

**GUIDELINES FOR  
BEST PRACTICES IN PRO SE ASSISTANCE**

*Task Force on Pro Se Litigation*

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## INTRODUCTION

These Guidelines have been prepared by the Task Force on Pro Se Litigation of the Judicial Council (see list of Task Force members on the next page), and are intended to reflect the best national and local practices that may be used by district court judges to understand and provide assistance (other than domestic abuse case assistance) to pro se litigants in their respective areas. The Guidelines are not comprehensive but selective, and reflect the views of the majority of members of the Task Force.

Most of the materials contained in the Guidelines have been obtained from national sources or developed as a result of discussions at Task Force meetings. Copyrighted materials have been obtained from the American Judicature Society (AJS) which has generously given the Task Force permission to include its materials in the Guidelines.

Standard 1.5 of the Louisiana District Court Performance Standards and Objective 1.5 of the Strategic Plan of the District Courts encourage responsible public bodies and public officers to make the costs of access to the trial court's proceedings and records – whether measured in terms of money, time, or the procedures that must be followed – reasonable, fair, and affordable. Standard 4.4 of the Louisiana District Court Performance Standards and Objective 4.4 of the Strategic Plan of the District Courts imply that district court judges have a responsibility to explain court processes and procedures to litigants, attorneys, the media, and other members of the public. In addition, current state and federal law provide or assume the basic right of litigants to represent themselves in civil and criminal proceedings. If self-representation or pro se litigation is a right and, if the

above performance standards place an affirmative responsibility on judges to make proceedings accessible and understandable to all parties, then it would appear that judges should play an active role in seeking and finding solutions to the growing trend of pro se litigation.

The purpose of these Guidelines is to assist Louisiana district judges, in association with other local and state-wide stakeholders (the Supreme Court, the clerks of court, the state and local bar, and others), in providing pro se assistance in a planned, collaborative, cost-effective, and ethical way. The Guidelines are not rules and, therefore should not be used as a basis for litigation or sanctions or penalties. Furthermore, nothing in these Guidelines alters or detracts from existing disciplinary codes or alters the existing standards against which judicial misconduct may be determined.

The Guidelines are not suitable for and should not be used in domestic abuse cases where the law specifically provides or allows for a wide range of pro se procedures.

Copies of the Guidelines are available upon request from the Judicial Administrator of the Supreme Court or from the Supreme Court's website: [www.lasc.org](http://www.lasc.org).

## **PRO SE TASK FORCE MEMBERS**

Judge Jerome J. Barbera, III, **Chairman**

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# **PART I**

## **BACKGROUND PAPER ON PRO SE LITIGATION**

# **BACKGROUND PAPER ON PRO SE LITIGATION**

## **Introduction**

This Background Paper attempts to outline the problems created by pro se litigation, as these problems impact courts, and summarizes the sources of the right to self-representation, the scope of pro se litigation in the nation, and the general types of assistance being offered by courts to pro se litigants. The purpose of the Paper is to assist the members of the Task Force on Pro Se Litigation in quickly understanding the context and scope of the pro se problem currently confronting the district courts of Louisiana.

Pro se litigants or self-represented litigants are litigants who represent themselves in court proceedings. Thirty years ago, most courts, except those adjudicating small claims, ordinance violations, and traffic offenses, had only a small number of pro se litigants. Typically, these litigants might include a few incarcerated inmates, an occasional indigent person who could not afford counsel or court filing fees, or people who were very confident in their ability to represent themselves.

In the last twenty to twenty-five years, most studies of pro se litigation report a growing number of litigants attempting to represent themselves in a wide variety of cases, even complex cases. These litigants frequently request and expect courts to assist them in obtaining, completing and filing the right forms, and in understanding and following the complex procedural rules for processing a claim or a defense.

The demand of pro se litigants for assistance is creating several difficulties for clerks of court, court personnel, and judges. One difficulty is cost. If the court provides assistance through additional personnel or equipment, the court will bear the cost of such resources. If the court attempts to provide such assistance through its existing personnel, the court will bear the cost of having its existing personnel distracted from other duties. Either way, it is a cost.

A second difficulty is the prohibition against the unauthorized practice of law. Some court personnel who are not lawyers fear that any advice or counsel provided to a pro se litigant may constitute the unauthorized practice of law. Others fear that, while some forms of pro se assistance may be lawful, there is still a threat of being drawn deeper and deeper into the litigant's problems in ways that may eventually constitute the unauthorized practice of law.

A third difficulty is the potential entanglement of judges into pro se litigants' cases in such a manner as to violate or give the appearance of violating the judicial duty of impartiality.

Given these difficulties, many courts have shied away from providing any form of pro se assistance. But this type of action is also problematic. If every citizen has a constitutional right to access courts and a right to self-representation, then courts have a responsibility to make those rights meaningful by providing access and assistance.

### **Scope of the Issue**

Courts throughout the nation are faced with an increasing number of litigants who choose to represent themselves in court proceedings. The need for and scope of pro se litigation can be understood from the following studies.

The first comprehensive study of pro se litigation was done in Maricopa County (Phoenix) by Bruce Sales, Connie Beck, and Richard Haan in 1991 with ABA funding assistance. The study found, among other things, that the percentage of domestic cases involving self-represented litigants had increased from 24% in 1980 to 47% in 1985 to 88% in 1991 (Greacen, 2002, p. 3). The study also found that in 88% of such cases one party appeared pro se, and in 52% of these cases both parties appeared pro se (Goldschmidt, 1998, pp. 8-9).

According to a 1991 report of the National Center for State Courts on case data from sixteen large urban jurisdictions, one party appeared pro se in 53% of the domestic relation cases, and both parties appeared pro se in 18% of the domestic relation cases (Goldschmidt, 1998, p. 8).

In 1994, the American Bar Association issued a report entitled, Findings of the Comprehensive Legal Needs Study. The study was based on a 1992 survey of moderate-income households to determine their legal needs. According to the results of the survey, nearly half (46%) of moderate income households reported having at least one legal need in the prior year. 39% of those with legal needs addressed their problems with lawyers, while 25% addressed the problem on their own and another 25% took no action. The report also showed that over 60% of the legal needs involving housing, personal, or economic injuries were either ignored or addressed outside of the legal system and two out of every three legal matters relating to consumer issues and employment were addressed outside of the legal system or not at all (Goldschmidt, 1998, p. 11).

A California study of family law matters from 1991 to 1995 found that at least one party appeared pro se in 67% of all domestic relations cases and 40% of all custody cases (Goldschmidt, 1998, p.8).

The Federal Judicial Center, in a study of data from ten federal district courts during 1991 to 1994, reports that 21% of all filings were by pro se litigants. Non-prisoner pro se cases constituted 37% of all cases filed (Goldschmidt, 1998, p. 8).

A 1996 report from the Circuit Court of Cook County (Chicago), Illinois, found that 30% of all new civil actions for less than \$10,000 damages in 1994 were filed pro se,

and that 28% of the litigants in forcible entry and detainer cases appeared pro se (Goldschmidt, 1998, p. 9).

In preparation for the National Conference on Pro Se Litigation held on November 18-21, 1999 in Scottsdale, Arizona, the conference planners sent two survey instruments to the state teams invited to the conference. One set of questionnaires was sent to state court administrators in most of the states, and to Puerto Rico, Guam and the Mariana Islands. The survey requested information on pro se assistance programs and the extent of pro se litigation in each area. Another set was sent to team leaders and requested specific information on at least three pro se services in each area. In response to both surveys, over 95% of the respondents reported that there had been an increase in pro se litigation in the last five years, especially in family law matters (Open Society, 2001, p.5).

Florida conducted an 8-week study in late 1999 of self-represented litigants in domestic cases in 19 of the state's 67 counties. The study reported that 65% of the domestic relations cases began with at least one self-represented person (Greacen, 2002, p.4).

In 2001, California extracted data on rates of self-representation from a judicial time study conducted in four counties for the purpose of a judicial needs assessment project. The results of the study are shown in Table 1 (Greacen, 2002, p.7).

During the period from 1999 to 2002, a team of researchers led by Beth M. Henschen studied pro se assistance in several rural jurisdictions throughout the nation. Table 2 provides the results of the research team's analysis of the substantive issues covered by all programs, individual model programs (one-on-one counseling), and clinic model programs (group counseling) in the various rural jurisdictions (Henschen, 2002, p.22).

### **Pro Se Assistance**

In response to the demand for pro se assistance, several courts have initiated a number of services including:

- Written Forms with Instructions Available on the Clerk's Counter or a Special Table
- Brochures and Videos Available from the Clerk or Other Court Personnel
- Staff to Answer Procedural Questions
- Paralegal Assistance
- Legal Assistance

- Domestic Violence Assistance
- Legal Referrals
- Self-Help Centers
- Law Libraries
- Assistance from Law Librarians
- Mediation Services
- Use of Office Machines (Typewriters, Computers, Copiers, Etc.)
- Forms, Instructions, and Other Materials via Kiosks
- Forms, Instructions, and Other Materials via the Internet
- Foreign Language Assistance

### **Bibliography**

Goldschmidt, Jona, Barry Mahoney, Harvey Solomon, and Joan Green, Meeting the Challenge of Pro Se Litigation. A Report and Guidebook for Judges and Court Managers (Chicago, IL: American Judicature Society and State Justice Institute, 1998)

Greacen, John M., Self-Represented Litigants and Court and Legal Services Responses to Their Needs. What We Know. (Prepared for the Center for Families, Children & the Courts, California Administrative Office of the Courts, 2<sup>nd</sup> Draft, July 20, 2002)

Henschen, Beth M., Lessons from the Country. Serving Self-Represented Litigants in Rural Jurisdictions (Chicago, IL: American Judicature Society and the State Justice Institute, 2002)

Open Society Institute, A National Conference on Pro Se Litigation, November 18-21, 1999. A Report and Update, April 2001 (Chicago, IL: American Judicature Society, State Justice Institute, Open Society Institute, 2001)

**TABLE I**

**Pro Se Litigation in California Courts, 2001**

<b>Case Type</b>	<b>% of proceedings with at least one self-represented party</b>
Small claims	91.1
Infractions	83.1
Unlawful detainer (landlord/tenant)	81.1
Lower misdemeanors	58.2
Appeals from lower courts	44.4
Other civil petition	41.2
Family	35.3
Habeas corpus	26.7
Higher misdemeanors	23.8
Other civil complaints	13.5
Civil less than \$25,000	11.5
Other felony	7.5
Probate	6.5
Motor vehicle torts	6.1
Felony against person	5.8
Drug crimes	5.4
Other PI torts	4.8
Felony property crimes	4.5
Mental health	1.9
Homicide	1.3
Juvenile dependency	0.3
Juvenile delinquency	0.1

**Source:** Greacen, M., Self-Represented Litigants and Court and Legal Services Responses to Their Needs. What We Know. (Prepared for the Center for Families, Children & the Courts, California Administrative Office of the Courts, 2<sup>nd</sup> Draft, July 20, 2002)

**TABLE II****Pro Se Litigation in Rural Courts, 1999 - 2002**

<b>Issues Covered By Programs</b>			
<b>Issue</b>	<b>All Programs (N=25)</b>	<b>Individual Model Programs (N=18)</b>	<b>Clinic Model Programs (N=7)</b>
Adoption	2 (8%)	1 (5%)	1 (14%)
Child Custody	20 (80%)	14 (78%)	6 (86%)
Child Support	21 (84%)	16 (89%)	5 (71%)
Divorce	21 (84%)	14 (78%)	7 (100%)
Domestic Abuse	12 (48%)	7 (39%)	5 (71%)
Guardianship	3 (12%)	1 (6%)	2 (29%)
Juvenile Law	4 (16%)	3 (17%)	1 (14%)
Orders of Protection	7 (28%)	4 (22%)	3 (43%)
Wills and Estates	1 (4%)	0	1 (14%)
General Civil	3 (12%)	2 (11%)	1 (14%)
Contract Disputes	2 (8%)	1 (6%)	1 (14%)
Criminal	1 (4%)	1 (6%)	0
Debt Collection	4 (16%)	3 (17%)	1 (14%)
Landlord/Tenant	5 (20%)	4 (22%)	1 (14%)
Personal Injury	1 (4%)	0	1 (14%)
Other	14 (56%)	10 (55%)	4 (57%)

**Source:** Henschen, Beth M., Lessons from the Country, Serving Self-Represented Litigants in Rural Jurisdictions (Chicago, IL: American Judicature Society and the State Justice Institute, 2002)

## **PART II**

# **CONSTITUTIONAL AND OTHER LEGAL ISSUES AFFECTING PRO SE LITIGATION**

## CONSTITUTIONAL AND OTHER LEGAL ISSUES AFFECTING PRO SE LITIGATION

### I. Source of the Right to Self-Representation

An individual's right to self-representation was first recognized by Congress in the Judiciary Act of 1789. 25 J. Legal Prof. 167, 168 (2001). This right was later codified in 28 U.S.C. § 1654 (1994) ("parties may plead and conduct their own cases personally"). The right to self-representation is intertwined with and arises out of the right of access to the courts. This right of access has several Constitutional bases, including the Privileges and Immunities clause, the First Amendment right to petition the government for redress of grievances, the Due Process clause of the Fifth and Fourteenth Amendments, and the Sixth Amendment right to be heard.

#### A. U.S. Constitution

One source of the right to access to the courts is found in the Privileges and Immunities clause of the U.S. Constitution. U.S. Constitution Art 4, § 2. *See, e.g., Corfield v. Coryell*, 6 F.Cas. 546, 551-552, No. 3, 230 (1823); and *Chambers v. Baltimore & Ohio Ry. Co.*, 207 U.S. 142 (1907). As discussed in *Chambers*:

The right to sue and defend in the courts is the alternative of force. In an organized society it is the right conservative of all other rights, and lies at the foundation of orderly government. It is one of the highest and most essential privileges of citizenship, and must be allowed by each State to the citizens of all other States to the precise extent that it is allowed to its own citizens. Equality of treatment in this respect is not left to depend upon comity between the States, but is granted and protected by the Federal Constitution.

*Chambers*, 207 U.S. at 148 (citations omitted).

A second constitutional source may be found in the First Amendment right to petition the government for redress of grievances. *See Eastern R.R. Presidents Conference v. Noerr Motor Freight, Inc.*, 365 U.S. 127, 138 (1961) ("The right of petition is one of the freedoms protected by the Bill of Rights, and we cannot, of course, lightly impute to Congress intent to invade these freedoms."). *See also California Transport Co. v. Trucking Unlimited*, 404 U.S. 508, 513 (1972). ("Petitioners, of course, have the right of access to the agencies and courts . . . That right, as indicated, is part of the right of petition protected by the First Amendment.")

A third constitutional basis is the Due Process clause of the Fifth and Fourteenth Amendments to the U.S. Constitution. In *Mullane*, the U.S. Supreme Court observed: "Many controversies have raged about the cryptic and abstract words of the Due Process Clause but there can be no doubt that at a minimum they require that deprivation of life, liberty or property by adjudication be preceded by notice and opportunity for hearing appropriate to the nature of the case." *Mullane v. Central Hanover Bank & Trust Co.*, 339 U.S. 306, 313 (1950)(cited in

*Logan v. Zimmerman Brush Co.*, 455 U.S. 422, 428 (U.S. 1982)). See also *Ex Parte Hull*, 312 U.S. 546 (1941); *Johnson v. Avery* 393 U.S. 483 (1969); *Wolff v. McDonnell*, 418 U.S. 539 (1974); *Smith v. Bounds*, 430 U.S. 817 (1977); *Corpus v. Estelle*, 551 F.2d 68 (5<sup>th</sup> Cir. 1977); and *Jackson v. Procunier*, 789 F.2d 307 (5<sup>th</sup> Cir 1986) (involving prisoner rights). See also *Boddie v. Connecticut*, 401 U.S. 371 (1971)(involving non-prisoner rights).

According to the U.S. Supreme Court in *Faretta v. California*, 422 U.S. 806 (1975), the Sixth Amendment provides yet another basis for the right of self-representation. The *Faretta* Court held that criminal defendants have a constitutional right to proceed pro se, and that counsel may not be imposed upon them over their objection:

The Sixth Amendment does not provide merely that a defense shall be made for the accused; it grants to the accused personally the right to make his defense. It is the accused, not counsel, who must be “informed of the nature and cause of the accusation,” who must be “confronted with the witnesses against him,” and who must be accorded “compulsory process for obtaining witnesses in his favor.” Although not stated in the Amendment in so many words, the right to self-representation – to make one’s own defense personally – is thus necessarily implied by the structure of the Amendment. The right to defend is given directly to the accused; for it is he who suffers the consequences if the defense fails.

*Id.* at 819-20.

It is important to note that *Faretta* is only applicable to criminal cases. Federal courts have not yet affirmed self-representation in civil cases as an explicit constitutional right other than by inference in the context of the right of access to courts. As noted above, however, the right of self-representation is explicitly protected under federal statutory law, see 28 U.S.C. § 1654, *supra*, and the statutory law of many states.

## **B. Louisiana Jurisprudence**

In Louisiana, the jurisprudence firmly establishes the right of self-representation in civil cases, although statutory law does not directly establish that right. See *Dixon v. Shuford*, 671 So.2d 1213 (La.App. 2 Cir. 4/3/96); *Teague v. International Paper Company*, 420 So.2d 522 (La.App. 2d Cir.1982); *Marchand v. Gene Thorpe Finance, Inc.*, 225 So.2d 485 (La.App. 4<sup>th</sup> Cir.1969); *Scott v. Hunt Oil Company*, 152 So.2d 599 (La.App. 1<sup>st</sup> Cir.1962). When a person appears *pro se*, he is not always held to the same standards of skill and judgment that is required of an attorney. *Harry Bourg Corp. v. Verrett*, 633 So.2d 285, 286-287 (La. App. 1<sup>st</sup> Cir. 1993). At the same time, the *pro se* litigant “assumes all responsibility for his own inadequacy and lack of knowledge of procedural and substantive law.” *Dronet v. Dronet*, 694 So.2d 426, 428 (La.App. 5<sup>th</sup> Cir. 4/9/97). See also *Deville v. Watch Tower Bible and Tract Society, Inc.*, 503 So.2d 705 (La.App. 3d Cir. 1987); *Harry Bourg Corp.*, *supra*; *Teague*, *supra*.

Louisiana statutory law prohibits the unauthorized practice of law. See La.R.S. 37:213. Louisiana's statutory provisions define the practice of law to include practice in a representative

capacity, while specifically stating that nothing in the statute defining the practice of law prohibits a person from attending to and caring for his own business, claims, or demands. *See Dixon*, 671 So.2d at 1215 (citing La.R.S. 37:212, below). Furthermore, a strong inference in favor of the right of self-representation can be drawn from Article I, § 9 of the Louisiana Constitution, which prohibits laws from impairing the right of a person to petition government for a redress of grievance, and from Article I, § 22, which declares the right of access to courts. *See Dixon*, 671 So.2d at 1215.

## **II. Ethical Issues Affecting *Pro Se* Litigation**

### **A. Unauthorized Practice of Law**

#### **1. Relevant Statute**

The practice of law is defined in Louisiana Revised Statute 37:212. La. R.S. 37:212 provides:

##### A. The practice of law means and includes:

(1) In a representative capacity, the appearance as an advocate, or the drawing of papers, pleadings or documents, or the performance of any act in connection with pending or prospective proceedings before any court of record in this state; or

(2) For a consideration, reward, or pecuniary benefit, present or anticipated, direct or indirect;

- (a) The advising or counseling of another as to secular law;
- (b) In behalf of another, the drawing or procuring, or the assisting in the drawing or procuring of a paper, document, or instrument affecting or relating to secular rights;
- (c) The doing of any act, in behalf of another, tending to obtain or secure for the other the prevention or the redress of a wrong or the enforcement or establishment of a right; or
- (d) Certifying or giving opinions as to title to immovable property or any interest therein or as to the rank or priority or validity of a lien, privilege or mortgage as well as the preparation of acts of sale, mortgages, credit sales or any

acts or other documents passing titles to or encumbering immovable property.

B. Nothing in this Section prohibits any person from attending to and caring for his own business, claims, or demands; or from preparing abstracts of title; or from insuring titles to property, movable or immovable, or an interest therein, or a privilege and encumbrance thereon, but every title insurance contract relating to immovable property must be based upon the certification or opinion of a licensed Louisiana attorney authorized to engage in the practice of law. Nothing in this Section prohibits any person from performing, as a notary public, any act necessary or incidental to the exercise of the powers and functions of the office of notary public, as those powers are delineated in Louisiana Revised Statutes of 1950, Title 35, Section 1, et seq.

C. Nothing in this Section shall prohibit any partnership, corporation, or other legal entity from asserting any claim, not exceeding five thousand dollars, or defense pertaining to an open account or promissory note, or suit for eviction of tenants on its own behalf in the courts of limited jurisdiction on its own behalf through a duly authorized partner, shareholder, officer, employee, or duly authorized agent or representative. No partnership, corporation, or other entity may assert any claim on behalf of another entity or any claim assigned to it.

D. Nothing in Article V, Section 24, of the Constitution of Louisiana or this Section shall prohibit justices or judges from performing all acts necessary or incumbent to the authorized exercise of duties as judge advocates or legal officers.

## **2. Considerations for Law Librarians**

There do not appear to be any reported cases in Louisiana or in other jurisdictions of law librarians being sued for the unauthorized practice of law. The Law Librarians Code of Ethics, however, prohibits even those librarians who are attorneys from giving legal advice or otherwise establishing an attorney/client relationship. In Louisiana, the Louisiana Supreme Court library is the only state-supported law library open to the public. In Shreveport and Lafayette, the local Bar associations have some materials available but no trained law librarians to guide the public in using those materials.

## **3. Considerations for Clerks of Court**

Although clerks of court should exercise caution when assisting *pro se* litigants in the filling out of forms, etc. in order to avoid the unauthorized practice of law, there are several Louisiana statutes that place an affirmative duty on clerks of court to assist *pro se* litigants. *See, e.g.,* La. R.S. 1299.35.5(8) (“Each clerk of each court of appeal shall prepare appeal forms in clear and concise language which shall provide step-by-step instructions for filling out and filing

the appeal forms. Each clerk shall assist each minor who requests assistance in filling out or filing the appeal forms.”) and La. Ch. C. art. 1566 (“The clerk of court shall make forms available for making application for protective orders under this Chapter, provide clerical assistance to the petitioner when necessary, advise indigent applicants of the availability of filing in forma pauperis, provide the necessary forms, and provide the services of a notary, where available, for completion of the affidavit required in Article 1568. . . .”)

## **B. Ethical Considerations for Judges – Impartiality v. Access to Courts**

As previously noted, under Louisiana law, the *pro se* litigant “assumes all responsibility for his own inadequacy and lack of knowledge of procedural and substantive law.” *Dronet*, 694 at 428. It is the responsibility of the *pro se* litigant to make sure his or her interests are protected. *Id.* *Pro se* status “offers a party neither an impenetrable shield nor license to harass others, clog judicial machinery with meritless litigation, or abuse already overloaded court dockets.” *Broussard v. Toce*, 99-555, 746 So.2d 659, 662 (La.App. 3rd Cir. 10/13/99) (citing *Bankston v. Alexandria Neurosurgical Clinic*, 94-693 (La.App. 3 Cir. 12/7/94); 659 So.2d 507, *writ not considered*, 95-0465 (La.4/7/95); 660 So.2d 436). Nevertheless, Louisiana jurisprudence acknowledges that *pro se* litigants are “not always held to the same standards of skill and judgment that is required of an attorney[.]” *Harry Bourg Corporation*, 633 So.2d at 286 (citing *Deville, supra*).

Thus, when dealing with *pro se* litigants, judges must walk a fine line between two competing considerations. On the one hand, if the judge treats the *pro se* party as if he or she were represented by an attorney, the judge runs the risk of effectually impeding the *pro se* party’s access to the courts. On the other hand, if the judge is too lenient with the *pro se* party, the judge’s impartiality may be called into question. Other than those general statements cited above, Louisiana jurisprudence gives little guidance as to how judges should handle this two competing issues.

## **C. Unbundling**

The “unbundling” of legal services refers to a situation in which an attorney limits the scope of the legal services provided. Most states have provisions in their codes of professional conduct that are modeled after Rule 1.2 of the American Bar Association Model Rules of Professional Conduct (2003).<sup>1</sup> Rule 1.2 provides, in pertinent part:

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<sup>1</sup> Several states are studying this issue and a few have adopted more detailed provisions which allow attorneys to provide limited representation, provided the attorney delineates in writing what he or she is taking responsibility for in the case. In July 2001, Maine amended its Bar Rules to specifically allow an attorney to “enter a limited appearance on behalf of an otherwise unrepresented party”. Maine Bar Rule 3.4(i) provides:

A lawyer may limit the scope of representation if the limitation is reasonable under the circumstances and the client provides informed consent after consultation. If, after consultation, the client consents in writing (the general form of which is attached to these Rules), an attorney may enter a limited appearance on behalf of an otherwise unrepresented party involved in a court proceeding. A lawyer who signs a complaint, counterclaim, cross-claim or any amendment thereto which is filed with the court, may not thereafter limit representation as provided in this rule.

(a) Subject to paragraphs (c) and (d), a lawyer shall abide by a client's decisions concerning the objectives of representation and, as required by Rule 1.4, shall consult with the client as to the means by which they are to be pursued. A lawyer may take such action on behalf of the client as is impliedly authorized to carry out the representation. A lawyer shall abide by a client's decision whether to settle a matter. In a criminal case, the lawyer shall abide by the client's decision, after consultation with the lawyer, as to a plea to be entered, whether to waive jury trial and whether the client will testify.

...

(c) A lawyer may limit the scope of the representation if the limitation is reasonable under the circumstances and the client gives informed consent.

Similarly, subsections (a) and (b) of Rule 1.2 of the Louisiana Attorney Rules of Professional Conduct provide:

(a) Both lawyer and client have authority and responsibility in the objectives and means of representation. The client has ultimate authority to determine the purposes to be served by legal representation, within the limits imposed by law and the lawyer's professional obligations.

(b) A lawyer may limit the objectives of the representation if the client consents after consultation.

La. Atty. R. Prof. Conduct, Rule 1.2 (a) and (b).

In Louisiana, there do not appear to be in any reported cases on the issue of “unbundling”. However, the U.S. Bankruptcy Courts for the Northern District of Georgia and the District of Idaho both recently addressed this issue. *In re Egwim*, 291 B.R. 559 (Bkrcty.N.D.Ga. 2003) and *In re Castorena*, 270 B.R. 504 (Bankr. D. Idaho Nov. 28, 2001). *Castorena* posed the question “whether a lawyer's bankruptcy services to a debtor can be limited and, if so, under what circumstances.” *Id.* at 525. The *Castorena* court based its analysis primarily on the reasoning of *In re Bancroft*, 204 B.R. 548 (Bankr.C.D.Ill.1997). In *Bancroft*, an attorney charged \$150.00 to represent chapter 7 debtors, but would not agree to represent them at the creditors' meeting without payment of an additional fee. *Id.* at 526 (citing *Bancroft* at 549). The *Bancroft* court rejected this attorney’s approach, coming to the conclusion that there is a minimum level of representation in bankruptcy required to claim a professional fee. That conclusion was based on the Bankruptcy Code, which draws a distinction between professional fees and "bankruptcy petition preparer." *Id.* *Bancroft* went on to address the more difficult questions of what are the minimum services required to claim a fee, whether legal services may be waived by a client, and if so, on what basis. The *Bancroft* court noted:

Under Rule 1.2(c) of the Illinois Rules of Professional Conduct, an attorney can limit the scope of representation, but only if the client consents after disclosure. Disclosure involves the attorney explaining to a debtor the nature of the bankruptcy process, what problems could or will be encountered, how those problems should be addressed, and the risks or hazards, if any, associated with those problems. Consent involves a clear understanding on the part of the debtor as to these factors and the possible results of a debtor proceeding without an attorney being present.

*Id.* at 527 (citing *Bancroft* at 551). The *Castorena* court concluded “[i]f either lawyer or client wishes to limit services in order to preserve a lower fee, that limitation must be carefully considered and narrowly crafted, and be the result of educated and informed consent.” *Id.* at 531.

The *Egwim* court was similarly suspicious of attempts to by attorneys to limit the scope of their representation.

Clients inexperienced in such limitations may well have difficulty understanding important implications of limiting a lawyer's duty. Not every lawyer who will benefit from the limitation can be trusted to explain its costs and benefits fairly. Also, any attempt to assess the basis of a client's consent could force disclosure of the client's confidences. In the long run, moreover, a restriction could become a standard practice that constricts the rights of clients without compensating benefits. The administration of justice may suffer from distrust of the legal system that may result from such a practice. Those reasons support special scrutiny of non-customary contracts limiting a lawyer's duties, particularly when the lawyer requests the limitation.

*Egwim*, 291 B.R. at 570. In addition to referencing *Castorena* and *Bancroft*, *supra*, the *Egwim* court looked to the Restatement (Third) of Law Governing Lawyers. Section 19 of the Restatement provides, in part:

- (1) Subject to other requirements stated in this Restatement, a client and lawyer may agree to limit a duty that a lawyer would otherwise owe to the client if:
  - (a) the client is adequately informed and consents; and
  - (b) the terms of the limitation are reasonable in the circumstances.

Rest. (3d) L.Gov.L. § 19(1). Combining the Restatement with Rule 1.2 of the Georgia Rules of Professional Conduct<sup>2</sup>, the *Egwim* court found:

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<sup>2</sup>Georgia Rule 1.2(c) and Idaho Rule 1.2(c) both provide: “A lawyer may limit the objectives of the representation if the client consents after **consultation**.” (emphasis added). Illinois Rule 1.2(c) provides: “A lawyer may limit the objectives of the representation if the client consents after **disclosure**.” (emphasis added).

