



MASSACHUSETTS TRIAL COURT BUDGET REQUEST & OVERVIEW FY22

Chief Justice Paula Carey &
Court Administrator John Bello

MEETING EXTRAORDINARY CHALLENGES

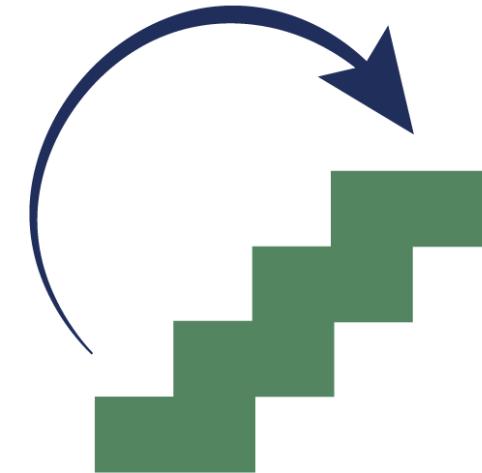


Maintenance Request: \$771,555,499*

*does not include salary increases for new collective bargaining agreements

Innovation Modules: \$5,206,978

- Provides resources to manage & develop a modern court system
- Delivers services & change practices for 21st century
- Supports 6,377 employees; 97 courthouses; 1 million daily MassCourts transactions



ENABLING CONTINUOUS IMPROVEMENT



Module 1 Add Court Clinicians: \$1,130,000

- 10 Full-time clinicians will be added
- Addresses increase in court-connected mental health issues
- Addresses substance use disorder and co-occurring mental illness – the most significant issues faced by criminal defendants
- 7,443 Section 35 civil commitment petitions for substance use disorder in 2020
- 12,899 total mental health case filings in 2020

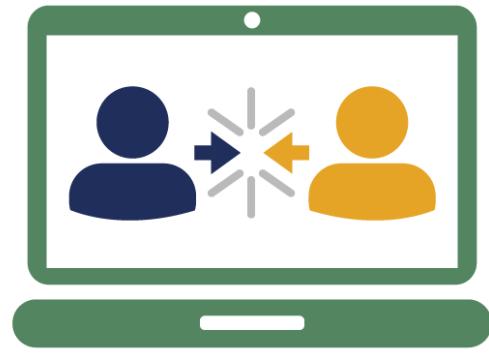


ENABLING CONTINUOUS IMPROVEMENT



Module 2 Online Dispute Resolution: \$250,000

- Non-debt collection small claims and possibly civil motor vehicle infractions
- Uses technology to speed case disposition
- Engages parties in innovative solutions
- Implements Access to Justice Commission recommendations
- Increases access to justice for self-represented litigants



ENABLING CONTINUOUS IMPROVEMENT



Module 3 Add Recall Judges: \$1.3M

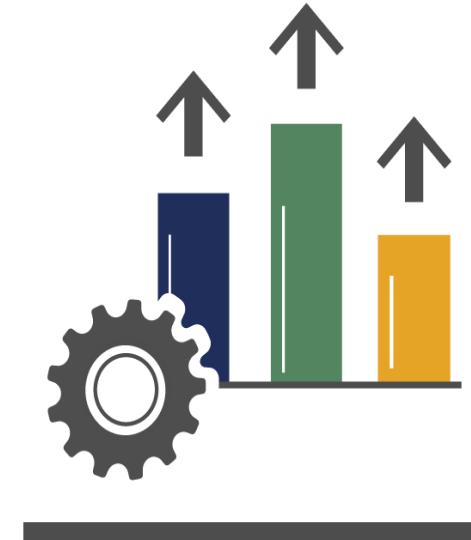
- Housing Court Summary Process
- Jury Trials for Other Court Departments to address backlog of court cases exacerbated by the pandemic

Module 4 Expand MassHealth for Re-entry: \$1M

- Expand program to full statewide implementation
- Connect re-entering individual to medical and behavioral health services during high-risk reentry period

Module 5 Expand Re-entry Residential Services: \$1.5M

- Transitional re-entry housing; current waiting list of 140 spots
- Expands services to Worcester and Essex counties
- Supports up to 50 additional transitional residential beds



