic/Latino jurors compared to the Federal Census.

## Office of Workplace Rights & Compliance

In FY23, the Office of Workplace Rights and Compliance (OWRC) continued to be a proactive resource for employees, supervisors, and managers, as well as for external community organizations and court users to identify issues of concern, remedy the immediate effects of discrimination, harassment, or retaliation, and work together to prevent its recurrence.

Activities included attending staff meetings, providing training, and engaging in mutual resolution and facilitated growth-mindset dialogues, in addition to investigating allegations of misconduct. OWRC is helping the Trial Court build a culture of accountability and encouraging everyone to stand up, speak up, and take appropriate action to make things right, fair, and just for all.

One key effort in FY23 was the convening of a Trial Court task force to streamline the Americans with Disabilities Act (ADA) accommodation request process and create accessible forms and motion templates for court users to submit their requests in an easier format.

- OWRC conducted ADA informational overview trainings for Probate and Family Court ADA coordinators, Judicial Case Managers and Assistant Judicial Case Managers, and presented at the Housing Court Educational Conference.
- OWRC presented in-person ADA Service Animal training to Court Officer Academy classes, as well as anti-discrimination and harassment training.
- The Office also provided 26 other trainings (topics such as Professionalism in the Workplace, Empathetic Leaders and Upstander Intervention) to 726 individuals.

OWRC works with supervisors and managers every day to counsel them on how to promptly address incidents of discrimination and harassment. They provide guidelines on calling out the behavior and addressing misconduct promptly to better change workplace culture to one that is welcoming and supportive of all identities to best serve the public

in a fair, respectful manner. Next year, OWRC will introduce facilitated Growth-Centered Dialogues guidelines.

Employees and court users can contact OWRC through a helpline, email, or complaint form available on Courtyard and Mass.gov in five different languages. They can discuss their experiences with the Trial Court, explore options available to them, and receive the support they need. Any contact and pursued option can remain anonymous.

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 and informs them of their options, including whether to pursue an investigation or to seek a resolution that they believe will address their concerns.

- Of the 221 cases received in FY23, 29% of the reporting parties chose to mutually resolve their complaints. Of the reporting parties, 33% were Persons of Color, and 17% did not disclose their race or ethnicity.
- Of the 94 complaints investigated, 35% were substantiated (more likely than not, the conduct occurred, and it violated court policy).
- 65% 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.

### CONTACT OWRC

Complaint Form (available in five languages along with the policy and FAQs): [Mass.gov/OWRC](https://www.mass.gov/OWRC)

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

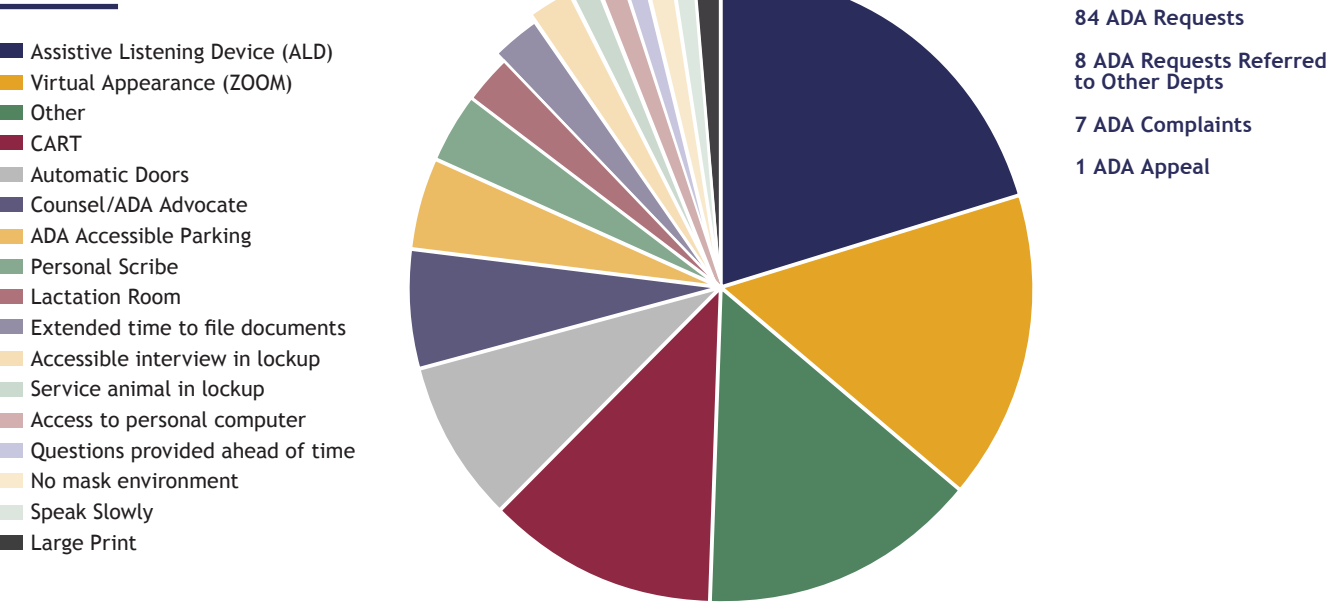
**Helpline:** (617) 878-0411

**Email:** [WorkplaceRights@jud.state.ma.us](mailto:WorkplaceRights@jud.state.ma.us)  
[FairAndEquitableJusticeForAll@jud.state.ma.us](mailto:FairAndEquitableJusticeForAll@jud.state.ma.us)

