

Community Engagement in the State Courts Initiative:

Kansas City, Missouri
Public Engagement Pilot Project

May 2021



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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.

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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 Kansas City, Missouri Municipal Court, one of the six pilot projects receiving funding from the National Center for State Courts to support their engagements. The Kansas City, MO PEPP team has reviewed this report before publication and contributed to the substance thereof.

Background

The 16th Judicial Circuit Court of Missouri-Kansas City (hereafter KCMO) has jurisdiction over city ordinance violations and is the largest municipal court in Missouri. Municipal courts in Missouri have come under scrutiny since events in Ferguson, MO, and have had to re-examine not only how they function, but how they interact with their community. The Kansas City Municipal Court is the largest municipal court in the state. With eight full-time judges and one part-time judge, the Municipal Court processes over 250,000 cases annually. While many cases are traffic violations, it also handles a substantial number of general ordinance violations.

Meanwhile, the Municipal Court has a failure to appear rate of 40%--meaning that defendants in just under half of the cases do not come to court or otherwise dispose of their tickets, and risk receiving failure to appear warrants.

Kansas City, MO, has a population of 488,943 residents and is the hub of a metropolitan area of more than 2.1 million. Kansas City touches on four counties (Jackson, Platte, Clay, and Cass counties) and includes urban, suburban and rural settings. According to the latest U.S. Census numbers, Kansas City's racial and economic demographics mirror those of the nation in many ways. The percentage of persons in poverty is 18.3% compared to 12.7% nationally, and the Municipal Court provides indigent defense for about 8,500 annually under a \$1.7 million contract with Legal Aid of Western Missouri.

Within this context, KCMO's engagement efforts focused upon access, fairness, and trust in the local courts. KCMO wanted to establish a baseline measure of opinions about court operations and explore what could be preventing people from attending court. KCMO also aimed to examine how the realities and perceptions of access, fairness, and trust in the Municipal Court could be impacting opinions and failure to appear rates. KCMO's rationale for this exploration was that most people experience the court system through local municipal courts, and these experiences can shape their perception of the entire judicial system.

Methods

Participants

PEPP Team Leaders. The primary leaders of the KCMO PEPP team were Court Administrator Megan Pfannenstiel, Deputy Court Administrator Josh Bateman and Public Information Officer Benita Jones, who also was the project manager.

Court Actor Collaborators. In planning and/or executing their engagements, the KCMO PEPP team worked with other court actors. KCMO's Presiding Judge, the City Prosecutor, Legal Aid (which provides indigent defense), and a member of the defense bar served on the steering committee to plan the engagement events. These individuals brought expertise and working knowledge of the court system to the steering committee, and also acted as volunteer recruiters, table facilitators and survey administrators along with the rest of the steering committee.

Stakeholder Involvement. The KCMO PEPP team also involved a number of stakeholders, including the Ad Hoc Group Against Crime and Guadalupe Centers (two organizations with long, respected history in the African American and Hispanic communities); POSSE (Peers Organized to Support Student Excellence), Aim for Peace (neighborhood anti-violence group), and Veronica's Voice (human trafficking victim advocacy group); a representative of the faith community, and the Kansas City Public Schools. These stakeholders brought refreshing outside perspectives (i.e., of those not involved with the legal system) to the planning process. They spoke on behalf of the publics they represented and served, and this helped to refine the structure, approach, questions, and discussion points of the KCMO engagements. The stakeholders also helped recruit participants and additional volunteers and acted as small group facilitators. Some stakeholders also acted as front-of-room facilitators to bolster credibility with the community. KCMO also contracted with the Mid-America Regional Council, which provided professional engagement event planning, facilitation, and facilitation training for the group.

Engagement of General and Specific Publics. The KCMO PEPP team attempted to engage a cross section of the community while capturing the unique perspective of court users, especially when assessing actual court operations. KCMO PEPP began with the Municipal Court's court user survey. KCMO offered the survey in English and Spanish to everyone who visited the courthouse during business hours, Monday through Friday the first week in May 2019, including the defendants brought to court from jail. Results from that survey informed the planning of the face-to-face engagements.

Next, KCMO held three public engagement sessions November 12, 14 and 16 in different parts of the city. Feedback from these sessions included the importance of involving youth. Therefore, KCMO added a fourth engagement session on February 6, 2020, for high school students in the school's Restorative Justice Program. These students and teachers also recruited classmates from their school's civics classes to participate.

Procedures

Recruitment. KCMO's recruitment processes included three different types of strategies. First, during the court user survey, participants were asked both to complete the survey and to complete an additional (separate) form if they also wanted to participate in a later face-to-face engagement. KCMO court employees, steering committee members, and volunteers from stakeholder organizations, including volunteers who could assist with Spanish language speakers, stood in the lobby and approached people to complete the court user survey as they were exiting the building. KCMO Municipal Court customer service representatives also promoted the survey to people who came to them to pay tickets, file papers, and obtain records and general information. KCMO gave candy and court brochures to all court users that week, and offered incentives (Sonic coupons, drink and ice cream gift certificates, and KCMO's gavel shaped pencils) for taking the survey. In addition, corrections transportation officers and bailiffs asked inmates brought to court from the jail if they wanted to take the survey. All inmates were offered wrapped store-bought muffins as a token of appreciation for their completion of the surveys.

Second, for the November public engagement sessions, in addition to recruiting from the court user survey respondents, KCMO cast a wide net to recruit other members of the general public. KCMO branded the sessions as "Speak Easy" events, the branding that Kansas City uses and that residents are getting used to seeing for all city-sponsored community engagement opportunities. KCMO distributed flyers in English and Spanish at the courthouse, through stakeholders, and at city-community centers, including the city-community centers where the events would be held. Notices also were posted online, on Facebook and the city's Twitter accounts; email announcements were sent to attorneys and legal organizations and to those who said they were interested in future events when they took the court user survey. The city also utilized an e-mail blast distribution list it has of neighborhood organizations, attended three community events to announce the sessions, and sent press releases which led to three radio appearances (on a commercial station, a local public radio and a community radio station). To incentivize participation, KCMO announced that it would offer light meals during the engagements and that there would be gift cards for completing the sessions. (KCMO did not indicate the amount of the gift cards in these communications).

Third, in light of feedback from the adult-focused events which indicated youth participants should be included, KCMO partnered with instructors from the Southeast High School Restorative Justice Program, and the instructors led the student recruitment effort. The students from their program, called the “Restorative Justice Ambassadors,” then recruited classmates from civics classes to also participate. Pizza during the engagement and \$25 gift cards were announced as the incentives to student participants.

The court user survey, flyers, and examples of emails and media exposure are included in the appendix to this report.

Pre-Post Survey Administration. The pre-surveys were provided to participants as they arrived at the events and signed in.

At the three November public engagement sessions, KCMO gave each attendee the consent letter and pre-survey as they arrived, gave them time to fill it out as they ate, and explained there would also be a post-survey. Participants who completed both would receive the \$25 Visa gift card. The information about the surveys (see appendices for a sample script) was repeated at the beginning and end of the engagement session by the front-of room facilitators. Post-surveys were passed out near the end of the engagement session. Pre-post surveys were paired by a pre-numbering system that corresponded to the attendee’s position on the sign-in sheet. Table facilitators helped to make sure participants received the post-survey matched to their pre-survey. Participants turned in both the Pre and Post surveys as they left, and then received the gift card.

At the Southeast High School session, the teachers pre-identified which students would participate (i.e., their Restorative Justice Program students, and the students from two civics classes). Prior to the day of the engagement, the teachers gave the students an information letter (crafted based on the consent letter) and pre-numbered pre-survey ahead of time, along with some educational material about the KCMO municipal court. Using the teacher’s lists of students, KCMO facilitators gave each student their corresponding numbered post-survey near the end of the student engagement session. Students turned in both surveys as they left to receive a \$25 Visa gift card.

Preparatory Activities and Procedures. To prepare for the engagements, the Steering Committee and court actors participated in a six-hour unconscious bias training (see appendices for information on these trainings). Most of the same persons also participated in the facilitator training. However, the instructor became ill after the first session, so the rest of the facilitation training material was woven into the remaining planning meetings leading up to the November engagement sessions.

Engagement Events and Procedures. The KCMO PEPP team administered the court user survey and then held four public engagement events (three with general public adults and one with students) 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 1.

Table 1: Engagement Events and Activities Supported by NCSC PEPP

Date(s)	Engagement/Group	Meetings	Court actors	Stakeholders	General public	Total
1/1/2019 - 1/20/2020	Municipal Court Community Engagement Steering Committee	11	7	10	0	17
5/6/2019 – 5/10/2019	Court User Survey	N/A	11	5	951	970
11/12/2019	Community Conversations with Municipal Court (Gregg-Klice Community Center)	1	10	11	28	52
11/14/2019	Community Conversations with Municipal Court (Northland Community Center)	1	7	9	13	32
11/16/2019	Community Conversations with Municipal Court (SE Community Center)	1	11	15	24	52
2/6/2020	Southeast High School Community Conversations with Municipal Court (Youth session)	1	4	15	50	73

Note. Pre-post surveys were obtained from the four engagement/groups listed in bold. Not all participants completed surveys however.

Agenda for General Engagements. At each engagement, the KCMO PEPP team used the following agenda to guide their activities:

1. Registration, meal and pre-survey distribution
2. Welcome and introductions
3. Game plan and ground rules
4. Discussion questions
5. Closing comments and post survey
6. Adjourn

Each of these elements are described in brief below, and more detailed scripts are included in the appendices.

1. Registration, meal and pre-survey distribution

First, the doors were open, participants entered and were checked in or signed in at a registration table, given a pre-survey and consent form, and invited to pick up their meal at the serving tables.

2. Welcome and introductions

During this part of the session, the KCMO PEPP team introduced themselves and their partners, described the purpose of the engagements, and provided other background information.

3. Game plan and ground rules

After the welcome, the lead facilitators who had been hired to provide “front-of-the-room” facilitation provided an overview of the engagement session. The lead facilitators described the process (e.g., providing an overview of the agenda) and ground rules for the engagement (see appendices for ground rules). The ground rules were also posted on signs in the room or at the discussion tables as reminders for the participants.

During this part of the session, the facilitators also asked participants to introduce themselves to others at their table, and engage in a “practice” discussion question:

“What brought you here today?”

This helped people become more familiar and comfortable with those at their small group discussion table and with the discussion question format.

In addition, the use of “clicker technology” was demonstrated. Specifically, participants were given “clickers” that allowed them to record their answers to multiple-choice questions and have the answers of all participants tabulated and displayed at the front of the room. Participants were shown how to turn the clickers on and record their responses.

4. Discussion Questions

The bulk of the engagement sessions were focused on specific discussion questions, which were administered using a six-step process, described to the participants as follows:

- Step 1. Question appears on the screen.
- Step 2. You write your ideas on the post-it notes in front of you.
- Step 3. Your table facilitator will ask you to share your ideas at your table.
- Step 4. The “Theme Team” will collect all post-its and look for common themes that emerge.
- Step 5. The common themes will be presented on the screen.
- Step 6. We will move on to the next question and repeat the process.

During the discussion, a number of roles were identified and played by different persons. These roles were described to participants as follows:

- *Lead Facilitators* are responsible for posing the discussion questions, assisting the Theme Team as needed, and keeping everything on schedule.

- *Table Facilitators* are responsible for two things: 1) make sure each person gets a chance to share and 2) keep the discussion on the right topic. They can also help take notes if needed.
- *Notetakers* are responsible for making sure you get your ideas written down and to help write down items as needed. Each question has its own color of post-it notes. Be sure to write only one idea per post-it, and try to write in short sentences or phrases. You can explain your answer more during the discussion. Please write your ideas down so others can read it, and ask for assistance from someone else if you need help.
- *Runners* will take your post-it notes to the Theme Team.
- *Theme Team* has a difficult but fun part. Their job is to review all post-its and look for common themes that emerge. They will report out the themes on the PowerPoint. Please NOTE: The Theme Team will identify the most common themes AND all ideas will be captured in the transcript of the event, even if they don't appear among the most common themes.
- *Court staff* are here primarily to listen and learn. As the facilitator mentioned at the beginning, the Court Administrators will also be available at the resource table in the back of the room a little bit later in the discussion.

The discussion questions posed to the engagement participants included questions about trust, fairness, access, and next steps. After each substantive open-ended question was answered both verbally (in small groups) and on post-it notes, the “theme team” gathered the post-it notes, sorted and organized them into similar themes, and shared with all participants the major themes that it observed as having been communicated on the post-it notes.

Trust:

- "How much do you trust or distrust the Municipal Court?" (clicker question)
- “Reasons: Why do you trust or distrust the court?”
- “What does the Court do well or that you find helpful?”

Fairness:

- "How fair or unfair does Municipal Court treat people?" (clicker question)
- "What issues do you see related to fairness and equity at the Court?"

After discussing the trust and fairness perceptions, the “theme team,” in addition to providing feedback to participants regarding the major themes that emerged in their answers, asked people to vote on their top concern from five of the most common themes that had emerged.

Access:

After sharing with participants information about the failure to appear rates at the KC Municipal Court, participants were asked:

- "Why don't people show up for Court?"

This question also was followed by a clicker item created by the “theme team” which asked participants to indicate, from the top five themes offered on post-it notes, which one was the most significant factor keeping people from showing up for court.

Also relating to access, participants were asked to examine samples of the plain-language summons that KC was using to tell people they needed to show up at court. Upon examining these sample summons, participants were asked:

- "What do you like or dislike about the plain language summons?"

Next Steps:

Finally, KC used the common discussion questions posed by the NCSC to identify the next steps that participants wanted to see after the engagements.

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

Once again, after answering these questions, the “theme team” provided feedback on the most common answers that had been expressed on the post-it notes.

7. Closing comments and post-survey

During this part of the session, the KC PEPP team thanked participants for coming and contributing to the discussion, and reminded them of the purpose of having the engagement. The post-surveys were also distributed, and instructions were given to complete the post-surveys and turn them in to obtain their gift card.

8. Adjourn

Upon adjourning the meeting and distributing the gift cards, facilitators and engagement conveners remained to debrief on their impressions of the engagement processes and findings.

Adjustments for Student Engagement. The engagement processes for the students were very similar to those used for adults but adapted somewhat. Adaptations included presenting information about the KC municipal court in an engaging interactive format. For example, students had been given information about the court prior to the engagement, and during the engagement, some of that information was summarized, and then students were asked:

- “Who knows something that might bring you to Municipal Court?” (Candy to those who answer)
- “Have you been to Municipal Court or City Court?” (clicker only)

- “Has anyone close to you been to Municipal Court?” (clicker only)
- “Have you or anyone close to you been to any other court?” (clicker only)

During the discussions, the students were asked:

- “If you or someone close to you had to come to Municipal Court what types of concerns would you have?”
- “The Municipal Court treats people a. Very Fair; B. Mostly Fair; C. Mostly Unfair; D. Very Unfair; E. I don’t know.” (clicker only)
- “What’s unfair about the courts and why don’t you trust them?”
- “What’s fair about the courts and why do you trust them?”

Following the small group discussions, collection of answers on post-it notes, and presentation of the major themes that emerged, students were given time to ask questions of court personnel regarding anything they wished to understand about the courts.

Students were invited to ask questions using the following verbal invitation:

“This is your opportunity to ask about anything you wanted to know about the Municipal Court, the courts in general, topics we discussed today, something that was in the handouts you got before the session, the legal profession, etc.”

A more detailed script for the adult and student engagement is provided in the appendices to this report.

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,¹ 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 (3 page) or long (5 page) version of the pre-survey and the correspondent 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 zipcode), 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

¹ See, for example, Rowe, G., & Frewer, L. J. (2005). A typology of public engagement mechanisms. *Science, Technology & Human Values*, 30(2), 251-290.

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 held to 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 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.

Site-Specific Data, Measures, and Methods. The state specific data gathered by KC included the answers to the various discussion questions used during the engagements, as previously described.