RESPONSE & TRANSFORMATION IN A CRISIS



Courts accelerated strategic objectives, while prioritizing health & safety of public and staff by expanding technology to enable remote operations

- Virtual Registries piloted and continue to expand
 - 40,838 individuals served via 57,643 sessions
- Virtual Clerks Offices
- Virtual Court Hearings
 - 1,300 Zoom licenses deployed
 - 95K Zoom meetings & hearings / 88 webinars
- Virtual Court Service Centers
 - Statewide access to staff of 7 brick & mortar CSCs
 - 5,427 individuals served from July 1-Nov 30



RESPONSE & TRANSFORMATION IN A CRISIS



Pandemic Housing Issues

- Summary Process reimagined to meet the needs of all litigants
 - Standing Orders create new court procedures
- Collaboration between branches to prevent housing crisis

Created Zoom Rooms in 4 Courthouses

- Expansion to the community

Deployed 2,300 laptops -1500 more coming online

Emergency Help Line Via Cell Phones

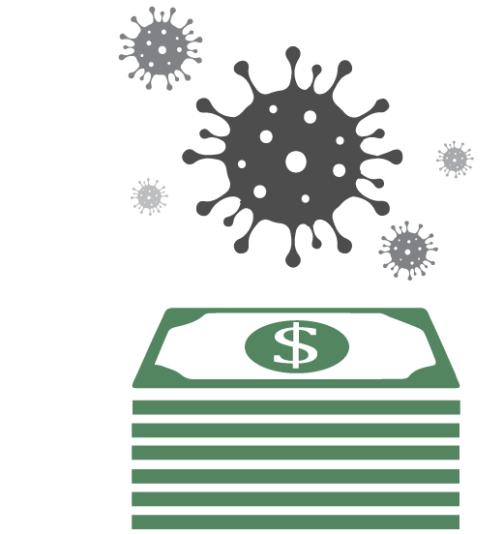
- 833-91 COURT
- 300 calls weekly



COST OF COVID-19 (FY20-FY21)



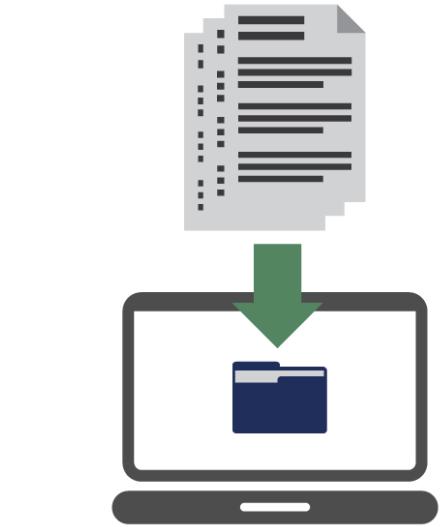
- IT Costs to enable remote workplace and virtual courts: \$4,638,642
- Telecomm: \$2,350,494
- PPE & Plexiglass: \$4,543,208
- Deep Cleaning: \$490,000 est.
- Facilities Overtime: \$667,913
- Offsite Jury Locations: \$5,000,000 est.



TECHNOLOGY BECOMES MORE CRUCIAL



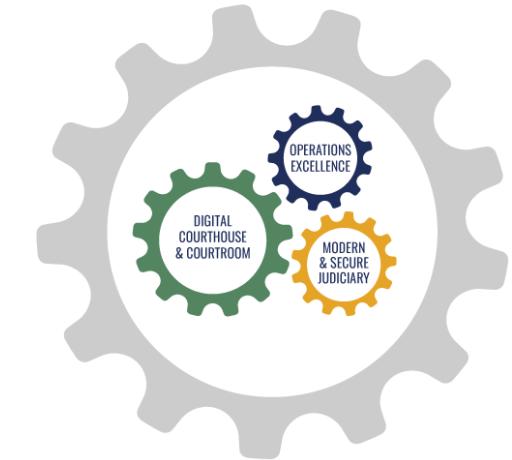
- eCourts: Long-term goal > paperless system
 - Electronic Submission of Evidence pilot
 - Judicial Tools software pilot
- eFiling: Increasing case types
- eDelivery: Launched 1/11/21, expanding types of documents thru year end