. . . three fundamental requirements that must be met before an attorney may properly limit the scope of services to be provided to a client. First, the attorney must consult with the client about the limited representation that will be provided. Second, the client must provide informed consent, and this consent should be evidenced by a writing. Most important, the limitation must be reasonable in the circumstances or, in terms of the Georgia Rule, the engagement must not be so limited as to prevent competent representation.

*Egwim*, 291 B.R. at 571.

Although Louisiana courts do not appear to have directly addressed the issue of unbundling, because Rule 1.2(c) of the Illinois, Idaho and Georgia Rules of Professional Conduct is almost identical to Rule 1.2(b) of the Louisiana Rules of Professional Conduct, the reasoning in the above-cited cases may offer some guidance as to this issue.

#### **D. Ghostwriting**

Related to “unbundling” is the issue of “ghostwriting”. Although the issue has not yet been addressed in the Louisiana jurisprudence, guidance on the subject appears in the federal jurisprudence, particularly with regard to sanctions meted out under Rule 11 of the Federal Rules of Civil Procedure. Rule 11 requires that “[e]very pleading, written motion, and other paper shall be signed by at least one attorney of record in the attorney's individual name, or, if the party is not represented by an attorney, shall be signed by the party.” Based on this provision, federal courts have consistently held that it is improper for attorneys to engage in “ghostwriting” for parties who purport to appear *pro se*. See, e.g., *Duran v. Carris*, 238 F.3d 1268 (10<sup>th</sup> Cir. 2001) (ghost writing of plaintiff's brief by his former attorney constituted misrepresentation to court by litigant and his attorney); *Washington v. United States*, 2000 U.S. App. LEXIS 17464 \*4, n.1 (10<sup>th</sup> Cir. 2000) (“an attorney who "ghost writes" a brief for a pro se litigant may be subject to discipline both for a violation of the rules of professional conduct and for contempt of court.”); *Laremont-Lopez v. Southeastern Tidewater Opportunity Ctr.*, 968 F. Supp. 1075, 1079-80 (E.D. Va. 1997) (finding ghostwritten pleadings “inconsistent with procedural, ethical, and substantive rules” of the court); *Clarke v. United States*, 955 F. Supp. 593 (E.D. Va. 1997) (ghostwritten pleadings are a deliberate evasion by the attorney of Rule 11 of the Federal Rules of Civil Procedure).

Some state courts, on the other hand, have broken away from this prohibition on ghostwriting. For example, California recently adopted a court rule that allows a form of ghostwriting, although this permission is limited solely to family law proceedings. If the attorney “contracts with a client to draft or assist in drafting legal documents, but not to make an appearance in the case, [the attorney] is not required to disclose within the text of the document that he or she was involved in preparing the documents.” Cal. Rules Ct., Rule 5.170(a). An argument could be made that the Washington Rules of Court also allow ghostwriting insofar as they do not explicitly require a lawyer to disclose that the lawyer has provided drafting assistance to an otherwise unrepresented person. See Wash. Rules Ct., Rule CRLJ 11.

A majority of state courts, however, appear to follow the lead of the Federal courts and have not adopted rules that allow ghostwriting. Florida, for example, is currently working on changes to its professional rules that would specifically provide for unbundling while at the same time prohibiting ghostwriting. Proposed changes include:

Clarifying Rule 4-1.2 of the Rules Regulating the Florida Bar to explicitly allow unbundled services;

Amending Rule 4-4.2 to clarify how to communicate with an opposing party who has engaged an attorney for limited services;<sup>3</sup>

Adopting proposed Rule 12.040 of the Florida Family Law Rules of Procedure, which would require that pleadings state if an attorney assisted a pro se litigant, that an attorney providing limited services state so on the signature page of any pleading or document prepared by the attorney, and that during the time of limited representation, pleadings and other documents be served on both the attorney and the party.

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<sup>3</sup> “The person is considered to be unrepresented unless opposing counsel has received a written notice of appearance or a written notice setting forth the time period during which opposing counsel is to communicate with the limited representation lawyer about the matters within the scope of the representation.” *See* Report of the Unbundled Legal Services Special Committee II, Florida Bar, July 26, 2002, p. 10, <http://www.flcourts.org/sct/sctdocs/probin/sc02-2035.pdf>.

## **PART III**

# **ETHICAL GUIDELINES FOR PRO SE ASSISTANCE**

# ETHICAL GUIDELINES FOR PRO SE ASSISTANCE

## GUIDELINES FOR COURT PERSONNEL

### A. Principles

1. **General.** Court personnel should explain court processes and procedures to litigants, attorneys, the media, and other members of the public.

2. **Impartiality.** Court personnel should treat all litigants fairly and equally. Court personnel should not provide assistance for the purpose of giving one party an advantage over another. (nor give assistance to one party that they would not give to an opponent.)

3. **Assistance to Pro Se Litigants.** Court personnel should assist pro se litigants, when requested, in accordance with the recommended guidelines and subject to the limitations provided below.

### B. Recommended Guidelines

1. **Legal Services.** Court personnel may provide information, including descriptive information, telephone numbers, and addresses, about available legal services from pro bono programs, legal service corporations, law clinics, legal aid programs, low-cost legal services, and lawyer referral programs.

2. **Forms and Instructions.** Court personnel may provide information about available approved forms, without providing advice or recommendations as to any specific course of action. Court personnel may also provide approved forms and approved instructions on how to complete the forms. When court personnel are reasonably certain about which form is most appropriate for use by a given litigant, the staff person should identify the appropriate form but should avoid telling the litigant that he or she **should** or **must** use a particular form, unless a specific form is prescribed by law or by court rules to be used.

3. **Limited Assistance in Completion of Forms.** Court personnel may engage in limited oral communications to assist a pro se litigant in the completion of blanks on approved forms. Court personnel may answer questions about how to complete forms (e.g. where to write in particular types of information, but **not** questions about how the litigant should phrase his or her responses on the forms). Court personnel may also inform litigants that some general content may be required in a pleading (e.g. identification of the other parties involved in the dispute; a description of the facts of the case, etc.). Court personnel, however, may not tell a litigant whom to identify or which particular facts might be relevant to a proceeding.

4. **Recording of Information on Approved Forms.** If a litigant has a physical or cognitive disability or is illiterate and, therefore, unable to fill in a form, and the litigant explains

the disability to the court staff and requests appropriate assistance and reasonable accommodation, then court staff may record information on the litigant's behalf on the form. However, the court staff person must write down the **exact words** provided by the litigant, and another must witness the action.

**5. Legal Terminology.** Court personnel may provide, orally or in writing, definitions of legal terminology from widely accepted legal dictionaries or other dictionaries without advising whether or not a particular definition is applicable to the pro se litigant's situation.

**6. Citations of Law.** Court personnel may provide, orally or in writing, citations of constitutional provisions, statutes, and court rules, without advising whether or not a particular constitutional provision, statute, or court rule is applicable to the pro se litigant's situation. Court personnel may also show or tell litigants where to find pertinent statutes or rules of procedure. Court personnel may also refer litigants to sections of court rules or to legal codes and other treatises that govern matters of routine administration, practice, or procedure. However, court personnel may not interpret the meaning of statutes or rules.

**7. Public Court Information.** Court personnel may provide public information contained in dockets, calendars, schedules, case files, indexes, and other public reports.

**8. Court Procedures and Practices.** Court personnel may provide general information about court processes, practices, and procedures.

**9. Mediation and Allied Court Programs.** Court personnel may provide information in mediation, other available alternative dispute resolution programs, required parenting classes, courses for children of divorcing parents, and similar programs allied to or affiliated with court processes.

**10. Local Rules and Administrative Order.** Court personnel may provide, orally or in writing, information to pro se litigants on local rules or administrative orders.

**11. Community Services.** Court personnel may provide general information about community services relevant to the pro se litigant's situation.

## **C. Prohibitions**

**1. Legal Advice.** Court personnel shall not provide legal advice. If a court user asks for legal advice, court personnel should advise the person to seek the assistance of an attorney. Court personnel should not apply the law to the facts of a given case, nor give directions regarding how a litigant should respond or behave in any aspect of the legal process. For example, court personnel should not:

- Recommend whether to file a petition or other pleading.
- Recommend phrasing or specific content for pleadings.

- Fill in a form for the pro se litigant, except as provided for in Recommended Guideline 4 above.
- Recommend specific people against whom to file petitions or other pleadings.
- Recommend specific types of claims or arguments to assert in pleadings or at trial.
- Recommend what types or amount of damages to seek or the specific litigants from whom to seek damages.
- Recommend specific questions to ask witnesses or other litigants.
- Recommend specific techniques for presenting evidence in pleadings or at trial.
- Recommend which objections to raise to an opponent's pleadings or motions at trial or when and specifically how to raise them.
- Recommend when or whether a litigant should seek a continuance.
- Recommend when or whether a litigant should settle a dispute.
- Recommend whether a litigant should appeal a judge's decisions.
- Interpret the meaning or implications of statutes or appellate decisions as they might apply to an individual case.
- Perform legal research.
- Represent litigants in court; and
- Lead litigants to believe that court staff are representing them as lawyers in any capacity or induce the public to rely upon them for legal advice.
- Predict the outcome of a particular case, strategy, or outcome.

**2. Unauthorized or Premature Disclosure.** Court personnel may not disclose the outcome of a matter submitted to a judge or court for decision until the outcome is part of the public record, or until the judge directs disclosure of the matter.

**3. Ex Parte Communications.** Court personnel should be vigilant about preventing unethical ex parte communications between a litigant and a judge. Court personnel should use the following procedures when dealing with ex parte communications.

- If a litigant or attorney submits an ex parte written communication for a judge (e.g. to grant a continuance; to stop or limit a garnishment; etc.) court personnel should deliver the communication to a judge who should decide what action, if any, is appropriate.
- If a party makes a verbal request that a judge take some type of action in a case, the court personnel should tell the litigant to put the request in writing and:
  - address the request to the court;
  - include the case number (if any) on the document;
  - write the date on the document;
  - sign the written document;
  - print the person's name under the signature;
  - write the person's address and telephone number on the document;
  - deliver the written request to the clerk's office; and
  - serve a copy of the document on opposing litigant or litigant's attorney in a manner consistent with law and court procedure.
- If a party or attorney contacts a court clerk or other court personnel by telephone with a verbal request for judicial action and there is insufficient time to deliver a written request to the clerk's office (e.g., an emergency situation), the clerk shall communicate the request to a judge in accordance with rules established by the judge or the court for handling such communications. The clerk or other court staff, however, should tell the caller that there is no guarantee that the judge will grant the request.

## GUIDELINES FOR JUDGES

### A. Principles

1. **General.** Judges have a responsibility to explain court processes and procedures to litigants, attorneys, the media, and other members of the public (See District Court Performance Standard 4.4).

2. **Impartiality.** Judges shall perform judicial duties without bias or prejudice. Judges shall not, in the performance of their judicial duties, by words or conduct, manifest bias or prejudice, and shall not permit staff, court officials or others subject to their direction and control to do so (Code of Judicial Conduct Canon 3 A. (4)).

3. **Assistance to Pro Se Litigants.** Judges should assist pro se litigants, in accordance with the recommended guidelines and subject to the limitations provided below.

### B. Recommended Guidelines

1. **General Role of Judges.** Judges should play an active role in seeking and finding solutions to the growing trend of pro se litigation. Judges may exercise this role through court personnel in accordance with the guidance and subject to the limitations provided above.

2. **Protocol to be Used in Hearings.** During hearings involving pro se litigants, judges should use the following protocol to guide their actions:

- Verify that the pro se litigant is not an attorney and understands that he or she is entitled to be represented by an attorney, and chooses to proceed *pro se* without an attorney.
- Explain the process.
- Explain that the party bringing the action has the burden to present evidence in support of the relief sought.
- Explain the kind of evidence that may be presented.
- Explain the limits on the kind of evidence that can be considered.
- Ask both parties whether they understand the process and the procedures.
- A non-attorney may be permitted to sit at counsel table with either party to provide moral support but shall not be permitted to argue on behalf of a party or to question witnesses.

- Questioning by the judge should be directed at obtaining general information to avoid the appearance of advocacy.
- Whenever possible the matter should be decided and the order prepared immediately upon the conclusion of the hearing so it may be served on the parties.

### **C. Prohibitions and Limitations**

**1. Ex Parte Communications.** Except as permitted by law, a judge shall not permit private or ex parte interviews, arguments, or communications designed to influence his or her judicial action in any case.

**2. Obstructionist Behavior.** A judge should not allow a defendant to proceed pro se if the litigant manifests an intent to abuse the dignity of the courtroom. Obstructionist behavior by a litigant may include surliness, disrespect, belligerence, use of profanity, refusal to follow court protocol, refusal to answer the judge's questions, and refusal to participate meaningfully in the proceeding.

## GUIDELINES FOR BAR ASSOCIATIONS

### A. Principles

1. **General.** Bar associations have a general responsibility to develop ways to improve access to justice.

2. **Assistance to Pro Se Litigants.** Bar associations should take the lead in educating all lawyers regarding the importance of addressing the growth in pro se litigation. Bar associations should also provide assistance to pro se litigants in accordance with the applicable recommended guidelines and limitations provided for court personnel above.

## GUIDELINES FOR LAWYERS

### A. Principles

1. **General.** Lawyers have a general responsibility to make legal services more available and affordable to the average citizen or resident of the state, and to provide creative ways to assist the poor in accessing justice.

2. **Assistance to Pro Se Litigants.** Lawyers should assist pro se litigants either by participating in the pro se assistance programs of their bar associations or other organizations or by providing direct legal services.

### B. Recommended Guidelines

1. **Participation in Pro Se Assistance Programs.** Lawyers may aid pro se litigants by participating in the pro se assistance programs of their bar associations or other organizations in accordance with the applicable recommended guidelines and limitations provided for court personnel.

2. **Individual Pro Se Assistance.** Lawyers may aid pro se litigants by providing the following direct legal services:

- Lawyers may provide "unbundled" legal services, sometimes called "limited attorney services" or "discrete services representation" to pro se litigants, subject to the prohibitions provided below.
- Lawyers may provide fixed or flat fees for "unbundled services."
- Lawyers may utilize paralegals to lower the cost of "unbundled services."

3. **Ethical Considerations When Opposing Self-Represented Persons.** Lawyers dealing on behalf of their clients with pro se litigants should satisfy the following ethical standards in those dealings:

- The lawyer should put the pro se litigant on clear notice that the lawyer is not neutral but is an opponent looking after the best interests of the lawyer's client. The lawyer should not state or imply that the lawyer is a disinterested participant in the issue.
- The lawyer has a duty to be courteous to the pro se litigant. The lawyer should not use means that have no substantial purpose other than to embarrass, delay, intimidate, or burden the litigant unduly.

- The lawyer may not knowingly make a false statement of material fact to a pro se litigant, or fail to disclose a material fact to a pro se litigant, whenever the law or professional ethics requires such disclosure.
- A lawyer may negotiate a transaction and prepare documents on behalf of his client for signature by the pro se litigant. However, the lawyer should not give legal advice to the pro se litigant during such negotiations other than recommending that the person seek legal advice.

### C. **Cautionary Notes**

Until such time as the Code of the Professional Responsibility, legislation, or case law clarifies the responsibilities of lawyers with respect to ghostwriting and unbundled pro se services, the following guidelines are recommended:

1. **“Ghostwriting”.** Lawyers should not write documents or prepare pro se clients for arguments without carefully disclosing such participation to the court.
2. **Scope of Duties.** Lawyers should limit their advice and counsel to the “unbundled services” for which they are being retained and should not extend their advice and counsel as attorneys to legal issues and matters for which they are not being retained, except in the same general way as permitted for court personnel.

## **PART IV**

# **PLANNING AND IMPLEMENTING A PRO SE ASSISTANCE PROGRAM**

## **PLANNING AND IMPLEMENTING A PRO SE ASSISTANCE PROGRAM**

### **Introduction**

Providing pro se assistance at the local level is no easy matter and should be carefully planned. Because of differences in structure, resources, and demand, each parish or judicial district should develop its own approach to pro se assistance by analyzing the volume and type of demand and by devising strategies that would avoid ethical conflicts while addressing the demand in a cost-effective manner. To assist, local areas with such planning, the following guidelines are recommended:

### **Guideline 1. Organize a Working Team**

The first step in planning pro se assistance would be to organize a working team. The working team should include a judge who would be the team leader, a clerk of court, a court administrator or some other member of the court staff, a representative of the local bar, a representative of the area's legal service corporation, and one or more representatives of the community. The purpose of the Working Team would be to plan and organize all aspects of the local area's pro se assistance program.

### **Guideline 2. Analyze the Demand for Pro Se Assistance**

One of the first substantive tasks of the working team would be to analyze the volume and type of demand for pro se assistance in the area. In jurisdictions that have automated case management systems, the clerk of court may be able to easily generate this data. In jurisdictions without such resources, three other methods may be used for this purpose. One method would be to ask the clerk, the judges, members of the local bar and legal service corporation to estimate, based on their memory and experience, the relative volume and type of pro se litigation that they have observed in the past year. On the basis of the feedback from these various sources, the working team would then extrapolate its best annual estimate of the volume and type of pro se assistance need. A second method would be to ask the clerk, the judges, court personnel, or others to keep a running count of pro se litigants by type of case for three to six months. On the basis of this count, the working team would then extrapolate its best annual estimate of demand by type of case. A third method would be to recruit volunteers or to hire student workers to analyze past filing data on pro se litigation and to present the results of their study to the working team for the development of an annual estimate of need.

### **Guideline 3. Identify the Types and Costs of Pro Se Assistance Programs**

After or simultaneously with the analysis of demand, the working team should assemble information to identify the types and costs of pro se assistance programs throughout the nation. The analysis of such programs can be expedited by referring to and using the tables downloaded from the American Judicature Society which are appended at the end of this planning document. In general, the types of pro se assistance programs, as listed in the tables, may be categorized as follows:

#### **A. Attorney Programs**

1. **Pro Se Clinics:** Volunteer attorneys, recruited, trained, and sponsored by state or local bar associations, law clinics, legal service corporations, or other organizations, meet with a group of pro se clients on a regular, scheduled basis to discuss a specified set of issues such as landlord/tenant relations, bankruptcy, immigration matters, family law, simple torts, power of attorney, wills, living wills, use of pro se forms, techniques of litigation, community law, and other matters.
2. **Individual Attorney Pro Se Assistance:** Volunteer attorneys, recruited, trained, and sponsored by state or local bar associations, law clinics, legal service corporations, or other organizations, assist, on an appointment basis, individual pro se clients with a wide range of legal matters, including landlord/tenant relations, bankruptcy, immigration, domestic issues, torts, power of attorney, wills and living wills, community law, use of pro se forms, techniques of litigation, and other matters.
3. **Community Education:** Volunteer attorneys, recruited, trained, and sponsored, by state or local bar associations, law clinics, legal service corporations, or other organizations give talks to groups on their legal rights and responsibilities.
4. **Unbundled Legal Services:** Attorneys advertise through bar associations, the yellow pages, and other means their availability to assist pro se litigants on a scheduled fee basis with a specified portion of their legal needs in a particular case.
5. **Alternative Dispute Resolution (ADR) Options:** Attorneys advertise through bar associations, the yellow pages and other means their availability to assist pro se litigants on a scheduled fee basis in settling disputes through alternative dispute resolution techniques, including mediation, arbitration, family group counseling, and other ADR techniques.

## **B. Court-Sponsored Programs**

1. **Development and Pre-Approval of Legal Forms:** The district court, with possible assistance from the clerk of court, the state or local bar, or others, develops standard pro se legal forms which are pre- approved either by the court, the state supreme court, or the state legislature for use in pro se proceedings.
2. **Development of Procedural Checklists:** The district court, with possible assistance from the clerk of court, develops several procedural checklists for different types of hearings and procedures typically involving pro se litigants.
3. **Pro Se Clerks:** The district court or the clerk of court designates and trains court personnel to assist pro se litigants in understanding and using the procedural checklists and in filling out the pre-approved, standard legal forms.
4. **Pre-Trial Conferences.** The district court schedules pre-trial conferences to acquaint the pro se litigant and opposing counsel with the court's procedures and schedule, and the ethical guidelines that will govern the conduct of the trial. At the pre-trial conference, the judge, in his discretion, may seek to advise and assist the parties in a voluntary adjustment of differences. However, the court should not be expected, at any state of the proceedings, to force any compromise upon reluctant counsel or parties.
5. **Informational Brochures and Videos.** The district court or the clerk of court provide informational brochures and allow the viewing of video tapes on pro se litigation and alternative dispute resolution options.
6. **Pro Se Library.** The district court or the clerk provide pro se litigants with a small library of written and automated (CD-ROM; WEB) materials on laws and procedures, pro se litigation, pro se assistance available in the area, alternative dispute resolution options, and other information.
7. **Use of Office Machines.** The district court or the clerk of court allow pro se litigants to use office machines (typewriters, computers, copiers, etc.) at either no charge or at a highly reduced charge to prepare pro se filings and briefs.
8. **Web Page.** The district court, in association with the clerk of court, develops a website containing general information on pro se litigation as well as standard forms, checklists, detailed instructions, lists of alternative options (the need for a lawyer in certain types of cases, the availability of bundled legal services, and the availability of various forms of alternative dispute resolution) and other information of assistance to pro se litigants.

## **C. Community-Sponsored Programs**

1. **Self-Help Centers.** A community organization, e.g. a library, a non-profit organization, or a university provides through an easily accessible facility staffing, pro se clinic programs, individual attorney assistance, informational brochures and videos, forms and checklists, laws and procedures, lists of attorneys willing to provide unbundled services, lists of alternative dispute resolution options, use of office equipment, the availability of signage and language interpreters, a website and other types of assistance.

### **Guideline 4. Formulate a Plan of Action**

On the basis of its analysis of pro se demand and its identification and analysis of programmatic responses, the working team formulates a plan of action, detailing the types and annual number of pro se litigants to be assisted, the forms of assistance to be made available, the provider of each form of assistance, and the costs and other resources needed to implement each element of the plan.

### **Guideline 5. Implement the Plan of Action**

The working team uses available resources to implement its plan of action, or it solicits grants and other donations for this purpose.

### **Guideline 6. Monitor and Evaluate the Implementation of the Plan of Action**

The working team continually monitors and evaluates its implementation of all aspects of its plan of action. Barriers are identified and addressed through the monitoring. Programs that are not determined to be effective through evaluation are discarded or modified. Programs that appear to be successful are reinforced and funded at higher levels.

## **PART V**

# **TECHNOLOGY AND PRO SE ASSISTANCE**

## TECHNOLOGY AND PRO SE ASSISTANCE

### Part 1. Telephone Technologies

#### Toll Free Numbers

A *toll-free number* is a telephone number that can be called at no cost to the caller, because the recipient pays for the cost of the call. Also referred to as “1-800” numbers after the original area code, toll-free numbers today can start with the area codes, 800, 888, 877, and 866. The area codes 855, 833, and 822 have also been reserved for toll-free activation in the future if and when necessary. A toll-free vanity number is a telephone number that can use letters, as well as numbers, and up to 9 digits in the toll-free number (e.g. 1-800 La-PRO SE). Toll-free numbers do not require you to install or pay for another phone line or any new equipment. The toll-free number will be ready to ring directly to any existing phone line that you choose during the set-up process.

Toll-free numbers may be purchased from long-distance carriers or from re-sellers. The lowest price toll-free numbers are available from re-sellers. A re-seller purchases a large quantity of service from a major carrier and resells it more efficiently. They compete mainly on price and usually have better prices than major carriers. However, one drawback is that re-sellers do not have the same access into the national pool as the major carriers do and can't usually provide vanity numbers. They work from a shorter list of numbers from their carrier.

There are two key features to consider when choosing a toll-free number: rates and features. Rates can range from 30 cents per minute on some plans to less than 10 cents per minute with some high-volume programs. Most plans offer a common set of basic calling features, although monthly charges and set-up charges may differ. Some providers allow purchasers to block toll-free calls from outside the purchaser's service area.

Toll-free numbers can be a very useful tool in an area's arsenal of pro se litigation assistance programs. They enable pro se litigants to access at no cost one or more statewide or multi-jurisdictional pro se programs that can supplement local pro se efforts and that, otherwise, might not be cost effective at the local level.

For more information on the use of toll-free lines in pro se assistance, see: Jill L. Witzman, “Toll free Assistance: Center Helps Pro Pers with Family Law Paperwork,” The Los Angeles Daily Journal, July 7, 1993, vol. 106 n.137 pl, col. 1; Maureen Castellano, “Will Bar Drop a Dime on 800 Lawyer Line? (New Jersey), New Jersey Law Journal, Feb. 6, 1995, v. 139 n6 pl col 2.

## **Legal Hotlines**

A *Legal Hotline* is a program offering legal advice by telephone, sometimes through toll-free numbers. Programs which provide information and referral only, or which are limited to intake screening are generally not regarded as true hotlines. A state-by-state Legal Hotlines Directory that was organized by the National Legal Aid and Defense Association (NLADA) and funded by the American Association of Retired Persons (AARP) classifies 149 non-profit organizations offering legal advice by phone. The Directory is available at <http://www.legalhotlines.org/directory/main.cfm>. Louisiana does not have a legal hotline service advertised in the Directory. The Directory, however, may be helpful for planning purposes in identifying useful features for a pro se hotline.

Many organizations are producing pro se materials that are available through a hotline and hotline staff may be the principal source of additional information about the underlying legal issues and how to fill in the forms. It thus becomes the responsibility of the hotline to make a judgment as to whether the client is capable of proceeding pro se and whether there are legal issues that would preclude this approach. Even when the client is ultimately referred elsewhere for more personal help, it is generally the hotline that performs the initial screening, provides the client with preliminary information, and makes the referral. Sometimes the hotline attorney gives the client substantial assistance.

For more information, on the use of hotlines for pro se assistance, see Exhibit 1.

## **Tel-Law**

*Tel-Law* is a collection of tape-recorded messages written by lawyers to inform the public about the law and the justice system. Tel-Law is accessible from a toll-free number and is intended to help members of the general public at no cost to know more about the nature of their legal problems and to find where to go for help. Tel-Law is not intended to replace lawyers or to provide specific legal advice. In Louisiana, Tel-Law is a service of the Louisiana State Bar Association (LSBA) and the Southwest Louisiana Education and Referral Center in Lafayette. The LSBA Tel-Law program can be accessed by calling 1-(800) 4-TEL-LAW (1-800-483-5529). The program in Lafayette can be accessed by calling 1-318-262-5850.

After a person makes a call to the toll-free number, an automated set of instructions is read to the caller. Among these instructions is a menu of legal issues each having a number that can be pressed on the telephone to access the message. Tel-Law messages generally cover the following broad topics and contain two or more specific topics under each broad topic: Introduction to the Law; Family Law; Administrative; Bankruptcy; Wills, Trusts & Estate; Injury and Damages; Criminal Law; Employment and Business Law; Consumer Law; Legal Services Direct Extensions; and Pro Bono Project.

## **Telecommunications Device for the Deaf (TDD)**

A *Telecommunication Device for the Deaf* or “TDD,” sometimes called a TTY, Tele Type Writer, or text telephone, means a keyboard mechanism attached to a standard telephone set which allows for messages to be typed rather than spoken. The “TDD distribution program” means the program to furnish TDDs to deaf- hard-of-hearing, and speech-impaired persons in order that they may use the Telecommunications Relay Service (TRS) established by law in each state. When one uses a TDD or TTY, only one person can type at a time, similar to instant messaging. A governmental office, therefore, has two ways in which it may communicate with persons who are deaf, hard-of-hearing or speech-impaired, directly from TDD to TDD, or through the mediation of a Telecommunications Relay Service (TRS).

The TDD allows two people with compatible equipment to have a “typed” conversation over the telephone. It also enables communication through the Telecommunications Relay Service (TRS). TDDs are available in various forms. Some are completely portable; others have large print displays to assist persons with vision impairments. Many advanced models generate paper printouts enabling the user to maintain a permanent record of the telephone call, while others are available with Braille keyboards to accommodate individuals with sight and hearing impairments.

TDDs are also available as pay phones. While designs vary, the TDD pay phone is generally housed in a tamper-resistant metal drawer underneath the regular pay phone device. When the TDD is in use, the drawer is open for the caller to converse by typing on the keyboard and reading the display. The TDD works with almost all types of public telephones and phone booths but does not affect calls placed on a telephone by a person without a hearing impairment.

TDDs can be used in pro se assistance programs to provide direct communication with a person with a hearing disability as well as to enable communication on the users end via the Relay service.

## **Telecommunications Relay Service**

The *Telecommunications Relay Service* (TRS) enables standard voice telephone users to talk to people who have difficulty hearing or speaking on the telephone. People who can speak clearly but have difficulty hearing can place or receive calls through the relay service. This type of relay call is Voice Carry Over (VCO) because the hard of hearing person's voice is "carried over" to the other party. Everything that the person without the hearing disability says is typed by a communications assistant or TRS operator and the words appear as text on the VCO user's Telecommunications Device for the Deaf or Text phone (TDD or TTY). People who can hear clearly but have difficulty speaking on the phone can place or receive calls. Through the HCO service, the person with speech disability is able to hear the other person's voice. HCO users can type what they want to say using a TTY. The communications assistant then reads their words to the person on the other line. People who communicate best with sign language can make relay calls through communication assistants who can interpret their calls. The caller signs to the communications assistant with the use of video equipment, and the communications assistant voices what is signed to the called party. This type of relay service is called the Video Relay Service, and is not offered by all state TRS programs.

Louisiana offers a free relay service to its residents. Louisiana residents can use the relay service to access information from pro se assistance programs and from courts.

For more information, see Exhibit 3.