Results

Analyses

Analyses in this report are almost entirely descriptive. 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

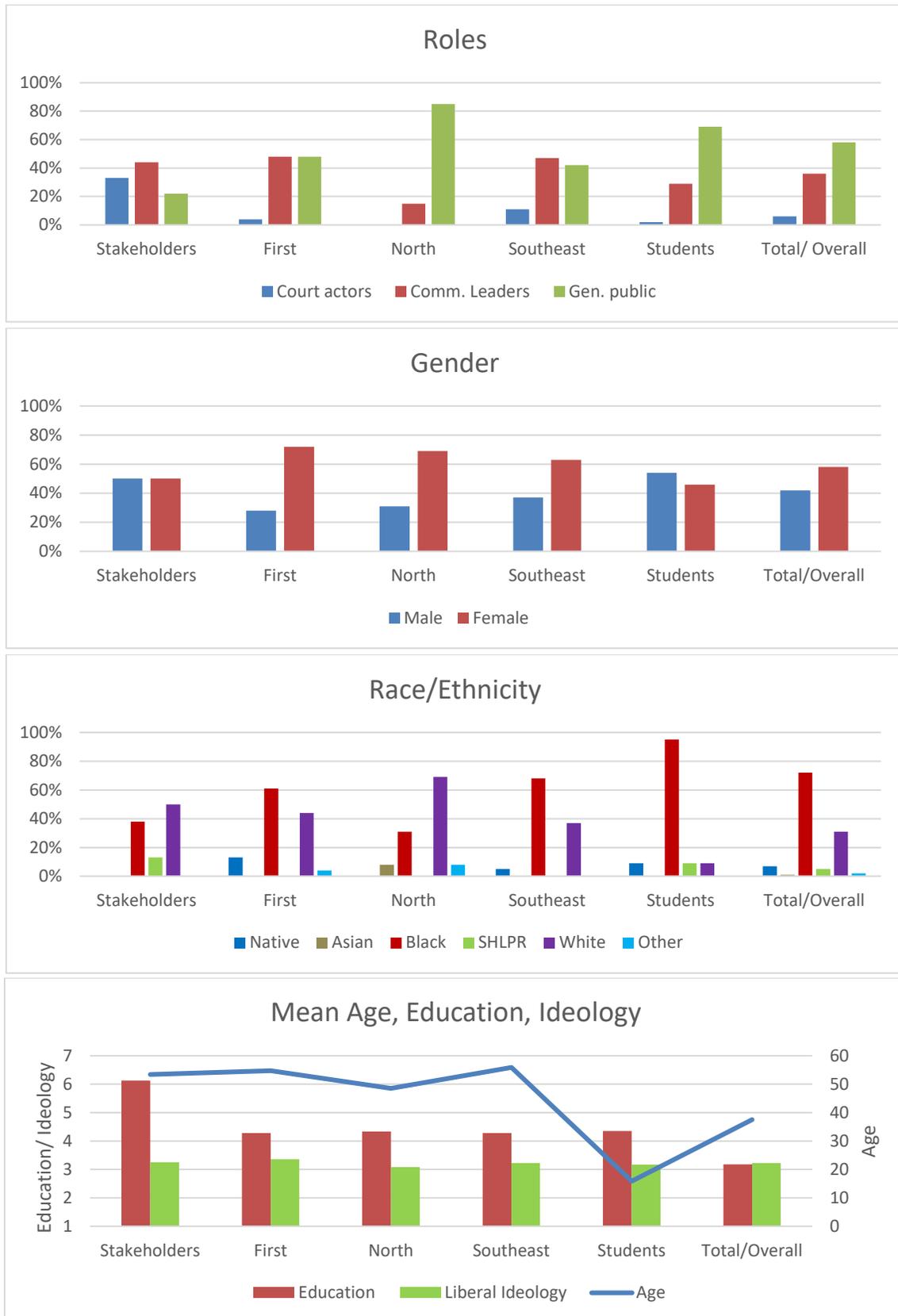
One key metric for success of engagements is the involvement of intended target populations, whether that be the involvement of a representative sample of the public, or a focus on specific demographics relevant to certain court processes, procedures or problems. To assess the level of involvement of the intended target population, characteristics of those in attendance were examined. Table 2 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.
Stakeholders	9	33%	44%	22%	53.38	16.70	30-75	6.13	1.46	3.25	.71
First North	25	4%	48%	48%	54.74	11.05	31-68	4.28	2.03	3.36	.70
Southwest	13	0%	15%	85%	48.54	20.33	16-72	4.33	2.19	3.08	.76
Students	19	11%	47%	42%	55.89	16.49	13-83	4.28	1.87	3.22	1.0
Total/Overall	49	2%	29%	69%	15.87	1.19	14-18	1.35	1.10	3.17	.95
Total/Overall	115	6%	36%	58%	37.53	22.12	13-83	3.18	2.30	3.22	.86
Engagement		Male	Female		Native	Asian	Black	H/PI	SHLPR	White	Other
Stakeholders	9	50%	50%		0%	0%	38%	0%	13%	50%	0%
First North	25	28%	72%		13%	0%	61%	0%	0%	44%	4%
Southwest	13	31%	69%		0%	8%	31%	0%	0%	69%	8%
Students	19	37%	63%		5%	0%	68%	0%	0%	37%	0%
Total/Overall	49	54%	46%		9%	0%	95%	0%	9%	9%	0%
Total/Overall	115	42%	58%		7%	1%	72%	0%	5%	31%	2%

Notes. Statistics based on 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. Two participants had a post survey but no pre survey and are not represented in reports involving pre-survey data. Demographics were asked on the pre survey only. Missing values for court actor question 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 3, Table 4, and Figure 2 provide descriptive statistics concerning participant prior experiences with the courts (any court). Note that Table 3 focuses on different types of experiences and Table 4 focuses on the count of total experiences. Table 5 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

All Respondents	Stakeholders	First	North	Southeast	Students	Total
Served on a jury	33.3%	40.0%	30.8%	55.6%	0%	24.5%
Defendant	22.2%	20.0%	7.7%	33.3%	11.1%	17.3%
Witness	11.1%	24.0%	23.1%	44.4%	4.4%	18.2%
Plaintiff	11.1%	20.0%	23.1%	22.2%	2.2%	12.7%
Juvenile justice	0%	24.0%	7.7%	33.3%	11.1%	16.4%
Probationer	11.1%	0%	15.4%	11.1%	6.7%	7.3%
Pub engagement	44.4%	20.0%	30.8%	50.0%	22.2%	29.1%
Other	33.3%	4.0%	0%	0%	2.2%	4.5%
Total N reporting	9	25	13	18	45	110
Range of count	0-4	0-6	0-4	0-5	0-2	0-6
Mean (SD)	1.67 (1.32)	1.52 (1.56)	1.38 (1.50)	2.5 (1.47)	0.60 (.78)	1.30 (1.40)
Excluding Court Actors	Stakeholders	First	North	Southeast	Students	Total
Served on a jury	33.3%	41.7%	30.8%	52.9%	0%	24.3%
Defendant	16.7%	20.8%	7.7%	37.5%	11.4%	17.5%
Witness	16.7%	25.0%	23.1%	43.8%	4.5%	18.4%
Plaintiff	16.7%	20.8%	23.1%	25.0%	2.3%	13.6%
Juvenile justice	0%	25.0%	7.7%	31.3%	11.4%	16.5%
Probationer	0%	0%	15.4%	6.3%	6.8%	5.8%
Pub engagement	33.3%	20.8%	30.8%	50.0%	22.7%	28.2%
Other	16.7%	4.2%	0%	0%	2.3%	2.9%
Total N reporting	6	24	13	16	44	103
Range of count	0-4	0-6	0-4	0-5	0-2	0-6
Mean (SD)	1.33 (1.51)	1.58 (1.56)	1.39 (1.50)	2.50 (1.46)	.61 (.78)	1.27 (1.39)

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

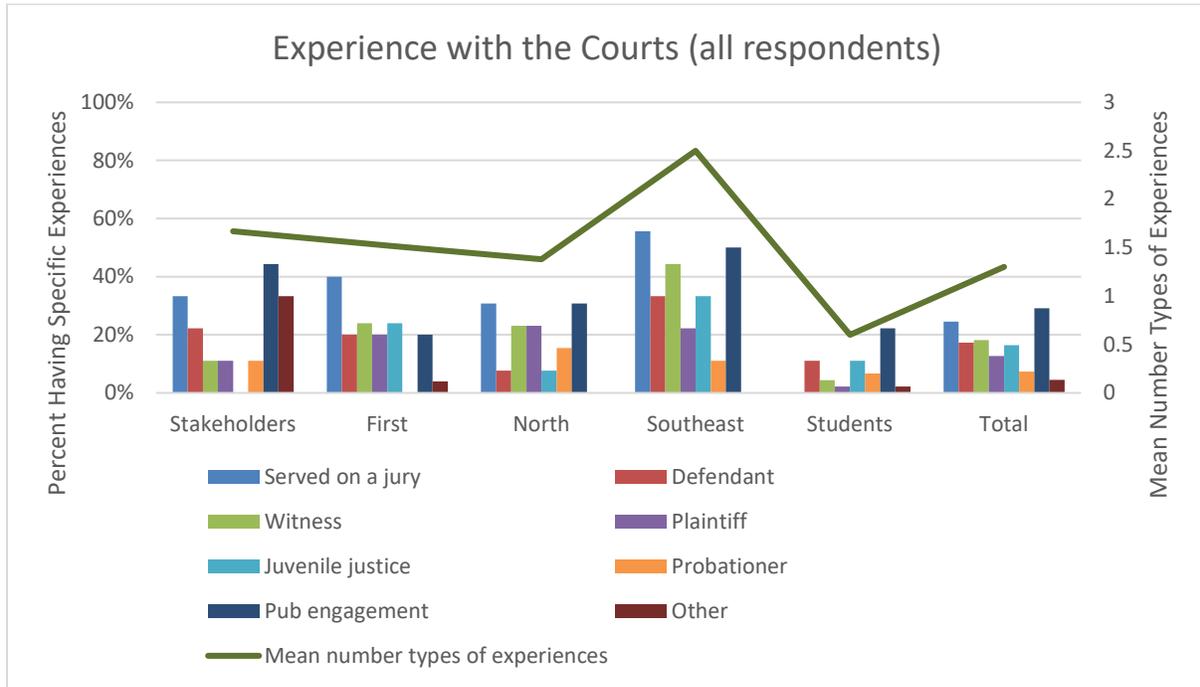


Table 4: Average Number of Total Self-reported Prior Experiences (Regardless of Type) with the Courts in the Last Five Years, by Engagement/Meeting and Role

Engagement	Court Actors			Comm. Leaders			Gen. Public			Total		
	M	SD	Range	M	SD	Range	M	SD	Range	M	SD	Range
Stakeholders	100	.00	100-100	28.75	48.02	0-100	1.0	1.41	0-2	39.63	50.24	0-100
First	0.00	--	--	2.33	2.84	0-8	.11	.33	0-1	1.32	2.36	0-8
North	--	--	--	.50	.71	0-1	.555	1.04	0-3	.54	.97	0-3
Southeast	55.0	63.64	10-100	6.11	9.47	0-25	1.43	2.15	0-6	9.72	23.63	0-100
Students	--	--	--	.167	.39	0-1	.452	.89	0-3	.37	.79	0-3
Total/Overall	62.0	52.15	0-100	5.15	16.54	0-100	.55	1.11	0-6	5.23	19.40	0-100

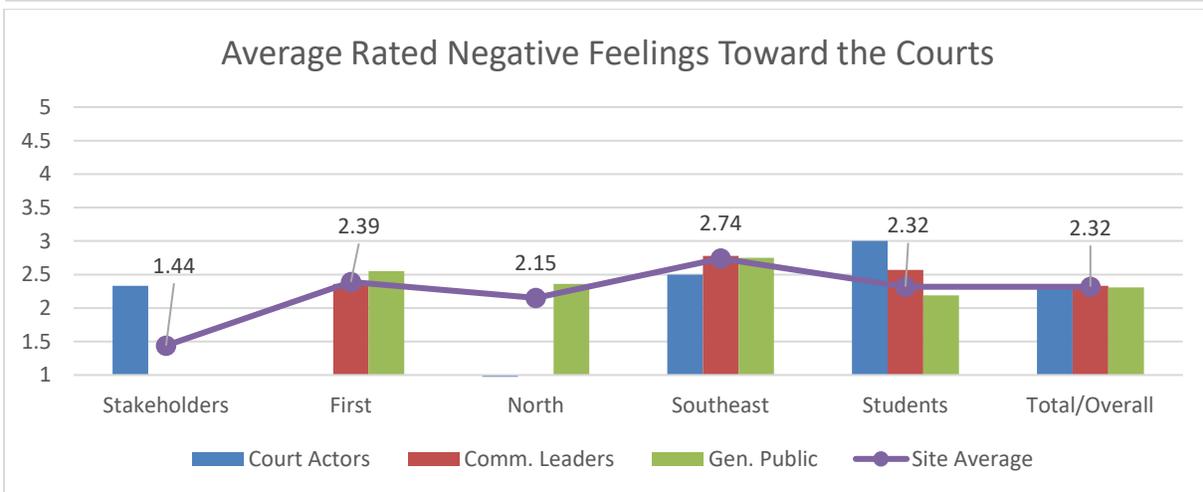
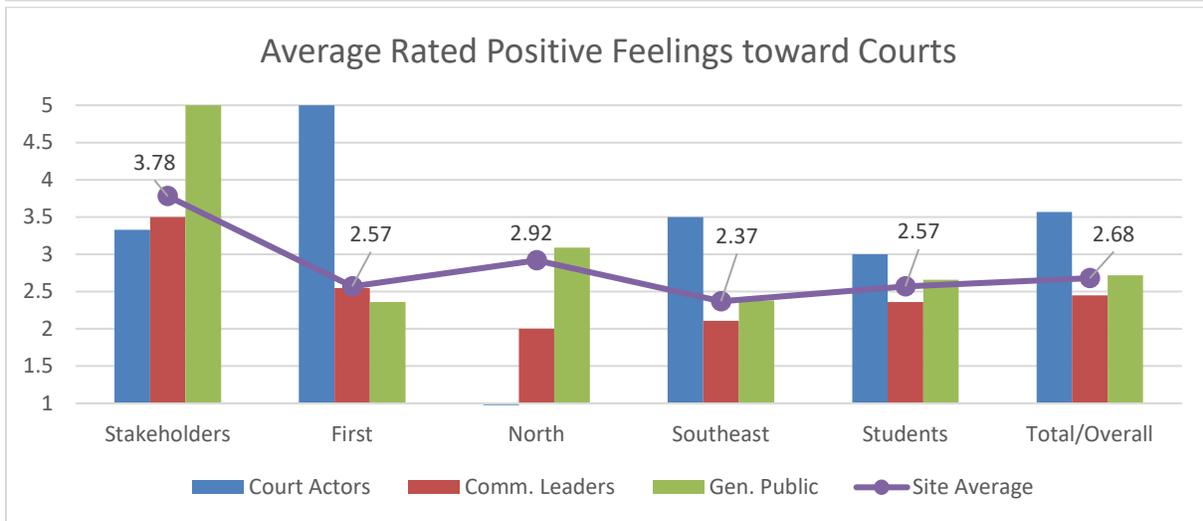
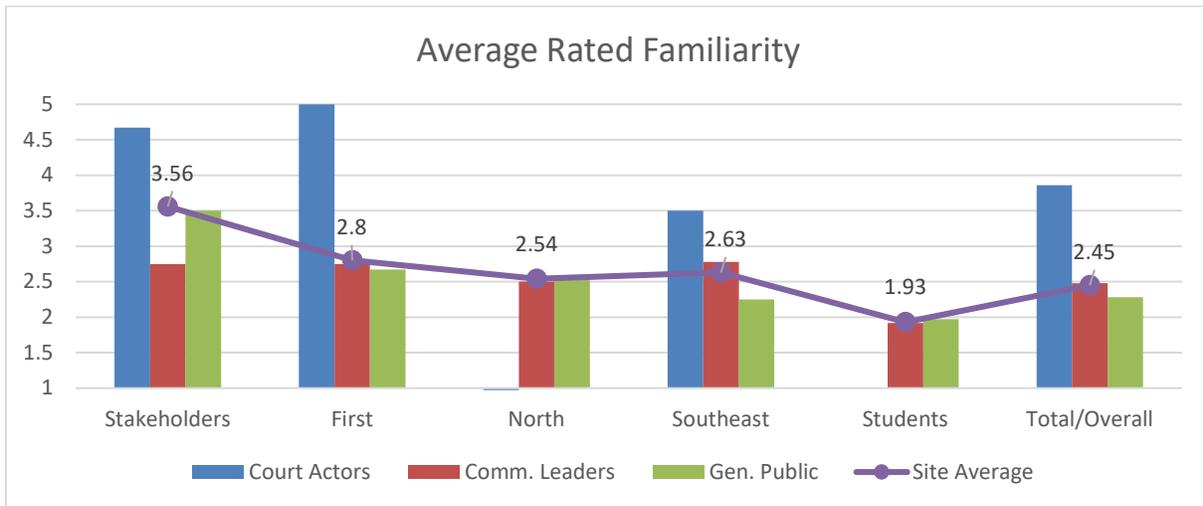
Notes. Total persons reporting were 104 respondents. Across all PEPP reports, the maximum allowed report for estimated numbers was 500. In cases where participants gave verbal replies instead of actual numbers, estimates were used (e.g., “daily” was given an estimate of the maximum, 500). Dashes indicate no cases or statistical calculation could not be performed.

