

Massachusetts Trial Court Budget Request & Overview



**One Mission:
Justice with Dignity and Speed**

**Fiscal Year
2019**

Maintenance Funding Request, FY2019

It is critical that the Trial Court receive maintenance funding in Fiscal Year 2019 to maintain operations and to sustain the advances achieved over the last several fiscal years.

Request: \$671,151,282

Innovation Within Appropriation

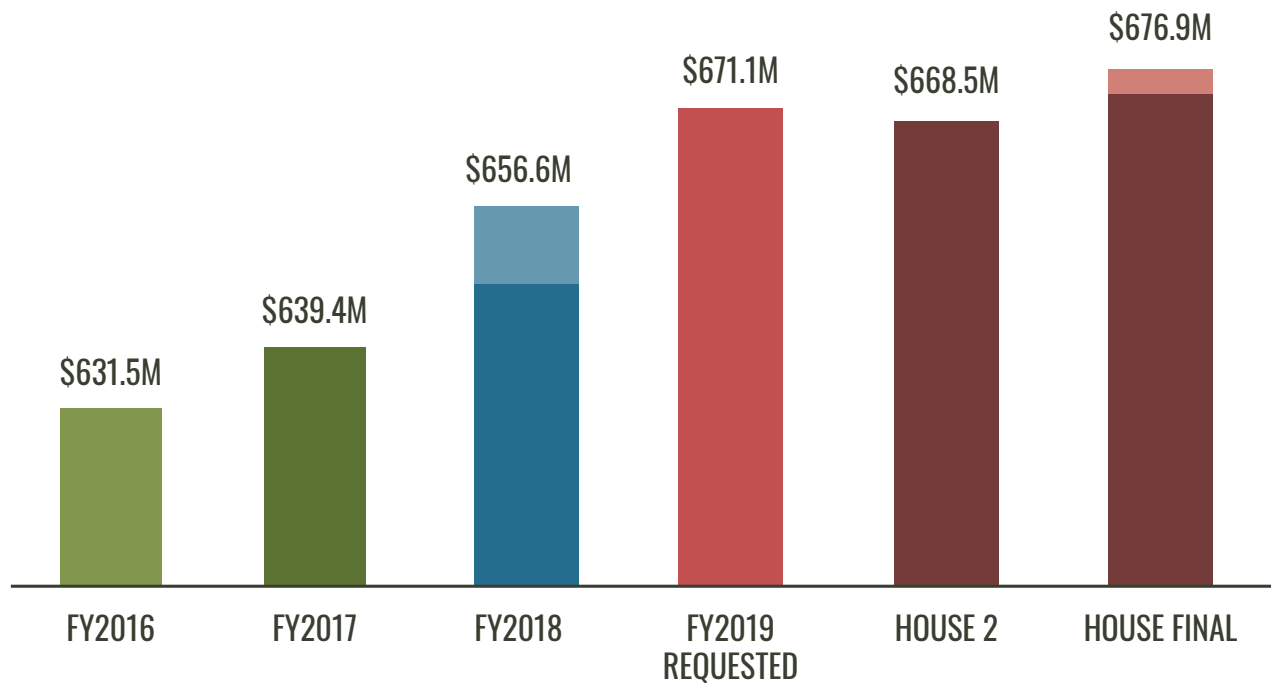
Over the past five years, the court system has undergone tremendous changes that have enabled it to better meet the needs of the public. As a result of constrained state revenues and budgets, courts are doing more with less, even in the midst of an opiate crisis by working smarter and leveraging technology. But, we are not done.

The original maintenance request funds:

- **6,373 positions** for ongoing Trial Court operations

The 6,373 positions represents a decrease of 161 positions below the Fiscal Year 2016 projected staffing due to the funding constraints of the Fiscal Year 2017 budget.

In FY 2018, as the result of a difficult budget year, the Trial Court offered an early retirement incentive program to eligible employees. The program was a success with 148 employees opting into the program.



■ Represents \$11.7M adjustment to accommodate statutory judicial and clerk pay raises

■ Represents \$3M for re-entry grant program to be administered by Probation.

