

Executive Office of the Trial Court

# Diversity Report



Fiscal Year 2024





# Table of Contents

Executive Statement .....	05
Mission Statement & Report Overview .....	06
Office of Access, Diversity, and Fairness .....	07
Office of Diversity, Equity, & Inclusion .....	07
Office of Access to Justice and Court User Experience .....	11
Office of Language Access .....	12
Court Services and Law Libraries Department .....	13
Office of Alternative/Online Dispute Resolution .....	13
Office of Workplace Rights & Compliance .....	14
Massachusetts Probation Service .....	18
Office of Jury Commissioner .....	19
Human Resources .....	20
Equal Employment Opportunity Job Categories .....	21
Demographic Data .....	23





## Executive Statement

The Massachusetts Trial Court continues to advance its core values and mission of delivering justice with dignity and speed to all. At every level of our organization, we embrace the foundational principles of diversity, equity, and inclusion. Ensuring fair and equitable access to justice is both an ethical imperative and an operational cornerstone of our mission. The Diversity Report details our progress over the past fiscal year in advancing these priorities with the engagement of our 6,600 judges and employees across the Commonwealth.

In the past year, we established the Office of Access, Diversity, and Fairness, which leads and coordinates our ongoing DEI efforts. We successfully completed Full Court P.R.E.S.S., a court-wide educational program on race and bias, equipping employees with the awareness and tools to help eliminate racism, discrimination, and bias in the workplace. We track and share data on our progress, ensuring that our DEI principles remain integral to court operations and workforce development.

This report outlines both our achievements and ongoing commitments. We take pride in our progress and remain dedicated to meaningful, sustained change in service of the Commonwealth's justice system.

**Heidi E. Brieger**  
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 seven Trial Court Departments, the Office of Court Management, the Massachusetts Probation Service, and the Office of Jury Commissioner. The EOTC develops policies and initiatives to foster continuous improvement and ensure the efficient use of resources throughout the Trial Court. The 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; and
- 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 provides an update on the Trial Court’s efforts to advance diversity, equity, and inclusion in FY24. Over the past year, the Trial Court continued to build a more inclusive workforce and equitable workplace. This collective effort has increased community outreach and employee engagement, expanded professional development and

training for court personnel, and advanced equity and access to justice and services.

This report includes details of various departmental DEI efforts, as well as a demographic snapshot of the Trial Court workforce at the end of FY24, with hires and promotions by race and gender and data for positions with the largest number of personnel in each court department.



Office of Access, Diversity, and Fairness



Full Court P.R.E.S.S. Part II training and group discussion, John Adams Courthouse, Boston

Trial Court Creates New Office of Access, Diversity, and Fairness

In FY23, the Executive Office of the Trial Court announced the establishment of the Office of Access, Diversity, and Fairness (OADF). OADF has overarching responsibility for Trial Court policies and practices related to access and fairness, diversity, equity, and inclusion through the supervision of six departments: Office of Diversity, Equity, and Inclusion; Office of Access to Justice and Court User Experience; Department of Court Records and Transcripts; Office of Language Access; Department of Court Services and Law Libraries; and the Office of Alternative/Online Dispute Resolution. The Chief Access, Diversity, and Fairness Officer (CADFO) oversees Trial Court policies and practices in these areas and promotes consistency and collaboration across the court’s access and fairness, diversity, equity, and inclusion initiatives. The first CADFO was appointed in August 2023.

Office of Diversity, Equity, & Inclusion

Office of Diversity, Equity, and Inclusion

The Office of Diversity, Equity, and Inclusion (ODEI) focuses on advancing internal DEI efforts that foster and support a diverse, equitable, and inclusive work environment for all Trial Court employees. ODEI’s key responsibilities include:

- Serving as the Trial Court’s clearinghouse for matters related to diversity, equity, inclusion, belonging, DEI trends, and best practices.
- Creating opportunities to increase engagement and education, raising employee awareness and ability to address DEI-related issues in the workplace.
- Providing strategic guidance to court employees, with a particular focus on court leaders and managers; this includes fostering a welcoming workplace environment, promoting effective communication across teams, highlighting the value of diverse perspectives, addressing and eliminating bias and discrimination, applying a DEI lens to daily operations, and advancing equity throughout the workplace.

DEI Activities Completed in FY24

Full Court P.R.E.S.S. Part I - Moving our Vision into Reality eLearning

In collaboration with the Trial Court Judicial Institute, ODEI developed and launched a new mandatory, two-part, court-wide training, Full Court P.R.E.S.S. Part I was administered as an eLearning program in FY23 to reinforce the Trial Court’s commitment to fair, impartial, and respectful treatment for all court users and court staff. The program is based on Harvard social psychologist Dr. Robert Livingston’s P.R.E.S.S. framework, which offers strategies to eliminate racism and bias within organizations.



Office of Diversity, Equity, & Inclusion



Full Court P.R.E.S.S. Part II- Local Conversations

Part II of the program was designed to complement and reinforce the skills acquired through the eLearning. Facilitated in-person conversations allowed employees to engage with their colleagues and actively apply their knowledge to two familiar court scenarios. These 90-minute sessions at local courthouses across the state were facilitated by trained employee volunteers.

Full Court P.R.E.S.S. Language Access

To ensure that all employees have access to this mandatory program, ODEI collaborated with the Office of Language Access to offer the training in additional languages. Part I was translated into seven languages and Part II, Local Conversations, was conducted in five world language-supported sessions.

Massachusetts Bar Association Diversity, Equity, and Inclusion Committee (MBA DEIC)

ODEI continues to represent the Trial Court as an appointed member of the MBA DEIC and helped to plan its second annual Juneteenth Reception, themed “Empowerment.” The event featured presentations by District Court Chief Justice Stacey Fortes and Urban League of Eastern Massachusetts President and CEO Rahsaan Hall.

“The way the program presented many perspectives encouraged me to reconsider my own beliefs and actions, which will hopefully help me be a better colleague and more effective public servant.”

“This course is needed. However, I do hope that it carries through to practice and ensures that all court personnel, from top to bottom, will put it into practice.”

— Employee comments on Full Court P.R.E.S.S. Part II

Office of Diversity, Equity, & Inclusion

Law Day

ODEI joined Probate and Family Court Judge Janine Rivers, Boston Municipal Court First Assistant Clerk Magistrate Toiya Taylor, and the Massachusetts Bar Association to facilitate a Law Day event at Brockton High School. Nearly 100 students participated in a civics lesson exploring racial, gender, and socio-economic barriers to voting.

DEI Training

C.O.N.N.E.C.T: Co-existing Operations to Normalize Court User Navigation and Establish a Culture of Teamwork

C.O.N.N.E.C.T. is a three-hour workshop for courthouse staff, including Clerk’s Office personnel, Court Officers, judges, Probation staff, interpreters, and Facilities staff. Structured as department-specific, courtwide sessions, C.O.N.N.E.C.T. is designed to foster empathy, promote teamwork, and improve court service by encouraging staff to collaborate with a mindset of best intentions across departments. Through small group discussions, interactive presentations, and reflective exercises, participants gain insights into their departmental functions, identify how their work intersects with other court departments, and develop effective strategies for improving cross-department communication.

Centering Diversity, Equity, & Inclusion Workshop

In FY24, ODEI conducted three interactive training sessions for Security Department staff on the impact and importance of fostering a diverse, equitable, and inclusive workplace culture. Participants were introduced to cultural proficiency and key DEI concepts, with opportunities to reflect, practice empathy, apply a DEI lens to their work, and recognize and address their own biases.

World Café: Taking Steps to Address Barriers to Diversity, Equity, and Inclusion

ODEI facilitated a virtual World Café in collaboration with the Massachusetts Bar Association’s Dispute

Resolution Section Council and DEI Committee. The event brought together nearly 100 participants, including representatives from the Dispute Resolution community – from service providers and clients to system stakeholders. Discussions centered on identifying strengths, challenges, and actionable solutions to advance DEI in dispute resolution.

DEI Learning Opportunities for Employees

ODEI updated its presence on the Trial Court’s internal website, Courtyard, to streamline training requests and resource sharing, including self-paced learning. A new request form simplifies access to ODEI training and expertise, allowing managers and department heads to request workshops, trainings, consultations, guest speakers, and tailored DEI assistance.

Virtual DEI Power Hours

In FY24, ODEI began hosting quarterly virtual Power Hour lunch sessions designed to provide Trial Court employees with opportunities for professional learning on DEI topics. These sessions enhance critical thinking, knowledge and skills. Power Hour topics included:

- Chat with Trial Court Chief Justice Jeffrey Locke
- Addressing Imposter Syndrome
- Cultural Humility
- The Power of Notes: Music as a Historical Archive of Black Experiences
- The Impact of Women in Massachusetts: Past, Present, and Future
- Disability Pride Month: Breaking the Stigma of ‘Can’t Do’

Monthly Recognition: Diverse Holidays & Observances

ODEI partners with the Executive Office communications team to post monthly features



Office of Diversity, Equity, & Inclusion



Department of Research and Planning Deputy Director Melaine Malcolm surveys court users at the Edward W. Brooke Courthouse, Boston

on Courtyard to highlight holidays and cultural observances in an effort to expand awareness, create a sense of belonging, and foster an inclusive workplace environment.

Support Initiatives

National Center for State Courts Racial Justice Learning Labs

ODEI participated in two NCSC Blueprint for Racial Justice Learning Labs, which focused on building an inventory of resources to support state court leaders in advancing local racial justice, equity, and inclusion efforts. ODEI is currently involved in the following groups:

- **Understanding the Court Experience to Improve Trust and Confidence:** Focuses on developing a survey to assess Trial Court employee interest in and need for employee resource groups (ERGs).
- **Building a Diverse Court Workplace:** Examines the Trial Court’s recruitment, hiring, and promotion processes to ensure alignment with DEI best practices.