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>												
Stakeholders	4.67	0.58	3	2.75	1.71	4	3.50	0.71	2	3.56	1.42	9
First	5.00	0.00	1	2.75	1.28	12	2.67	1.44	12	2.80	1.38	25
North	--	--	0	2.50	0.71	2	2.55	1.37	11	2.54	1.27	13
Southeast	3.50	0.71	2	2.78	1.56	9	2.25	1.58	8	2.63	1.50	19
Student	1.00	--	1	1.92	1.12	13	1.97	0.90	32	1.93	0.95	46
Total/Overall	3.86	1.46	7	2.48	1.32	40	2.28	1.21	65	2.45	1.31	112
<i>How positive do you feel about the [PEPP] Court(s)? 1=not at all, slightly, somewhat, very, 5=extremely</i>												
Stakeholders	3.33	0.58	3	3.50	1.00	4	5.00	0.00	2	3.78	0.97	9
First	5.00	--	1	2.55	1.13	11	2.36	1.03	11	2.57	1.16	23
North	--	--	0	2.00	1.41	2	3.09	1.04	11	2.92	1.12	13
Southeast	3.50	0.71	2	2.11	0.93	9	2.38	1.06	8	2.37	1.01	19
Student	3.00	--	1	2.36	0.93	14	2.66	0.75	32	2.57	0.80	47
Total/Overall	3.57	0.79	7	2.45	1.04	40	2.72	0.98	64	2.68	1.02	111
<i>How negative do you feel about the [PEPP] Court(s)? 1=not at all, slightly, somewhat, very, 5=extremely</i>												
Stakeholders	2.33	0.58	3	1.00	0.00	4	1.00	0.00	2	1.44	0.73	9
First	1.00	0.00	1	2.36	1.21	11	2.55	1.37	11	2.39	1.27	23
North	--	--	0	1.00	0.00	2	2.36	0.67	11	2.15	0.80	13
Southeast	2.50	0.71	2	2.78	1.09	9	2.75	1.17	8	2.74	1.05	19
Student	3.00	0.00	1	2.57	0.94	14	2.19	1.09	32	2.32	1.06	47
Total/Overall	2.29	0.76	7	2.33	1.12	40	2.31	1.10	64	2.32	1.08	111

Notes. [PEPP] was replaced with the name of the court or courts. Dashes indicate no cases or statistical calculation could not be performed.

Figure 3: Average Ratings of Familiarity and Feelings toward the Courts



Perceptions of the Qualities of the Engagement Processes

A number of 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, “Were any groups of people or viewpoints missing from today’s engagement?” followed by an open-ended question “What specific persons or groups should be invited to future engagements, who are not here today?” Results from these questions are presented in Table 6 and Table 7 and Figure 4.

Examination of these results suggest while all sites had a substantial number of participants indicating some persons or groups were missing, the respondents at the Southeast site were especially likely to indicate people were missing from the engagement.

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
First	0%	36%	36%	35%	23	Elderly	Elderly, Young adults,
North	--	50%	44%	45%	11	Young adults	Disabled
Southeast	100%	43%	67%	60%	15	Gay [community]	American Indians,
Students	0%	0%	16%	11%	45	Other languages	Hispanic/Latinos
Total/Overall	50%	25%	29%	29%	94		Law Enforcement, Mayor Judges, Attorneys, Court staff, Ex-Cons Teachers, School officials, Housing officials/advocates, Community organizations, Neighborhood groups

Notes. CtAct = court actors, ComL = community leaders, GenP = general public, Tot = total for row, site average, n = total number of respondents by site. Dashes indicate no cases or statistical calculation could not be performed. 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.

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

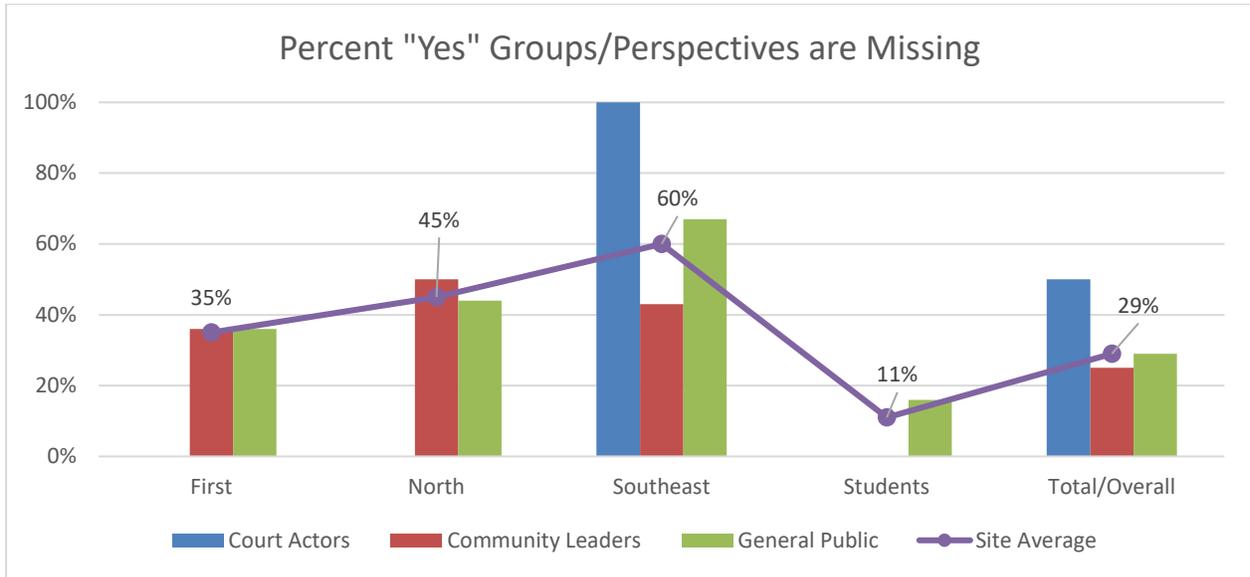


Table 7: Open-ended Responses to “What specific persons or groups should be invited to future engagements, who are not here today?”

	Court Actors	Community Leaders	General Public
First	<ul style="list-style-type: none"> • Gay [community] • Elderly 	<ul style="list-style-type: none"> • Disabled • Elderly • Poor who have had housing code issues getting them fixed • Public school/truancy officials • People with experience in the court system/examples of cases 	<ul style="list-style-type: none"> • Police detectives • Handicapped • American Indians • Mexicans • Former incarcerated [persons] • Shirley’s Kitchen Cabinet • Don’t know which ones were not here • Public housing relators/advocates • SAVE Inc. Section 8 Hold • Young adults ages 18-25
North		<ul style="list-style-type: none"> • N.N.I • Just need more residents 	<ul style="list-style-type: none"> • Police detectives • Gender, race [diversity] • Summons writers • Disabled • Non-English speaking • AHH • Housing • Street maintenance

	Court Actors	Community Leaders	General Public
Southeast	<ul style="list-style-type: none"> • Young adults • Other languages 	<ul style="list-style-type: none"> • Neighborhood groups • Any age group that would benefit from this who attended court • Ex cons • Steve Walker • Young people (18-25) • Other court employees • Young adults 	<ul style="list-style-type: none"> • Victims • Prosecutors • Defense Attorney • Judges could be interspersed at tables • My grandma
Students		<ul style="list-style-type: none"> • Aim for peace: Violence Prevention Program • People with more power in the court system • My father/brother • Members of the public • Probably the police department with their role with the court 	<ul style="list-style-type: none"> • Coy Jones • Different judges • Adults • Everybody • Teachers • The mayor • Enough people • More teens • attorneys

Notes. Open-ended responses are listed as written by (quoted from) respondents in random order. Some spelling errors were corrected to improve readability. Other changes/clarifications are enclosed in brackets.

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 8 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 reported in Table 8 and Figure 5.

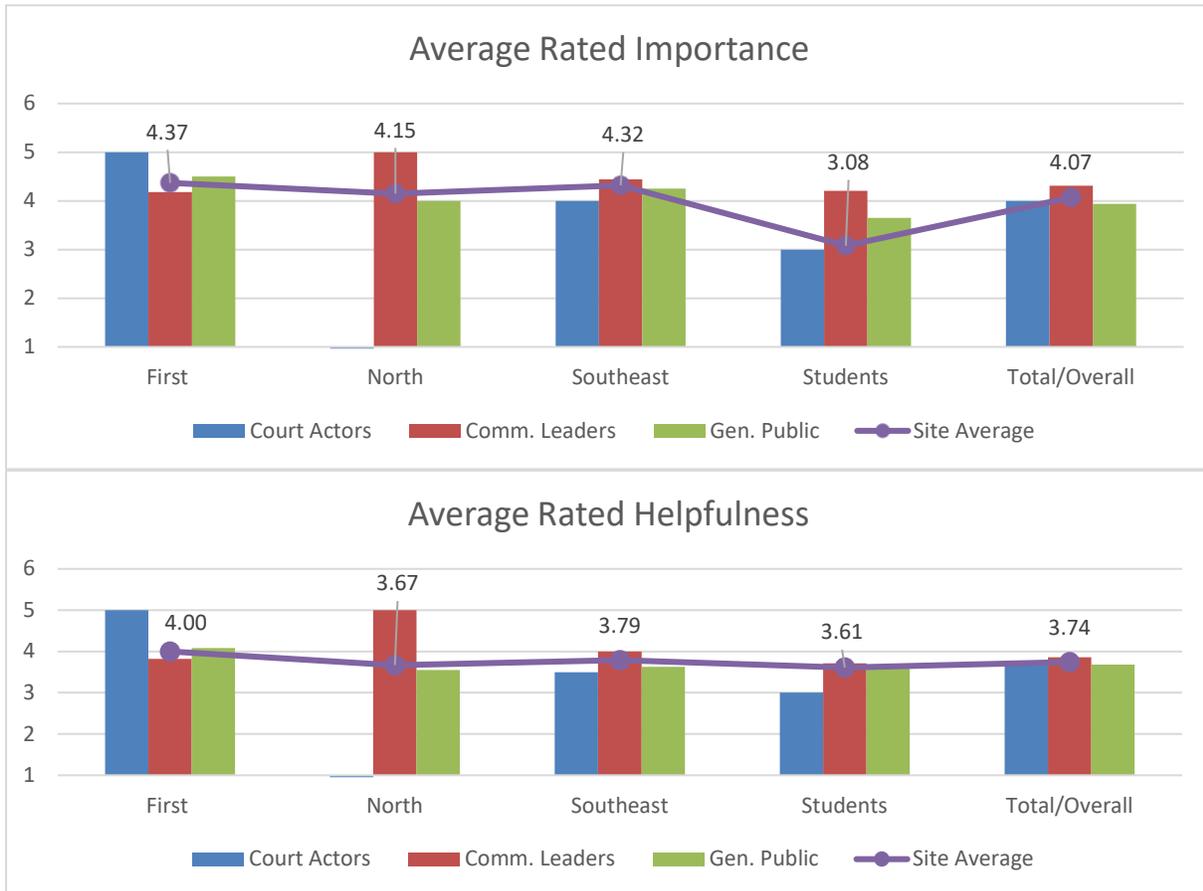
Examination of these results suggest the topics of the discussions were very important to those attending (overall mean = 4.07, falling between “very” and “extremely” important). On average, participants also perceived the engagement activities as “somewhat” to “very” helpful for problem-solving.

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>												
First	5.00	--	1	4.18	0.87	11	4.50	0.67	12	4.37	0.77	24
North	--	--	0	5.00	0.00	2	4.00	0.78	11	4.15	0.80	13
Southeast	4.00	0.00	2	4.44	0.53	9	4.25	1.39	8	4.32	0.95	19
Students	3.00	--	1	4.21	0.58	14	3.65	0.73	34	3.08	0.74	49
Total/Overall	4.00	0.82	4	4.31	0.67	36	3.94	0.88	65	4.07	0.82	105
<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>												
First	5.00	--	1	3.82	0.98	11	4.08	0.67	12	4.00	0.83	24
North	--	--	0	5.00	--	1	3.55	0.82	11	3.67	0.89	12
Southeast	3.50	0.71	2	4.00	1.50	9	3.63	1.30	8	3.79	1.32	19
Students	3.00	--	1	3.71	1.07	14	3.59	0.78	34	3.61	0.86	49
Total/Overall	3.75	0.96	4	3.86	1.14	35	3.68	0.85	65	3.74	0.96	104

Notes. Items were administered on the post survey only. Dashes indicate no cases or statistical calculation could not be performed.

Figure 5: Average Rated Importance and Helpfulness



Use of discussion during engagement. A number of 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 9 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 9 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 some relevant views/perspectives. Results are presented in Table 9 and Figure 6.

