



Division of Criminal  
Justice Services



**OFFICE OF PROBATION AND  
CORRECTIONAL ALTERNATIVES  
PRESENTS  
LUNCH & LEARN:**



# **What is Procedural Justice?**

**An Introduction to Procedural Justice**

**April 5, 2023**

# Welcome and Introductions

**Todays presenters:**            **Samantha Hollis, CCR2**  
Office of Probation and Correctional Alternatives- ATI Unit

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Office of Probation and Correctional Alternatives- ATI Unit

**Opening Remarks:**            **Commissioner Rossana Rosado**  
Division of Criminal Justice Services



# Learning Objectives

By the end of this presentation, participants will be able to:

- ✓ Define the Procedural Justice Framework and Identify the Four Pillars associated.
- ✓ Understand the Research behind Procedural Justice and its Benefits.
- ✓ Learn to Apply the Elements of Procedural Justice at the Organization and Staff Levels.



# Procedural Justice Framework & The Four Pillars



# The Procedural Justice Framework

## So what is Procedural Justice?

*Procedural justice focuses on the way the courts, police and other legal authorities interact with the public, and how the characteristics of those interactions shape the public's views of said entities, their willingness to obey the law, and actual crime rates.*



# The Procedural Justice Framework

**“The Goal is Legitimacy; The Tactic is Procedural Justice”**

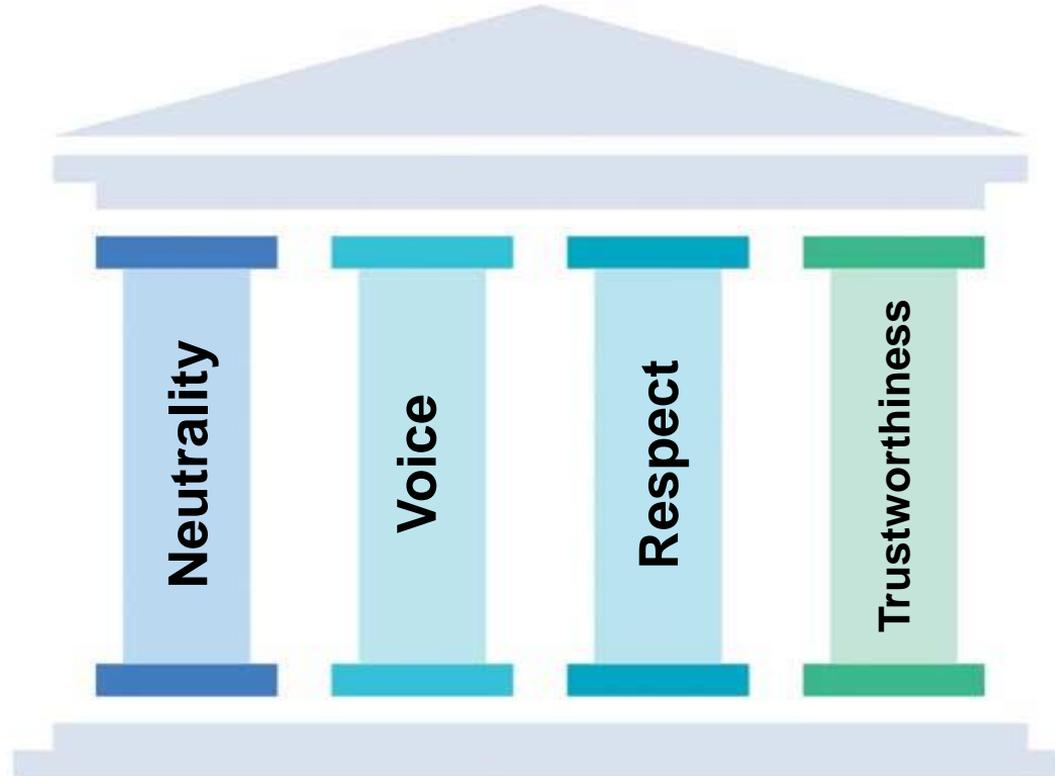
– Tracy Meares,  
Yale Law  
School

According to The Justice Collaboratory at Yale Law School:

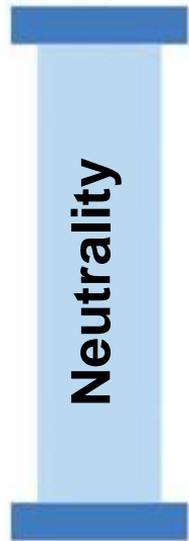
- In the context of procedural justice, legitimacy refers to the extent to which an organization and its agents are perceived as morally just, honest, and worthy of trust and confidence.
- Perceptions of legitimacy, therefore, improve compliance and cooperation through improved attitudes toward said organization and its agents.
- As a result, procedural justice is a powerful tool in improving public safety.



# Four Pillars of Procedural Justice



# Four Pillars of Procedural Justice



## Neutrality:

- Decisions are unbiased and guided by transparent reasoning.
- We seek neutrality to build equity, legitimacy, and trust.



# Neutrality in Action

- Consistent treatment;
- Equal opportunities and access to programs;
- Removal of identifying information in decision-making



# Four Pillars of Procedural Justice



## Voice:

- Individuals are given a chance to express their concerns and participate in decision-making processes by telling their side of the story.