## Language Line Services

*Language Line Services* are services offered by several companies providing foreign language translation and interpretation under a variety of payment plans. One of the largest and oldest of these services is “The Language Line Service” (formerly the AT&T Language Line Service). The service advertises that it provides foreign language translation and assistance for over 140 languages. The translation service is available 24 hours a day, 7 days a week, 365 days a year. The translation service can be accessed on the spot, usually within seconds, or on a scheduled basis. The service has translators certified in medical specialties and in law. The call to the Language Line is free. Usage is billed in one-minute increments and charges begin when the interpreter comes on the line. A number of different plans are available for the service depending on the volume of need. A subscribed interpretation plan is designed for frequent, regular usage – approximately 20 minutes per month to be cost effective. This plan has a \$200 one-time set up fee, a \$50 per month subscription fee, and a weekday rate of \$2.20 per minute. The membership interpretation plan is designed for intermittent usage – approximately 15 minutes per month to be cost effective. This plan has a \$75 one-time set up fee, a \$35 annual renewal fee, and a weekday rate of \$3.50 per minute. The personal interpreter plan is designed for incidental or unexpected usage and requires no membership, subscription, or set-up fees but has a \$4.50 per minute translation cost and a service fee of \$2.50 per call.

Language line services may be helpful to courts and pro se litigants in two ways. Pro se assistance programs can use these services to communicate information to non-English speaking clients. The courts can use the services to allow non-English speaking pro se litigants to communicate their cases in court either at no cost or at the rate charged by the language line service.

For more information on language line services, see Exhibits 9-12 and Ann O’Reilly, “On-Call Translators: AT&T Language Line,” Judges Journal 32 (Summer, 1993) 38-39; Lesley Wright, “California Lags in Over-Phone Interpretation,” The Los Angeles Daily Journal, March 22, 1994, vol. 107, pl col 4. The Access to Justice Committee of the Louisiana State Bar Association (LSBA) has developed a website for litigants, the address of which is [www.lawhelp/la/org](http://www.lawhelp/la/org). Although the website is not at this time specifically oriented to pro se litigants, it may still be of some benefit to them. In addition, the Access to Justice Committee intends to develop overtime, more pro se assistance information on the site.

## **Part 2. Multi-Media Technologies**

### **Videos, CD-ROMs, DVDs**

Several entities have produced videos, CD-ROMs, DVDs or audiotapes to assist pro se litigants in learning how to represent themselves in various kinds of court proceedings. The materials benefit pro se assistance efforts in many ways. They save time for staff and volunteers by eliminating the need for the most initial consultations. They enable litigants to receive consistent and complete information, the accuracy and effectiveness of which is not dependent on the qualities of a volunteer. The litigants do not have to leave their homes to meet with a pro se instructor or advisor. The litigants can obtain the materials from a variety of convenient places – libraries, courthouses, the local bar, self-help centers, etc. Pro se litigants in small towns and rural areas can obtain high-quality assistance at no or little cost. The audio tracks of the materials are easily adaptable to multiple languages. The materials are excellent training tools for pro se assistance staff and volunteers. The use of the materials can help narrow the scope of duties for volunteers, thus making it easier for managers to recruit, train, and supervise the volunteers.

For more information on the use of such technologies for pro se assistance, see Exhibit 4.

## **Cable Access Programming**

*Cable Access Television (CATV)* can be an effective medium for presenting pro se information and for answering the questions of pro se litigants. The program staff of Northwestern Legal Services (NWLS) in Erie Pennsylvania produces a half-hour program broadcast to approximately 35,000 households each week that covers a broad range of legal issues of interest to pro se litigants. The program is entirely produced by the staff of NWLS and features guests who speak on different topics of the law. Partial funding for the program is provided by a grant from the PENNs Lawyers Trust Account. The grant permits the dubbing of video insets into the program and the distribution to the branch offices of the NWLS and to other legal services organizations in Pennsylvania.

For more information on the use of cable television, see Exhibit 5.

### **Part 3. Computer Technologies**

#### **Kiosks**

An *electronic kiosk* is a small enclosed structure containing computing and communications equipment, input devices such as card readers, keyboards, and touch screen monitors, output devices such as printers, and audio and video players. Kiosks generally serve three functions: to advertise; to collect or dispense information only; and to exchange information, money, and/or services. Advertising kiosks are the least complex and promote the product or service by giving information in the form of text, graphics, video, and sound, sometimes in an interactive way. Information-only kiosks normally use buttons and or a keyboard and collect or provide very limited information. Transactional kiosks are the most complex and the most useful. They collect cash or credit card data and can dispense money, goods, services, and information. Unlike ATMs, users access advanced transactional kiosks generally through a touch screen that presents colorful, intuitive icons, a carefully-structured script, and an on-screen video hosts who explains each step, often in several languages.

Several courts have used stand-alone information and transactional kiosks as a means of pro se assistance. First pioneered in Maricopa County, Arizona, under the sponsorship of the Arizona court system, kiosks are now used to generate no-fault divorce documents, child support petitions, domestic violence petitions, and documents that are used in landlord-tenant actions. In some areas, users are charged a fee of approximately \$25.00 for each set of legal documents as a means of recouping the cost of development, financing the program's expansion, or providing general revenue. The programming for these kiosks includes an extensive video component, in the form of a lawyer portrayed by a professional actor who explains how to complete the forms. The kiosks are expensive to manufacture and maintain, since each kiosk consists of a special cabinet housing a computer, a laser or hard disk, and a printer, that is designed to serve users under a variety of physical conditions. The most expensive component of the kiosk is the cost of the software. Creating multimedia programs having the capacity of producing legal documents in response to user information is a complex undertaking requiring expensive authoring systems, and sometime costly hardware. The video component is especially expensive to produce. Without the user fee, the cost of each kiosk to the court system might be in the range of \$10,000 - \$15,000, including the amortized cost of software development. Hardware costs are relatively expensive, depending on the type of kiosk (see Exhibits 17 and 18 on hardware costs).

For more information on the use of kiosks for pro se assistance, see Exhibits 6-7 and Richard S. Granat, "Creating a Network of Community-Based *Pro Se* (Self-Help) Legal Information Centers" <http://www.granat.com/kiosk1.htm>; "Electronic Kiosks Debut," *Court News*, January-February, 2001, p. 7.

## Websites

A *website* is a set of pages on the Internet that has a common sponsor or host and a specific Internet address or a domain name. Websites may be used to assist pro se litigants in a number of ways. One way is simply to advertise the availability of community programs offering pro se assistance. Another way is to provide legal and scheduling information directly to the pro se litigant. The most comprehensive way is to use the website as a kiosk on the Internet. The core component of this concept is a website that is organized as a set of libraries in major substantive areas, such as family law, consumer law, landlord-tenant law, etc. Each of these libraries contains explanation of the law in lay terms, legal forms, instruction on how to complete the forms, and step-by-step procedures on how to file the forms. The user can complete the forms directly on the screen and print out the forms on the user's printer replicating the functionality of the stand-alone kiosk. The authoring tools are relatively inexpensive and easier to use than higher end multimedia authoring tools. The major contrast between delivering legal information over the Internet and the stand-alone kiosk is the absence of a video component. A video component requires a large storage capacity in the form of either a CD-ROM or laser video disc. Sending large video clips over the telephone line is presently impractical because of the time that it takes to download video files into the user's computer. An alternative to video is streaming audio and "illustrated audio," delivered over the Internet utilizing products such as Microsoft's NetShow on Demand. Streaming audio allows a user to hear the information without having to wait for the entire file to be accessed. "Illustrated audio" is a new way to synchronize graphic images, such as still pictures or slides, with an audio track to create an interesting and effective multimedia presentation. The production costs of a program augmented by audio is about 10% of the cost of a program utilizing video.

For more information on the use of websites for pro se assistance, see Exhibits 8-11 and Richard S. Granat, "Creating a Network of Community-Based *Pro Se* (Self-Help) Legal Information Centers" <http://www.granat.com/kiosk1.htm>; "DNA-People's Legal Services Web Based Kiosk Initiative," The LSC Resource Library, Abstract No. 020015, May 2002, [http://www.lri.lsc.gov/abstracts/020015/ps\\_020015.htm](http://www.lri.lsc.gov/abstracts/020015/ps_020015.htm). The Access to Justice Committee of the Louisiana State Bar Association (LSBA) has a website that currently provides information on legal services. The committee plans to constantly add materials of interests to Pro Se litigants over the next few years. The address of the website is [www.lawhelp.org/la](http://www.lawhelp.org/la).

## **Workstation**

A *workstation* is a computer system complete with monitor, high-quality printer, and all telecommunications devices. The workstation can be located in the courthouse, a library, or a pro se self-help center to assist self-represented litigants in accessing and processing specific information from either the computer's memory or from the Internet. Through the workstation, the pro se litigant can access laws and regulations, forms, checklists, process charts, step-by-step instructions on court procedures, and other useful resources. Through the workstation, the litigant can also print or e-mail and input information for later use.

For more information on the use of workstations for pro se assistance, see Exhibit 12.

## **Web-Based Legal Decision Support System**

In his article “Using Web-based Legal Decision Support Systems to Improve Access to Justice,” John Zeleznikow discusses how community legal services can better meet the challenges of pro se litigation through development of web-based decision support systems. The purpose of decision support systems, according to Zeleznikow, is to help a user manage knowledge. A decision support system meets this purpose by enhancing the user’s competence in representing and processing knowledge through computer software. Zeleznikow’s web-based decision support software, called WebShell, is a server side web-based shell that is both small and simple. Knowledge is stored in a relational database and modeled using two types of representation – a variant of a standard decision-tree and an argument tree. A rule-based system can be built in WebShell using only decision trees. On the other hand, a knowledge-based system can be built using only argument trees. However, the two approaches are tightly integrated for uses that involve a mix of procedural and non-procedural language.

An example of this use of a decision support system is Get Aid that uses a specialized kind of decision tree, called sequenced transition networks (STN) to determine eligibility for legal aid. WebShell is also being used to represent legal knowledge about family law, computer copyrights, and the sentencing of criminals. Other decision support systems provide advice on the potential utility of using alternative dispute resolution methods and on the utility of various negotiation stances in mediation.

For more information of legal decision-making software for pro se, see John Zeleznikow, “Using Web-based Legal Decision Support Systems to Improve Access to Justice,” Information & Communication Technology Law 11.1 (2002) 16-33.

## **Mobile Self-Help Centers**

*Mobile Self-Help Centers* are custom-built mobile homes or buses equipped with furniture, equipment, and law-related materials that can travel to remote and legally underserved areas of a state or areas to provide law-related education or pro se assistance.

The mobile self-help center of the Superior Court of Venture County, California travels around the county on an established schedule, visiting communities that are geographically remote from the County courthouse. It is also used to participate in educational forums in response to special requests from schools, health care agencies, and community-based law enforcement programs. The Georgia Mobil Law Unit (MLU) is based on a modification of the Self-Help Office model developed by AARP in Washington D.C. In the Atlanta metropolitan areas, the MLU focuses its efforts on reaching elderly and persons with disabilities in senior centers and high-rise apartment complexes. In greater Georgia, the mobile units are sent to public libraries in remote rural areas.

The Georgia MLUs use a well designed website as a central information source and an on-site staff to assist users in finding the information they need. The program uses extensive advertising to attract clients.

For more information on mobile self-help units, See Exhibits 13-14; and Terry Carter, "Self-Help Speeds Up," ABA Journal 87 (July 2001) pp. 34-35.

# **APPENDIX I**

## **TABLES FROM THE AMERICAN JUDICATURE SOCIETY**

# **TABLE 1**

## **STATEWIDE PRO SE ASSISTANCE PROGRAMS**

*Do not cite or circulate without permission.*

**Table 1: Statewide Pro Se Assistance Programs\***

State	Start Date	Sponsor	Budget	Funding Source	Program Description
California	1996	Legislature Administrative Office of the Courts	Not available	State AB 1058	The Family Law Facilitator Act, Family Code Section 10000 et seq. created the Office of the Family Law Facilitator in the superior courts of all California counties. The offices are staffed with attorneys and related staff to provide assistance to self-represented litigants in family law cases involving issues in child support, spousal support and health insurance. For a complete description of these programs see Tables 2-4.
Connecticut	1997	Court Operations Division and Chief Court Administrator's Office	Not available	State Justice Institute and judicial branch budget for court operations	The statewide program has created public information booths in courthouse lobbies, regional court service centers to provide information, published the <i>Do It Yourself Divorce Guide</i> , created a software program for easy electronic access to civil and family case information, and developed a judicial branch website to provide electronic court forms.
Delaware	1997	Supreme court and the state bar association	None	Individual courts and State Justice Institute grant	A state Family Court Committee on Self-Represented Litigants seeks to maximize access to justice for persons who choose to represent themselves. "User friendly" brochures and forms in English and Spanish are available on the Internet. Court centers, staffed with pro se assistance personnel, help litigants understand the judicial process and answer questions. The state supreme court is promoting the adoption of statewide uniformity in pro se assistance and the evaluation of these services.
Florida	1999	Supreme court	Unavailable	The initiative is funded primarily through local county commissions. Limited funding and positions are available to the circuits' family courts from Florida's Family Courts Trust Fund. Funding was provided by the legislature for pilot projects in two circuits.	Florida's Family Court Steering Committee, appointed by the supreme court, developed and recommended the adoption of Florida's Family Law Rule of Procedure 12.750 that governs the activities of self-help programs operating under the auspices of local courts. So far, in 19 of Florida's 20 circuits, self-help programs provide a wide range of services. In addition, the steering committee developed and recommended over 500 pages of family law forms that were adopted by the supreme court.

\*In summer 1999 AJS surveyed all states, the District of Columbia, and the territories and commonwealths about the existence of statewide pro se assistance programs. This table reflects positive responses received as of September 24, 1999. Existing programs reported after that date will be included in an updated table to be printed in the post-conference report.

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**Table 1: Statewide Pro Se Assistance Programs**

State	State Date	Sponsor	Budget	Funding Source	Program Description
Hawaii	2000	Hawaii state judiciary and Supreme Court Committee on Equality and Access to the Courts	\$250,000	The legislature, the judiciary and grants	The statewide initiative has established court concierge desks and customer service centers at the family and district courts in Oahu.
Idaho	1999	Supreme court	\$174,398	The State Justice Institute, the Idaho Department of Health and Welfare and state matching funds	The Court Assistance Offices Project, a 6-month pilot project in 5 locations, is a one step clearinghouse to access legal services and other resources. The project provides information, forms, refers litigants to mediators and attorneys, helps obtain copies and court forms, and helps low income individuals apply for direct legal services.
Indiana	No data	Supreme court	In kind	Attorney trust account interest and bar foundation	The state has formed 14 regional committees that draft plans to provide local pro bono services to indigent clients. Each committee is headed by a supreme court appointed judicial designee. The committee brings together the local pro bono providers, defines a plan, and submits funding requests to the Indiana Pro Bono Commission.
Maine	1995	Judicial Branch's Performance Council	Under \$5,000	Judicial branch	The judicial branch has produced packets with forms and instructions for several case types and videos on starting a divorce action, mediation and post-judgment motions in family cases. They have also printed pamphlets on various court processes including protection from abuse and small claims. All of these materials are available in courts throughout the state.
Maryland	1996	Supreme court	\$1,000,000	State judiciary	The state's efforts are directed primarily at domestic and family law cases. Forms and information are provided on a toll-free, statewide hotline. At the local level, a variety of legal services organizations provide legal information to litigants. Protective order advocacy and representation projects provide legal assistance to victims of domestic violence and pro se clinics provide legal information and advice.
Michigan	1990	Supreme court	No data	Supreme court, the State Justice Institute and private foundations	The supreme court is addressing the needs and concerns of pro se litigants in a variety of ways. It is developing brochures and other printed materials on court process/operations. It is developing a public education program about the courts including the Telecourt Program. It is also developing pro se forms and instruction packets. To carry out its mission, it is providing customer service training programs for court managers and clerical support staff.

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**Table 1: Statewide Pro Se Assistance Programs**

State	State Date	Sponsor	Budget	Funding Source	Program Description
Minnesota	1996	Supreme court	\$4,000	Minnesota state court administration	The Minnesota Supreme Court's Conference of Chief Judges established committees on the treatment of pro se litigants. These committees directed each of the 10 judicial districts to design and implement their own delivery plans. They further proposed recommendations for each of the 10 judicial districts, including self-help centers, family facilitators, legal advice programs, small claims mediation, law library self-help collections, etc. Another committee, made up of the pro se services coordinators, monitors and oversees the state's ongoing activities.
Missouri	1996	Supreme court	None	Local courts	The Missouri Supreme Court issued guidelines for judicial availability for orders of protection. Court clerks provide assistance in completing family access forms and adult abuse forms. In a pilot county, the adult abuse forms are available on Quickfile, a remote, electronic filing system which permits victims to file a petition for an order of protection from a shelter. The shelter staffs are trained to assist in filing these forms. Funding is being sought to expand this Quickfile system statewide.
New Hampshire	1993	Superior court	No costs		The Superior Court Orientation Program and Education (SCOPE) conducts an informational session for pro se litigants on court rules, forms and pleadings. These sessions are conducted by a member of the clerk's office and a volunteer attorney once a month in every court location throughout the state.
New Jersey	2000	Supreme court; administrative office of the courts	No funding	No	The state is developing uniform written materials to distribute to self-represented litigants in family and small claims courts. These forms will be made available in English and Spanish and on the Internet.
New Mexico	1999	Supreme court; administrative office of the courts	\$274,000	State Justice Institute and the Administrative Office of the Courts	The AOC has created standard legal forms for pro se litigants, available in English and Spanish in both hard copy and on the New Mexico Supreme Court's website. The forms are for use in uncontested domestic relations cases. The forms are currently being pilot tested in five judicial districts. Additionally, the forms are being placed on the Internet in an "interactive format" so that litigants will be able to either print out a blank form, or answer a series of questions and the computer will generate a completed form.
North Dakota	1980's	Office of State Court Administrator	Very minimal	State appropriation	The state court administrator, through a state appropriation, provides written materials in probate and small claims cases.

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**Table 1: Statewide Pro Se Assistance Programs**

State	State Date	Sponsor	Budget	Funding Source	Program Description
Oregon	1999	Legislature and supreme court	All local funding	Local courts	The Oregon Task Force on Family Law created a Family Law Legal Services Commission to evaluate and report on how courthouse facilitation and unbundled legal services might enhance the delivery of family law legal services to low and middle income individuals. The final report of the commission emphasizes several themes. First, the commission accepts, but does not encourage pro se litigation. Second, for courthouse facilitation to be successful, attorney support and oversight is essential. The commission also, to preserve the tradition of local decision-making for counties, recommended that local courts and related bodies assess the need for pro se assistance and design programs accordingly. The full report to the Oregon Legislative Assembly was released in January, 1999. The chief justice has created a task force on the delivery of legal services to study legal services funding and the delivery of services to indigent people.
Pennsylvania	Under study	Supreme court, Pennsylvania Bar Association, law schools, and the executive and legislative branches.			
Utah	1995	Administrative Office of the Court	\$150,000	State	5 Kiosks are located throughout the state to assist pro se civil litigants in the preparation of pro se court documents through electronic means in uncontested divorces and landlord/tenant actions
Vermont	1990	Supreme court		The state judiciary and the executive branch's human services budget	The supreme court has authorized and supported a range of activities to assist pro se litigants. Informational pamphlets and forms are available, classes on self-representation are conducted by local attorneys, attorneys conduct clinics for general advice, video tapes on court processes and litigant's responsibilities are available, customer service classes for court staff are available, and litigants are referred to alternative dispute resolution agencies and other community evaluative services.

## **TABLE 2**

# **LOCAL PROGRAM ORGANIZATIONAL CHARACTERISTICS**

*Do not cite or circulate without permission.*

**Table 2: Local Program Organizational Characteristics** \*

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Arizona</b>						
Self-Service Center Phoenix	1995	Urban	\$250,000	Court operations	Local trial court	Legal services group Local bar association
<b>California</b>						
Alameda County Family Law Facilitator	1997	Mixed, large county	\$300,000	State	Local trial court	Legal services group Law school Bar association
Amador County Family Law Facilitator	1997	Rural	\$40,800	State	Local trial court	None
Los Angeles County Family Law Facilitator	1998	Large urban	\$1,300,000	Federal/state	Local trial court	Legal services group Bar association Parents' rights groups District attorney's office
Calaveras County Office of the Family Law Facilitator	1997	Rural	\$52,100	State	Local trial court	None
Colusa County Family Law Facilitator Program	1998	Rural	\$52,130	State Judicial Council	Local trial court	None
Contra Costa County Family Law Facilitator Self-Help Assistance Program	1997	Mixed	\$260,000	State and county court funds	Local trial court	Bar association Law school

\* In summer 1999, AJS surveyed members of state teams who would be attending the National Conference on Pro Se Litigation. The surveys asked for information about local pro se assistance. Tables 2-5 reflect information received by September 27, 1999. Replies received after that date will be added to updated tables that will appear in the next conference report.

Table 2: Local Program Organizational Characteristics

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>California</b>						
Fresno County Family Law Facilitator	1997	Urban/rural	Unknown	State and federal Title IV-D	Local trial court	None
Glenn County Family Law Facilitator	1997	Rural	\$52,000	State	Judicial Council of California	Legal services group Law school Bar association CATALYST (Domestic violence help) Related governmental agencies
Humboldt County Family Court Self-Help Center	1997	Rural	Unknown	State	Local trial court	Legal services group Non-profit groups
Imperial County Family Law Facilitator	1998	Rural	Unknown	State	Local trial court	None
Kern County Family Law Facilitator	1998	Urban/rural	\$330,159	State	Local trial court and the Judicial Council	Law school Bar association
King County Family Law Facilitator	1997	Rural	Unknown	State	Staff attorneys	None
Lake County Family Law Facilitator	1997	Rural	\$52,130	Federal and state reimbursement to county No data	Local trial court	None
Marin County Family Law Facilitator	1997	Suburban	No data	No data	Local trial court	None
Mariposa County Family Law Facilitator	1998	Rural	Unknown	State and federal	Local trial court	Legal services group Domestic violence crisis center

**Table 2: Local Program Organizational Characteristics**

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>California</b>						
Mendocino County Family Law Facilitator	No data	Rural	Unknown	State	State Judicial Council	Legal services groups Bar association Nonprofit groups – Project Sanctuary and the District Attorney Family Support Unit None
Merced County Facilitator Program	1997	Rural	\$80,000	Trial court	Local trial court	None
Mono County	1997	Rural	\$50,000	State	Local trial court	Practicing attorneys
Napa County Family Law Facilitator – Enhanced Program	1997	Rural	\$155,166	State	Local trial court	Community Challenge Grant Non-custodial parent emergency grant Women's services; health services District attorney's family support division
Sierra/Nevada Counties Family Law Facilitator	1997	Rural	\$97,440	State and federal	Local trial courts	Legal services group receives the program grant proceeds and pays the bills, but the court oversees the program
Orange County Family Law Facilitator	1997	Urban	\$486,550	State and federal	Local trial court	Legal Aid Society of Orange County Local law schools
Plumas County Family Law Facilitator	Unknown	Rural	\$52,000	State and federal	Local trial court	None

Table 2: Local Program Organizational Characteristics

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>California</b>						
Riverside County Family Law Facilitator	1997	Mixed metropolitan suburban and rural	No data	State/federal and Riverside County Superior Court	Local trial court	None
San Benito County Family Law Facilitator	1997	Rural	\$70,000	1/3 state and 2/3 federal	Local trial court and Judicial Council of California	Local law school
San Bernardino County Family Law Facilitation Center	1998	Mixed-4 large urban areas and rural	\$278,029	State	Local trial court	Legal Aid Society, Inc.
San Diego County Family Law Facilitator	1997	Mixed urban and suburban	\$602,500	State/federal Trial court	Local trial court	Law schools Bar association
San Francisco Superior Court Office of the Family Law Facilitator	1997	Urban	\$250,000	75% state 25% county	Local trial court	Many legal services groups Bar association Bar association
San Joaquin County Family Law Facilitator	1997	Mixed	\$208,500	State and federal	Local trial court	Bar association
Santa Barbara County Family Law Facilitator	1997	Mixed urban and rural	\$139,014	80% state 20% county	Local trial court	None

**Table 2: Local Program Organizational Characteristics**

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>California</b>						
Santa Maria County Family Law Facilitator	1997	Mixed	Not available	80% state and federal 20% local	Local trial court	None
Santa Clara County Office of the Family Law Facilitator	1997	Mixed, urban sprawl, suburban and rural	\$400,294	Title IV D Trial court	Local trial court	Legal services group Bar association
Santa Cruz County Family Law Facilitator	1997	Suburban	Not known	2/3 federal 1/3 state	Local trial court State Judicial Council	No data
Shasta/Trinity Counties Family Law Facilitator	1997	Rural	\$160,000	State Title IV	Local trial court	No data
Solano County Family Law Facilitator	1998	Mixed	\$150,000	2/3 state 1/3 local court	Local trial court	No data
Sonoma County Family Law Facilitator	1997	Mixed rural	\$121,500	2/3 federal 1/3 state	Local trial court	No data
Sutter County Family Law Center	Facilitator, 10/97 Family Law Information Center, 7/00	Rural	\$65,000/Facilitator \$70,000 FLIC grant (\$845,000 one-time start-up)	Judicial Council (state)	Local trial court	N/A
Tehama County Family Law Facilitator	1997	Mixed	No data	No data	No data	No data
Tulare County Family Law Facilitator	1997	Rural	\$176,000	State and federal	Local trial court	No data
Tuolumne County Office of the Family Law Facilitator	1997	Rural	\$52,130	State	Local trial court	No data

**Table 2: Local Program Organizational Characteristics**

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>California</b>						
Yolo County Family Law Facilitator	1997	Mixed	\$52,130	State	Local trial court	None
Yuba County Family Law Facilitator	1998	Rural	\$52,130	State	Local trial court	No data
<b>Colorado</b>						
Arapahoe County Justice Center Pro Se Resource Center	1996	Suburban	\$23,000 - \$25,000	State legislature	State and local bar association	Local bar associations
Denver County District Court Information and Referral Office	Unknown	Urban	Unknown	Grants	Local trial court and the bar	Bar association
Jefferson County Combined Court Self-Help Center	1998	Suburban	\$36,805	State court administrator	Local trial court	None
El Paso County Combined Court Pro Se Clinic	1993	Urban	\$80,000	District funds and state court administrator	Bar association and state court administrator	Legal services groups Bar association
Mesa County Combined Court Court Assistance Project	1998	Mixed urban and rural	\$32,500	State judicial budget	Local trial court	Legal services groups Bar association Pro Bono Resource Center

**Table 2: Local Program Organizational Characteristics**

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Delaware</b>						
Justice of the Peace Court	No data	Statewide	No data	Grants from the Delaware Supreme Court and the State Justice Institute	No data	No data
New Castle County Superior Court Information Booth	1998	Mixed	No data	No data	Local trial court	None
Family Court of Delaware	In progress	Mixed	No data	General operating budget	State family court	Legal services Law school Bar associations Nonprofit groups
Delaware Volunteer Legal Services	1989	Mixed	\$179,234	Lawyers' trust grants in aid Individual contributions	Legal services	Law School Bar association
Community Legal Aid Society, Inc.	No data	Mixed	No data	Federal, state and private grants	Legal Aid Society	Legal services groups
<b>District of Columbia</b>						
DC Bar Pro Se Plus Divorce Clinic	1994	Urban	\$139,735	Law firms and general operating funds of the DC Bar PSAC	Bar association	Legal services; law school; bar association; private attorneys; DC's mediation group; Court personnel
DC Superior Court Small Estates	Unknown	Urban	Unknown, but court staff costs are \$132,000 plus benefits	Appropriated	Local trial court	No data
DC Superior Court Domestic Violence Intake Center	1996	Urban/suburban	No data	Court budget; victim and witness association funds	Local trial court; multi-agencies of the coalition	Legal services; law school; law library

Table 2: Local Program Organizational Characteristics

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Florida</b>						
1st Judicial Circuit Escambia, Okaloosa, Santa Rosa, and Walton Counties Self-Help Center	1994	Mixed	\$206,176	Family Court Trust Fund and County	State administrative office of the court	Legal services
3rd Judicial Circuit Family Law Assistance and Self-Help Program	1999	Rural	?	State, 7 counties in circuit, 3 Rivers Legal services, Family Court Trust Fund (for volunteer mediators)	Local trial court Bar Clerks of court (joint project)	3 Rivers legal services (funds 1 FT attorney to work with domestic violence victims)
4th Judicial Circuit Court Clay, Duval and Nassau Counties Family Court Services	1993	Mixed	\$450,000	State and county	Local trial court	Legal services group Bar association
4th Judicial Circuit Court County Court Mediation	1995	Mixed	\$76,000	Court filing fees	Local trial court	Bar association Interested citizen groups
6th Judicial Circuit Court Pinellas and Pasco Counties Pro Se Office	1998	Mixed	No data	State	State administrative office of the court	Pro Se Advisory Committee established by Chief Judge
11th Judicial Circuit Family Division Dade County Courts Family Court Self-Help	1997	Urban	\$285,000	Sales of forms and manuals in-kind from Legal Aid and the court	The Legal Aid Society of the Dade County Bar Association	Legal services; court
<b>Georgia</b>						
Superior Court of Fulton County Family Division, Atlanta Family Law Information Center	1998	Urban	No data	State of Georgia Fulton County (user fees minimal)	Local trial court, family division	Legal services group Bar association

Table 2: Local Program Organizational Characteristics

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Hawaii</b>						
Ho'okele Court Navigation Pilot Project	2000	Mixed	\$460,000	State Legislature Judiciary Courts and Grants	Local trial courts	Legal services Bar association
Family Court, First Circuit Honolulu	1997	Mixed	No data	No data	Family court	No data
<b>Idaho</b>						
Court Assistance Offices in: Latah County, Bannock County, Gooding County and Idaho Falls	July, 1999	Mixed	Statewide funding to each of these 5 counties as a 6 month pilot project. Total of \$174,398	State Justice Institute; State Dept of Health; Idaho Supreme Court; and local county matching funds	State supreme court	Legal services Law school Bar association
<b>Illinois</b>						
18 <sup>th</sup> Judicial Circuit Court DuPage County Court advocates	1997	Suburban	\$280,000	Grants	Family Shelter Service	DuPage County Domestic Violence Advisory Board Court support
Circuit Court of Cook County Probate Division Unified Family Court Pilot Project Guardianship Assistance	1995	Urban and suburban	No separate budget	NA	Local trial court Bar Volunteers	Bar association Juvenile probation department Court clerk's office Adult probation office
Adoption Assistance Circuit Court of Cook County	1996	Urban	\$35,000- \$40,000	Contract payments per case from the state, attorneys are advancing actual costs until reimbursement	Chicago Bar Foundation Volunteers	Bar association State Department of Children and Family Service