Budget Module Funding Request, FY2019

These individual budget modules supporting different initiatives are important to maintain forward momentum for the court system.

Specialty Courts

Specialty Courts provide a proactive structure for the judicial branch as it seeks to assist defendants with substance abuse, mental health and trauma issues in a more effective manner. Funding would allow for 13 additional specialty court sessions to increase access to specialized services, mediation programming, and 3 clinicians to assist with resolving complicated family issues.

\$3,961,532

The court system wants to reflect the communities that it serves and train all court employees to work with a multi-cultural workforce. Funding would allow for an expansion of the Trial Court's Office of Diversity from one to three staff members and will provide funding for external trainings for court employees.

Race and Bias Initiative

\$378,000

Alternative Dispute Resolution Programs

ADR programs provide a case management tool to reduce the volume of pending cases; and provide litigants with quicker, less expensive options to resolve the case. Funding would allow for a core infrastructure across the Trial Court.

\$2,164,547

The Probate and Family Court case management triage plan will streamline the Probate and Family Court process, reduce delays, increase access to justice, and save litigants the time and expense of unnecessary litigation. Funding allows for 9 Alternative Resolution Dispute officers, 14 session clerks, and 6 research attorneys to support this plan.

Case Management Triage Plan

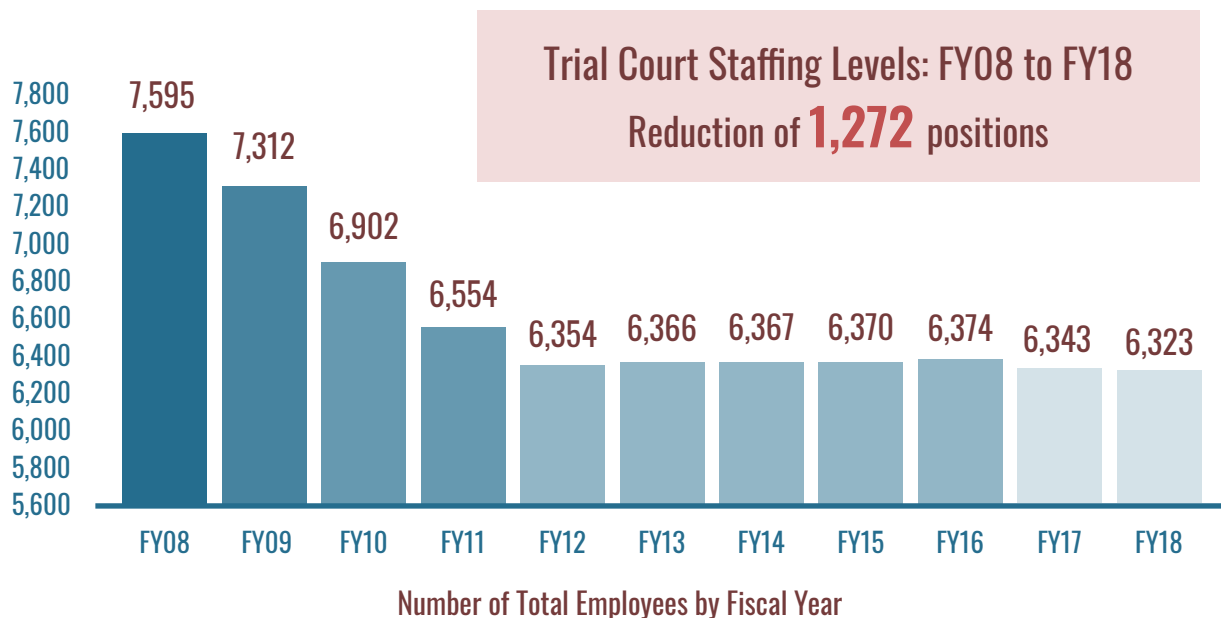
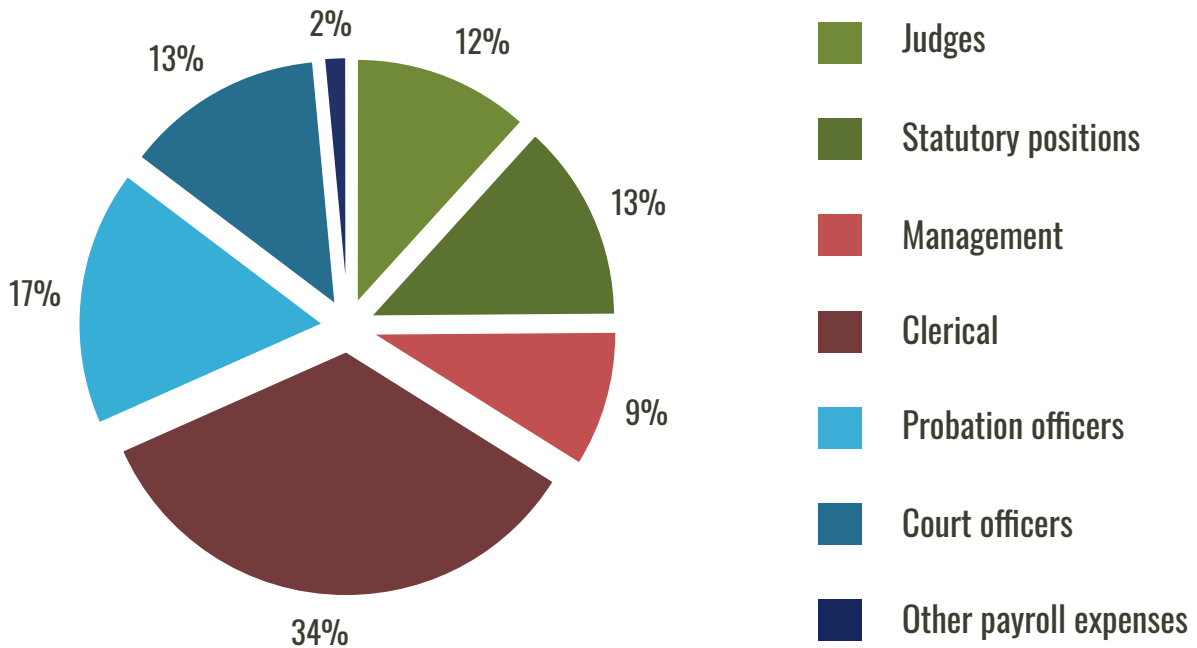
\$848,014