DEI Liaisons

Each of the seven Trial Court departments has a Race, Equity, and Anti-Bias Committee composed exclusively of judges. To enhance cross-department collaboration, ODEI established a DEI Liaison system, assigning each ODEI staff member to one or more departments. These liaisons work closely with the Chief Justices and committees to strengthen relationships and improve coordination between the courts and ODEI.

2023 Access & Fairness Survey

In June 2023, ODEI supported the Trial Court’s Department of Research & Planning (DRAP) in conducting a third Access and Fairness Survey, an adaptation of the survey developed by the National Center for State Courts. The survey was completed by more than 1,300 court users at 25 courthouses across the state who gave feedback on the court’s accessibility and treatment of court users in terms of fairness, equality, and respect. Overall, the results of the survey were positive. However, more work is needed to ensure that all court users find the courts accessible and fair. In December 2023, the Trial Court published the Report on the 2024 Access and Fairness Survey. (<https://www.mass.gov/doc/massachusetts-trial-court-report-on-the-2023-access-and-fairness-survey/download>)

Office of Diversity, Equity, & Inclusion

Among the key areas of success:

- Upwards of 8 out of 10 court users reported being treated with courtesy and respect, served by attentive court staff, and satisfied with their overall court experience.
- More than 9 out of 10 court users, across race, party type, and courthouse size, reported feeling safe in the courthouse.
- More than 9 of 10 attorneys reported being treated with courtesy and respect, that the judicial officer had the information necessary to decide on their case, and that they left court knowing what to do next about their case.
- Among resurveyed courts, the access and fairness scores increased or remained the same since the prior survey in 2017. Access and fairness scores at lower-volume courts showed the most improvement.

Among the key areas in need of further attention or study:

- As in the past, users of high-volume courts consistently rated the courts lower on access and fairness than users of lower-volume courts.
- Non-attorney, non-juror court users (mostly parties to a case) rated the court lower than attorneys and jurors on 6 of 11 measures of access and on all measures of fairness.
- Hispanic/Latinx and Black/African American court users continued to rate the courts lower on access and fairness. This result held true across all party types.
- The impact of legal representation on the court user experience.

Office of Access to Justice and Court User Experience

The Office of Access to Justice and Court User Experience (A2J Office) supports the Trial Court and the communities it serves by acting as a courtwide information resource for A2J-related needs. Through partnership and collaboration with the Trial Court and community stakeholders, the A2J Office seeks to improve the experience for court users by implementing, assessing, and making improvements to programs and initiatives designed to enhance access to justice.

In all its efforts, the A2J Office works collaboratively with the ODAF departments and others to ensure Trial Court projects and initiatives are designed to minimize barriers to court user access, including barriers based on race, ethnicity, language, gender, disability, education, and socio-economic status.

In August 2024, the Trial Court hired a Director of Justice Initiatives and Court User Experience to expand and lead A2J initiatives. In FY25, the Trial Court will hire additional staff to advance the Office’s goals.



Full Court P.R.E.S.S. Part II training and group discussion, Massachusetts Training and Operations Center, Clinton



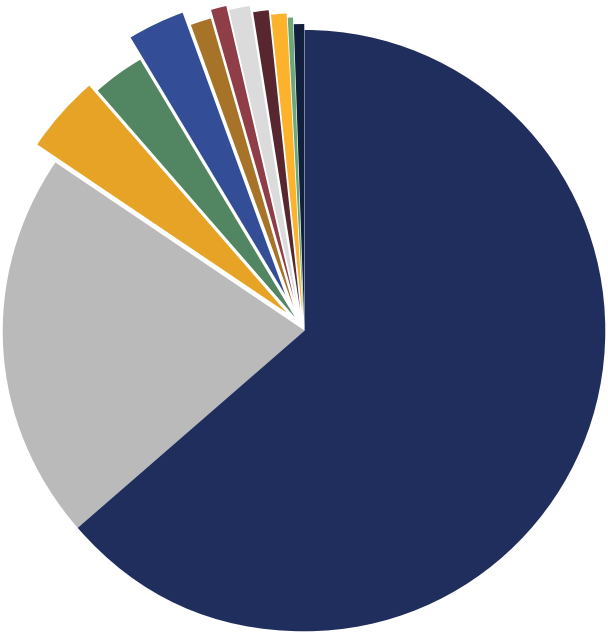
## Office of Language Access

The Office of Language Access (OLA) oversees interpreter and translation services for all divisions of the Trial Court. Within this scope, OLA supports court events, programs, and services by ensuring the availability of interpreters and translators for court users with Limited English Proficiency. In addition, OLA provides American Sign Language (ASL) or Communication Access Real-Time Translation (CART) for Deaf and Hard of Hearing (DHH) individuals.

The OLA team includes interpreters, court schedulers, translators, coordinators, technicians, project coordinators, program managers, and assistants who reflect the diverse communities the Trial Court serves.

OLA requires that court interpreters and translators are credentialed based on guidelines established by the National Center of State Courts.

- **Total Language Requests: 189,316 for 103 languages; 18,634 more requests than FY23.**
- **66 full-time interpreters and 210 per diem interpreters; 96 interpreters offer Spanish (interpretation and translation) and 180 interpreters offer additional world languages.**



FY24 Top Language Requests:

- Spanish - 64%
- Portuguese - 21%
- Haitian Creole - 4%
- Cabo Verdean Creole - 3%
- Other - 3%
- Arabic - 1%
- Chinese (Mandarin) - 1%
- Vietnamese - 1%
- Khmer - 1%
- Russian - .6%
- American Sign Language - .5%
- Chinese (Cantonese) - .3%

## Court Services and Law Libraries Department

The Court Services and Law Libraries Department provides key court services that advance access to justice in the Trial Court. Court Service Centers (CSCs) were established in 2014 to provide the public with legal information, not legal advice, on how the courts work and various available service options.

CSCs offer self-represented litigants procedural and legal information, one-to-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. CSCs offer services virtually and in-person across the state – Boston, Brockton, Greenfield, Lawrence, Lowell, Springfield, Taunton, and Worcester.

In FY24, CSCs served 47,172 visitors and opened a new location in Taunton in early FY25. CSCs added 33 full-time employees in FY24, bringing total staffing to 60 diverse, full-time employees. In summer 2024, CSCs recruited and supervised 63 interns, of whom 31 were bi- or multi-lingual. CSCs also served Limited English Proficient court users by providing phone interpretation and video remote interpretation.



Guests gather for the dedication of the Lowell Law Library in honor of Daniel P. Leahy, May 2024

## Office of Alternative/Online Dispute Resolution

The ADR Coordinator in the Office of Alternative/Online Dispute Resolution advises the Trial Court Standing Committee on Dispute Resolution, the Trial Court Departments, and the Chief Justice on dispute resolution policy and implementation of the Uniform Rules on Dispute Resolution (Supreme Judicial Court Rule 1:18), while also overseeing and coordinating ADR funding and services.

In FY24, ADR/ODR worked with the Trial Court’s Standing Committee on Dispute Resolution (ODR) in collaboration with the Office of Diversity, Equity, and Inclusion, and the Massachusetts Bar Association’s Dispute Resolution Section Council and Diversity, Equity, and Inclusion Committee to develop two programs on diversity in dispute resolution.

- The virtual program, “Barriers to Diversity, Equity, and Inclusion in Dispute Resolution,” was held during Conflict Resolution Week in the fall of 2023. The Trial Court’s ODEI team helped ODR to identify and outline principles of diversity, equity, and inclusion for the program. The program reviewed a recent study on barriers to diversity in dispute resolution services by the Massachusetts Office of Public Collaboration.
- The second program, “Taking Steps to Address Barriers to Diversity, Equity, and Inclusion in Dispute Resolution,” was a brainstorming session designed to increase diversity, equity, and inclusion in dispute resolution services. This session utilized a “World Café” format to engage stakeholders, facilitate discussion, and identify barriers and solutions to diversity in the provision of dispute resolution services. The program successfully identified issues of concern and areas of success for diversity, equity, and inclusion in dispute resolution.