IT BOND BILL CRITICAL TO COURTS



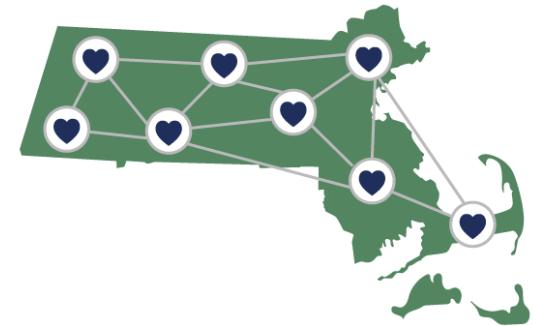
- Pandemic has demonstrated critical importance of court IT infrastructure
- Critical to ensure Access to Justice
- \$164M proposal supports three broad areas:
 - Operations Excellence
 - Digital Courthouse
 - Modern & Secure Judiciary



MEETING COURT USERS WHERE THEY ARE



- New England Regional Justice Opioid Initiative
- Trauma Response Task Force
- Community Justice Resources Project
- Working Group on Substance Use & Mental Health
- \$2M SAMHSA grant for MISSION case management and peer support services
- \$6M DOJ grant for Project North
 - Behavioral health services, housing, transportation
 - 12 courts reaching 62 communities