Court Resources: A Broader Perspective

The Trial Court is moving forward with initiatives, as well as other activities, that allow the system to operate more efficiently, while at the same time providing fair, impartial, and equal access to justice.

FY2018 Projected Personnel Expenses

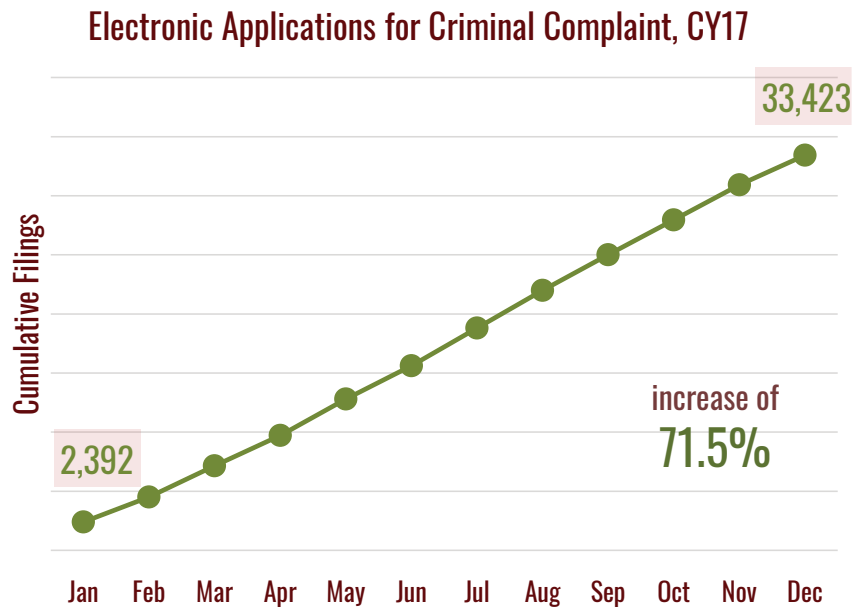
Payroll Expenses are 76% of total expenses.