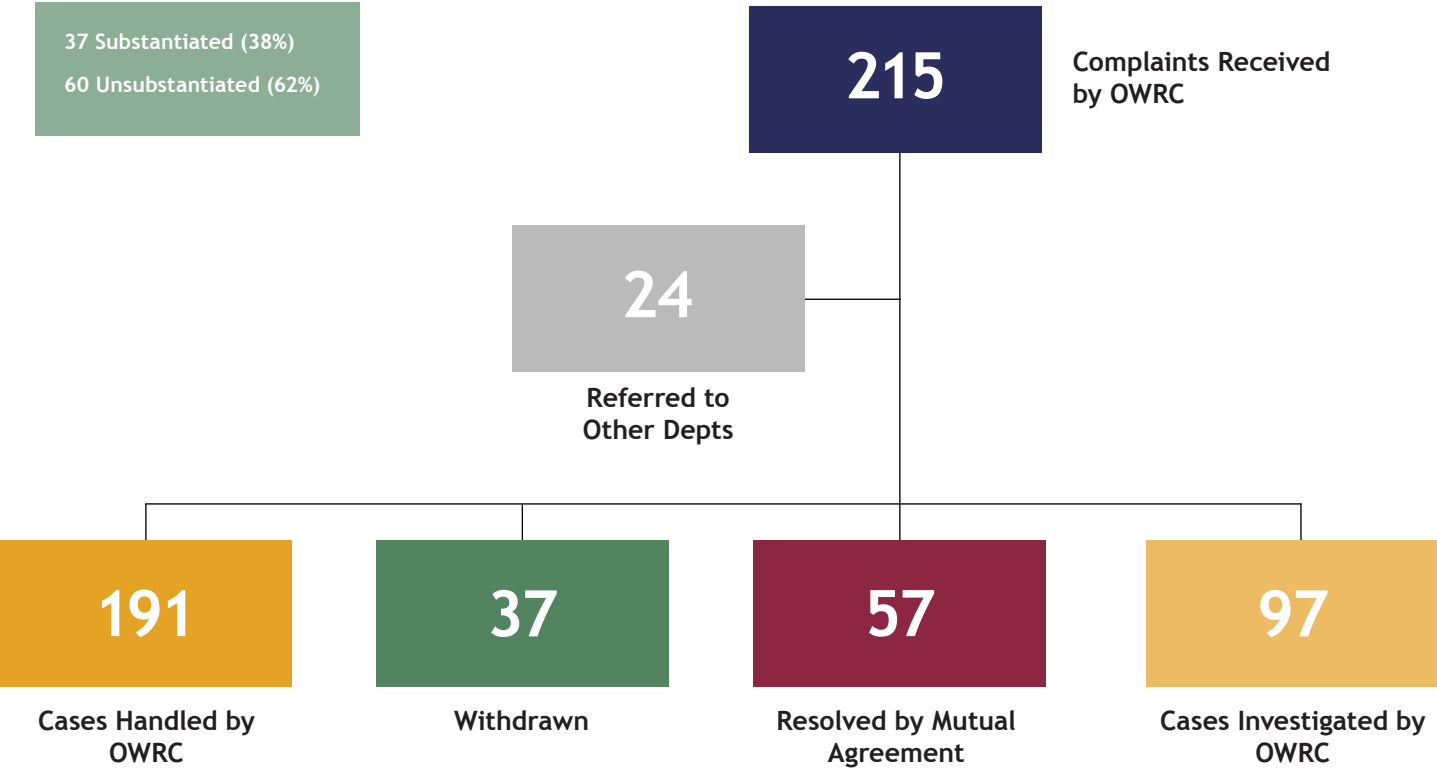


## Office of Workplace Rights & Compliance

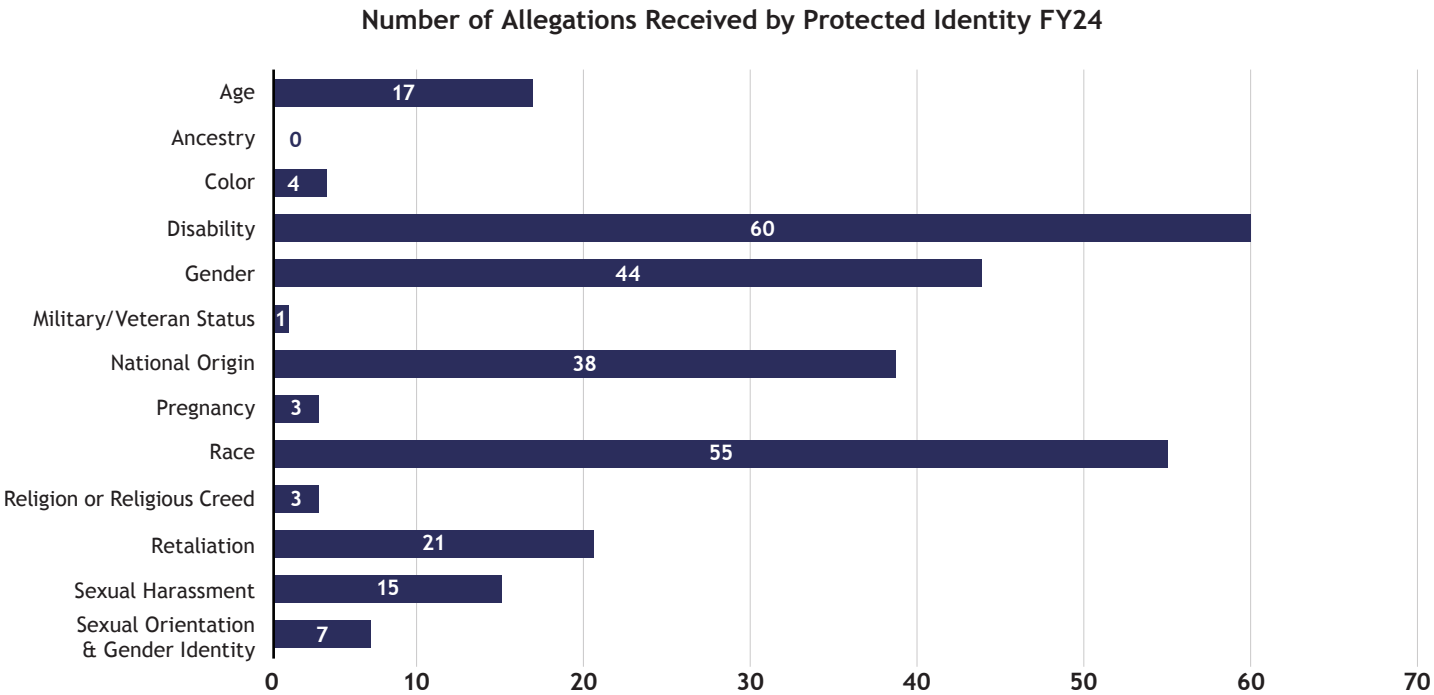
Since its inception in 2019, the Trial Court’s Office of Workplace Rights & Compliance (OWRC) has served as a proactive resource for employees, supervisors, managers, external community organizations, and court users. Guided by its mission, OWRC is a partner to all Trial Court departments, promoting a culture of accountability and inclusivity. The Trial Court urges everyone to stand up, speak out, and take action to uphold fairness, justice, and equity for all. OWRC addresses complaints and concerns and seeks to remedy the effects of discrimination, harassment, and retaliation, and prevent its recurrence.

When a complaint falls within OWRC’s jurisdiction, an investigator is assigned to the case. The investigator consults with the reporting party to explain their options, including whether to pursue a formal investigation or seek a resolution that directly addresses their concerns.

In FY24, OWRC reviewed 215 complaints, managed 191 cases of alleged discrimination and harassment, and conducted 97 investigations. Of the investigations conducted, 38% of complaints were substantiated, indicating that the alleged conduct more likely than not occurred and violated court policy. The remaining 62% were unsubstantiated, often due to insufficient evidence to determine whether a policy violation more likely than not had occurred.

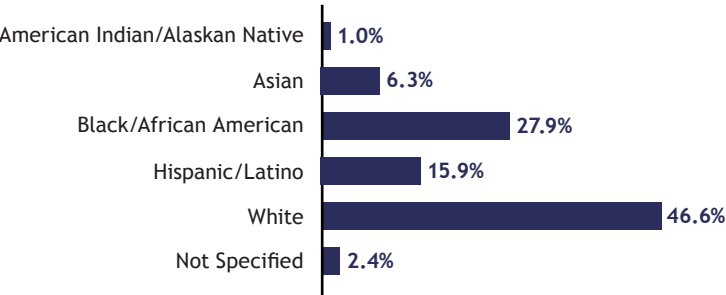


## Office of Workplace Rights & Compliance

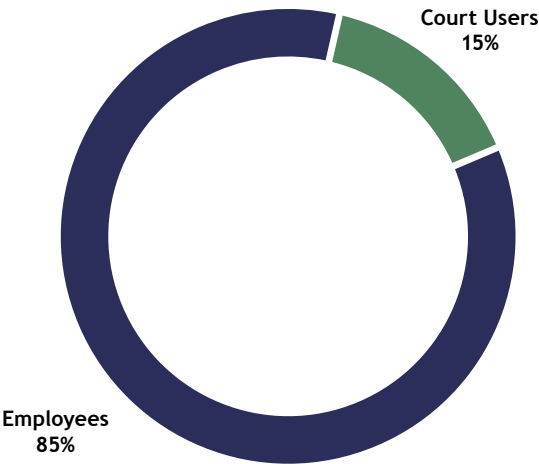
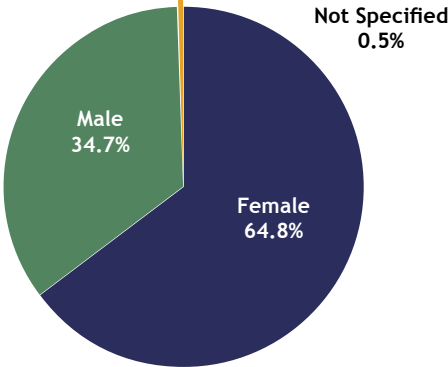


### Demographic Reporting Parties

#### Race/Ethnic Group



#### Gender



To enhance outreach and raise awareness among court users about OWRC, informational posters in multiple languages are placed throughout all courthouses.



## Office of Workplace Rights & Compliance

### Concerns Reported in Multiple Formats

In FY24, OWRC received 120 helpline calls categorized as follows:

- Complaints: 53
- Follow-up/Status inquiries: 30
- Questions about OWRC processes: 10
- Complaints referred to other departments: 24
- Court user ADA-related concerns: 3

Use of the online submission form, available in five different languages, has grown significantly. This growth highlights the enhanced accessibility and awareness of OWRC’s reporting channels. This form is available on the Trial Court’s intranet and Mass.gov.

### Trainings

OWRC developed and delivered a range of comprehensive training programs across the Trial Court, equipping employees and leaders with the knowledge and tools to prevent and address issues of discrimination, harassment, and retaliation, as well as to foster and lead a respectful workplace.

In FY24, OWRC conducted 19 training sessions, reaching over 300 employees. The following programs were offered:

- Anti-Discrimination and Anti-Harassment
- Professionalism and Respect in the Workplace
- How to Be an Upstander
- Communication and Teambuilding
- How to Be an Empathic and Effective Leader
- How to Assist Service Animals (for Court Officers)

### Climate Assessments

OWRC conducted workplace climate assessments, upon request, to evaluate organizational culture and identify potential issues. In FY24, five comprehensive climate assessments were completed. These assessments involved conducting interviews with all members of the department, ensuring a thorough and

inclusive understanding of workplace dynamics and the needs of employees.