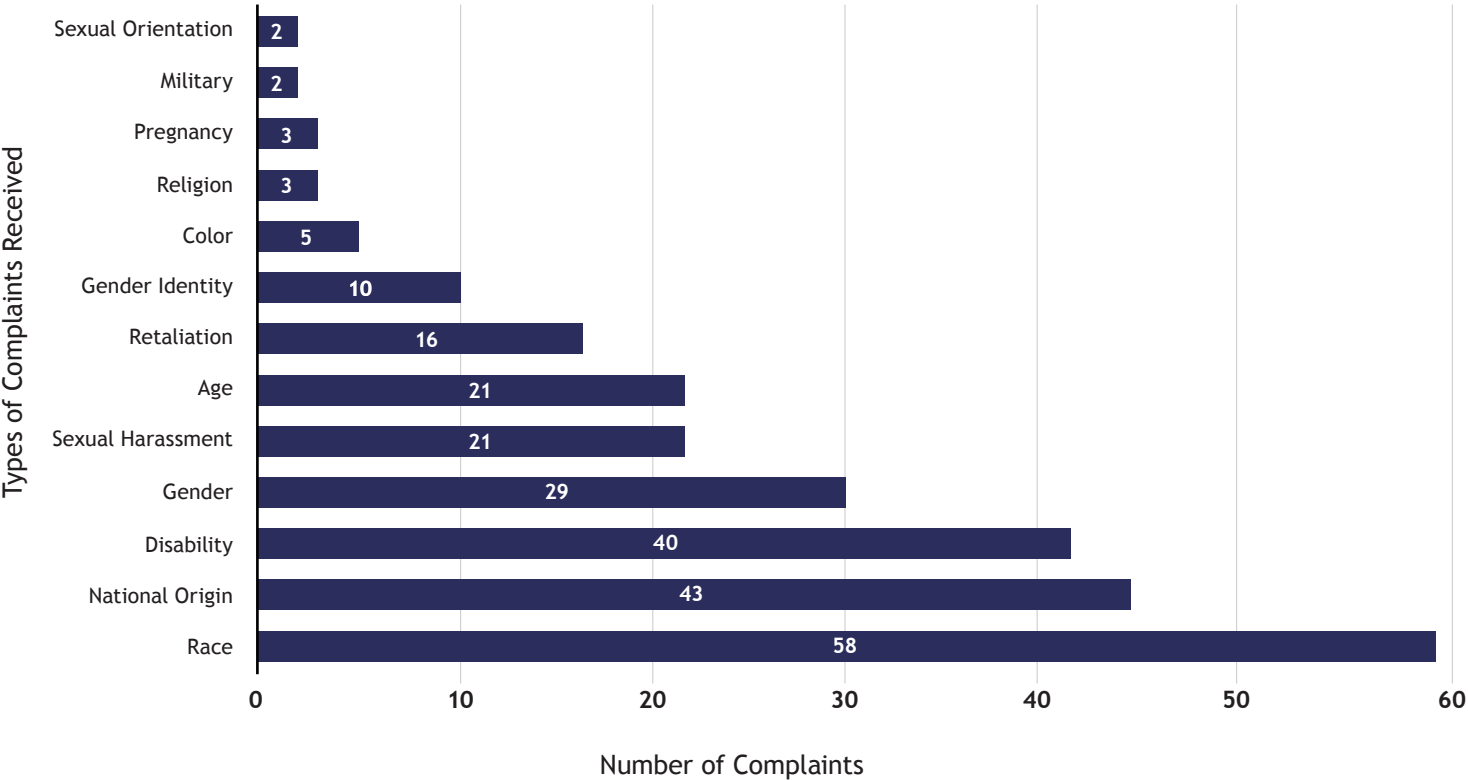


# Office of Workplace Rights & Compliance

## FY23 ADA Requests

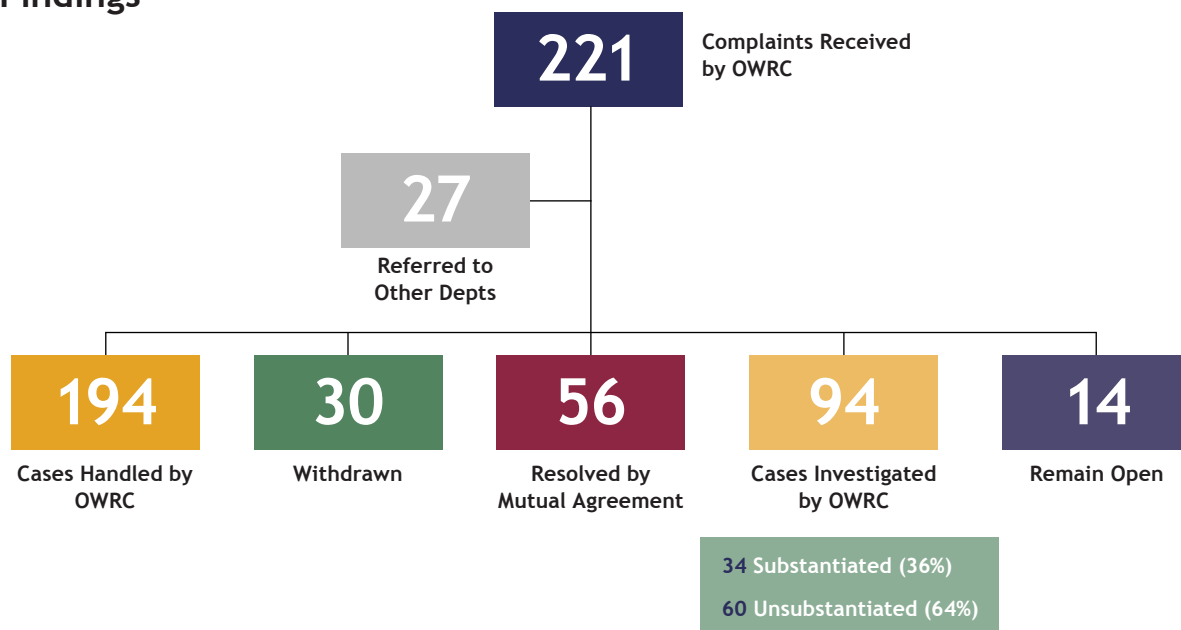


## FY23 Complaints



## Office of Workplace Rights & Compliance

### FY23 Findings

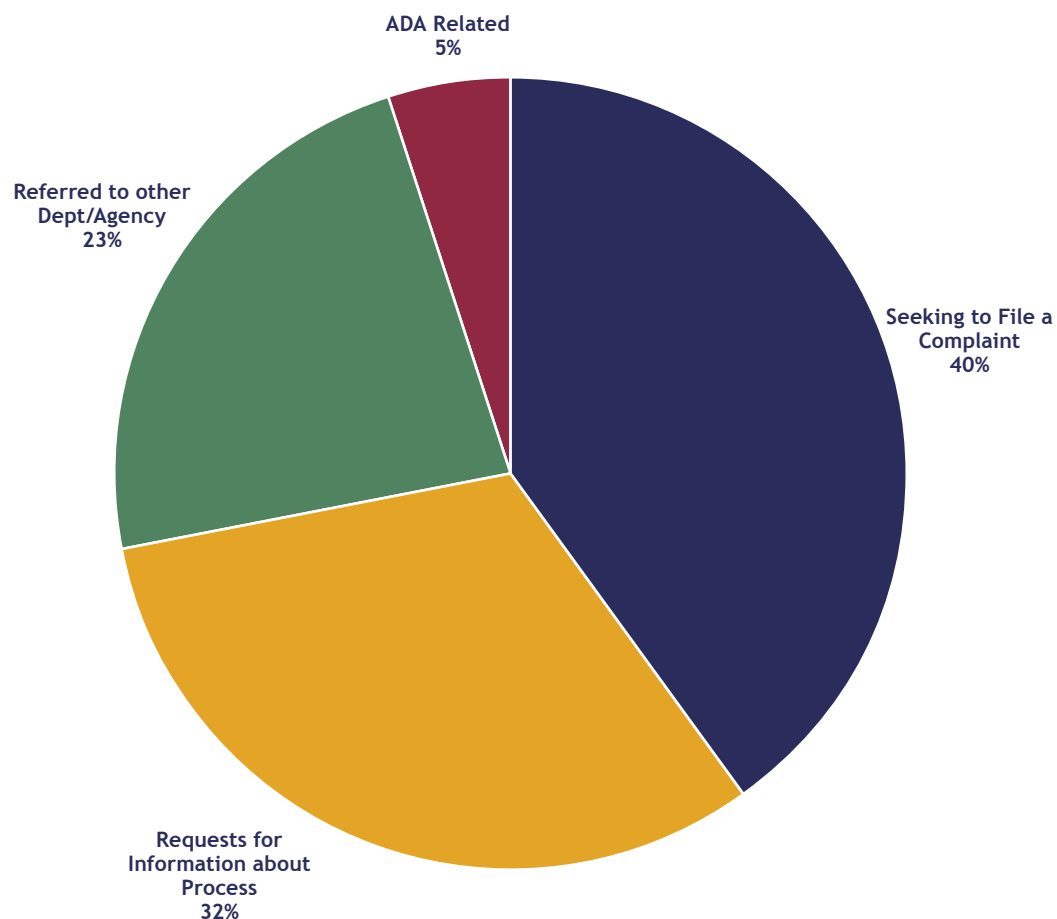


### Helpline Calls

86 Helpline Calls

Average of 7 Calls Per Month

Additional Complaints Filed on Mass.gov





## Human Resources

### Talent Acquisition

The Human Resources Talent Acquisition Team (TA) facilitates a fair, merit-based hiring process for the Trial Court. In FY23, the TA team worked with hiring managers to optimize the applicant tracking system and evaluate and improve the hiring process. Across the Trial Court, 1,337 positions were filled, including 729 new hires and 608 promotions.

The TA team created a new position, TA Community Outreach Manager, to identify opportunities for posting positions and networking to reach a diverse applicant pool. The manager engages with colleges/universities and community and affinity groups and enhances the paid summer internship program to support diverse participation.

In response to the “great resignation,” the Trial Court partnered with a marketing firm to create an awareness campaign, branding the Trial Court as an employer of choice. This campaign included digital, print, and radio ads in English, Spanish, and Portuguese. During the campaign, monthly applications increased by 52%, and average applications per posting increased by 45%.

### Mentor Program

The Trial Court hired a vendor to develop a mentor program that best fits the culture and structure of the Trial Court. The program will consider the challenges employees face when seeking promotional opportunities. In addition, the program will address the need to build and sustain a high-performing workforce that understands, respects, embraces, and enhances the well-being of all employees, and recognizes the importance of issues of diversity, equity, and inclusion.

## Demographic Data

The Trial Court ended FY23 with 6,406 judges, clerks, and staff as outlined in Figure 1.

The year-over-year number of BIPOC (Black, Indigenous, and People of Color) personnel increased from 26% to 27% of the workforce.

The year-over-year proportions of the female workforce remained consistent at 59%.

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

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

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. Figure 1 includes the tabulation of Massachusetts Labour Market information, which was released by the U.S. Census Bureau in 2021.