Courts Are: Innovating & Streamlining

Electronic Application for Criminal Complaint (EACC): Streamlining Court Processes

EACC expanded to 41 court divisions that received more than 175 electronic complaints daily along with the case-related materials. By the end of 2017, more than 30,000 EACC cases were entered into MassCourts, the Trial Court's web-based case management platform. More than 90 local police departments have incorporated EACC into their incident reporting systems. For civil cases, the courts expanded the use of e-filing for certain civil case types in the District Court, Boston Municipal Court, Probate and Family Court and Housing Court.



In FY18, expansion will add other departments and case types. In addition, Guide and File tools are being used to build guided interviews that would create a filing by self-represented litigants in small claims cases.



Capital Master Plan: Improving Court Facilities

The Trial Court released its Capital Master Plan in FY17, concluding a multi-year collaborative effort with DCAMM and consultants with expertise in courthouse planning, design and operations. The plan seeks to remedy the varying levels of deterioration found across the state's 99 courthouses, identify funding needed to achieve these improvements, and provide a comprehensive approach for a more sustainable and efficient court system. This will be accomplished through a mix of repairs, renovations, and expansions to existing courthouses, as well as a number of proposed new regional justice centers. Funding for the first phase of the Capital Master Plan (Phase 1A) is the subject of a capital bond bill that is currently pending.

Courts Are: Innovating & Streamlining

Digital Recording in Courtrooms: Modernizing Systems

The Trial Court continued to install the digital recording system For The Record throughout the state's 436 courtrooms. FTR downloads recordings of courtroom proceedings across the state to a central server and will be integrated with MassCourts to track and locate recordings for individual cases. **In FY17, the Trial Court installed 134 FTR systems and the number of courtrooms equipped since 2015 is now 315.** Completion is expected in FY19.

A major benefit of FTR is its secure, digital central repository for all audio testimony, Court.fm™, which delivers digital courtroom recordings to the court, as well as to the represented public. This feature allows authorized individuals to locate and listen to recordings as soon as the following day.

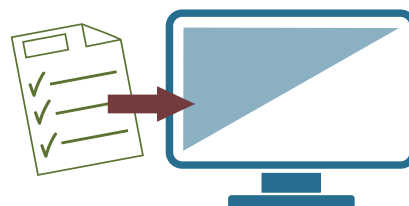


Full implementation of Court.fm™ has shortened times for delivery of transcripts for appeals by

66%.

Civil e-Filing: Reducing Costs

The Trial Court has expanded the use of e-filing for certain civil case types in the District Court, Boston Municipal Court, Probate and Family Court, and Housing Court. In FY18, e-filing expansion will add other departments and case types, including Superior Court which has selected two counties, Middlesex and Barnstable, as pilot sites to implement a civil e-filing system.



Alternative Dispute Resolution (ADR): Reducing Stress, Time and Costs for Litigants

The Standing Committee on Dispute Resolution oversees and implements Alternative Dispute Resolution (ADR) to expand the understanding and access to court-connected dispute resolution services. In FY17, the Standing Committee gathered and compiled baseline data on the use of ADR services and identified the dispute resolution options available to litigants in the seven Trial Court Departments. The committee also researched and examined the use of judicial settlement conferences, how best to educate the public on existing dispute resolution programs, and how to educate judges and clerks on providing access to appropriate dispute resolution services. The committee provides free conciliation training programs and in FY17 coordinated training in three counties of the Probate and Family Court.