### Review of Hiring Processes

OWRC carefully reviews every hiring process within the Trial Court to ensure compliance with Equal Employment Opportunity (EEO) standards, including interview panels, applicant pools, and interview guides. In FY24, OWRC reviewed 906 Trial Court job postings.

### Enhancements To Assist Court Users Requesting Reasonable Accommodation

The Trial Court significantly improved accessibility for court users with disabilities. In FY24, OWRC managed 131 ADA cases:

- 63 Accommodation Requests
- 33 Inquiries
- 27 Complaints
- 7 Referrals
- 1 Appeal

### Type of ADA Requests received

- ADA signage
- Courtroom ADA advocate
- Accessible parking
- Additional time to file
- Personal reader/notetaker
- Zoom appearance
- Access to audio transcripts
- Accommodation for individuals with cochlear implants
- Assistance with writing responses for self-represented litigants
- CART requests
- Speech-to-text assistance
- Public phone in courthouse for access to “public access line”
- Certified Deaf Interpreter

## Office of Workplace Rights & Compliance

### Other Key Initiatives

- **Updated ADA Reasonable Accommodation Request Form:** The form was revised to offer clearer guidance on the services court users can request, improving clarity and ease of use.
- **Introduced a New ADA Motion Form:** Developed in collaboration with the ADA Taskforce, a form to distinguish between accommodations that can be handled by the Clerk’s Office and those requiring court approval, helping users navigate the process more efficiently.
- **Comprehensive FAQ Resource:** A summary of Frequently Asked Questions was created to guide users through the request process, answering common questions and providing step-by-step support.
- **Introduction of Lactation Pods in Courthouses:** To support nursing and breastfeeding employees, jurors, and court users, lactation pods were installed in select courthouses across the Commonwealth. In compliance with state and federal law, these clean and secure spaces provide essential support and privacy for parents. The pods are accessible by a free app and are cleaned daily by local facilities crews. Additional courthouses will receive pods as appropriate spaces are identified in the coming years.

### Partnerships

OWRC actively participates in various internal and external initiatives. In FY24, these included:

- Massachusetts Probation Service Seeing RED programs
- Full Court P.R.E.S.S. program consultation
- New Court Officer Academy training
- Chief Probation Officer quarterly meetings
- Collaboration with Human Resources on Mentorship initiative
- Speaking at Lawyer Well-Being events

- Committee for Public Counsel Services outreach
- Assisted the Probate and Family Court Special Immigrant Juvenile Status (SIJS) protocol
- Assisted with development of Human Resources Interview Training programs
- Assisted with Disability Parking issues
- Partnered with Recovery Court Drug Policy
- Serve on the Forms Committee
- Serve on the Digital Signage Committee

### CONTACT OWRC

Complaint Form (available in five languages along with the policy and FAQs): <https://www.mass.gov/orgs/trial-court-office-of-workplace-rights-compliance>

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)

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





Massachusetts Probation Service

The Massachusetts Probation Service (MPS) integrates diversity, equity, justice, and inclusion into all its work. This includes supporting the MPS workforce and building inclusive teams that communicate with each other respectfully within a workforce that is diverse and reflective of the communities served.

Training and education are key components to advancing this goal. The MPS Training Division delivers programs that focus on DEI topics and embed DEI principles and best practices into program planning, development, content delivery, and follow-up. For example, implicit bias is discussed in DEI-specific programs, as well as in courses on evidence-based practices and probation supervision where specific areas of professional judgment are discussed, helping participants recognize how implicit bias impacts their day-to-day decisions.

MPS recognizes the presence of racial trauma in everyday experiences. Discussions on racial trauma are integrated into programs such as Seeing RED and Understanding Vicarious Trauma: Cultivating Wellness and Resiliency, reinforcing the importance of staff well-being and mutual support.

Training offerings include traditional education programs, small group experiential learning, skill-building sessions, and practical exercises. Recently, Chief Probation Officer peer-to-peer sessions have encouraged senior managers to apply principles learned in programs such as Race Discussions and ODEI’s Beyond Intent: Understanding the Impact of Our Words and Actions to everyday discussions with colleagues, teams, and court users. MPS believes that through this practical application, participants can better navigate the challenges and successes of this work.

MPS DEI Training and Engagements

- Seeing RED: A Facilitated Discussion of Racial and Ethnic Disparities in the Criminal Justice Context for the Massachusetts Probation Service – 18 sessions
- Serving LGBTQIA+ People in Probation – 18 sessions

- Addressing Drug-Related Stigma & Bias – 2 sessions
- Analyzing the U.S. War on Drugs & Racist Drug Policies – 1 session
- Coaching For Success (C4S) – 7 sessions
- Mental Illness and Trauma Sensitivity: Complexity and Compassion – 6 sessions
- Addiction Fundamentals Training – 2 sessions
- Cultural Proficiency Champions (CPCs) Training – 3 sessions

Cultural Appreciation Week

Each fall since 2017, the Trial Court celebrates Cultural Appreciation Week. During this statewide celebration, Trial Court employees share cultural food, music, dance, art, and stories, as well as activities to learn about each other’s cultures. Past events have included Jeopardy games, virtual showcases, slam poetry, book and movie discussions, and local musicians and dance groups. A statewide food and clothing drive is held to support local communities. Organized by local court teams, programs also engage community stakeholders, including law enforcement partners, schools, interfaith organizations, and arts and performing groups.

What’s the DEIL: Diversity, Equity, Inclusion and Leadership

Managers at the Office of Community Corrections and the Community Justice Support Centers (CJSCs) recognized the need to learn DEI practices to better engage staff and clients from diverse backgrounds. As part of that effort, in 2023 they launched a program series that meets quarterly at various CJSC locations across the state. Below are the programs held since the initiative’s launch.

- Indigenous People: History and Culture - Lowell CJSC, October 2023
- Starting with Self: Examining how we can influence and advance DE&I - Taunton CJSC, January 2024
- Allyship, Sponsorship, and Representation for DE&I - Quincy CJSC, April 2024
- Ally 101: Allyship within the LGBTQ+ Community - Framingham CJSC, June 2024

Office of Jury Commissioner

The Office of Jury Commissioner is responsible for the management of the summoning process for all trial and grand jurors in the Commonwealth. The OJC directs the daily operation of the nation’s first statewide “One Day or One Trial” jury system, under which jurors complete their service in one day or, if impaneled, by serving on one trial. Data collected by the OJC show that Massachusetts continues to summon and assemble representative groups of state residents for jury service and seat them on juries. Based on this data, Trial Court jury pools are an appropriately diverse representation of the judicial districts from which they are drawn.


Using the 2020 Federal Census as a benchmark, the OJC solicits and tracks the demographics of three groups throughout the juror process, specifically 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 aligns with the federal benchmark for representative jury pools and juries. Two demographic categories, Asian Americans and Hispanic/Latino Americans, are disproportionately ineligible for jury service due to lack of citizenship and/or English language proficiency, both of which are required by law for jury service. In-depth analysis demonstrates 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, including:

- Reviewing nationwide data on demographic data collection and the effect of making such data available to the court during empanelment.
- Pursuing options to increase juror compensation and reimbursement.
- Working with groups studying the impact of factors such as felony disqualification or lack of affordable childcare on jury pool composition.

		Office of Jury Commissioner for the Commonwealth				STATEWIDE FY 2024			
Demographic Category		Federal Census 2020		Jurors Who Responded to the Demographics Survey		Jurors Who Appeared for Juror Service		Jurors Who Were Impaneled	
		Population	%	Population	%	Population	%	Population	%
Black / African American		374,739	6.6%	54,611	7.2%	13,310	7.2%	2,049	8.1%
White		4,086,011	72.1%	579,553	76.9%	147,484	79.7%	20,026	79.5%
Native Hawaiian / Pacific Islander		1,915	0.0%	841	0.1%	189	0.1%	24	0.1%
Asian		409,577	7.2%	44,172	5.9%	8,692	4.7%	1,110	4.4%
American Indian / Alaskan Native		18,009	0.3%	1,485	0.2%	300	0.2%	25	0.1%
Other		773,472	13.7%	73,073	9.7%	15,050	8.1%	1,949	7.7%
Totals		5,663,723	100%	753,735	100%	185,025	100%	25,183	100%

Demographic Category		Federal Census 2020		Jurors Who Responded to the Demographics Survey		Jurors Who Appeared for Juror Service		Jurors Who Were Impaneled	
		Population	%	Population	%	Population	%	Population	%
Yes, Hispanic/Latino		621,508	11.0%	77,737	10.3%	15,190	8.2%	2,030	8.1%
No, Not Hispanic/Latino		5,042,215	89.0%	665,759	88.3%	167,967	90.8%	22,938	91.1%
No Response Hispanic/Latino		0	0.0%	10,239	1.4%	1,868	1.0%	215	0.9%

\* 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 jurors compared to the Federal Census population.



Human Resources

Talent Acquisition

The Human Resources Talent Acquisition (TA) Team facilitates a fair, merit-based hiring process for the Trial Court. In FY24, the TA Team worked with hiring managers to evaluate and improve the hiring process and optimize the applicant tracking system. Across the Trial Court, 1,103 positions were filled – 616 new hires and 487 promotions.

The TA Team continued its engagement with colleges and universities and expanded the paid summer internship program, which supports diverse participation. Thirty-five college and graduate students served as paid Trial Court interns, and 15 high school students held paid internships in the Massachusetts Probation Service.

Since 2022, the Trial Court has partnered with the Massachusetts Bar Association’s Tiered Community Mentoring Program (TCM) to provide summer internships for high school, undergraduate, and law school students. TCM provides college guidance, law school admission support, and attorney mentorship. This year, the Trial Court placed four high school, five undergraduate, and three law school students in internships.

To continue to support a fair and merit-based hiring process, the TA Team worked with a vendor to develop an interview training program in FY24, which will be rolled out in the fall of 2025. This program will be available to employees who participate on interview panels and will provide comprehensive training on interviewing best practices, including recognizing and mitigating implicit bias.