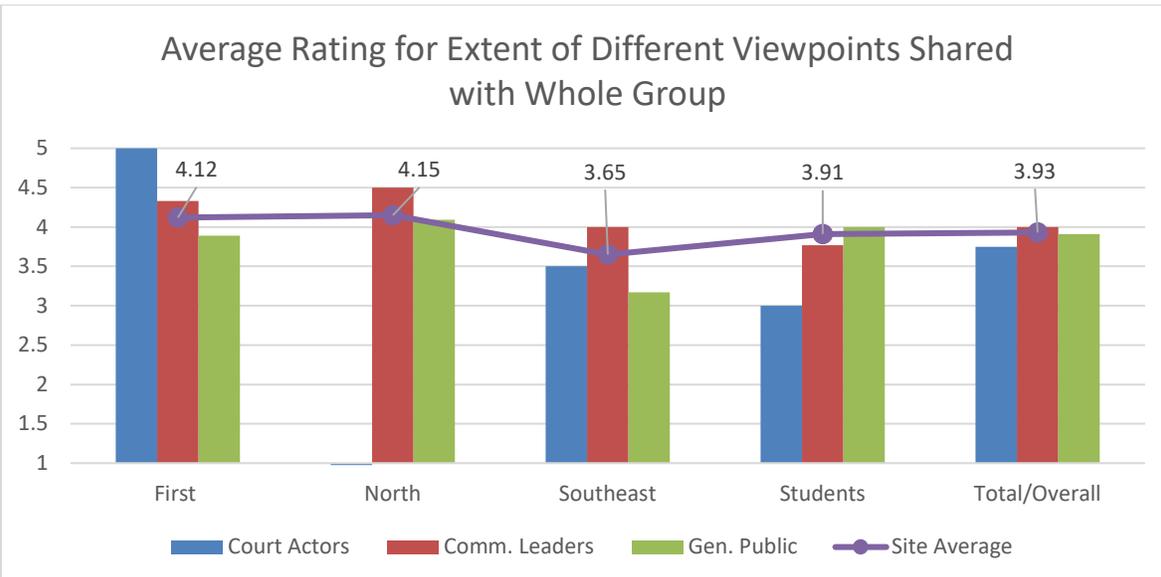
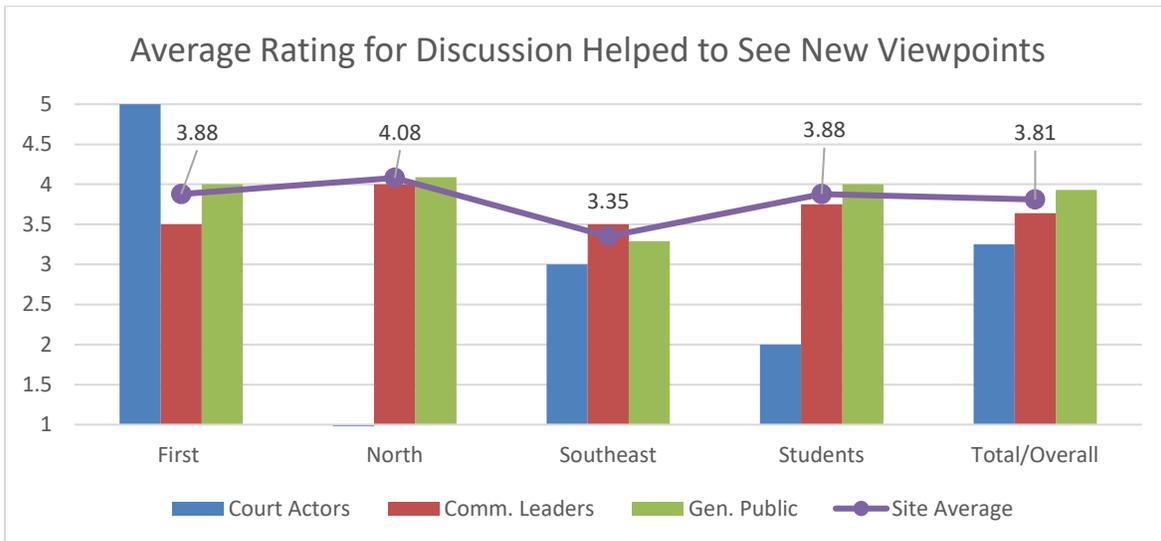
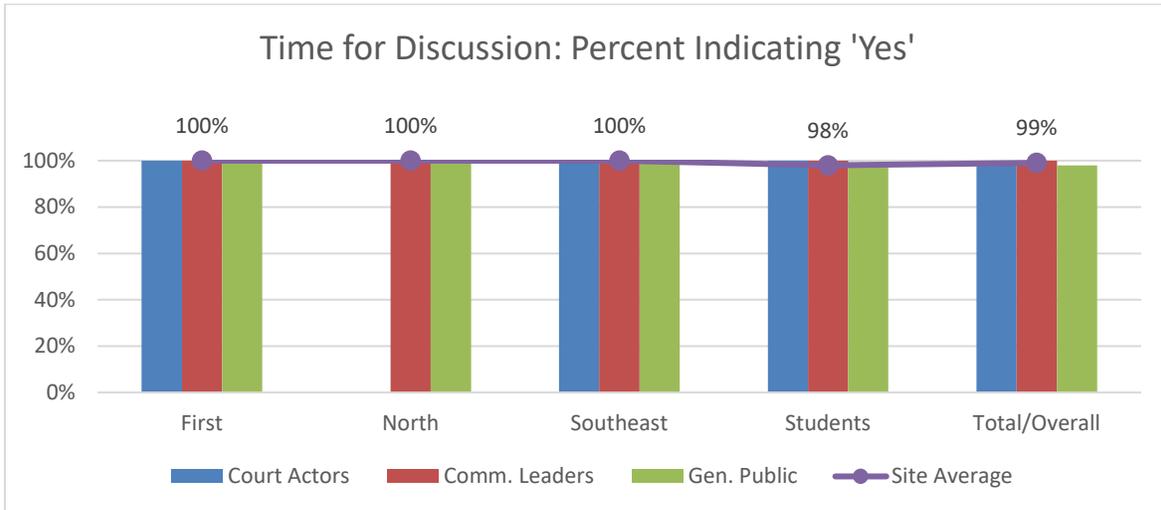
Examination of these results suggest almost all participants felt there was time for discussion at the engagement events, and the discussions tended to help people see new viewpoints, on average, between "some" and "quite a bit" (range of averages across sites was 3.35 to 4.08). Slightly higher moderately positive ratings were given for the question about how many different viewpoints were expressed (range of averages across sites was 3.65 to 4.15, corresponding to ratings of "many" perspectives having been shared).

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

Question	Court Actors			Comm. Leaders			Gen. Public			Total		
	M	SD	n	M	SD	n	M	SD	n	M	SD	n
<i>Was there time for discussion during the engagement activities?</i> 1 = yes, 0 = no												
First	100%	0.00	1	100%	0.00	6	100%	0.00	9	100%	0.00	16
North	--	--	0	100%	0.00	2	100%	0.00	11	100%	0.00	13
Southeast	100%	0.00	2	100%	0.00	8	100%	0.00	6	100%	0.00	16
Students	100%	0.00	1	100%	0.00	12	97%	0.18	30	98%	0.15	43
Total/Overall	100%	0.00	4	100%	0.00	28	98%	0.13	56	99%	0.11	88
<i>How much did the discussion help you see new viewpoints?</i> 1 = not at all, 2 = a little, 3 = some, 4 = quite a bit, and 5 = a great deal.												
First	5.00	--	1	3.50	1.05	6	4.00	1.00	9	3.88	1.03	16
North	--	--	0	4.00	0.00	2	4.09	0.70	11	4.08	0.64	13
Southeast	3.00	0.00	2	3.50	1.41	8	3.29	1.38	7	3.35	1.27	17
Students	2.00	0.00	1	3.75	1.22	12	4.00	0.76	29	3.88	0.94	42
Total/Overall	3.25	1.26	4	3.64	1.16	28	3.93	0.89	56	3.81	1.00	88
<i>How many different viewpoints were expressed in front of the whole group?</i> 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 of the relevant views/perspectives.												
First	5.00	--	1	4.33	0.52	6	3.89	1.05	9	4.12	0.86	16
North	--	--	0	4.50	0.71	2	4.09	0.94	11	4.15	0.90	13
Southeast	3.50	0.71	2	4.00	0.71	9	3.17	1.72	6	3.65	1.17	17
Students	3.00	--	1	3.77	0.93	13	4.00	0.82	31	3.91	0.85	45
Total/Overall	3.75	0.96	4	4.00	0.79	30	3.91	1.01	57	3.93	0.93	91

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.

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 10 and Figure 7.

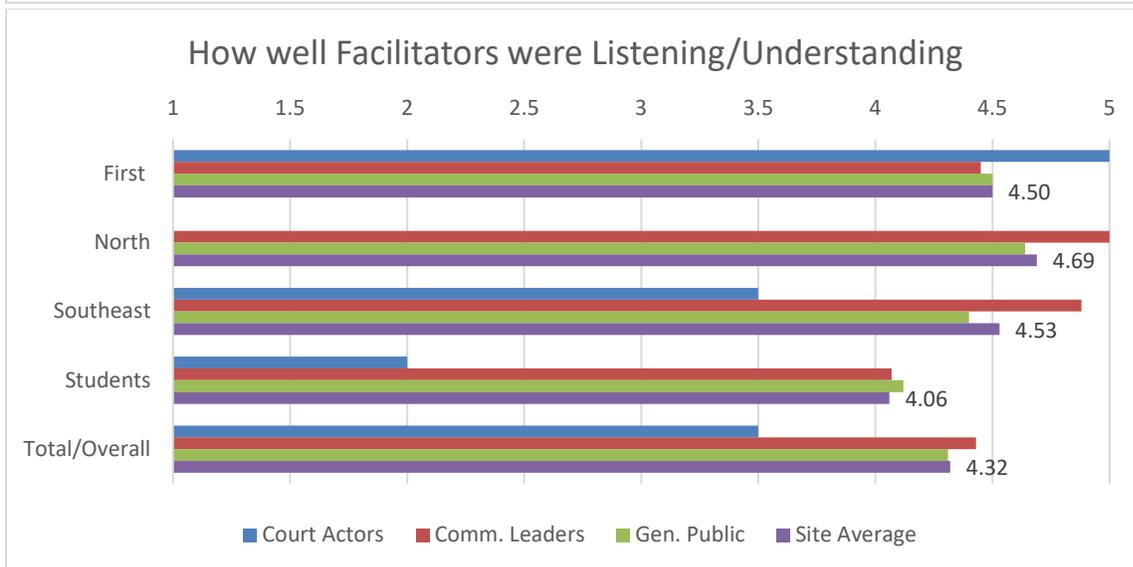
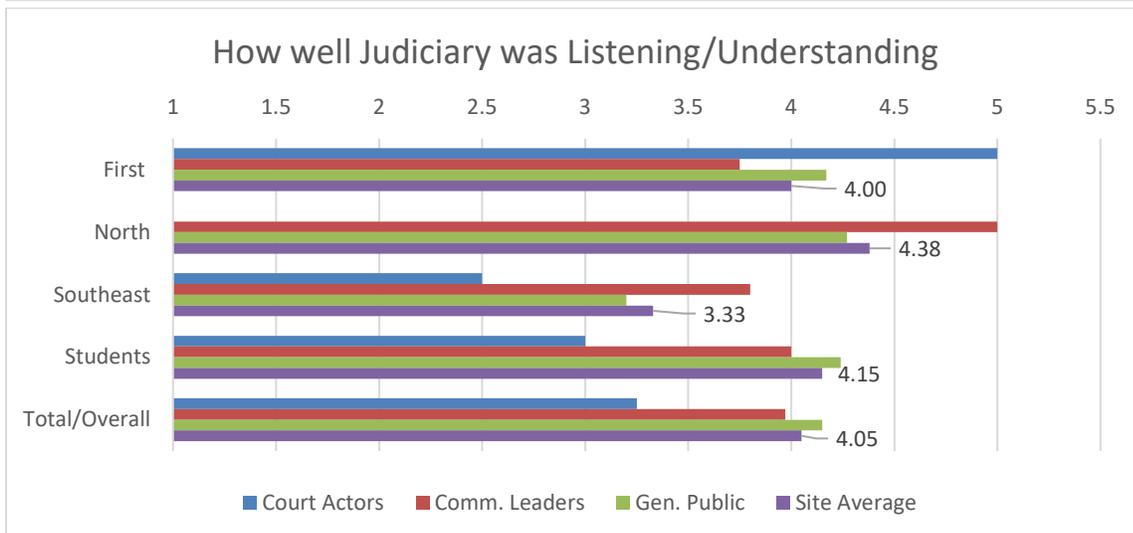
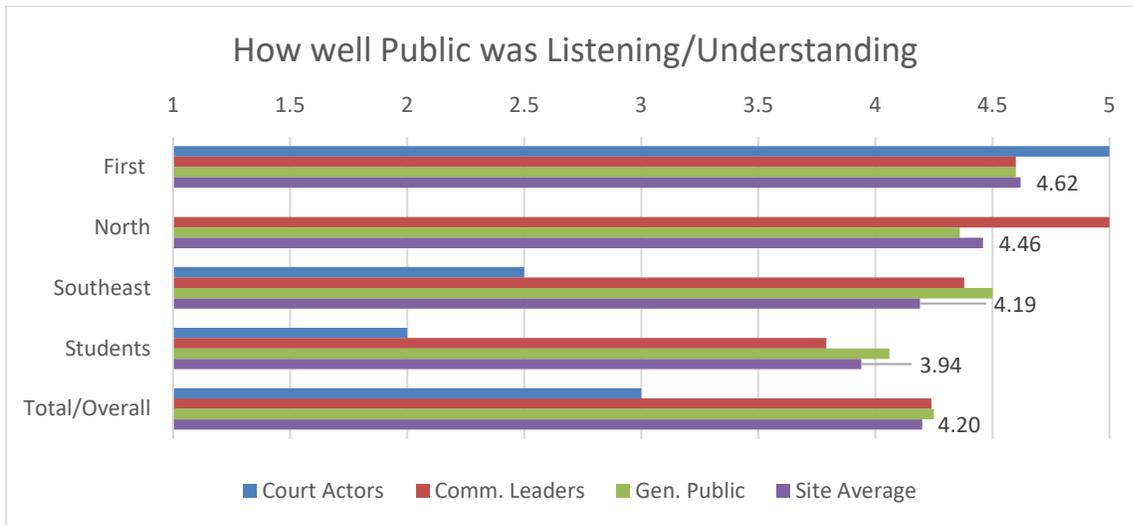
Results suggest high ratings of listening/understanding for all groups. The facilitators were generally rated as listening and understanding to a greater extent than the public and court staff. Court actors were more likely to rate all groups as being less engaged in listening and understanding (e.g., court actors’ average rating of facilitators was 3.50; while the public and stakeholders’ ratings were above 4). The Southeast group, on average, rated judges and court staff lower in listening and understanding (average 3.33, compared to ratings above 4.0 for other sites). The North group gave the highest average ratings for each group (average ratings were for the public (4.46), court staff (4.38) and facilitators (4.69)).

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

<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>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>												
<i>Members of the public</i>												
First	5.00	--	1	4.60	0.52	10	4.60	0.70	10	4.62	0.59	21
North	--	--	0	5.00	0.00	2	4.36	.51	11	4.46	0.52	13
Southeast	2.50	0.71	2	4.38	0.74	8	4.50	0.55	6	4.19	0.91	16
Students	2.00	--	1	3.79	0.70	14	4.06	1.05	32	3.94	0.99	47
Total/Overall	3.00	1.41	4	4.24	0.74	34	4.25	0.88	59	4.20	0.89	97
<i>Judges and court staff</i>												
First	5.00	--	1	3.75	1.04	8	4.17	0.98	6	4.00	1.00	15
North	--	--	0	5.00	0.00	2	4.27	0.79	11	4.38	0.77	13
Southeast	2.50	0.71	2	3.80	0.84	5	3.20	1.48	5	3.33	1.16	12
Students	3.00	--	1	4.00	0.88	14	4.24	0.97	33	4.15	0.95	48
Total/Overall	3.25	1.26	4	3.97	0.91	29	4.15	1.01	55	4.05	0.99	88
<i>The facilitators of the discussion</i>												
First	5.00	--	1	4.45	0.69	11	4.50	0.85	10	4.50	0.74	22
North	--	--	0	5.00	0.00	2	4.64	0.51	11	4.69	0.48	13
Southeast	3.50	0.71	2	4.88	0.35	8	4.40	0.55	5	4.53	0.64	15
Students	2.00	--	1	4.07	0.92	14	4.12	0.93	33	4.06	0.95	48
Total/Overall	3.50	1.29	4	4.43	0.78	35	4.31	0.84	59	4.32	0.85	98

Notes. Items were administered on the post survey only. Dashes indicate no cases or statistical calculation could not be performed.