MEETING COURT USERS WHERE THEY ARE

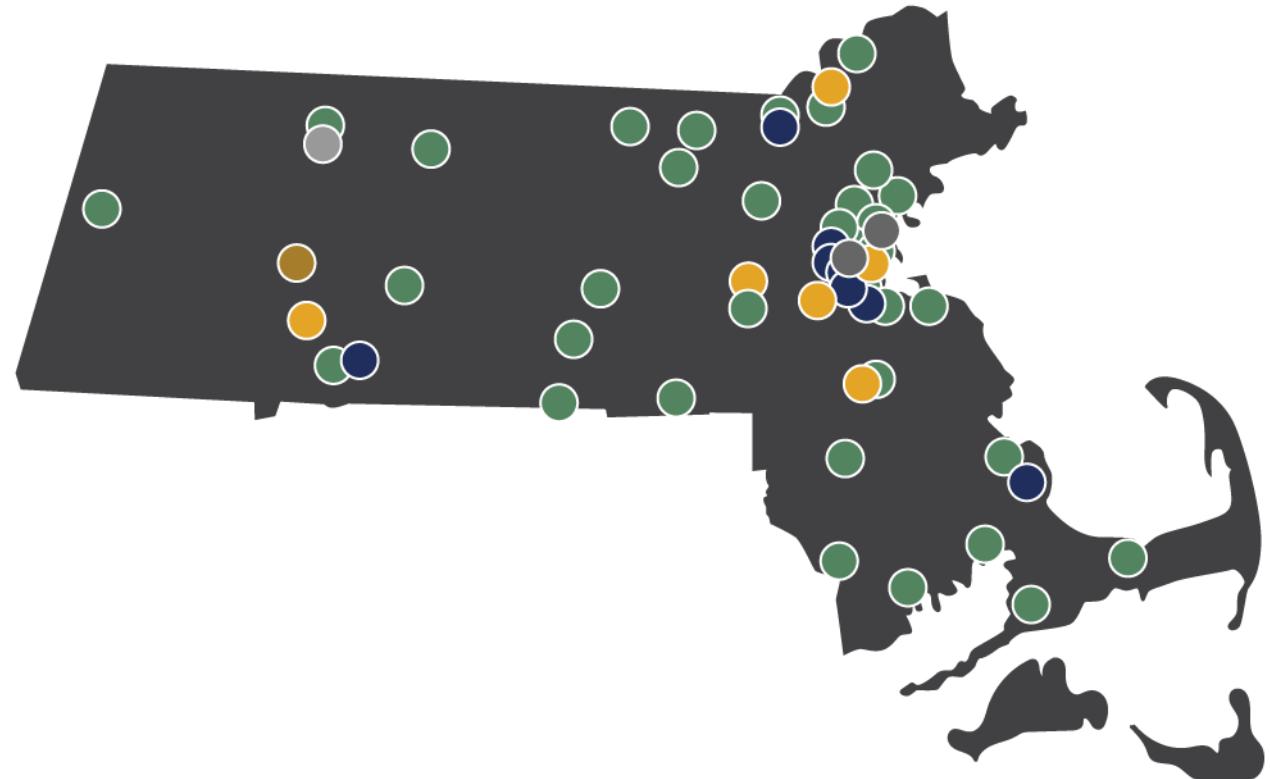


Specialty Courts

- 35 Drug Courts
- 9 Mental Health Courts
- 6 Veterans Treatment Courts

Probate & Family Court:

- 1 Family Resolutions Court
- 1 Family Drug Court
- 2 Homelessness Courts



In 2020, 6th Veterans Treatment Court Opened in Brockton

BUILDING DIVERSITY & INCLUSION



- Community Engagement Meetings & Virtual Town Halls throughout the State
- Annual Diversity Report
 - Demonstrating our commitment to a culturally competent and diverse workforce
- Leadership Workshops Build Capacity to Address Diversity & Inclusion Issues



BUILDING DIVERSITY & INCLUSION



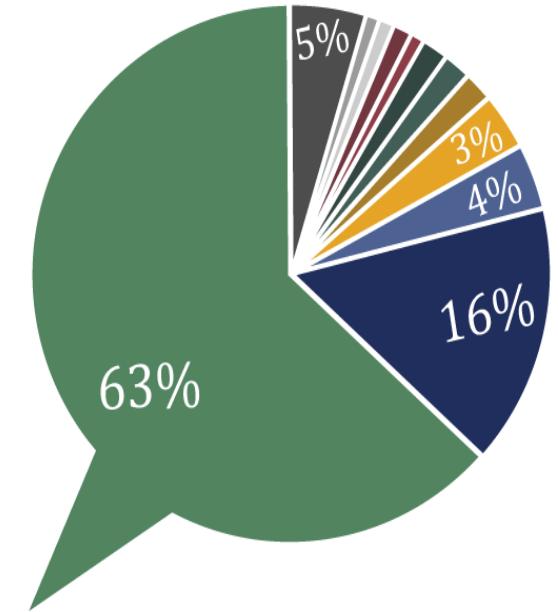
Language Access Plan

- Ensures diverse Limited English Proficiency communities are served

Cultural Awareness and Racial Empathy Training Pilot

Beyond Intent: Understanding the Impact of Your Words and Actions Pilot

- Spanish (41,368)
- Portuguese (10,294)
- Haitian (2,603)
- Cape Verdean (2,260)
- Vietnamese (1,194)
- Arabic (1,137)
- Mandarin (1,092)
- Russian (777)
- Cantonese (624)
- Khmer (568)
- American Sign Language (565)
- Other (3,115)



FY20 TOP LANGUAGE REQUESTS

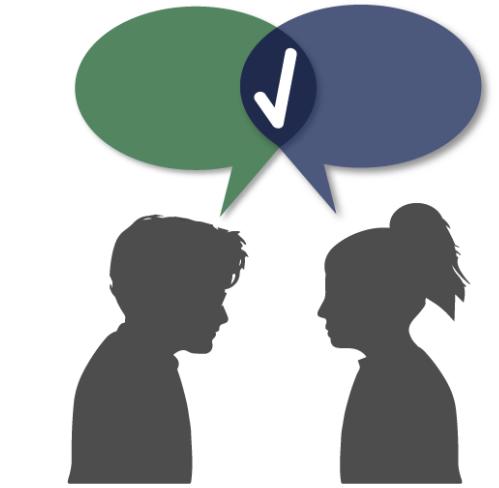
ACHIEVING RESOLUTION



Alternate Dispute Resolution &
Permanency Mediation - FY21 Funding of \$1.25M

Funding supports:

- Conciliation training
- Free mediation and conciliation services in 5 court departments
- Permanency mediation training in Juvenile Court as an alternative to contested court proceedings.





QUESTIONS/THANK YOU

Chief Justice Paula Carey &
Court Administrator John Bello