

Executive Summary



THE FUTURE of WORK in the STATE COURTS *at the Human-Technology Frontier*

Key Highlights

- Now is a pivotal moment in which to evaluate the rapidly changing role of AI technology in the work of the state courts.
- The National Center for State Courts gathered researchers, practitioners, and court stakeholders for a year of guided ideation and discussion to craft a cross-disciplinary, convergent research agenda on the role of human-AI partnerships in the future court workforce.
- Project activities included workgroup meetings (see *Summary of Workgroup Meetings*); a proof-of-concept model of the court workforce; an environmental scan of court technologies; a literature review on equity, fairness, accountability, and transparency in AI; and the development of a cross-disciplinary network of scholars and practitioners.

Guiding Principles for Future Research & Design

- Holistic systems approach
- Participatory research and design
- Human-centered design
- Standardization across jurisdictions
- Equity

Research Questions

- Where should the operations of the courts be re-designed to meet the needs of future court workers and court users?
- What are the impacts of AI on employee well-being and employment equity?
- What are the impacts of AI on case processing and court user experiences?

Research Agenda

Stage I: Develop guidelines for the use of future technologies in the courts, Conduct a survey of state court personnel, Build an interactive network model of the court workforce, Re-imagine the court workflow

Stage II: Articulate goals and standards for specific AI technologies, Conduct feasibility studies of specific AI technologies, Develop AI-driven court technologies

Stage III: Pilot-test new technologies in limited jurisdictions, Develop on-the-job training protocols, Develop public education about new technologies, Implement new technologies nationwide

Stage IV: Monitor performance and continue to improve technologies

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