# Voice in Action

- Intentionally creating space for client expressions;
- Honing active listening skills to encourage sharing;
- Periodic satisfaction survey & Feedback channels



# Four Pillars of Procedural Justice



## Respect:

- All individuals are treated with dignity and respect.



# Respect in Action

- Providing complete information in empathetic ways;
- An Equitable Atmosphere;
- Approachable & Encouraging



# Four Pillars of Procedural Justice



Trustworthiness

## Trustworthiness:

- Decision-makers convey trustworthy motives and concern about the well-being of those impacted by their decisions.



# Trustworthiness in Action

- Honoring our responsibilities to clients;
- Taking extra time to check for understanding;
- Explaining Why



# Procedural Justice Research and Benefits



# What Research Tells us

- Using a PJ framework encourages decision acceptance;
- Tone of Voice & Respectful Terms of Address;
- Higher level of satisfaction with trained workers;
- Explaining actions and decisions;



# The Benefits of Procedural Justice

- Increased likelihood of compliance;
- Encourages Decision Acceptance;
- Supports approaches that promote community involvement and helps to build alternatives to adjudication.



# The Benefits of Procedural Justice



# Applying the Framework: Organizational and Staff Levels



# Applying Procedural Justice

- Operationalizing Procedural Justice remains a challenge and an opportunity;
- Procedural Justice must be embraced by the organization as a whole;
- Implementation of PJ Practices must be collaborative



# Applying the Framework at the Leadership Level

- Promoting the message and garnering staff buy-in;
- Arrange for assessments, evaluations, consultations, and training for the program;
- Maintaining updated practices and procedures that incorporate PJ principles;
- Handbook, Our Commitment;
- Active role in tracking fidelity (or program satisfaction).



# Applying the Elements at the Staff Level

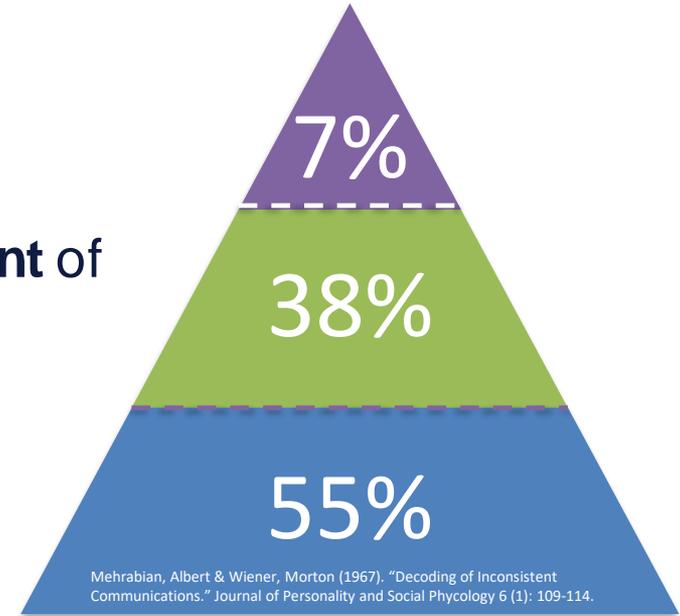
- Professional development-trainings, webinars, etc.;
- Policies and Procedures for staff-supervisee relations;
- Utilizing people-first language (i.e. supervisee rather than offender);
- Being mindful of verbal and non-verbal communication



# Four Pillars of Procedural Justice

## Voice Breakdown:

- **Under stress**, non-verbal communication becomes dominant:
  - ▶ **Verbal communication** accounts for **7 percent** of information communicated.
  - ▶ **Tone and volume** account for **38 percent** of information communicated.
  - ▶ **Body language** accounts for **55 percent** of information communicated.



# Applying the Elements at the Staff Level

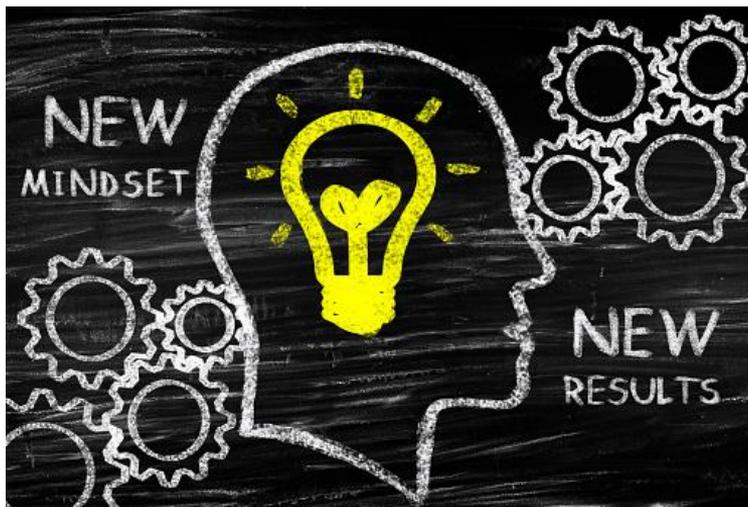


## Short Video



# Take Away

What can you take away from this class that may benefit you in becoming a more effective peace officer, ATI/CRTF/EFS staff member and/or person?



# QUESTIONS ?



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# Contact Information

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