

**Montana Supreme Court  
Access to Justice Commission  
Large Conference Room, Office of the Court Administrator  
301 S. Park, Third Floor, Helena, MT  
March 8, 2019 ~ 10:00-11:15am**

Agenda

- I. Call to Order and Introductions: Justice Baker (Tab 1)
  - a. Approval of 12/7/18 meeting minutes: Justice Baker (Tab 2)
- II. Legislative update: Justice Baker – 5 minutes
- III. Montana Legal Services Association programs update: Alison Paul – 10 minutes
- IV. Rural Incubator Project for Lawyers: Hannah Cail – 10 minutes
- V. ATJC Standing Committee Reports:
  - a. Self-Represented Litigants – Nolan Harris and Ann Goldes-Sheahan – 15 minutes
    - i. Self Help Video Project – Hannah Wilson and Sarah McClain
  - b. Strategic Planning – Niki Zupanic and Tara Veazey – 20 minutes (Tab 3)
- VI. 2019 Biennial Report of the Montana Access to Justice Commission: Justice Baker – 5 min
- VII. Public Comment, Review 2019 Meeting Dates
  - a. June 7, 2019
  - b. September 13, 2019
  - c. December 6, 2019

Tab 1

# Montana Access to Justice Commission

## MEMBERS

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<b>Hon. David A. Carter</b> Term expires: 30-Sep-2020	<i>Court of Limited Jurisdiction Judge</i>	<a href="mailto:dacarter@co.yellowstone.mt.gov">dacarter@co.yellowstone.mt.gov</a> 406-256-2895 (w) 406-697-6087 (c)
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<b>Rep. Kim Dudik</b> Term expires: 30-Sep-2020	<i>Montana House of Representatives</i>	<a href="mailto:kimberly.dudik@gmail.com">kimberly.dudik@gmail.com</a> 406-239-5771
<b>Senator Terry Gauthier</b> Term expires: 30-Sep-2020	<i>Montana Senate</i>	<a href="mailto:mrmac570@me.com">mrmac570@me.com</a> 406-461-0744
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<b>Paul F. Kirgis</b> Term expires: 30-Sep-2021	<i>Alexander Blewett III School of Law University of Montana</i>	<a href="mailto:paul.kirgis@mso.umt.edu">paul.kirgis@mso.umt.edu</a> 406-243-5291
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<b>Kyle Nelson</b> Term expires: 30-Sep-2019	<i>Montana Justice Foundation</i>	<a href="mailto:knelson@goetzlawfirm.com">knelson@goetzlawfirm.com</a> 406-587-0618
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## ATJC SUPPORT

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<b>Carin McClain</b> <i>Montana Justice Foundation</i>	Staff Support <a href="mailto:cmccain@mtjustice.org">cmccain@mtjustice.org</a> 406-523-3920
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# ATJC Standing Committees

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## SELF-REPRESENTED LITIGANTS

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## STRATEGIC PLANNING

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# Tab 2



**Montana Supreme Court Access to Justice Commission**  
**December 7, 2018**  
**Large Conference Room, Office of the Court Administrator**  
**301 S. Park, Third Floor, Helena, MT**  
**10:00 AM – 12:00 PM**  
**Meeting Minutes**

**Commissioners Present:** Justice Beth Baker, Ed Bartlett, Melissa Schlichting, Hon. Stacie Smith, Alison Paul, Dean Paul Kirgis, Aimee Grmoljez, Katy Lovell, Rick Cook, Kyle Nelson, Dan McLean, Melanie Reynolds, and Georgette Boggio.

**Commissioners Absent:** Sen. Terry Gauthier, Rep. Kim Dudik, Hon. Leslie Halligan, Hon. John Kutzman, and Hon. David Carter.

**Others Present:** Sarah McClain, Niki Zupanic, Carin McClain, Angie Wagenhals, Hon. John Parker, Abby St. Lawrence, Bill Bronson, Lars Phillips, Anisa Ricci, Brooke Bray, Nolan Harris, Ann Goldes-Sheahan, Patty Fain, and Krista Partridge.