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:

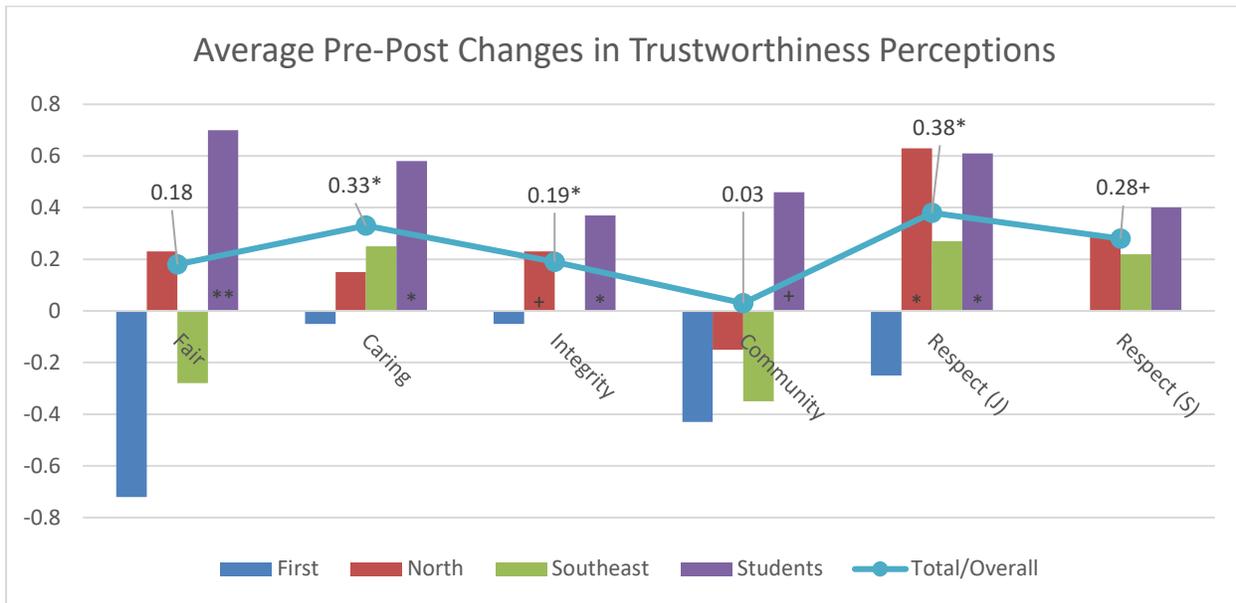
- **Fair:** How fair or unfair do [courts in your area] treat people of different races, genders, ages, wealth, or other characteristics? (1= very unfair, somewhat unfair, slightly unfair, neutral: neither fair nor unfair, slightly fair, somewhat fair 7 = very fair)
- **Caring:** How much do you feel 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:** 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 Changes on Trustworthiness Items

	<u>First</u>			<u>North</u>			<u>Southeast</u>			<u>Students</u>			<u>Total/Overall</u>		
	n	Pre	Chg	n	Pre	Chg	n	Pre	Chg	n	Pre	Chg	n	Pre	Chg
Fair*	18	3.94	-.72	13	4.62	.23	18	3.67	-.28	46	3.54	.70	95	3.79	+.18
Caring	19	2.89	-.05	13	3.38	.15	16	2.50	.25	45	2.71	.58	93	2.81	+.33
Integrity	20	3.05	-.05	13	3.46	.23	18	3.11	.00	43	3.09	.37	94	3.14	+.19
Community	21	3.57	-.43	13	4.00	-.15	17	3.76	-.35	44	2.91	.46	95	3.36	+.03
Respect (J)	12	3.58	-.25	8	3.63	.63	11	3.18	.27	31	3.16	.61	62	3.31	+.38
Respect (S)	11	3.18	.00	7	3.43	.29	9	2.33	.22	30	3.13	.40	57	3.05	+.28

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 paired observations, pre = mean prior to the engagement, chg = change from pre-mean to post-mean. Items were administered on the pre and post survey; only persons completing both pre and post items are included in these descriptive statistics. Green shaded cells reflect a desired change (increases in trustworthiness perceptions). Orange shaded cells reflect undesirable change (decreases in trustworthiness perceptions). For statistical significance see Figure 8.

Figure 8: Pre-Post Changes in Trustworthiness Items by Engagement Site



Notes. +p < .10, *p < .05, **p < .01 significant pre-post change. Symbols inside bars refer to significance of that specific change. Numeric values/labels refer to the overall mean change across sites.

The results of the pre-post comparisons on the trustworthiness variables were positive overall (although not for each individual case) as shown in the rightmost columns of Table 11 and the blue line shown in Figure 8. Those from the First group were more likely to report a negative change in pre-post comparisons. Students, on average, reported highest positive change among groups in pre-post comparisons.

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.

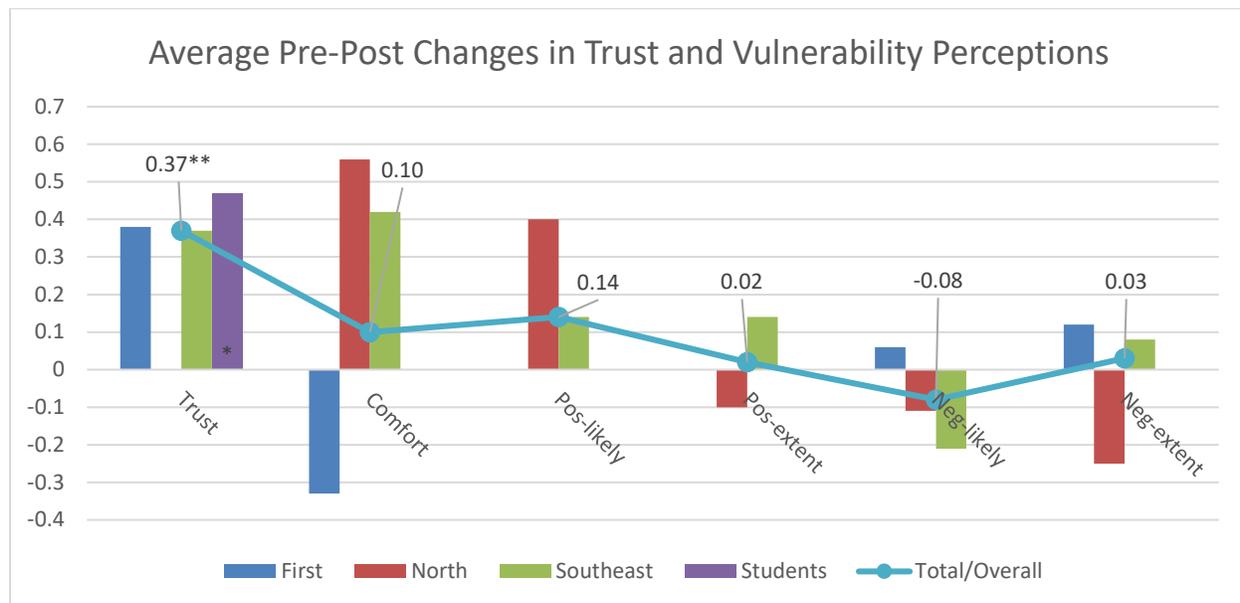
While only two results were “statistically significant” (the overall increase in trust, and the specific increase in trust among students), the results in Table 12 and in Figure 9 suggest most of the changes overall, from before to after the engagements, were positive. The trend was for participants to increase in trust, comfort, and rated likelihood and extent of positive impacts of the courts on their communities. However, there were exceptions (e.g., the decrease in comfort observed for First). There was also evidence suggesting that participants in the First and Southeast groups became more aware of the negative impacts that the courts can have, because some of the ratings of likelihood and/or extent of the negative effects increased.

Table 12: Pre-Post Changes in Ratings Pertaining to Trust and Vulnerability

	<u>First</u>			<u>North</u>			<u>Southeast</u>			<u>Students</u>			<u>Total/Overall</u>		
	n	Pre	Chg	n	Pre	Chg	n	Pre	Chg	n	Pre	Chg	n	Pre	Chg
Trust*	21	3.95	.38	13	4.77	.00	19	4.11	.37	45	4.11	.47	98	4.16	+.37
										n	Post	Chg			
Comfort*	18	4.72	-.33	9	4.56	.56	12	3.92	.42	44	4.73	--	39	4.44	+.10
Pos-likely	19	3.05	.00	10	3.00	.40	14	3.00	.14	46	3.26	--	43	3.02	+.14
Pos-extent	18	3.61	.00	10	3.90	-.10	14	3.64	.14	47	3.26	--	42	3.69	+.02
Neg-likely	17	2.76	.06	9	3.25	-.11	14	3.14	-.21	47	2.77	--	40	2.85	-.08
Neg-extent	17	3.47	.12	8	3.50	-.25	13	3.54	.08	47	3.21	--	38	3.50	+.03

Notes. *The items for trust and comfort were accompanied by a 7-point scale. All other items were accompanied by a 5-point scale. Items were administered on the pre and post survey for each group *except* students who only received some items at post. n = number of paired observations, pre = mean prior to the engagement, chg = change from pre-mean to post-mean. Dashes indicate no cases or statistical calculation could not be performed. Only persons completing both pre and post items are included in these descriptive statistics, except for the students whose post means are reported. Green shades reflect a desired change (e.g., increase in trust and positive perceptions or decrease in negative perceptions). Orange shades reflect undesirable change. For statistical significance see Figure 9.

Figure 9: Pre-Post Changes in Trust Items by Engagement Site



Notes. +p < .10, *p < .05, **p < .01 significant pre-post change. Symbols inside bars refer to significance of that specific change. Numeric values/labels refer to the overall mean change across sites.

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 that you care most about.

The answers offered in response to the open-ended questions are listed in Table 13 and Table 14 so that they are accessible for further analyses.

Table 13: Potential Positive Impacts of the Courts²

Positive Impacts (pre)
1. Creating welcoming environments
2. Greeters
3. Assistance to navigate

² “Don’t know,” “Unsure,” and “No” responses were removed from the list. A number in parenthesis indicates how many times an answer was given.

4. A venue to address harm
5. Balanced economic. Less disparity/closing gaps
6. Care to special populations—seniors, mentally ill
7. Caring
8. Changing lives, build respect
9. Courts are positive because they help increase safety in our community
10. Divert offenders from incarceration; 2nd chance
11. Drug court programs
12. Education. Employment
13. Equal sentences for same crime
14. Events which give community members opportunities to engage. Like these!!
15. Everything
16. Fairness and integrity to all
17. Getting criminals off the street
18. Good Samaritan reward system
19. Help keep community safe. Help get someone who stays back on track
20. If they would put harder fines on drunk drivers and people without car insurance. If jail was more punitive -> had less benefits so it's real punishment
21. If you go to court 9/10 you won't go to jail
22. Information getting address correct (what happened to me—somebody gave my address. Came to me—sent back. Came to me—sent back, several times
23. Inspiring and challenging defendants to become better
24. Learn lessons
25. Less jail and fines for non-violent offenders
26. Moral
27. Promote safety
28. Protecting all communities
29. Protecting families
30. Provide a detention which will help prevent crimes
31. Reduce crime connect defendants with treatment
32. Reduction in repeat crime. Support of law enforcement
33. Rehabilitation through probation, access to services, justice for victims
34. Reinforce laws. Justice
35. Some people need to be in court
36. Somewhat
37. Successful resolution of neighborhood disputes
38. The people need to be informed about their rights
39. The treatment of minority individuals treatment through any municipal court process
40. There is information
41. They assign community service to help the neighborhoods and not for profits
42. They can keep some type of order
43. They help you stay and obey the law
44. They keep people in line
45. They try to do what they can because state of MO was there (unintelligible) the fines
46. Time to pay fines; alternatives to incarceration
47. Trust
48. Veteran's court. Truancy court.

Positive Impacts (post)

49. (inaudible) for the non-violent
50. Ability to come as you please. Open to everybody
51. Address agreed upon laws our community has decided
52. Allow process
53. Balance of justice
54. Bettering one's self, correcting offenses
55. By keeping worse guys off the streets. Another reason why court have positive effects on community given us a honestly trial
56. Challenges people to be better. Have credible referrals
57. Change some people's opinions and bad actions
58. Cleaning up municipal court
59. Cleanness, safer, better jobs

60. Community workers
61. Court fund for housing violations
62. Fair trials
63. Fairness
64. Fairness
65. Fairness. Equality
66. For those to learn about the rules, policies, and procedures of the courts
67. Getting cases done by being fair
68. Getting drunk drivers off the streets. Giving veterans (possibly with PTSD) a separate court. Need an elderly/disabled court
69. Giving second chances helping the community
70. Having criminal help with community projects
71. Helping neighbors fix problem properties rather than punitively fixing them by using resources less wisely
72. Helping people set to the right resources
73. How work how (unintelligible) work how case work
74. I like it
75. Increased awareness
76. Justice (3)
77. Keep communicating
78. Keep is safe. Know our rights.
79. Keep things in line
80. Kids get a chance to go to Job Corps to finish school
81. More fairness for my people
82. Not going to jail
83. One positive effect I guess is the community can get safer and victims can get justice on whatever went down.
84. Order. Help offenders do better
85. People get the time
86. Puts away bad people. Helps make a better/safer community.
87. Putting criminals away
88. Race relations and interactions as a whole A-Z
89. Resolve disputes
90. Safer community
91. Safety and reassurance
92. Someone that got treated fairly
93. Somewhat justice
94. Taking bad drivers off of our roads
95. The court gives chances to victims in trials
96. They are fair
97. They can cause people to obey the laws
98. They can take bad people out of the community
99. They help you help yourself if you participate
100. They keep order in our community.
101. They sometimes put people in jail when they do wrong
102. To enforce laws and give consequences
103. To help people understand the importance of keeping the court appearances
104. Treat people fairly. Inform individuals of their options
105. Violence prevention

Table 14: Potential Negative Impacts of the Courts³

Negative Impacts (pre)
1. Bail - undue burdens
2. Bias

³ “Don’t know,” “Unsure,” and “No” responses were removed from the list. A number in parenthesis indicates how many times an answer was given.

3. Bias or indifference
4. Bias-unintentional
5. Bias. Handicapped, mentally especially. Threats of warrants-
6. Break apart families. Job loss
7. Criminalizing poor and not actually addressing the cause of the harm
8. Do not put criminal away for a long time
9. Excessive fines, poor outreach
10. Exclusive representation, i.e., based on affordability, language barriers, limited legal counsel
11. Fear of police, court system
12. Fees/fines especially for poor defendants
13. Fit the fine on the ability to pay. Perhaps community service
14. Great disparity, injustice
15. Handling traffic violations
16. Hatred
17. I have neighbors that had to go to court from house issues they financially cannot afford to repair. No help from court. Just fines, so worse to save and fix.
18. If people don't think the court system is fair, they will not trust it
19. Lack of consequence for the offender resulting in repeat offences
20. Law breakers know they can get by with it. They become demobilized.
21. Losing your job because you can't pay a warrant, going to jail
22. Negative effects on family members that may become incarcerated
23. Not being fair
24. Not enough enforcement
25. Not holding all accountable to the right level
26. Not reaching out and helping our offenders
27. People lose their jobs. Loosing children
28. People of color know jail time is expected and longer than others
29. Perhaps too regimented. Perhaps racial bias. Perhaps more interested in a "win" than justice.
30. Perpetuation of institutional racism and systematic violence
31. Race relations (2)
32. Racial bias of justice system encumbering low-income ppl w/ fees
33. Racism/bias/negativity of [unintelligible]
34. See 13
35. Some judges very uncaring and rude
36. Sometimes they let criminals go. They just do what they did before
37. The criminal Justice system
38. The incarceration capacity of black males. The impact on families and children.
39. The people need to be informed about their rights
40. They have no control over the community service areas and some people have been disrespected (abuse?) by location/staff assigned to.
41. Treating everyone the same
42. Unfairness, assuming guilty before proven innocent
43. victims/witnesses not being taken into account in the case processes
44. When you lock people up for small offenses, you have no room for the more major offenses

Negative Impacts (post)

45. Anger or distrust towards the courts
46. Being allowed to go to the courts
47. Being unfair
48. Breaking up families. Job loss
49. Builders that own multiple vacant properties that do not keep them up and "show progress" spare not fined as a resident would be al
50. Childcare. People losing jobs
51. Communication
52. Community not working with our courts
53. Concerns not actually being addressed
54. Courts can be more punitive than assistive--exception being mental health court. Need to change to being more helpful than hurtful
55. Danger, murders, riots
56. Educate people about the process

57. False evidence
58. Fines and jail time for the non-violent
59. Fines are not the answer
60. For those to learn about the rules, policies, and procedures of the courts
61. Further injustice
62. Going to jail
63. Having to pay for things. Making decisions without evidence
64. How black and brown people are treated
65. If someone didn't do the crime but it was in your court and somebody else drove it.
66. If they let people get by with something, we all know it. Everyone thinks they can do it too
67. Incarceration of black males
68. Injustice
69. Innocent people guilty
70. It can if they keep doing good things
71. Lack of true consequences
72. Lack of understanding from the defendant
73. Let criminals out
74. Letting criminals go
75. Main reason is no trust
76. May be unfair. Not being able to speak
77. Minority treatment in court
78. Not enough justice
79. Not trusting the court, feeling distance from the court
80. People not getting justice they deserve
81. People would go to jail. People will have things on their records
82. Perhaps more interested in a "win" rather than justice. Racial/poor bias--need extra help-- and that is difficult
83. Power unbalanced. Discrimination. Harm those affected that [unintelligible] cause further issues like financial, job availability
84. Racism (3)
85. Racism. Unfair treatment of mentally ill
86. Relationships with community of black/brown (unintelligible) and communication
87. Scared-ness, unfairness, police brutality
88. Scaring people about the court process
89. Sending the wrong people to jail
90. Someone that's not being treated with respect
91. The judges dismissing victims without evidence
92. The negative effects are that they let people go when they need to be in jail
93. They can make people hate they system which could result into bad things
94. Time being wasted
95. Too intense on hard to maneuver
96. Unfair treatment
97. Unfairness
98. Whenever certain people go to jail, those close to them get angry and start to hate all people.
99. Wrong person put away. Distrust. Fear. Racism/stereotypes
100. Wrongful accusations. Race biased issues.