**Table 2: Local Program Organizational Characteristics**

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Illinois</b>						
Unified Family Court Family Safety Case Management Circuit Court of Cook County	1998	Suburban	No separate funding; Research grant	Grant from the Chicago Bar Foundation	Local trial court	Bar association Local area networking groups Local police department
Coordinated Advice and Referral Program for Legal Services (CARPLS) Circuit Court of Cook County	1993	Urban	\$51,230	Grants and Lawyers Trust Fund	CARPLS	Legal service groups Law school Bar association
Advice Desk Tenant Pre-Judgment Program Circuit Court of Cook County	1996	Urban	\$550,154	Court Law school/university Private grants	Local trial court IIT/Chicago- Kent College of Law	Law school Local court
Court Facilitation Program Circuit Court of Cook County	1997	Urban	No separate budget	Regular court budget	Volunteers	Law trial court Volunteer attorneys
Pro Se Court for Small Claims Circuit Court of Cook County	1992	Urban	Unknown	County court	Local trial court	Legal services Law school
<b>Indiana</b>						
Tippecanoe County Court Small Claims Mediation	1993	Urban	10% of one staff person's time	County general fund	Local trial court	None
Porter Superior Court Small Claims Mediation	1998	Mixed	None	NA	Law school	Law school and trial court
Madison County Court Introduction to Small Claims Court	1997	Mixed	\$5-\$15 per workshop (photocopy cost)	Court budget and small fee charged by local university when hosting individuals	Individual judge	None
Bartholomew Area Legal Aid	1980's	Rural	No data	United Way	Legal Aid	Bar association

**Table 2: Local Program Organizational Characteristics**

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Indiana</b>						
Posey Circuit Court	1983	Rural	No data	County and the Bar	Local trial court	Bar association
<b>Louisiana</b>						
Baton Rouge City Court Pro Se Divorce Clinic	1993	Suburban and rural	Unknown	Interest on Lawyers Trust Accounts (IOLTA), Legal Services Corporation	Bar Volunteers	Bar association
Baton Rouge Bar Foundation Pro Bono Project	1984	Urban and suburban	\$105,500	Federal grants Bar association Filing fees Interest on Lawyers Trust Accounts	Baton Rouge Bar Foundation	Law school Non-profit agencies Legal services corporation
<b>Maine</b>						
Capital Area Legal Services Baton Rouge	No data	Mixed	No data	National, state and local grants	Legal Services Corporation	No data
Pine Tree Legal Assistance	1967	Mixed	Not available	Federal State Grants	Legal Assistance	Law school Legal services
Portland District Court Courthouse Assistance Project	1991	Mixed	None	Grants Pine Tree Legal Assistance	Pine Tree Legal Assistance	Local court Pine Tree Legal Assistance
Maine District Court-Bath Lawyer for the Day Program	1994	Mixed	\$8,640	Judicial department Appointed counsel account	Local trial court	No data

Table 2: Local Program Organizational Characteristics

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Maryland</b>						
University of Maryland School of Law Family Law Assisted Pro Se Project	1994	Mixed, 3 counties	\$120,00 over 2 years	One year grants to law schools from Court of Appeals and Circuit Courts	Law school	Judges; domestic case masters Supervising faculty members Clerk's office Maryland rules committee Women's Law Center Local bar associations Pro bono attorneys
Circuit Court for Carroll County Court House Advice Clinic	1997	Rural	\$12,000	State AOC	Local trial court MD Volunteer Lawyers Service Family Law Assistance Program	Legal services group Bar association
Somerset County Circuit Court Pro Se Litigants Assistance Program	1999	Rural	\$7,200	State AOC	Family Support Services	MVLS-service provider Bar association States attorneys office Dept. of social services Bar association
Montgomery County Circuit Court Pro Se Project	1994	Suburban	\$129,400	State AOC	Local trial court	
<b>Massachusetts</b>						
East Boston Court Harvard Defenders	1984	Urban	Unknown	Harvard Law School	Harvard Law School	Law school
Harbor Communities Overcoming Violence	1982	Urban	\$500,000	State and federal governments	Volunteers and Government	Greater Boston Legal Services
Housing Court Department Boston Division	1999	Urban	In Kind	Local court	Local housing court	Boston Bar Association Law school

Table 2: Local Program Organizational Characteristics

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Massachusetts</b>						
Housing Court Department Hamden Division	1998	Mixed	No data	No data	Local housing court and bar	Boston Bar Association
Suffolk Probate and Family Court Volunteer Lawyer for the Day	1990	Urban	Unknown	Bar association	Local trial court Bar	Bar association
Boston Municipal Court Informal Program	No data	Urban	No data	No data	No data	No data
<b>Michigan</b>						
17 <sup>th</sup> Circuit Court Personal Protection Office	1995	Mixed	Unknown	General county fund	Local trial court	None
54 <sup>th</sup> Judicial District Friend of the Court	1993	Rural	\$750	Friend of the Court fund, user fees of \$5 for program and \$20 for purchase of Pro Per packet	Friend of the Court	None
Wayne County Probate Court Pro Se Court	No data	Urban	Don't Know	Court budget	Local trial court	No data
<b>Minnesota</b>						
First Judicial District Pro Se Services Coordinator Program	1995	Mixed	About \$9,000	Judicial District and Court Budgets	Judicial District	Public Library
Third Judicial District Pro Se Program	No data	Mixed 11 counties	Unknown, each of 11 counties has its own budget	County funds	Local trial court	No data
Fifth Judicial District Lyon County Pro Se Committee	1998	Rural	No data	No data	No data	State bar association
Sixth Judicial District Pro Se Program	1996	Mixed	Not available	Court, bar and local attorneys	Local trial court and bar	Legal services and bar association

**Table 2: Local Program Organizational Characteristics**

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Minnesota</b>						
Eighth Judicial District Pro Se Program	No data	Rural	Unknown; court administration absorbs cost of providing forms	No data	Local trial court	No data
Ninth Judicial District Pro Se Program	1998	Rural	No data	No data	No data	No data
<b>Ramsey County</b>						
• Criminal Division	Various years	Urban/suburban	No data	No data	Local trial court	Legal services group Public defenders office
• Ombudsman and Self-Represented Litigant Services Clinic	1994 and 1997	Urban/suburban	Full-time salary of ombudsman and \$5,000/year for legal clinic	Court budget and grant monies	Local trial court; county bar association	Bar association
• Civil Division Pro Se	1994	Urban	\$23,000	Local court operating budget	Local trial court	Dispute Resolution Center
Stearns County Service Center	1997	Mixed	Unknown	County budget	Local trial court	Law library
<b>Mississippi</b>						
Hinds County Chancery Court Pro Se Divorce Clinic	1999	Urban	Unknown	Court, in-kind donations; ad hoc donations; Volunteer lawyers assistance program	Local trial court	Legal services group Bar association

Table 2: Local Program Organizational Characteristics

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Missouri</b>						
Jackson County Circuit Court Quickfile	1999	Urban	\$30,964	Grant from Missouri Department of Public Safety	Local trial court	Legal aid; shelters; Local law enforcement; Prosecutor's office Community councils
<b>Montana</b>						
Legal Services Association Dissolution Clinic	1995	Suburban	Unknown	Unknown	Volunteer attorneys	Unknown
13th Judicial District Court Yellowstone Co. Bar Association Family Law Project	1995	Mixed	Unknown	Montana Legal Services	Bar Legal services	Legal services Bar association
1 <sup>st</sup> Judicial District Court State Law Library Advice Clinic	1998	Mixed	Unknown	Montana Legal Services State law library	Volunteers Montana Legal Services	Legal services Bar association State law library
4 <sup>th</sup> Judicial District Court Family Law Advice Clinic	1996	Mixed	\$14,00 +	Montana legal Services - 1/3 county government - 1/3 local bar - 1/3	Montana Legal Services	Bar association County government
<b>Nebraska</b>						
Lancaster County Court Lincoln/Lancaster Mediation Center	1992	Mixed, mostly urban	\$161,000	Legislature - 30% Non-profits - 3% Service fees - 67%	Private, nonprofit group	State court administrative office
<b>Nevada</b>						
First Judicial District Court Self Help Divorce Clinic	1999	Rural	No data	Bar association Legal services Nonprofit groups	Volunteer Attorneys for Rural Nevadans	None
Second Judicial District Court Family Facilitator	1998	Urban	\$66,432	General fund	Local trial court	None

Table 2: Local Program Organizational Characteristics

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Nevada</b>						
Seventh Judicial District Appointed Counsel	No data	Mixed	No data	Filing fees	Local trial court	Local bar
Fourth Judicial District Court Access to Justice	1995	Mixed	No data	Grants and court	Local trial court	Bar association
<b>Eighth Judicial District Court</b> <ul style="list-style-type: none"> <li>• Self Help Legal Classes</li> </ul>	1995	Urban	\$85,000	Grants Law school Private donations	Legal Services and law school	Legal services; Law school; Local court
<ul style="list-style-type: none"> <li>• Legal Services</li> </ul>	1960	Urban	\$1,000,000+	County and state legal services	Legal services	No data
<ul style="list-style-type: none"> <li>• Family Law Self-Help Center Clark County</li> </ul>	1999	Urban	\$760,000	County	Court administration	Legal services; Law school; State bar
<b>New Hampshire</b>						
Portsmouth Family Division Court Pilot Project	1996	Suburban	Not available	NH Judicial budget	Local trial court	No data
<b>New Jersey</b>						
Superior Court-Essex Vicinage Office of the Ombudsman Information and Community Relations Center	1998/1997	Mixed Urban and suburban	\$135,000	Local trial court	Local trial court	Law schools
Superior Court-Camden Vicinage <ul style="list-style-type: none"> <li>• Family Part Pro Se Assistance Program</li> </ul>	1989	Urban and suburban	No separate budget	Trial court budget	Local trial court Rutgers Law Project	Legal services group Bar association Law school

**Table 2: Local Program Organizational Characteristics**

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>New Jersey</b>						
• Ombudsman Program	1996	Urban and suburban	\$79,000	Local trial court	Local trial court	Nonprofit groups
<b>New Mexico</b>						
Third District Court Pro Se Service Center	1998	Mixed	No data	Local court funds	Local trial court	Bar association
Eleventh District Court Pro Se Divorce Program	1996	Rural	No data	No data	Local trial court	Legal services group County and state governments
Eleventh District Court Pro Se Clinic	1999	Mixed	\$20,000	General court funds	Local trial court	Legal services group
Second District Court Pro Se Division	1995	Primarily urban	\$46,000 approximately	District Court Legislative appropriation	Local trial court	Bar association
<b>New York</b>						
Civil Court, City of New York Resource Center	1969	Urban	Not a separate budget	Court operations	Local trial court Bar	Law school Bar association
Supreme Court – Civil Office of the Self Represented	1997	Mixed	No data	Court budget	Local trial court	Legal services group Bar association Network for Women's Services
<b>North Carolina</b>						
26 <sup>th</sup> Judicial District Self-Serve Center	1999	Mixed	\$167,000+	State; county; city Grants	Local trial court	No data
<b>Ohio</b>						
Northeast Ohio Legal Services Volunteer Advocacy Legal Unit	1991	Mixed	Not available	Ohio Legal Assistance Foundation	Legal services	Junior League Court of Common Pleas
Wooster Legal Aid Society "Do It Yourself Divorce Clinic"	1994	Rural	\$400 - \$500 in materials	General grant income and program application fees	Local legal services/aid programs	Local judges Court clerks

Table 2: Local Program Organizational Characteristics

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Ohio</b>						
Athens Legal Services Poverty Prevention Legal Clinic	1997	Rural	Donations	County Department of Human Resources, Ohio Legal Assistance Foundation, and Southeastern Ohio Legal Services	Bar	Legal services groups County Department of Human Resources Ohio Legal Assistance Foundation
Toledo Bar Association Pro Bono Legal Services Program	1994	Urban	About \$6,500	Toledo Bar Association	Bar	Bar association
Hamilton County Pro Seniors, Inc. Legal Hotline	1992	Mixed	Cannot separate budget out	Privately funded	Staff of Pro Seniors, Inc.	Council on Aging
Montgomery County Common Pleas Court Division of Domestic Relations Pro Se Assistance Project	1992	Urban	Part of overall court budget	Local trial court	Local trial court	No data
<b>Oklahoma</b>						
District Court of LeFlore County Informal Program	No data	Rural	No data	Local court	Local trial court	No data
<b>Oregon</b>						
Deschutes County Circuit Court Pro Se Dissolution	1997	Mixed	No data	Local court budget	Local trial court	Legal services group Bar association Domestic relations mediation group
Union County Circuit Court (No name)	1998	Rural	No data	Court filing fees; grant	Local trial court	Legal services group Bar association County
Marion County District Court Dissolution Resource Services	1996	Mixed	No data	Absorbed in court budget	Local trial court Bar Volunteers	Legal services group Bar association

Table 2: Local Program Organizational Characteristics

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Pennsylvania</b>						
Allegheny County Pro Se Family Law Motions Project	1997	Mixed	No data	Absorbed in court budget	Local trial court Bar Volunteers	Legal services Bar association
<b>Texas</b>						
Bexar County Civil District Courts (San Antonio) Staff Attorney and SABA Pro Bono Referral Program	1999	Urban	\$60,000	County	Local trial court Bar	Bar association for referrals
Tarrant County Family Court Black Women Lawyers Pro Bono Clinic	early 1990's	Mixed	None	West Texas Legal Services	Bar Volunteers Black Women Lawyers	Legal services Bar association
<b>Utah</b>						
Automated Pro Se Legal Assistance Project	1995	Statewide	\$150,000	State legislature	State AOC and a policy board established by rule	Legal service group Bar association
Court Information Line	1998	Statewide	Unknown	State general fund	State AOC	No data
Third District Court Domestic Violence Assistance Program	1998	Urban	\$50,000	Court budget	Local trial court	Legal services Bar association Nonprofit groups
Tuesday Night Bar	1988	Statewide	Self-sufficient	None	Bar	Bar association

Table 2: Local Program Organizational Characteristics

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>Vermont</b>						
Vermont Family Court Mandatory Pro Se Education Class	1995	Mixed rural and small town	No data	Grants and court budget	Local trial court	Bar association
Washington County Family Court Domestic Violence Educational Program	1992	Mixed	All volunteers	Not applicable	Local trial court	No data
<b>Virginia</b>						
Central Virginia Legal Aid Pro Bono Hotline	1992	Mixed	No data	Bar association United Way	Bar volunteers Central Virginia Legal Aid	Legal services group
Legal Services of Northern Virginia Court Outreach	1997	Suburban	No data	No data	Legal services	Legal services Bar association
<b>Washington</b>						
Whatcom County Superior Court Family Law Facilitator Protection Orders	1986	Rural	\$42,000 – Facilitator ; \$50,000 – Protection orders	Facilitator-filing fees; Protection orders – general fund	Local trial court Bar	Bar association Nonprofit groups
Washington State Office of Administrative Hearings First In Touch (FIT)	1998	Mixed	No separate program costs	State Office of Administrative Hearings	Office of Administrative Hearings	Legal services group Law school Bar association Client agencies
Kitsap County Superior Court Courthouse Facilitator	1995	Mixed	\$60,000	Filing fee surcharge Sale of materials State	County clerk	Legal services group Bar association YWCA and other nonprofits
<b>West Virginia</b>						
Kanawha County Circuit Court Family Law Clinic Legal Aid Society of Charleston	1988	Mixed	Not determined	Legal Aid Society	Legal Aid Society	Legal services groups

**Table 2: Local Program Organizational Characteristics**

State	Year Started	Area Served	Budget	Funding Source	Administered By	Other Partners
<b>West Virginia</b>						
Bankruptcy Court Southern District Legal Aid Society of Charleston	1990	Mixed	Not determined	Legal Aid Society	Legal Aid Society	Legal services groups
Circuit Court of 3 Counties Appalachian Legal Services	1989	Rural	Not determined	Appalachian Legal Services	Appalachian Legal Services	Legal services groups
<b>Wisconsin</b>						
Richland County Circuit Court The Resource Center, Inc.	1998	Rural	\$4,000	State bar grant; Family preservation funds; Local labor unions; Nonprofit organizations	Nonprofit organization - The Resource Center, Inc.	Bar association
Milwaukee County Circuit Court Pro Se Form Assistance Center Family Justice Clinic	1998	Urban and suburban	No data	No data	Volunteers	Bar association; Law school; Domestic violence task force
Eau Claire County Circuit Court Informal program	1998	Mixed	Minimal	Eau Claire County	Diana J. Miller	Legal clinic of bar association; Women's shelter group
<b>Wyoming</b>						
State Bar Pro Bono Volunteer Program Legal Services, Inc.	1997	Rural	No data	No data	Wyoming Legal Services Bar	WY State Bar Foundation WY Legal Services
Wyoming Legal Services	1997	Statewide	No data	National Legal Services	Wyoming Legal Services	Legal services
4 <sup>th</sup> Judicial District Sheridan County Bar Pro Bono	1997	Rural	No data	No data	Bar Volunteers	Bar association

## **TABLE 3**

### **LOCAL PROGRAM DESCRIPTIONS**

*Do not cite or circulate without permission.*

**Table 3: Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Arizona			
Self-Help Center Phoenix	Child custody; support; divorce; domestic abuse; guardianship; juvenile; orders of protection; and wills and estates	This in-court service center provides court information, court forms, and instructions. The center has more than 430 forms and instructions grouped in packets by process-and professional service rosters, including lists of lawyers and mediators. On-site attorneys provide ¼ hour of advice through the Family Lawyers Assistance Project – a joint effort of the Maricopa County Bar Association and Community Legal Services	Forms and instructions Informational brochures and videos Staff answer questions Pro bono assistance; legal referrals; mediation Library access Office machines
California			
Alameda County Family Law Facilitator	Child custody; support divorce; domestic abuse	In two locations, Oakland and Hayward, program assists the court on calendars with large numbers of pro se litigants; provides several workshops per week on starting dissolution and paternity actions; responds to district attorney support cases; and brings motions for child support, custody, etc.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance; domestic violence assistance Pro bono assistance; legal referrals; mediation Legal clinics; self-help desk
Alameda County Family Law Facilitator	Child support; paternity; health insurance issues	The office assists pro se litigants regarding child support, health care issues, and paternity establishment	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance; domestic violence assistance Legal referrals

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
California			
Los Angeles County Office of Family Law Facilitator	Child custody, spousal support and health insurance issues	Assists parties with child support, spousal support and health insurance issues. The staff meets with parties individually to attempt to resolve their support issues. The staff does not give legal advice nor does it represent a party in an action. The office serves parties referred by the courts, through appointments at most court locations and walk-in parties. The office refers parties to the district attorneys office, Family Court Services, and other community agencies. It screens parties to receive a court appointed attorney and mediates child support, spousal support and health insurance issues.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance; legal referrals; mediation Conducts community education programs for local parents' groups, bar associations and legal aid organizations
Calaveras County Office of the Family Law Facilitator	Child support; divorce; and paternity	This program was originally available to participants two six-hour days per week. Services have been expanded to five days a week utilizing trained support staff. Individual appointments are available to persons with matters pertaining to child support, spousal support, day care reimbursement and health care reimbursement, and paternity. Service is offered over the phone, by mail and fax and in a classroom format. Referrals are made to other community programs and services.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance; legal clinics; legal referrals Mediation support
Colusa County Family Law Facilitator Program	Child custody and support Divorce Domestic abuse	The facilitator is a contract attorney who on a part time basis provides assistance to pro se litigants. The court clerk is available to answer questions and make referrals.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance; legal clinics; legal referrals
Contra Costa County Family Law Facilitator Self-Help Assistance Program	Child custody and support Divorce Domestic abuse Orders of protection	This center is a multi-faceted program established for self-representing litigants to provide educational materials; to distribute and help fill out court forms; to provide computer generated child and spousal support calculations; to prepare orders after hearing; and to refer parties to community agencies and other resources for legal advice.	Forms and instructions; Informational brochures and videos; Staff to answer questions; Paralegal assistance re proper completion of forms; Domestic violence assistance; Self-help assistance workshops; Legal referrals; mediation services; Self-help center; law library

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>California</b>			
Fresno County Family Law Facilitator	Child custody and support Divorce Domestic abuse	The facilitator assists unrepresented litigants in family law matters related to child support, spousal support and health insurance. The staff gives information and helps litigants prepare and file paperwork. The staff also acts as a liaison between the district attorney family support unit, the clerk's office and other community agencies.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance
Glenn County Family Law Facilitator	Child custody and support Divorce Domestic abuse Social security	The facilitator conducts weekly workshops on how to file a divorce, how to conclude a divorce, how to establish paternity and modify custody, visitation and support orders. The facilitator also runs child support calculations, provides handouts, brochures and referrals to other agencies.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Pro bono legal assistance Legal clinics and referrals Self-help center
Humboldt County Family Court Self- Help Center	Adoption Child custody and support Divorce; Guardianship Domestic abuse Orders of protection	The center makes available instruction manuals on substantive law and procedure in family law and provides research materials and a full service library. The center also conducts instructional workshops and refers parties to governmental agencies and community based organizations.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Pro bono legal assistance; mediation Legal clinics and referrals Self-help center and law library
Imperial County Family Law Facilitator	Child support Spousal support Health insurance issues	The family law facilitator meets individually with persons requiring assistance in choosing and filing out forms in connection with child support, spousal support and health insurance. Assistance is provided in Spanish to the many Spanish-speaking parties.	Forms and instructions Staff to answer questions Pro bono legal assistance Legal referrals Self-help center and law library
Kern County Family Law Facilitator	Adoption (minimal) Child and spousal support Divorce Domestic abuse Guardianship (minimal) Orders of protection DA child support UIFSA cases	The facilitator assists parties with forms and procedures on how to access the court and obtain orders. The services are delivered one on one in the Bakersfield office and by appointment in other rural sites in the county. Referrals are made by the clerk, judges, and attorneys. Typewriters, word processors, judicial council forms software, and child support software are available in a self-help area. Sample packets, check lists and blank forms are available in the outlying areas.	Forms and instructions; Informational brochures and videos; Staff to answer questions; Paralegal assistance; Domestic violence assistance; Legal referrals; Self-help center and law library

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
California			
King County Family Law Facilitator	Child custody and support Divorce; guardianship Domestic abuse Landlord/tenant	The facilitator operates a clinic with scheduled appointments and walk-ins. Spanish speaking parties are asked to bring their own interpreters.	Forms and instructions Staff to answer questions Paralegal volunteer assistance Legal referrals; Self-help area Attorney assistance
Lake County Family Law Facilitator	Child support; divorce; health insurance issues; voluntary declarations of paternity	The facilitator, under Title IV-D of the Social Security Act, helps parties with matters involving child support, spousal support, voluntary declarations of paternity and health insurance problems. The office works closely with the district attorney's family support division to resolve issues of current and past due child support payments.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Pro bono legal assistance Legal referrals; mediation
Mariposa County Family Law Facilitator	Child custody and support Divorce Domestic abuse Guardianship	Office provides assistance to self-represented litigants in family law matters, particularly in child support matters.	Forms and instructions Informational brochures and videos Staff to answer questions Minimal paralegal assistance Self-help center Office machine use
Mendocino county Family Law Facilitator	Child custody and support Divorce Domestic abuse Guardianship Orders of protections	The program assists pro se litigants in family law matters by preparing pleadings, explaining court procedures, and by assisting parties in resolving child support disputes informally with the district attorney's family support unit.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Legal referrals; mediation Law library Office machine use
Marin County Family Law Facilitator	Child custody and support Divorce Domestic abuse	The program assists pro se litigants with procedural and legal information regarding child support. Sample forms are provided and help provided in completing legal forms for dissolution, custody, visitation and support, parental relationships, modification of orders and domestic violence restraining orders. The facilitator does outreach to the county jail, domestic violence organizations, schools and local community groups.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Legal clinics; mediation Office machine use

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
California			
Merced County Facilitator Program	Adoption Child custody and support Divorce Domestic abuse	The program provides attorneys to give technical assistance to pro se litigants. No legal advice is given and there is no confidentiality	Staff to answer procedural questions Law library
Mono County Family Law Facilitator	Child custody Divorce Wills and estates	The Superior Court contracts with a Center for Settlement Services and its executive director, who is an attorney with special training in mediation and family law matters. This facilitator assists parents in resolving child and spousal support and health insurance issues that arise when parents separate. Priority is given to parents who cannot afford to hire an attorney.	Forms and instructions Informational brochures and videos Staff to answer questions Self-help center in progress Mediation Office machine use
Napa County Family Law Facilitator - Enhanced Program	Child custody and support Divorce Domestic abuse	The program helps all pro se litigants represent themselves in family law matters. These include child custody/visitation, child support initial orders and modifications. These matters are handled at a workshop. When family issues are complex, the facilitator schedules individual appointments. The office also offers a jail outreach project to provide information and legal assistance to the jail population concerning their parental rights and responsibilities.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Self-help center Mediation; paralegal assistance Pro bono legal assistance Legal clinics; legal referrals; law library
Sierra and Nevada Counties Family Law Facilitator	Child and spousal support Health insurance for children Paternity and time share	The facilitator offers assistance in all family related matters by explaining court procedures and helping prepare documents. Upon referral from a judge the facilitator mediates other family law issues and refers parties to attorneys upon need.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Self help center; mediation; paralegal assistance; pro bono legal assistance Legal clinics; legal referrals; law library Travel to rural pockets to provide assistance

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
California			
Orange County Family Law Facilitator	Child custody and support; divorce; parental relationship	The office prepares and provides "How To" packets of forms for restraining orders, dissolutions, paternity and orders to show cause. Workshops are conducted, including a video on preparation of pleadings and the court process. One day is devoted to Spanish-speaking litigants. Facilitators regularly participate in workshops conducted by the Legal Aid Society. This is a full service office that prepares documents, filings, sets dates for hearings and serves papers. The facilitator is developing a public kiosk.	Forms and instructions; informational brochures and videos; staff to answer questions; domestic violence assistance, self-help center; mediation; paralegal assistance; volunteer attorneys provide legal assistance and make referrals of unbundled services to attorneys; legal clinics; legal referrals; interpreters
Plumas County Family Law Facilitator	Child support; paternity	No data	Forms and instructions; informational brochures and videos; staff to answer questions; paralegal assistance; legal referrals; mediation; office machine use
Riverside County Family Law Assistance Center	Child custody and support Divorce Domestic abuse	Attorneys are available in each family law court in the county to assist unrepresented parties in selecting and completing the necessary forms to put their issues in court. The attorneys help them to represent themselves. This assistance is given in appointment and workshop settings. The family law clerks, judicial office assistants and examiners review forms prepared and assist the parties in getting their documents ready for filing and serving.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Legal clinics Self-help center Mediation
San Benito Family Law Facilitator	Child support Spousal support Health insurance issues	The facilitator explains the law, helps parents complete forms, explains how to process forms and obtain a court hearing. The facilitator also refers parents to community agencies	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Self-help center

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
California			
San Bernadino County Family Law Facilitation Center	Child custody and support Divorce Domestic abuse	This program operates full time in the central courthouse in San Bernadino and part time in outlying courthouses. The participants in the program come in on a drop-in basis. Individual help is provided, as well as forms and samples.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Legal referrals; legal clinics Self-help center Mediation Legal consultation
San Diego County Family Law Facilitator	Child custody and support Spousal support Divorce and legal separation Domestic abuse Orders of protection Parentage actions	The office assists self-represented litigants in selecting appropriate forms, helps them complete the forms and instructs them in proper procedures.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Legal referrals; legal clinics Legal assistance, not representation Self-help center
San Francisco Superior Court Office of the Family Law Facilitator	Child custody and support Divorce Domestic abuse Guardianship; juvenile law Orders of protection	The office provides assistance during 6 weekly support calendars and 3 weekly custody/visitation calendars. It provides individual assistance during drop-in hours and appointments in mediation of child and spousal support disputes. The office develops and distributes educational materials and conducts workshops on how to get a court date for custody and visitation issues. It also makes community referrals and does outreach.	Forms and instructions Informational brochures and videos Staff to answer questions and substantive questions Paralegal assistance Domestic violence assistance Legal referrals to pro bono attorneys Legal assistance, not representation Law library Mediation
San Joaquin County Family Law Facilitator	Child custody and support Divorce Domestic abuse Guardianship Orders of protection	The Family Law Facilitator is available 5 days a week on a walk-in basis or by appointment. The majority of time is spent helping both custodial and non-custodial parents in child support matters. In addition, there is a Family Law Pro Per Assistance program which is held daily from noon to 4:00 PM where unrepresented parties are assisted on a one-on-one basis with their forms.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Legal referrals; legal clinics Self-help center

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
California			
Santa Barbara County Family Law Facilitator	Child custody and support Divorce Domestic abuse Orders of protection Spousal support Health insurance issues	The Family Law Facilitator is an attorney who assists parties with the completion of forms and provides them with information on how to prepare for hearings. The office does not provide legal representation.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Pro bono legal assistance Lawyer referral service Law library Mediation
Santa Maria County Family Law Facilitator	Child support Spousal support Parentage Health insurance issues	The facilitator meets with pro per litigants by appointment to provide instructional materials required for initiating a hearing. New appointments are scheduled to review pleadings for accuracy and completeness. Periodic outreach programs are conducted.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Self-help center
Santa Clara County Office of the Family Law Facilitator	Child custody and support Domestic abuse Government child support issues	Beyond the mandated and optional services of the office, the facilitator maintains a connection to the welfare and support of children by assisting with emergency custody. The office has developed written and video resources to help parents in related areas where the office cannot directly assist, e.g. protection orders and divorce.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal clinics; Legal referrals; Self-help center; Mediation
Santa Cruz County Family Law Facilitator	Child support Spousal support Health insurance	The program helps litigants process forms, provides education in the law, and makes community referrals.	Forms and instructions Informational brochures Staff to answer procedural questions Paralegal assistance Legal referrals Mediation
Shasta/Trinity Counties Family Law Facilitator	Child support	The program offers informational assistance in family support cases including filling out forms and referral to other agencies.	Forms and instructions Informational brochures Staff to answer procedural questions Paralegal assistance