Equal Employment Opportunity Job Categories

The Equal Employment Opportunity (EEO) job categories, defined by the federal government, that are relevant for positions at the Trial Court are listed below. These categories are used at the federal level to establish some degree of consistency and comparability across all reporting entities. Census data are reported in EEO categories to establish an official source on the percentages of women and diverse candidates in workforce positions 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. Parity is achieved when the representation of a protected class within an organization aligns with its proportion in the available labor pool.

Elected or Appointed Officials: Occupations in which employees have been elected or appointed to public office. Trial Court positions in this category include **Justice, Clerk of Court, Clerk/Magistrate, Register, Recorder, and Chief Justice**. This category may also include employees temporarily acting in these roles (who were not elected or appointed) due to a vacancy in the position.

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, General Counsel, Deputy General Counsel, 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, and Law Clerk**.

Office/Clerical: Includes all clerical-type work regardless of difficulty level, 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 a 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 general public or which contribute to the upkeep and care of buildings, facilities, or grounds of public property. Workers in this group may operate machinery. Trial Court positions in this category include **Custodian**.

COMPARISON OF EEO WORKFORCE BY CATEGORY

Elected or Appointed Officials

- The total number of Elected or Appointed Officials decreased by 9 (1.8%). The number of racially/ethnically diverse Elected or Appointed Officials



Equal Employment Opportunity Job Categories

increased by 7 from 58 to 65 (11.8% to 13.4% of total Elected or Appointed Officials). This represents a 12.1% increase in the number of racially/ethnically diverse Elected or Appointed Officials.

- The number of female Elected or Appointed Officials decreased by 3 from 219 to 216 (44.4% to 44.6% of total Elected or Appointed Officials). This represents a -1.4% change in the number of female Elected or Appointed Officials.

Officials and Administrators

- The total number of Officials and Administrators decreased by 6 (2.4%). The number of racially/ethnically diverse Officials and Administrators decreased by 7 from 54 to 47 (22.0% to 19.6% of total Officials and Administrators). This represents a 13.0% decrease in the number of racially/ethnically diverse Officials and Administrators. The percentage of racially/ethnically diverse Officials and Administrators remains above parity (15.3%).
- The number of female Officials and Administrators increased by 6 from 123 to 129 (50.0% to 53.8% of total Officials and Administrators). This represents a 4.9% increase in the number of female Officials and Administrators. The percentage of female Officials and Administrators remains above parity (44.7%).

Professionals

- The total number of Professionals increased by 109 (5.3%). The number of racially/ethnically diverse Professionals increased by 33 from 526 to 559 (25.6% to 25.8% of total Professionals). This represents a 6.3% increase in the number of racially/ethnically diverse Professionals. The percentage of racially/ethnically diverse Professionals remains above parity (19.9%).
- The number of female Professionals increased by 81 from 1,246 to 1,327 (60.5% to 61.2% of total

Professionals). This represents a 6.5% increase in the number of female Professionals. The percentage of female Professionals remains above parity (56.0%).

Office and Clerical

- The total number of Office and Clerical staff increased by 32 (1.4%). The number of racially/ethnically diverse Office and Clerical staff increased by 12 from 621 to 633 (27.0% to 27.2% of total Office and Clerical staff). This represents a 1.9% increase in the number of racially/ethnically diverse Office and Clerical staff. The percentage of racially/ethnically diverse Office and Clerical staff remains above parity (20.5%).
- The number of female Office and Clerical staff increased by 6 from 1,903 to 1,909 (81.9% to 82.8% of total Office and Clerical staff). This represents a 0.3% increase in the number of female Office and Clerical staff. The percentage of female Office and Clerical staff remains above parity (62.6%).

Protective Service: Sworn

- The total number of Protective Service: Sworn staff increased by 41 (4.3%). The number of racially/ethnically diverse Protective Service: Sworn staff increased by 11 from 294 to 305 (30.5% to 30.4% of total Protective Service: Sworn staff). This represents a 3.7% increase in the number of racially/ethnically diverse Protective Service: Sworn staff. The percentage of racially/ethnically diverse Protective Service: Sworn staff remains above parity (21.4%).
- The number of female Protective Service: Sworn staff increased by 8 from 195 to 203 (remaining 20.2% of total Protective Service: Sworn staff). This represents a 4.1% increase in the number of female Protective Service: Sworn staff. The percentage of female Protective Service: Sworn staff remains above parity (13.6%).

Equal Employment Opportunity Job Categories

Service Maintenance

- The total number of Service Maintenance staff increased by 32 (11.6%). The number of racially/ethnically diverse Service Maintenance staff increased by 12 from 134 to 146 (48.4% to 47.2% of total Service Maintenance staff). This represents a 9.0% increase in the number of racially/ethnically diverse Service Maintenance staff. The percentage of racially/ethnically diverse Service Maintenance staff remains above parity (34.5%).
- The number of female Service Maintenance staff increased by 29 from 94 to 123 (33.9% to 39.8% of total Service Maintenance staff). This represents a 30.9% increase in the number of female Service Maintenance staff. The percentage of female Service Maintenance staff remains below parity (46.1%).

Skilled Craft

- The total number of Skilled Craft decreased by 3 (8.1%). The number of racially/ethnically diverse Skilled Craft remains at 7 (18.9% to 20.6% of total Skilled Craft). This represents no increase in the number of racially/ethnically diverse Skilled Craft. The percentage of racially/ethnically diverse Skilled Craft staff is above parity (18.9%).
- The Trial Court continues to have no female Skilled Craft staff. The percentage of female Skilled Craft staff remains below parity (7.5%).

Technicians

- The total number of Technicians increased by 2 (6.1%). The number of racially/ethnically diverse Technicians increased by 1 from 5 to 6 (15.2% to 17.1% of total Technicians). This represents a 20.0% increase in the number of racially/ethnically diverse Technicians. The percentage of racially/ethnically diverse Technicians remains below parity (31.0%).
- The Trial Court continues to have no female Technicians. The percentage of female Technicians remains below parity (49.2%).

Demographic Data

The Trial Court ended FY24 with 6,604 judges, clerks, and staff as outlined in Figure 1.

- The number of Black, Indigenous, and People of Color (BIPOC) Trial Court employees increased by 69 (4.1%) from 1,699 to 1,768.
- The number of female Trial Court employees increased by 127 (3.4%) from 3,780 to 3,907.
- Court employees self-report their gender, race, and ethnicity. The percentage of BIPOC employees reported in FY24 does not include employees for whom race/ethnicity is unknown.
- At the end of FY24, race/ethnicity was unknown for 4.8% of employees.
- Gender was unknown for 1.2% of employees.

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, along with a 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: Trial Court Demographic Profile  
Year-End FY24, Selected Titles

		Total	% BIPOC	% Female
Court Officials	Trial Court Chief Justice	8	13%	63%
	Justice	356	15%	46%
	Clerk of Court/Register (Elected)	27	7%	52%
	Clerk Magistrate/Recorder	89	10%	37%
	Asst Clerk/Judicial Case Manager/Asst Judicial Case Manager/Asst Register/Deputy Recorder	510	16%	58%
Probation Department	Chief Probation Officer	100	21%	48%
	Assistant Chief Probation Officer	201	19%	54%
	Probation Officer	695	30%	61%
	Associate Probation Officer	216	35%	76%
Security Department	Director, Deputy, and Regional Director	3	33%	33%
	Chief Court Officer	41	34%	15%
	Assistant Chief Court Officer	89	33%	19%
	Court Officer	739	29%	19%
	Associate Court Officer	135	36%	28%
Facilities Department	Director/Manager	14	0%	7%
	Maintenance	362	43%	34%
All Court Departments	Office/Clerical	2,282	27%	82%
Entire Trial Court		6,604	27%	59%
Massachusetts Labor Market (2014-2018 Equal Employment Opportunity Tabulation)			23%	49%