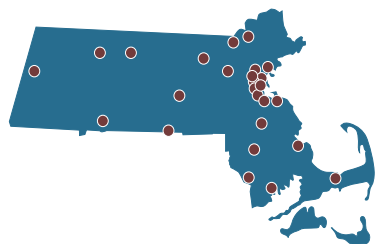
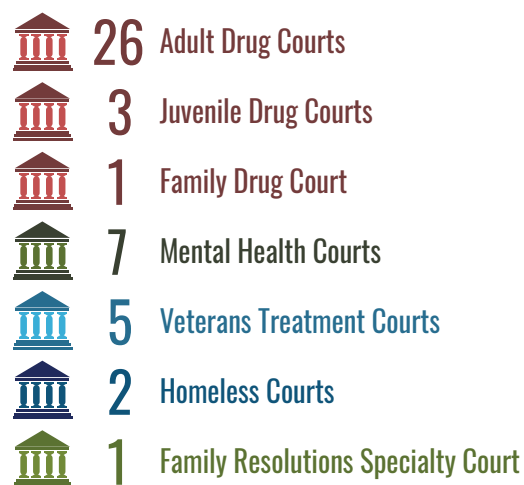
Courts Are: Enhancing Public Safety

Expanded Specialty Courts: Meeting the Needs of Communities

In FY17, the Trial Court was able to increase the number of specialty courts by adding 4 additional Drug Courts in Hingham, Pittsfield, Taunton and Springfield, as well as one additional Homeless Court in Cambridge. Although the Trial Court received no funding for specialty court expansion in FY17, funding to add clinicians to the new drug courts was accomplished through re-allocation of funds within the maintenance line item.

The Trial Court also received two federal grants to expand services to drug court participants in amounts of \$975,000 (over 3 years) from SAMHSA to provide wrap-around case management and peer support services to drug court participants in Quincy and Chelsea Drug Courts, as well as \$1.2 million (also over 3 years) in funding from the Bureau of Justice Assistance to increase services at Community Corrections Centers and provide transportation services to drug court participants in Brockton, Taunton and Hingham Drug Courts.

At the end of FY17, 45 specialty court sessions operated across the state:

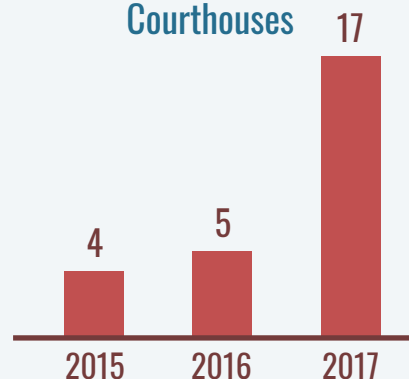


Currently, there are **26** Specialty Adult Drug Court Sessions located across the Commonwealth

NARCAN Pilot Program: Responding to the Opioid Epidemic

In 2014, the Trial Court initiated a pilot program in 8 courts to equip and train court officers in the use of Narcan. The program went into effect in all courts statewide in 2015. Since then, court officers who are trained as first responders have revived 26 overdose victims in courthouses across the state.

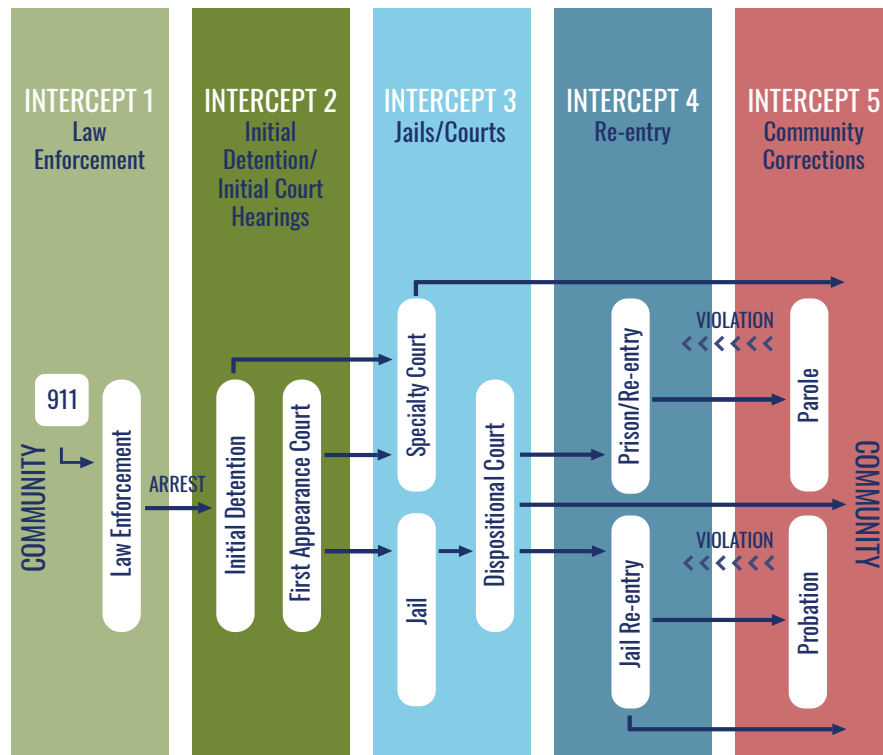
Individuals Treated with Narcan in Courthouses



