

# Community Engagement in the State Courts Initiative:

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## Massachusetts Public Engagement Pilot Project

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**Note:**

Portions of the information in this report are available online as part of the NCSC's Community Engagement Toolkit

See <https://www.ncsc.org/engage>

## Acknowledgments

This report is one of a series of reports produced to provide a record of the activities, materials, and results achieved by the Public Engagement Pilot Project (PEPP) sites involved in the pilot phase of the Community Engagement in the State Courts Initiative (Initiative). This phase and the entire project would not have been possible without the generous support of the State Justice Institute (SJI).

The Public Engagement Pilot Initiative is a collaboration between the [National Center for State Courts](#) (NCSC) and the [University of Nebraska Public Policy Center](#) (NUPPC), with assistance from [Michigan State University](#) researchers [Joseph A. Hamm](#) and [John Ropp](#). The pilot phase was overseen by a Steering Committee drawn from members of the Advisory Board on Community Engagement in the State Courts. These members are listed on the following page. The Conference of Chief Justices (CCJ) convened the Initiative in partnership with the National Consortium on Racial and Ethnic Fairness in the Courts (Consortium) with support from the National Center for State Courts (NCSC). We extend our deep appreciation to CCJ, the Consortium, and NCSC for their vision and dedication to this vital effort.

After a nationwide call for proposals, six public engagement pilot projects were selected out of a significant number of proposals. Following the kickoff convened at the National Science Foundation in Washington, D.C. on February 25, 2019, the PEPP teams received resources and support from the NCSC/NUPPC implementation team. The PEPP sites worked both individually and collaboratively with the other sites and NCSC/NUPPC to engage their communities, while also advancing understanding of how courts can best engage the public to overcome social inequities and bias and build trust. We hope the efforts of these individual PEPP sites serve as blueprints for courts across the nation.

The six pilot sites are (in alphabetical order):

- Franklin County, Ohio Municipal Court
- Kansas City, Missouri Municipal Court
- Administrative Office of the Massachusetts Trial Court
- Nebraska Supreme Court Office of the State Court Administrator
- Puerto Rico Judicial Branch
- Texas Office of Court Administration

## Future Work

We are committed to assisting court leaders in their community engagement and public trust efforts. To discuss future work and for more information about the Community Engagement in the State Courts Initiative, please contact Jesse Rutledge at [jrutledge@ncsc.org](mailto:jrutledge@ncsc.org).

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## Table of Contents

<b>Acknowledgments</b> .....	<b>3</b>
<b>Table of Contents</b> .....	<b>5</b>
<b>Introduction</b> .....	<b>7</b>
<b>Background</b> .....	<b>7</b>
<b>Methods</b> .....	<b>9</b>
<b>Participants</b> .....	<b>9</b>
PEPP Team Leaders.....	9
Court Actor Collaborators.....	10
Stakeholder Involvement .....	10
Engagement of General and Specific Publics .....	11
<b>Procedures</b> .....	<b>11</b>
Recruitment.....	11
Pre-Post Survey Administration .....	12
Preparatory Activities and Procedures.....	12
Engagement Events and Procedures.....	13
<b>Data and Measures</b> .....	<b>15</b>
Engagement Form .....	15
Cross-site Surveys .....	16
Common Discussion Questions .....	16
Site-Specific Data, Measures, and Methods.....	17
<b>Results</b> .....	<b>19</b>
<b>Analyses</b> .....	<b>19</b>
<b>Participant Characteristics</b> .....	<b>19</b>
<b>Perceptions of the Qualities of the Engagement Processes</b> .....	<b>25</b>
People or groups missing from the engagement. ....	25
Importance of topics of engagement.....	26
Helpfulness of engagement activities for problem-solving progress.....	26
Use of discussion during engagement.....	28
Effective listening by parties involved in the engagement. ....	30
<b>Changes in Perceptions of the Courts</b> .....	<b>33</b>
Trustworthiness.....	33
Trust and Vulnerability. ....	35
Open-ended descriptions of courts' positive and negative impacts.....	38

<b>Other Post-only Survey Items .....</b>	<b>40</b>
Overall satisfaction. ....	41
Changes in subjective knowledge.....	41
Willingness to be contacted in the future.....	41
<b>Other Comments.....</b>	<b>44</b>
<b>State Specific Results .....</b>	<b>45</b>
<b>Results from Common Discussion Questions .....</b>	<b>45</b>
Most important things learned from the engagements according to participants.....	45
Next steps according to participants.....	45
<b>Discussion/Reflections.....</b>	<b>46</b>
<b>General/Overarching Reflections .....</b>	<b>46</b>
<b>Recruitment.....</b>	<b>46</b>
<b>The Engagement Process.....</b>	<b>47</b>
<b>Outcomes .....</b>	<b>48</b>
<b>Other Reflections .....</b>	<b>48</b>
<b>Conclusion and Next Steps .....</b>	<b>48</b>
<b>Appendix of Procedure Relevant Materials or Work Products .....</b>	<b>51</b>
<b>Recruitment.....</b>	<b>51</b>
<b>Participant Preparatory Activities.....</b>	<b>58</b>
<b>Engagement Events.....</b>	<b>62</b>
Facilitation: Suggestions/Recommendations and Notes .....	65
<b>Appendix of Measures.....</b>	<b>67</b>
<b>Engagement Form.....</b>	<b>67</b>
<b>Cross-site Consent and Surveys .....</b>	<b>67</b>
<b>Site-Specific Measures and Materials .....</b>	<b>69</b>

## Introduction

In 2018, the National Center for State Courts (NCSC) issued a nationwide call for proposals from courts to implement public engagement pilot projects (PEPP) designed to engage people, especially minorities and low-income communities, to improve problems facing courts and disparities in trust in the courts. The PEPP initiative built off a national listening tour called “Courting Justice” in which judicial actors heard perspectives from the public about judicial decision-making, bias and unfairness, lack of diversity in juries and on the bench, and other issues that impaired trust and understanding of court systems, especially among marginalized populations.

From a significant number of high-quality applications nationwide, six grantees were selected to design and implement pilot engagement projects. Selections were made based on consideration of a number of factors, including the problem(s) the court actors were attempting to address, extent of community involvement in the solutions, likelihood of the projects to promote trust in the community, probability of sustainability after cessation of funding, and complementarities among projects. As a requirement of grant receipt, all grantees worked with the NCSC and the University of Nebraska Public Policy Center (NUPPC) to develop their programs to include high levels of community involvement and bi-directional court-community dialogue and to integrate an evaluation component into their projects. The purpose of the evaluation was to document participation in the pilot projects and efficacy of project activities, examine issues of engagement and trust between communities and courts, and evaluate the overall pilot project experience as well as other issues of interest to the grantees. Each pilot also was asked to agree to their materials and work products being incorporated into an overall toolkit for use by the nation’s courts.

The present report contains information specific to the engagements conducted by the Massachusetts Trial Court (MTC)<sup>1</sup>, hereafter referred to as MA or MA PEPP<sup>2</sup>, one of the six projects selected to participate in the pilot phase of the National Center for State Courts Community Engagement in the State Courts Initiative. The MA PEPP team has reviewed this report before publication and contributed to the substance thereof.

## Background

The Massachusetts Trial Court had initiated a comprehensive set of activities to address racial disparities, implicit bias, and other issues of diversity in its court system. Led by the

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<sup>1</sup> See <https://www.mass.gov/orgs/executive-office-of-the-trial-court> for more information about the MTC.

<sup>2</sup> PEPP stands for “Public Engagement Pilot Project” and denotes the teams of individuals working on the pilot engagements in each state.

Executive Office of the Trial Court, recent efforts have included conducting listening sessions by court leaders at six large courthouses, conducting an all-judge conference on race and implicit bias, mandatory training on transgender awareness, and the appointment of a dedicated Chief Experience and Diversity Officer.

The MA PEPP supplemented these previous activities with a public engagement strategy. The Massachusetts Trial Court's 2017 Access and Fairness study indicated that up to 32% of court users identified as racial or ethnic minorities. Within this context, the MA PEPP selected three communities to implement public engagement activities:

- Chicopee, MA (est. pop. 55,126) is the second largest municipality in Western Massachusetts. As of 2019, US Census estimates indicate the racial and ethnic make-up of Chicopee was 85.8% White, 5.2% African American, 0.1% Native American, 2.4% Asian, 0.0% Pacific Islander, and 2.1% from two or more races. Hispanics or Latinos of any race were 21.0% of the Chicopee population.<sup>3</sup>
- Holyoke, MA (est. pop. 39,881) is located in Western Massachusetts. As of 2019, US Census estimates indicate the racial and ethnic make-up of Holyoke was 87.5% White, 4.5% African American, 0.3% Native American, 0.7% Asian, 0.1% Pacific Islander, and 2.6% from two or more races. Hispanics or Latinos of any race were 53.9% of the Holyoke population.<sup>4</sup>
- Springfield, MA (est. pop. 153,606) is the third largest municipality in Massachusetts. As of 2019, US Census estimates indicate the racial and ethnic make-up of Springfield was 63.3% White, 20.9% African American, 0.4% Native American, 2.7% Asian, 0.0% Pacific Islander, and 4.5% from two or more races. Hispanics or Latinos of any race were 45.0% of the Springfield population.<sup>5</sup>

The MA PEPP leadership team worked with court actors from each of these three jurisdictions to plan for and execute engagement activities. This coalition of court actors determined that the PEPP project should focus on how courts and communities should address the state's significant substance addiction problem. However, each of the three separate district courts were encouraged to identify their own engagement processes' best fit for their teams and communities. Thus, MA PEPP's primary goals for its community engagements were as follows:

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<sup>3</sup> Source: U.S. Census, QuickFacts, Chicopee city, Massachusetts. Retrieved January 15, 2021, from <https://www.census.gov/quickfacts/chicopeecitymassachusetts>.

<sup>4</sup> Source: U.S. Census, QuickFacts, Holyoke city, Massachusetts. Retrieved January 15, 2021, from <https://www.census.gov/quickfacts/holyokecitymassachusetts>.

<sup>5</sup> Source: U.S. Census, QuickFacts, Springfield city, Massachusetts. Retrieved January 15, 2021, from <https://www.census.gov/quickfacts/fact/table/springfieldcitymassachusetts,MA,US/RHI825219>.



- Engage community members and stakeholders to identify opportunities for court and community solutions to substance use.
- Develop a community coalition to plan future public engagement initiatives focusing on understanding problems pertaining to substance use and generating court and community-based solutions.

In addition, MA PEPP had the following community specific goals:

Chicopee:

- Understand the risk factors for substance use disorders and the barriers to participation in treatment, particularly those faced by low-income residents and/or residents whose primary language is not English.
- Seek input on how to provide resources for parents struggling to find childcare in order to attend court sessions.

Holyoke:

- Secure a better understanding of potential barriers to participation in substance use treatment, especially those particular to Hispanic and other minority members of the community.
- Seek input on ways to expand opportunities to participate in meaningful drug treatment and counseling.

Springfield:

- Engage stakeholders to develop a resource center containing program, contact, and other information needed to help people identify available options and access treatment.

## Methods

### Participants

**PEPP Team Leaders.** The primary leaders of the MA PEPP team were as follows:

- Judge Paula Carey, Chief Justice of the Massachusetts Trial Court
- Jon Williams, Court Administrator
- Judge Julie Bernard, Brockton District Court First Justice
- John Laing, Chief Experience and Diversity Officer
- Elizabeth Cerda, Senior Manager for Access to Justice
- Judge Maureen Walsh, Regional Administrative Justice

- First Assistant Clerk Magistrate Maureen Walsh, Springfield District Court
- First Assistant Clerk Magistrate Barbara Burton
- Jessica Fix, Massachusetts Trial Court Grant Manager
- Pavitra Chari, Massachusetts Trial Court Research Analyst for Diversity

**Court Actor Collaborators.** As an important initial step, the MA PEPP team convened a meeting with court actors from all three communities to orient them to the pilot project generally and identify possible goals and themes for their community engagements. Court leaders identified issues of particular importance to their communities, and all three jurisdictions chose to engage the public and stakeholders about court and community solutions to substance abuse and related court system issues. The MA PEPP leadership team provided guidance and resources for each set of court actor collaborators to implement their engagement activities locally.

Chicopee:

- Judge Bethzaida Vega, First Justice, Chicopee District Court
- Stephen Ashe, Chief Probation Officer, Chicopee District Court
- Frederick Baran, Acting Clerk Magistrate, Chicopee District Court

Holyoke:

- Judge William Hadley, First Justice, Holyoke District Court
- Manuel Moutinho, Clerk Magistrate, Holyoke District Court
- Marian Vazquez, Probation Officer, Holyoke District Court
- Azizah Yasin, First Assistant Clerk Magistrate, Holyoke District Court
- Sean McBride, Chief Probation Officer, Holyoke District Court

Springfield:

- Judge Charles Groce, Associate Justice, Springfield District Court
- Leonard Johnson, Chief Court Officer, Springfield District Court
- Terence O’Neil, Regional Supervisor of Field Services, Springfield District Court
- Judge John Payne, First Justice, Springfield District Court
- Daniel Delaney, Chief Probation Officer, Springfield District Court
- John Gay, Clerk Magistrate, Springfield District Court

**Stakeholder Involvement.** Following identification of engagement topics and goals, partnering judges and court actors in each of the three communities reached out to a wide variety of leaders and stakeholders relevant to their engagement topics and goals. Community stakeholders included behavioral health providers, law enforcement representatives,

recovering addicts, data/measurement experts, and others pertinent to the community's focus of engagement. Stakeholders contributed to their community's engagement session planning, helped identify and recruit members of the public to attend engagement events, and participated in the activities directly.

PEPP MA used two different methods of engaging stakeholders. In Chicopee and Springfield, court leaders identified a wide variety of community stakeholders to engage as participants in community engagement meetings primarily organized by the court. In Holyoke, court leadership worked with stakeholders to plan and convene a large public gathering open to the general public. These stakeholders included:

- Nick Cocchi, Sheriff of Hampden County
- Elizabeth Evans, PhD, MA, Assistant Professor, School of Public Health, University of Massachusetts at Amherst
- Manuel Febo, Chief of Police for the City of Holyoke
- Debra Flynn-Gonzalez, Program Director, Hope for Holyoke Peer Recovery Support Center
- Ari Kriegsman, MD, Attending Physician, Opioid Treatment Program at Providence Hospital
- Sean McBride, Chief Probation Office, Holyoke District Court
- Manuel Moutinho, Clerk Magistrate, Holyoke District Court
- Maria Quinn, MSN, PMHNP-BC, Psychiatric NP, Holyoke Hospital

**Engagement of General and Specific Publics.** The MA PEPP selected community leaders and stakeholders in Chicopee and Springfield as their target audiences. The MA PEPP engaged members of the public only in Holyoke, with no specific demographic characteristics targeted. Over 100 people attended the Holyoke event, including approximately 40 members of the general public (the remainder were stakeholders who were practitioners and/or representatives of local organizations).

## Procedures

**Recruitment.** The MA PEPP team worked with court actors and stakeholders in each of the three target communities to recruit community members to their engagement events. Local partners were familiar with their jurisdiction's issues, and audiences they wished to engage. Project leaders in all three communities used a combination of purposive and convenience sampling approaches using already existing personal and community connections. Thus, recruitment strategies varied slightly across each community.

In Chicopee, court leaders primarily targeted community stakeholders to discuss substance abuse issues and court and community solutions. Partnering court actors from the Chicopee District Court reached out to community leaders they already knew through phone

calls or in-person meetings and invited them to two separate stakeholder engagement sessions. This included local legal professionals, law enforcement representatives, and behavioral health treatment providers. In Springfield, MA PEPP partners also targeted community leader and stakeholders involved in substance abuse issues for their engagement event. PEPP partners reached out directly via phone to discuss the purpose of the engagement and invite community stakeholders. In Holyoke, the target audiences were both community leaders and members of the general public with an interest in substance abuse and court/community solutions. MA PEPP and Holyoke District Court actors also reached out directly to community organizations and leaders. Project leaders worked with the Holyoke Safe Neighborhood Initiative – a coalition representing about 200 local community agencies – to promote the Holyoke event, and developed a press release issued by the MTC’s public information office as well.

**Pre-Post Survey Administration.** In Holyoke, the pre-post surveys were administered on the same day. Because of the size of this event (with over 100 attendees), the survey was handed to attendees when they entered the engagement venue. The pre- and post-surveys were stapled together with a “STOP” page in between. In order for attendees to begin filling out the survey right away, a page explaining the purpose of the survey was placed on top of each packet. Court staff were also on hand to explain the purpose of the survey as it was handed out. Additionally, the facilitators of this engagement stressed the importance of the surveys at the start of the engagement.

In Chicopee and Springfield, the pre- and post-surveys were administered at different meetings. The pre-surveys were passed out at the first meetings attended by stakeholders. The post-surveys were handed out at the final community engagement event held under this project (at the end of the third meeting in each of these communities). Facilitators at these engagements used a PowerPoint to lead the meeting. This PowerPoint contained a slide explaining the purpose of the pre- and post-surveys. Facilitators also used the script provided by the NCSC-PEPP evaluation and research team.<sup>6</sup>

**Preparatory Activities and Procedures.** MA PEPP did not require any engagement participants to engage in preparatory activities prior to the events. However, the MA PEPP leadership team provided partnering court actors from all three community engagement sites with background information about the project and public engagement resources. This included a review of the MTC’s Diversity, Equity, and Inclusion Strategic Plan; themes generated from

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<sup>6</sup> The Chicopee post-surveys were originally scheduled to be administered in March 2020. However, COVID-19 prevented the final meeting from being held in 2020 and Chicopee post-surveys are not included in this report.

previous MTC listening sessions about diversity and access issues; and an overview of public engagement and recruitment strategies. These items can be found in the appendix.