## 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.

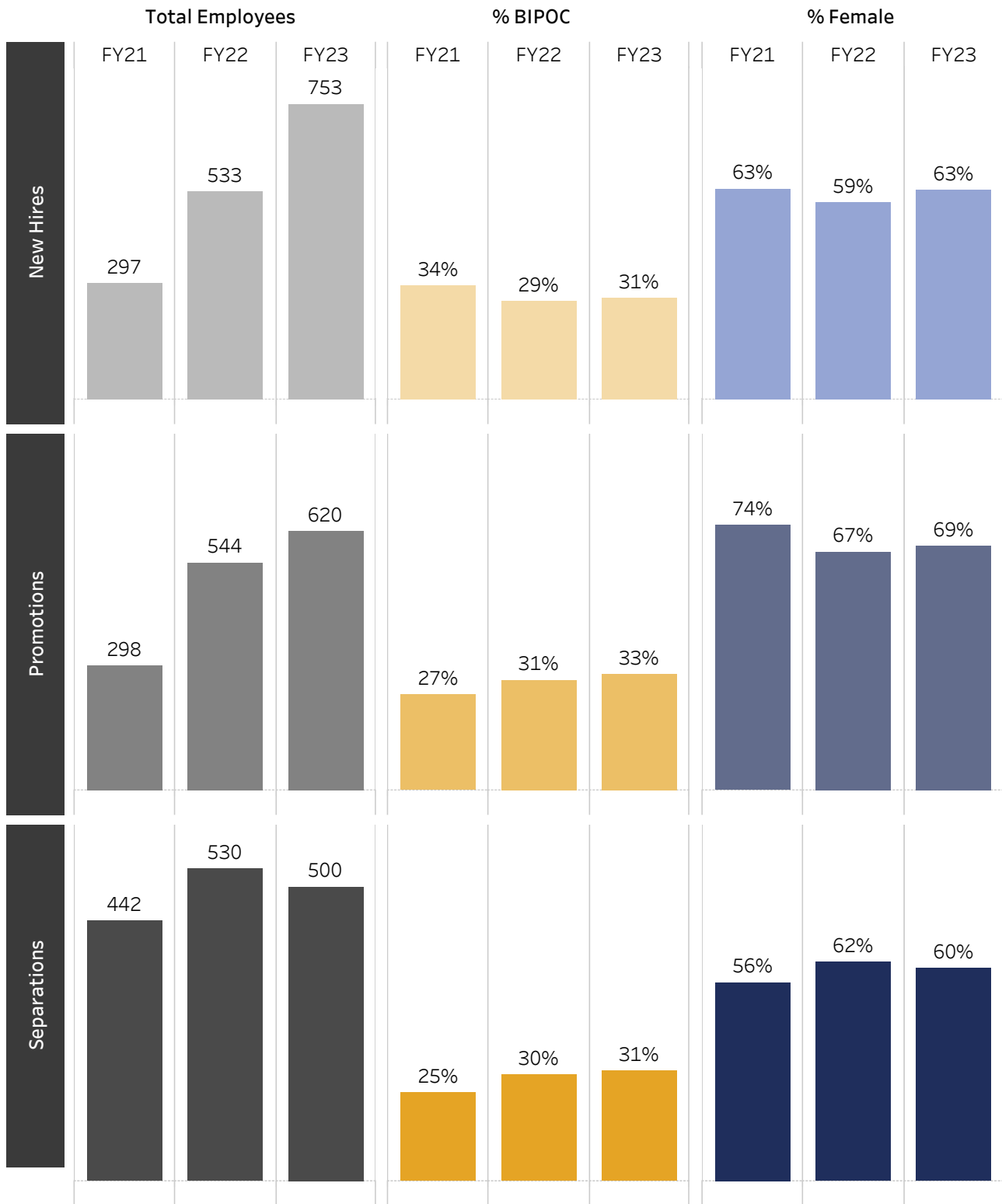
- **Officials and Administrators:** Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency's operations, or provide specialized consultation on a regional, district or area basis. 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 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 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 FY23, Selected Titles**

		Total	% BIPOC	% Female
Court Officials	Trial Court Chief Justice	8	25%	50%
	Justice	363	13%	45%
	Clerk of Court/Register (Elected)	27	4%	48%
	Clerk Magistrate/Recorder	91	10%	40%
	Asst Clerk/Judicial Case Manager/Asst Judicial Case Manager/Asst Register/Deputy Recorder	508	15%	57%
Probation Department	Chief Probation Officer	99	23%	47%
	Assistant Chief Probation Officer	205	19%	53%
	Probation Officer	665	29%	60%
	Associate Probation Officer	198	39%	75%
Security Department	Director, Deputy, and Regional Director	7	29%	14%
	Chief Court Officer	40	33%	13%
	Assistant Chief Court Officer	86	30%	20%
	Court Officer	726	29%	20%
	Associate Court Officer	111	38%	28%
Facilities Department	Director/Manager	15	0%	7%
	Maintenance	333	43%	29%
All Court Departments	Office/Clerical	2,263	27%	83%
Entire Trial Court		6,406	27%	59%
Massachusetts Labor Market (2014-2018 Equal Employment Opportunity Tabulation)			23%	49%

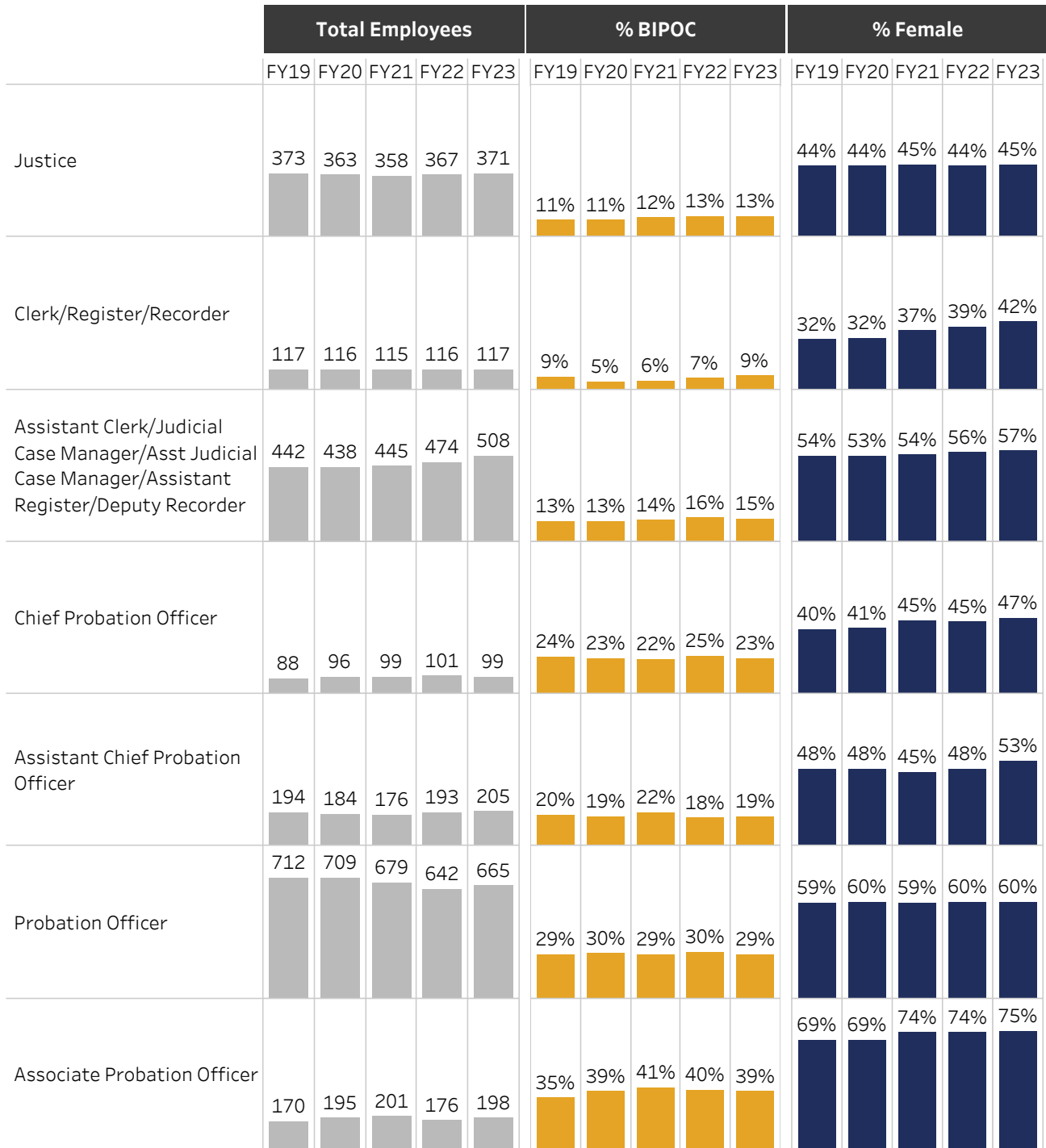
Figure 2: FY21-FY23 New Hires, Promotions, and Separations





**Figure 3: Trial Court Employees, Top 25 Titles**  
**% BIPOC, % Female, End of FY19 to FY23**

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



**Figure 3: Trial Court Employees, Top 25 Titles**  
**% BIPOC, % Female, End of FY19 to FY23**

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

	Total Employees					% BIPOC					% Female				
	FY19	FY20	FY21	FY22	FY23	FY19	FY20	FY21	FY22	FY23	FY19	FY20	FY21	FY22	FY23
Probation Office Manager	86	83	87	86	85	14%	16%	17%	17%	18%	99%	99%	98%	98%	96%
Assistant ELMO Coordinator	41	41	40	42	42	34%	34%	30%	31%	29%	46%	51%	50%	45%	40%
Probation Case Coordinator	59	56	55	49	52	32%	36%	36%	29%	31%	98%	98%	98%	98%	92%
Probation Case Specialist	241	236	244	251	254	34%	32%	33%	29%	29%	89%	90%	89%	88%	88%
Assistant Chief Court Officer	75	75	72	86	86	25%	28%	26%	27%	30%	20%	19%	19%	21%	20%
Court Officer	751	713	709	693	726	28%	28%	28%	28%	29%	19%	18%	19%	20%	20%
Associate Court Officer	141	162	133	133	111	33%	34%	35%	41%	38%	30%	30%	30%	29%	28%
Senior Maintenance Technician	50	51	46	39	37	16%	16%	15%	18%	19%	0%	0%	0%	0%	0%
Custodian	205	212	201	185	177	60%	63%	66%	66%	64%	38%	42%	44%	47%	49%