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 five-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 five-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?

Results shown in Table 15, 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.

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
How satisfied or unsatisfied were you with the engagement activities? 1 = very dissatisfied, 2 = dissatisfied, 3 = neither satisfied nor dissatisfied, 4 = satisfied, 5 = very satisfied												
First	5.00	--	1	4.27	0.79	11	4.42	0.90	12	4.37	0.82	24
North	--	--	0	4.00	0.00	2	4.36	0.51	11	4.31	0.48	13
Southeast	3.50	0.71	2	4.33	1.12	9	3.75	1.28	8	4.00	1.16	19
Students	2.00	--	1	4.07	0.62	14	3.94	0.81	34	3.94	0.80	49
Total/Overall	3.50	1.29	4	4.19	0.79	36	4.08	0.87	65	4.10	0.86	105
During the engagement activities, to what degree, if any, did your knowledge of the [courts in your area] increase? 1 = not at all, it stayed the same, 2 = slightly increased, 3 = somewhat increased, 4 = increased quite a bit, 5 = increased a great deal.												
First	4.00	--	1	2.83	1.17	6	3.67	0.71	9	3.38	0.96	16
North	--	--	0	4.50	0.71	2	3.91	0.83	11	4.00	0.82	13
Southeast	2.00	0.00	2	3.67	1.50	9	3.33	1.37	6	3.35	1.41	17
Students	3.00	--	1	3.69	1.18	13	3.59	0.91	32	3.61	0.98	46
Total/Overall	2.75	0.96	4	3.57	1.28	30	3.64	0.91	58	3.58	1.05	92
Question	Court Actors		Comm. Leaders		Gen. Public		Site Average					
	%	n	%	n	%	n	%	n				
Would you be willing to invite people you know to do a very short survey? Percent answering indicating yes												
First	--	0	75%	8	57%	7	67%	15				
North	--	0	100%	1	70%	10	73%	11				
Southeast	0%	1	89%	9	83%	9	81%	16				
Students	0%	1	69%	13	56%	27	59%	41				
Total/Overall	0%	2	77%	31	62%	50	66%	83				
May the evaluation team contact you again later about your opinions? Percent answering indicating yes												
First	--	0	78%	9	63%	8	71%	17				
North	--	0	100%	1	90%	10	91%	11				
Southeast	100%	1	89%	9	83%	6	87%	16				
Students	0%	1	77%	13	71%	28	71%	42				
Total/Overall	50%	2	81%	32	75%	52	77%	86				

Notes. Items were administered on the post survey only. Dashes indicate no cases or statistical calculation could not be performed.

Figure 10: Satisfaction Levels and Knowledge Increases

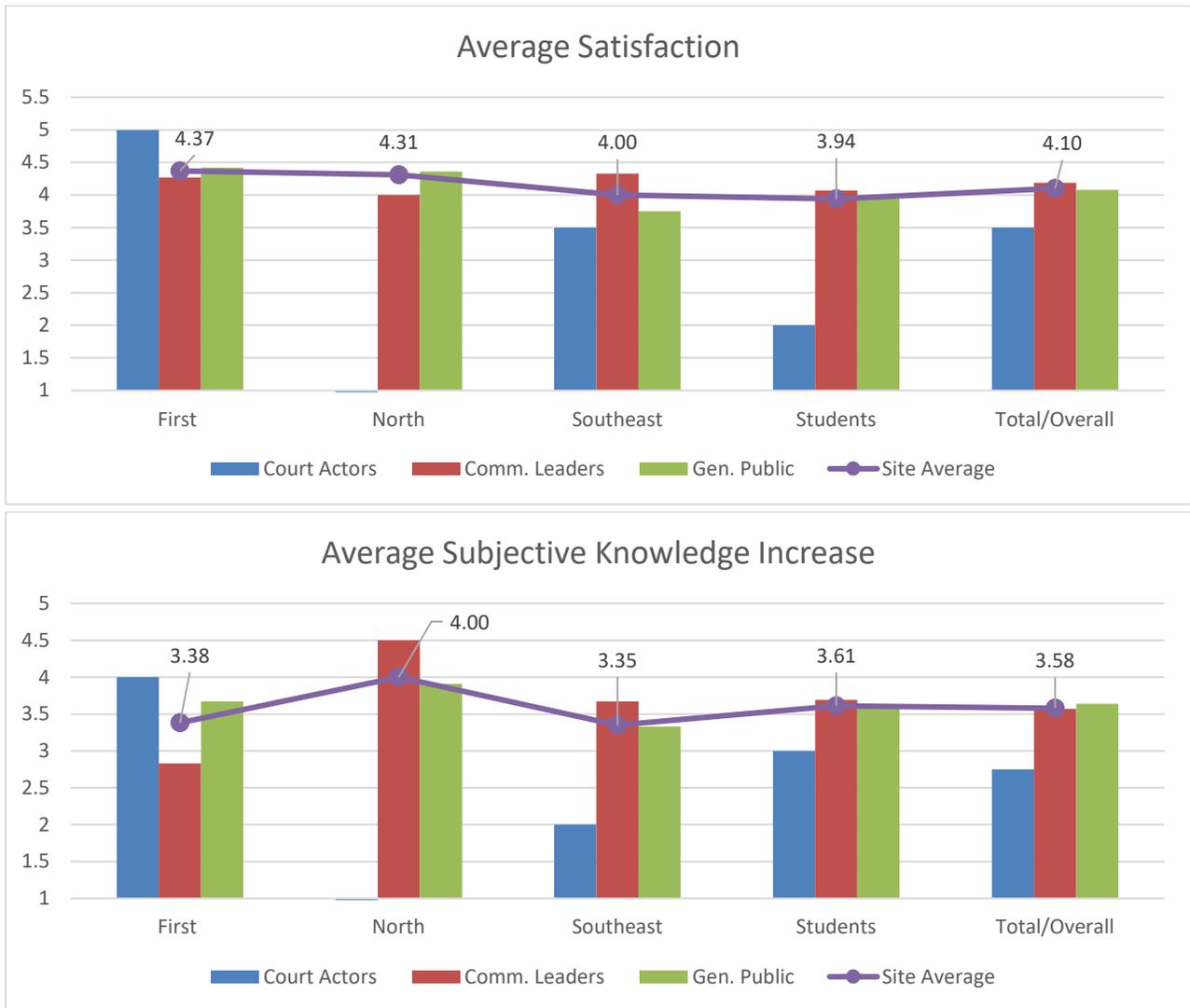
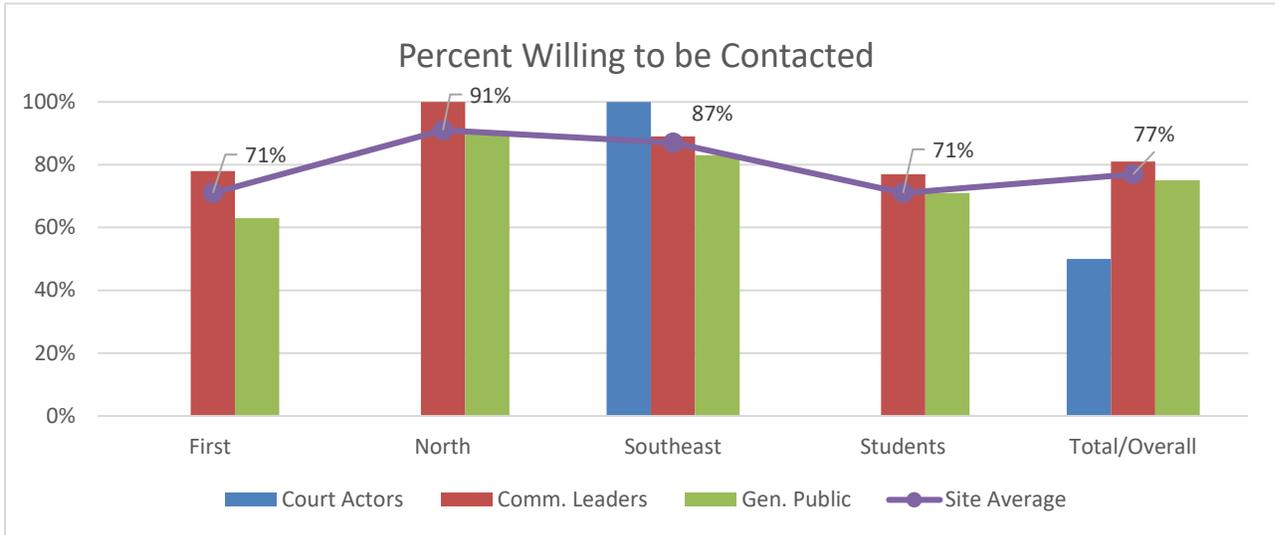
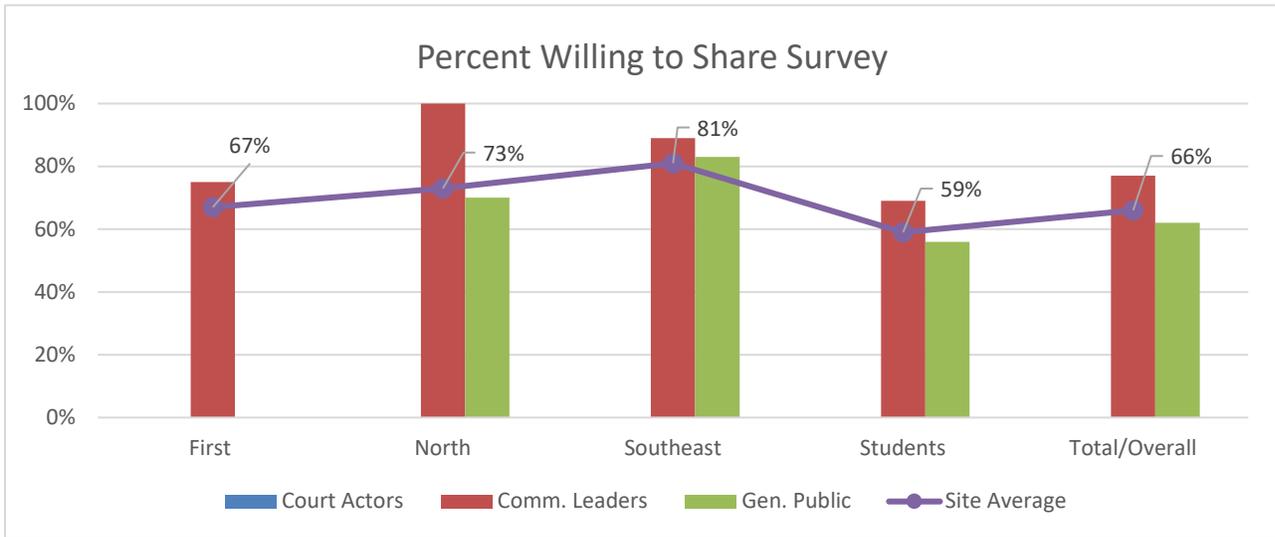


Figure 11: Willingness for Follow-up



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 16 to make them accessible for further qualitative analyses.

Table 16: Other Comments by Respondents

Other comments (pre)
<ol style="list-style-type: none"> 1. Affairs of municipal court should be more "public" 2. Appreciate you all doing this having the community input at these sessions 3. Attorneys allowed to discuss cases with prosecutors before cases and "come to agreements" as are some "other officials. This is discriminatory in some respect to people who may be defendants and not able to do so. (Prosecutors often seem to have deaf ears "to or" no time for "public." Although forms of assistance available due to??? Often not offered. Mental Health Court is a joke to those who were innocently affected. 4. Currently KCMO courts seem to discriminate against disabled, elderly, low income, yet give more "leeway" to less English speaking residents (interpreters and forgiveness for not knowing law due to lack of English. If they choose to be here they should apply equally to all regardless 5. Diversion programs that address cause and deal with both/all involved. Let those affected decide outcome 6. Establish store front courts in areas where infractions originate 7. Great opportunity for the community 8. Have court in the Northland or at least pay fines 9. I know nothing about municipal court 10. I love this idea of engaging the community. Youth are the future and like being a part of these types of events 11. I would love the opportunity to be able to volunteer for the mental health municipal court in any capacity. 12. Like to do it on the police and detectives of K.C.MO 13. Opportunity for community service vs. fines 14. Please give Derrick Kuhl a raise 15. Please inform people more 16. Thank you. Like the gift card/lunch! 17. The court must be fair to the people that have been harmed 18. The courts have to talk to each other courts and [unintelligible] on case that go over 19. There really needed to be an "I don't know" response -- I didn't like being forced to say "somewhat negative" 20. Very good survey. Glad to be able to fill it out. Knowledge is power 21. Very insightful 22. We need to listen to our offenders. We need to try conflict resolution (use) 23. We would like to survey the police/detectives 24. What's the opposite of a criminal? What's the opposite of justice? And why does it not have a system?
Other comments (post)
<ol style="list-style-type: none"> 25. Emotionally or mentally accessible needs to be looked at. Other formats instead of court rooms might be more welcoming 26. How would you know if the person committed a crime or not and what would happen if you put the wrong person in jail 27. I had fun! 28. I would like to be a court advocate volunteer, by proper training 29. I would love the opportunity to volunteer for the mental health municipal court in any capacity. 30. It would have been nice to hear from the judges. Someone could have shared the process

31. Judges give too many continuances for people who fail to show then have warrants issued repeatedly several times rather than mandatory jail (3rd warrant same offense) till case is heard
32. Just do your jobs and with honest cases, we have more hope
33. Lack of trust of the city council influences view of judges because of how judges are appointed
34. Many people push the limit. If the court lets them get by with it, things don't work.
35. Next one is police detectives
36. Night court/Saturday morning court
37. Please do one on housing. Especially with affordable housing being in the forefront.
38. Please provide more information to the public
39. Put yourself in their shoes before judging
40. Thank you
41. Thank you for having these sessions. Our discussions were lively and garnered lots of different information.
42. Thank you! Very well organized event!
43. Thanks for coming lol!
44. Thanks.
45. This was very informative
46. What if I have never been to court? How can I learn about something I don't know?

State Specific Results

The full list of themes that began to emerge during the discussions are found in the engagement results summary (Summary Responses from MC Engagement Sessions, and the 2019 Community Engagement Debrief Notes) in the Appendix. Here a sampling of the themes are provided (themes within each category are listed from most endorsed to least endorsed).

Common reasons for distrusting the courts included:

- Bias in the courts
- Bad experiences with the courts
- General distrust of “the system”
- People need more help

Common concerns related to fairness or equity included

- Unfairness for poor people
- Unfairness for black/brown people
- Unfair/inequitable punishments
- Unfairness of judges/people running the system
- Unfairness of specific groups of people
- Unfair laws

Common responses to the other questions were as follows:

Question	Most common responses, by theme
What resources could the court provide to help the public better handle their court business?	<ul style="list-style-type: none"> • Better communication options • People resources (advocates, legal services, etc.)
What does the court do well or you find helpful?	<ul style="list-style-type: none"> • Services for public • Don't know
What brought you here today?	<ul style="list-style-type: none"> • To learn • To share input

Results from Common Discussion Questions

Most important things learned from the engagements according to participants.