Figure 2: FY22-FY24 New Hires, Promotions, and Separations

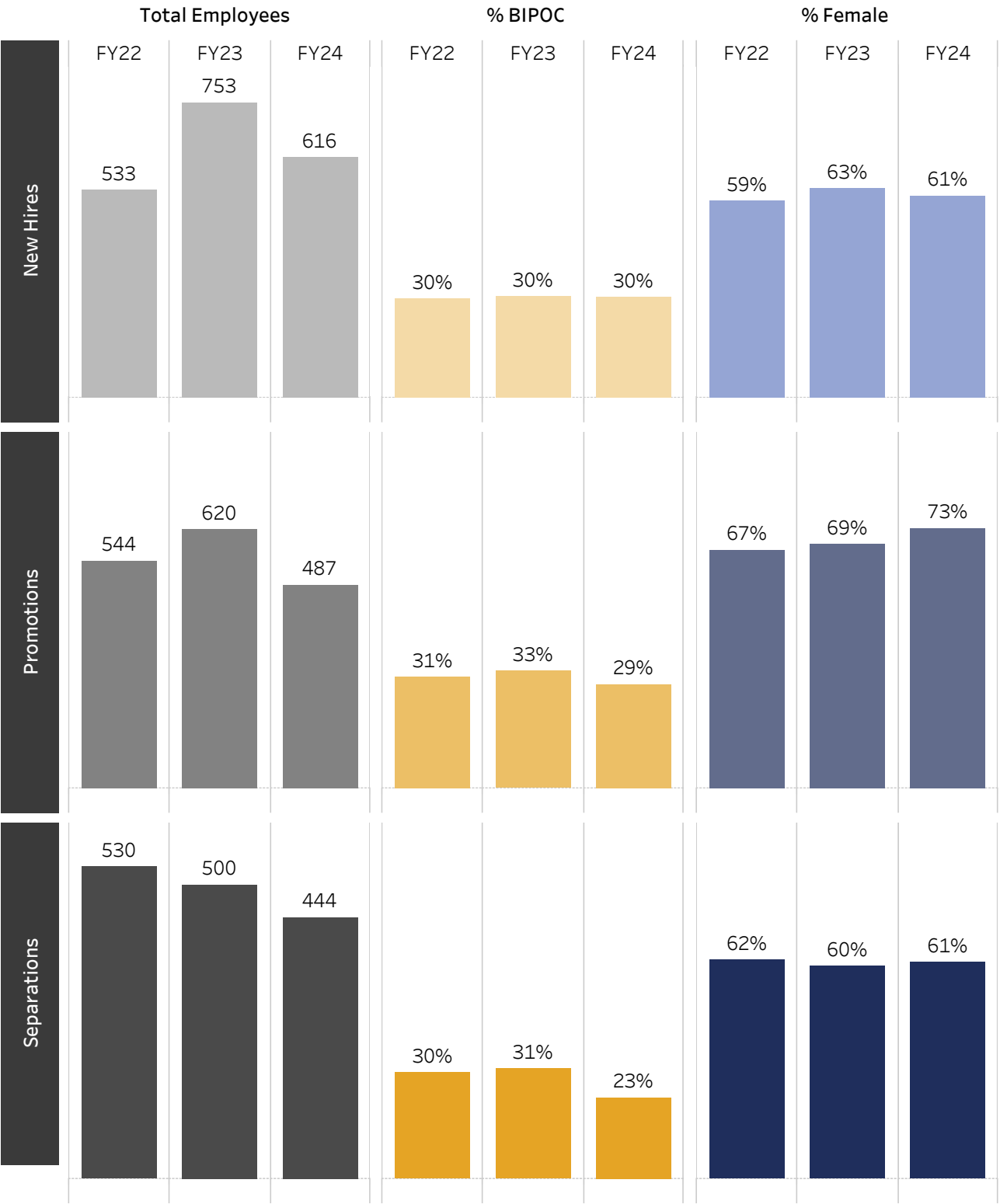




Figure 3: Trial Court Employees, Top 25 Titles  
% BIPOC, % Female, End of FY20 to FY24

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

	Total Employees					% BIPOC					% Female				
	FY20	FY21	FY22	FY23	FY24	FY20	FY21	FY22	FY23	FY24	FY20	FY21	FY22	FY23	FY24
Justice	363	358	367	371	364						44%	45%	44%	45%	46%
						11%	12%	13%	13%	15%					
Clerk/Register/Recorder	116	115	116	117	116						32%	37%	39%	42%	41%
						5%	6%	7%	9%	9%					
Assistant Clerk/Judicial Case Manager/Asst Judicial Case Manager/Assistant Register/Deputy Recorder	438	445	474	508	510						53%	54%	56%	57%	58%
						13%	14%	16%	15%	16%					
Chief Probation Officer	96	99	101	99	100						41%	45%	45%	47%	48%
						23%	22%	25%	23%	21%					
Assistant Chief Probation Officer	184	176	193	205	201						48%	45%	48%	53%	54%
						19%	22%	18%	19%	19%					
Probation Officer	709	679	642	665	695						60%	59%	60%	60%	61%
						30%	29%	30%	29%	30%					
Associate Probation Officer	195	201	176	198	216						69%	74%	74%	75%	76%
						39%	41%	40%	39%	35%					

Figure 3: Trial Court Employees, Top 25 Titles  
% BIPOC, % Female, End of FY20 to FY24

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

	Total Employees					% BIPOC					% Female				
	FY20	FY21	FY22	FY23	FY24	FY20	FY21	FY22	FY23	FY24	FY20	FY21	FY22	FY23	FY24
Probation Office Manager	83	87	86	85	87	16%	17%	17%	18%	20%	99%	98%	98%	96%	98%
Assistant ELMO Coordinator	41	40	42	42	43	34%	30%	31%	29%	26%	51%	50%	45%	40%	47%
Probation Case Coordinator	56	55	49	52	53	36%	36%	29%	31%	30%	98%	98%	98%	92%	91%
Probation Case Specialist	236	244	251	254	255	32%	33%	29%	29%	28%	90%	89%	88%	88%	85%
Assistant Chief Court Officer	75	72	86	86	89	28%	26%	27%	30%	33%	19%	19%	21%	20%	19%
Court Officer	713	709	693	726	739	28%	28%	28%	29%	29%	18%	19%	20%	20%	19%
Associate Court Officer	162	133	133	111	135	34%	35%	41%	38%	36%	30%	30%	29%	28%	28%
Custodian	212	201	185	177	205	63%	66%	66%	64%	59%	42%	44%	47%	49%	55%
Court Interpreter	33	34	38	53	63	76%	76%	74%	66%	65%	67%	68%	63%	60%	63%



Figure 3: Trial Court Employees, Top 25 Titles  
% BIPOC, % Female, End of FY20 to FY24

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

	Total Employees					% BIPOC					% Female				
	FY20	FY21	FY22	FY23	FY24	FY20	FY21	FY22	FY23	FY24	FY20	FY21	FY22	FY23	FY24
Head Administrative Assistant	66	58	45	40	39	17%	12%	18%	18%	18%	91%	91%	96%	95%	95%
Office Manager	103	104	101	105	108	21%	24%	25%	24%	25%	93%	94%	94%	93%	94%
Operations Supervisor	171	170	190	208	215	23%	24%	25%	24%	25%	91%	92%	92%	90%	89%
Sessions Clerk	202	198	213	234	240	20%	23%	24%	27%	25%	85%	86%	85%	87%	85%
Research Attorney	41	43	42	50	50	24%	20%	25%	28%	25%	95%	95%	95%	95%	96%
Judicial Secretary	83	85	88	94	92	20%	14%	18%	20%	24%	90%	88%	86%	85%	85%
Head Account Clerk	82	84	87	92	92	22%	26%	24%	26%	26%	90%	89%	84%	83%	78%
Case Coordinator	204	192	199	218	232	33%	34%	30%	28%	28%	85%	83%	79%	77%	76%
Case Specialist	583	537	512	525	505	12%	12%	10%	8%	8%	80%	79%	74%	78%	80%

Figure 4: Executive Office of the Trial Court / Office of Court Management, Year-End FY24

(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.)

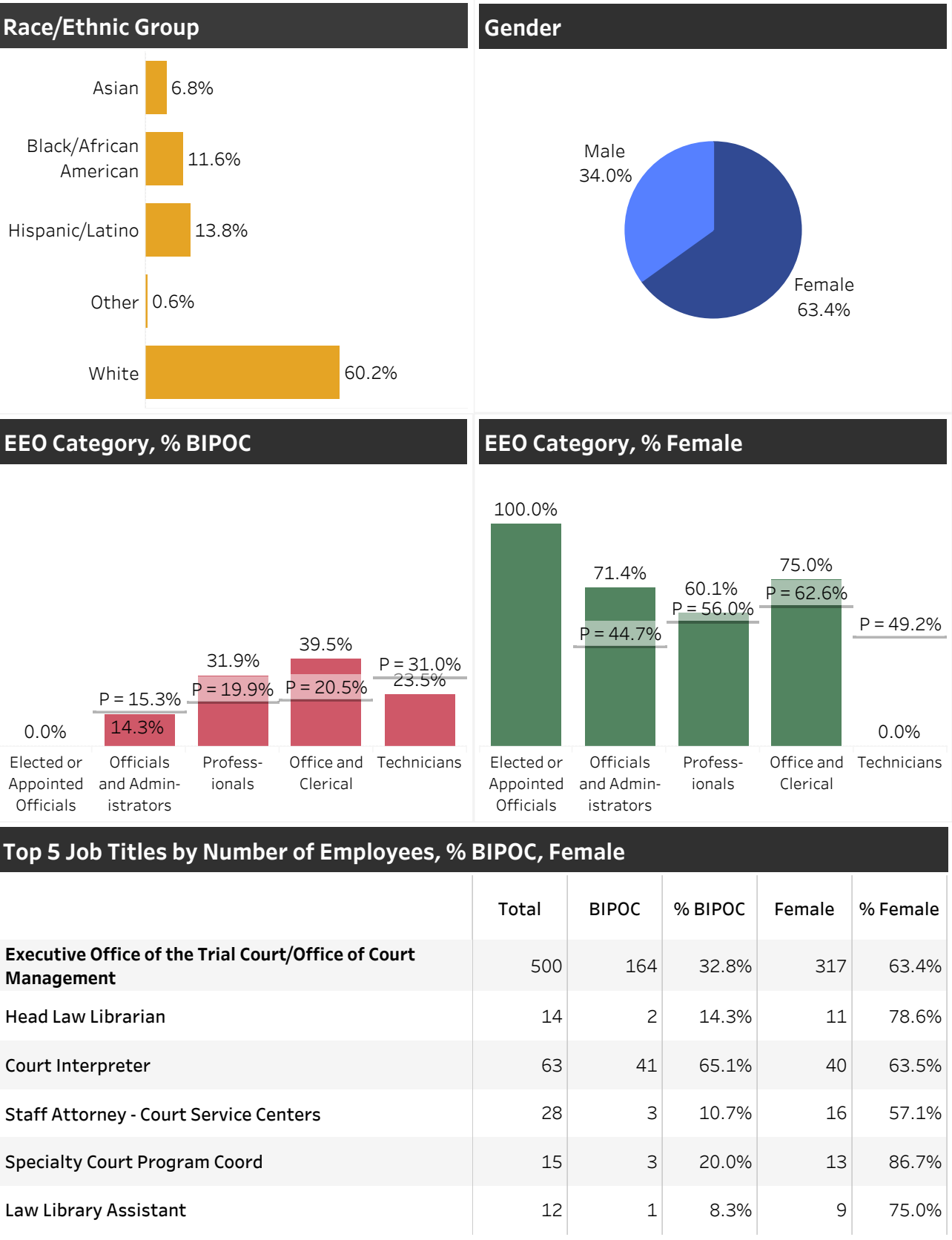




Figure 5: Boston Municipal Court, Year-End FY24

(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.)