**Call to Order & Introductions**

Justice Baker called the meeting to order at 10:03 a.m. and introduced Carin McClain, the new Program Assistant at the Montana Justice Foundation. Justice Baker asked for corrections on the September meeting minutes. There were no corrections. Aimee Grmoljez moved to approve the September minutes and Melanie Reynolds seconded. The minutes were approved without objection.

**Legislative Update**

Justice Baker provided an update on preparations for the 2019 Legislature and directed the group to Tab 3 of the meeting packet for a link to the draft of the funding bill. The bill will be introduced early in the session and will be sponsored by Rep. Holmlund in the House and Sen. Gauthier in the Senate. Justice Baker said that best way for Commissioners and others to support the bill is to reach out to legislators on the committee lists, particularly if you have a connection or live within a particular legislator's district. Fact sheets with information and statistics are included in the meeting packet. Aimee Grmoljez offered to provide a spreadsheet template for tracking contacts with legislators. Abby St. Lawrence added that it's important that all feedback is shared so that those lobbying can address any concerns that are raised. Judge Parker suggested that it might be helpful for a small delegation to show up for Executive Action to ensure that "yes" votes hold up. Justice Baker asked Kyle Nelson to follow up with Bozeman area legislators. Melanie Reynolds suggested that the 2-page handout of sidebars with plain language talking points will be very helpful when speaking with non-lawyers about the bill.

**Montana Legal Services Association Update**

Alison Paul reported that MLSA was awarded almost all of the grants that were applied for in the spring, and so things are very busy hiring for 12 positions. New grant awards include: funding through the Aging Services Bureau to hire an elder abuse attorney; federal Office of Victims of Crime funding to hire an attorney and navigator to assist rural victims of crime and to create a website to help direct victims of crime in Montana to the appropriate legal and social services

resources; a federal Office of Violence Against Women grant in partnership with the Safe Space DV program to place a full-time attorney in Butte; Legal Services Corporation (LSC) funding to establish an emeritus pro bono program for retired attorneys to do pro bono work and to mentor pro bono attorneys; LSC technology grants to develop artificial intelligence capability on the AskKarla online advice platform, and to add video conferencing technology at Self Help Law Centers to extend services to rural communities.

### **Justice Initiatives Committee**

Ann Goldes-Sheahan reported that Niki Zupanic has been working with the JIC to assess the structure of the group and subcommittees. The JIC has many new members and with Brandi Ries and Robin Turner no longer on the committee, the Domestic Violence Subcommittee is no longer as active. The JIC members are in the process of reassessing where the group fits into the access to justice community and where the committee's efforts can best be focused.

### **Self-Represented Litigants Committee**

Nolan Harris reported that the committee is developing an inventory of all the automated family law and other pro se forms and comparing them to forms used in different judicial districts in an effort to understand the differences and get buy-in for statewide standard forms. Nolan said that the video conference grant mentioned by Alison Paul also includes funds to update the parenting plan modification and fee waiver forms. Nolan added that the Self Help Law Centers have also partnered with libraries across the state to increase the use of automated forms and Justice for Montanans AmeriCorps members will be making videos on how to use the forms. Nolan also reported that a needs assessment is underway to identify the most-needed educational resources and forms to produce. Justice Baker added that we are trying to get judges involved early in the process and that Judge Parker and Judge McElyea are assisting in that effort. Nolan said that he will provide an update on the forms at the March meeting.

### **Law School Partnerships Committee**

Niki Zupanic reported that the new law school pro bono coordinator started in September and that there has been excellent law student participation in the pro bono clinics. The primary barrier to participation has been the shortage of attorneys to supervise the students. Niki also reported on the Rural Incubator Program for Lawyers (RIPL) that is funded by the Montana Justice Foundation. She said that although the program is still trying to raise funds for stipends, most other incubator programs don't use stipends to attract participants. All of the support and training offered to participants is the primary benefit. She expects that the first class of 2-4 RIPL participants will be on board by late February or early March.