Results from the common discussion question concerning most important things people learned from the engagement included:

- Learning from others who attended the engagement
- Learning that the court cares about the community
- Learning about court operations

Next steps according to participants. Results from the common discussion question concerning the next steps participants wanted to see after the engagement included:

- Changes to the system
- Seeing a report of results of the engagement and changes in response to those results
- More opportunities for engagement

Discussion/Reflections

The following are the KC 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?*
 - What stood out: That there was evidence suggesting that participants in the First and Southeast groups became more aware of the negative impacts that the courts can have, because some of the ratings of likelihood and/or extent of the negative effects increased. I wish we could have explored this more possibly

using iClicker tech mirroring some of the pre-post survey questions on the spot and talking about the changes (positive or negative) in a larger group discussion closer to the end.

- Positive: That the changes overall, from before to after the engagements, were positive. The trend was for participants to increase in trust, comfort, and rated likelihood and extent of positive impacts of the courts on their communities.
- Needs Improvement: Would like to have seen a greater change in overall knowledge of the court. This lack of understanding leads to distrust in the system. For example, one respondent's comment was that it was "discriminatory" for attorneys to be able to negotiate pleas with prosecutors while unrepresented defendants could not. In reality, prosecutors do not communicate with unrepresented defendants outside of court for ethical reasons. However not knowing this and not knowing other ways to handle their cases leaves some people feeling less trustful of the system. One solution may be to include an intro to Municipal Court at the beginning of each court engagement, adjusting the content for time and for the audience present.

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)?*
 - Overall, I think we had a good mix of race, gender, education, ideology and even prior experience with the courts. Each session tended to lean the way it was expected on each of these scales given the demographics of those particular areas. However, each of the 3 general sessions could have been better attended and we should try to get more participants under 40 and more male participants. Engagements with specific groups and organizations may help with this. A greater use of social media for publicity and of online engagement methods may also close the age gap.
- *Relating to recruitment, what would you be sure to do again in future engagements, and what would you like to try to do differently?*
 - I think branding the event as one of the City's "Speak Easy" community engagement sessions was a plus. People are starting to realize that when they see that it is an opportunity for them to share their opinions and ideas with their local government. However, I do not think Eventbrite was the best reservation

tool, and we were too reluctant to publicize the \$50 gift card incentive. For future engagements we should look at a more user-friendly registration tool, push any incentive offered, begin marketing earlier and space the sessions apart to let the success of the early sessions drive attendance at later sessions. We should make an even greater effort to reach court users. I've also seen that attendance is higher when you work with specific organizations. However, you run the risk of losing that cross section of the community.

The Engagement Process

- *What processes seemed to go well or need improvement based on the pre-post survey data and post-survey engagement evaluation?*
 - It is promising to see that the survey results suggest the topics of discussion were very important to those attending. Participants also felt there was time for discussion and that the discussions helped people see new viewpoints.

The front of the room and small group facilitation were well received by the participants, as the facilitators were highly rated in listening and understanding others. I found it interesting that the North group (where judges sat at some tables) gave higher ratings to all groups. Meanwhile, the Southeast group (where we made sure the judges were not at the small group tables so people could speak freely) rated judges and court staff lower in listening and understanding.

The feedback on who participants felt was missing from the engagement was interesting. We need to make an effort to reach out to Hispanic/Latino and Native American populations. Many also said two agencies involved in initiating cases needed to be more involved - police and housing inspection. Ironically, they also said prosecutors and defense attorneys were missing from the engagement. However, our City Prosecutor and representatives from the defense bar participated as facilitators. We may need to do a better job of letting people know they are involved and interested in what participants have to say.

- *What processes seemed to go well or need improvement based on your observations of the events?*
 - What went well:
 - Having a well written script kept everything flowing.
 - Having two front-of-the-room facilitators rather than just having one voice. Having one of them be from the targeted community added credibility.

- Use of the iClicker technology held everyone’s interest, and allowed people to warm up by answering questions anonymously.
 - Working with DataKC to quickly group the post-it note responses.
 - Involving court staff in roles, from check-in, to refreshments, to note takers. This gave court employees from various work groups - and from entry level to manager - an opportunity to engage with the public and take ownership of this project. Since the engagements, many have shown greater awareness of and taken a greater interest in how we interact with the public.
 - What needed improvement:
 - More time for open discussion. Some people were frustrated that they didn’t have an opportunity to speak more or hear from the group as a whole.
 - Finding the right balance for involving the judges and law enforcement during the table discussions. You need them there so people will know they are taking what they say seriously. When they are at the tables they can hear first-hand what people are saying, but it also may keep others from speaking freely.
 - We needed a more visible location with better parking for the North session.
- *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?*
 - What we would do again in future engagements:
 - Have the two facilitators.
 - Add an introduction to the Municipal Court up front. Most participants had very little understanding about the court system and even less knowledge specifically about municipal courts. This helped when we added an overview of the Municipal Court to the youth session.
 - Use a mix of iClicker survey tech and discussion.
 - Serve refreshments. Food is always a plus at Kansas City’s engagement sessions. It is part of our midwestern roots to socialize over food, it sets a common ground.
 - What we would try differently:
 - More time for reporting out from the small groups to allow for some larger group discussion.
 - Try to narrow the discussion from the broad concepts of access, fairness and trust to more specific topics about court functions and fairness.
 - Get a handle on registration early enough to recruit a set number of small group leaders and note takers.

Outcomes

- *How well did you manage to achieve what you hoped to achieve during the engagements (individually and across the engagements)?*
 - I believe our pilot project overall was quite successful. It improved the visibility of the court. It let people know we are interested in their input and helped chip away at the perception of the court as an unapproachable branch of government. It also was very beneficial for our judges and our staff to be involved in the engagements. However, I believe we were not as successful in reaching the number of people we wanted for the general in-person engagement sessions. Also, those who did participate did not always have enough knowledge about the courts to help us hone in on the issues. It is possible we need more education outreach, coupled with multi-directional engagement on specific issues to get more meaningful input.
- *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?*
 - A decrease in failure to appear rates and increases in case clearance rates will help show that people are less afraid to come to court, that we are providing the information they need to dispose of their cases and that they trust the court to handle their cases. We also will look for changes on the court user survey metrics even though the results of the first survey were quite favorable. Fewer answers of “I don’t know” on the survey or during future engagement sessions also will show that public understanding about our court has increased.

Conclusion and Next Steps

- *What do you feel were the most important things learned from the engagements?*
 - The public currently finds our court system confusing and over whelming. We need to do a better job providing the information they need in ways they can access it easily when they need it. It also has to be understandable and leave people realizing they have options and that there is assistance. Learning more about the court should not decrease comfort as demonstrated by at least one pre-post survey measure.
- *What will your teams’ next steps be? Will you continue or sustain your engagement efforts beyond the end of your involvement in PEPP?*
 - Yes. Our next steps are to prioritize the suggestions from the engagement and look for new tools (like explainer videos) and incorporate dialogue and multi-

directional engagement into our outreach effort and public appearances. We also have plans to administer the court user survey on a regular basis, and we hope to transform the stakeholders committee into an ongoing criminal justice coordinating committee. We have already tailored our outreach presentations to include elements of the engagement, and will use the full community engagement model to get public input on major policy changes.

- *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?*
 - Yes. We have a very forward-thinking bench and court administration. They have always been willing to perform community outreach. However, seeing the community engagement model successfully applied to the courts provided a vehicle for more robust multi-directional communication with the public and community leaders. In the long run I believe the public will feel they have more input in what the court is doing to serve the community, which will increase court-community trust.

APPENDICES

Appendix of Procedure Relevant Materials or Work Products

Recruitment

Email/letters of recruitment for steering committee involvement:

(see on next page)

Kansas City: Recruitment Email Example



Circuit Court of Missouri

Sixteenth Judicial Circuit Court
Kansas City Municipal Division
511 E. 11th Street
Kansas City, Missouri 64106

(816) 513-2700
Fax: (816) 513-6782

March 5, 2019

Sent via email:

Dear [Recipient]:

We would like to invite you to be part of the planning and implementation of a community engagement project to make improvements to the Kansas City, Missouri Municipal Court. We are happy to announce that our court is one of six courts chosen from more than 20 applicants nationwide for the National Center for State Courts (NCSC) Community Engagement Pilot Project. This is an approximately 18 month project that will involve several meetings and participation in community forums.

Your knowledge and input as a member of the Volunteer Attorney Project is vital and we hope you will join us. We are inviting you to attend our next steering committee meeting on Friday, March 15, 2019, from 11:30 a.m. to 1 p.m. at the Municipal Court, 511 E. 11th Street. Lunch will be provided.

Please also plan to take implicit bias training with the steering committee on Tuesday, March 26, 2019, from 9 a.m. to 4 p.m. at the Kansas City Police Department Community Room, 1125 Locust Street (1st floor). Lunch is provided. The class is presented by The Summers Advisory Group and you will receive some materials to review prior to the class. The NCSC has asked the participating courts to include implicit bias training as part of their preparation activities. I will send separate calendar invites for both events.

This national pilot project is aimed at investigating the use of public engagement to build public trust in the courts. The courts that were selected have been asked to design and implement a public engagement project to (a) improve trust between courts and minority or low-income communities, and (b) make progress on eliminating a disparity and its impact in a specific problem area. The additional goal for the national project sponsors is to take what is learned from the six courts and develop a Community Engagement Tool Kit to help other courts investigate. In January we formed a committee of court officials and legal community partners for the Kansas City project, which is in its early stages. We are expanding this committee to include additional community leaders in order to create meaningful, inclusive engagement, identify problem areas in the Municipal Court and begin to address them. We sincerely want this to be a collaborative effort. Attached is background material from the NCSC and an outline of the Kansas City Municipal Court Project Attributes. Please let me know by Wednesday March 13 if you will be able to participate.

Sincerely

Benita Jones
Public Information Officer/Project Manager

Corey A. Carter	Judge of Division	201	Andie A. Bland	Judge of Division	205	Todd D. Wilcher	Judge of Division	209
Joseph H. Locascio	Judge of Division	202	Katharine B. Emke	Judge of Division	206	Megan F. Pfannenstiel	Court Administrator	
Courney A. Wachel	Judge of Division	203	Anne J. LaBelle	Judge of Division	207			
Keith R. Ludwig	Judge of Division	204	Martina L. Peterson	Judge of Division	208			

Page 1 of 1



KC recruit letter.pdf

https://www.ncsc.org/data/assets/pdf_file/0020/62507/KCMO-recruit-letter.pdf



TUESDAY, NOV. 12, NOON – 3 PM
 (DOORS OPEN AT 11:30 A.M.) (LIGHT LUNCHEON)
 Gregg/Klice Community Center
 1600 John S. Clark O'Neil Way
 Kansas City, MO, 64108

THURSDAY, NOV. 14, 6 – 9 PM
 (DOORS OPEN AT 5:30 PM) (LUGGAGE DINNER)
 Kansas City North Community Center
 3939 Northeast Antioch Road
 Kansas City, MO, 64117

SATURDAY, NOV. 16, 9 AM – NOON
 (DOORS OPEN AT 8:30 A.M.) (CONTINENTAL BREAKFAST)
 Southend Community Center
 4207 East 63rd Street
 Kansas City, MO, 64130

HELP IMPROVE YOUR LOCAL COURT

COMMUNITY CONVERSATIONS

WITH MUNICIPAL COURT

RECEIVE GIFT CARD INCENTIVES FOR COMPLETING YOUR PARTICIPATION

BILINGUAL (SPANISH-ENGLISH) INTERPRETERS AT ALL SESSIONS

The Municipal Court of Kansas City, Missouri, invites the public to:

- Share your concerns and ideas to improve Municipal Court access, fairness and trust
- Build partnerships between the court, residents and community leaders
- Participate in anti-trust and court-community trust surveys
- Be part of a larger effort sponsored by the National Center for State Courts with assistance from the University of Nebraska Public Policy Institute to raise improvements throughout the judicial system

RSVP: KCMOGOV.EVENTBRITE.COM

Speak Easy Sessions are opportunities for residents to speak directly to City officials and staff, expect an interactive session and lots of discussion. We value your ideas to help us create a better court. For more information on all the sessions, visit kcmo.gov/speakeasy



CITY OF
KANSAS CITY,
MISSOURI

SESIONES DE DIÁLOGO ABIERTO
PARA LOS RESIDENTES DE KCMO



MARTES 12 DE NOVIEMBRE 12 - 3 P. M.
(LAS PUERTAS SE ABREN A LAS 11:30 A. M.)

WILLIAM L. TRZCZYMIELO
Gregg/Klice Community Center
1600 John Buck O'Neil Way
Kansas City, MO 64108

JUEVES 14 DE NOVIEMBRE, DE 6 - 9 P. M.
(LAS PUERTAS SE ABREN A LAS 5:30 P. M.)

CENA LIVIANA
Kansas City North Community Center
3930 Northeast Antioch Road
Kansas City, MO 64117

**SÁBADO 16 DE NOVIEMBRE
DE 9 AM - 12 PM**

(LAS PUERTAS SE ABREN A LAS 8:00 A. M.)
DESAYUNO CONTINENTAL
Southeast Community Center
4201 East 63rd Street
Kansas City, MO 64130

AYUDE A MEJORAR EL TRIBUNAL LOCAL

SESIONES DE DIÁLOGO DE LA COMUNIDAD CON EL TRIBUNAL MUNICIPAL

SE DARÁN TARJETAS DE REGALO
POR PARTICIPAR PLENAMENTE.

HABRÁ INTÉRPRETES BILINGÜES
(ESPAÑOL E INGLÉS) EN TODAS
LAS SESIONES.

- El Tribunal Municipal (Municipal Court) de Kansas City, Misuri, invita al público a:
- Compartir sus preocupaciones e ideas para mejorar el acceso al Tribunal Municipal, la justicia que imparte y la confianza que genera.
 - Establecer alianzas entre el Tribunal, los residentes y los líderes de la comunidad.
 - Participar en encuestas nacionales sobre la confianza de la ciudadanía en el sistema.
 - Ser parte de una iniciativa más grande patrocinada por el Centro Nacional de Tribunales de Estudio (National Center for State Courts) con la asistencia del Instituto de Políticas Públicas de la Universidad de Nebraska (University of Nebraska Public Policy Institute) para hacer mejores en todo el sistema judicial.

CONFIRME SU ASISTENCIA EN: KCMOGOV.EVENTBRITE.COM

Las Sesiones de Diálogo Abierta (Speak Easy Sessions) son una oportunidad para que los residentes puedan hablar directamente con los funcionarios y el personal de la Ciudad. Las sesiones serán interactivas y habrá mucho debate. Queremos que sus ideas nos ayuden a gobernar mejor la ciudad. Para obtener más información y averiguar sobre otras sesiones, visite kcmo.gov/speakeasy.