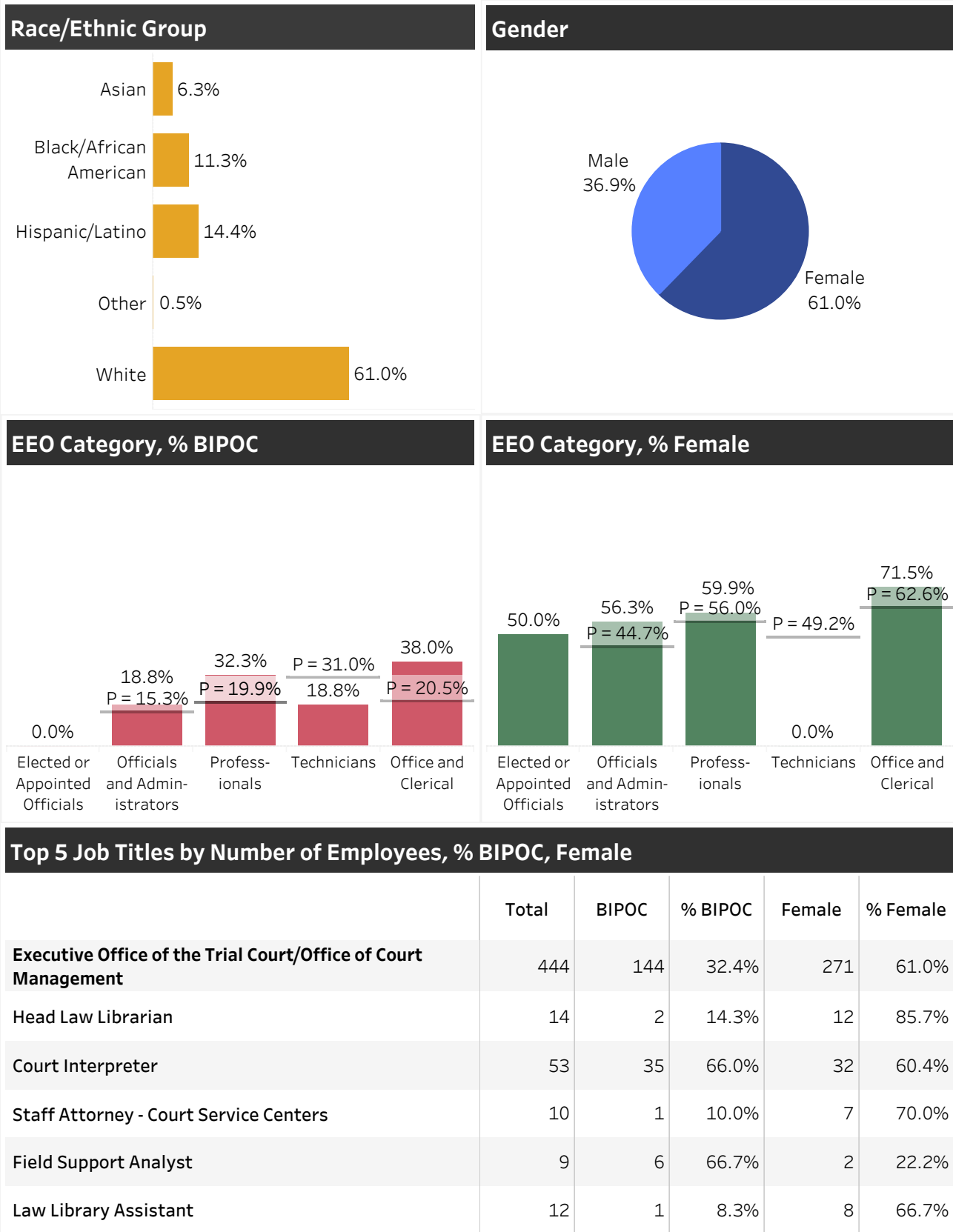
**Figure 3: Trial Court Employees, Top 25 Titles**  
**% BIPOC, % Female, End of FY19 to FY23**

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



**Figure 4: Executive Office of the Trial Court/Office of Court Management, Year-End FY23**

(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.)





**Figure 5: Boston Municipal Court, Year-End FY23**

(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.)

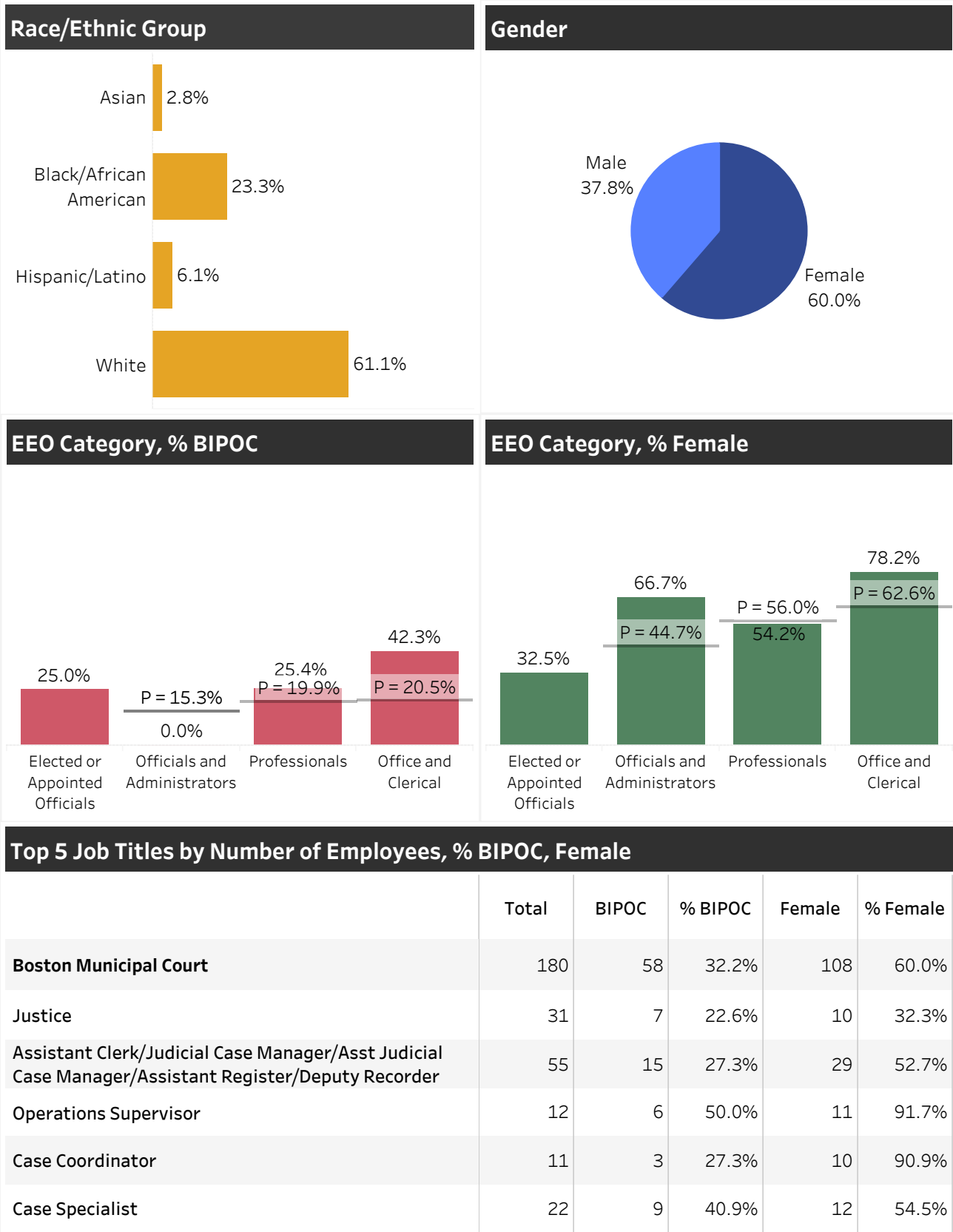
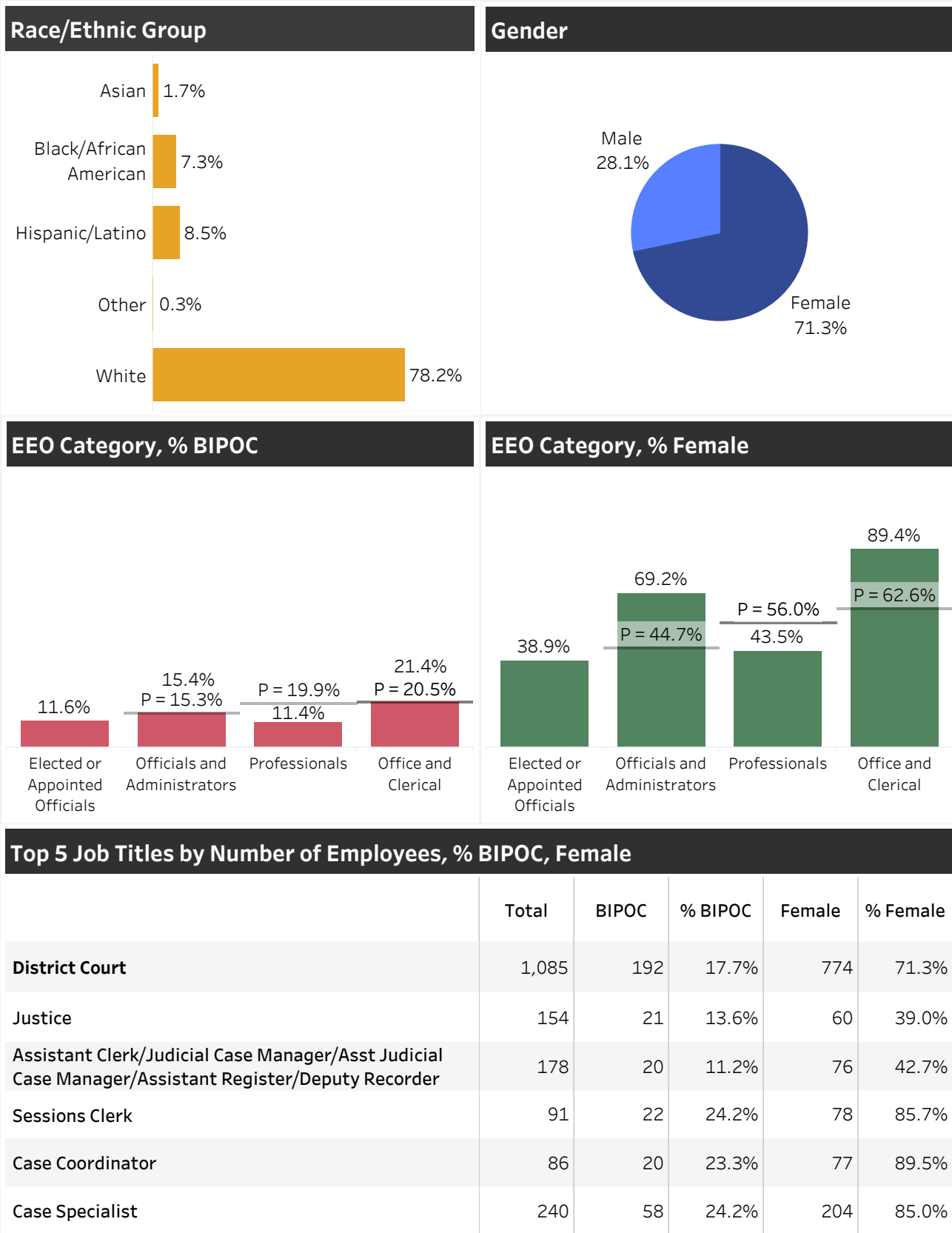