Courts Are: Enhancing Public Safety

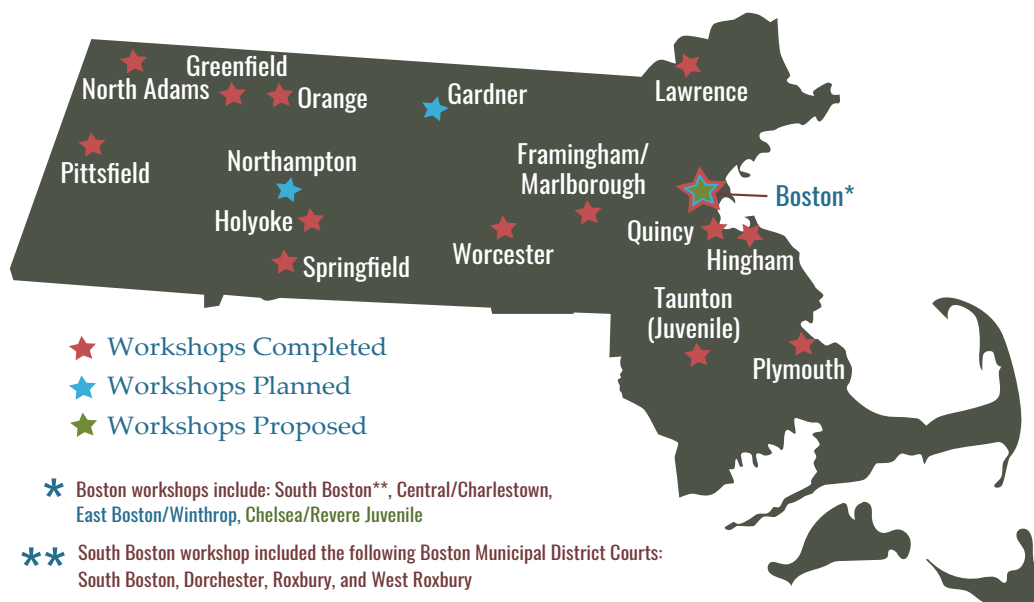
Community Justice Project: Mapping the Commonwealth

With the assistance of the Legislature's supplemental funding of \$300,000, the Trial Court has taken a leadership role in implementing facilitated workshops with mental health, addiction, criminal justice and community stakeholders to map out the key points or "intercepts" where people with mental health and/or substance use disorders come in contact with the criminal justice system. These workshops culminate in an action plan to divert these individuals into treatment thereby reducing the risk of entering or penetrating deeper into the criminal justice system.



Sequential Intercept Mapping Workshop Locations

Workshops are organized by District Court jurisdiction, unless otherwise noted



Courts Are: Expanding Access to Justice

Race, Gender, and Unconscious Bias: Addressing Challenges

Trial Court leaders have undertaken work on a comprehensive effort to address issues of bias related to race and gender. Four committees were formed to address these issues within the perspectives of judges, clerks, probation, and security staff. The Trial Court Race & Implicit Bias Advisory Committee (TRIBAC) oversees the initiative. In early 2017, leadership teams composed of First Justices, Clerk-Magistrates, Chief Probation Officers, and Chief Court Officers from three local courts began participation in a pilot to develop the management and leadership skills to promote the effective communication needed to address these issues within the context of court operations. The pilot concluded in October 2017 and will inform expansion of this work.