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
California			
Solano County Family Law Facilitator	Child custody and support Divorce Domestic abuse	The program explains court procedures; assists in filling out papers; mediates differences of opinion; and helps prepare orders, but does not give legal advice.	Forms and instructions; Informational brochures; staff to answer procedural questions; paralegal assistance; domestic violence assistance; legal clinics; legal referrals; self-help center mediation
Sutter County Family Law Center	Child custody Child support Divorce Domestic abuse	Daily appointments and "walk-in" contacts with family law staff attorney; daily clinics on various family law and child support topics; computerized "self-help" lab and reference area with samples of routine legal documents; staff available to answer procedural questions and provide access to non-confidential court files; referrals to other community resources so that litigants don't get "bounced" around	Forms and instructions Informational brochures or videos Staff to answer procedural questions Domestic violence assistance (e.g., order of protection) Legal assistance (pro bono) Legal clinics, legal referrals, self-help center, mediation, office machines (e.g., copier, computer, telephone) limited access, computers for research & legal forms, also: informational pamphlets & motion samples
Tehama County Superior Court Family Law Facilitator	Child support Spousal support Parentage	The court facilitator meets individually with persons requesting assistance. Forms are explained and prepared. Educational information is given regarding filing and serving papers and what to expect in court.	Forms and instructions Informational brochures/videos Staff to answer procedural questions Pro bono assistance
Tulare County Family Law Facilitator	Child custody and support; divorce; domestic abuse	The program teaches classes to pro se litigants on how to prepare form pleadings in cases related to child and spousal support. They meet with litigants to help research child support issues and create and distribute materials on how to establish paternity and child support orders. The program further helps non-custodial parents establish custody and visitation orders.	Forms and instructions Informational brochures Staff to answer procedural questions; Domestic violence assistance

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>California</b>			
Tuolumne County Office of the Family Law Facilitator	Child support Divorce Paternity	The office provides services four days a week using trained support staff. Individual appointments are available to persons with matters pertaining to child support, spousal support, day care reimbursement and health care reimbursement, and paternity. The office also offers assistance over the phone, by mail and fax and in a classroom format. The office makes every attempt to make appropriate referrals to other community agencies. The facilitator assists pro se litigants in establishing, modifying, and enforcing child and spousal support orders and other orders on necessarily related issues; assists them in preparing child and spousal support schedules based on statewide guidelines; assists them in establishing paternity; provides referrals to community agencies and other resources as appropriate.	Forms and instructions Staff to answer procedural questions Paralegal assistance Legal clinics Legal referrals Mediation
Yolo County Superior Court Family Law Facilitator	Child custody and support Divorce Domestic abuse Guardianship		Forms and instructions Informational brochures and videos Domestic violence assistance Pro bono assistance Legal referrals Mediation
Yuba County Family Law Facilitator	Child custody and support Divorce Domestic abuse Health insurance Paternity	The facilitator, an attorney, is available to explain court procedures, and how to establish, modify and enforce support orders. Assistance is also provided in selecting and completing the proper forms, calculating support amounts, in establishing paternity, and in making referrals to community agencies.	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Pro bono legal assistance Legal clinics and referrals Law library
<b>Colorado</b>			
Arapahoe County Resource Center Pro Se Resource Center	Child custody and support Probate (beginning FY2000)	The resource center is equipped with workspace, a computer and a vast array of reference materials, community resource brochures, and information on legal aid. Child support guidelines and software are available for calculating figures. The pro se coordinator assists with procedural information on dissolutions and post decree modifications and checks forms for accurate completion before filing. Videos entitled "A Guide to Pro Se Divorce" are available in English and Spanish. The center also provides divorce clinics through local bar associations.	Forms and instruction Informational brochures and videos Legal clinics Legal aid referrals Self-help center Mediation

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Colorado</b>			
Denver County District Court Information and Referral Office	Child custody and support Divorce Domestic abuse	A paralegal is on site daily to assist pro se parties by selling appropriate forms, assisting in filling out forms and offering a pro se video for viewing. Volunteer attorneys provide 1 ½ hour divorce clinics twice a month at the court. Mediation assistance is also available.	Forms and instruction Informational brochures and videos Staff to answer procedural questions Paralegal assistance Legal clinics Self-help center Mediations
Jefferson County Combined Court Self-Help Center	Child custody and support Divorce Juvenile law Orders of protection Civil Debt collection Landlord/tenant	The center provides resource referrals; sets all of the non-contested dissolution hearings; checks forms for completeness; has daily contact with litigants; conducts workshops and clinics; and creates new forms, instruction sheets, and informational flyers.	Forms and instruction Informational brochures and videos Staff to answer procedural questions Legal clinics Law library Mediation Referrals to appropriate agencies
El Paso Combined Court Pro Se Clinic	Child custody and support Divorce	The local domestic bar holds two clinics a month to answer questions about the filing of dissolution, custody and support actions. An additional clinic has been added for those parties in the final stage of the dissolution process	Forms and instructions available for purchase, free on the Internet; informational brochures and videos; domestic case manager answers; procedural questions; domestic violence assistance; self-help center; law library; mediation
Mesa County Combined Court Assistance	Child custody and support Divorce Domestic abuse	The office is involved in the pro se family court case from the time it is filed until the time of the final orders hearing and post decree. The coordinator reviews the pleadings, answers procedural questions, and reviews requirements to ensure quick and efficient case resolution. Litigants are also helped with motions, child support worksheets, and are offered resource information about ADR, counseling, and other programs available. The coordinator answers questions about what to expect in the courtroom	Forms and instructions Informational brochures and videos Staff to answer procedural questions Send domestic violence cases to local daily clinic Legal assistance Referrals to legal services Legal clinics put on by rural legal services program Law library accessibility

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Delaware			
Justice of the Peace Court	General civil Landlord/tenant Criminal	The office prepares and distributes informational materials for pro se litigants. Most of the materials are free; nominal fees are charged on others.	Forms and instructions Informational brochures
New Castle County Superior Court Information Booth	All types	The booth, staffed by court employees, provides information and forms to pro se litigants.	Forms and instructions Informational brochures Staff to answer procedural questions
Family Court of Delaware	All types	Plans are underway to develop a center for self-represented litigants, an access center, with staff to answer questions, provide forms and instructions and to provide access to unbundled legal services	Forms and instructions Informational brochures Staff to answer questions Unbundled legal services Legal referrals
Delaware Volunteer Legal Services	Most family law matters Most civil, no criminal	The Delaware Volunteer Legal Services (DVLS), a nonprofit corporation provides pro bono legal services to indigent persons with meritorious legal problems.	Forms and instruction Staff to answer procedural questions Domestic violence assistance Pro bono legal assistance Legal clinics and referrals
Community Legal Aid Society, Inc.	Child custody Domestic abuse Landlord/tenant Door to door sales Assistive technology	The society develops and makes available several brochures providing information to pro se litigants	Informational brochures
District of Columbia			
DC Bar Pro Se Plus Divorce Clinic	Child custody and support in context of divorce cases Divorce	The clinic is a two session workshop and is held at least monthly at the DC Superior Court. At each workshop, a team of 4 to 5 volunteers, consisting of lawyers, paralegals and law students assist between 1.5-2.5 pro se litigants in filing for divorce.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Paralegals assistance Pro bono assistance Legal clinics Mediation

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
District of Columbia	Wills and small estates	Small estate specialists provide guidance and assistance to heirs of deceased individuals in completing the necessary forms to probate a small estate. All forms for initiating a small estate proceeding are available from the Small Estate Branch. The small estate specialists walk clients through the entire process from petition to appointment of a personal representative and direct payment of claims and distribution of assets.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Video kiosk
	Child custody and support Divorce Domestic Abuse Orders of protection Visitation Criminal Restitution	The Center promotes safety and the general welfare to the victims of domestic violence. The Center makes the perpetrator accountable for his/her actions.	Forms and instruction Informational brochures and videos Staff to answer procedural questions Paralegal assistance Domestic violence assistance Pro bono assistance Legal clinics Legal referrals Self-help center Negotiation Office machines
Florida	Adoption, child custody, child support, divorce, domestic abuse, juvenile law, name change, paternity	The program provides pro-se litigants equal access to justice, and renders effective & courteous assistance whenever possible without giving legal advice. Resources include manual compiled by court administrative staff and supreme court-approved forms.	Forms and instructions Informational brochures or videos Staff to answer procedural questions Paralegal assistance Domestic violence assistance (e.g., order of protection) Legal assistance; legal clinics; legal referrals; self-help center (planned), mediation
3 <sup>rd</sup> Judicial Circuit Family Law Assistance & Self- Help Program			

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Florida			
4 <sup>th</sup> Circuit Court Clay, Duval and Nassau Counties Family Court Services	Orders of protection	The program provides general resource information to unrepresented litigants involved in family law cases along with intake, screening, and case management services for all family law cases. Legal clinics are provided in cooperation with the Jacksonville Bar Association and Area Legal Aid.	Forms and instructions Staff to answer procedural questions, not legal information Paralegal assistance Limited pro bono services Legal clinics Legal referrals Self-help center Law library Mediation Case management
4 <sup>th</sup> Judicial Circuit Court County Court Mediation	Non-family small claims	The program provides pro se litigants with an opportunity to settle disputes with mediation during the pre-trial stage. The program holds public speaking engagements to increase awareness of the availability of the program	Informational brochures and videos Staff to answer procedural questions Mediation
11 <sup>th</sup> Judicial Circuit Family Division Dade County Courts Family Court Self Help	Child custody and support Divorce Name change post-divorce	This is a joint project between the Legal Aid Society and the court. The project reviews all initial pleadings of all pro se litigants filing cases in the family division. Litigants can purchase a packet of instructions and forms for \$35 or use forms in substantial compliance with the rules. Pleadings are reviewed to be sure they are complete and procedurally correct. All litigants must return to the project to set their final hearings. The litigant may access the unit for additional procedural assistance for a fee of \$20 per visit after the first two free visits. The project does not give legal advice.	Forms and instructions Staff to answer procedural questions Self-help center

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Florida			
6 <sup>th</sup> Judicial Circuit Court Pinellas and Pasco Counties Pro Se Office	Adoption Child custody and support Temporary custody Divorce Domestic abuse Orders of protection Paternity Visitation Name change	The office staff answers pro se phone calls and assists them in person with questions relative to family law matters. The staff assists with form selection, answers questions about general and specific court procedures and helps litigants obtain hearing time. The staff works closely with community law programs and routinely refers litigants for legal assistance. The Community Law Program provides volunteer lawyers at the courthouse twice a week.	Forms and instructions; informational brochures and videos; staff to answer procedural questions; legal clinics; legal referrals; self-help center; law library; mediation; courtesy telephone for litigants; semi-private workstations; Childrens' play area
1 <sup>st</sup> Judicial Circuit Escambia, Okaloosa, Santa Rosa, and Walton Counties Self-help Center	Adoption Child support and custody Divorce Domestic abuse Orders of protection	The center staff answers pro se calls and assists walk-ins with filling out forms, scheduling hearings, and providing referrals. The staff assists the court by reviewing and summarizing files for judges.	Forms and instructions; informational brochures; staff to answer procedural questions; domestic violence assistance; legal referrals; law library; mediation
Georgia			
Superior Court of Fulton County Family Division, Atlanta Family Law Information Center	Child custody; child support; divorce; legitimation, annulment	The center provides legal packets and forms; packets contain petitions and instructions that are prepared by attorneys and are available for common causes of action such as divorce and name change; free consultations with experienced domestic attorneys; reference materials to assist individuals with basic legal terminology and court processes; educational seminars on various family law issues that are open to the public; and referrals to legal and community services.	Forms and instructions Informational brochures or videos Staff to answer procedural questions Paralegal assistance; Pro bono assistance; Legal referrals; Self-help center; Law library; Office machines; Educational seminars

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Hawaii	Adoption Child custody and support Divorce Domestic abuse Guardianship Juvenile law Orders of protection Small and regular claims	This pilot project, which is yet to begin, has two components. One, the Court Concierge Desk receives court users as they enter the courthouse, identifies their need, directs them to the proper program or location, or refers them to an appropriate outside agency. Two, the Customer Service Centers are set-aside areas in select courts or programs, where court users can obtain brochures and forms off the racks or obtain personalized information regarding procedures and forms. The primary function of "counter" personnel will be processing documents and answering simple questions.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal referrals Self-help center Mediation referrals Reference materials
Family Court, First Circuit Honolulu	Adoption Child custody and support Divorce Domestic Abuse Guardianship Paternity	Court staff helps pro se litigants obtain uncontested divorces by providing packets of necessary forms and instructions. Staff checks to see that all necessary documents have been submitted. The same is done for guardianship and other family law matters.	Forms and instructions Staff to answer procedural questions
Idaho	Child custody and support Divorce Domestic abuse Name change Small claims	The program provides assistance to unrepresented civil litigants by linking them to legal services or other resources. The office also provides court forms, instructions, brochures and videos.	Forms and instructions Informational brochures and videos Domestic violence assistance Legal assistance by phone Mediation referrals

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Idaho			
Court Assistance Office Idaho Falls (7 <sup>th</sup> District)	Child custody and support Divorce Domestic abuse Orders of protection Paternity Name change Small claims	The program provides assistance to unrepresented civil litigants by linking them to legal services or other resources. The office also provides court forms, instructions, brochures and videos.	Forms and instructions Informational brochures and videos Domestic violence assistance Legal assistance by phone Mediation referrals
Court Assistance Office Valley County	Child custody and support Divorce Domestic abuse Orders of protection Parental kidnapping Small claims Landlord/tenant; name change	The office provides forms for routine filings, instructions for completing forms and reviews forms upon completion. The office also refers litigants for additional resources.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal referrals Self-help center Law library
Court Assistance Office Bannock County	Child custody and support Divorce Domestic abuse Orders of protection Landlord/tenant Small claims Name change Divorce modification	The program also provides assistance to unrepresented civil litigants by linking them to legal services or other resources. The office provides court approved forms, instructions, brochures and videos to assist persons in representing themselves.	Forms and instruction Informational brochures and videos Domestic violence assistance Legal assistance by phone Legal referrals Self-help center Mediation referrals
Court Assistance Office Latah County	Child custody and support Divorce Domestic abuse Orders of protection Parental kidnapping Small claims	The office provides forms for routine filings, instructions for completing forms and reviews forms upon completion. The office also refers litigants for additional resources	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal referrals Self-help center Law library

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Illinois			
18 <sup>th</sup> Judicial Circuit Court DuPage County Court Advocates	Divorce; domestic abuse Orders of protection General civil Criminal Landlord/tenant DUI	The office advocates for those affected by domestic violence, by providing support, information, and assistance in a safe, positive, and non-judgmental environment. They develop inter-agency cooperation, community education, and outreach.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal referrals Self-help center Mediation
Circuit Court of Cook County • Probate Division, Unified Family Court Pilot Project Guardianship Assistance Desk	Child support Divorce; Domestic abuse Guardianship Orders of protection	Court service employees in downtown Chicago and one suburban court oversee the informational operations of the desk via telephone and handout. Clients are given directions and told what to bring. These employees also verify that attorneys are aware of their scheduled volunteer time. On guardianship or appointment, all paperwork is screened initially by court service staff in preparation for meeting with attorneys. Nonlegal issues and concerns are discussed as needed and referrals are made to social services. The clients meet with volunteer attorneys who prepare appropriate form pleadings and notices and set the case off in the next direction. The attorney does not appear in court.	Forms and instructions Staff to answer procedural questions Pro bono legal assistance Consultation with social worker/probation officer
Circuit Court of Cook County • Adoption Assistance	Adoption	The Chicago Bar Foundation (CBF) receives a weekly group of cases. It assigns each case to a volunteer pro bono attorney for full representation. The CBF attorneys maintain a database to track and trigger case activity once a case has been assigned. All volunteers are trained. There is a contract fee paid by the referring agency that is used for administrative costs.	Full legal representation Clearinghouse assignment, supervision and problem-solving services
Circuit Court of Cook County • Unified Family Court Family Safety Case Management	Domestic abuse Orders of protection	The program provides assistance with civil order of protection filings by escorting litigants through initial steps of procedure. Case management services are offered. Referrals to community domestic violence shelters, counseling services and other public service agencies are also made.	Forms and instructions Staff to answer procedural questions Domestic violence assistance Case manager assigned to case and an escort through the steps of the exparte process.

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Illinois			
Circuit Court of Cook County	Child custody and support Divorce; visitation Domestic abuse Guardianship, paternity General civil Public benefits; name change; Discrimination Criminal	CARPLS provides a hotline to answer legal questions from low income individuals seeking legal assistance. CARPLS resolves more than 60% of its cases without further referral. Individuals in need of extensive legal assistance are referred to other resources. CARPLS' Self Help Project provides written materials and attorney guidance to the growing number of pro se litigants. They are given guidance over the phone and sent easy to read instructions. CARPLS also serves as a clearinghouse and distribution center for the County's pro se materials. They draft their own materials and staff the Pro Se Task Force of the Legal Aid Committee of the Chicago Bar Association. Recently, CARPLS posted all of its self help materials on their website.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Legal assistance via hotline Legal referrals
Circuit Court of Cook County	General civil Contract disputes Landlord/tenant Personal injury	The Advice Desk program is operated by the Kent College of Law and provides litigants with out-of-court legal services, including preparation of motions and other pleadings, general legal advice and assistance with settlement negotiations. The law school also runs a project to provide free legal advice in the eviction courtroom and provides full in-court representation to those in need. Facilitators volunteer to staff a desk near the post-decree courtrooms at specific times. The judges, aware of this, refer appropriate cases to the facilitator. The facilitator is an experienced matrimonial attorney who will listen to both parties and make recommendations to the judge.	Pro bono legal assistance Legal clinics Legal referrals
Circuit Court of Cook County	Divorce		Mediation
Circuit Court of Cook County	General civil Contract disputes Debt collection Landlord/tenant Personal injury Property damage Warranty issues	The scope of this program is to provide free legal services to the working poor, indigent or disabled pro se litigant.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Indiana</b>			
Tippecanoe County Court Small Claims Mediation	Small claims	Prior to a hearing, a court staff person meets with parties to determine status of case, possibly mediates a settlement, and explains courtroom procedures.	Forms and instructions Informational brochures or videos Staff to answer procedural questions Legal assistance Mediation
Porter Superior Court Small Claims Mediation	Civil Landlord/tenant	On all small claims contested matters, the litigants are advised of the availability of voluntary mediation. If the litigants are interested they are sent to the law school for mediation.	Forms and instructions Domestic violence assistance
Madison County Court Introduction to Small Claims Court	General small claims	The program is a two-hour workshop, presented quarterly, to interested citizens during an evening session in the courtroom or at the local university. Through the use of overhead transparencies and handouts, the small claims process is covered from filing to collecting a judgment. Questions and discussion are encouraged, and a pre-and post-test are used to determine the effectiveness of the workshop.	Forms and instruction Informational brochures and videos Judge's comments and personal experiences
Bartholomew Circuit County Legal Aid	Child custody and support Divorce Contract disputes Debt collection Landlord/tenant	The Bartholomew County Legal Aid provides representation to indigent clients.	Pro bono legal assistance Forms and instruction Staff to answer questions Paralegal assistance Legal referrals
Posey Circuit Court	All types	No data	Forms and instructions Staff to answer procedural questions
<b>Louisiana</b>			
Baton Rouge City Court Pro Se Divorce Clinic	Divorce	The Lafayette Volunteer Lawyers hold a clinic about every three-four months for parties needing a divorce without any ancillary issues such as support/custody. Local law firms host the clinics and the participants are usually referred to Acadiana Legal Services Corporation.	Forms and instructions Pro bono legal assistance Legal clinics

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Louisiana</b>			
Baton Rouge Bar Foundation Pro Bono Project	Family; Adoption Child custody and support Divorce; Domestic abuse Guardianship; Juvenile law Orders of protection Wills and estates; General civil Contract disputes; Debt collection; Immigration Landlord/tenant	The project has a panel of 4300 volunteer attorneys to respond to the growing needs of the poor in the legal community. The project includes a divorce workshop, paid curatorships, and docket preference for pro bono attorneys. The project also coordinates and staffs Ask a Lawyer Clinics in the community and helps with referrals to local community social service agencies.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Pro bono legal assistance Legal clinics and referrals Mediation
Capital Area Legal Services Baton Rouge	All types except criminal	The program provides counsel and advice to indigent litigants and gives brief services in completing small claims pleadings. It also advises clients of the procedures for filing appeals in selected cases.	Informational brochures Staff to answer procedural questions Paralegal assistance Domestic violence assistance Legal referrals
<b>Maine</b>			
Pine Tree Legal Assistance	Child custody Divorce Landlord/tenant Public benefits Others	Pine Tree Legal Assistance is a statewide program which provides legal services in civil matters to low income people. Volunteer Lawyers Project provides phone assistance in family law matters in cases which do not meet the requirements for referral to the private bar. The Courthouse Assistance Project provides volunteers to assist clients who are pursuing pro se family law cases in several district courts in the state.	Forms and instructions Informational brochures Staff to answer procedural questions Internet-based interactive court forms and assistance
Portland District Court Courthouse Assistance Project	Child custody and support Divorce Orders of protection from abuse	This program is a part of the statewide Pine Tree Legal Assistance, Inc. and provides general assistance to pro se litigants who meet Pine Tree income eligibility criteria (low-income).	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Legal referrals
Maine District Court – Bath Lawyer for the Day Program	Juvenile law Criminal	Lawyers are appointed by the court, on a rotating basis from an eligible pool, for the day to represent all defendants requesting assistance that day.	Legal assistance for one day

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Maryland</b>			
University of Maryland School of Law Family Law Assisted Pro Se Project	Divorce Child custody and support Visitation	This is a law school clinical project in which supervised law students practice pursuant to the state's student practice rule. The law students conduct diagnostic interviews, help unrepresented persons identify legal claims and defenses and refer them to attorneys or help them file the necessary legal papers.	Forms and instructions Legal assistance Legal referrals
Circuit Court for Carroll County Courthouse Advice Clinic	Child custody and support Divorce	The clinic helps litigants complete forms designed by the court and offers advice on how to present the case in court. The clerk's office makes forms available, provides space for the clinic and advises all pro se clients of the availability of the clinic.	Forms and instructions; informational brochures; staff to answer procedural questions; legal assistance; legal clinics; legal referrals and other services
Somerset County Circuit Court Pro Se Litigants Assistance Program	Adoption Child custody and support Divorce; Visitation Domestic abuse Guardianship Orders of protection	The program assists litigants to complete forms properly, advises them of court procedures and provides legal aid for indigent clients. A Family Support Coordinator facilitates these activities and collects statistics for effective case management.	Forms and instructions Informational brochures and videos Domestic violence assistance Pro bono legal assistance Referrals for mediation
Montgomery County Circuit Court Pro Se Project	Child custody and support Divorce Visitation	The project provides limited legal advice or general legal information in family law matters. The project helps pro se litigants complete pleadings, explains the process, pitfalls, costs, etc. When appropriate, the project supports other legal service providers.	Forms and instructions Staff to answer questions Paralegal assistance Access to law library
<b>Massachusetts</b>			
East Boston Court ▪ Harvard Defenders	Criminal	A third year law student represents defendants charged with a crime at a show cause hearing before a clerk.	Flyers Pro bono legal assistance
East Boston Court ▪ Harbor communities Overcoming Violence	Domestic abuse Orders of protection	Among its many activities, the program works to end domestic violence through education, organizing and community collaboration including a 24 hour emergency hotline, legal advocacy, and support groups.	Forms and instructions Informational brochures Staff to answer procedural questions Legal assistance Domestic violence assistance

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Massachusetts</b>			
Housing Court Department • Boston Division	Landlord/tenant	The Housing Court Department is designed to assist pro se litigants. Housing specialists are appointed to help resolve the case amicably. With the Boston bar, they provide legal advice to pro se litigants.	Forms and instructions Legal assistance Legal advice
• Hampden Division Suffolk Probate and Family Court Volunteer Lawyer for the Day	Landlord/tenant Child custody and support Divorce Domestic abuse Guardianship; Advice of a minor	Same as Boston Division Attorneys volunteer on a daily basis to briefly advise and assist in the preparation of forms.	Pro bono legal assistance Forms and instructions Information brochures Staff to answer procedural questions Domestic violence assistance Volunteer legal assistance Legal referrals and brochures
Boston Municipal Court Informal Program	All types	The clerk's office assists pro se litigants both at the counter and as a result of telephone inquiries. The office offers forms and helps litigants walk through the procedural steps necessary to comply with the small claims statute and rules.	Forms and instructions Informational brochures Staff to answer procedural questions
<b>Michigan</b>			
17 <sup>th</sup> Judicial Circuit Personal Protection Office	Domestic abuse Orders of protection	The office provides assistance to parties wishing to petition the court for a personal protection order with form completion and document preparation. The office also helps respondents with the same service. In addition, the office provides preliminary screening of fact situations to ensure compliance with statute.	Forms and instructions Informational brochures Staff to answer procedural questions Paralegal assistance Domestic violence assistance
54 <sup>th</sup> Judicial Circuit Friend of the Court	Child custody and support Divorce	The office provides instructional packets to all new domestic relations cases. There is mandatory attendance of all new divorce cases with minor children to the Smile Program as well as an investigation by the Friend of the Court.	Forms and instructions Informational brochures Staff to answer procedural questions Paralegal assistance
Wayne County Probate Court Pro Se Court	Guardianship Wills and estate	The Probate Court is organized to support pro se litigants. The staff is trained to assist all users of the court, 75% of whom file in pro per. All but one clerk assists pro per litigants.	Forms and instructions Informational brochures Staff to answer questions. Mediation

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Minnesota			
First Judicial District Pro Se Services Coordinator Program	Child custody Divorce Domestic abuse Orders of protection	The coordinator works to create a dialogue among court staff on the challenges and problems of dealing with pro se litigants. There has been a comprehensive effort to develop collaborative programs with the county public libraries – using them as a major dissemination point for forms, pamphlets and all self-help materials. Also, the office has secured a “virtual branch law library” (a computer work station connected to the Legal Information Server and sited in a public library branch) to bring access to primary legal information sources.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Self-help center Law library Office machines
Third Judicial District Pro Se Program	All family matters All nonfamily matters	The state supreme court has mandated that each local county operate its own pro se program. Descriptions specific to each county are not available.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Pro bono and sliding fee scale legal assistance Legal clinic and referrals Self-help center and law library
Sixth Judicial District Pro Se Program	Child custody and support Divorce Wills and Estates	No data	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violent assistance Sliding fee scale legal assistance Legal clinics Legal referrals Law library
Eighth Judicial District Pro Se Program	All cases	Each court administrative office assists pro se litigants. This is not a formal program, just another area where court administrators help litigants by providing forms in all case types	Forms and instructions Informational brochures and videos Law library

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Minnesota			
Ninth Judicial District Pro Se Program	Child support Divorce Domestic abuse Orders of protection Landlord tenant Small claims	No data	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal referrals Law library Office machines
Fifth Judicial District Lyon County Pro Se Committee	Child custody and support Divorce Domestic abuse Orders of protection	This committee is part of the statewide effort to design methods for improving services to pro se litigants in the various areas where self-representation is prevalent.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Legal referrals
Ramsey County District Court ▪ Criminal Division	Criminal Traffic	The program offers information for pro se litigants by providing forms in areas like expungements.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals Law library
▪ Ombudsman and Self-represented Litigant Services Legal Clinic	Child custody and support Divorce Paternity	The office provides a contact person in the family court to assist the self-represented navigate the court system. The legal clinic is a free service in the family court where volunteer lawyers provide answers to legal questions, offer procedural advice and help fill out court provided forms. No attorney client relationship is established.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals Law library Mediation
▪ Civil Pro Se Program	General civil Housing Conciliation court – small claims	The program provides forms, instruction booklets, and procedural information. It also provides staff training to answer questions about court procedures.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals Law library Mediation

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Minnesota	Domestic abuse	The center operates to provide greater means of access to all court customers.	Forms and instructions Informational brochures or videos Staff to answer procedural questions Domestic violence Self-help center Office machine
	Orders of protection Landlord/tenant		
Mississippi	Divorce	A pro se clinic is held every fourth Wednesday of each month. Persons are screened in terms of income, background, social status, etc. to determine if they qualify for the clinic. The Mississippi Bar Association has established a "Legal Line" for persons to get free advice from an attorney for basic legal services. Attorneys are available who work voluntarily with the clinic.	Forms and instructions Informational brochures Staff to answer questions Paralegal assistance Legal clinics
	Minority removal Birth certificate corrections Name changes Withholding orders		
Missouri	Domestic abuse	Quickfile is Missouri's pilot project in Jackson County. It is a remote electronic filing system for adult abuse matters. Through a designated Internet homepage, shelter advocates assist victims in completing petitions on-line and in submitting them to court. Judges receive the information via email and respond through this medium regarding the approval/denial of the ex parte order of protection. If this project is successful, there are plans to implement it statewide.	Forms and instruction Staff to answer procedural questions Domestic violence assistance Legal assistance
	Orders of protection		
Montana	Child custody and support	The clinic assists people with uncontested divorcees to complete and submit paperwork to court. The clinic provides sample documents, explains the forms, and helps complete the forms. The clinic will soon provide a 130-page manual to each clinic participant.	Forms and instructions Attorneys to answer questions
	Divorce		