Figure 6: District Court, Year-End FY23

(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.)



**Figure 7: Housing Court, Year-End FY23**

(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.)

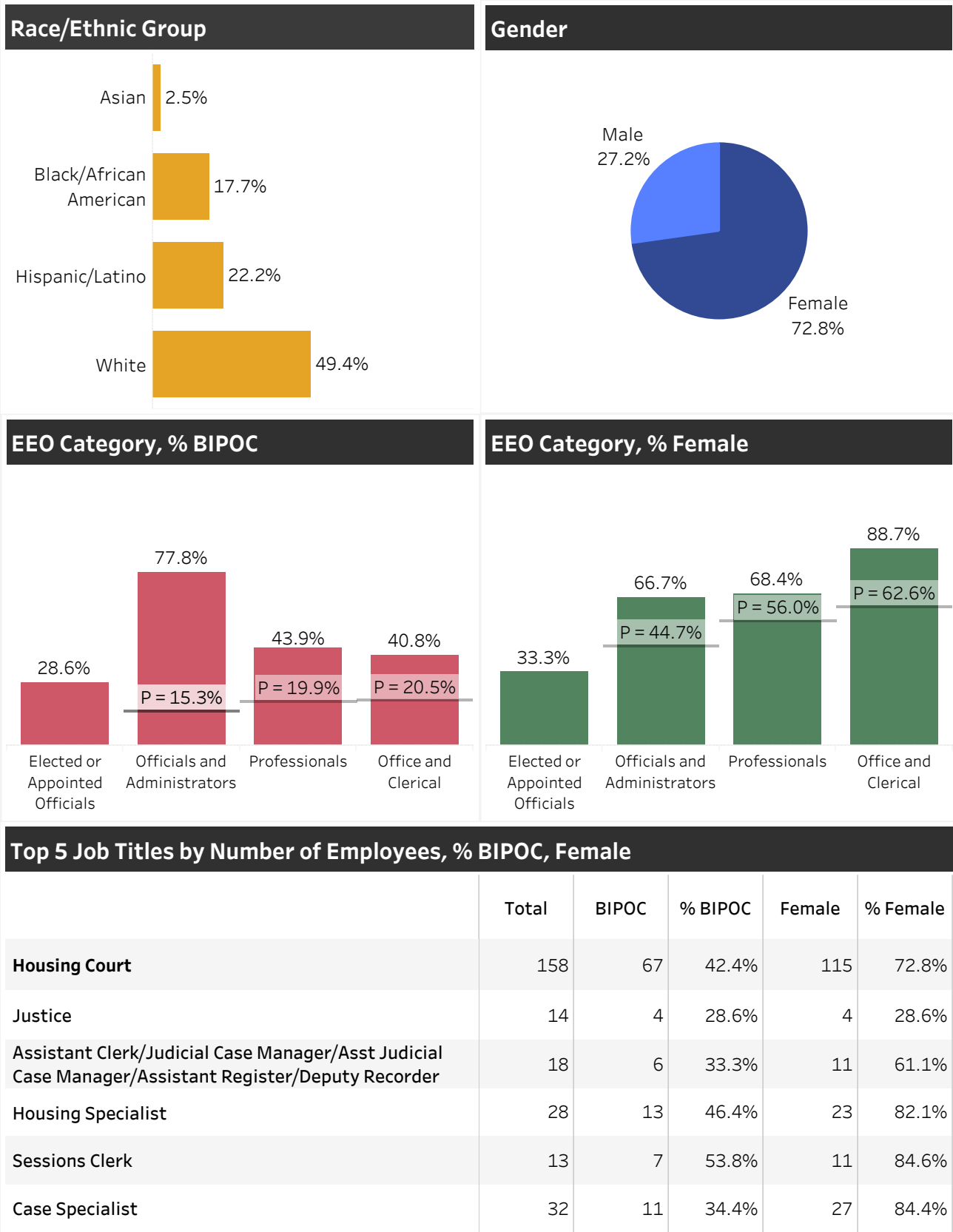
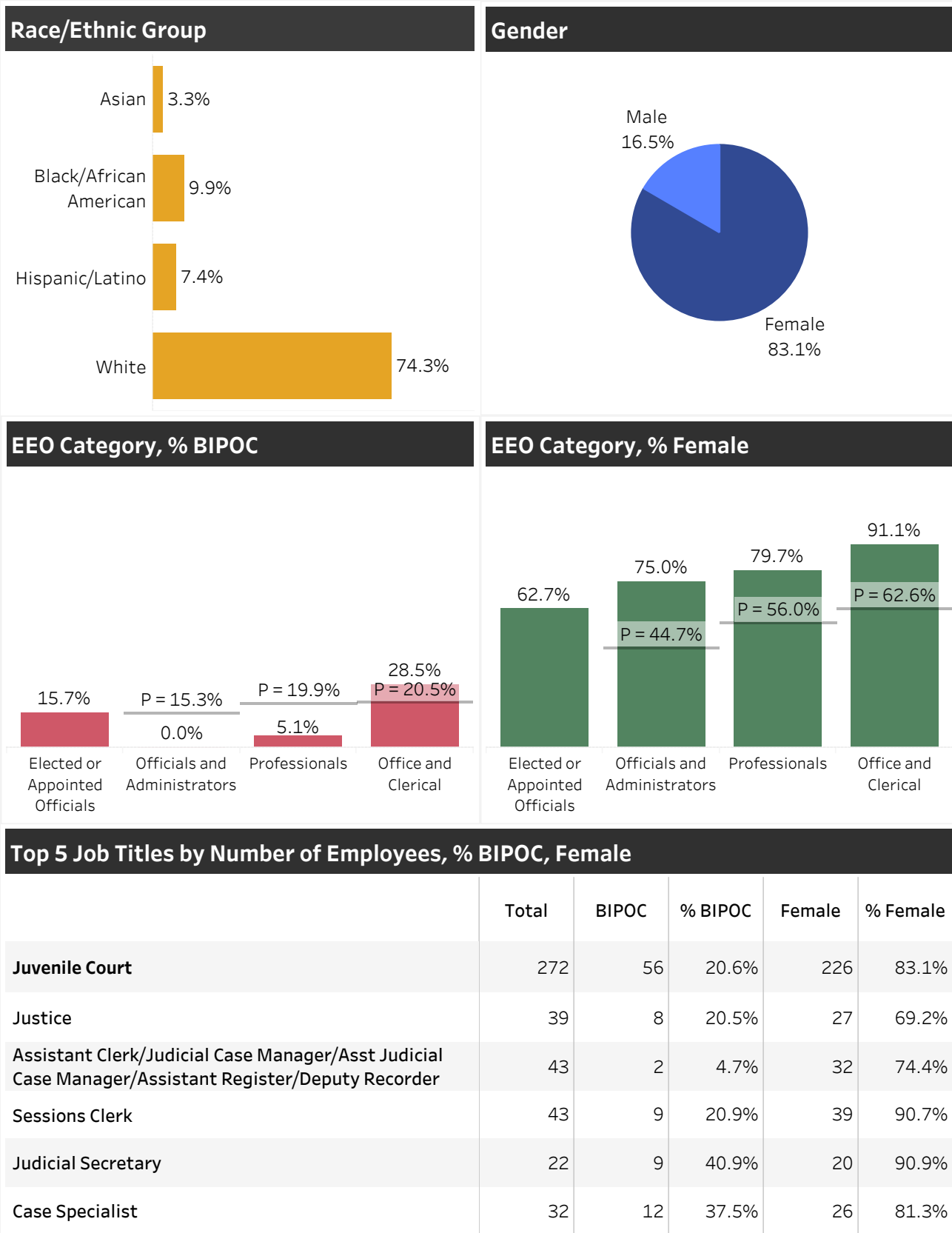