### **Strategic Planning Committee**

Niki Zupanic provided an update on a grant received from the National Center for State Courts for the "Justice for All Project" to support the Commission's strategic planning effort. She reminded the group that we had applied for this funding in 2016 and were unsuccessful, but had decided to move forward with strategic planning on our own. In June 2018, we were invited to apply for a new round of funding and were awarded \$70,000 for 18 months to conduct strategic planning. The application and award documents are included in Tab 6 of the meeting materials. Helena attorney Tara Veazey has been hired as the consultant on the project. She has an extensive background in the law and public policy, having previously worked as Governor Bullock's Health Policy Advisor

and as the Executive Director of the Montana Budget and Policy Center. Tara is currently developing options for work plans and how to proceed, and will meet with members of the Strategic Planning Committee on December 17 to review the work plan. Justice Baker added that we will roll our existing strategic planning work into this process. Niki said that the revised draft Strategic Plan begins on page 54 of the meeting packet and that revisions from earlier feedback have been incorporated into the new draft. The plan now includes a core values statement; we also revised and clarified the strategy leaders, including the addition of the ABIII School of Law as a strategy leader. The Justice for All Project will move this interim document forward. Niki asked that the Commission adopt the current draft as the Interim Strategic Plan as we embark on the Justice for All Project. Justice Baker asked for comments on the plan. Justice Baker suggested a change to the second bullet point under “Resource Development” (page 55 of the meeting packet) to read: “...assure access to justice for ordinary Montanans who cannot afford to hire attorneys for legal problems.” Melanie Reynolds said that “ordinary Montanans” is fine, but she would like to retain “vulnerable persons”. She suggested that Justice Baker’s language might work well as part of the first bullet point. Justice Baker thanked Niki for her great work on the plan and asked for a motion to approve the plan. Dan McLean so moved and Ed Bartlett seconded the motion. The motion passed without objection.

### **E-RAMP Update**

Patty Fain reported that E-RAMP launched in September and thanked the judges and clerks who have worked to make the program a success. She said the program was designed to be automated and self-sustaining and that it is working well so far. The first three cases that have gone through the program have settled and she expects that it will take 6-8 months for the program to operate at full capacity. Patty said that she is currently doing the intake and scheduling from an online platform and the court accesses the schedule through their case management system. Justice Baker noted that the court-connected mediation program would qualify as an eligible entity for civil legal aid funding under our proposed legislation and the program could perhaps be expanded to include landlord-tenant cases as a court efficiency measure.

### **Potential rule changes from State Bar Ethics Committee**

Patty Fain reported that the State Bar Ethics Committee is considering a proposed rules change regarding limited scope representation in order to align with the ABA model rules and to better clarify the delivery of limited scope representation. Alison Paul noted that by reverting back to the ABA model rules, the requirement that the client’s informed consent be given in writing would be eliminated. The requirement that consent be given in writing was added when the rule was revised in 2011. Alison stated that she doesn’t believe the proposed change will hurt limited scope representation. Dan McLean added that limited scope representation should be supported and not made more difficult. Ann Goldes-Sheahan said that the intent of the proposed rule change is to simplify and encourage limited scope representation, and not to hinder it. Justice Baker added that proposals for any rules changes will come to the Supreme Court and will be open for public comment.

### **Public Comment and 2019 Meeting Dates**

Justice Baker asked for public comment. There was no public comment. Justice Baker reviewed the 2019 meeting dates and noted that the March meeting agenda will be limited due to the legislative session. The meeting was adjourned at 11:35 a.m.

# Tab 3

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# JUSTICE FOR ALL (JFA): UPDATE & DISCUSSION

Tara Veazey & Niki Zupanic, 03/08/19

# JFA Stages & Strategic Planning Committee Direction

## Stages

1. Inventory Assessment
2. Strategic Planning
3. Implementation
4. Report & Recommendations

## SPC Direction:

- Maximize use of previous work by Access to Justice (ATJ) Commission and stakeholders for assessment and planning stages
- Maximize JFA resources for implementation while still honoring terms of grant
- Leverage existing efforts