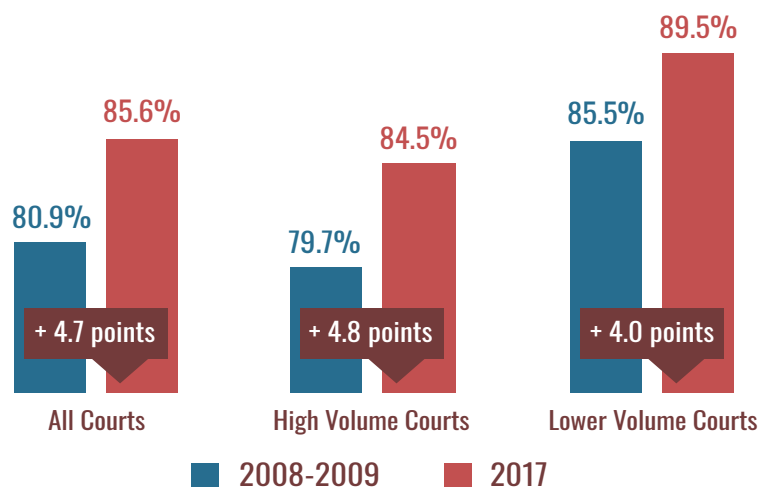
Access & Fairness Survey: Measuring Improvement

In May 2017, the Trial Court's Department of Research and Planning and court volunteers conducted the Access and Fairness survey at 25 courthouses. Last conducted in 2009, the survey was developed by the National Center of State Courts to measure court users' level of satisfaction with court accessibility, as well as treatment in terms of fairness, equality, and respect. Results from the 2009 Access and Fairness survey serve as a baseline for analysis of the latest survey results published in FY18.

Survey Highlights

- Black/African American, Hispanic/Latino and White court users reported greater access to justice.
- Hispanic/Latino court users reported greater fairness.
- There was no change in the ratings of fairness by Black/African American court users.
- 7 out of 10 Black/African American court users and 8 out of 10 Hispanic/Latino court users rated their experience in court as satisfactory.

In 2017, court users overall reported they experienced greater access to justice.



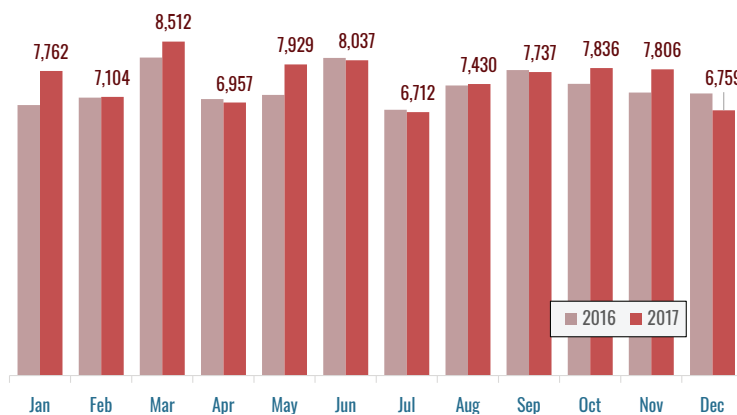
Courts Are: Expanding Access to Justice

Court Interpreter Services: Meeting Language Needs

Language access is a key component in ensuring access to justice for all who come to court. The Trial Court Office of Court Interpreter Services (OCIS) ensures access to the services and court ordered programs for all persons within the Commonwealth, regardless of their literacy or proficiency in the English language.

Office of Court Interpreter Services (OCIS) MassCourts Interpreter Requests, CY16 & CY17

*Includes only formal requests through MassCourts



In FY17, approximately **90,500** court events received interpretation services in **109** languages.