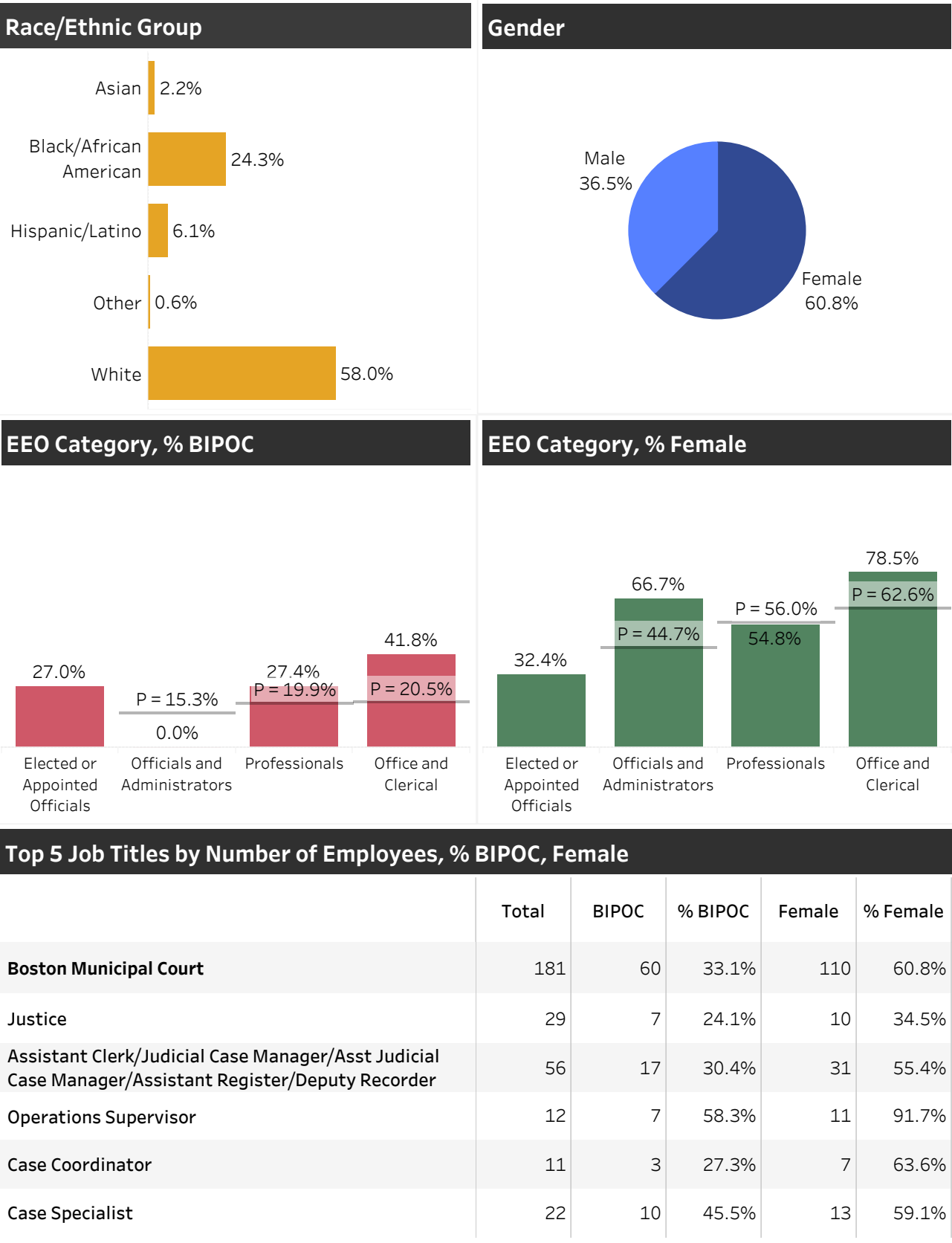




Figure 7: Housing Court, Year-End FY24

(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.)

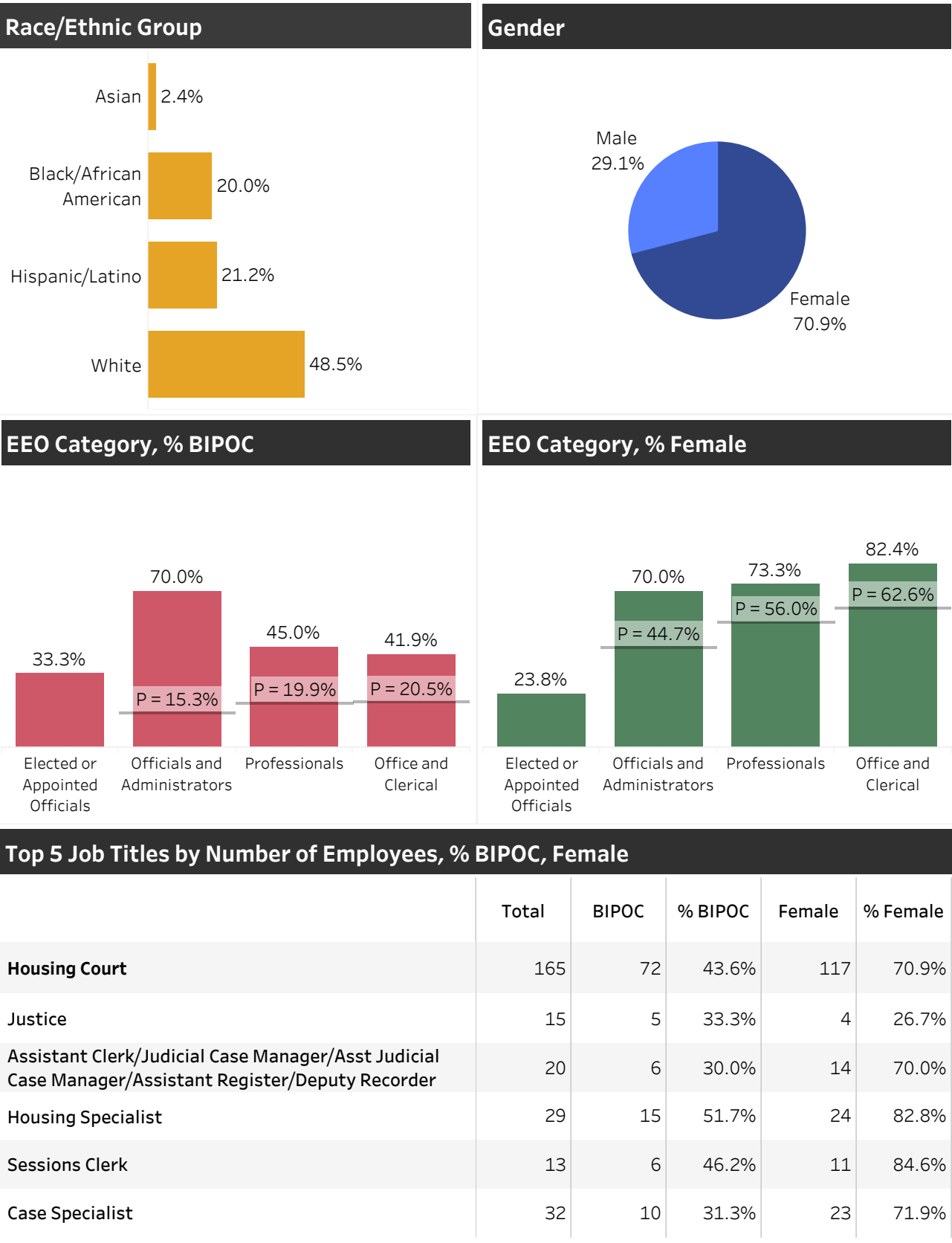




Figure 9: Land Court, Year-End FY24

(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.)

