Technology and Justice: Engaging Court Participants Through E-learning

Click each offense and then choose whether you think it's a civil or criminal charge.

If your charge is listed, try it first—you already know it's civil.

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Agenda

1. Criminal Justice Reform Act (CJRA)
2. E-learning & Procedural Justice
3. Planning - the Details
4. Designing
Criminal Justice Reform Act (CJRA)
Offer New Yorkers issued civil summons the option to perform community service instead of paying a fine.

Background

Support safer neighborhoods, reduce arrests, and lessen the impact of low-level enforcement.
Common Violations

- Public consumption of alcohol
- Public urination
- Unauthorized presence in the park after dark
- Littering / spitting
- Unlawful vending
Resolving Tickets

- Can pay the fine online or in person
- Can come in for a hearing
- In violation and do not want to / cannot pay the fine → community service
Community Service Options

- Individual counseling
- Facilitated session on civic engagement
- On-site community service
- Digital / e-learning module
Digital module - when it helps

- Implementable in multiple languages
- Avoids wait
- Different learning styles
- Cost effective
Digital module - when it doesn’t help

- Listening - offering specific resources
- Group session benefits
- Giving voice
E-learning and Procedural Justice
Understanding

● The process
● Why? Community impact
● Resources in New York City
Respect

- Language used
- Explaining clearly
- Approach - understanding a variety of life circumstances
VOICE
Voice

Difficult!

- Asking multiple choice questions
- Considering their perspective
NEUTRAL
Neutrality

- Offered to everyone who is eligible
- E-learning itself is constant
- The consequences of violation
I'm going to walk out of here in a very good mood.

I didn't know that it was illegal to ride bikes in the park unless there are designated bike lanes, and I'm a biker!

Wow, I just learned something. I didn't realize other people besides police officers can write summonses.

Very user friendly, without a doubt.
Procedural Justice and Tech

Technology provides additional opportunities for Procedural Justice.
Planning - the Details
Who

When

Where

What

Why

How?
Who?

- Demographics?
- Technical literacy?
- Abilities?
- Languages?
- Cultural backgrounds?
- Feelings / attitudes?
- Knowledge about criminal and civil justice process?
When (phase one)?

- After coming in-person to OATH
- Potentially after having hearing to contest violation
- After doing intake with intake coordinator
- Physically located near the intake coordinator
- Concludes with check-in with intake coordinator
When (phase two)?

- After receiving a summons, they can do it at home, at a library, community center, etc.
Lessons learned

1. Accessibility
2. Mobile
3. “Fun” feeling game vs respectful
Things to Consider.... Online?

Pros:

- Lack of commuting
- Can be done anytime (work, child care, etc)

Cons:

- Support and compatibility
- Loss of in-person benefits
Things to Consider.... Pricing?

- Number of interactive “trees”
- Level of animation - photos, animation, still versus moving
- Languages
- Length
- Compatibility
- Mobile-friendly