Court actors attended a planning meeting at the start of the community engagement project in March 2019. At this meeting, the court actors were given materials created by the NCSC-PEPP team for Public Engagement Meetings, including materials on problem-solving and recruiting. Each court team then used the recruiting worksheets created by the NCSC to brainstorm what organizations needed to be brought into the engagements.

**Engagement Events and Procedures.** MA PEPP held five public engagement events prior to the time COVID-19 restrictions and cautions had begun to prevent travel and face-to-face gatherings. These events and numbers of attendees are listed in Table 2.

**Table 1: Engagement Events and Activities Supported by NCSC**

Date(s)	Engagement/Group	Meetings	Court actors	Stakeholders	General public	Total
3/29/19	Planning meeting among court actors from Chicopee, Holyoke, and Springfield #1	1	20			20
6/5/19	Planning meeting – Chicopee District Court	1	6			6
6/5/19	Planning meeting – Holyoke District Court	1	6			6
6/5/19	Planning meeting – Springfield District Court	1	6			6
10/2/2019	Planning meeting among court actors from Chicopee, Holyoke, and Springfield #2	1	11			12
10/2/2019	Chicopee event #1	1	6	24		30
10/30/19	Holyoke event	1	8	40	40	~100
11/13/2019	Chicopee event #2	1	4	9		13
11/22/2019	Springfield event #1	1	4	25		29
2/25/2020	Springfield event #2	1	7	9	1	17

**Agenda.** Because each MA PEPP community had a different public engagement approach, different agendas were used at each event.

In Chicopee, two stakeholder events were convened. The agenda for the first event (two-hour event) was:

1. Welcome and introductions – Judge Bethzaida Sanabria-Vega
2. Ground rules for engagement
3. Large group discussion identifying local substance abuse issues; community strengths, gaps, and resources; and brainstorming ideas for community-based solutions

The second Chicopee stakeholder engagement (one-hour event) was a continuation of the discussion from the first event with previous community stakeholders, as well as some new members. The meeting agenda included:

1. Welcome and introductions
2. A large group discussion on community efforts to address the impacts of homelessness and substance abuse

In Holyoke (two-hour event), the public and stakeholder event was composed of:

1. Welcome and introductions
2. A panel discussion featuring representatives from the Holyoke District Court, local law enforcement, and substance addiction experts
3. A large group session for questions and comments

In Springfield, two stakeholder events were convened. The first (two-hour event) stakeholder engagement event was composed of:

1. Welcome and introductions – Judge Charles Groce
2. Introductions of community stakeholders and organizations
3. Large group discussion about community solutions that address barriers to substance abuse treatment

The second event (two-hour event) involved both previous and new Springfield stakeholders, and was focused on identifying possible solutions and steps forward. The second engagement was structured as a World Café event which followed this agenda:

1. Welcome and background (e.g., context, surveys)
2. Explanation of the World Café structure
3. Three small groups participate in answering three (+1 bonus) World Café questions
4. Large group discussion and debriefing

**Prompts for Discussion.** At Chicopee’s first stakeholder engagement session, the MA PEPP partners used a slide show to project discussion points for the larger group. These prompts were aimed at identifying issues related to the community’s substance addiction problems, community strengths and gaps in resources and services, and potential community solutions. These prompts are listed under site-specific data, measures and methods. The notes obtained during the engagements are in the appendices.

Similarly, at the second stakeholder meeting in Springfield, the MA PEPP team used PowerPoint slides to guide participants to answer three questions concerning community strengths, challenges to addressing substance use disorder, and potential solutions. Participants

were also asked to think about what the community's top five priorities should be, in light of the conversations they had just engaged in with others.

***Procedural Adjustments.*** Of the three MA PEPP communities, Springfield and Chicopee convened two engagement events, both targeting community stakeholders and not members of the general public. Both Chicopee engagement events had a small number of participants (30 and 13, respectively), which allowed for a single, large group discussion of the issues. After the first event, the MA PEPP team considered using a small group discussion format to encourage more active participation. However, small groups were not needed at the second engagement due to a smaller turnout among participants.

## **Data and Measures**

**Engagement Form.** Each of the PEPP teams was asked to complete a form (preferably online, but they were also given paper forms to facilitate information gathering, the paper short form is in the appendix to this document) describing each engagement that they held with stakeholders and/or the general public. Engagements could range from meeting with community leaders or court actors individually to discuss the engagement initiative and goals to larger engagements involving many stakeholders or the general public in engagements of different types (e.g., surveys, listening sessions, panel discussions, deliberative discussions, and so on).

The form for each engagement had three main sections. The first section asked for reports of the engagement date, time, length in time, goals, target populations, and counts of different sorts of participants (community leaders, general public, court actors). In the second section, drawing from theory regarding the potential importance of different types of information flow during public engagements, the form also asked for the PEPP teams' reflections on certain activities that may have been included in their engagements. These activities included the extent to which the engagement involved court actors providing background information and/or answering questions, court actors listening to the general public and/or stakeholders, court actors engaging in back-and-forth discussion with community members, and community leaders and the general public sharing information with one another. In the third section, the form contained a checklist of materials and methods that may have been used for that engagement (e.g., recruitment activities and methods, use of incentives for attendees to participate, preparatory materials and activities such as background information or training/preparatory activities for the court actors or publics likely to attend, use of surveys, use of small group or large group discussion, use of discussion facilitators, recordings, and so on). As a follow-up to the checklist, PEPP teams were asked to provide additional information

about the materials and methods (e.g., provide samples of materials used, provide additional description of facilitators, size of small or large discussion groups, and so on).

**Cross-site Surveys.** Each PEPP team was requested also to use pre/post surveys designed by the evaluation and research team to provide data for the evaluation of the engagements (these, and the consent form, are also included in the appendices to this document). It was requested that the teams ask for all engagement participants (including court actors as well as stakeholders and the general public) to complete the surveys. Each team was also asked to give all participants an information sheet (consent form) with the survey. Each team was given a script that they could use or adapt to introduce the surveys to their engagement participants. PEPP teams were given the latitude to use either a short (three-page) or long (five-page) version of the pre-survey and the corresponding short or long post-survey. The surveys were designed so that they would use the name of the court(s) within the text of the questions, and thus varied slightly between PEPP teams. Nonetheless, all the surveys for each team contained the same substantive measures.

The pre-surveys asked engagement participants to report demographic information (age, gender, race/ethnicity, education, ideology, and ZIP code), their role/position in the court if relevant, and any leadership roles/positions they held in the community. In addition, participants were asked to report on their prior experiences with the courts in general. Additional questions asked for ratings of familiarity with the specified courts (courts specific to each PEPP team), and ratings of positive feelings, negative feelings, and trust in these courts, as well as rating the specified courts on aspects of trustworthiness (e.g., honesty/integrity, fairness, caring, and respect). All participants were also asked open-ended questions concerning their beliefs about positive and negative effects that courts can have on the community and asked to rate these in terms of their likelihood and severity. These questions about the effects of the courts, however, were administered last and described as optional on the short survey, but not on the long survey. Furthermore, the long version of the survey (although rarely used by any of the PEPP projects) also included questions concerning people's beliefs about the positive and negative effects the public could have upon the courts.

**Common Discussion Questions.** Each PEPP team was also asked to administer two common discussion questions as part of their engagements, to maximize learning across sites:

- What are the most important things learned during this engagement?
- What would you like to see as a follow-up to this engagement?

The teams were given a document (which is also in the appendix to this report) which contained an overview of the rationale for these questions, a short sample script regarding how



they might introduce the questions to their engagement participants, and examples of follow-up prompts to create more in-depth discussion. PEPP MA used these questions at the second meetings in Springfield and Chicopee.

**Site-Specific Data, Measures, and Methods.** As previously noted, the MA PEPP partners developed talking points for the first Chicopee engagement. The target audience for the engagement were community stakeholders with expertise and connections to the community's substance addiction issues. The following prompts were used to help generate discussion among these stakeholders:

- What problems have you observed about substance abuse through your work?
  - Who does the problem affect?
  - Where do these problems occur?
  - What are the factors/causes behind the problem?
- Identifying Resources and Gaps
  - What are some of our community's strengths?
  - What resources exist in the community to combat the problems we've discussed?
  - What are some gaps in resources or services?
- Brainstorming Solutions
  - What are potential solutions to the problems that were identified?
  - Where can these solutions be implemented?
  - Who will be involved in maintaining each of these solutions?
  - How will we know these solutions are successful?
- What are the most important things learned at this engagement?
  - Did you or others present at the engagement learn anything that impacted trust in the courts?
  - What do you think is very important for you and your community to know, yet you did not know before?
  - What do you think is the best way(s) for courts to get this information to people?
  - Do you think the courts learned from the various individuals and communities who were present?
- What would you like to see as a follow-up to this engagement?
  - Would you like more engagements to occur?
  - What hopes do you have for this conversation moving forward?
  - What would you like to know more about?

- Would you like to have the court take action on something specific that came from this meeting?
- What changes would you like to see have happen in five years? Ten years?
- Is there anyone that isn't here today that you think should be here?

The MA PEPP partners also developed questions for the second Springfield engagement. The target audience were community stakeholders with expertise and connections to Springfield's substance addiction issues from the first engagement, as well as new community representatives. The following prompts were used to help generate discussion among these stakeholders:

- Strengths: What are some of our community's strengths?
  - What resources already exist in our community to combat substance use disorder?
- Challenges: What are some of the challenges to addressing substance use disorder?
  - What are some gaps in resources or services that exist?
  - What challenges do you find when working with people impacted by substance use disorder, not limited to the individuals themselves (family members, friends, community)?
- Solutions: What are potential solutions we can implement?
  - Where can these solutions be implemented?
  - Who needs to be involved in creating and maintaining these solutions?
  - How will we know these solutions are successful?
- Bonus question: What are the top three areas we should prioritize going forward?

MA PEPP team members took detailed notes at all three community engagement sites. Team members also recorded the presentations and panel discussion in Holyoke.

## Results

### Analyses

Analyses in this report are almost entirely descriptive. That is, some pre-post tests of significance are offered; but due to the sometimes small numbers of participants included in each individual engagement, we have not conducted statistical differences tests of group comparisons.

### Participant Characteristics

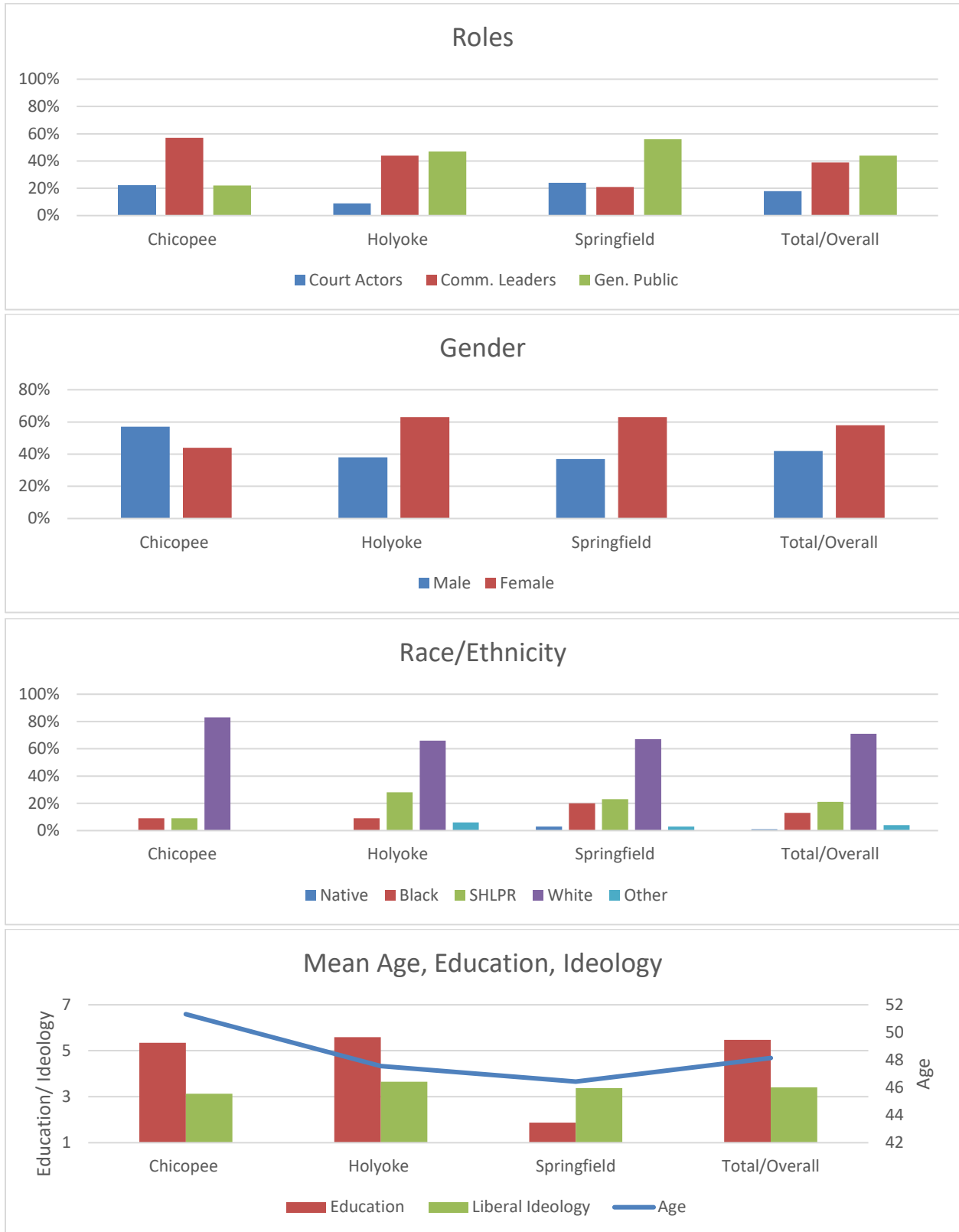
One key metric for success of engagements is the involvement of intended target populations, whether that be the involvement of a representative sample of the public, or a focus on specific demographics relevant to certain court processes, procedures, or problems. To see if you are succeeding to involve those you intend, you need to examine the characteristics of those who attend. Table 3 and multi-part Figure 1 report the demographics of each engagement/sample in this PEPP project.

**Table 2: Self-Reported Demographics of Engagement Participants**

Engagement	Total N	Court Actors	Comm. Leaders	Gen. Public	Mean Age	SD Age	Range Age	Mean Educ.	SD Educ.	Mean Ideol.	SD Ideol.
Chicopee	23	22%	57%	22%	51.32	9.81	34-75	5.35	1.80	3.13	0.92
Holyoke	34	9%	44%	47%	47.55	13.42	23-66	5.59	1.76	3.65	1.11
Springfield	34	24%	21%	56%	46.43	11.83	22-69	1.87	1.87	3.38	0.82
Total/Overall	91	18%	39%	44%	48.14	12.00	22-75	5.47	1.79	3.41	0.98
Engagement	Total N	Male	Female		Native	Asian	Black	H/PI	SHLPR	White	Other
Chicopee	23	57%	44%		0%	0%	9%	0%	9%	83%	0%
Holyoke	34	38%	63%		0%	0%	9%	0%	28%	66%	6%
Springfield	34	37%	63%		3%	0%	20%	0%	23%	67%	3%
Total/Overall	91	42%	58%		1%	0%	13%	0%	21%	71%	4%

*Notes.* Statistics based on up to 91 surveys received from the PEPP project. Total N may differ from count of total attendees if some attendees did not complete a pre- and/or post-survey. Three participants had a post-survey but no pre-survey and are not represented in reports involving pre-survey data. Due to COVID, some groups did not meet again to obtain post-data. Therefore, 51 persons had pre-data but no post-data and are not represented in analyses involving post-data. Demographics were asked on the pre-survey only. Missing values for court actor questions were assumed to be no (not a court actor); community leaders were only classified as such if they were not court actors; members of the general public were only classified as such if they were not court actors or community leaders. Educ. = education measured on a scale of 1 = No high school diploma, 2 = High school diploma/GED, 3 = Some college, 4 = Tech/Assoc/Jr college (2yr), 5 = Bachelors (4yr), 6 = Some graduate school, 7 = Graduate degree. Race/ethnicity is based on self-reports. Native = Native American or Alaskan Native, H/PI = Hawaiian or Pacific Islander, SHLPR = Spanish, Hispanic, Latino/a/x, or Puerto Rican. Respondents could choose more than one race/ethnicity so percentages may exceed 100%. Ideol. = ideology measured on a scale of 1 = Very conservative to 7 = Very liberal.