CITY OF
KANSAS CITY,
MISSOURI



KC recruit November flyer_english.pdf



KC recruit November flyer_spanish.pdf

https://www.ncsc.org/_data/assets/pdf_file/0021/62508/KCMO-recruitment-flyer-english.pdf

https://www.ncsc.org/_data/assets/pdf_file/0022/62509/KCMO-recruitment-flyer-spanish.pdf

Media and Social Media Examples



KCMO Media coverage examples.pdf

- KCUR 89.3 – “Up to Date” Nov. 14, 2019 Seg. 1 Municipal Court Outreach ([Listen](#))
- KCUR 89.3 – “Up to Date” article Municipal Court Leaders Seek to Build Trust (see https://www.ncsc.org/_data/assets/pdf_file/0014/62510/KCMO-media-coverage-examples.pdf)
- Facebook posts (see pictures on following pages)



Kansas City Missouri Municipal Court

Published by Benita Jones | 7 | · October 18, 2019 ·

Help improve your local court.
<http://kcmogov.eventbrite.com/>

TUESDAY, NOV. 12, NOON - 3 PM
 (DOORS OPEN AT 11:30 A.M.) LIGHT LUNCH
 Gregg/Elica Community Center
 1600 Julia Buck O'Neil Way
 Kansas City, MO, 64108

THURSDAY, NOV. 14, 8 - 9 PM
 (DOORS OPEN AT 8:30 P.M.) LIGHT DINNER
 Kansas City North Community Center
 2930 Northwest Antebank Road
 Kansas City, MO, 64117

SATURDAY, NOV. 16, 9 AM - NOON
 (DOORS OPEN AT 8:30 A.M.) CONTINENTAL BREAKFAST
 Southeast Community Center
 4201 East 63rd Street
 Kansas City, MO, 64130

HELP IMPROVE YOUR LOCAL COURT
COMMUNITY CONVERSATIONS
WITH MUNICIPAL COURT

RECEIVE GIFT CARD INCENTIVES FOR COMPLETING YOUR PARTICIPATION
 BILINGUAL (SPANISH-ENGLISH) INTERPRETERS AT ALL SESSIONS
 ALL AGES WELCOME

The Municipal Court of Kansas City, Missouri invites the public to:

- Share your concerns and ideas to improve Municipal Court access, fairness and trust
- Build partnerships between the court, residents and community leaders
- Participate in national court-community trust surveys
- Be part of a larger effort sponsored by the National Center for State Courts with assistance from the University of Nebraska Public Policy Institute to make improvements throughout the judicial system

RSVP: KCMOGOV.EVENTBRITE.COM

Special Court Sessions are opportunities for residents to speak directly to City officials and staff. Expect an interactive session and lots of discussion. We want your ideas to help us run the city better. For more information and other sessions, visit kcmo.gov/speakeasy

CITY OF KANSAS CITY, MISSOURI

Performance for Your Post

473 People Reached

21 Likes, Comments & Shares

12 Likes	3 On Post	9 On Shares
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0 Comments	0 On Post	0 On Shares
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9 Shares	4 On Post	5 On Shares
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8 Post Clicks

6 Photo Views	0 Link Clicks	2 Other Clicks
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NEGATIVE FEEDBACK

1 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

Get More Likes, Comments and Shares
 When you boost this post, you'll show it to more people.

473 People Reached	29 Engagements	Boost Post
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DrTracy Gunn, Tierney Erin and Rebecca Kinder Lahann 4 Shares

Like Comment Share



Kansas City Missouri Municipal Court
Published by Benita Jones | 76 | October 24, 2019

KCMO RESIDENT SPEAK EASY SESSIONS

BECAUSE BEING HEARD DOESN'T BE HARD

TUESDAY, NOV. 12, NOON - 3 PM
(DOORS OPEN AT 11:30 A.M.) LIGHT LUNCH
Gregg/Kline Community Center
1600 John Back O'Neil Way
Kansas City, MO, 64108

THURSDAY, NOV. 14, 6 - 9 PM
(DOORS OPEN AT 5:30 P.M.) LIGHT SNACK
Kansas City North Community Center
3930 Northwest Antioch Road
Kansas City, MO, 64117

SATURDAY, NOV. 16, 9 AM - NOON
(DOORS OPEN AT 8:30 A.M.) CONTINENTAL BREAKFAST
Southeast Community Center
4201 East 63rd Street
Kansas City, MO, 64130

HELP IMPROVE YOUR LOCAL COURT COMMUNITY CONVERSATIONS WITH MUNICIPAL COURT

RECEIVE GIFT CARD INCENTIVES FOR COMPLETING YOUR PARTICIPATION

BILINGUAL (SPANISH-ENGLISH) INTERPRETERS AT ALL SESSIONS

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- Participate in national court-community trust surveys
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RSVP: KCMOGOV.EVENTBRITE.COM

Speak Easy Sessions are opportunities for residents to speak directly to City officials and staff. Expect an interactive session and lots of discussion. We want your ideas to help us run the city better. For more information and other sessions, visit kcmo.gov/speakeasy.

CITY OF KANSAS CITY, MISSOURI

✔ **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

2,049 People Reached 87 Engagements **Boost Post**

John Maynie III, Max Katt and 3 others 14 Shares

Like Comment Share

Performance for Your Post

2,049 People Reached

39 Reactions, Comments & Shares

21 Like	5 On Post	16 On Shares
1 Wow	0 On Post	1 On Shares
1 Comments	0 On Post	1 On Shares
16 Shares	14 On Post	2 On Shares

48 Post Clicks

28 Photo Views	0 Link Clicks	20 Other Clicks
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Post Details



Kansas City Missouri Municipal Court



Published by Eventbrite | 171 · November 6, 2019 · 🌐

Nov. 12, Noon to 3 p.m. Gregg/Klice Community Center (doors open 11:30 a.m.) (light lunch)

Nov. 14, 8 p.m. to 9 p.m. Kansas City, North Community Center (doors open at 5:30 p.m.) (light dinner)

Nov. 16, 9 a.m. to Noon Southeast Community Center (doors open 8:30 a.m.) (continental breakfast)



EVENTBRITE.COM

Community Conversations with Municipal Court - Gregg/Klice Community Center

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217
People Reached

6
Engagements

[Boost Post](#)

- 👍 Like
- 💬 Comment
- ➦ Share
- 👤

Performance for Your Post

217 People Reached

2 Likes, Comments & Shares

1 Likes | **0** On Post | **1** On Shares

0 Comments | **0** On Post | **0** On Shares

1 Shares | **0** On Post | **1** On Shares

4 Post Clicks

0 Photo Views | **1** Link Clicks | **3** Other Clicks

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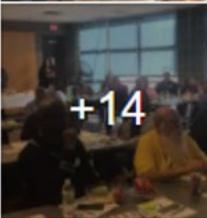
Reported stats may be delayed from what appears on posts



Kansas City Missouri Municipal Court

Published by Benita Jones | 7 | November 12, 2019

It was a full house for the 1st ever Community Conversation with Municipal Court at the Gregg/Klice Community Center. Still time to join the conversation: Thursday evening November 14 at Kansas City North Community Center and Saturday morning November 16 at Southeast Community Center.



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429 People Reached 112 Engagements [Boost Post](#)

10 Reactions 2 Shares

Like Comment Share

Performance for Your Post

429 People Reached

18 Reactions, Comments & Shares

12 Like 7 On Post 5 On Shares

3 Love 3 On Post 0 On Shares

0 Comments 0 On Post 0 On Shares

3 Shares 2 On Post 1 On Shares

94 Post Clicks

43 Photo Views 0 Link Clicks 51 Other Clicks

NEGATIVE FEEDBACK

1 Hide Post 0 Hide All Posts
0 Report as Spam 0 Unlike Page

Reported stats may be delayed from what appears on posts

Post Details

Kansas City Missouri Municipal Court
Published by Benita Jones [7] · November 14, 2019 · [Globe]

The second Community Conversation with Municipal Court is just starting. Still time to join us at 3930 Northeast Antioch Road, KCMO 64130.
Next session is Saturday, November 16 from 9 am to Noon at Southeast Community Center, 4201 East 63rd Street, KCMO 64130
\$25 gift card for full participation



Get More Likes, Comments and Shares
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149 People Reached **48** Engagements [Boost Post](#)

[Heather Unger Weidenhammer, Karen Culliff and 6 others](#) 1 Share

[Like](#) [Comment](#) [Share](#) 

Performance for Your Post

149 People Reached

11 Likes, Comments & Shares [Globe]

10 Likes	8 On Post	2 On Shares
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0 Comments	0 On Post	0 On Shares
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1 Shares	1 On Post	0 On Shares
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37 Post Clicks

27 Photo Views	0 Link Clicks [Globe]	10 Other Clicks [Globe]
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NEGATIVE FEEDBACK

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Post Details



Kansas City Missouri Municipal Court

Published by Benita Jones 171 · November 16, 2019 · 🌐



Our final Community Conversation with Municipal Court is underway. Post a comment on your ideas to improve



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369

People Reached

161

Engagements

[Boost Post](#)



Vanessa Amparan, Karen Culliff and 5 others

2 Shares



Like



Comment



Share



Performance for Your Post

369

People Reached

50

Reactions, Comments & Shares

33



Like

7

On Post

26

On Shares

4



Love

0

On Post

4

On Shares

10

Comments

0

On Post

10

On Shares

3

Shares

2

On Post

1

On Shares

111

Post Clicks

74

Photo Views

0

Link Clicks

37

Other Clicks

NEGATIVE FEEDBACK

1 Hide Post

0 Hide All Posts

0 Report as Spam

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Reported stats may be delayed from what appears on posts

Video Details



Kansas City Missouri Municipal Court...
 Community Conversations with Municipal Court. This is just the beginning. Look for more ways in 2020 to help improve access, fairness and court-community trust.

4:32 · Uploaded on 12/31/2019 · Owned · Appears Once · View Permalink · Copy Video ID

Total Video Performance

🕒 Minutes Viewed	56
👤 1-Minute Video Views	14
👤 10-Second Video Views	50
👤 3-Second Video Views	97
📄 Average Video Watch Time	0:18
📅 Audience Retention	
👤 Audience and Engagement	

This video is used in 1 post

Posts	Posted Date	Estimated Reach	3s Video Views	10s Video Views	Unique 3s Video Views	Post Engagement	Average Video Watch Time
Kansas City Missouri Municipal... Community Conversations with M...	12/31/2019 3:04 PM	295	97 100%	50 100%	81	5	0:18 / 4:32

Total 3-second video views on Facebook: 97

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Post Details ✕



Kansas City Missouri Municipal Court
Published by Benita Jones | 76 · February 12, 2020 · 🌐

Municipal Court recently held a Community Conversation with students at Southeast High School to get ideas from young adults to improve our local courts. The student ambassadors of Southeast Restorative Justice Program also visited with Judge Corey Carter at the courthouse.

⋮







✔ **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

402
People Reached

64
Engagements

Boost Post

👤 Charles Wagner, Joe Nastasi and 6 others 1 Comment 1 Share

👍 Like
💬 Comment
➦ Share
👤

Performance for Your Post

402 People Reached

11 Likes, Comments & Shares 👤

8 Likes	8 On Post	0 On Shares
2 Comments	1 On Post	1 On Shares
1 Shares	1 On Post	0 On Shares

53 Post Clicks

22 Photo Views	0 Link Clicks 👤	31 Other Clicks 👤
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NEGATIVE FEEDBACK

1 Hide Post	0 Hide All Posts	
0 Report as Spam	0 Unlike Page	

Reported stats may be delayed from what appears on posts

Court User Survey

KC used a court user survey to obtain information from court users. This provided information that was useful to designing their engagements. It also was an opportunity to invite court users to attend the face-to-face engagements which were held later.

These surveys are provided under “site specific measures” (later in these appendices) because they served dual purposes of measurement and recruitment.

Preparatory Activities

Below is information about the unconscious bias training provided by KC to its judges and stakeholders involved in the engagement activities.



KCMO unconscious bias training inform

https://www.ncsc.org/_data/assets/pdf_file/0015/62511/KCMO-unconciuous-bias-training-inform.pdf

Engagement Events

Annotated and Expanded Scripts/Notes

The following notes provided a guide for KCMO to conduct its engagement sessions, for adults and youth.



KCMO engagement & facilitator guides.

https://www.ncsc.org/_data/assets/pdf_file/0016/62512/KCMO-engagement-and-facilitator-guides.pdf

The following materials were used for the KC team's facilitator training.



Facilitator Training with attribution.pdf

https://www.ncsc.org/_data/assets/pdf_file/0017/62513/Facilitator-training-with-attribution.pdf

Background Information

The following power point slides were used during the engagements to provide background information about the KC Municipal Court. For the adult sessions, this information was

displayed as a “looping powerpoint” during the meal, so that participants could read the information on their own. For the student session, some of the information was shared with the students verbally prior to engaging in discussion.



KCMO engagement
background inform:

https://www.ncsc.org/data/assets/pdf_file/0018/62514/KCMO-engagement-background-information.pdf

Survey Administration and Explanation

When administering the survey at the start of the engagements, KC used the following script to guide its remarks.

Survey Administration Script:

Thank you all for coming today. As you came into the event today you should have received an information sheet and the attached survey. As noted in the written information introducing the survey, today’s activities are sponsored by an award from the National Center for State Courts. That award has made it possible to have today’s events, meal and gift cards.

The National Center for State Courts has funded these awards in order to learn from teams like ours on how to engage people in events like these, in an effective and trustworthy manner. As a result, they are asking us to have people complete a survey at the beginning of their involvement with us for this project, and at the end of this meeting.

The survey has two purposes: First, we hope that it gets you thinking about your experiences and feelings about the courts before our discussions today. Second, evaluators will be using the information to help both our team, AND courts across the country, to understand how to do engagements with the public more successfully in the future. So, we really do appreciate your completing the surveys today.

Instructions

A couple of additional things about the survey:

First, the survey asks you to report your email in order to match pre and post surveys. Your email will not be shared with anyone except the evaluators. But if you are not comfortable using your email on the survey, let us know and we will provide you a different code for matching your responses.

Second, note that the evaluators are most interested in the first response that comes to your mind. You do NOT need to sit and think very long about each survey question – just answer whatever feels right based on your first impressions and “gut reactions.”

Finally note that your answers will be kept entirely confidential. We will send the surveys to the evaluators for data entry, and they will only be reporting means and descriptive information from the data, they will not be sharing any individual responses with us or in their reports.

If you did not receive a survey or if you have any questions, please raise your hand. Thank you!

Discussion Ground Rules

The following ground rules were shared with participants at each engagement to set expectations during the discussions.

1. Each person's input is important. Take turns without interrupting.
2. Focus on the discussion. Be sure to answer the question.
3. Keep it short so others have time to share.
4. Remember, someone else might have a very different story than you.
5. We are here to share, not convince others. We can agree to disagree.
6. Be respectful of one another, the process and the other tables.
7. Take a break when you need it. Leave phones off while at the table.

Facilitation

KC used the following reminders for its facilitators. Note that the facilitators were also trained prior to assisting with the engagements. Thus, the guide was intended only as a list of reminders.

Facilitator Guide

Make sure everyone has a chance to contribute. Do a round robin to collect initial responses.

There is no need to comment on responses.

Thank each person for their input.

Ask clarifying questions to make sure you understand.

Keep them on the question at hand; Remind them they will have more questions and can submit additional ideas if not captured elsewhere.

If someone is taking too long, remind them others are participating.

Acknowledge these can be difficult topics to discuss.

Be aware of bias and be sure to not filter or dilute an individual's perspective or experience.

Ask that people respect differing opinions and the process.

Don't judge; Agree to disagree.

Assist with notetaking as needed if individuals have difficulty writing.

Keep the discussion moving and on schedule.

Check with the Lead Facilitator if you have questions.

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/0019/62515/Engagement-data-form-concise.pdf

Cross-site 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/0020/62516/Consent-letter-PEPP-v02-approved.pdf

Pre-Post Surveys

The surveys used to evaluate the engagements varied slightly by PEPP team. KCMO used the long form surveys for its collaborating partners and the short form surveys for the general public attendees.

Long forms

Pre-survey:



PRE survey_KC
MO.pdf

https://www.ncsc.org/_data/assets/pdf_file/0021/62517/Pre-survey-KCMO.pdf

Post-survey:



POST survey_KC
MO.pdf

https://www.ncsc.org/_data/assets/pdf_file/0022/62518/post-survey-kcmo.pdf

Short forms:

Pre-survey:



PRE
survey_KCMO_two_f

https://www.ncsc.org/_data/assets/pdf_file/0023/62519/pre-survey-KCMO-short-two-plus.pdf

Post-survey:



POST survey_KCMO
Short_two_plus_ren

https://www.ncsc.org/_data/assets/pdf_file/0015/62520/Post-survey-KCMO-short-two-plus.pdf

Common Discussion Questions

The common discussion questions that we requested all teams use as part of their project outcomes are attached here.



Common
discussion question

https://www.ncsc.org/_data/assets/pdf_file/0016/62521/kcmo-common-discussion-questions.pdf

Site-Specific Measures

Court user survey

KC's court user survey provided a site-specific measure of the attitudes of court users. This information was used in the planning of the engagements.



KCMO Court user
surveys & instructio

https://www.ncsc.org/_data/assets/pdf_file/0019/62506/KCMO-court-user-surveys-instructions.pdf

Discussion and Debriefing Questions

During its engagements, KC used an approach to gathering information from its participants that involved participants writing answers to discussion questions on post-it notes, and then facilitators organizing those post-its into themes. In addition, after the engagements KC asked for feedback from facilitators, steering committee members, and volunteers who assisted with the engagements.