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Montana</b>			
13 <sup>th</sup> Judicial District Court Yellowstone Co. Bar Association Family Law Project	Child custody and support Divorce Domestic abuse Order of protection	The project provides advice and assistance to pro se litigants in dissolutions and parenting plans.	Forms and instructions Staff to answer procedural questions Paralegal assistance Domestic violence assistance Pro bono legal assistance Legal clinics and referrals Law library
1 <sup>st</sup> Judicial District Court State Law Library Advice Clinic	Child custody and support Divorce	This program assists carefully screened applicants by providing forms and pro bono attorneys to answer questions and provide advice in filing dissolutions of marriage, permanent parenting plans and other judicial relief matters. Attorneys who participate are required to attend training (which advances toward CLE credit) and are required to be employed by the state. Participants may return as often as necessary to complete their case.	Forms and instructions Pro bono legal advice Legal referrals, if necessary Law library
4 <sup>th</sup> Judicial District Court Family Law Advice Clinic	Child custody and support Divorce Domestic abuse	The clinic provides classes in family law and dissolution, individual client contact with volunteer lawyers, assistance from law students, education in family law problems, and forms and assistance with filling out forms.	Forms and instructions Informational brochures Staff to answer procedural questions Paralegal assistance Domestic violence assistance Legal clinics Legal referrals
<b>Nebraska</b>			
Lancaster County Court Lincoln/Lancaster Mediation Center	Adoption Child custody and support Divorce; Guardianship Juvenile law Wills and estates	The Mediation Center is a part of the dispute resolution system in Nebraska. It is a not-for-profit center dedicated to the concept of resolving a variety of conflicts through mediation, facilitation, collaborative problem solving and negotiated rule making. Through workshops and seminars the Center trains mediators and offers training in parenting to divorced people.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Legal clinics Legal referrals Mediation

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Nevada			
1 <sup>st</sup> Judicial District Court Self Help Divorce Clinic	Divorce	The Pro Se Divorce Clinic is a project of the Volunteer Attorneys for Rural Nevadans (VARN). Attorneys volunteer their time to assist with the divorce clinics by helping litigants prepare and file the proper forms. The First Judicial District has encouraged and supported the program	Forms and instructions Staff to answer procedural questions Legal clinics Legal referrals
2 <sup>nd</sup> Judicial District Court Family Facilitator	All family matters	The facilitator serves as an information resource by providing packets of information with instructions. The facilitator also assists the court in preparation of orders and refers litigants to other community resources.	Forms and instructions Staff to answer procedural questions Legal referrals Access to law library
7 <sup>th</sup> Judicial District Appointed Counsel	Family law	The program offers six classes a week and teaches pro se litigants the basics in how to represent themselves. It offers an overview of the law and the procedures followed in the court. At the end of each class, the litigant can ask questions. The classes are taught by law students, under the supervision of a law school adjunct professor, or lawyer from legal services	Forms and instructions Staff to answer procedural questions Instructional legal classes
4 <sup>th</sup> Judicial District Court Access to Justice	Child custody and support Divorce	The program provides packets of forms that can be used to enforce or modify a court order. The program helps litigants schedule hearings and prepare documents to serve on the opposing parties	Forms and instructions
8 <sup>th</sup> Judicial District Court Self-Help Legal Classes	Child custody and support Divorce General civil Landlord/tenant	Clark County and the Nevada Legal Services provide legal information and advice to indigent clients.	Informational brochures Staff to answer questions Paralegal assistance Legal referrals
8 <sup>th</sup> Judicial District Court Legal Services	General civil Contract disputes Landlord/tenant	Upon application and a showing of indigence, the court will appoint counsel in family law matters. The court will pay up to \$1000 for his/her services and reimburse for expenses, as well. Informally, the court will answer questions and provide reading materials and forms to prison inmates.	No data

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
8 <sup>th</sup> Judicial District Court Family Law Self-Help Center Clark County	Child custody and support Divorce Guardianship Name change	The center provides access to legal information and resources to self-represented persons in family law matters. General services include: facilitating access to the state statutes and case law; providing information on the nature of family law procedures; formulating and producing current pleading packets with instructions; making community referrals; and conducting classes for the self-represented.	Forms and instructions Informational brochures Staff to answer procedural questions Self-help center Law library Referral to classes taught by law students
<b>New Hampshire</b>			
Portsmouth Family Division Court Pilot Project	Child custody and support Divorce	This pilot project in two counties provides assistance by identifying contested issues and exploring possible solutions that would allow the parties to reach an agreement. All cases where one or more party is pro se must meet with the case manager before going to court. At a one-hour conference the case manager explains the court process, assists the parties in completing forms and determines the issues that may be unresolved. The case manager monitors the case through to its completion.	Forms and instructions Informational brochures and videos Staff to answer procedural questions
<b>New Jersey</b> Superior Court - Essex Vicinage Office of the Ombudsman Information and Community Relations Center	All case types	The program is part of a statewide pro se assistance effort sponsored by the NJ Supreme Court. The ombudsman is a neutral staff person who works to clear up misunderstandings by providing confidential services to anyone with complaints about mistreatment or discrimination in the courthouse. The center responds to questions from the public, including pro se litigants, distributes informational literature, hosts court tours and public education programs, operates a speaker's bureau, coordinates pro bono law students and supports all community relations initiatives.	Informational brochures and videos Staff to answer procedural questions Legal referrals Law library

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
New Jersey	Child custody and support Divorce Orders of protection Post-divorce motions	The program provides law clerks to assist litigants in the areas of dissolution, non-dissolution and juvenile delinquency, by answering procedural questions about relief sought	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Legal referrals; mediation Self-help center
	All case types except criminal; Motions; enforcements Modifications of court orders	The program provides information on community resources and court procedures and investigates complaints about the judicial process at the court.	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Legal referrals; self-help center
New Mexico	Child custody and support Divorce Domestic abuse Guardianship Wills and estates Name change Contract disputes Landlord/tenant	The center provides packets with forms and instructions. One to two days a week litigants can meet with a volunteer attorney to have questions answered.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Paralegal assistance Domestic violence assistance Pro bono legal assistance Legal referrals; mediation Self-help center; law library
	Child custody and support Divorce	The program conducts a pro se clinic and oversees a pro se day in divorce and family matters.	Forms and instructions Staff to answer procedural questions Legal clinics Mediation
11 <sup>th</sup> District Court Pro Se Divorce Program	Child custody and support Divorce; domestic abuse Guardianship Orders of protection	No information	Forms and instructions Staff to answer procedural questions Legal clinics Mediation Domestic violence assistance Transfer of land titles

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
New Mexico	Child custody and support Divorce Orders of protection Grandparent visitation Modification/enforcement of court orders Name change Driver's license restoration	The Pro Se Division provides limited services to pro se litigants, including forms and instructions; samples and educational materials for specific court divisions; information on other community legal services; and procedural advice on the filing of documents.	Forms and instructions Staff to answer procedural questions Paralegal assistance
New York	General civil Landlord/tenant	For years, it has been the policy of the Civil Court to assist pro se litigants by providing forms, instructions, and legal information. The Office of the Pro Se Attorney, located in each of the major counties of the city, provides procedural and legal information with an emphasis on pro se litigants in Housing Court. The resource center provides a library, forms, instructions, and a video for Housing Court cases. A staff attorney is assisted by volunteer law students to interview pro se litigants, determine their problems, provide information and pamphlets, and inform the housing court counselors as to the issues. Other activities include a volunteer lawyer project to provide legal advice to litigants, and a bar project to provide mediators.	Forms and instructions Informational brochures and videos Staff to answer questions Self help center Law library
Supreme Court – Civil Office of the Self- Represented	Child support Divorce Domestic abuse Guardianship Orders of protection Wills and estates Malpractice	There is a staff attorney on duty every day to assist the litigant in determining the nature of the action or special proceeding or if there are legal grounds for action. Four clerks dispense procedural information and sample forms and answer telephone calls. An office assistant makes copies of forms, answers mail inquiries. A clerk in charge makes policy in conjunction with the administration.	Forms and instructions Informational brochures and videos Staff to answer questions Referrals to bar groups Legal clinics Self-help center; law library

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
North Carolina 26 <sup>th</sup> Judicial District Self-Serve Center	Child custody and support Divorce Domestic abuse Contempt	The center provides forms and instruction to ease litigants' access to the courts. The center also provides information about community services and attorneys. For now, the center only assists in family law matters.	Forms and instructions Informational brochures Staff to answer procedural questions Sliding fee scale legal assistance Unbundled legal services Legal clinics Legal referrals Self-help center
Ohio Northeast Ohio Legal Services Volunteer Advocacy Legal Unit	Domestic abuse Orders of protection	Clients are referred to this program by domestic violence shelters, the court, and the police department (their phone # is on the back of police reports. There are no monetary eligibility requirements. The clinic staff consists of volunteers who are trained to complete forms and provide support and referrals. They inform clients of the procedure and legal requirements to obtain relief, assist them in completing the required forms, take them to file the forms, and accompany them to the court hearing. The volunteers are not allowed to advocate on the victim's behalf in court.	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Legal referrals Legal clinics
Wooster Legal Aid Society "Do It Yourself Divorce Clinic"	Divorce	The program consists of 6 general stages: 1. general application for services and eligibility screening 2. complete questionnaire and screening for admission 3. acceptance into clinic 4. attend 3 hour class 5. follow-up services (optional) 6. monitor program effectiveness with client satisfaction survey, data base study, bi-annual court docket study, and client grievances.	Forms and instructions Staff to answer procedural questions Legal clinics
Athens Legal Services Poverty Prevention Legal Clinic	All case types, except criminal	Legal Services has generated notebooks containing pro se forms and instructions in all substantive areas. Volunteer attorneys use these notebooks when they meet with clients to assist them in filling out the appropriate forms. The attorneys also provide advice on how to proceed pro se. Through the bar association, these volunteer attorneys receive CLE approved poverty law training.	Forms and instructions Informational brochures Domestic violence assistance Pro bono legal assistance Legal clinics Legal referrals

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Ohio</b>			
Toledo Bar Association Pro Bono Legal Services Program	Divorce	The program offers a 2 hour program with a video to clients for a \$10 fee. During the program, the client is guided through filling out the proper forms and then is assisted in filing the pleadings. When the client is notified of the date of the hearing, the program prepares the proper materials which the client picks up on the way to court.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Paralegal assistance Legal clinics
Hamilton County Pro Seniors, Inc. Legal Hotline	Health care directives, wills and estates, debt collection, landlord/tenant, medicaid/medicare	Pro Seniors, Inc. assists Ohio residents 60 and over with legal issues through our statewide legal hotline.	Informational brochures Legal assistance, sliding fee scale Legal referrals
Montgomery County Common Pleas Court Division of Domestic Relations Pro Se Assistance Project	Child support and custody Divorce Domestic abuse Orders of protection	No data	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance
<b>Oklahoma</b>			
District Court of LeFlore County Informal Program	Small claims Protective orders	In small claims, the court clerk provides forms and assistance to pro se litigants pursuant to statute. These are civil cases, tort or contract excluding libel and slander. Also, on victim's protective orders most cases are pro se and the clerk or D.A. witness/victim coordinator assists the litigants.	Forms and instructions Staff to answer procedural questions Domestic violence assistance
<b>Oregon</b>			
Deschutes County Circuit Court Pro Se Dissolution	Child custody and support Divorce	The program provides telephone or in-person information on court procedures, availability of forms, and general information regarding processing their case through the court system.	Forms and instructions Informational brochures Staff to answer procedural questions Information about legal services, law library and mediation services Web page with forms

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Oregon			
Union County Circuit Court (No name)	Child custody and support Divorce Debt collection Landlord/tenant	Program provides a parent education class for parents involved in divorce/custody cases. Funding for workshops for self-represented litigants in family law cases has lapsed, however, a volunteer attorney continues to present the workshop. A Public Resource Center contains computers to access the state's judicial information network; self-help reference materials, forms and instructions, etc.	Forms and instructions Informational brochures Staff to answer procedural questions Pilot legal clinics Legal referrals Self-help center; law library Mediation
Marion County District Court Dissolution Resource Services	Child custody and support Divorce Domestic abuse Orders of protection Will and estates Name changes Parenting time enforcement	The program provides court approved forms and instructions, refers litigants to community resources, reviews documents prior to filing with the court to ensure completeness, explains procedures, and provides pro bono unbundled legal services to litigants who meet required income qualifications.	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Volunteer pro bono clinic Legal referrals; law library Mediation Child support calculations
Pennsylvania			
Allegheny County Pro Se Family Law Motions Project	Child custody and support Divorce Domestic abuse Juvenile law Orders of protection	Attorneys volunteer to provide financially eligible litigants with information and forms for the relief they are seeking before the Family Motions Court and to explain procedures for filing for custody and modification of support.	Forms and instructions Staff to answer procedural questions Pro bono legal assistance Legal referrals Self-help center; law library

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Texas			
Bexar County Civil District Courts (San Antonio) Staff Attorney and SABA Pro Bono Referral Program	Adoption Child custody and support Divorce; Domestic abuse Orders of protection Extraordinary relief General civil; Contract disputes Debt collection Landlord/tenant	Bexar County operates a central docket for all district courts. Litigants who appear pro se in the Presiding Court are referred either to an associate judge when available, or to the staff attorney. The staff attorney may give litigants advice if the individual is eligible for the pro bono referral program.	Forms and instruction Informational brochures and videos Staff to answer questions Legal assistance and referrals Law library
Tarrant County Family Court Black Women Lawyers Pro Bono Clinic	Child support; Divorce	The divorce clinic meets the 1 <sup>st</sup> Thursday of each month and encompasses intake, lawyer-client interviews, drafting and filing of divorce suits for agreed divorcees whose petitioners meet a certain financial scale. Later, pro bono attorneys prove the cases up and volunteer clerks certify and confirm the pleadings. The clinic does not and cannot accept any case where there is property involved.	Instructions; informational brochures Staff to answer procedural questions Paralegal assistance Legal assistance; legal clinics Clerks to file cases
Utah			
Automated Pro Se Legal Assistance Project	Divorce Landlord/tenant	This is a statewide project to assist the pro se civil litigant in the preparation of pro se court documents through electronic means in uncontested divorces and landlord/tenant actions. This is accomplished through the use of 5 kiosks located throughout the state. In geographically outlying areas non-automated assistance, including the preparation and distribution of self-help packets is available. Litigants using the materials are charged a \$10 fee. Development has begun on a web-based automated system that will allow greater geographical reach and will allow kiosk phase-out in 2000. In addition, representatives of Legal Services are available to answer litigants' questions and conduct seminars on topics related to divorce matters.	Forms and instruction Informational brochures and videos Legal referrals

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Utah			
Court Information Line	All case types	A toll free phone line is answered during business hours. The availability of the service is posted in all state courthouses. The person responsible for answering the calls is located at the Administrative Office of the Courts. This person has computer access to docket information in all general jurisdiction trial court cases	Staff to answer procedural questions Refers caller to other services
Third District Court Domestic Violence Assistance Program	Orders of protection	No description provided	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Pro bono legal assistance
Tuesday Night Bar	All case types	The Tuesday Night Bar groups meet in 5 areas throughout the state. Participants sign up for available time slots and receive one-half hour of legal assistance from volunteer attorneys.	Informational brochures and videos Staff to answer procedural questions Pro bono legal assistance Legal referrals
Vermont			
Vermont County Family Court Mandatory Pro Se Education Class	Child custody and support Divorce Domestic abuse Post-judgment Parentage	A volunteer attorney teaches a monthly class with a standard curriculum outline. The class focuses on: how the court process works; how litigants should behave in court; what the court expects; what kinds of decisions need to be made; what types of situations require professional help – like attorneys, mediators, accountants– and what mediation is. After the presentation there is a question and answer session for litigants without minor children and a more elaborate session for litigants with minor children.	Forms and instructions Informational brochures Legal clinic information Mediation information Information on community resources
Washington County Family Court Domestic Violence Educational Program	Domestic abuse Elderly exploitation	The program provides a bi-monthly class with information and education about domestic violence and the cycle of abuse, the court process and what an order is, law enforcement and their role in serving and enforcing orders, alcohol and drug resources available and other community resources available.	Forms and instructions Informational brochures Staff to answer questions Legal clinics Domestic violence assistance

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Virginia			
Central Virginia Legal Aid Pro Bono Hotline	Child custody and support Divorce; Domestic abuse Guardianship; General civil Contract disputes Debt collection; Landlord/tenant Employment issues	The hotline permits clients to talk to pro bono attorneys by telephone and receive legal advice. Sometime they are later scheduled for office appointments for the program to consider representing them. In many cases, they are given advice on how to proceed pro se.	Pro bono legal assistance Forms and instructions Informational brochures
Legal Services of Northern Virginia Court Outreach	General civil Contract disputes Debt collection Landlord/tenant	Legal Aid attorneys are present at court to screen and interview litigants. If a case has merit, Legal Services will accept the case for trial. If a case has no legal defense, the attorneys will give counsel on how to proceed pro se if they choose. Blank form "Answers and Grounds for Defense" is made available.	Forms and instructions Informational brochures Staff to answer questions Paralegal assistance Legal assistance Legal clinics
Washington			
Kitsap County Superior Court Courthouse Facilitator Program	Child custody and support Divorce and legal separation Contempt of court	The facilitator explains court procedures, identifies and locates pleadings, assists in scheduling hearings, reviews documents for completeness, arranges interpreter services, makes referrals and calculates child support. The facilitator does not provide legal advice and does not appear in court with the litigant.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals
Whatcom County Superior Court Family Law Facilitator Protection Orders	Child custody and support Divorce Domestic abuse Orders of protection General civil Harassment	These are two separate programs operated by the local court. The facilitator assists pro se family litigants with legal processes, using statewide mandated pleadings; and screens pro se files for completeness, prior to consideration by judicial officers. The protection order service provides walk-in civil protection orders for domestic violence and harassment victims.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence orders of protection Legal assistance Legal clinics and referrals Law library; Mediation
State Office of Administrative Hearings First in Touch (FIT)	Child support Public assistance Unemployment insurance	FIT provides guidance for pro se litigants about how the system works, how to effectively participate, and directs litigants to additional resources. The program also trains and develops manuals for the front line and phone staff to better acquaint them with proper procedures and advice giving.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
West Virginia Kanawha County Circuit Court Family Law Clinic Legal Aid Society of Charleston	Child custody and support Divorce	When applicants are found to be ineligible for legal aid services in divorce matters, they are referred to the family law clinic. The clinic provides a step by step walk through the entire process after which the participants fill out their own forms and file them in the clerk's office. If further problems arise, legal aid attorneys are available to assist litigants. "Satisfaction surveys" are mailed to about 10% of the clinic's customers.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Pro bono volunteer as clinic teacher
	Bankruptcy Court Southern District Legal Aid Society of Charleston	Bankruptcy	Pro bono attorneys teach a three-hour clinic explaining how to fill out forms and how to process the case to completion. Participants are to inform LAS upon completion of their case. "Satisfaction surveys" are given to the participants.
Wisconsin Richland County Circuit Court The Resource Center, Inc.	Child custody Divorce	Pro bono attorneys teach a three-hour clinic explaining how to fill out forms and how to process cases to completion. Participants are to inform LSP upon completion of their case. LSP keeps an open file on all participants until their case is disposed of.	Forms and instruction Informational brochures and videos Staff to answer procedural questions Paralegal assistance Legal assistance during clinic
	Divorce	One afternoon a month a trained volunteer is available to assist individuals seeking uncontested divorces. The volunteer provides a packet of forms and instructions for a fee of \$50 that can be waived in poverty situations. The volunteer answers procedural questions and if legal questions arise a volunteer on-call attorney is available on the phone. The volunteer does not help in the completion of the forms.	Forms and instructions Staff to answer procedural questions
Milwaukee County Circuit Court Pro Se Form Assistance Center Family Justice Clinic	All types of cases	The Center provides a central repository for all forms and information relative to case dispositions.	Forms and instructions Staff to answer procedural questions Lawyer referrals Pro bono family clinic Law library; Mediation

Table 3: Local Program Descriptions

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
Wisconsin			
Eau Claire County Circuit Court Informal program	Child custody and support Divorce Domestic abuse Juvenile law Criminal Small claims	The court offers a variety of services, informally, to pro se litigants. Information is provided about child support paperwork, name change, and domestic abuse restraining orders. A guide is available to small claims courts and referrals are made to attorneys providing unbundled legal services. A free legal clinic is offered 1 night a month. Also, staff from the local women's shelter assists in domestic violence issues.	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Legal clinics Mediation in small claims
Wyoming			
State Bar Pro Bono Volunteer Program Wyoming Legal Services	Divorce General civil Domestic abuse Wills and estates Debt collection Public benefits issues	In their annual dues statement, Wyoming Bar attorneys can either volunteer their services or make a financial contribution to the program. Referrals are made to these attorneys. The Legal Services program provides services to indigent clients and occasionally assists pro se litigants in court on an ad hoc basis.	Pro bono legal assistance
Wyoming Legal Services	Divorce	This is a standard legal services group offering representation to qualified indigent clients in most family law matters and general civil matters. The office refers people who do not qualify for its program to district courts for pro se packets on divorce and other family law matters.	Referrals for pro se assistance
4 <sup>th</sup> Judicial District Sheridan County Bar Pro Bono	Child custody and support Divorce	The program provides legal assistance to indigent parents, with children, involved in divorce proceedings.	Pro bono legal assistance Legal referrals

**TABLE 4**

**LOCAL PROGRAM OPERATIONS  
AND  
USE OF TECHNOLOGY**

*Preliminary Draft. Do not cite or circulate without permission.*

**Table 4 Local Program Operations and Use of Technology**

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Arizona</b>						
Self Help Center Phoenix	1 PT attorney 1 FT court manager 5 FT court clerks 1 PT court clerk 1 FT secretary	65,000-70,000	8:00 – 5:00 PM 5 days a week  Internet and phone service – 24 hrs. 7 days a week	Yes	Yes	Automated phone system Web page
<b>California</b>						
Alameda County Family Law Facilitator	2 FT attorneys 3 PT volunteer attorneys 2 FT paralegals 4 PT Paralegals 1 PT Law Student	15,000	8:30-5:00PM 7 days a week	Yes	Yes	Fax machine Web page Computers
Amador County Family Law Facilitator	1 PT attorney 1 PT secretary	480	9:00 – 5:00 PM 4 days a week	None	No	Fax machine Copy machine Computers
Los Angeles County Office of the Family Law Facilitator	3 FT attorneys 18 FT paralegals 2 FT secretaries	72,000	8:00 – 4:30 PM 5 days a week	None	Yes	Fax machine Computers
Calaveras County Office of the Family Law Facilitator	1 PT attorney	1,000	5 days a week with varying hours	Yes	No	Fax machines Computers
Colusa County Family Law Facilitator Program	1 PT attorney 1 PT court clerk	No data	TU 9:00-3:00 PM WE 9:00-12:00PM FR 8:30 – 12:00PM	None	Yes	Automated phone system Fax machine Computers
Contra Costa County Family Law Facilitator Self-Help Assistance Program	1 FT attorney 2 FT court clerks 2-3 PT law students per semester 4 FT document reviewers	10,675	8:00 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Web page in progress; Fax machine; Computers Overhead projector, screen, television, VCR and video tape

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>California</b>						
Fresno County Family Law Facilitator	1 FT attorney 3 FT volunteer attorneys 1 FT secretary	3,300-3,500	8:00 – 4:00 PM 5 days a week	Yes	No	Fax machine Computer forms
Glenn County Family Law Facilitator	1 PT attorney 1 FT court clerk 3 PT volunteers	1,200	12 hours a week	Yes	Yes	Automated phone system Computers
Humboldt County Family Court Self Help Center	1 PT attorney 1 PT paralegal 3 PT volunteers	5,000	Center 10:00 – 2:00PM PT attorney – 30 hours per week	Yes	Yes	Automated phone system Computers
Imperial County Family Law Facilitator	1 PT attorney	2,800	9:00-4:00 PM 2 ½ days a week	No	No	Automated phone system Computers
Kern County Family Law Facilitator	1 Ft attorney 1 FT paralegal 1 PT court manager 1 FT court clerk 3 PT secretaries 1 PT law student	6,000-7,500	8:00 – 5:00 PM 5 days a week	No	No	Telephones and typewriter Fax machine Computers
King County Family Law Facilitator	1 PT attorney 1 PT secretary PT paralegal volunteers	1,500 – 2,000	8:00 – 6:00 PM 2 days a week	Yes	No	Computers
Lake County Family Law Facilitator	1 PT attorney 1 PT paralegal	782 office appointments 1447 phone calls	9:00 – 4:00 PM 2 days a week	No	Yes	Fax machine Computers
Marin County Family Law Facilitator	1 PT staff attorney	No data	9:00 – 4:30 PM 4 days a week	Yes	No	Automated phone system Fax machines Computers TV/Video
Mariposa County Family Law Facilitator	1 FT attorney 1 PT paralegal 1 PT secretary	800	8:30 – 5:00 PM 5 days a week	No	No	Automated phone system Fax machines Computers
Mendocino County Family Law Facilitator	1 FT attorney	2,000	8:00 – 5:00 PM 5 days a week	No	No	Automated phone system Fax machines; Computers

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
California						
Merced County Facilitator Program	2 PT attorneys	3,600-4,000	Mon-Wed. 9:00-1:00 PM Thur. 8:00 - 1:00 PM Fri. 11:00-2:00 PM	Yes	No	Automated phone system Computers
Mono County Family Law Facilitator	1 FT attorney	500 individuals with multiple contacts	9:00 - 4:00 PM 2 days a week	No	No	Automated phone system Fax machine, computers
Napa County Family Law Facilitator Enhanced Program	1 FT attorney 1 PT attorney 1 PT court manager 2.5 PT court clerks 1 PT volunteer	9,600	8:00 - 5:00 PM	Yes	Yes	Automated phone system Fax machine, computers
Sierra and Nevada Counties Family Law Facilitator	1 FT attorney 1 PT court manager 1 PT secretary 1 PT volunteer	2,500	All day, 5 plus days a week	Yes	Yes	Fax machine Computers Facilitator's car - travels 1200 miles per month to serve the rural population
Orange County Family Law Facilitator	2 FT attorneys 1 PT attorney 4 FT court processing specialists Law school interns	11/98-8/99 38,000 contacts	8:30-4:30 4 days a week	Yes	No	Automated phone system Fax machine Web page Computers
Plumas County Family Law Facilitator	1 PT attorney 1 PT paralegal	No data	8:30-5:00 PM 5 days a week	No	Yes	Computer Fax machine
Riverside County Family Law Assistance Center	3 FT attorneys 10 FT court clerks	10,000 seen by attorneys 50,000 seen by clerical staff	8:00-5:00 PM 5 days a week	No	Yes	Fax machine Web page Computers
San Benito County Family Law Facilitator	1 PT Facilitator 1 PT volunteer attorney 1 PT volunteer law student 8 PT volunteers	2,000	8:30-4:00 PM 2 ½ days a week	Yes, most of the staff are volunteers	No	Computers

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
California						
San Bernardino Family Law Facilitation Center	1 FT attorney 1 PT attorney 3 FT paralegals 1 PT paralegal Occasional law students and volunteers	8,400	8:30-4:30 pm 5 days a week	Occasionally	Yes	Fax machine Web page Computers
San Diego County Family Law Facilitator	6 FT attorneys 1 Volunteer attorney 4 FT court clerks 4 FT law students 1 PT student worker	23,000	8:30-4:30 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Web page Computers
San Francisco Superior Court Office of the Family Law Facilitator	2 FT attorneys An occasional volunteer attorney 1 FT paralegal 2 PT law students	5,000	8:00 – 5:00 PM 4 days a week	Yes	Yes, informally	Automated phone system Fax machine Web page Computers
San Joaquin County Family Law Facilitator	1 FT attorney 2 PT paralegals 1 PT law student	5,500 – 6,000	8:00 – 5:00 PM 5 days a week	No	Yes	Automated phone system Computers
Santa Barbara County Family Law Facilitator	1 FT attorney 1 PT secretary	1,600	8:00-5:00 PM 5 days a week	No	No	Fax machine Computers
Santa Maria County Family Law Facilitator	1 FT attorney 1 PT secretary 1 PT law student	700 – 800	8:00-5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers
Santa Clara County Office of the Family Law Facilitator	3 FT attorneys 1 FT domestic violence specialist (paralegal clerk) 2 PT law students 4 PT lay advocates	13,000	8:00 – 6:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Web page Computers
Santa Cruz County Family Law Facilitator	1 PT attorney 1 PT volunteer attorney	1,500	8:00 – 5:00 PM 2 ½ days a week	Yes	Yes	Computers

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
California						
Shasta/Trinity Counties Family Law Facilitator	1 FT attorney 1 FT secretary 1 FT volunteer	4,000	8:00 – 5:00 PM 5 days a week	Yes	Yes	Fax machine Computers
Solano County Family Law Facilitator	1 FT attorney 1 FT paralegal 1 PT paralegal 1 PT lay advocate	15,000	8:30 – 4:00 PM 5 days a week	Yes	Yes	Computers Automated phone system, pending
Sonoma County Family Law Facilitator	1 FT attorney 1 PT volunteer attorney	2,500	9:00 – 4:00 PM 4 days a week	Yes	In development	Automated phone system Computers
Sutter County Family Law Facilitator	1 FT attorney 3 FT court clerks 1 FT mediator	2400 clients per year (in-person & telephone contacts)	8:00 am – 5:00 pm 5 days a week	No	No (current staff trained by attorney & CA judicial council conferences)	Computers
Tehama County Family Law Facilitator	1 PT attorney 1 PT paralegal 1 PT secretary	125	9:00 – 5:00 PM 4 days a week	No	No	Fax machine Computers
Tulare County Family Law Facilitator	1 FT attorney 1 FT paralegal 1 FT secretary 3 PT volunteers	3,500	8:30 – 5:00 PM 5 days a week	Yes	Yes	Fax machine Computers
Tuolumne County Office of the Family Law Facilitator	1 PT attorney 1 PT paralegal	1,000	No data	No	Yes	Fax machine Computers
Yolo County Family Law Facilitator	1 FT volunteer	1,560	8:00 am – 4:00 pm on Mondays 8:00 am – 3:00 pm on Fridays	Yes	NA	Fax machine Computers