**Figure 1: Engagement Participant Demographics**



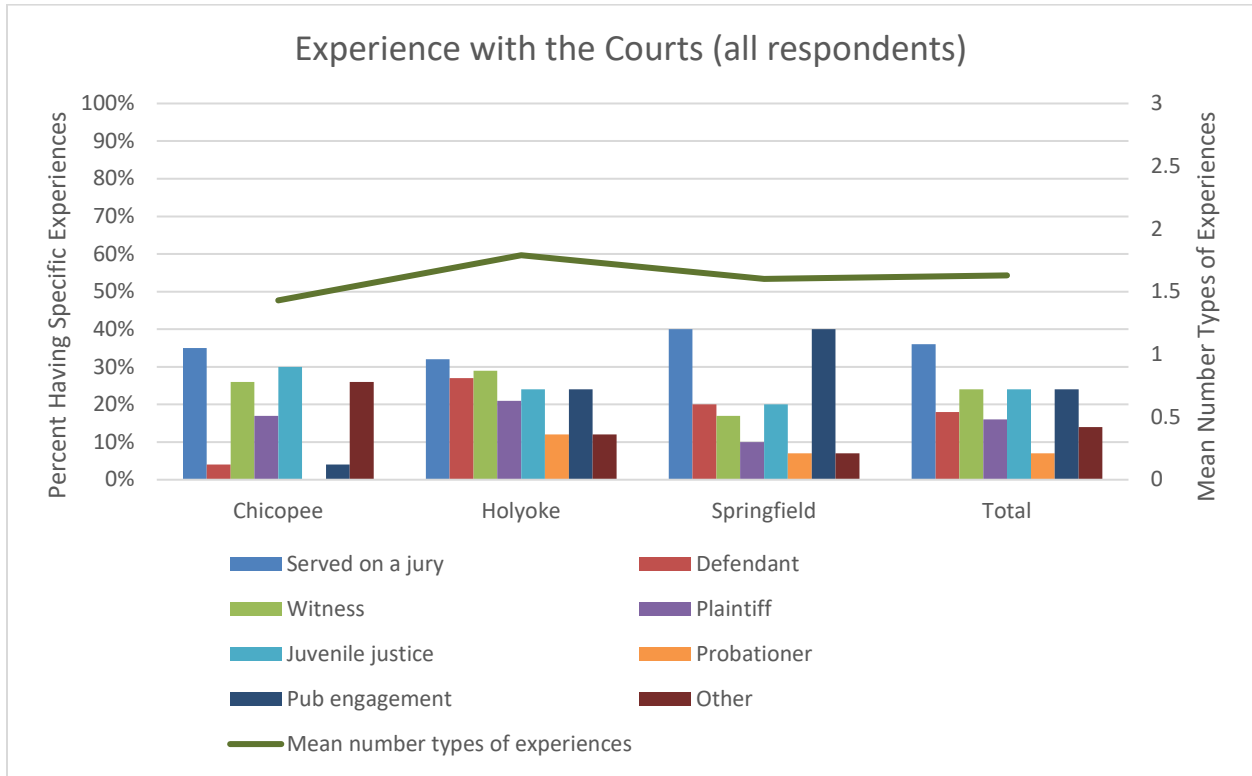
Also important is the inclusion of persons with a variety of experiences with the courts and a variety of feelings about the courts. Table 4, Table 5, and Figure 2 provide descriptive statistics concerning participant prior experiences with the courts (any court). Note that Table 4 focuses on different types of experiences and Table 5 focuses on the count of total experiences. Table 6 and Figure 3 provide descriptive statistics concerning respondents' ratings of familiarity and positive and negative feelings about the courts prior to the engagement.

**Table 3: Types of Prior Experiences with the Courts**

<b>All Respondents</b>	Chicopee	Holyoke	Springfield	Total
Served on a jury	35%	32%	40%	36%
Defendant	4%	27%	20%	18%
Witness	26%	29%	17%	24%
Plaintiff	17%	21%	10%	16%
Juvenile justice	30%	24%	20%	24%
Probationer	0%	12%	7%	7%
Pub engagement	4%	24%	40%	24%
Other	26%	12%	7%	14%
Total N reporting	23	34	30	87
Range of count	0-4	0-6	0-6	0-6
Mean (SD)	1.43 (1.16)	1.79 (1.72)	1.60 (1.57)	1.63 (1.53)
<b>Excluding Court Actors</b>	Chicopee	Holyoke	Springfield	Total
Served on a jury	39%	36%	68%	35%
Defendant	0%	29%	14%	17%
Witness	28%	32%	14%	25%
Plaintiff	11%	23%	14%	17%
Juvenile justice	22%	26%	23%	24%
Probationer	0%	13%	9%	9%
Pub engagement	0%	26%	36%	23%
Other	22%	3%	5%	9%
Total N reporting	18	31	22	71
Range of count	0-3	0-6	0-6	0-6
Mean (SD)	1.22 (1.00)	1.87 (1.78)	1.45 (1.60)	1.58 (1.56)

*Notes.* Range of count and Mean (SD) represent number of types of experience reported. The top half of the table includes all respondents. The bottom half of the table gives the same descriptive statistics but does not include court actors.

**Figure 2: Types of Prior Experiences with the Courts**



**Table 4: Average Number of Total Self-reported Prior Experiences (Regardless of Type) with the Courts in the Last Five Years, by Engagement/Meeting and Role**

Engagement	Court Actors			Comm. Leaders			Gen. Public			Total		
	M	SD	Range	M	SD	Range	M	SD	Range	M	SD	Range
Chicopee	<b>275.00</b>	263.00	0-500	<b>17.44</b>	32.65	1-100	<b>0.00</b>	0.00	0	<b>73.94</b>	163.62	0-500
Holyoke	<b>335.00</b>	285.79	5-500	<b>5.21</b>	13.03	0-50	<b>7.13</b>	24.81	0-100	<b>36.12</b>	121.14	0-500
Springfield	<b>228.71</b>	256.20	0-500	<b>17.67</b>	40.38	0-100	<b>1.67</b>	3.06	0-10	<b>69.08</b>	164.68	0-500
Total/ Overall	<b>264.71</b>	246.36	0-500	<b>11.59</b>	26.72	0-100	<b>4.19</b>	17.62	0-100	<b>55.68</b>	145.73	0-500

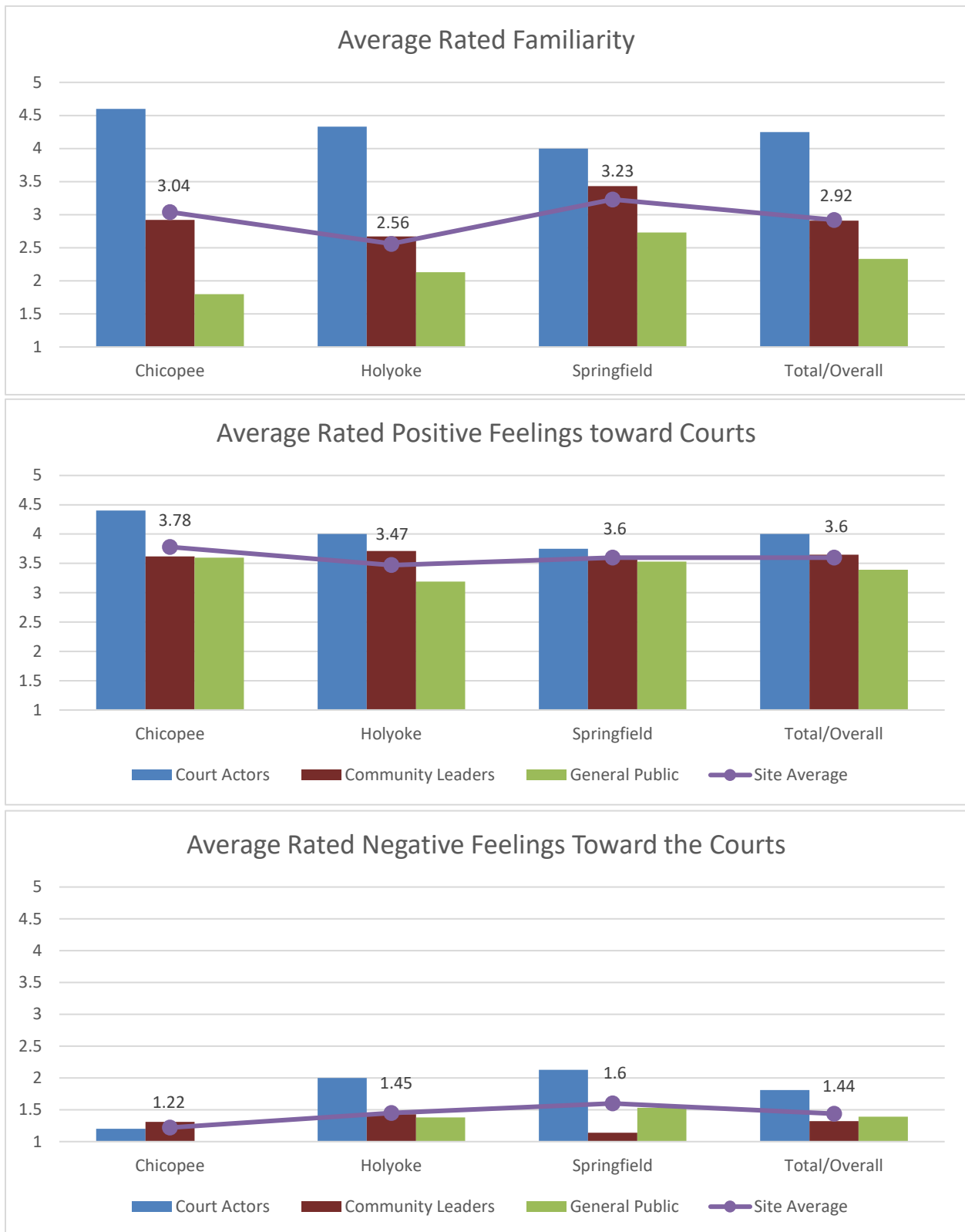
Notes. Total persons reporting were 75 respondents. The maximum allowed report for estimated numbers was 500. In cases where participants gave verbal replies instead of actual numbers, estimates were used (e.g., “daily” was given an estimate of the maximum, 500).

**Table 5: Familiarity with and Feelings about the Courts prior to Engagements**

<i>Question</i>	<u>Court Actors</u>			<u>Comm. Leaders</u>			<u>Gen. Public</u>			<u>Total</u>		
	M	SD	n	M	SD	n	M	SD	n	M	SD	n
<i>How familiar are you with the [PEPP] Court(s)? 1=not at all, slightly, somewhat, very, 5=extremely</i>												
Chicopee	<b>4.60</b>	0.89	5	<b>2.92</b>	1.12	13	<b>1.80</b>	0.84	5	<b>3.04</b>	1.36	23
Holyoke	<b>4.33</b>	1.16	3	<b>2.67</b>	1.35	15	<b>2.13</b>	0.89	16	<b>2.56</b>	1.26	34
Springfield	<b>4.00</b>	0.93	8	<b>3.43</b>	0.98	7	<b>2.73</b>	1.10	15	<b>3.23</b>	1.14	30
Total/Overall	<b>4.25</b>	0.93	16	<b>2.91</b>	1.20	35	<b>2.33</b>	1.01	36	<b>2.92</b>	1.27	87
<i>How positive do you feel about the [PEPP] Court(s)? 1=not at all, slightly, somewhat, very, 5=extremely</i>												
Chicopee	<b>4.40</b>	0.55	5	<b>3.62</b>	1.04	13	<b>3.60</b>	0.55	5	<b>3.78</b>	0.90	23
Holyoke	<b>4.00</b>	1.41	2	<b>3.71</b>	0.99	14	<b>3.19</b>	0.83	16	<b>3.47</b>	0.95	32
Springfield	<b>3.75</b>	0.71	8	<b>3.57</b>	0.54	7	<b>3.53</b>	0.74	15	<b>3.60</b>	0.68	30
Total/Overall	<b>4.00</b>	0.76	15	<b>3.65</b>	0.92	34	<b>3.39</b>	0.77	36	<b>3.60</b>	0.85	85
<i>How negative do you feel about the [PEPP] Court(s)? 1=not at all, slightly, somewhat, very, 5=extremely</i>												
Chicopee	<b>1.20</b>	0.45	5	<b>1.31</b>	0.63	13	<b>1.00</b>	0.00	5	<b>1.22</b>	0.52	23
Holyoke	<b>2.00</b>	1.00	3	<b>1.43</b>	0.76	14	<b>1.38</b>	0.72	16	<b>1.45</b>	0.75	33
Springfield	<b>2.13</b>	0.84	8	<b>1.14</b>	0.38	7	<b>1.53</b>	0.83	15	<b>1.60</b>	0.81	30
Total/Overall	<b>1.81</b>	0.83	16	<b>1.32</b>	0.64	34	<b>1.39</b>	0.73	36	<b>1.44</b>	0.73	86

Notes. [PEPP] was replaced with the name of the court or courts.

**Figure 3: Average Ratings of Familiarity and Feelings Toward the Courts**





## Perceptions of the Qualities of the Engagement Processes

Several questions were asked on the post-event survey to gauge participant perceptions of the quality of the engagement processes.

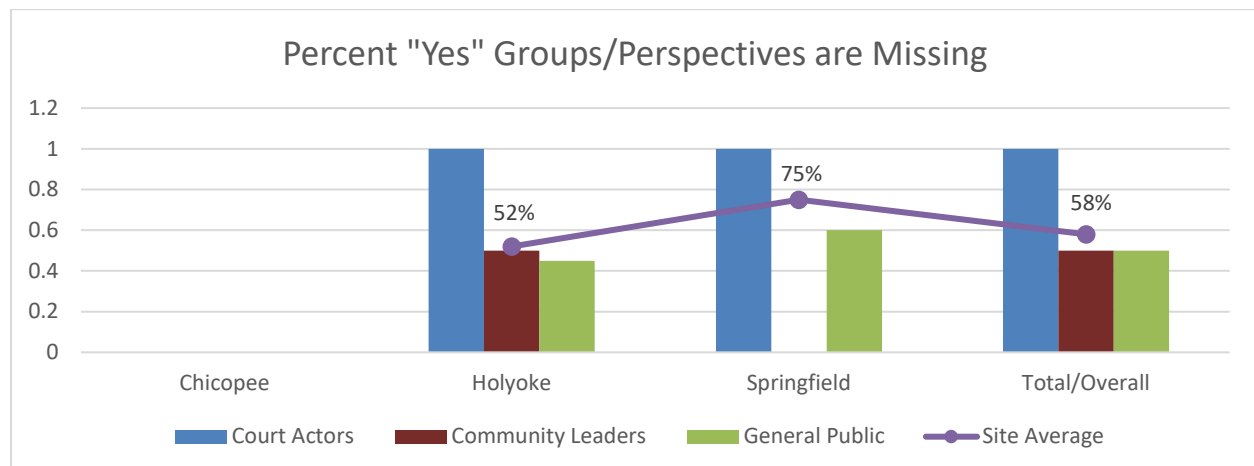
**People or groups missing from the engagement.** To assess whether participants in the engagement felt that relevant groups and individuals were missing from the discussion, post-survey respondents were asked two questions: “Were any groups of people or viewpoints missing from today’s engagement?” and “What specific persons or groups should be invited to future engagements who are not here today?” Results from these questions are presented in Table 7 and Table 8 and Figure 4.

**Table 6: Percentage of Respondents Indicating “Yes” People were Missing from the Engagement, and Exemplar Open-Ended Responses**

Engagement	Percentage Indicating “yes”					Exemplar Open-ended Responses	
	CtAct	ComL	GenP	Tot	n	Court Actors	Community Members
Chicopee	--	--	--	--	--	Defense Bar	Homeless Population
Holyoke	100%	50%	45%	<b>52%</b>	23	Social Workers	Families
Springfield	100%	--	60%	<b>75%</b>	8	Clinical Stabilization Services	Department of Public Health
Total/Overall	100%	50%	50%	<b>58%</b>	31	Transitional Support Services	Department of Youth Services

*Notes.* CtAct = court actors, ComL = community leaders, GenP = general public, Tot = total for row, site average, n = total number of respondents by site. Exemplar open-ended responses emphasize listing responses only once even if mentioned by both groups, with community leader and general public responses grouped together under community members. Full list of open-ended responses is presented in next table. Dashes indicate no responses and/or statistical result could not be generated.

**Figure 4: Percentage of Respondents Indicating Groups or Perspectives were Missing**



**Table 7: Open-ended Responses to “What specific persons or groups should be invited to future engagements who are not here today?”**

	Court Actors	Community Leaders	General Public
Chicopee	-- <sup>a</sup>	--	--
Holyoke	<ul style="list-style-type: none"> <li>• Members of community and defense bar</li> <li>• Defense bar CPCS</li> <li>• Social workers from CPCS</li> </ul>	<ul style="list-style-type: none"> <li>• More people who have been homeless</li> <li>• Orgs. Helping homeless</li> <li>• DPH (3)</li> <li>• Individuals actually impacted currently families</li> </ul>	<ul style="list-style-type: none"> <li>• Youth adolescent services</li> <li>• vets</li> <li>• harm reduction!</li> <li>• DCF, DYS, addict families are affected and need services as well as otherwise cycle will continue</li> <li>• Rep from homeless shelter</li> <li>• someone who is currently in addiction</li> <li>• mental health therapist</li> <li>• Homeless and defendants on probation</li> </ul>
Springfield	<ul style="list-style-type: none"> <li>• CSS Groups, TSS groups</li> </ul>	--	<ul style="list-style-type: none"> <li>• SPD/More community members</li> <li>• City hall</li> <li>• DART Program, DEPT of public health</li> </ul>

Notes. Open-ended responses are listed as written by (quoted from) respondents in random order. Some spelling errors were corrected to improve readability. Numbers in parentheses after an item indicate it was mentioned more than once, and the total number of times mentioned.

<sup>a</sup> Chicopee’s second meeting did not occur during the time period of the pilots due to interruption of engagements by COVID-19. Thus, post-surveys had not been administered at the time of this report.

**Importance of topics of engagement.** Post-survey respondents were also asked to rate “How important to you were the topics addressed during the engagement activities?” Ratings were made using a five-point scale in which 1 = not at all, 2 = slightly, 3 = somewhat, 4 = very, and 5 = extremely, important. Results from this question are reported in Table 9 and Figure 5.