Figure 8: Juvenile Court, Year-End FY23

(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.)



**Figure 9: Land Court, Year-End FY23**

(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.)

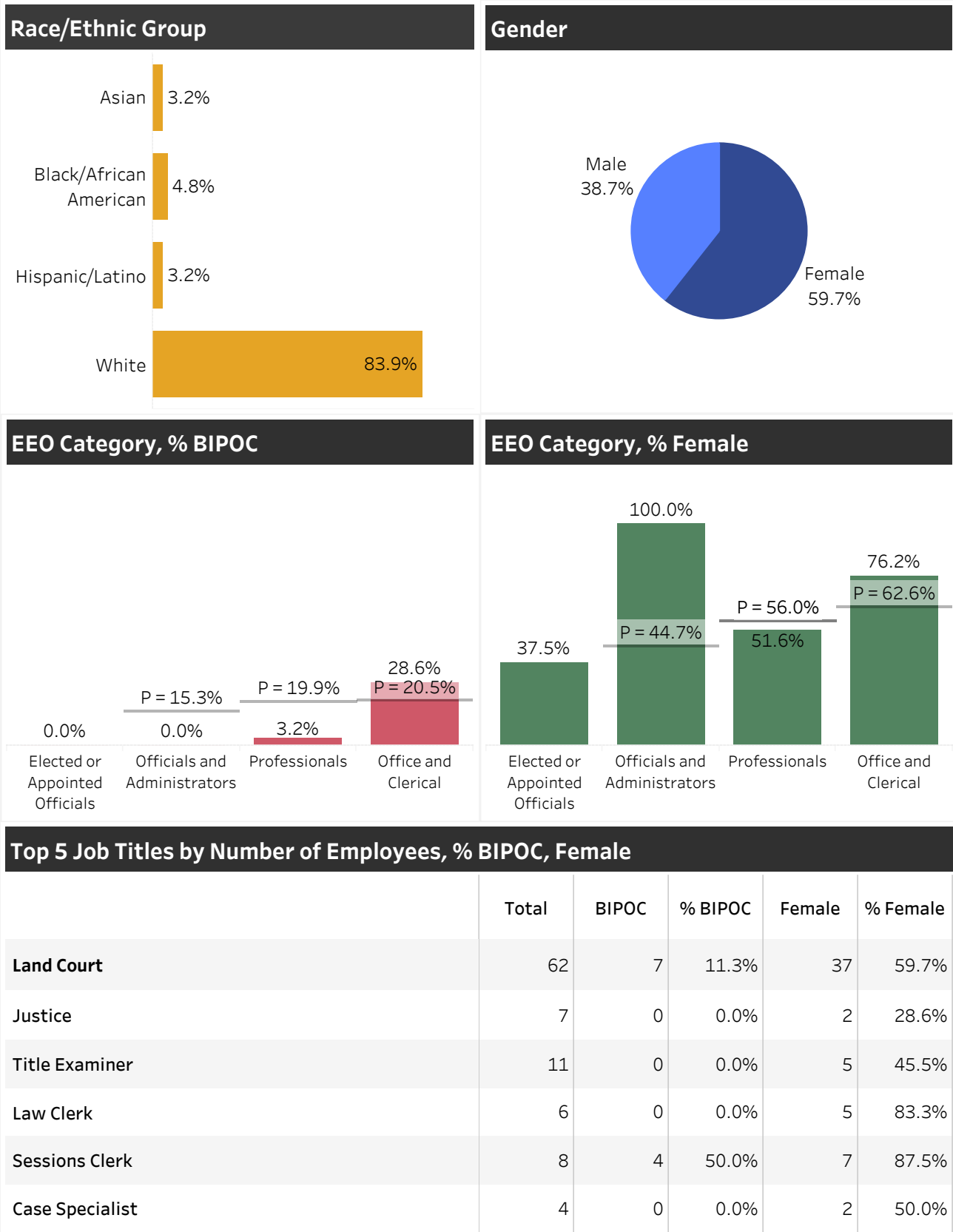
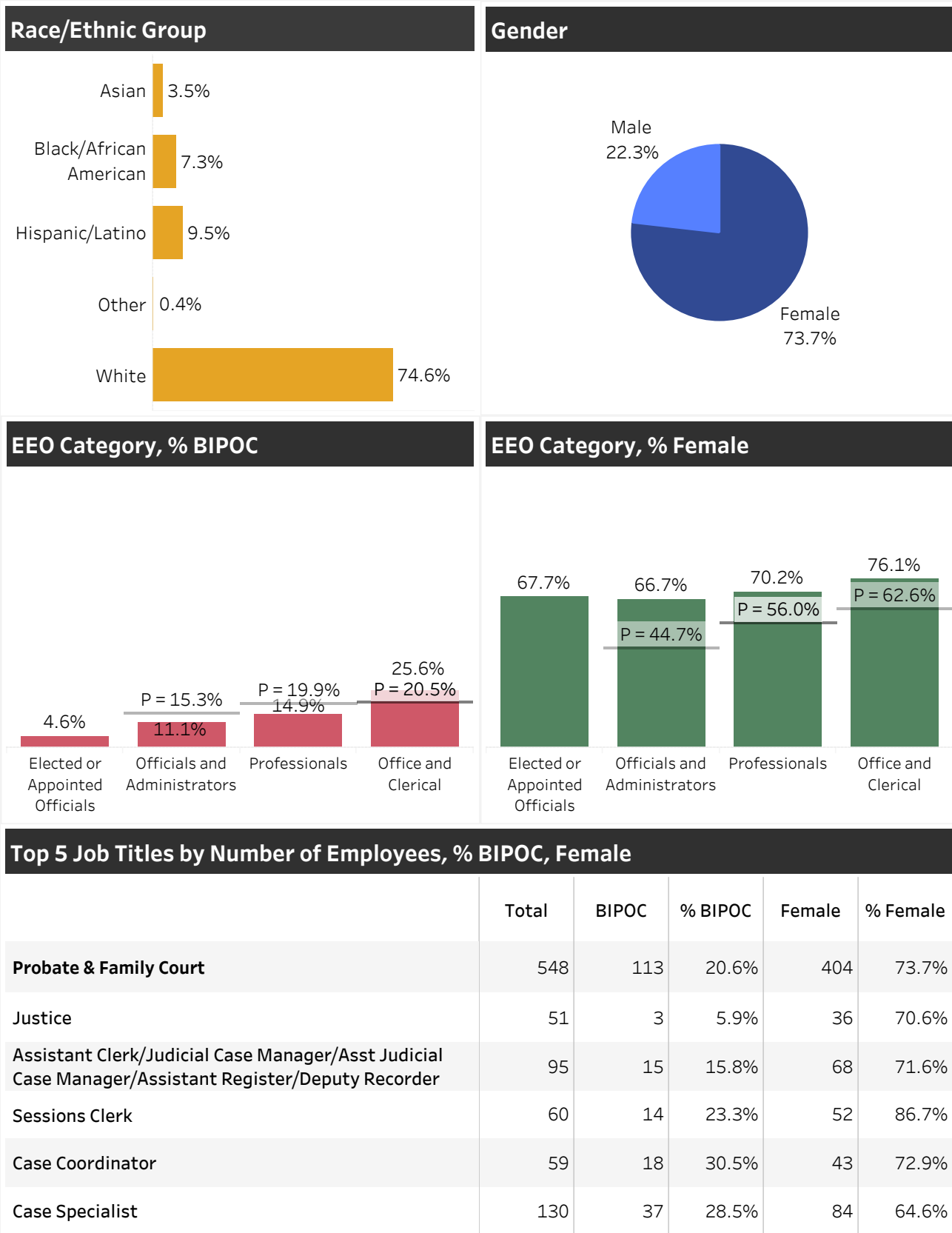