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>California</b>						
Araphoe County Resource Center Pro Se Resource Center	1 PT paralegal student	3,800	8:30 – 4:30 PM 4 days a week	Yes	Not applicable	Automated phone system Fax machine Computers
<b>Colorado</b>						
Denver County District Court Information and Referral Office	1 PT volunteer attorney 1 FT paralegal 1 PT lay advocate	500	10:00 – 5:00 PM 5 days a week	Yes	No	None
Jefferson County Combined Court Self-Help Center	1 FT Pro Se Coordinator 1 FT case manager	3,600	8:00 – 5:00 PM 5 days a week	No	No	Automated phone system Fax machine; web page; state computer
El Paso County Combined Court Pro Se Clinic	1 FT court manager 1 FT self-help center clerk	7,000 – 8,000	8:00 – 5:00 PM 5 days a week	Yes	Yes, conducted by the Legal Services Office	Automated phone system Web page
Mesa County Combined Court Court Assistance Project	1 FT court clerk	Unknown	8:00 – 5:00 PM 5 days a week	No	Not applicable	Web page Computers
<b>Delaware</b>						
Justice of the Peace Court	No data	No data	No data	No data	No data	No data
New Castle County Superior Court Information Book	No data	200 weekly	9:00 – 5:00 PM 5 days a week	No data	No data	No data
Family Court of Delaware	Not available yet	Not yet determined	8:30 – 4:30 PM 5 days a week	Yes	Yes	Web page Computers
Delaware Volunteer Legal Services	4 FT attorneys 750 volunteer attorneys 2 FT secretaries 20 FT clinical law students	1,237	9:00 – 4:30 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers
Community Legal Aid Society, Inc.	No data	No data	No data	No	No data	No data

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>District of Columbia</b>						
DC Bar Pro Se Plus Divorce Clinic	1 FT attorney 1 PT court manager	269	17 times/year	Yes	Yes	Automated phone system Electronic kiosk Web page
Superior Court Small Estates	3 FT small estate specialists	No data	9:00 – 4:00 PM 5 days a week	No	No	Computers
Superior Court Domestic Violence Intake Center	2 FT attorneys 15 PT law students 2 FT paralegals 2 FT court managers 16 FT court clerks 1 FT secretary 15 FT lay advocates 40 FT social workers	7,500	8:30 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers
<b>Florida</b>						
3 <sup>rd</sup> Judicial Circuit Family Law Assistance & Self-Help Program	1 FT DCA/Staff Attorney 13 PT volunteer attorneys 1 FT paralegal (case manager) 1 FT DV coordinator/social worker 9 FT Deputy Clerks of Court* (*The Deputy Clerks work for the county where they are located not court administration, but are part of the joint project)	7 per year	9:00 – 5:00 pm 5 days a week  Injunctions 7 days a week; 24 hours	13 PT lawyers Mediators	Not Applicable	Fax machine Computers

Table 4 Local Program Operations and Use of Technology

4 <sup>th</sup> Judicial Circuit Court Clay, Duval and Nassau Counties Family Court Services	5 FT paralegals 3 FT secretaries 1 PT secretary	8,000 walk-ins 50,000 phone calls 5,000 letters	8:30 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Web page – State and local Computers
4 <sup>th</sup> Judicial Circuit Court County Court Mediation	1 FT court manager 1 FT secretary 80 PT volunteers	No data	8:30 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers Web page, in progress
<b>STATE</b>	<b>STAFFING</b>	<b>CASELOAD (Annual)</b>	<b>HOURS OF OPERATION</b>	<b>VOLUNTEERS</b>	<b>TRAINING (Nonlawyers)</b>	<b>TECHNOLOGY</b>
<b>Florida</b>						
1 <sup>st</sup> Judicial Circuit Escambia, Okaloosa, Santa Rosa, and Walton Counties Self-Help Center	1 court administrator 4 pro se coordinators	21,600 voice mail messages 5,760 direct calls 3,800 walk-ins	8:00 – 5:00 PM 5 days a week	No	No	Automated phone system
6 <sup>th</sup> Judicial Circuit Court Pinellas and Pasco Counties Pro Se Office	1 FT court manager 5 FT secretaries	19,253	8:00 – 5:00 PM 5 days a week	Yes	Yes, on the job training for FT staff	Automated phone system Fax machine Web page Computers
11 <sup>th</sup> Judicial Circuit Family Division Dade County Courts Family Court Self-Help Project	4 FT attorneys 3 FT paralegals 2 FT secretaries	13,000+	8:30 – 4:30 PM 5 days a week	No	No	Computers
<b>Georgia</b>						
Superior Court of Fulton County Family Division, Atlanta Family Law Information Center	1 FT paralegal 1 PT paralegal 1 PT law student 1 PT volunteer 1 PT firm contract attorney	11,000 (approx.)	8:30-4:30 PM 5 days per week	Yes	Yes	Web page Fax machine Computers
<b>Hawaii</b>						
Ho'Okele Court Navigation Pilot Project	2-3 FT court clerks 1 FT volunteers	No services until 2000	8:00 – 4:00 PM 5 days a week	Yes	Yes	No data
Family Court, First Circuit Honolulu	4 FT law clerks 4 FT court document clerks	4,000 +	7:45 – 4:30 PM 5 days a week	No	No	Web page Computers

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Idaho</b>						
Court Assistance Office Latah County	1 PT attorney 13 PT law students	1300	9:00 – 11:30 AM 3 days a week 11:30 – 2:00 PM 2 days a week	No	Yes	Fax machine Web page Computers
Court Assistance Office Bannock County	1 FT paralegal	600	8:00 am – 5:00 pm 5 days a week	No	Yes	Computers Web page
Court Assistance Office Gooding County	2 PT court clerks	70	2:00 – 4:00 PM 2 days a week	No	Yes	Computers No internet service
Court Assistance Office Idaho Falls (7 <sup>th</sup> District)	1 PT attorney	Approximate 2000	8:00 am – 5:00 pm 5 days a week	No	Yes	Computers Web page
Court Assistance Office Valley County	1 PT court clerk 1 PT secretary	10	Must call to make appointment	No	Yes	Computers Web page
<b>Illinois</b>						
18 <sup>th</sup> Judicial Circuit Court DuPage County Court Advocates	5 FT lay advocates	1200	8:30 – 6:00 PM 5 days a week On call 24 hours 7 days a week	Yes	Yes	Automated phone system Fax machine Computers
Circuit Court of Cook County Probate Division United Family Court Pilot Project Guardianship Assistance Desk	1 FT attorney 30 FT volunteer attorneys 1 FT court manager 1 FT court clerk 1 FT secretary 2 FT Probate/court service case manager	No data	8:30 – 6:00 PM 4 days a week in downtown Chicago 1 day a month in outlying suburban court	Yes	Yes	Computers
Circuit Court of Cook County Adoption Assistance	2 PT attorneys 1 FT volunteer attorneys 1 PT secretary 2 PT social workers 1 FT expedited adoption coordinator	250 families about 750 children	NA	Yes	Yes	Fax machine Computers-data base Trigger system

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Illinois</b>						
Circuit Court of Cook County Advice Desk-Tenant Pre-Judgment Program	1 FT attorney 2-3 PT volunteer attorneys 10-15 PT secretaries 1-2 PT law professors	4,500	8:30 – 4:30 PM 5 days a week	Yes	Yes	Fax machine Computers Printers, on-line legal research and law library resources
Circuit Court of Cook County Court Facilitation Program	100 volunteer attorneys in the pool 1 PT secretary	No data	10:00 – 12:00 PM 3 days a week	Yes	No	None
Circuit Court of Cook County Pro Se Court for Small Claims	2 FT court clerks 1 Ft secretary	4,000	8:30 – 4:30 PM 5 days a week	No	Yes	Fax machine Computers
<b>Indiana</b>						
Tippecanoe County Court Small Claims Mediation	1 FT court manager	2,000	8:45 AM – Noon 1 day a week	No	Yes	Web page Computers
Porter Superior Court Small Claims Mediation	None	About 40% of all contested matters	1 day a week in each of three courts	Yes	No	None
Madison County Court Introduction to Small Claims Court	1 PT judge	75 – 90	One two-hour workshop every three months	No	No	Computers
Bartholomew Circuit County Legal Aid	1 PT attorney 52 volunteer attorneys 1 FT paralegal 1 FT Dir/Atty	700	8:30 am – 5:00 pm	Yes	No data	Clients 2000
Posey Circuit Court	General court staff and bar	Hundreds	When court is in session	Yes	No	No data

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Louisiana</b>						
Baton Rouge City Court Pro Se Divorce Clinic	Number of volunteer attorneys varies	80	One clinic every 3-4 months	Yes	NA	None
Baton Rouge Bar Foundation Pro Bono Project	2 FT coordinators Varied paralegal interns 418 volunteer attorneys	500 - 700	9:00 - 4:30 PM 5 days a week	Yes	Yes and attendance at the annual ABA Pro Bono Conference	Fax machine Web page Computers
Capital Area Legal Services Baton Rouge	9 FT attorneys 1 PT attorney 5 FT paralegals 21 FT administrative staff 1 FT law student 5 paralegal interns	625	8:30 - 5:00 PM 5 days a week	No	Yes	Automated phone system Fax machine Computers
<b>Maine</b>						
Pine Tree Legal Assistance	None	10,000 cases 50,000 pieces of pro se information are downloaded each year	5 days a week	Yes	Yes	Web page <a href="http://www.plta.org">http://www.plta.org</a>
Portland District Court	Staffing varies 1 PT lay advocate 2 PT volunteers	100-150	1:30 - 4:30 PM 1 day a week	Yes	Yes	None at present, will be in use by 10-1-01
Maine District Court-Bath Lawyer for the Day Program	None	1800	Regular court hours 1 day a week	Yes	Not applicable	None
<b>Maryland</b>						
University of Maryland School of Law Family Assisted Pro Se Project	34 law students	4,400 in 2 years	No data	Yes	Yes, the law students receive intensive training	No data

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Maryland</b>						
Circuit Court for Carroll County Courthouse Advice Clinic	4 PT volunteer attorneys 8 FT court clerks plus family law admin. (employees of court)	500	9:00 AM – Noon 1 day a week  4:00 pm – 7:00 pm 1 day a week	No	No	None
Somerset County Circuit Court Pro Se Litigants Assistance Program	1 PT Mid. Volunteer Lawyer Service 1 PT Family Support Services Coordinator	50 clients in first 6 months	9:00 AM – Noon 2 times a month	Yes	No	Copiers Computers, occasionally
Montgomery County Circuit Court Pro Se Project	1 FT attorney 1 PT attorney 1 FT paralegal	4,200	8:30 – 4:00 PM 5 days a week	No	No	Automated phone system Web page
<b>Massachusetts</b>						
East Boston Court Harvard Defenders	1 FT court clerk 1 FT secretary 1 FT law student	10	8:30 – 12:00 PM 5 days a week, if needed	Yes	Yes	None
Harbor Communities Overcoming Violence	1 FT court clerk 2 FT secretaries 2 PT volunteers	600	8:30 – 12:00 PM 3 days a week, if needed	Yes	Yes	None
Housing Court Department ♦ Boston Division	Housing specialists	No data	All day, one day a week	Yes	No data	No data
• Hampden Division	1 PT law student	No data	1 day a week	Yes	Yes	None
Suffolk Probate and Family Court Volunteer Lawyer for the Day	1 PT attorney 1 PT court clerk	over 1,500	9:30 – 4:00 PM 3-4 days a week	Yes	No	None
Boston Municipal Court Informal Program	No data	No data	No data	No data	No data	No data

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Michigan</b>						
17 <sup>th</sup> Circuit Court Personal Protection Office	1 FT paralegal 1 FT secretary	No data	8:00 – 5:00 PM 5 days a week	No	Yes	Automated phone system Fax machine Computers
54 <sup>th</sup> Judicial Circuit Friend of the Court	1 FT court manager 1 FT secretary 2 FT social worker	350	7:00 – 4:30 PM 5 days a week and some evenings open noon hours	No	Yes	Overhead slide projector and transparencies
Wayne County Probate Court Pro Se Court	9 FT court managers 6 FT court clerks 6 FT secretaries 93 judges and staff	500,000	8:00 – 4:30 PM 5 days a week	No	Yes	Automated phone system Fax machine
<b>Minnesota</b>						
First Judicial District Pro Se Services Coordinator Program	1 FT court manager 30 FT court clerks 1 FT librarian 1 FT library assistant	600	8:00 – 4:30 PM 5 days a week	No	Yes	Automated phone system Fax machine Computers
Third Judicial District Pro Se Program	All are court employees	Unknown	8:00 – 5:00 PM 5 days a week	No	No	Automated phone system Computers
Sixth Judicial District Pro Se Program	No data	No data	NA	No	No	None
Eighth Judicial District Pro Se Program	FT court clerks	No data	8:00 – 4:30 PM 5 days a week	No	No	No data
Ninth Judicial District Pro Se Program	No data	No data	8:00 – 5:00 PM 5 days a week	No	No	No data
Fifth Judicial District Lyon County Pro Se Committee	Regular court staff	No data	No data	No data	No data	None
Ramsey County District Court Criminal Division	4 FT court managers 10 FT court clerks	No data	8:00 – 4:30 PM 5 days a week	No	No	Automated phone system

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Minnesota</b>						
• Ombudsman and Self-Represented Litigant Services Legal Clinic	27 volunteer attorneys 1 FT court manager	Ombudsman - no data Legal clinic- 800 since 12/97	Ombudsman: 7:30 - 4:00 PM 5 days a week Legal clinic: 12:00 - 3:00 PM Mondays and Thursdays	Yes	Yes	Regular telephone
• Civil Pro Se Program	1 FT court clerk	2000	8:00 - 4:30 PM 5 days a week	No	No	None
Stearns County Service Center	4 FT court clerks	3,210	8:00 - 4:30 PM 5 days a week	No	No	Fax machines Computers
<b>Mississippi</b>						
Hinds County Chancery Court Pro Se Divorce Clinic	1 PT attorney 1 PT volunteer attorney 1 PT secretary	No data	9:00 - 12:00 PM once a month	Yes	No	None
<b>Missouri</b>						
Jackson County Circuit Court Quickfile	1 FT attorney 2 FT court managers 9 FT court clerks 3 FT volunteers	It is anticipated that 40% of the 6800 annual filings will eventually use Quickfile	24 hours a day 7 days a week	Yes	Yes	Automated phone system Fax machine Web page Computers Pagers
<b>Montana</b>						
Legal Services Association Dissolution Clinic	1 FT volunteer attorney 1 PT law student during summer	Varids	8:00 - 3:30 PM 5 days a week Clinic is held on Saturdays, 8:00 AM - Noon	Yes	Not applicable no nonlawyers	Computers Fax machine
13 <sup>th</sup> Judicial District Court Yellowstone Co. Bar Association Family Law Project	15 PT volunteer attorneys 6 PT Paralegals	No data	8:00 - 5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Montana</b>						
1 <sup>st</sup> Judicial District Court	1 PT attorney 1 PT volunteer attorney 1 PT secretary	25	10:00 – 2:00 PM 2 days a week	Yes	Yes	Fax machine
4 <sup>th</sup> Judicial District Court	12 PT volunteer attorneys 1 FT lay advocate	140 +	10:00 – 4:00 PM 5 days a week and 2 evenings for classes	Yes	Yes	Fax machine Computers
<b>Nebraska</b>						
Lancaster County Court	30 volunteer attorneys 1 FT secretary 70 volunteers 4 FT mediators	3,000	Most of the mediation is done in the evening and on weekends	Yes	Yes	Automated phone system Fax machine Computers
<b>Nevada</b>						
First Judicial District Court	11 PT volunteer attorneys 1 FT paralegal	No data	8:30 – 5:00- PM 5 days a week	Yes	No	Computers
Second Judicial District Court	1 FT attorney Volunteer paralegals Other volunteers	3,600	8:00 – 5:00 PM 4 days a week	Yes	No	Automated phone system Fax machine Computers
Fourth Judicial District Court	No staff	156	8:00 – 5:00 PM 5 days a week	No	No	Computers
Seventh Judicial District	No data	No data	Regular court hours	No data	No data	No data
Appointed Counsel						

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Nevada</b>						
Eighth Judicial District Court	1 FT attorney 1 PT attorney 75 FT/PT law students 1 PT law professor	1,500	4, two hour classes a week	Yes	Not applicable	None
• Self-Help Legal Classes						
• Legal Services	86 FT attorneys 10 PT volunteer attorneys 6 FT paralegals 4 FT secretaries	2,500	8:30 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Web page-in progress
• Family Law Self-Help Center-Clark County	1 FT attorney 3 FT public information representatives	5745 phone calls in 5 months	8:30 – 4:30 PM 5 days a week	No	Yes	Web page
<b>New Hampshire</b>						
Portsmouth Family Division Court Pilot Project	4 FT case managers	1400 conferences with about 2500 people	8:00 – 4:00 PM 5 days a week	No	No	None
<b>New Jersey</b>						
Superior Court-Essex Vicinage Office of the Ombudsman Information and Community Relations Center	1 FT attorney 2 adm. assistants 1 clerk Pro bono law students and high school interns as needed	3,000	8:00 – 5:00 PM 5 days a week	No	Yes	Automated phone system Computers Fax machine Web page
Superior Court – Camden Vicinage	2-3 PT law students 2 PT volunteers 8 PT law clerks	5,500	8:30 – 4:30 PM 5 days a week	No	Yes	No data
• Family Part Pro Se Assistance Program						

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
New Jersey						
• Ombudsman Program	1 PT secretary 1 FT ombudsman	544	8:30 - 4:30 PM 5 days a week	No	No	Automated phone system Fax machine Computers
New Mexico						
Third District Court Pro Se Service Center	1 PT attorney 20 PT volunteer attorneys 3-4 PT paralegals per year	1000	2:00 - 5:00 PM 1 - 2 days a week	Yes	No	None
Eleventh District Court Pro Se Divorce Program	1 FT court manager 4 FT court clerks 1 FT secretary 5 FT volunteers 1 PT volunteer attorney	No data	8:00 - 5:00 PM 5 days a week	yes	No	None
Eleventh District Court Pro Se Clinic	2 PT court managers 9 PT court clerks 2 PT secretaries 6 PT volunteers	No data	5:00 PM - 7:00 PM 1 night a week	Yes	No	Computers
Second District Court Pro Se Division	1 FT paralegal 1 PT student intern	2,000	9:00 - 4:00 PM 4 days a week	No	No	Automated phone system Computers
New York						
Civil Court, City of New York Resource Center	8 FT attorneys 1 PT attorney 2 FT secretaries Volunteer attorneys, managers and clerks	Thousands, hard to say	9:00 - 5:00 PM 5 days a week	Yes	Yes	Computers
Supreme Court-Civil Branch Office for the Self- Represented	1 FT attorney 1 PT volunteer attorney 1 FT court manager 4 Ft court clerks 1 FT secretary	12,295	9:00 - 5:00 PM 5 days a week	Yes	No	Fax machine Web page Computers

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
North Carolina						
26 <sup>th</sup> Judicial District Self-Serve Center	1 FT paralegal 1 FT volunteer	Over 2000 have used center since it opened in June, 1999	9:00 – 4:30 PM 4 days a week	Yes	Yes	Automated phone system Web page Computers
Ohio						
Northeast Ohio Legal Services Volunteer Advocacy Legal Unit	1 PT attorney 1 FT paralegal 16 PT volunteers	650	9:00 – 3:30 PM 5 days a week	Yes	Yes	Automated phone system Computers
Wooster Legal Aid Society "Do It Yourself Divorce Clinic"	Varies, clinic is taught by volunteer attorneys	110	Clinic taught monthly	Yes	No	Telephones Computers
Athens Legal Services Poverty Prevention Legal Clinic	1 PT attorney 35 PT volunteer attorneys 1 PT secretary 2 PT county employees	192	3:00 – 5:00 PM 3 <sup>rd</sup> Thursday of every month	Yes	Yes	Automated phone system Fax machine Computers
Toledo Bar Association Pro Bono Legal Services Program	PT attorney PT paralegal	250	Intake is every day Clinic runs one day a week for two hours	Yes	No	Computers

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Ohio</b>						
Hamilton County Pro Seniors, Inc. Legal Hotline	1 FT attorney 6 PT attorneys 1 PT secretary 2 PT volunteers	over 5,000	8:30 – 4:30 PM 5 days a week	Yes	No	Automated phone system Fax machine Web page Computers
Montgomery County Common Pleas Court Division of Domestic Relations Pro Se Assistance	1 FT paralegal 1 PT court manager .5 PT secretary	1,500	8:30 – 4:30 PM 5 days a week	No	No	Automated phone system Fax machine Computers
<b>Oklahoma</b>						
District Court of LeFlore County Informal Program	No data	No data	No data	No data	No data	No data
<b>Oregon</b>						
Deschutes County Circuit Court Pro Se Dissolution	1 FT court clerk	370	8:00 – 5:00 PM 5 days a week	No	Yes	Automated phone system Web page Computers
Union County Circuit Court (No name)	2 PT volunteer attorneys 1 PT court clerk 3 PT secretaries 8 PT volunteers 4 domestic mediators	No data	No data	Yes	Yes, for volunteer mediators	Computers
Marion County District Court Dissolution Resource Services	1 PT attorney, plus a volunteer lawyer Clinic staffed by an attorney, on a rotating basis, for two hours every week 1 PT court manager 1 FT court clerk	3,600	9:00 – 5:00 PM 5 days a week	Yes	No	Web page

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Pennsylvania</b>						
Allegheny County Pro Se Family Law Motions Project	1 PT attorney 3 volunteer attorneys/day 6 volunteer law students/semester	Over 3,000	1:30 – 3:30 PM 2 days a week	Yes	No	None
<b>Texas</b>						
Bexar County Civil District Courts Staff Attorney and SABA Pro Bono Referral Program	1 FT attorney 1 PT court manager 1 PT secretary 1 PT associate judge	2,500	8:00 – 5:00 PM 5 days a week	No	No	Automated phone system Fax machine Computers
Tarrant County Family Court Black Women Lawyers Pro Bono Clinic	All attorneys, paralegals, secretaries etc. are volunteers on a need basis	No data	6:00 PM until all clients have been served One night a month	Yes	Yes	Computers
<b>Utah</b>						
Automated Pro Se Legal Assistance Project	2 PT secretaries	4800	8:00 – 5:00 PM 5 days a week	No	No	Electronic kiosk
Court Information Line	1 PT attorney 1 PT secretary	1,500	8:00 – 5:00 PM 5 days a week	No	No	Computer used by person answering the phone
Third District Court Domestic Violence Assistance Program	Attorneys are available as needed 2 FT paralegals 3 FT court clerks	33,000	8:00 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers
Tuesday Night Bar	20 PT volunteer attorneys	No data	No data	Yes	No	None

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>Vermont</b>						
Vermont County Family Court Mandatory Pro Se Education Class	PT volunteer attorneys PT court officer PT assistant court clerks	280-300 x 14-nov	Varies	Yes	Not applicable	None
Washington County Family Court Domestic Violence Education Class	2 FT court clerks 4 FT volunteers	450	7:45 AM – 8:30 AM 2 days a month	Yes	Yes	None
<b>Virginia</b>						
Central Virginia Legal Aid Pro Bono Hotline	1 PT attorney 70 PT volunteer attorneys 2 PT paralegals	1,500	1:30 – 5:30 PM 4 days a week	Yes	No	Automated phone system Fax machine Computers
Legal Services of Northern Virginia Court Outreach	3 PT attorneys 1 PT paralegal 1 PT law student	200 +	9:30 – 11:30 AM 5 days a week	No	No	None
<b>Washington</b>						
Whatcom County Superior Court Family Law Facilitator Protection Orders	1 PT attorney 14 FT volunteer attorneys 2 FT court clerks 1 FT Facilitator	9,000	8:30 – 4:30 PM 7 days a week	Yes	Yes	Computers
State Office of Administrative Hearings First in Touch (FIT)	No separate staff	46,00 request hearings	7:30 – 5:00 PM 5 days a week	No	Yes	Fax machine Web page, in development Computers
Kitsap County Superior Court Courthouse Facilitation Program	1 FT attorney 1 PT clerk 1 PT volunteer	1,300	8:30 – 4:30 PM 4 days a week	Yes	No	Automated phone system Fax machine Web page Computers

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
<b>West Virginia</b>						
Kanawha County Circuit Court Family Law Clinic Legal Aid Society of Charleston	1 PT attorney 3 PT volunteer attorneys 1 PT paralegal 1 PT secretary	250- 300 attend clinic each year	Clinic held once a month	Yes	No	None
Bankruptcy Court Southern District Legal Aid Society of Charleston	5 PT volunteer attorneys 1 PT paralegal 1 PT secretary	100-125 attend clinic each year	Clinic every 6 weeks	Yes	No	None
Circuit Court of 3 Counties Appalachian Legal Services	1 PT attorney 1 PT paralegal 1 PT secretary	20 - 30 attend clinic each month	Clinic held once a month	Yes	No	None
<b>Wisconsin</b>						
Richland County Circuit Court The Resource Center, Inc.	6 PT volunteer attorneys 1 PT secretary 1 PT volunteer 1 PT District Attorney	40	1:00 - 4:00 PM 1 day a month	Yes	Yes	None
Milwaukee County Circuit Court Pro Se Form Assistance Center Family Justice Clinic	1 FT attorney 1 FT paralegal About 35 volunteer attorneys	No data	1:00 - 2:00 PM 5 days a week	Yes	No	None
Eau Claire County Circuit Court Informal program	Regular court staff	No data	Regular court hours	No	Not applicable	Terminal to court information

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
Wyoming						
State Bar Pro Bono Volunteer Program Legal Services, Inc.	Varies	Don't know	8:30 – 4:30 PM 5 days a week	Yes	No	Fax machine Computers
Wyoming Legal Services	None specific to pro se	No data	8:30 – 4:30 PM 5 days a week	Yes	Not applicable	Fax machines Computers Toll free phone number
4 <sup>th</sup> Judicial District Sheridan County Bar Pro Bono	Volunteer attorneys	15	Not applicable	Yes	Not applicable	None

# **APPENDIX II**

## **EXHIBITS**

EXHIBIT 1

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Practice Areas**

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**Management**

**Pro Se**

**Technology**

**Intake**

**State Planning**

**AARP  
Legal Hotlines: A How to Manual, 2nd Edition 2001**

AbstractNo: 020016

May 2002

"Legal Hotlines: A How to Manual", 2d ed. (2001), is a comprehensive work on hotline creation, maintenance, and funding that was originally compiled by the AARP to provide a detailed resource to people interested in developing a legal hotline. This new, updated version provides insight and thoughtful commentary on all the ins and outs of legal hotlines including funding, program evaluations, and even sample casenotes and productivity reports. The manual illustrates that legal hotlines are a cost effective way to expand resources and an efficient way to access hard to reach communities. The manual can be accessed and downloaded for free by clicking on the icon below.

Contact Information:

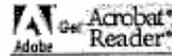
Wayne Moore  
Executive Director  
AARP Legal Counsel for the Elderly  
601 E St., NW  
Washington, DC 20049  
(202) 434-2149  
[wmoore@aarp.org](mailto:wmoore@aarp.org)

Additional Information:

- [AARP, Legal Hotlines: A How to Manual, 2nd Edition, 2001 \(805kb, PDF\)](#)
- [LSC's Characteristics of a Telephone Intake, Advice and Referral System \(220kb, PDF\)](#)

[Evaluate Abstract](#)

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## EXHIBIT 2



Louisiana's Online Legal Resource

# Louisiana State Bar Association

Home \* Bar Information \* LSBA CLE \* MCLE \* Benefits & Programs \* Legal Library  
Public Resources \* Bar Calendar \* Bar Admissions \* Contact the Bar \* Site Help

### Public Resources

Arbitrators / Mediators

Center for Law and Civic Education

Complaints

Consumer Brochures

How to Find a Lawyer

Lawyer Fee Dispute Resolution

Statewide Directory of Legal Services

Statewide Lawyer Referral Service

Statewide Plan for Legal Services

Tel-Law

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### Tel-Law

Ever had friends ask you for free legal information? Now you can tell them to call Tel-Law. It's a toll-free phone line in Louisiana that provides pre-recorded legal information to the public 24 hours a day, 365 days a year. There's been tremendous response since establishing a statewide toll-free service in 1995; we logged more than 3,600 users in the first two weeks alone.

If you or someone you know has a question or is just curious, call (800)4-TEL-LAW. You'll be connected to a series of more than 50 voice messages on various legal problems.

#### WHAT IS TEL-LAW?

Tel-Law is a collection of tape-recorded messages written by lawyers to tell you what you should know about the law and the justice system. Tel-Law is a general legal information program, AT NO COST, to help you understand and use the legal system. Tel-Law is available 24 hours a day, 365 days per year.

**Tel-Law is a public service of the Louisiana State Bar Association.**

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If you have a problem; general legal information concerning your problem; and where to go for help.

#### WHAT TEL-LAW IS NOT:

Tel-Law tapes are not to be used to replace your lawyer or as legal advice for your specific problem. It is general information.

#### HOW DOES THE TEL-LAW SYSTEM WORK?

- 1) Select your topic
- 2) Call (800)4-TEL-LAW [(800)483-5529 or, in Lafayette, call (318)262-5850.
- 3) A recorded message will answer. When you are signaled, simply enter your topic's code number.