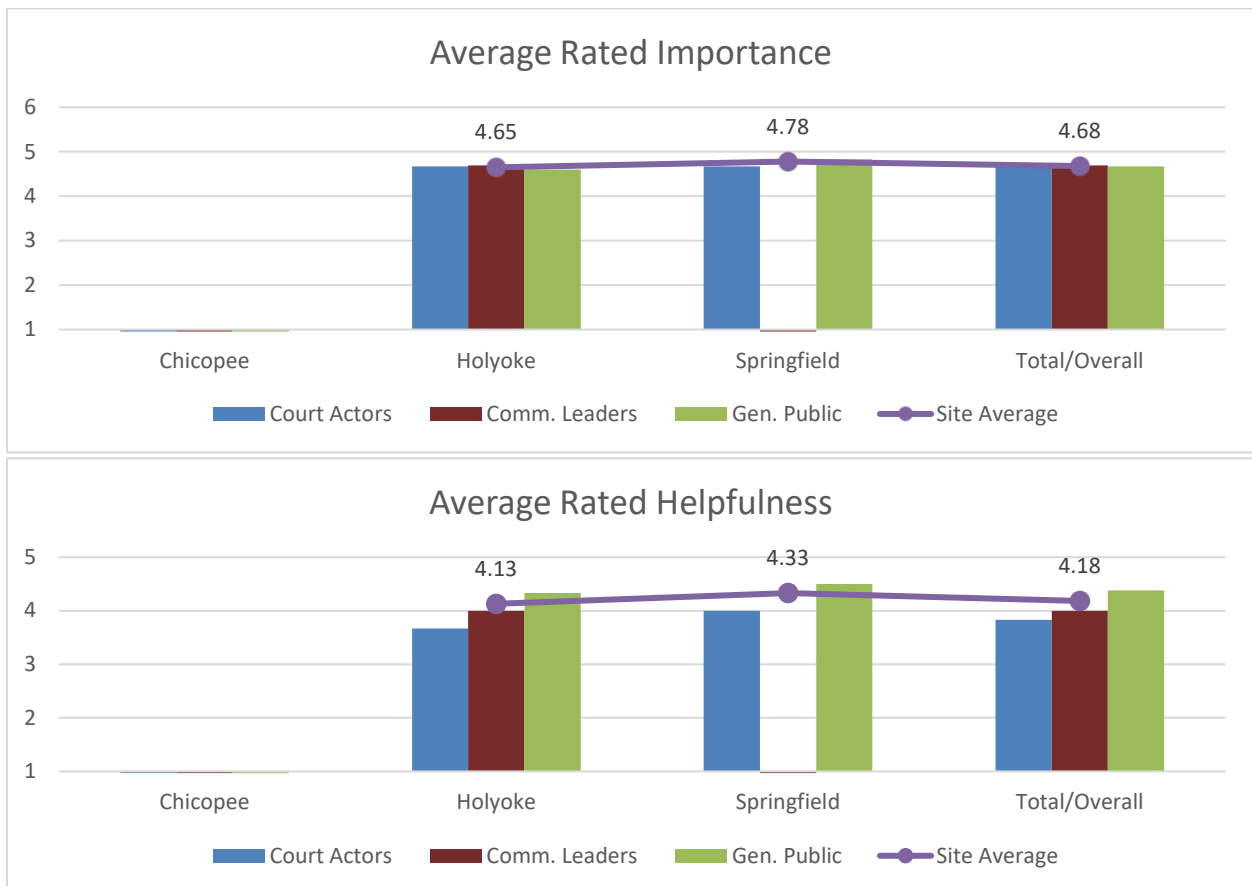
**Helpfulness of engagement activities for problem-solving progress.** Post-survey respondents were also asked to rate “How helpful were the engagement activities in making progress toward solving one or more problems?” Ratings were made using a five-point scale in which 1 = not at all, 2 = slightly, 3 = somewhat, 4 = very, and 5 = extremely, helpful. Results from this question are also reported in Table 9 and Figure 5.

**Table 8: Importance of Engagement Topics and Helpfulness of Engagement Activities for Problem-solving**

Question	Court Actors			Comm. Leaders			Gen. Public			Site Average		
	M	SD	n	M	SD	n	M	SD	n	M	SD	n
<i>How important to you were the topics addressed during the engagement activities? 1 = not at all, 2 = slightly, 3 = somewhat, 4 = very, and 5 = extremely, important.</i>												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--	--	--	--	--
Holyoke	<b>4.67</b>	0.58	3	<b>4.69</b>	0.48	13	<b>4.60</b>	0.83	15	<b>4.65</b>	0.66	31
Springfield	<b>4.67</b>	0.58	3	--	--	--	<b>4.83</b>	0.41	6	<b>4.78</b>	0.44	9
Total/Overall	<b>4.67</b>	0.52	6	<b>4.69</b>	0.48	13	<b>4.67</b>	0.73	21	<b>4.68</b>	0.62	40
<i>How helpful were the engagement activities in making progress toward solving one or more problems? 1 = not at all, 2 = slightly, 3 = somewhat, 4 = very, and 5 = extremely, helpful.</i>												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--	--	--	--	--
Holyoke	<b>3.67</b>	1.16	3	<b>4.00</b>	0.91	13	<b>4.33</b>	0.82	15	<b>4.13</b>	0.89	31
Springfield	<b>4.00</b>	0.00	3	--	--	--	<b>4.50</b>	0.55	6	<b>4.33</b>	0.50	9
Total/Overall	<b>3.83</b>	0.75	6	<b>4.00</b>	0.91	13	<b>4.38</b>	0.74	21	<b>4.18</b>	0.81	40

*Notes.* Items were administered on the post-survey only. Dashes indicate no cases or statistical calculation could not be performed. <sup>a</sup> Chicopee’s second meeting did not occur during the time period of the pilots due to interruption of engagements by COVID-19. Thus, post-surveys had not been administered at the time of this report.

**Figure 5: Average Rated Importance and Helpfulness**



Examination of these results suggest the topics of the discussions were very important to those attending (overall mean = 4.68, falling between “very” and “extremely” important). On average, participants also perceived the engagement activities as “very” to “extremely” helpful for problem-solving (overall mean = 4.18).

**Use of discussion during engagement.** Several questions on the post-survey aimed to evaluate the use of discussion during the engagement activities. One question assessed participants’ perceptions that there was time for discussion. Another question asked whether the discussion helped them to see new viewpoints and whether all viewpoints were shared with the larger group.

**Discussion took place.** To assess perceptions of the presence of discussion, respondents were asked “Was there time for discussion during the engagement activities?” (yes/no). Results are presented in Table 10 and Figure 6.

**Discussion helped people see new viewpoints.** If participants felt there was time for discussion, they were asked to rate “How much did the discussion help you see new viewpoints?” on a five-point scale in which 1 = not at all, 2 = a little, 3 = some, 4 = quite a bit, and 5 = a great deal. Results are presented in Table 10 and Figure 6.

**Viewpoints expressed in front of the whole group.** Those perceiving discussion as taking place were also asked to rate “How many different viewpoints were expressed in front of the whole group?” on a five-point scale in which 1 = none or only one view/perspective, 2 = a few views/perspectives, 3 = some of the existing views/perspectives, 4 = many of the existing views/perspectives, and 5 = all relevant views/perspectives. Results are presented in Table 10 and Figure 6.

Examination of these results suggest almost all participants felt there was time for discussion at the engagement events, and the discussions tended to help people see new viewpoints “quite a bit” on average (range of averages was 4.04 to 4.75). Similarly, positive ratings were given for the question about extent of sharing of all viewpoints (range of averages was 4.19 to 4.71, corresponding to “many” perspectives having been shared).

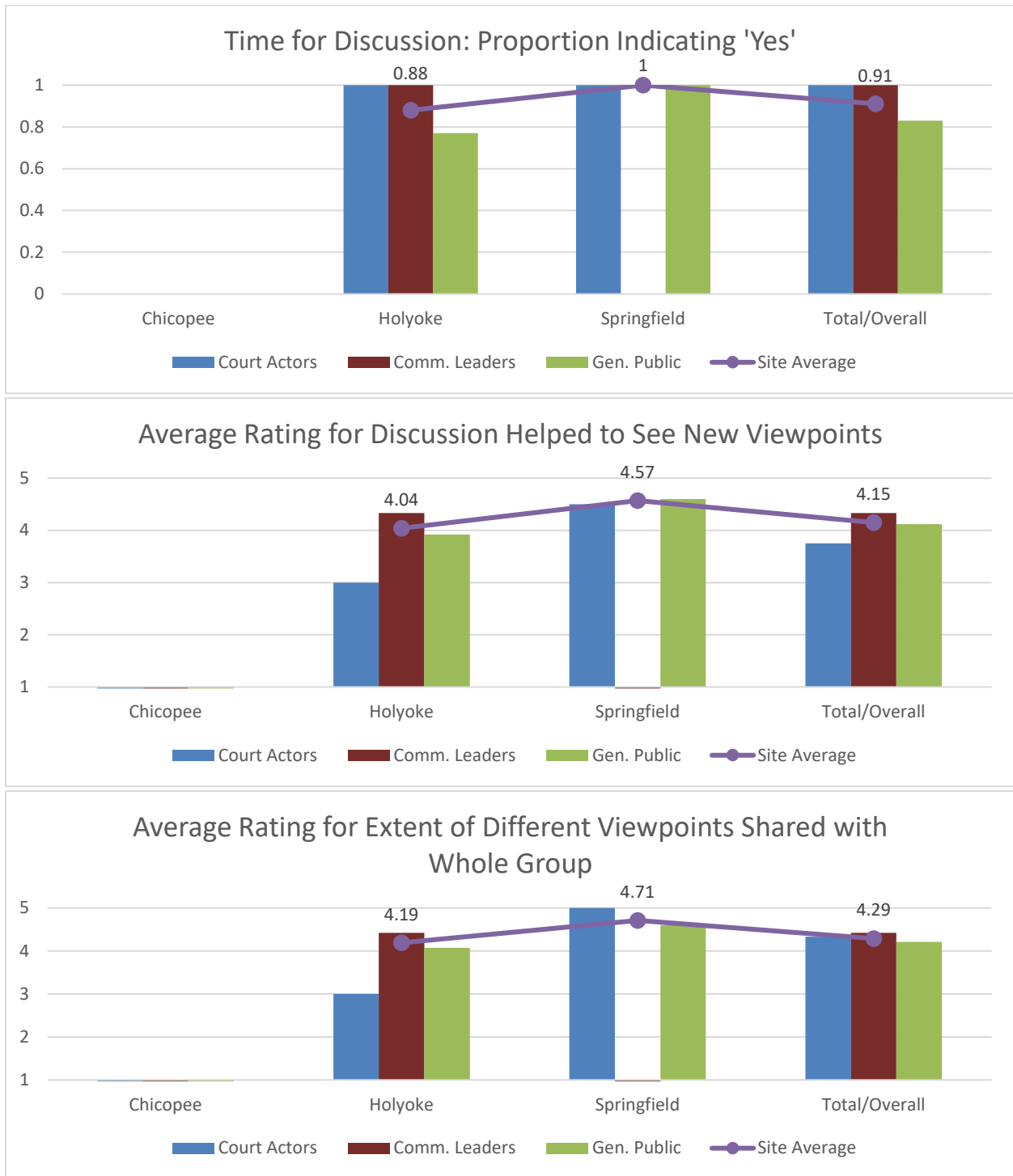
**Table 9: Average Responses to Questions about Discussion During the Engagement Activities**

<b>Question</b>	<b>Court Actors</b>			<b>Comm. Leaders</b>			<b>Gen. Public</b>			<b>Total</b>		
	M	SD	n	M	SD	n	M	SD	n	M	SD	n
<b><i>Was there time for discussion during the engagement activities?</i></b> 1 = yes, 0 = no												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--	--	--	--	--
Holyoke	<b>1.00</b>	--	1	<b>1.00</b>	0.00	12	<b>0.77</b>	0.44	13	<b>0.88</b>	0.33	26
Springfield	<b>1.00</b>	0.00	2	--	--	--	<b>1.00</b>	0.00	5	<b>1.00</b>	0.00	7
Total/Overall	<b>1.00</b>	0.00	3	<b>1.00</b>	0.00	12	<b>0.83</b>	0.38	18	<b>0.91</b>	0.29	33
<b><i>How much did the discussion help you see new viewpoints?</i></b> 1 = not at all, 2 = a little, 3 = some, 4 = quite a bit, and 5 = a great deal.												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--	--	--	--	--
Holyoke	<b>3.00</b>	0.00	2	<b>4.33</b>	0.89	12	<b>3.92</b>	0.67	12	<b>4.04</b>	0.82	26
Springfield	<b>4.50</b>	0.71	2	--	--	--	<b>4.60</b>	0.55	5	<b>4.57</b>	0.54	7
Total/Overall	<b>3.75</b>	0.96	4	<b>4.33</b>	0.89	12	<b>4.12</b>	0.70	17	<b>4.15</b>	0.80	33
<b><i>How many different viewpoints were expressed in front of the whole group?</i></b> 1 = none or only one view/perspective, 2 = a few views/perspectives, 3 = some of the existing views/perspectives, 4 = many of the existing views/perspectives, and 5 = all relevant views/perspectives.												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--	--	--	--	--
Holyoke	<b>3.00</b>	--	1	<b>4.42</b>	0.52	12	<b>4.07</b>	0.73	14	<b>4.19</b>	0.68	27
Springfield	<b>5.00</b>	0.00	2	--	--	--	<b>4.60</b>	0.89	5	<b>4.71</b>	0.76	7
Total/Overall	<b>4.33</b>	1.16	3	<b>4.42</b>	0.52	12	<b>4.21</b>	0.79	19	<b>4.29</b>	0.72	34

*Notes.* Items were administered on the post-survey only. For the yes/no question, the mean represents the proportion of persons indicating yes. Dashes indicate no cases or statistical calculation could not be performed.

<sup>a</sup> Chicopee’s second meeting did not occur during the time period of the pilots due to interruption of engagements by COVID-19. Thus, post-surveys had not been administered at the time of this report.

**Figure 6: Average Responses to Questions about Discussion**



**Effective listening by parties involved in the engagement.** Post-survey respondents were also asked to rate the extent to which people (members of the public who were present, judges and court staff who were present, and the facilitators of the discussion today) listened during the engagement in a manner that promoted understanding. Specifically, they were

asked to rate, “In your opinion, how well did the following people really listen to and understand others’ views during the engagement activities? Note: If any of the types of people listed above were not present, choose not relevant.” Response options ranged from 1 = not at all, 2 = slightly, 3 = somewhat, 4 = very, 5 = extremely. Responses of “not relevant” were treated as missing. Results are presented in Table 11 and Figure 7.

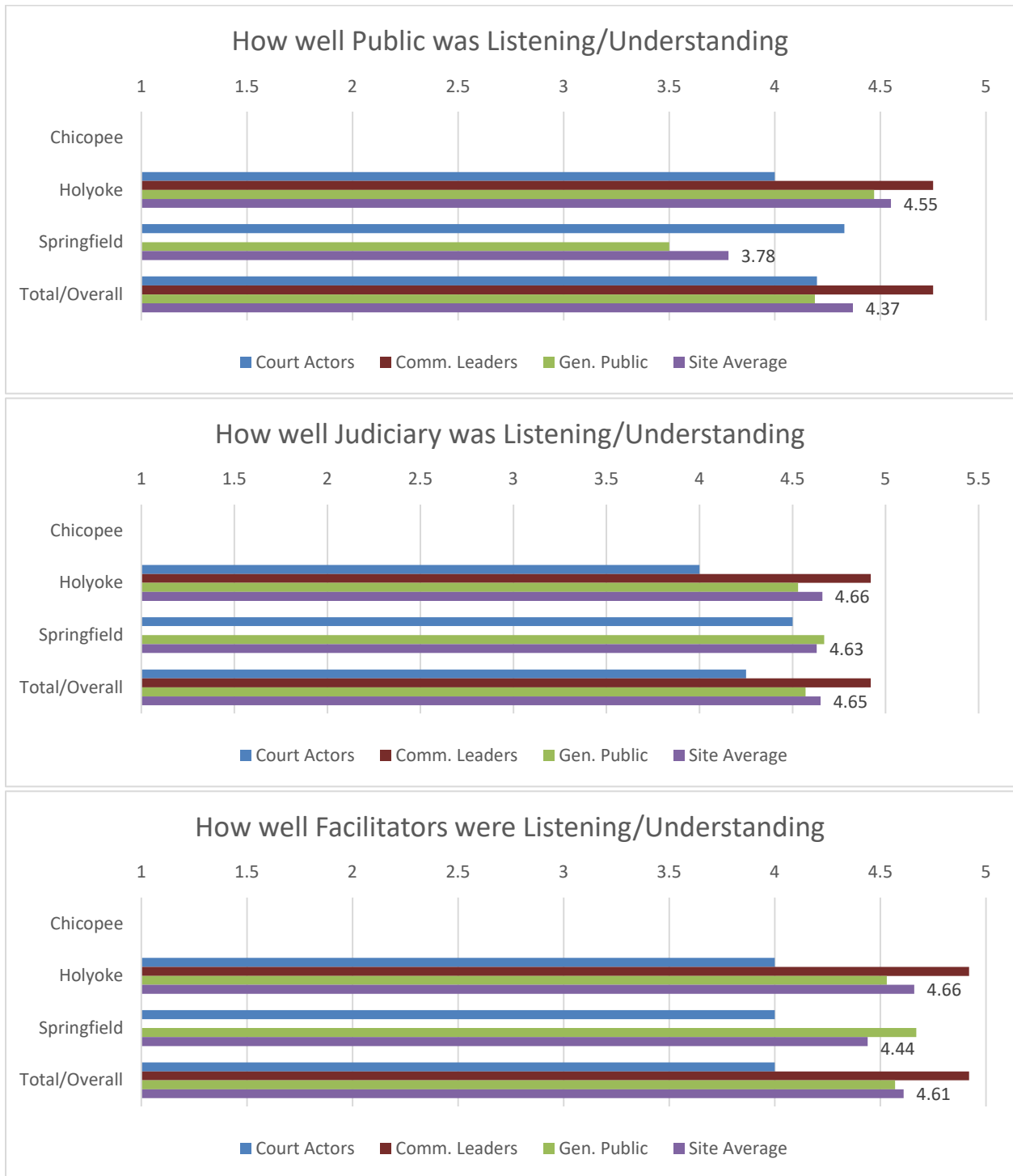
Examination of these results suggest high ratings of listening/understanding for all groups, with the total mean corresponding to listening/understanding “very” well. The lowest mean was obtained during the Springfield engagement when the general public rated the quality of listening by the other members of the public. The average rating of the listening/understanding of the public was between “somewhat” and “very” well (M = 3.5).