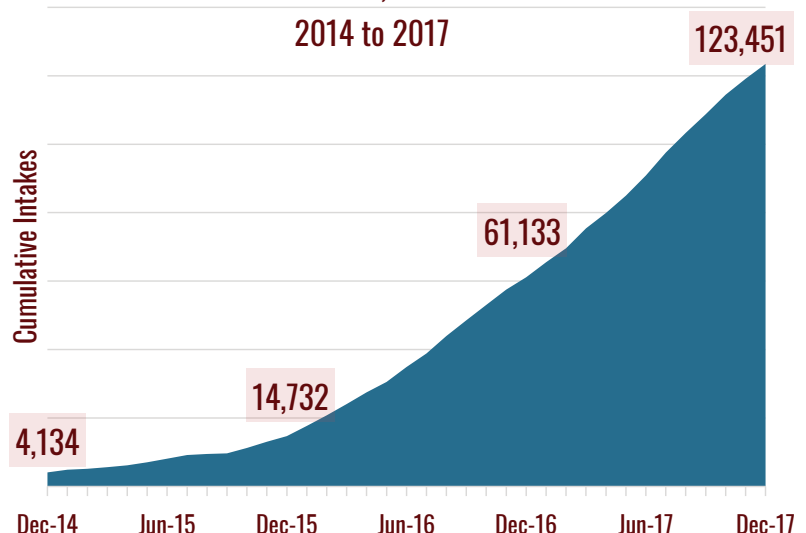
Court Service Centers: Helping Navigate the Court System

55,593 people visited one of the Trial Court's six Court Service Centers (CSCs) in FY17 for procedural or legal information, help with forms, access to interpreter services, assistance with legal research and contact information for community resources, legal assistance programs, and social service agencies.



In December 2017, the Massachusetts Association of Women Lawyers (MAWL) honored the Trial Court's Court Service Center managers "as unsung heroes of our legal community."

Court Service Centers, Cumulative Intakes 2014 to 2017



Massachusetts Trial Court by the Numbers

PEOPLE

Judicial positions authorized by statute	379
Total Judges and Staff	6,333
Percent Women	57.5%
Percent Diverse Staff	23.5%



ACCESS TO JUSTICE

Judicial Emergency Response (calls after hours)	5,575
Interpreted Events	89,500
Number of Languages	109
Law Libraries	15
Law Libraries: On-site Patrons	39,903
Six Court Service Centers (intakes to date)	82,811
Judiciary Website Visitors (mass.gov/courts)	4.6M
Judiciary Website Page Views	25.1M



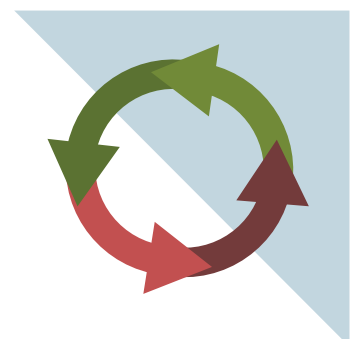
MONEY MATTERS

Operating Appropriation	\$639.4M
General Revenue Collected	\$59.4M
Probation Fees Collected	\$17.8M



CASE FLOW METRICS

Clearance Rate	103.0%
Cases Disposed Within Time Standards	86.7%
Pending Caseload	207,062
Trials Held Within Two Date Settings	73.7%



Massachusetts Trial Court by the Numbers

COURT BUSINESS

New Case Filings	917,874
Cases in MassCourts	23M
Electronic Documents in MassCourts	18.2M
Calendar Events in MassCourts	51M
Jury Trial impanelments	3,657
Jurors Appearing	195,413
Juror Utilization Rate	46.2%
Probation Supervision Caseload	70,201
Probation Surrender Hearings	43,132
Total GPS Caseload	3,492
Community Correction Centers (CCC)	16
CCC Enrollment	2,158
Specialty Courts	45
Adult and Juvenile Drug Courts	30
Mental Health Courts	7
Veterans Treatment Courts	5
Other	3
Video Events	14,200
Stays in Lockup	215,661



FACILITIES

Total Facilities	125
Facilities with Courtrooms	99
State/County Owned Facilities	80
Leased Facilities	43
Number of Courtrooms	429
Total Facilities - Floor Space in Sq.Ft.	5.6M



Data is for Fiscal Year 2017 or as of June 30, 2017, unless otherwise noted.