# Resulting Workplan

- **Inventory Assessment: 1/15/19- 4/15/19**
  - *Summarize existing research and data – 2/15*
  - *Create and distribute online survey based on JFA assessment tools – 3/15*
  - *Finalize inventory assessment – 4/15*
  - *Provide template for future assessments – 4/15*
- **Strategic Planning: 4/15/19 - 6/30/19**
  - *Adapt existing strategic plan into JFA format with adjustments based on learnings from inventory assessment*
  - *Review and discuss at 6/7/19 ATJ meeting*
- **Implement: 7/1/19 – 4/1/20**
  - *Review and discuss potential workplans at 6/7/19 ATJ meeting*
- **Evaluation Report & Recommendations – 5/1/20**

# INVENTORY ASSESSMENT

Complete by 4/15/19



# Summary of Existing Research and Data- Draft Complete



## Sources:

Prior Legal Needs Studies

2014 Justice Gap Report

2016 Public Forum Series Report

Existing Court Data

Existing MLSA Data

- Consistent findings of insufficient funding and services to meet the existing legal needs, despite significant efforts by various stakeholders and providers.
- 188,000 Montanans, roughly 18% of the state's population, live at or below 125% of the poverty line (\$30,313 for a family of four).
- To serve this entire population, MLSA only has 16 attorneys and 14 paralegals or other case handlers. With these limited resources, in 2017, MLSA served 2,597 individuals directly and another 1,246 through referrals to pro bono attorneys.
- Courts are seeing an increase in workload that current funding and staffing levels do not support. The district court system alone saw an 28% increase in cases filed (or reopened) in the last 10 years and would need an estimated 24 new judges to adequately address the current workload.
- Justice Gap Report (2014):
  - *“Less than one in ten Montanans with low or moderate income who likely need legal help receive it.”*
  - *“The gaps and barriers to Montanans with low and moderate incomes obtaining civil legal assistance are as vast as the Montana landscape. “*
- Recommendations and insights have reflected a need to increase resources across virtually all activity areas and subject matters.

# Identified Gaps and Barriers

- Cost of services;
- Lack of free & reduced fee legal assistance;
- Lack of full representation, advice, mediation and pro se assistance available;
- Lack of help in a variety of areas of the law;
- Shortage of in-person services, intensified by long distances;
- Difficulty using phone and internet services;
- Lack of access to information about services;
- Personal ability or desire to access services; and
- Additional or intensified barriers for some populations, including American Indians, veterans, survivors of domestic violence, people who are homeless, as well as individuals with developmental or physical disabilities, mental health or substance abuse issues, and limited-English proficiency.

# Inventory Assessment: Goals

- Delve more deeply into questions of needs and corresponding capacities across the spectrum of components necessary for a fully-functioning access to justice infrastructure;
- Create a template, process, and metrics for ongoing assessments;
- Maximize usefulness of inventory for current activities and efforts;
- Fulfill obligation of JFA grant.



# Inventory Assessment: JFA Components\*

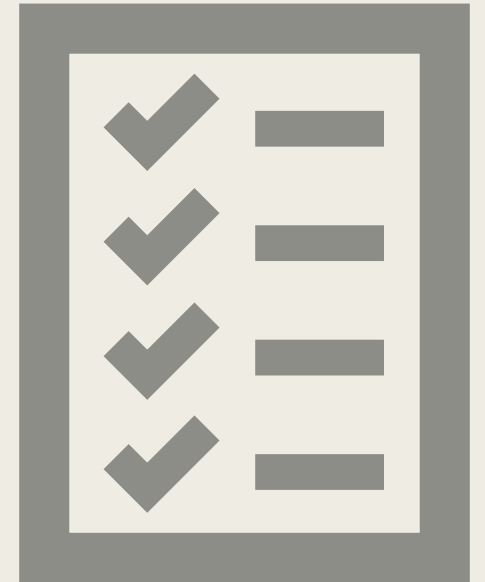
## Organized by Access to Justice Committee Core Values