**Table 10: Average Ratings of How Well Various Groups Listened and Understood Views of Others**

Question	Court Actors			Comm. Leaders			Gen. Public			Total		
	M	SD	n	M	SD	n	M	SD	n	M	SD	n
<i>In your opinion, how well did the following people really listen to and understand others’ views during the engagement activities? 1= not at all, 2 = slightly, 3 = somewhat, 4 = very, 5 = extremely.</i>												
<b>Members of the public</b>												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--	--	--	--	--
Holyoke	<b>4.00</b>	0.00	2	<b>4.75</b>	0.62	12	<b>4.47</b>	0.64	15	<b>4.55</b>	0.63	29
Springfield	<b>4.33</b>	0.58	3	--	--	--	<b>3.50</b>	1.52	6	<b>3.78</b>	1.30	9
Total/Overall	<b>4.20</b>	0.45	5	<b>4.75</b>	0.62	12	<b>4.19</b>	1.03	21	<b>4.37</b>	0.88	38
<b>Judges and court staff</b>												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--	--	--	--	--
Holyoke	<b>4.00</b>	0.00	2	<b>4.92</b>	0.29	12	<b>4.53</b>	0.64	15	<b>4.66</b>	0.55	29
Springfield	<b>4.50</b>	0.71	2	--	--	--	<b>4.67</b>	0.52	6	<b>4.63</b>	0.52	8
Total/Overall	<b>4.25</b>	0.50	4	<b>4.92</b>	0.29	12	<b>4.57</b>	0.60	21	<b>4.65</b>	0.54	37
<b>The facilitators of the discussion</b>												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--	--	--	--	--
Holyoke	<b>4.00</b>	0.00	2	<b>4.92</b>	0.29	12	<b>4.53</b>	0.64	15	<b>4.66</b>	0.55	29
Springfield	<b>4.00</b>	1.00	3	--	--	--	<b>4.67</b>	0.52	6	<b>4.44</b>	0.73	9
Total/Overall	<b>4.00</b>	0.71	5	<b>4.92</b>	0.29	12	<b>4.57</b>	0.60	21	<b>4.61</b>	0.60	38

Notes. Items were administered on the post-survey only. Dashes indicate no cases or statistical calculation could not be performed. <sup>a</sup> Chicopee’s second meeting did not occur during the time period of the pilots due to interruption of engagements by COVID-19. Thus, post-surveys had not been administered at the time of this report.

**Figure 7: Ratings of Listening/Understanding (site averages are labeled with means)**





## Changes in Perceptions of the Courts

Another key metric for the success of the PEPP engagements is that they are conducted in a manner that increases rather than decreases positive attitudes toward the specified courts. Attitudes assessed before (pre) and after (post) the engagement included ratings of perceived trustworthiness, trust, and perceived positive and negative effects of the courts.

**Trustworthiness.** To assess perceived trustworthiness, participants were asked (at pre and post) to rate the extent to which they perceive the courts as being fair, being caring, having integrity, being part of their community, and treating all people respectfully and courteously. The specific items are as follows:

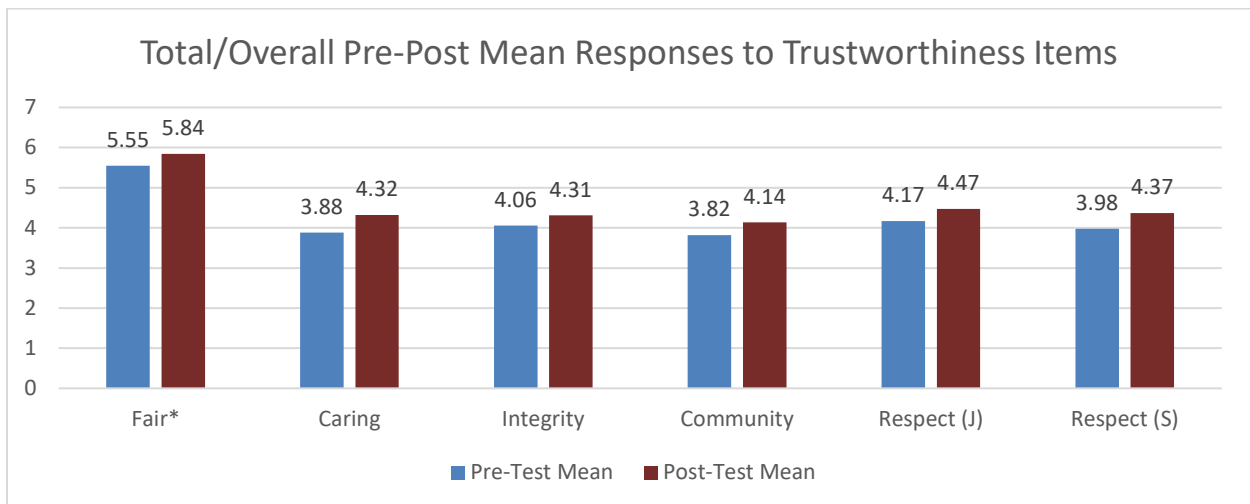
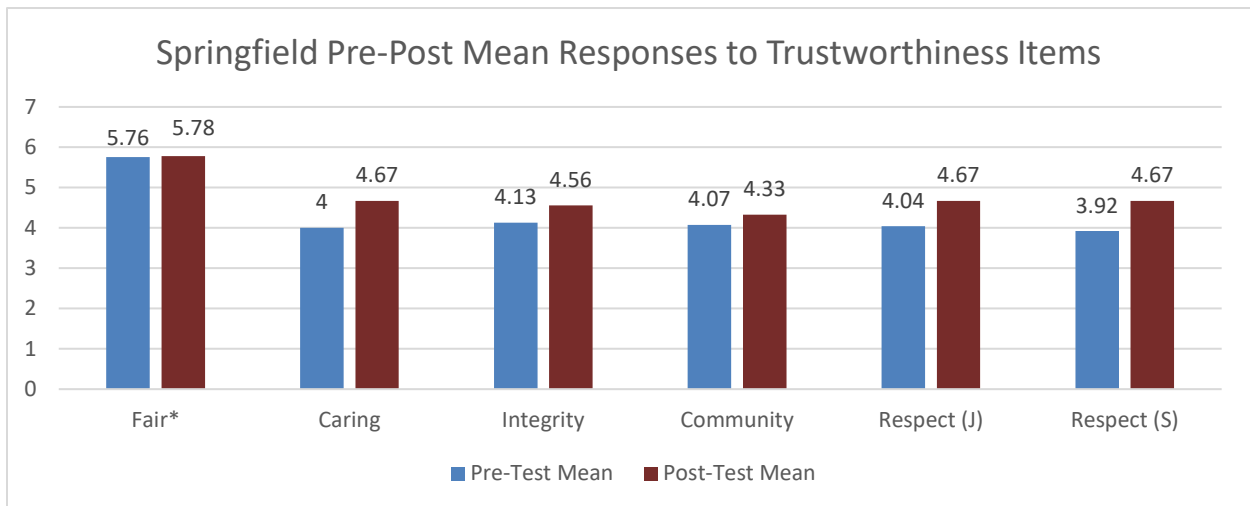
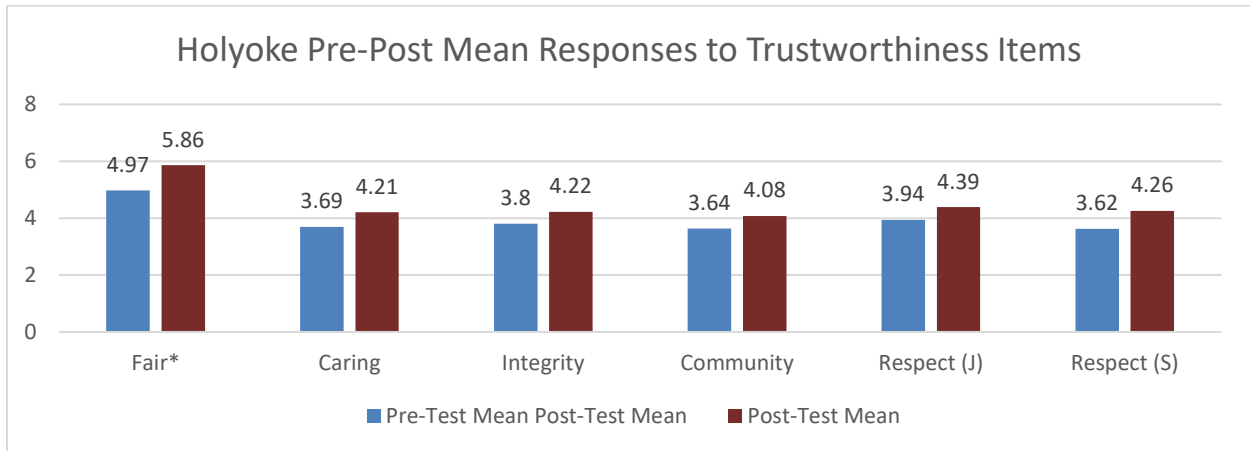
- **Fair:** How fair or unfair do [courts in your area] treat people of different races, genders, ages, wealth, or other characteristics? (1= very unfair, 2 = somewhat unfair, 3 = slightly unfair, 4 = neutral: neither fair nor unfair, 5 = slightly fair, 6 = somewhat fair, 7 = very fair).
- **Caring:** How much do you feel the [courts in your area] care about the problems faced by people like you? (1 = not at all, 2 = a little, 3 = some, 4 = quite a bit, and 5 = a great deal).
- **Integrity:** How much do the [courts in your area] act with honesty and integrity? (1 = not at all honest, no integrity, 2 = slightly honest, slight integrity, 3 = somewhat honest, some integrity, 4 = very honest, quite a bit of integrity, 5 = extremely honest, a great deal of integrity).
- **Community:** To what extent do you see the [courts in your area] as being part of your community? (1 = not at all, 2 = a little, 3 = some, 4 = quite a bit, and 5 = a great deal).
- **Respect:** In the [courts], how much are court personnel respectful and courteous to all members of the public? (1 = not at all, 2 = slightly, 3 = somewhat, 4 = very, 5 = extremely courteous/respectful). Respect (J): Judges, Respect (S): Other court staff.

**Table 11: Pre-Post Mean Responses to Trustworthiness Items**

	Chicopee <sup>a</sup>			Holyoke			Springfield			Total/Overall		
	n	Pre	Post	n	Pre	Post	N	Pre	Post	n	Pre	Post
Fair*	23	6.09	--	(31,28)	4.97	<b>5.86</b>	(29,9)	5.76	<b>5.78</b>	(83,37)	5.55	<b>5.84</b>
Caring	23	3.96	--	(29,28)	3.69	<b>4.21</b>	(30,9)	4.00	<b>4.67</b>	(82,37)	3.88	<b>4.32</b>
Integrity	20	4.35	--	(30,27)	3.80	<b>4.22</b>	(30,9)	4.13	<b>4.56</b>	(80,36)	4.06	<b>4.31</b>
Community	22	3.77	--	(33,26)	3.64	<b>4.08</b>	(30,9)	4.07	<b>4.33</b>	(85,35)	3.82	<b>4.14</b>
Respect (J)	16	4.63	--	(17,23)	3.94	<b>4.39</b>	(25,9)	4.04	<b>4.67</b>	(58,32)	4.17	<b>4.47</b>
Respect (S)	14	4.50	--	(16,23)	3.62	<b>4.26</b>	(24,9)	3.92	<b>4.67</b>	(54,32)	3.98	<b>4.37</b>

*Notes.* \*The item for fairness was accompanied by a 7-point scale. All other items were accompanied by a 5-point scale. n = number of observations (pre, post), pre = mean prior to the engagement, post = mean following the engagement. Items were administered on the pre- and post-survey. <sup>a</sup> Chicopee's second meeting did not occur during the time period of the pilots due to interruption of engagements by COVID-19. Thus, post-surveys had not been administered at the time of this report.

**Figure 8: Pre-Post Mean Responses to Trustworthiness Items by Engagement Site**



Although it is important to note that the pre- and post-measures were not completed by exactly the same individuals (in some cases, participants completed only pre, only post, or both), it is still noteworthy that the post-test mean response of the trustworthiness items were nearly always higher than the pre-test mean response as shown in Table 12 and Figure 8. This could be due either to increasing trust over the time period between the pre- and post-measures, or due to selection effects. Selection effects would mean that those who most distrusted the courts were present at the time of the pre-measures, but did not continue to work with the courts and therefore were not present at the time of the post-measures.

**Trust and Vulnerability.** To assess trust in the courts, participants were asked (at pre and post) to rate how much they trusted the courts, how comfortable they would be letting the courts decide a case that was important to them, and their perceptions of the positive and negative effects of the courts on their community. The specific items used were as follows:

- **Trust:** How much do you trust or distrust the [courts in your area]? Rated on a 7-point scale upon which 1 = distrust a lot, 4 = neutral, 7 = trust a lot.
- **Comfort:** How comfortable would you feel letting the [courts in your area] decide a case that was important to you? Rated on a 7-point scale upon which 1 = very uncomfortable, 4 = neutral, 7 = very comfortable.
- **Pos-likely:** In your opinion, how likely is it that the [courts in your area] will have positive effects on your community? Rated on a 5-point scale upon which 1 = not at all likely, 5 = extremely likely.
- **Pos-extent:** If positive effects happened, how positive would they be? Rated on a 5-point scale upon which 1 = there are no positive effects, 5 = extremely positive.
- **Neg-likely:** In your opinion, how likely is it that the [courts in your area] will have negative effects on your community? Rated on a 5-point scale upon which 1 = not at all likely, 5 = extremely likely.
- **Neg-extent:** If negative effects happened, how negative would they be? Rated on a 5-point scale upon which 1 = there are no negative effects, 5 = extremely negative.

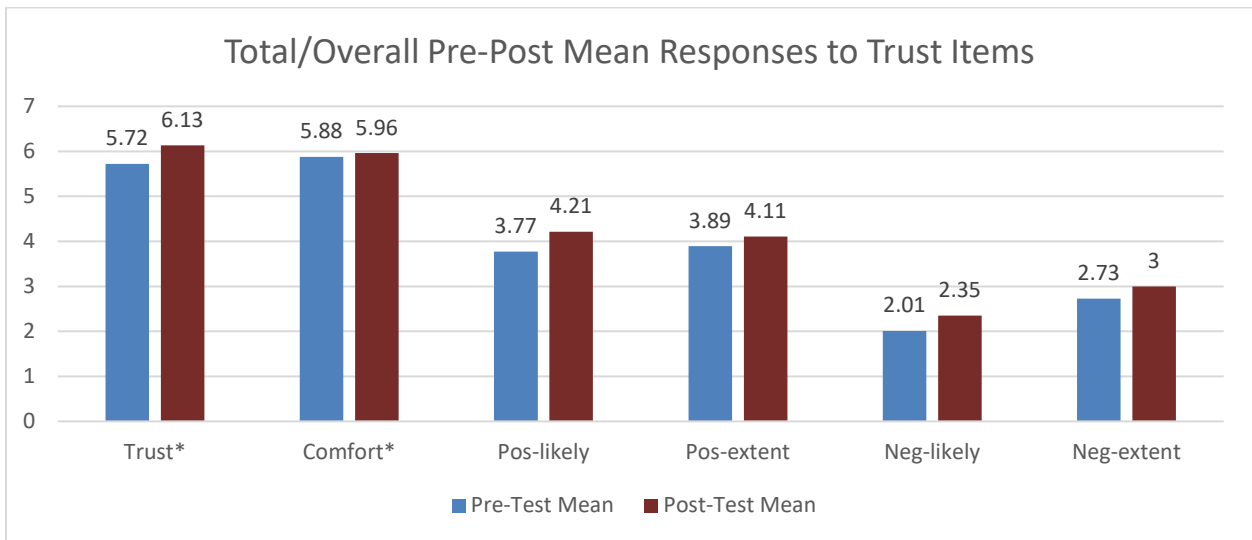
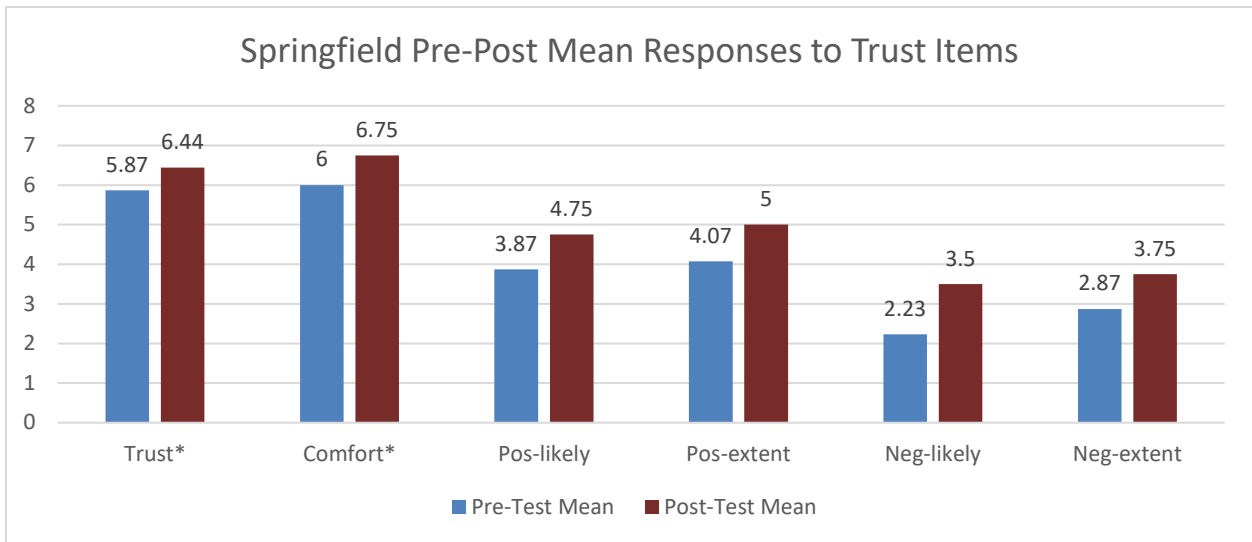
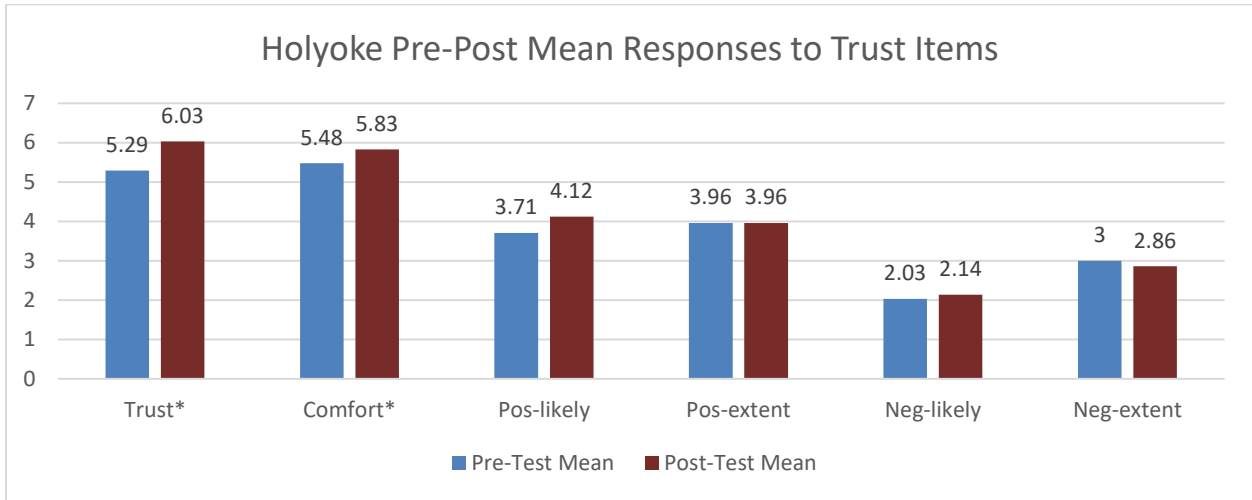
The results in Table 13 and in Figure 9 show that most post-test mean responses are higher than pre-test mean responses. On average, participants rated their trust, comfort, and the likelihood and extent of positive impacts of the courts on their communities higher on the post-measures than the pre-measures. There was also evidence that the engagement participants at post-measurement were more aware of the negative impacts that the courts can have because, in some cases, the ratings of the likelihood and/or extent of the negative effects also was higher at post than at pre.