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Administrative

Bankruptcy

Wills, Trusts & Estate

Injury and Damages

Criminal Law

Employment & Business Law

Consumer Law

Legal Services Direct Extensions

Pro Bono Project Extensions

Problems? Suggestions? Feedback? [lsbainfo@lsba.org](mailto:lsbainfo@lsba.org)  
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Revised: 09/12/2003

## EXHIBIT 3



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#### Contact Us:



# LOUISIANA TRS PAGE

## TRS Complaint Log Summary

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- [Complaint Log.](#)

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- [1988 Session Laws and Resolutions.](#)
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- [TRS Contract Status.](#)
- [Operational Standards.](#)
- [Technical Standards.](#)
- [Functional Standards.](#)
- [Exceeding FCC Minimum Standards.](#)

## Programs.

- [National Exchange Carrier Administration \(NECA\)](#)
- [National Association of State Relay Administrators \(NASRA\)](#)
- [Telecommunications Equipment Distribution Program Association \(TEDPA\)](#)
- [Louisiana Commission for the Deaf \( \)](#)

## TRS Telephone Numbers

(Service Provider: Hamilton Relay)  
Customer Service #: 1-888-699-6869(T/V)

- 1-800-846-5277(T)

E-Mail: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)

Call Toll Free:

Voice: 1-888-CALL-FCC  
(1-888-225-5322)

TTY: 1-888-TELL-FCC  
(1-888-835-5322)

Fax: 1-866-418-0232

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[Year 2002 2nd Qtr](#)

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[Year 2002 4th Qtr](#)

[Year 2003 1st Qtr](#)

[Year 2003 2nd Qtr](#)



[The FCC Section 504  
Programs & Activities  
Accessibility Handbook](#)

- 1-800-947-5277(V)
- 1-888-550-5277(ASCII)
- 1-888-272-5530(STS)
- 1-800-737-1813(Spanish)

#### Contact for TRS Complaints:

Cheryl Capello  
Louisiana Public Service Commission  
One American Place, Suite 1630, PO Box 91154  
Baton Rouge, LA 70821-9154  
Tel/TTY 225-343-4848  
E-mail [cherylc@lpsc.org](mailto:cherylc@lpsc.org)

Other Louisiana contacts: Relay Administration Board

Paul Guarisco, President  
Tel 225-344-0302; Fax 225-343-2040  
E-mail [pguarisco@shirleyandezell.com](mailto:pguarisco@shirleyandezell.com)

Vanessa LaFleur, Vice President  
Tel 225-927-0136; Fax 225-342-4087  
E-mail [vanessa@lpsc.org](mailto:vanessa@lpsc.org)

Larry Henning, Secretary/Treasurer  
Tel 225-927-1377; Fax 225-927-1378  
E-mail [larryh@ltassn.org](mailto:larryh@ltassn.org)

Thelma Covello, Member  
Tel 337-239-7056 TDD; Fax 337-239-3817  
E-mail [lsucajunlady@aol.com](mailto:lsucajunlady@aol.com)

Bonnie Eades, Member  
Tel 504-528-2090; Fax 504-528-9427  
E-mail [bonnie.eades@bellsouth.com](mailto:bonnie.eades@bellsouth.com)

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#### Public Notices

10-22-02

Notice of Telecommunications Relay Service (TRS) Applications for State Certification Accepted; Pleading Cycle Established for Comment on TRS Certification Applications in a Public Notice. (CC Docket No. 98-676) (DA 02-2760)

[ [\(DA 02-2760\) Recertification Public Notice in Word](#) | [\(DA 02-2760\) Recertification Public Notice in PDF](#) ]

The comment period has closed.

- Comments.
- Reply Comments.

*last reviewed/updated on 7/7/2003*

If you have questions, concerns or need assistance in regard to disability issues, please do not hesitate to contact us at [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)

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## **EXHIBIT 4**

### **Examples of Pro Se Videos, CD-ROMs, DVDs**

West Virginia Supreme Court of Appeals, "Going Solo: Representing Yourself in the West Virginia Courts" Charleston, WVA. 1 videocassette (32 min.)

Judicial Council of Georgia, "I Present My Case," Atlanta, GA. 1 videocassette (25 min.)

Arizona Supreme Court, "The Court System," Phoenix, AZ. 1 videocassette (46 min.)

Arizona Administrative Office of the Courts "Pro Per: Representing Yourself in Arizona's Justice Courts," Phoenix, AZ.

How 2 Legal Educational Products, "Introduction to Courts and Civil Procedure" How 2 Represent Yourself in Court Without a Lawyer," VHS (1¼ hrs.) \$10.95.

How 2 Legal Educational Products, "Preparing for Trial; How 2 Prepare Yourself for Trial". VHS (1 ¾ hrs.) \$19.95.

EXHIBIT 5



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### Northwestern Legal Services "Access to Justice" - NWLS Televised Productions

AbstractNo: 030002

February 2003

The program staff of Northwestern Legal Services (NWLS) produces, directs and edit half-hour television program, "Access to Justice," that is broadcast on Erie Community Access Television (CATV) to approximately 35,000 households in the city of Erie, Pennsylvania. The program looks at a broad range of issues facing the client community especially substantive areas of law such as child custody, bankruptcy and predatory lending, and utility law, along with more general topics such as an overview of legal services and community education.

The program is entirely produced by NWLS program staff in the CATV studios. NWLS workers throughout the region appear as guests on the program, and they provide expertise on particular topics that are the focus of individual programs. In preparation for the televised shows, eight members of the office staff attended a six-week training program at the CATV studios in order to learn about television cameras and composition, lighting, audio, editing, and post-production techniques. NWLS staff also designed the television set used in the production.

Partial funding for the program is provided by a grant from the Pennsylvania Interest Lawyers Trust Account (IOLTA). The grant permits the dubbing of program videotape distribution to NWLS branch offices and other legal services organizations throughout Pennsylvania.

#### Contact Information:

Robert A. Oakley  
Northwestern Legal Services  
Renaissance Center, Suite 1200  
Erie, PA 16501-1833  
Phone: (814) 452-6949  
Fax: (814) 452-3734  
[roakley@nwls.org](mailto:roakley@nwls.org)

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The Bulletin January 1997

## CourtLink Program Helps Self-Represented Litigants

Chief Judge Judith S. Kaye and Chief Administrative Judge Jonathan Lippman have unveiled CourtLink, a program to expand access to the court system for self-represented litigants. An Interactive Video Kiosk has been installed at the 60 Centre Street courthouse in Manhattan, providing court information to litigants. The kiosk was jointly developed with the Association of the Bar of the City of New York and the Unified Court System under a two-year grant from the State Justice Institute.

"Stepping inside a courthouse for the first time and navigating through court procedures can be confusing, particularly for litigants without counsel," Chief Judge Kaye said. "Yet today we are seeing increasing numbers of self-represented litigants, resulting in a greater need for information and assistance in using the courts. The CourtLink program promises to help ease this situation by making court information more accessible to the public through the expanded use of technology, innovative community programs and dedicated assistance in the courts."

The Interactive Video Kiosk, which provides information about the court and procedural assistance in English and Spanish, has been found by an independent evaluation by the Council for Court Excellence to reduce the time and confusion that may be associated with a litigant's first visit to a court. Automated information kiosks are also being piloted at two Family Court locations in New York City.

In addition to the information kiosks, the CourtLink program includes:

- Court Satellite Offices to serve locations that are geographically isolated from the courts;
- An increase in trained personnel to respond to the needs of self-represented litigants, especially in the Family Courts and New York City Housing Court;
- Community-Based Resource Centers in public locations with staff to distribute general court information, assist in forms preparation and give referrals to local legal services;
- A "Home Page" on the Internet to provide computer users with information about the courts (<http://www.courts.state.ny.us/>);
- A toll-free telephone service to answer general inquiries about court-related services, court locations and local legal services throughout the state (1-800-COURT-NY);
- Improved signage in courts throughout the state.

Chief Administrative Judge Lippman said, "Public awareness and increased understanding of the courts and legal proceedings is vital. The Judiciary and the legal profession have a responsibility to ensure that justice reaches all citizens. CourtLink is an important step in that effort. We look forward to working with state and local bar organizations as CourtLink is expanded throughout the state."

Speakers at the press conference at which CourtLink was inaugurated included Chief Judge Judith S. Kaye; Chief Administrative Judge Jonathan Lippman; Administrative Judge Stephen G. Crane; Supreme Court Justice Karla Moskowitz; Michael A. Cardozo, President of the Association of the Bar of the City of New York; and Paul Michael Hassett, a representative of the New York State Bar Association and a past President of the Bar Association of Erie County.

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[The Bulletin January 1997](#)  
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## EXHIBIT 7



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### Pro Se Links

#### Summary

Here are some links to sites about pro se litigation that you may find of interest. If you know of a site we should add to this list, please send an e-mail to [ksampson@ajs.org](mailto:ksampson@ajs.org).

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- [Click here](#) for state self-help sites
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#### STATE SELF-HELP SITES

##### California

[www.courtinfo.ca.gov/selfhelp/](http://www.courtinfo.ca.gov/selfhelp/) (California Courts Self-Help Center includes forms and instructions, Q&A, links, glossary and other aids)

##### Colorado

[www.courts.state.co.us/chs/court/forms/selfhelpcenter.htm](http://www.courts.state.co.us/chs/court/forms/selfhelpcenter.htm) (Forms can be completed online and printed. Site includes a self-help survey.)

##### UPDATED!!! Connecticut

[www.jud.state.ct.us/selfhelp.htm](http://www.jud.state.ct.us/selfhelp.htm) (Connecticut Court Service Centers located throughout the state provide services for all court patrons, including the self-represented)

##### Delaware

<http://courts.state.de.us/family/> (Click on Divorce Packets)

##### Florida

[www.flcourts.org/](http://www.flcourts.org/) (Click on "Self-Help" Center)

##### Hawaii

[www.state.hi.us/jud/](http://www.state.hi.us/jud/) (Click on "Self Help"; see also "Tips on Going to Court")

##### Idaho

[www2.state.id.us/cao/](http://www2.state.id.us/cao/) (Includes forms, instructions, an attorney roster, contact information for 22 court assistance offices, and more)

##### Illinois

[http://www.ajs.org/prose/pro\\_links.asp](http://www.ajs.org/prose/pro_links.asp)

9/26/2003

[www.illinoislawhelp.org](http://www.illinoislawhelp.org) (This website is being developed and maintained by the Illinois Technology Center for Law & the Public Interest (ITC), a collaboration of Illinois legal services providers, funders, the private bar and law school communities.)

**Indiana**

[www.state.in.us/judiciary/](http://www.state.in.us/judiciary/) (Click on Self-Service Legal Center; currently offers a divorce-without-children package, with more planned)

**Maine**

[www.helpmelaw.org](http://www.helpmelaw.org) (A Legal Services Corporation statewide self-help site)

**Maryland**

[www.peoples-law.org](http://www.peoples-law.org) (A Legal Services Corporation statewide self-help site)

**Massachusetts**

[www.neighborhoodlaw.org](http://www.neighborhoodlaw.org) (A Legal Services Corporation statewide self-help site)

**New Jersey**

[www.judiciary.state.nj.us/prose/index.htm](http://www.judiciary.state.nj.us/prose/index.htm) (Packets for petitioning for a name change, filing complaints in small claims court, petitioning changes in child support or alimony, and others)

**New Mexico**

[www.nmcourts.com](http://www.nmcourts.com) (Click on Family Law Forms; includes several divorce packets and instructions).

**Oregon**

[www.ojd.state.or.us/](http://www.ojd.state.or.us/) (Click on Family Law Forms; statewide domestic relations forms included)

**Tennessee**

<http://www.tals.org/Home/PublicWeb> (A Legal Services Corporation statewide self-help site)

**Utah**

<http://courtlink.utcourts.gov/> (Click on Online Court Assistance Programs; document-assembly feature; helps litigants prepare court documents for landlord-tenant or uncontested divorce cases)

**Washington**

[www.courts.wa.gov/forms/home.cfm](http://www.courts.wa.gov/forms/home.cfm)(Pattern forms for family law and domestic violence; has link to instructions)

[www.nwjustice.org/](http://www.nwjustice.org/) (Legal self-help materials in English, Russian and Spanish)

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**LOCAL SELF-HELP SITES**

**Arizona**

[www.superiorcourt.maricopa.gov/ssc/sschome.html](http://www.superiorcourt.maricopa.gov/ssc/sschome.html) (Self-Service Center, Maricopa County Superior Court)

**California (county sites)**

**Orange County**  
<http://i-can.legal-aid.com/>

**Sacramento County**  
[www.saccourt.com/index/family.asp](http://www.saccourt.com/index/family.asp) (Information for parents about developmental stages of children, how to keep them out of the conflict in a divorce case, etc.)

**San Mateo County**  
[www.ezlegalfile.com/](http://www.ezlegalfile.com/) (Document-assembly feature for preparing forms online)

**Santa Cruz County**  
[http://sccounty01.co.santa-cruz.ca.us/supct/courtweb1/family\\_law\\_facilitator.htm](http://sccounty01.co.santa-cruz.ca.us/supct/courtweb1/family_law_facilitator.htm)  
(Materials provided by the Family Law Facilitator, who is funded by the county to provide more than IV-D child support services)

**Ventura County**  
[www.courts.countyofventura.org](http://www.courts.countyofventura.org) (Click on "Legal Self-Help")

**NEW!!! Michigan** (Grand Rapids Legal Assistance Center)  
[www.legalassistancecenter.org](http://www.legalassistancecenter.org) (The center is a project of the Grand Rapids Bar Association, in cooperation with the Western Michigan Legal Services, the Kent County Courts, the Kent County Commission, the City of Grand Rapids, and over 30 "Community Link" partners. Great collaboration model.)

**Minnesota (Hennepin County)**  
[www.co.hennepin.mn.us/courts/SelfHelp/shmain.htm](http://www.co.hennepin.mn.us/courts/SelfHelp/shmain.htm) (Information about preparing paperwork, free consultation with volunteer lawyers, and accessing other resources)

**Nevada (Clark County Family Law Self-Help Center)**  
[www.co.clark.nv.us/district\\_court/self\\_help\\_center.htm](http://www.co.clark.nv.us/district_court/self_help_center.htm) (Forms for divorce, annulment child custody, visitation, child support, community property division and name changes)

**NEW!!! North Carolina** (Mecklenberg County SelfServeCenter)  
[www.aoc.state.nc.us/www/public/courts/meck/disk01/index.html](http://www.aoc.state.nc.us/www/public/courts/meck/disk01/index.html) (Offers forms and filing instructions for child custody/visitation, child support, modification of custody/visitation, modification of support, absolute divorce, contempt, domestic violence, small claims, limited driving privileges and name change. Also offers videos (in English and Spanish) on custody/visitation, support, absolute divorce, modification and contempt, and free bimonthly clinics on the topics of custody/visitation and support and absolute divorce. Also has a list of local attorneys willing to provide unbundled services.)

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#### LAW SCHOOL SELF-HELP SITES

[www.law.siu.edu/selfhelp/index.htm](http://www.law.siu.edu/selfhelp/index.htm) (Site of the Self-Help Legal Center at Southern Illinois University School of Law)

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#### RELATED ORGANIZATIONS

[www.abanet.org/legalservices/publicfree.html](http://www.abanet.org/legalservices/publicfree.html) ("Consumer's Guide" to legal help on the internet)

[www.equaljustice.org](http://www.equaljustice.org) (Website of the Project for the Future of Equal Justice. Click on Links, scroll down to Pro Se Assistance Sites)

<http://ncsc.dni.us/KMO/Topics/ProSe/PSSummary.htm>. (National Center for State Courts' site, includes pro se litigation court links to each state, articles and other great information)

[www.statejustice.org](http://www.statejustice.org) (The State Justice Institute (SJI) awards grants to improve the quality of justice in State courts nationwide, including grants to facilitate pro se litigants' access to the courts.)

[www.unbundledlaw.org](http://www.unbundledlaw.org) (Maryland Legal Assistance Network; includes ethics advisory opinions, unbundling rules from 5 states, recommendations from October 2000 conference)

[www.zorza.net/resources/le-res.html](http://www.zorza.net/resources/le-res.html) (Consultant Richard Zorza's site for legal ethics resources, mainly relating to unbundled services and technology)

[www.zorza.net/resources/lsh-res.html](http://www.zorza.net/resources/lsh-res.html) (Self-help legal technology resources)

[www.familycourt.gov.au/litigants](http://www.familycourt.gov.au/litigants) (Australian site on self-representation)

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**NOTE:** We offer these links as resources to those interested in pro se litigation. Neither SJI nor AJS vouches for their accuracy.

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# Pro Se

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## Utah Legal Services Assisted Pro Se Website Project

AbstractNo: 030029

February 2003

Utah Legal Services (ULS) developed an Assisted Pro Se Website that enables volunteer attorneys to provide pro se assistance online to self-represented litigants who are filing a no fault divorce. While currently in development, this project maximizes the ease with which volunteer attorneys can provide assistance to self-represented litigants. ULS anticipates formally launching this project in the next few months.

In Utah, approximately 15% of no fault divorces are completed using Utah's Online Court Assistance Program (OCAP), a court administered website that allows users to complete pleadings and documents online. Utah Legal Services' Assisted Pro Se Website dovetails with OCAP by allowing OCAP users during their session to register, if eligible, for a volunteer attorney to review their paperwork prior to filing it with the court. Once the self-represented litigant completes the initial paperwork, an email is automatically generated and sent to the next volunteer attorney registered to participate in this program. The email requests for the attorney to log onto the website and review the pleadings.

The volunteer attorney is provided with the litigants' name, birth date, and city to determine if there are any potential conflicts of interest. At this time, the attorney can either reject or accept the case. If rejected, an email is sent to the next volunteer attorney on the list. If they accept, a number of automated timers are set into motion to provide reminders for the attorney to ensure they take action on the case in a timely manner. Attorneys log onto the Assisted Pro Se Website and review the completed forms. During the review, the attorney may contact the self-represented litigant and discuss any potential problems, deficiencies, or inconsistencies with the forms. After the attorney completes the review, the self-represented litigant can print out the forms and file the forms with the court.

The implementation of the Assisted Pro Se Website provides

additional support to low-income self-represented litigants. However Utah Legal Services intends to buttress the efforts of volunteer attorneys by providing further education through attorney run pro se divorce clinics. The need for these clinics stems from the confusion that often accompanies navigating the legal system without the aid of an attorney and the potential for lasting negative consequences which could possibly result in severely restricted visitation rights or bearing sole responsibility for massive debts.

Utah Legal Services plans to support the Assisted Pro Se website by holding clinics where divorce law can be explained in detail and, if people are interested in filing a pro se divorce, they can meet an attorney at the clinic who can, if available, assist them through the process using ULS' website. ULS hopes to involve 40 to 50 lawyers in the project. For more information, visit: OCAP's website at: <http://www.utcourts.gov/ocap/index.html> and Utah Legal Services Website at: <http://www.andjusticeforall.org/uls/>.

Contact Information:

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Utah Legal Services  
254 West 400 South, 2nd Floor  
Salt Lake City, Utah 84101  
Phone: (801) 328-8891 x3303  
Fax: (801) 328-8898  
[kbresin@ulssc.andjusticeforall.org](mailto:kbresin@ulssc.andjusticeforall.org)

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### **DNA-People's Legal Services Web Based Kiosk Initiative**

Abstract No. 020015

May 2002

DNA People's Legal Services installed computer kiosks throughout the 25,000 miles of Navajo and Hopi Nations located in Arizona, Utah, and New Mexico through a Technology Initiative Grant from Legal Services Corporation. These web-based kiosks connect to the Internet via satellite and DSL allowing users to access legal information through either spoken instructions delivered in English, Hopi or Navajo or written instructions in English. To further increase accessibility, DNA created custom graphic icons to help clients navigate the website. These touch-screen kiosks, installed in each of its nine offices located on or near Hopi and Navajo reservations, provide information through DNA's internal web server on issues such as Consumer Law, Tax Law, Trash and Recycling, and information on free income-tax seminars. In addition, a Domestic Violence component is currently being developed. These kiosks allow DNA People's Legal Services to better serve these Southwestern Native American communities, which spans across an immense geographical area.

**Contact Person:**

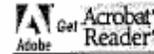
Chris O'Shea Heydinger  
Director of Development and Information Technology  
DNA-People's Legal Services  
Route 12, Highway 264  
P.O. Box 306  
Window Rock, Arizona 86515-0306  
Phone: (928) 871-4151  
[dnadevelopment@sprynet.com](mailto:dnadevelopment@sprynet.com)

**Further Reading:**

- [Elizabeth Cushing and Sara McPherson, "Navajo, Hopi Nations Prepare For Arrival of Cyberjustice," Legal Service Corporation's Equal Justice Magazine, Spring 2002, p. 25, \(147kb, PDF\)](#)

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### Indiana Supreme Court Self-Service Legal Center

AbstractNo. 020014

May 2002

The Indiana Supreme Court developed an online, statewide pro se assistance resource, which provides information, court forms, and other various resources to self-represented litigants. The Self-Service Legal Center is available online at: <http://www.state.in.us/judiciary/selfservice/index.html>. This project's intent is to provide information and instructions on how to resolve minor legal issues thereby allowing self-represented litigants to effectively navigate the court system with minimal attorney assistance. In the case where legal assistance is necessary, the Self-Service Legal Center suggests a number of organizations that may represent individuals in need of legal assistance or refer them to a person or organization that can. In addition, this site provides self-service links in other states creating a network of Do-It-Yourself expertise. This innovative project uses information technology to provide assistance to people by presenting useful information to self-represented litigants in an accessible and manageable way.

Contact Information:

Anthony Zapata  
Pro Se Project Director  
Indiana Supreme Court  
Division of State Court Administration  
115 West Washington Street, Suite 1080  
Indianapolis, Indiana 46204-3466  
Phone: (317)234-1872  
Fax: (317) 233-6568  
[azapata@courts.state.in.us](mailto:azapata@courts.state.in.us)

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### Legal Aid Bureau Website Outreach/Legal Self-Help Stations

Abstract No: 020059

October 2002

The Legal Aid Bureau (LAB) partnered with the Maryland Legal Assistance Network (MLAN) to create 10 outreach sites with self-help computer stations surrounded by legal self-help material, outsourced tech support and trained local staff to assist users in accessing pertinent online legal information. The goal is to increase access to the Peoples Law library website - [www.peoples-law.org](http://www.peoples-law.org), the Maryland public access, legal information website supported by the Bureau, MLAN and the state's other 27 legal services providers. The workstations are located in various sites throughout Maryland. Sites include public library - court partnerships, law libraries, a senior center and a Latino outreach center. For a complete listing of the outreach sites, see the website.

Unlike other more technology-intensive outreach initiatives, our focus is the creation of a community network using the Peoples Law Library website as one portal through which the resources of the state's nonprofit legal services providers are accessed.

The 2 goals of this outreach project have shaped the design and implementation. The intent is to:

- Explore the success factors in establishing outreach sites within a broad range of community host agencies and
- Integrate the outreach sites into the programming of the host agencies in such a way that the LAB/MLAN site support can be reduced over time to (1) maintenance/development of the Peoples Law Library and (2) ongoing evaluation of feedback on the content and utility of website and (3) provision of advocates for the associated community legal education sessions at the host agencies.

Contact Information:

Rhonda Lipkin  
Legal Aid Bureau Inc.  
500 East Lexington Street  
Baltimore, Maryland 21202  
Phone: (410) 539-5340  
[rlipkin@mdlabor.org](mailto:rlipkin@mdlabor.org)

Ayn H. Crawley  
Maryland Legal Assistance Network/MLSC  
15 Charles Plaza, Suite 102  
Baltimore, MD 21201  
Phone: (410) 576-9494  
[acrawley@mdjustice.org](mailto:acrawley@mdjustice.org)

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### **Micronesian Legal Services Pro Se Computer Workstations**

AbstractNo: 030040

March 2003

Micronesian Legal Services (MLS) is in the process of establishing pro se computer workstations in each of MLS' nine offices. Each workstation may include two desktop computers and two laptops, each of which will be connected to a scanner and printer as well as a backup generator in the event of a power outage. In addition, a set of American Jurisprudence 2nd Series (Am Jur 2nds) will be available at each workstation. This project seeks to enhance individual's knowledge of their legal rights while simultaneously helping MLS clients become more comfortable with using technology to access legal information. This project was the first of its kind in Micronesia and seeks to provide clients with additional access to pro se materials. Maintaining the pro se workstations are the responsibility of each office's directing attorney.

MLS provides legal services to three independent countries - Republic of the Marshall Islands, Federated States of Micronesia, and Republic of Palau - and one U.S. Commonwealth, the Commonwealth of the Northern Mariana Islands. While each country has a separate legal system with different precedents and statutes, U.S. law is often followed. MLS provides legal services to a unique service area characterized by overwhelming poverty (approximately 90% of the population is eligible for legal services) as well as formidable language barriers. These workstations will support the work of MLS attorneys by providing MLS clients with instant access to pro se information.

Contact Information:

Ronald G. Kirschenheiter  
Chalon Kanoa Village, Dist. #2  
P.O. Box 500269  
Saipan, MP 96950-0269  
Phone: (670) 234-6471

Fax: (670) 235-7101  
[mlscco@netpci.com](mailto:mlscco@netpci.com)

Additional Information:

- Info on LStech.org: [http://lstech.org/projects/tig\\_2001\\_02](http://lstech.org/projects/tig_2001_02)

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### Ventura County Superior Court Self-Help Legal Access Centers

AbstractNo: 020113

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December 2002

The Ventura County Superior Court created the Self-Help Legal Access Centers (SHLA) to provide access to the justice system for those who cannot afford to hire an attorney. Ventura County Superior Court established a SHLA Center in the Hall of Justice in Ventura, California as well as in La Colonia, a low-income, predominantly Spanish speaking community in Oxnard, California. In November 1999 the court purchased a custom built 35' motor home for use as a Mobile Self-Help Center that allows staff and volunteers to travel to low-income communities and take a proactive approach to reaching the public. The Mobile Self-Help Center is outfitted with two Internet enabled computer work stations, multiple video stations equipped with self-help videos, and an abundance of Pro Se books and pamphlets. The Mobile Self-Help Center enables staff to serve the public who are unable to visit the other SHLA centers. Besides its regular scheduled route, the Mobile Self-Help Center may open shop anywhere from a county fair to Sunday Spanish Mass in a low-income community.

SHLA Center staff assists individuals by providing them with information on how to research the law pertaining to their case. The primary function of the SHLA Centers is to provide self-represented litigants with the various legal options they may pursue and to provide them with information enabling them to make an educated decision in their case. SHLA Center staff does not provide legal advice to self-represented litigants. Rather, SHLA Center staff seeks to inform self-represented litigants of the choices available to them, and to refer them to resources that can better assist them with a variety of needs.

To learn more about this project, access the documents below. You can also visit the Ventura County, Superior Court of California website at: <http://courts.countyofventura.org/>.

Contact Information:

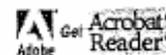
Tina Rasnow  
Coordinator  
Self-Help Legal Access Center  
Superior Court, County of Ventura  
800 South Victoria Avenue  
Ventura, California 93009  
Phone: (805) 654-3879  
Fax: (805) 654-3560  
[tina.rasnow@mail.co.ventura.ca.us](mailto:tina.rasnow@mail.co.ventura.ca.us)

Additional Information:

- [Self-Help Legal Access Centers Project Overview \(175kb, PDF\)](#)
- [Mobile Self-Help Center Project Overview \(131kb, PDF\)](#)
- [Guide for Helping Self-Represented Litigants to Help Themselves: Instruction Manual for Volunteers \(325kb, PDF\)](#)

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**Georgia Legal Services Program and  
Atlanta Legal Aid Society  
Mobile Law Units**

AbstractNo: 030052

May 2003

The purpose of the Georgia Mobile Law Unit ("MLU") project is to make legal services and legal information available to hard-to-reach clients in isolated low-income communities and to empower these groups to address their own legal problems. Based on a modification of the Self-Help Office model developed by AARP in Washington, DC, the MLU partners (Atlanta Legal Aid Society, Georgia Legal Services Program, and Georgia AARP, among others) seek to deliver cost-effective, extensive legal information and interactive services in rural public libraries, seniors centers, disaster assistance centers and other locations where low-income clients who have difficulty accessing legal services might congregate. In the Atlanta metropolitan area, the Mobile Law Units will focus their efforts to reach the elderly and disabled in locations such as seniors centers and high-rise apartment complexes. In greater Georgia, the Mobile Law Units will be deployed in the public libraries in remote rural areas, such as Clay, Seminole and Early counties, and in disaster assistance centers in counties subject to frequent flooding and other natural disasters.

The two necessary components of this service model are a well designed website, which is the central informational source, and on-site staff, who are trained to help users access that information. Following extensive advertising to attract walk-in clients to the Mobile Law Unit sites, GLSP or ALAS staff would assist clients in logging onto the community-based computers or lap-tops and direct the clients to Georgia's statewide website located at: <http://LegalAid-GA.org/>. The MLU staff would then help clients find the legal information and documents they needed. Staff will work with clients to access legal information, self-help forms and online applications, social service organizations and agencies, courts and legal service organizations and attorney referral resources in over 23 areas of law, including: Health Law, Family Law, Housing, Public

Benefits, and Taxes. In the event that clients might need extended services, the MLU staff member will be able to conduct intake on-site and refer the individual to an attorney at the nearest Atlanta Legal Aid Society or Georgia Legal Services Program office for additional help.

To expand the ability of the Mobile Law Units to put clients in the best position to help themselves, GLSP and ALAS will be converting to the HotDocs document assembly program a number of form letters and pleadings currently used by the Georgia Seniors Legal Hotline and the Georgia AARP. The HotDocs program will enable web site users to generate their own legal documents through a user friendly, step-by-step interface. To access Georgia's statewide website, visit: <http://LegalAid-GA.org/>.

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Additional Information:

- [Project Press Release \(80kb, PDF\)](#)
- [Mobile Law Units Sign \(581kb, PDF\)](#)
- Info on LStech.org:  
[http://lstech.org/projects/georgia\\_mobile\\_selfhelp\\_offices](http://lstech.org/projects/georgia_mobile_selfhelp_offices)

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