Figure 10: Probate &amp; Family Court, Year-End FY23

(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.)





**Figure 11: Superior Court, Year-End FY23**

(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.)

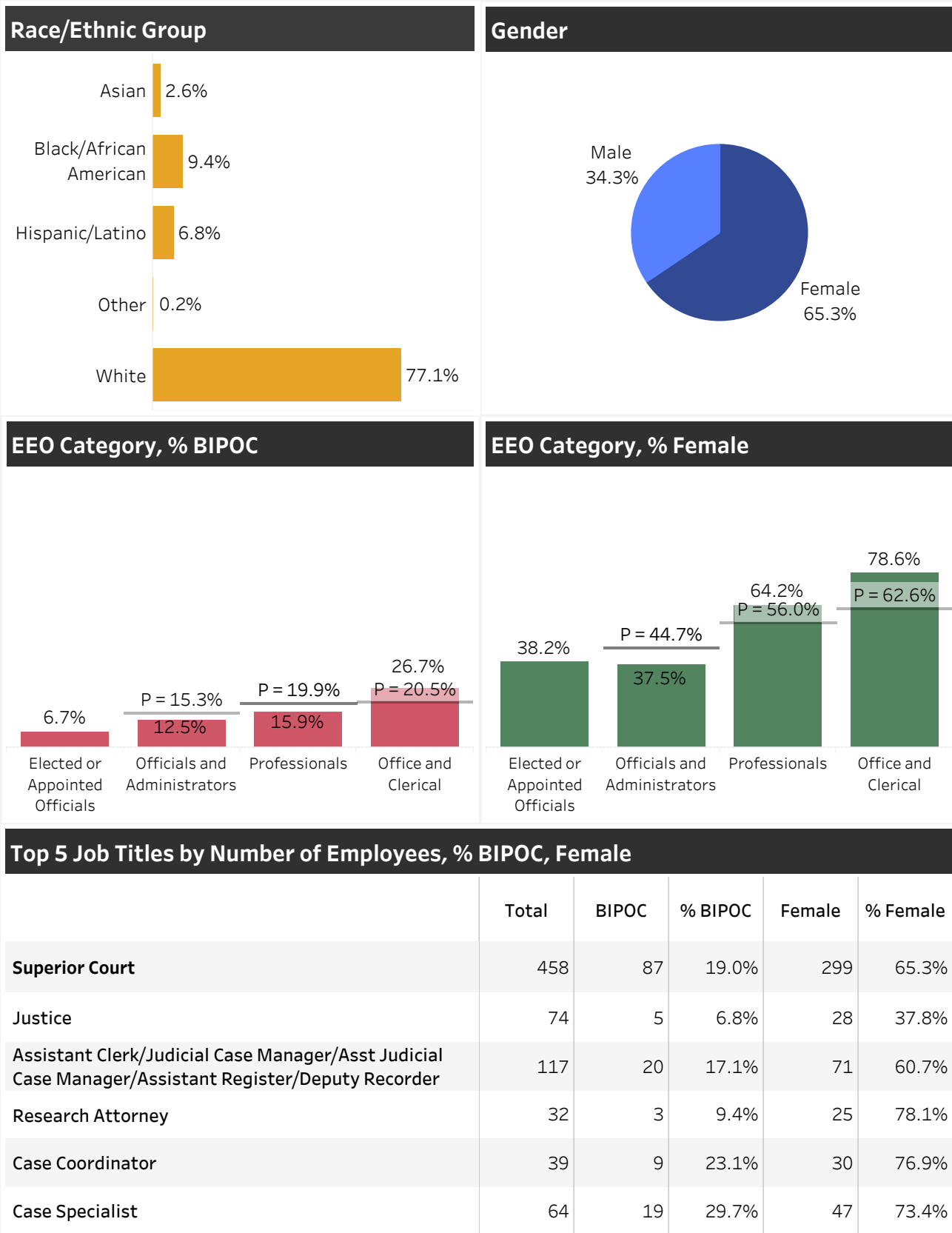
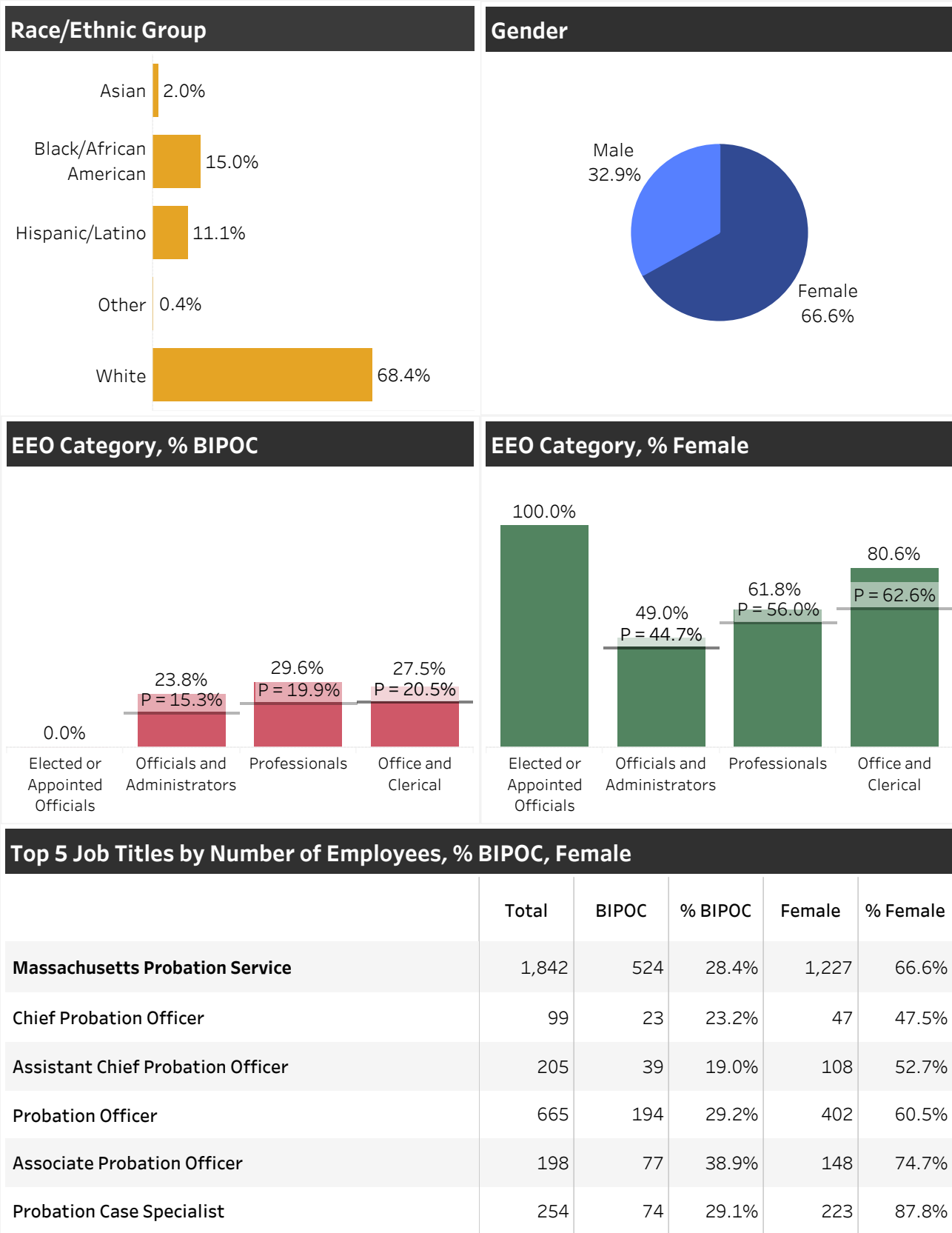


Figure 12: Massachusetts Probation Service, Year-End FY23

(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.)