**Table 12: Pre-Post Mean Responses to Ratings Pertaining to Trust and Vulnerability**

	<u>Chicopee</u> <sup>a</sup>			<u>Holyoke</u>			<u>Springfield</u>			<u>Total/Overall</u>		
	N	Pre	Post	N	Pre	Post	N	Pre	Post	N	Pre	Post
Trust*	22	6.18	--	(34,29)	5.29	<b>6.03</b>	(30,9)	5.87	<b>6.44</b>	(86,38)	5.72	<b>6.13</b>
Comfort*	23	6.17	--	(27,23)	5.48	<b>5.83</b>	(30,4)	6.00	<b>6.75</b>	(80,27)	5.88	<b>5.96</b>
Pos-likely	21	3.71	--	(28,25)	3.71	<b>4.12</b>	(30,4)	3.87	<b>4.75</b>	(79,29)	3.77	<b>4.21</b>
Pos-extent	21	3.52	--	(28,24)	3.96	<b>3.96</b>	(30,4)	4.07	<b>5.00</b>	(79,28)	3.89	<b>4.11</b>
Neg-likely	22	1.68	--	(29,22)	2.03	<b>2.14</b>	(30,4)	2.23	<b>3.50</b>	(81,26)	2.01	<b>2.35</b>
Neg-extent	22	2.18	--	(29,22)	3.00	<b>2.86</b>	(30,4)	2.87	<b>3.75</b>	(81,26)	2.73	<b>3.00</b>

*Notes.* \*The items for trust and comfort were accompanied by a 7-point scale. All other items were accompanied by a 5-point scale. n = number of observations (pre, post), pre = mean prior to the engagement, post = mean following the engagement. Items were administered on the pre- and post-survey. <sup>a</sup> Chicopee’s second meeting did not occur during the time period of the pilots due to interruption of engagements by COVID-19. Thus, post-surveys had not been administered at the time of this report.

**Figure 9: Pre-Post Mean Responses to Trust Items by Engagement Site**



**Open-ended descriptions of courts’ positive and negative impacts.** In addition to rating the severity and likelihood of the potential positive and negative impacts of the court, survey respondents were asked to describe those impacts at both pre and post. Specifically, the items read:

- Some people believe courts can have positive effects on the community. Please list any positive effects that you care about.
- Some people believe courts can have negative effects on the community. Please list the negative effects you care most about.

The answers offered in response to the open-ended questions are listed in Table 14 and Table 15 so that they are accessible for further analyses.

**Table 13: Potential Positive Impacts of the Courts<sup>7</sup>**

Positive Impacts (pre)
1. 2nd chance, work programs, ability to make restitutions
2. Addiction/treatment help to resources
3. Addressing systemic racism awareness about SYD/MH
4. Addressing treatment as an intervention measure
5. appropriate representation. Legal knowledge. Fairness for all.
6. Changing people's lives for the better
7. Community engagement activities and proper involvement
8. Connect people with community resources. Community accountability
9. Connecting people to resources
10. Crime reduction diversion services
11. Dispute resolution enforcement of legal right protection
12. Diversion, case resolution, assistance to victims
13. Diversion programs for parents of children
14. Diversion, Treatment
15. Each emerging adult commit of hope. MH - court. Drug court
16. enforcement of laws
17. Engage more in restorative justice for those guilty--have them (unintelligible) the community they (unintelligible)
18. Help aide recovery. Connect with TX
19. Holding people accountable upholding justice
20. I like the drug court system
21. In the 1970s when I was on probation my probation officer and the judge were kind and helpful.
22. Influence better behavior
23. Justice
24. Justice served
25. Larger drug court presence, more diversion to drug court for non-violent offenses
26. maintaining strict probation requirements for defendants is critical
27. mental health, substance abuse, impartial justice ( i.e. not implicitly racist)
28. no (2)
29. Offer people struggling with addiction the option of treatment with the hopes of breaking the addiction cycle in the community
30. Offer supportive services by referring individuals to appropriate agencies

<sup>7</sup> “Don’t know” and “Unsure” responses were removed from the list. A number in parentheses indicates the response was offered more than once and the number is the count of mentions.

<ul style="list-style-type: none"> <li>31. ongoing education on systems impacting all who live in community. As well as awareness to gain information for mental health and sub</li> <li>32. People being judged for seeing the court care for</li> <li>33. producing programs and sources for addictions</li> <li>34. Program for teens</li> <li>35. Provide justice</li> <li>36. Provides resolution to civil disputes and services to those with addictions (unintelligible)</li> <li>37. Providing alternative options to incarceration</li> <li>38. Redirect onto social [unintelligible]. Connect people with services</li> <li>39. Reduce (unintelligible)</li> <li>40. Reduction in [unintelligible]</li> <li>41. Rehabilitation of offenders</li> <li>42. Safety--public</li> <li>43. Second chances, understanding substance use disorders, compassion. Meet people where they are in their recovery instead of forced tr</li> <li>44. Section 35 for Addicts is positive for both the community and the addict</li> <li>45. The care, welfare, and the concern the courts have for those struggling with addictions and mental health</li> <li>46. They can be able to help out those reintegrate back into the community</li> <li>47. They can change lives</li> <li>48. to be more supportive, less punitive</li> <li>49. Treatment not punishment diversion support</li> <li>50. Utilization of outpatient treatment for substance abuse involved people</li> <li>51. Voice of justice for the voiceless. Fair trials. Options in regards to probation</li> <li>52. Working for the housing court I see how the courts tries their best to keep families in their home</li> <li>53. Working more closely with the court in general</li> </ul>
<b>Positive Impacts (post)</b>
<ul style="list-style-type: none"> <li>1. Compassion with people on trial for addiction</li> <li>2. Crime reduction access to</li> <li>3. Decriminalizing substance use</li> <li>4. Enforcing the law and holding criminals accountable</li> <li>5. engage with members</li> <li>6. Engagement like today</li> <li>7. Getting folks to Tx</li> <li>8. I love to hear what's going on now it's very important</li> <li>9. Keeping community safe helping families stay united</li> <li>10. n/a</li> <li>11. Supporting change</li> <li>12. trying to see the criminal as a person not just a criminal</li> <li>13. Work programs, ATR, recovery, program hand offs, restitution programs, giving back to communities</li> </ul>

**Table 14: Potential Negative Impacts of the Courts<sup>8</sup>**

<b>Negative Impacts (pre)</b>
<ul style="list-style-type: none"> <li>1. Agreeing to laws they don't understand</li> <li>2. bias</li> <li>3. Bias, racial disparities</li> <li>4. Continued stigmatization. Unreasonable demands cripple people</li> <li>5. Continued systemic racism lack awareness about the impact of SES</li> <li>6. Criminalizing behaviors/ labeling unnecessarily</li> </ul>

<sup>8</sup> “Don’t know” and “Unsure” responses were removed from the list. A number in parentheses indicates the response was offered more than once and the number is the count of mentions.

7. Effect judges are not harsh enough on crime, set bails that are too high (I think people believe this; I don't believe it's true)
8. Focus on incarceration instead of rehabilitation when appropriate
9. Harsher sentences for minorities
10. high bails, using jail as treatment
11. How the young people 18-24 years old are viewed in the courts. Mostly men of color
12. I believe the community looks at bail issues as a problem. Not enough is out to the public to understand
13. if justice is meted out evenly, if public safety was jeopardized
14. Incarceration. Fines. Eviction.
15. Judgement, incarceration in lieu of treatment, unrealistic expectations of recovery
16. lack of enforcement of laws
17. leniency of sentencing decisions r/t marijuana use
18. Mostly if not treating addiction, positives and I think the PCC programs are less than [unintelligible] in terms of offering good T
19. No (19)
20. Not enough lawyers to sentence people
21. Not maintaining strict probation requirements or defendant
22. not taking time to understand individuals in spite of their crime of victimization
23. ongoing bias in the community and lack of resources and support
24. People feeling like they're not being treated fairly
25. People tend to not trust the court system
26. premature release/low bail for those arrested
27. Punishment without solutions to follow
28. Punitive results if at all
29. removing (unintelligible) from the community
30. repeat offenders
31. Repeat offenders
32. Roadblock to obtaining help
33. Separation of children from fathers
34. Slow pace of case resolution, high volume of cases
35. The amount of time given for the crime
36. Those who don't understand the process
37. Turning away individuals without an appropriate option--guidance, assessment
38. Uncertain
39. unfair sentencing
40. unfair trial, being biased

#### Negative Impacts (post)

1. biased opinions during trials
2. continued stigma
3. n/a
4. no (4)
5. Prob. Officers who are rude and reinforce stigma and make assumptions @ groups of people and apply them to everyone
6. reduces incarcerations, providing services in who's aid the family (unintelligible)
7. repeat offenders
8. Separation from families, fatherless from children
9. Stopping people from seeking further treatment
10. When they do not enforce their probation requirements or defendants and criminals

### Other Post-only Survey Items

Additional questions on the post-survey asked respondents about their overall satisfaction with the engagement activities, whether and how much they felt they gained knowledge from the activities, and whether they would be willing to be contacted in the future.



**Overall satisfaction.** Overall satisfaction was assessed by asking respondents to rate “How satisfied or unsatisfied were you with the engagement activities?” on a 5-point scale for which 1 = very dissatisfied, 2 = dissatisfied, 3 = neither satisfied nor dissatisfied, 4 = satisfied, 5 = very satisfied.

**Changes in subjective knowledge.** To assess changes in subjective knowledge participants were asked, “During the engagement activities, to what degree, if any, did your knowledge of the [courts in your area] increase?” The 5-point response scale was as follows: 1 = not at all, it stayed the same, 2 = slightly increased, 3 = somewhat increased, 4 = increased quite a bit, 5 = increased a great deal.

**Willingness to be contacted in the future.** Two yes/no questions were asked regarding willingness to be contacted in the future by the evaluation team:

- Would you be willing to invite people you know to do a very short survey?
- May the evaluation team contact you again later about your opinions?

**Table 15: Other Post-survey Questions**

Question	Court Actors			Comm. Leaders			Gen. Public			Site Average		
	M	SD	n	M	SD	n	M	SD	n	M	SD	n
<b>How satisfied or unsatisfied were you with the engagement activities?</b> 1 = very dissatisfied, 2 = dissatisfied, 3 = neither satisfied nor dissatisfied, 4 = satisfied, 5 = very satisfied												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--	--	--	--	--
Holyoke	<b>4.50</b>	0.71	2	<b>4.38</b>	0.77	13	<b>4.47</b>	0.64	15	<b>4.43</b>	0.68	30
Springfield	<b>4.00</b>	0.00	3	--	--	--	<b>4.50</b>	0.55	6	<b>4.33</b>	0.50	9
Total/Overall	<b>4.20</b>	0.45	5	<b>4.38</b>	0.77	13	<b>4.48</b>	0.60	21	<b>4.41</b>	0.64	39
<b>During the engagement activities, to what degree, if any, did your knowledge of the [courts in your area] increase?</b> 1 = not at all, it stayed the same, 2 = slightly increased, 3 = somewhat increased, 4 = increased quite a bit, 5 = increased a great deal												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--	--	--	--	--
Holyoke	<b>2.00</b>	1.41	2	<b>4.08</b>	0.95	13	<b>3.77</b>	1.09	13	<b>3.79</b>	1.13	28
Springfield	<b>4.50</b>	0.71	2	--	--	--	<b>3.60</b>	1.67	5	<b>3.86</b>	1.46	7
Total/Overall	<b>3.25</b>	1.71	4	<b>4.08</b>	0.95	13	<b>3.72</b>	1.23	18	<b>3.80</b>	1.18	35
Question	Court Actors		Comm. Leaders		Gen. Public		Site Average					
	%	n	%	n	%	n	%	n				
<b>Would you be willing to invite people you know to do a very short survey?</b> Percent answering indicating yes												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--				
Holyoke	<b>50%</b>	2	<b>50%</b>	12	<b>46%</b>	13	<b>48%</b>	27				
Springfield	<b>100%</b>	3	--	--	<b>40%</b>	5	<b>63%</b>	8				
Total/Overall	<b>80%</b>	5	<b>50%</b>	12	<b>44%</b>	18	<b>51%</b>	35				
<b>May the evaluation team contact you again later about your opinions?</b> Percent answering indicating yes												
Chicopee <sup>a</sup>	--	--	--	--	--	--	--	--				
Holyoke	<b>50%</b>	2	<b>75%</b>	12	<b>85%</b>	13	<b>78%</b>	27				
Springfield	<b>100%</b>	3	--	--	<b>80%</b>	5	<b>88%</b>	8				
Total/Overall	<b>80%</b>	5	<b>75%</b>	12	<b>83%</b>	18	<b>80%</b>	35				

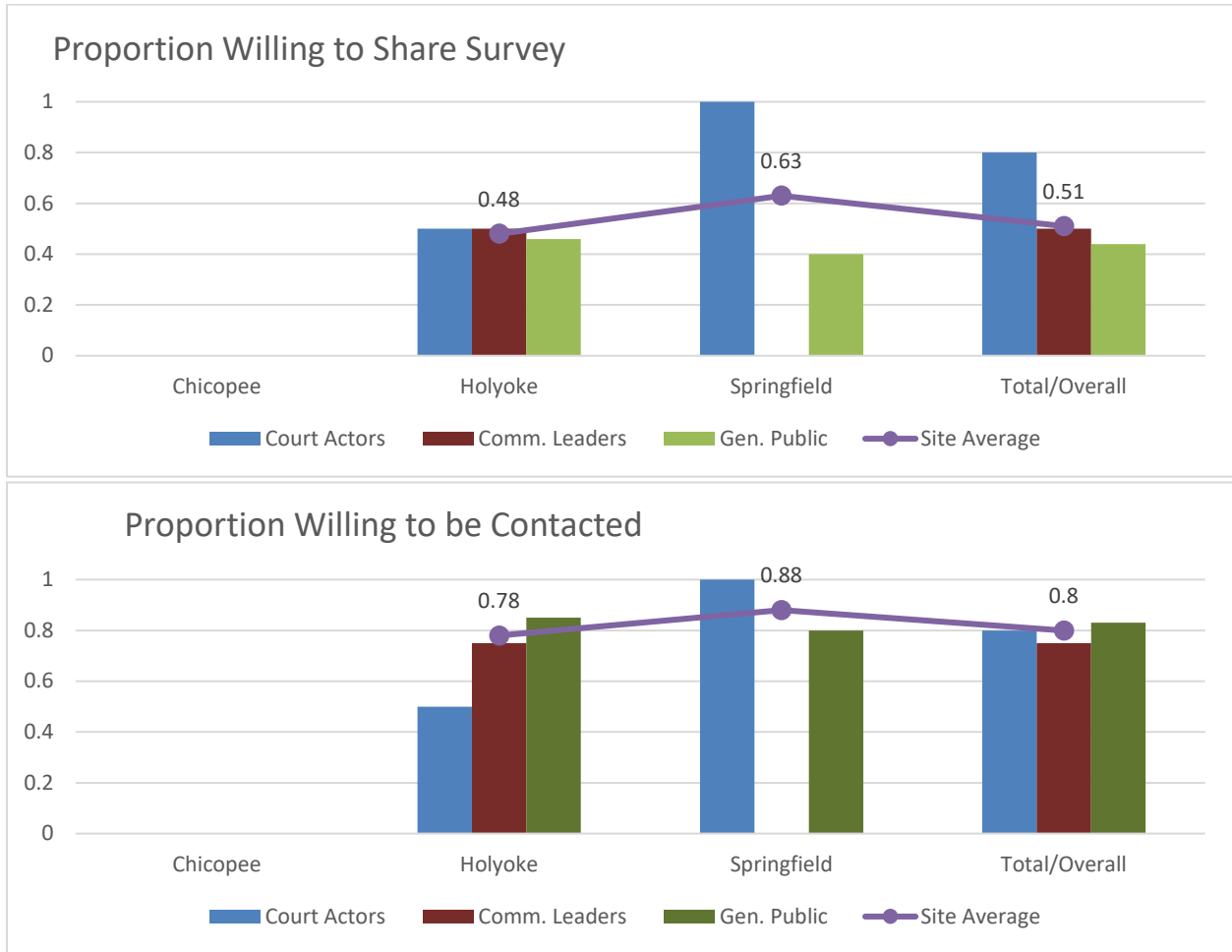
*Notes.* Items were administered on the post-survey only. Dashes indicate no cases or statistical calculation could not be performed. <sup>a</sup> Chicopee’s second meeting did not occur during the time period of the pilots due to interruption of engagements by COVID-19. Thus, post-surveys had not been administered at the time of this report.