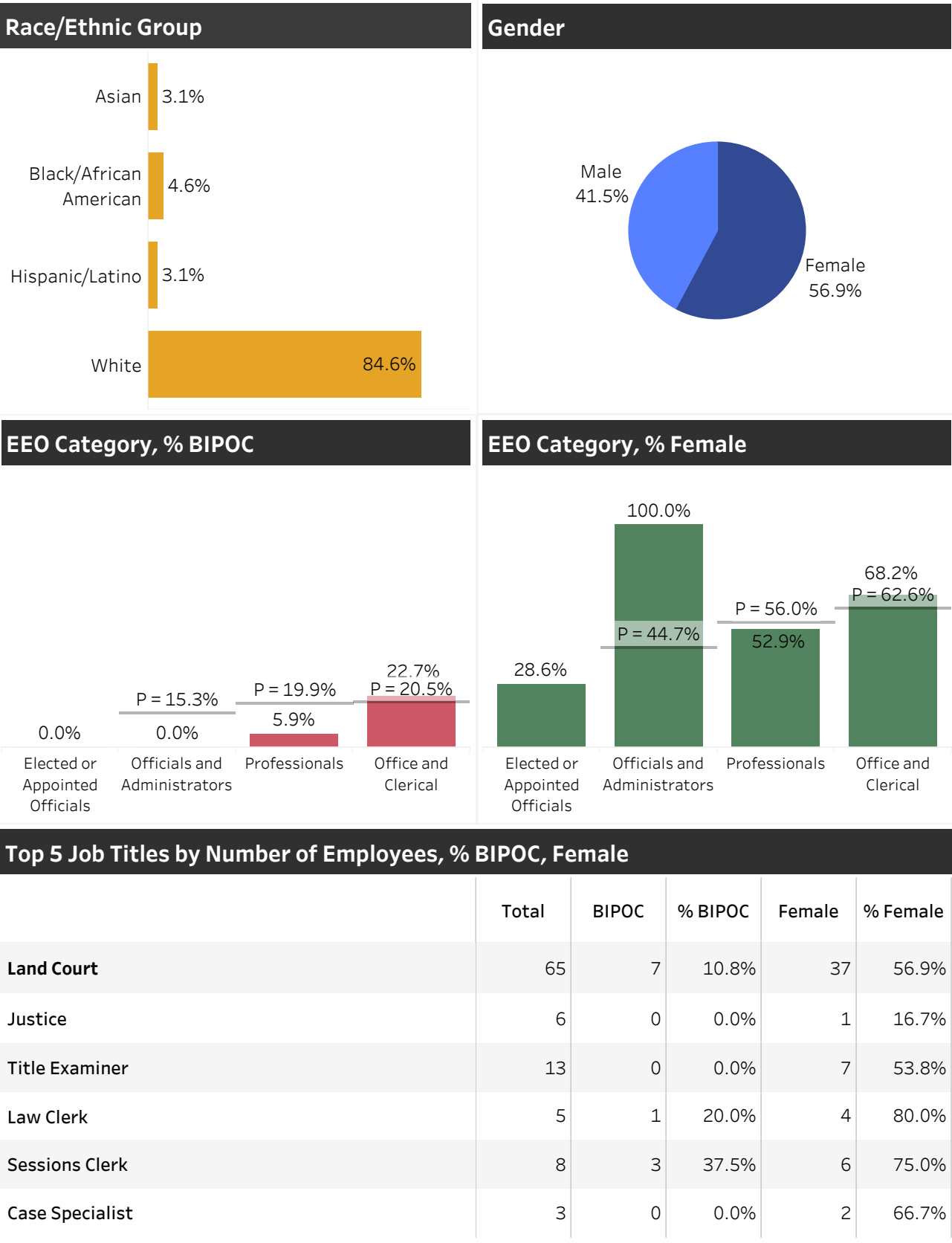




Figure 11: Superior Court, Year-End FY24

(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.)

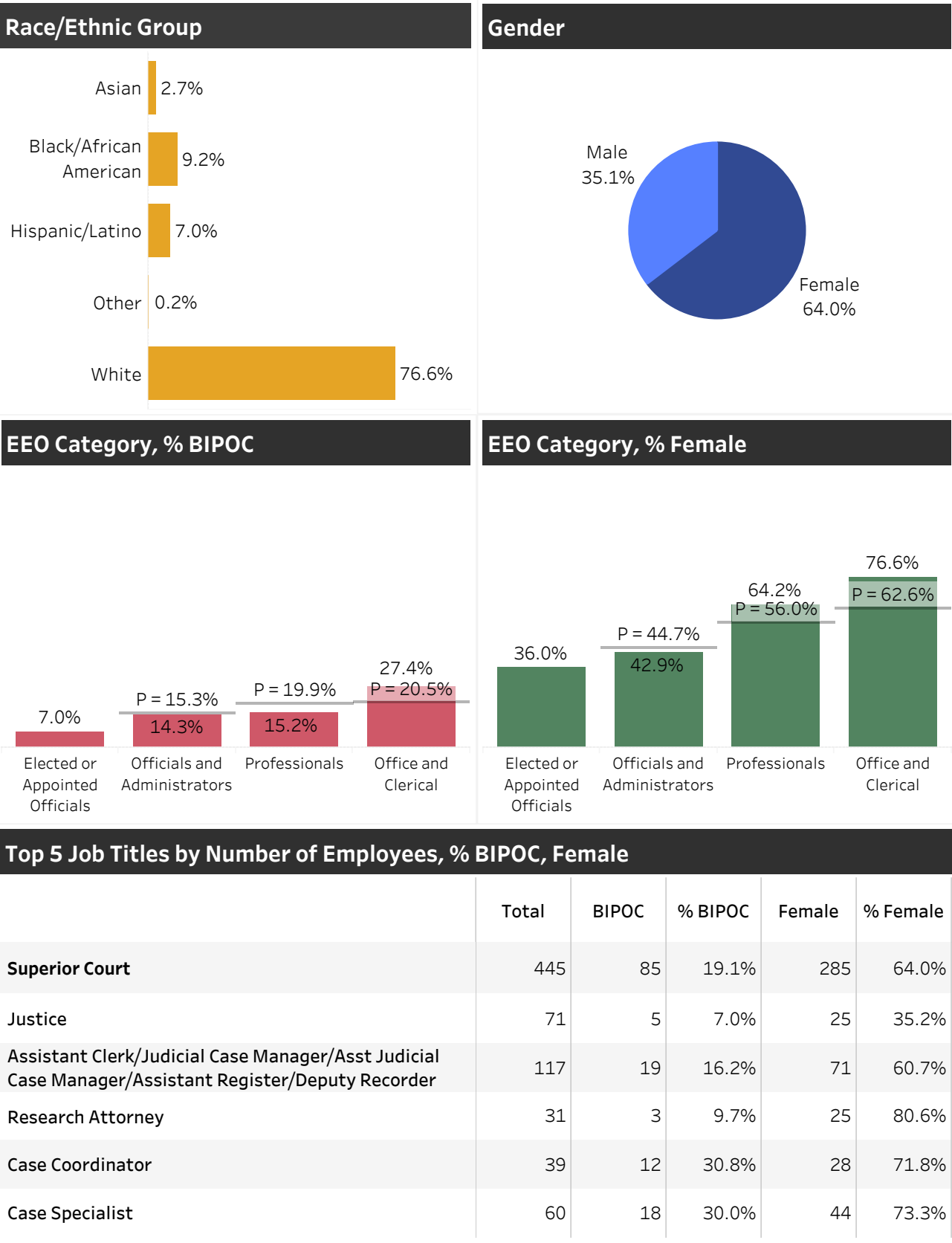
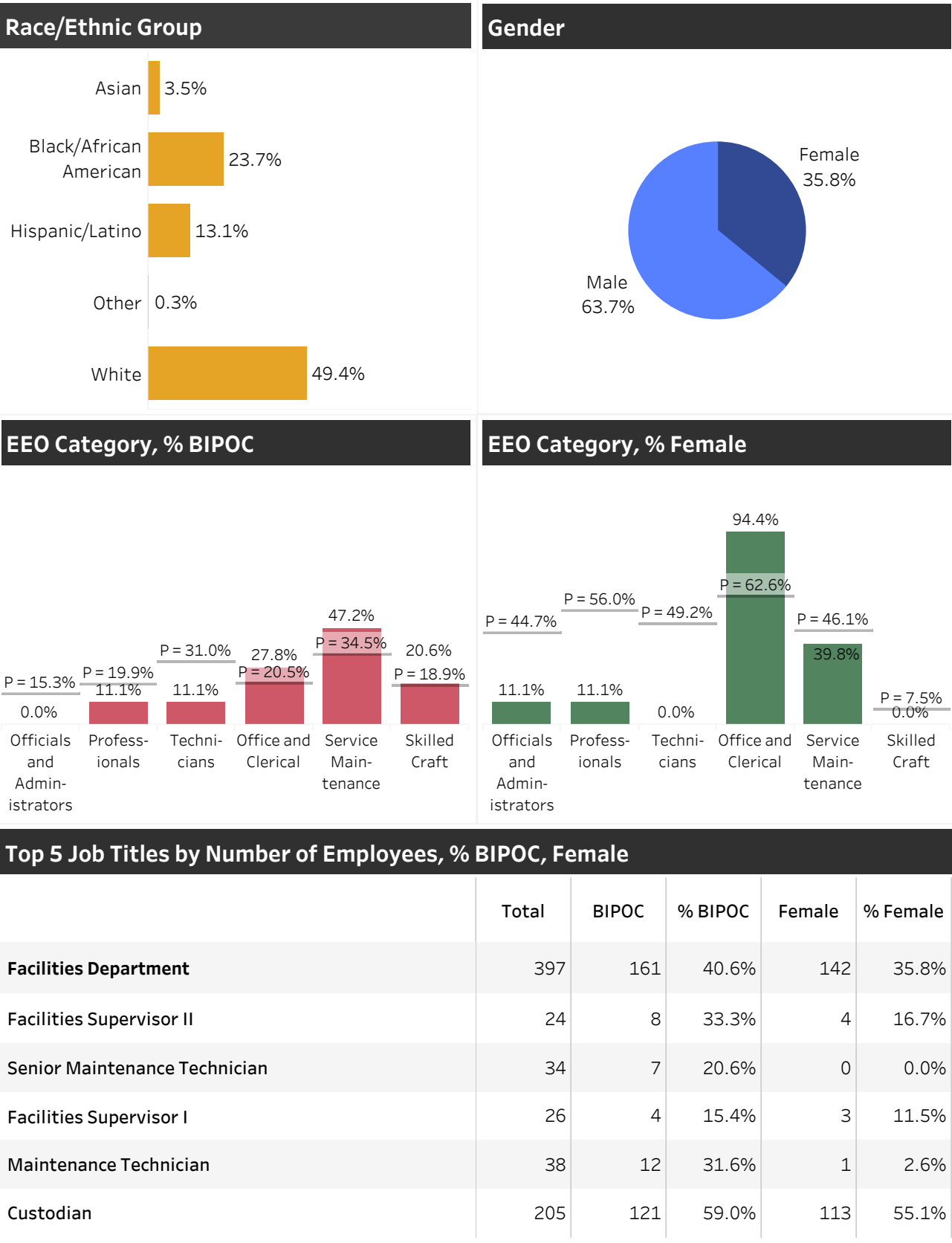




Figure 13: Facilities Department, Year-End FY24

(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.)





## Notes

[illegible]

## Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.





Front, back, and inside cover photos: Essex County Superior Courthouse, Lawrence  
Photography by Trial Court Graphic Designer Aaron Leon.





Executive Office of the Trial Court

John Adams Courthouse, Suite 1M-100  
One Pemberton Square  
Boston, MA 02108-1724

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