**Figure 13: Facilities Department, Year-End FY23**

(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.)

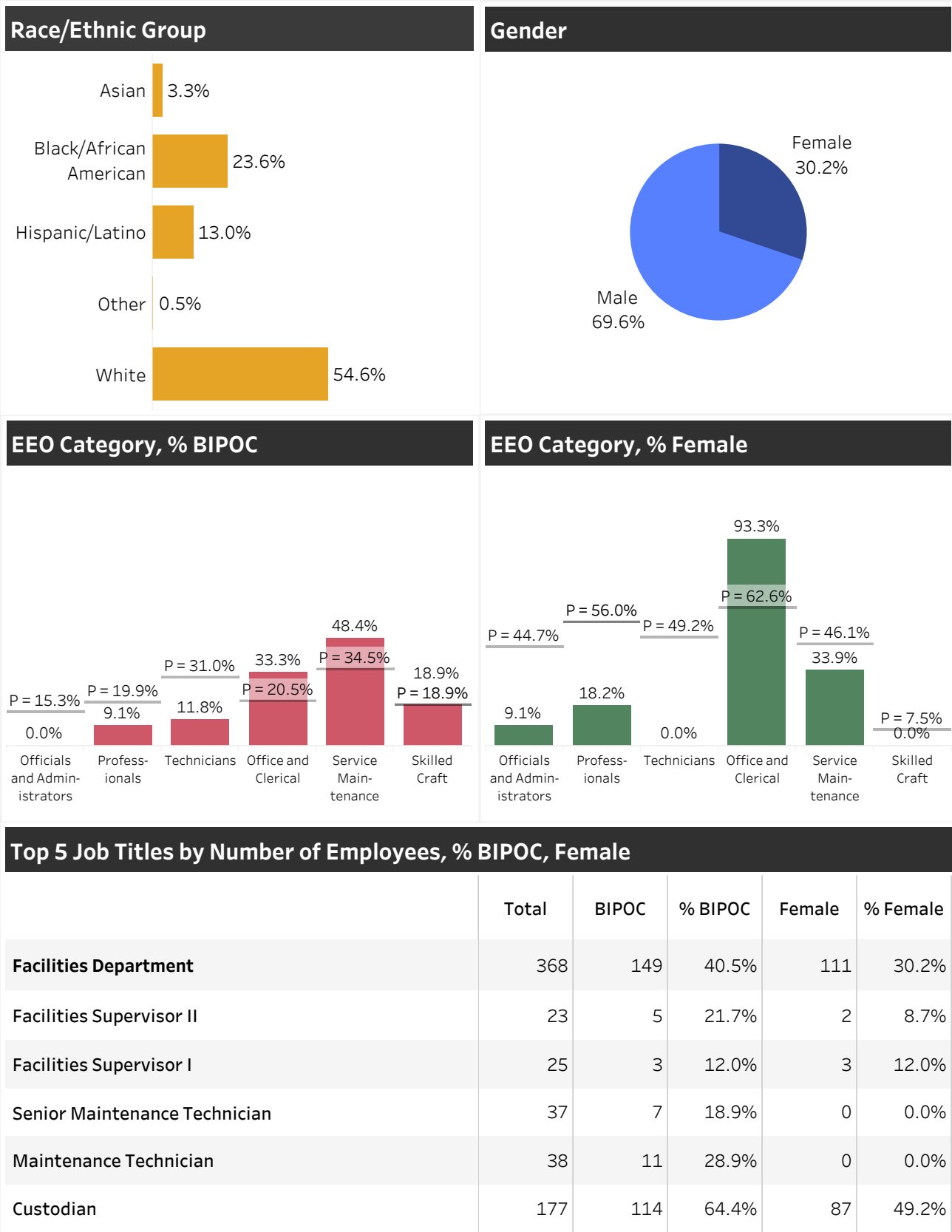
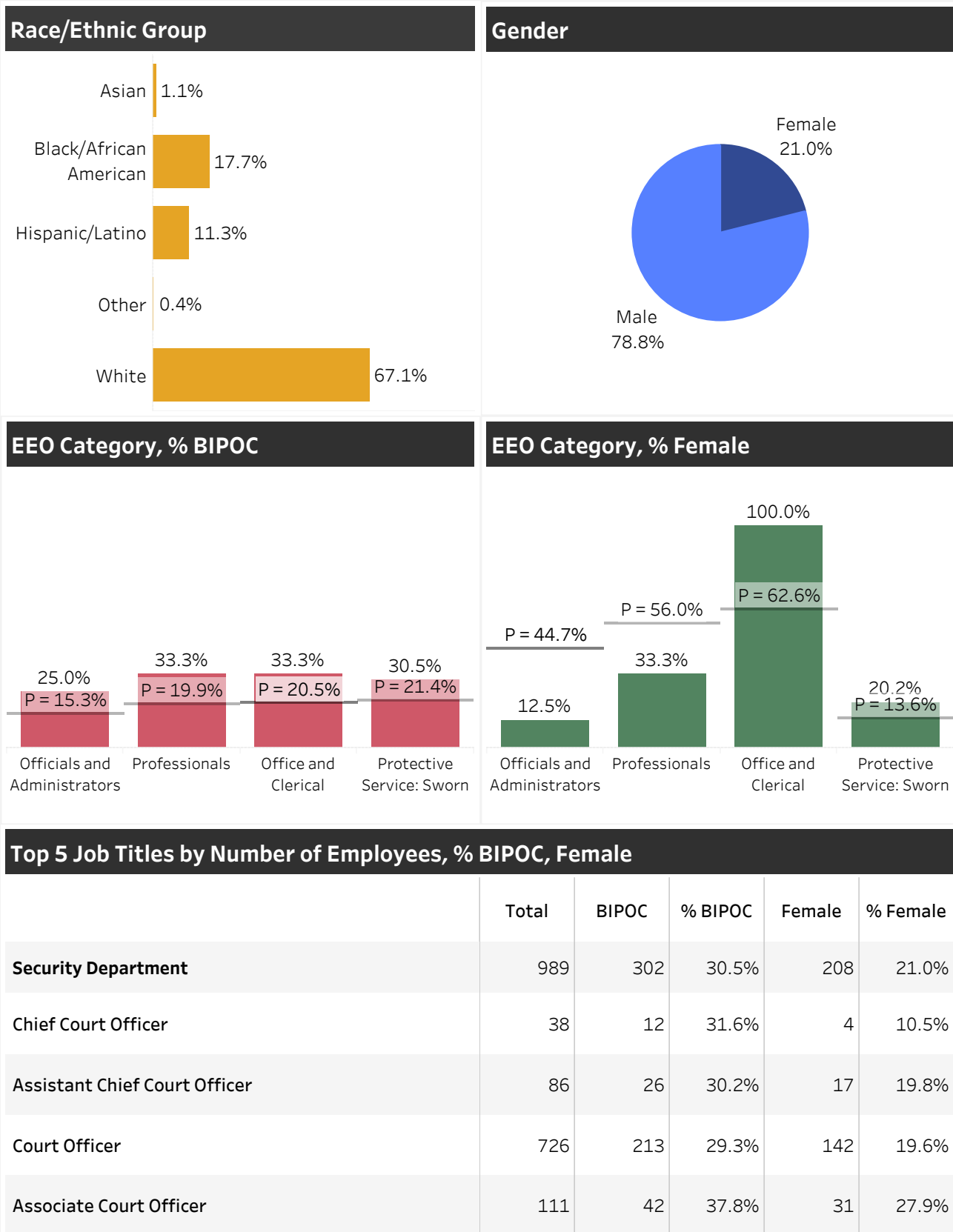




Figure 14: Security Department, Year-End FY23

(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.)





Love is such a powerful force  
It's there for everyone to see  
that kind of unconditional love for  
That is the kind of love that helps  
the community and try to change it  
to make rules for what the



A large, dark bronze statue of a hand holding a shoe, symbolizing the Civil Rights Movement. The hand is positioned at the top left, with fingers wrapped around the heel of a dark brown leather shoe. The shoe has several brass-colored buttons along its side. The statue is set in a public square with a paved ground and a background of trees and buildings under a cloudy sky.

“Whatever affects one directly,  
affects all indirectly”

— Martin Luther King Jr.





Executive Office of the Trial Court

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[www.mass.gov/courts](http://www.mass.gov/courts)