Results shown in Table 16, Figure 10, and Figure 11 suggest relatively high satisfaction and moderate increases in knowledge, with the majority of people willing to be contacted in the future by the evaluation team.

**Figure 10: Satisfaction and Knowledge Increases**



**Figure 11: Willingness for Follow-up**



**Other Comments**

At the end of both the pre- and post-survey there was space for participants to write any other comments they wished. The comments are listed in Table 17 to make them accessible for further qualitative analyses.

**Table 16: Other Comments by Respondents**

Other comments (pre)
1. Great initiative to gather community agencies/services in one location for discussion and planning
2. I want to see more effective addiction treatments and available to people in need of TX
3. Knowing nothing about Holyoke district court, it was difficult to answer these questions
4. Many in the court system have extensive trauma or psychological impacts-- works to try and reduce such impacts can help reduce incarceration
5. Need more collaboration and coordination of services
6. Only really familiar with Safe[;an Advocacy for Domestic Violence Survivors

<ol style="list-style-type: none"> <li>7. Request judges to include marijuana on restricted substances as they do alcohol</li> <li>8. Substance use disorder should not be involved in the CJ system. Criminalizing a disease is counter productive and detrimental. Offeri</li> <li>9. Thank you for seeking input</li> <li>10. This was an amazing meeting for this community. I thank all of you for all you do for all of these families that (unintelligible) will</li> <li>11. Too many defendants on probation are actively addicted to substances and/or engaging in drug trade</li> <li>12. Without experience had answer questions fairly</li> </ol>
<b>Other comments (post)</b>
<ol style="list-style-type: none"> <li>1. Awesome!</li> <li>2. Forward with positive interventions</li> <li>3. More focus on the children of drug addicted parents and incarcerated fathers</li> <li>4. n/a</li> <li>5. Please institute peer recovery as part of the court system. Have probation acknowledge relapse part of recovery</li> <li>6. Reduce (unintelligible) time for detox center, include mental health community</li> <li>7. Thank you for all you do for these families. God bless.</li> </ol>

## State Specific Results

The pilot engagements helped PEPP MA and MTC build stronger relationships and interactions with community stakeholders to help coordinate efforts to address substance use disorder. Many of the stakeholders that attended these engagements were extremely engaged in each session, often staying behind after meetings concluded to continue their discussion. While many stakeholders in the room had some familiarity with each other due to working in the same field and neighborhood, many stakeholders shared that these engagements were the first time that they had all spoken together about the topic.

## Results from Common Discussion Questions

**Most important things learned from the engagements according to participants.** A common theme among participant responses was learning about the amount of community support. Attendees shared that they learned that a lot of people were willing to come and work together to discuss the topics at each engagement, and that the engagements helped to get them “on the same page.” Participants also shared the need for action. Comments shared by participants on this theme included learning about additional information that they needed to pass on and learning that there are others out there to support them in moving efforts forward.

**Next steps according to participants.** Attendees repeatedly mentioned scheduling additional community engagements involving more members of the general public. Responses to this question stressed the need to go out into the community and share stakeholder efforts around substance use disorder.

## Discussion/Reflections

The following are the MA PEPP team's unedited reflections on the results from the pre-post surveys.

### General/Overarching Reflections

- *What stands out to you the most about the survey results for your engagements? What are the most positive results? What results may indicate areas for improvement?*
  - One of the main takeaways from these survey results is the high level of enthusiasm and support for these engagements. Several participants left comments indicating that they supported and valued the chance to have this dialogue with the courts. Another takeaway was that these engagements have a real impact on trust. The Massachusetts Trial Court's mission is to provide services in a manner that inspires "public trust and confidence." As such, it is important to engage in efforts that help build this trust with the community.
  - These results also indicated to us that these engagements helped build attendees' knowledge about the court system. This is an area we need to improve in further in the future.

### Recruitment

- *How well did you manage to involve your target populations? Looking at the proportions of persons who attended, do you feel like you had the right amount of court actors, leaders, general public; the right mix of demographics (race/ethnicity, age, education, gender); and of viewpoints (e.g., ideology, persons who both are positive/negative about the courts at the time of the pre-survey)?*
  - Most of our engagements involved community leaders or stakeholders, as well as court actors. Examining our survey results, we managed to involve many local leadership and systems stakeholders. However, we need to improve our involvement of people from the general public. We also need to do more targeted outreach to vulnerable populations, including low-income neighborhoods, to involve them in this type of outreach. Based on the demographics of those who filled out our survey, we did not get an adequate representation of the communities these engagements were held in, which could be because most of our outreach was targeted at community leaders.
- *Relating to recruitment, what would you be sure to do again in future engagements, and what would you like to try to do differently?*
  - Looking at the proportions of persons who attended, we realize that we need to improve our recruiting efforts to involve people who have prior experiences with

court proceedings (in a non-juror context) in these conversations. If we want to use these engagements to improve our court system, then we need to involve the people that have been directly affected and have had exposure to different court processes.

- We believe it worked well to leave it to local court leadership to identify the stakeholders that should participate in these engagements. In the future, we would like to improve by ensuring we have the right mix of participants to ensure that we're learning about how our system is operating from multiple perspectives.

## The Engagement Process

- *What processes seemed to go well or need improvement based on the pre/post survey data and post-survey engagement evaluation?*
- *What processes seemed to go well or need improvement based on your observations of the events?*
  - Most participants reported that the engagement topics and helpfulness of engagement activities for problem-solving were effective. Bringing stakeholders into the room to have conversations about shared interests and spark ideas was beneficial in fostering communication and collaboration about the need to improve our system. Participants also reported that these discussions helped them recognize new viewpoints. We see this as an especially important takeaway, as this supports that these engagements help bring voices forward of groups that historically have not been involved in these conversations.
- *Relating to the engagement process, what would you be sure to do again in future engagements, and what would you like to try to do differently?*
  - There needs to be interest in continuing to meet as a group to build on these discussions. In Springfield and Holyoke, we felt we were successful in articulating that we would continue these conversations and that these engagements were not one-off efforts. In Chicopee, we would like to try and improve our existing reach in the future. While we did succeed in holding two conversations in Chicopee with an engaged group of stakeholders, we recognize that we need to be more intentional about the need to continue this dialogue and broaden it to other groups that were not represented initially.

## Outcomes

- *How well did you manage to achieve what you hoped to achieve during the engagements (individually and across the engagements)?*
- *What is the evidence/measures relevant to some problem facing the courts that you can track going forward to see if you continue to make progress?*
  - We believe we were successful in building stronger relationships and interactions with community stakeholders around a shared problem. These engagements brought stakeholders together and focused the conversations on problem-solving – identifying solutions to address barriers to substance use treatment.
  - We had a prior commitment in our system to do community engagement. We feel that convening local engagements early in the process and asking them to lead this process was a successful way to achieve results. The framing of these engagements around solutions was also effective in making these discussions fruitful and engaging the community to address a particular issue.

## Other Reflections

- *Please include any other reflections and “lessons learned” that do not fit into the above sections in this section.*
  - The main benefit of community engagement is the engagement of people at a local level. As a system, it is difficult to build trust and relationships that are meaningful when people would not have the occasion to see you outside of a professional context – or outside of going to court. It is important for a court system to provide assistance for these engagements to happen and empower local leadership to lead these dialogues, but these efforts should not be administered centrally.

## Conclusion and Next Steps

- *What do you feel were the most important things learned from the engagements?*
  - There are multiple opportunities for the courts to partner with community stakeholders to share information, ideas, and resources to address concerns and implement solutions.
  - By engaging each other, we may come up with solutions that differ from what we would have come up with in isolation or find support for ideas we already had. In Springfield, the court team had the idea to create a kiosk of resources for substance use treatment but decided to hold this series of engagements first to inform whether that would be the right solution for the community. Through a series of engagements, other stakeholders also came up with the idea of creating a court-based kiosk of resources. Even though the end solution identified was



the same, having the collective buy-in of stakeholders was worth the engagement process, as it ensures support for the final product and will ultimately facilitate the creation of the kiosk.

- *What will your teams' next steps be? Will you continue or sustain your engagement efforts beyond the end of your involvement in PEPP?*
  - Springfield and Holyoke both created committees in partnership with community stakeholders to continue meeting regularly to discuss the challenges pertaining to substance use in their community and problem-solve. These courts also received (separate) grants that will support activities to create additional pathways to substance use treatment in the courts. These follow-up meetings were paused due to COVID, but both courts have engaged these stakeholders to host virtual COVID-19 information sessions in their communities.
  - The Springfield District Court will continue the partnerships built through these engagements while expanding its drug court services over the next five years, aided by a \$2 million federal grant ("MISSION-Springfield") targeting case management and peer recovery support for defendants struggling with mental health and substance use issues through a team-based approach, including court staff, clinicians, recovery coaches, and peer advisors.
  - The Holyoke District Court launched its Holyoke Early Access to Recovery and Treatment (HEART) program in January 2021. This program is a continued partnership between the court and UMass Amherst School of Public Health and Health Sciences to build on these initial engagement efforts, along with other local agencies, including recovery centers and health care providers. Three days a week, court-involved individuals who are seeking treatment may voluntarily meet with a public health intern, right there in the court. If that individual wishes, the student will be able to link them to a recovery coach and/or a clinician who can meet with the individual remotely, assess their needs, and make a recommendation for treatment.
  
- *Did your involvement in the PEPP projects impact your use of engagement in any way, and/or impact your institution and its attitudes toward public engagement? If so, how?*
  - Involvement in the PEPP projects helped us not only build trust, but also build relationships between the court and community partners. These relationships will allow us to sustain this work even after this series of engagements.
  - Since the start of the PEPP projects, the Trial Court has greatly expanded its public outreach through multiple town halls, external listening sessions, and most recently, community conversations on race. We continue this expansion in the virtual world looking forward to when we will be able to participate in-

person in building relationships and connections to advance ours and the community's collective goals.

# APPENDICES

## **Appendix of Procedure Relevant Materials or Work Products**

### **Recruitment**

**Holyoke engagement flyers (English and Spanish) screenshots**

(see following pages.)

# JOIN US

## PANEL DISCUSSION AND PUBLIC FORUM



### STRATEGIES TO ADDRESS DRUG ADDICTION IN HOLYOKE

**WEDNESDAY  
OCTOBER 30<sup>TH</sup>  
2PM-4PM**

Join us for a panel discussion and public forum with members of the Holyoke community to discuss community-based strategies to address drug use and drug addiction in Holyoke.

**WAR MEMORIAL BUILDING  
310 APPLETON STREET, HOLYOKE, MA**

For more information:  
[www.mass.gov/locations/holyoke-district-court](http://www.mass.gov/locations/holyoke-district-court)

#### PANELISTS

- Manuel Febo, Chief of Police for the City of Holyoke
- Nick Cocchi, Sheriff of Hampden County
- Ari Kriegsman, M.D., Attending Physician, Opioid Treatment Program at Providence Hospital
- Elizabeth Evans, PhD, MA, Assistant Professor, School of Public Health, UMASS Amherst
- Debra Flynn-Gonzalez, Program Director, Hope for Holyoke Peer Recovery Support Center
- Maria Quinn, MSN, PMHNP-BC, Psychiatric NP, Holyoke Hospital
- William P. Hadley, First Justice, Holyoke District Court
- Manuel Moutinho, Clerk-Magistrate, Holyoke District Court
- Sean McBride, Chief Probation Office, Holyoke District Court



**PRESENTED BY  
HOLYOKE DISTRICT COURT | NATIONAL CENTER FOR STATE COURTS**

# ACOMPAÑENOS

## MESA DE DISCUSIÓN Y FORO PÚBLICO



## ESTRATEGIAS PARA AFRONTAR LA ADICCIÓN EN HOLYOKE

**MIÉRCOLES**  
**30 DE OCTUBRE**  
**2PM-4PM**

**EDIFICIO DEL WAR MEMORIAL**  
**310 DE LA CALLE APPLETON**  
**HOLYOKE, MA**

Unanse a nuestra mesa de discusión y foro público cuyo enfoque será encontrar estrategias basadas en la comunidad, para afrontar el uso y adicción de drogas en Holyoke.

Para más información visite:

[www.mass.gov/locations/holyoke-district-court](http://www.mass.gov/locations/holyoke-district-court)

### PANELISTAS

Manuel Febo, Jefe de Policía de la Ciudad de Holyoke  
Nick Cocchi, Sheriff del Condado de Hampden  
Ari Kriegsman, M.D., Médico, Programa del Tratamiento de Opioides, Hospital de Providence  
Elizabeth Evans, PhD., MA, Profesora Auxiliar, Facultad de Salud Pública, UMASS, Amherst  
Debra Flynn-Gonzalez, Directora del Programa, Centro de Recuperación Hope for Holyoke  
Maria Quinn, MSN, PMHNP-BC, Enfermera de Psiquiatría, Hospital de Holyoke  
William Hadley, Juez Primero, Tribunal de Distrito de Holyoke  
Manuel Moutinho, Secretario Magistrado, Tribunal de Distrito de Holyoke  
Sean McBride, Jefe de Probatoria, Tribunal de Distrito de Holyoke



### PRESENTADO POR

TRIBUNAL DE DISTRITO DE HOLYOKE | CENTRO NACIONAL PARA TRIBUNALES ESTATALES



## **STRATEGIES TO ADDRESS ADDICTION IN HOLYOKE A PANEL DISCUSSION AND PUBLIC FORUM**

**Wednesday, October 30, 2019, 2:00 p.m. - 4:00 p.m.  
War Memorial Building, 310 Appleton St., Holyoke, MA**

Like many other cities and towns in Massachusetts and throughout the United States, Holyoke is facing many challenges related to substance abuse, including criminal activity, overdoses and drug related deaths. The Holyoke District Court has been working with local law enforcement officials, healthcare providers and others in the community to develop strategies to reduce opioid misuse and addiction by increasing opportunities for immediate and effective treatment of individuals who may come in contact with the criminal justice system.

The Holyoke District Court, with assistance from the National Center for State Courts, will present a panel discussion and a public forum focusing on community-based strategies to address drug use and drug addiction in Holyoke.

The event will feature multiple speakers, each representing a different role within law enforcement, the courts, and the behavioral health field. Following this presentation, there will be an opportunity for everyone who attends to ask questions, provide comments and to make suggestions on this important topic. This discussion will be moderated by John G.C. Laing, Jr., Chief Experience and Diversity Officer of the Massachusetts Trial Court.

**The panelists are:**

Manuel Febo, Chief of Police for the City of Holyoke  
Nick Cocchi, Sheriff of Hampden County  
Ari Kriegsman, M.D., Attending Physician, Opioid Treatment Program at Providence Hospital  
Elizabeth Evans, PhD., MA, Assistant Professor, School of Public Health, UMASS, Amherst  
Debra Flynn-Gonzalez, Program Director, Hope for Holyoke Peer Recovery Support Center  
Maria Quinn, MSN, PMHNP-BC, Psychiatric NP, Holyoke Hospital  
William Hadley, First Justice, Holyoke District Court  
Manuel Moutinho, Clerk Magistrate, Holyoke District Court  
Sean McBride, Chief Probation Officer, Holyoke District Court

**PLEASE COME TO THIS IMPORTANT EVENT AND SHARE YOUR VIEWS**

For questions, please contact Janet Klofas at [janet.klofas@jud.state.ma.us](mailto:janet.klofas@jud.state.ma.us)



## ESTRATEGIAS PARA AFRONTAR LA ADICCIÓN EN HOLYOKE UNA MESA DE DISCUSIÓN Y FORO PÚBLICO

miércoles, 30 de octubre, 2019, de 2:00 a 4:00 p.m.  
War Memorial Building, 310 de la Appleton, Holyoke, MA

Igual que muchos pueblos y ciudades de Massachusetts y de los Estados Unidos, Holyoke se enfrenta a muchos retos por el abuso de sustancias adictivas, retos que incluyen la actividad criminal, las sobredosis y las muertes debido a las drogas. El Tribunal de Distrito de Holyoke ha estado trabajando con agentes locales del orden público, con los proveedores de atención médica y con otros de la comunidad para buscar formas de reducir el uso indebido de los opioides y la adicción, al crear más oportunidades de conseguir un tratamiento inmediato y efectivo para aquellos individuos que se encuentren dentro del sistema de justicia penal.

El Tribunal de Distrito de Holyoke, con la ayuda del National Center for State Courts (*Centro Nacional de Tribunales Estatales*), presentará una mesa de discusión y foro público cuyo enfoque será encontrar estrategias, basadas en la comunidad, para afrontar el uso y adicción de drogas en Holyoke.

El evento contará con varios presentadores, y cada uno de ellos tiene un rol distinto dentro del orden público, los tribunales y el campo de la salud del comportamiento. Después de esta presentación, todo el mundo tendrá la oportunidad de hacer preguntas, comentarios y sugerencias sobre este tema tan importante. La discusión será moderada por John G.C. Laing, Jr., Director de Experiencia y Diversidad del Tribunal de Primera Instancia de Massachusetts.

Los participantes de la mesa son:

Manuel Febo, Jefe de Policía de la Ciudad de Holyoke  
Nick Cocchi, Sheriff del Condado de Hampden  
Ari Kriegsman, M.D., Médico, Programa del Tratamiento de Opioides, Hospital de Providence  
Elizabeth Evans, PhD., MA, Profesora Auxiliar, Facultad de Salud Pública, UMASS, Amherst  
Debra Flynn-Gonzalez, Directora del Programa, Centro de Recuperación Hope for Holyoke  
Maria Quinn, MSN, PMHNP-BC, enfermera de psiquiatría, Hospital de Holyoke  
William Hadley, Juez Primero, Tribunal de Distrito de Holyoke  
Manuel Moutinho, Secretario Magistrado, Tribunal de Distrito de Holyoke  
Sean McBride, Jefe de Probatoria, Tribunal de Distrito de Holyoke

**VENGAN A ESTE IMPORTANTE EVENTO Y COMPARTAN SUS OPINIONES**  
Si tienen preguntas, comuníquense con Janet Klofas: [janet.klofas@jud.state.ma.us](mailto:janet.klofas@jud.state.ma.us)



Holyoke-DC-Panel-F  
orum-10.30.19.pdf



Holyoke-DC-Panel-F  
orum-10.30.19-Espan



Opioid Notice  
English.pdf



Opioid Notice  
Spanish.pdf

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0022/63607/holyoke-panel-10.30.19.pdf](https://www.ncsc.org/_data/assets/pdf_file/0022/63607/holyoke-panel-10.30.19.pdf)

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0023/63608/holyoke-panel-forum-10-30-19-esp.pdf](https://www.ncsc.org/_data/assets/pdf_file/0023/63608/holyoke-panel-forum-10-30-19-esp.pdf)

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0024/63609/opioid-notice-english.pdf](https://www.ncsc.org/_data/assets/pdf_file/0024/63609/opioid-notice-english.pdf)

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0016/63610/opioid-notice-spanish.pdf](https://www.ncsc.org/_data/assets/pdf_file/0016/63610/opioid-notice-spanish.pdf)



## Holyoke press release

### Media Advisory

#### Holyoke District Court to hold public forum on drug use and addiction

Holyoke District Court, in concert with the National Center for State Courts, will present a panel discussion and public forum on community-based strategies to address drug use and drug addiction in the community.

“Like many other cities and towns in Massachusetts and throughout the United States, Holyoke is facing many challenges related to substance abuse, including criminal activity, overdoses and drug related deaths,” said Holyoke District Court First Justice William Hadley. “We have been working with local law enforcement officials, healthcare providers and others in the community to develop strategies to reduce opioid misuse and addiction by increasing opportunities for immediate and effective treatment of individuals who may come in contact with the criminal justice system.”

The panel discussion and public forum event will feature multiple speakers from law enforcement, the courts, and behavioral health professionals. Following the panel, audience members will have an opportunity to ask questions, provide comments, and make suggestions.

Panelists include:

Manuel Febo, Chief of Police for the City of Holyoke  
Nick Cocchi, Sheriff of Hampden County  
Ari Kriegsman, M.D., Attending Physician, Opioid Treatment Program at Providence Hospital  
Elizabeth Evans, PhD., MA, Assistant Professor, School of Public Health, UMASS, Amherst  
Debra Flynn-Gonzalez, Program Director, Hope for Holyoke Peer Recovery Support Center  
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William Hadley, First Justice, Holyoke District Court  
Manuel Moutinho, Clerk Magistrate, Holyoke District Court  
Sean McBride, Chief Probation Officer, Holyoke District Court

**When:** Wednesday, October 30, 2019, from 2-4 pm

**Where:** War Memorial Building, 310 Appleton St., Holyoke, MA.

Press are welcome to attend and cover the event. For more information please contact Janet Klofas, Holyoke District Court at [janet.klofas@jud.state.ma.us](mailto:janet.klofas@jud.state.ma.us)



Holyoke District  
Court Media Advisory

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0017/63611/holyoke-district-court-media-panel.pdf](https://www.ncsc.org/_data/assets/pdf_file/0017/63611/holyoke-district-court-media-panel.pdf)

## Participant Preparatory Activities

As noted previously, in preparation for the PEPP project the MA leadership team and its court actor partners reviewed the MTC's Diversity, Equity, and Inclusion Strategic Plan; themes generated from previous MTC listening sessions about diversity and access issues; and an overview of public engagement and recruitment strategies developed by the University of Nebraska Public Policy Center. These preparatory activities helped the partnering court actors understand and plan for their engagement events within the context of the MTC's previous diversity efforts.

### MTC Diversity, Equity, Inclusion Plan Screenshot



Diversity, Equity and  
Inclusion plan.pdf

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0018/63612/diversity-equity-and-inclusion-panel.pdf](https://www.ncsc.org/_data/assets/pdf_file/0018/63612/diversity-equity-and-inclusion-panel.pdf)

## Themes from listening sessions

### Themes from Massachusetts Trial Court Listening Sessions

- Appreciation for open dialogue
  - Participants applauded the commitment of leadership to discuss race and bias in the courts
  - Participants expressed concerns about the lack of opportunities for regular dialogue
  - Participants were interested in follow up sessions
- Perceptions of bias in the court
  - Personnel were split on whether racial bias was an issue in the court
- The importance for diversity
  - Participants expressed the need to diversify the staff who interact regularly with the public as well as leadership
  - Pressing need for racial diversity and people who can speak the language of the community
- How stereotypes and biases affect court interactions (internal and external)
  - Examples were described of offensive and disparaging language based on race, nationality, language ability, and gender by coworkers
  - Lack of familiarity/understanding of people from different backgrounds affects interactions with court users at the counter
- Concern was expressed about the fairness of the hiring and promotion process
  - Recurring perception that politics or social relationships played more of a role than experience and fit for the role
    - Several employees even said they “knew who got the job before it was posted”
  - Comments underscored the need for more people of color in supervisory positions and leadership roles
    - “The trial court is not diverse, so people are afraid to touch it”
- Cross-Departmental relationships
  - Many people indicated that they do not meet regularly with their management or with peers
    - No way to bring concerns to the attention of leadership without filing a complaint
    - People expressed fear and unwillingness to speak directly with a person whose behavior poses an issue due to concern about retaliation or consequences for advancement
  - Lack of communication across departments
  - Lack of opportunities for regular interaction



Themes from MTC  
listening sessions.pdf

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0019/63613/Themes-from-MTC-listening-session.pdf](https://www.ncsc.org/_data/assets/pdf_file/0019/63613/Themes-from-MTC-listening-session.pdf)

Recruitment presentation screenshot

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## RECRUITING: “Getting People to Show”

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PETER MUHLBERGER, [PETERM@UNL.EDU](mailto:PETERM@UNL.EDU)  
UNIV. OF NEBRASKA PUBLIC POLICY CENTER



Recruiting  
presentation.pdf

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0020/63614/recruiting-presentation.pdf](https://www.ncsc.org/_data/assets/pdf_file/0020/63614/recruiting-presentation.pdf)

# PEPP Problem-solving (Aspirational) Framework: A Work in Progress

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LISA M. PYTLIKZILLIG, [LPYTLIKZ@NEBRASKA.EDU](mailto:LPYTLIKZ@NEBRASKA.EDU)  
UNIVERSITY OF NEBRASKA PUBLIC POLICY CENTER



Problem-solving  
presentation.pdf

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## Engagement Events

### [Springfield meeting 2 World Café description and topics screenshot]

#### World Café Proposal

Purpose (Excerpted from the Springfield District Court's Original Scope of Work):

The Springfield District Court Community Engagement Team ("The Team") recognizes that there exists a need and opportunity to provide expanded access, availability and guidance to substance use disorder treatment options for persons who seek it while in the earliest stages of their involvement in the criminal process as well as for persons who have no other court involvement.

The problem identified affects everyone in the community: families, drug dependent persons, children, law enforcement, the Court, employers, schools, health care, and emergency services providers. All parties impacted by the substance abuse phenomenon can help by bringing their perspectives, experiences, and ideas for potential solutions.

World Café Proposal:

The World Café is a structured format for leading collaborative dialogue. At a World Café, small groups of people sit around tables together with a "table host" and discuss questions that have been agreed upon by the organizers in advance. Each table has a different question to answer. After about 20 minutes, everybody except for the table host will move to a new table. The table host will remain behind and inform participants about the discussion that was just had at the table previously, and then allow the new group to contribute their thoughts on the same question. This process of discussing and then switching tables will repeat to allow everyone to answer all of the questions and learn from different perspectives every time.

Our purpose of doing a World Café is not only to learn about different ways substance use disorder impacts the Springfield community, but also to problem-solve. We thought of the following three topics that we could discuss at the World Café:

1. Strengths: What are some of our community's strengths?
  - a. What resources already exist in our community to combat substance use disorder?
2. Challenges: What are some of the challenges to addressing substance use disorder?
  - a. What are some gaps in resources or services that exist?
  - b. What challenges do you find when working with people impacted by substance use disorder, not limited by the individuals themselves (family members, friends, community)?
3. Solutions: What are potential solutions we can implement?
  - a. Where can these solutions be implemented?
  - b. Who needs to be involved in creating and maintaining these solutions?
  - c. How will we know these solutions are successful?

Bonus question: What are the top three areas we should prioritize going forward?



World\_Cafe\_Topics.p  
df

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0022/63616/world-cafe-topics.pdf](https://www.ncsc.org/_data/assets/pdf_file/0022/63616/world-cafe-topics.pdf)

**[Springfield meeting 2 World Café power point screenshot]**



# Springfield World Café

February 25<sup>th</sup>, 2020



Springfield World  
Cafe PPT.pdf

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0023/63617/springfield-world-cafe-ppt.pdf](https://www.ncsc.org/_data/assets/pdf_file/0023/63617/springfield-world-cafe-ppt.pdf)

Springfield meeting 2 World Café table discussion questions and notes

# Springfield

# World Café

February 25<sup>th</sup>, 2020



World Cafe -  
Springfield Table Que

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0024/63618/world-cafe-table-questions.pdf](https://www.ncsc.org/_data/assets/pdf_file/0024/63618/world-cafe-table-questions.pdf)



## Community engagement power point for Chicopee screenshot

# Purpose of Community Engagement

- Share and learn from each others experiences, viewpoints, and ideas
- Discuss the problems caused by substance abuse in our community
- Identify community strengths and gaps in resources to address these problems
- Collaborate to build community-based solutions



Community\_Engagement\_PowerPoint.pdf

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0025/63619/community-engagement-powerpoint.pdf](https://www.ncsc.org/_data/assets/pdf_file/0025/63619/community-engagement-powerpoint.pdf)

## Facilitation: Suggestions/Recommendations and Notes

The MA PEPP team provided the following suggestions and strategies for planning and facilitating engagement sessions:

### Facilitator Role:

- Set the context (purpose of engagement)
- Create a safe and hospitable place for communication (may be done through ground rules or modeling/personal storytelling)
- Explore questions that matter
- Encourage contributions of every member of the group
- Connect and link diverse perspectives (identify commonalities in what you hear)
- Share group learning and seek agreement

### Facilitator's Role is NOT to:

- Over-manage the process
- Fix the problem for the group

- Predetermine an outcome or expectation
- Take over the conversation
- Make the conversation about them

#### Strategies:

- Set ground rules (e.g., speaking one at time; active listening; speak openly and take risks but also be respectful of each other's opinions; remain attentive; participate boldly; respect confidentiality; speak in the first person; challenge ideas, issues, and problems, not people)
- Refer to ground rules when somebody is asking in a way that is inconsistent with what the group agreed on
- Acknowledge/validate the perspectives and expertise in the room
- Manage expectations and don't make promises
- Model active listening: clarifying and confirming understanding by hearing what someone says, repeating back your understanding of what was communicated, and affirming that the information is correct
- Model all of the behaviors that you would like participants to follow
- Ask questions that further your understanding or the understanding of others
- Ask people to participate even if they do not raise their hand (without putting anybody on the spot)
- Pay attention to different learning and speaking styles
- Make connections among comments
- Create a safe place for people to be themselves without judgment
- If somebody says something that you do not understand, ask for clarifications or to repeat the comment
- Don't allow the conversation to be stuck in identifying problems – create a focus on positives and/or solutions to problems
- Add humor where appropriate

#### Process the Experience:

- Ask participants what worked, what didn't work, and what could be improved
- Allow participants to reflect on what they can do to advance a specific topic or point of advocacy
- Identify the resources or lack thereof to further the purpose of the conversation
- Make sure participants know next steps, including timeframes

## Appendix of Measures

### Engagement Form

The engagement form was used to track consistent data about individual engagements held by the PEPP teams in order to be able to look for potential patterns across engagements.



Engagement level  
data form - concise.

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0017/63620/engagement-level-data-form-concise.pdf](https://www.ncsc.org/_data/assets/pdf_file/0017/63620/engagement-level-data-form-concise.pdf)

### Cross-site Consent and Surveys

#### Consent Form

The consent form was consistent across all the PEPP teams and was used to provide information to the attendees of the community engagements.



consent letter PEPP  
v02-Approved.pdf

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0018/63621/consent-letter-ma-v2.pdf](https://www.ncsc.org/_data/assets/pdf_file/0018/63621/consent-letter-ma-v2.pdf)

#### Pre/Post Surveys

The surveys vary slightly by PEPP team because the name of the specific court or courts were embedded into the survey. Longer and shorter surveys were available. The MA team used only the short form of the surveys.

##### *Pre survey*



PRE



PRE



PRE

survey\_MA\_chic.pdf survey\_MA\_holy.pdf survey\_MA\_spring.pdf

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0019/63622/pre-survey-ma-chicopee.pdf](https://www.ncsc.org/_data/assets/pdf_file/0019/63622/pre-survey-ma-chicopee.pdf)

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0020/63623/pre-survey-ma-holyoke.pdf](https://www.ncsc.org/_data/assets/pdf_file/0020/63623/pre-survey-ma-holyoke.pdf)

[https://www.ncsc.org/\\_data/assets/pdf\\_file/0021/63624/pre-survey-ma-springfield.pdf](https://www.ncsc.org/_data/assets/pdf_file/0021/63624/pre-survey-ma-springfield.pdf)

##### *Post survey*



POST

[survey\\_MA\\_chic.pdf](#)



POST

[survey\\_MA\\_holy.pdf](#)



POST

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[https://www.ncsc.org/data/assets/pdf\\_file/0022/63625/post-survey-ma-chicopee.pdf](https://www.ncsc.org/data/assets/pdf_file/0022/63625/post-survey-ma-chicopee.pdf)

[https://www.ncsc.org/data/assets/pdf\\_file/0023/63626/post-survey-ma-holyoke.pdf](https://www.ncsc.org/data/assets/pdf_file/0023/63626/post-survey-ma-holyoke.pdf)

[https://www.ncsc.org/data/assets/pdf\\_file/0024/63627/post-survey-ma-springfield.pdf](https://www.ncsc.org/data/assets/pdf_file/0024/63627/post-survey-ma-springfield.pdf)

# Site-Specific Measures and Materials

## Springfield meeting 2 World Café discussion responses

(sample item and responses below, see link for full materials)

World Café  
Springfield, MA  
February 25, 2020

Question 1: What are some of our community’s strengths? What resources already exist in our community to combat substance abuse disorder?

### Group 1

Recovery coaches/peer support
People with lived experience
Diversity in helpers and professionals
Community outreach
Meeting people where they’re at
Collaboration with the Police Department
AISS, supports in community
Individualized, person-centered recovery
Help people find their voice
WMSAPA
Hospitals
Many people in long term recovery
<ul style="list-style-type: none"> <li>- Would like to increase incorporation of lived experience</li> <li>- Recovery coaches in Drug Court</li> </ul>
Recovery Coaches
<ul style="list-style-type: none"> <li>- Deaf recovery coaches exist → Athena Haddon pushed for this, and can help with outreach</li> <li>- Could use more Spanish-speaking recovery coaches → could do outreach</li> </ul>
Good community outreach
<ul style="list-style-type: none"> <li>- Growing relationships between MHA and SPD; reach out to people where they are at</li> <li>- Growing Police Department participation in taskforce meeting</li> <li>- Drug Court relationship with Police Department &amp; Sheriff’s Department</li> </ul>
Law enforcement programs → AISS, post-incarceration programming, CHES
<ul style="list-style-type: none"> <li>- How do we get people in there? Lived experience is very important</li> <li>- Have previous participants work there</li> <li>- Can get help with related concerns – more holistic view of substance abuse               <ul style="list-style-type: none"> <li>o So important that this is community-led</li> </ul> </li> </ul>
Western MA providers association (Baystate, Providence, Mercy)
Sheriff and DA taskforce

1



World

Cafe\_Springfield\_2.2!

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