Access	Coordination	Education	Resources
<ul style="list-style-type: none"><li>■ Broad Self-Help Information Services</li><li>■ Language Services Integration</li><li>■ Plain Language Forms</li><li>■ Compliance Assistance</li><li>■ Courtroom Assistance Services</li><li>■ Full-Service Representation</li><li>■ Unbundled Legal Assistance</li><li>■ Technology</li><li>■ Simplification</li><li>■ Role Flexibility for Other Professionals</li></ul>	<ul style="list-style-type: none"><li>■ Design, Governance &amp; Management</li><li>■ Triage, Referral &amp; Channel</li><li>■ Community Integration &amp; Prevention</li><li>■ Alternative Dispute Resolution Integration</li></ul>	<ul style="list-style-type: none"><li>■ Judicial &amp; Court Staff Education</li></ul>	<ul style="list-style-type: none"><li>■ Resource Planning</li></ul>

\*See attached component assessment sheets for further description of each component area.

# Inventory Assessment: Next Steps

- Survey legal and non-legal stakeholders and analyze the results;
- Assess each JFA component (Strategic Planning Committee);
- Complete an updated spreadsheet of legal services providers;
- Provide a template for ongoing assessments;
- Finalize report.



# UPDATE STRATEGIC PLAN

6/30/2019

(feedback from ATJ 6/7/19 meeting)

# IMPLEMENTATION

7/1/19 – 4/1/20

Approval of Workplans at 6/7/19 ATJ Meeting

# Access to Justice Identified Priorities in Existing Strategic Plan

## Access

- Create a mechanism for the ongoing development, review, and updating of standardized, plain-language forms and instructions for use by self-represented litigants.
- Research and make recommendations to streamline and simplify court procedures, rules, and processes in areas of law with a high volume of self-represented litigants.
- Develop and maintain mechanisms for linking Montanans who have legal problems with the programs, attorneys, and service providers who may be able to assist with their particular issues in their community.

## Coordination

- Support innovative programs among other stakeholders, such as incubator programs and expanding statewide pro bono and limited scope opportunities for law students.

## Education

- Create a library of educational materials promoting access to justice programs, with up-to-date and relevant statistics and information, and develop a mechanism for regularly updating and disseminating those materials on a variety of platforms.
- Develop and seek publication of news articles, opinion-editorials, and informational pieces on the importance and economic impact of legal aid, pro bono service, and access to justice.

## Resources

- Advocate to the legislature for civil legal aid funding.



## Design, Governance & Management Component Assessment

**Description:** This component contemplates ensuring continuing, effective governance and management processes/structures are in place to address ATJ in a state. Included in this is a commitment to user-focused design and full engagement of the user voice.

**Key Elements:**

- An established body and processes to address ATJ issues
- ATJ body includes all relevant stakeholders
- Collection of user data and information (through surveys, focus groups, etc.)
- User membership on ATJ body

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
Are you satisfied with the current programming around this component-does it meet all the needs of the persons it serves?					
Does the current component reach people throughout the state?					
What proportion of the people who need these services where they currently exist is served by the program?					
Are the programs/services in this component scalable to serve the needs of all the people where it currently exists?					
Are the programs/services in this component scalable to serve the needs of all the people in the state?					

**General Notes:** \_\_\_\_\_

## Resource Planning Component Assessment

**Description:** This component contemplates robust and continued resource planning, including the identification of existing resources, new resources, reallocating current resources, and identifying savings opportunities.

**Key Elements:**

- Staffing position dedicated to resource planning
- Existence of an updated resource budget

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
Are you satisfied with the current programming around this component-does it meet all the needs of the persons it serves?					
Does the current component reach people throughout the state?					
What proportion of the people who need these services where they currently exist is served by the program?					
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Are the programs/services in this component scalable to serve the needs of all the people in the state?					

**General Notes:** \_\_\_\_\_

## Technology Capacity Component Assessment

**Description:** This component refers to creating the capacity to use technology to automate and scale ATJ solutions in a cost-effect and appropriate manner.

**Key Elements:**

- User experience and multimedia design expertise
- Application integration expertise
- Process simplification expertise
- Facilitates remote access and resolution

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
Are you satisfied with the current programming around this component-does it meet all the needs of the persons it serves?					
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**General Notes:** \_\_\_\_\_

## Triage, Referral & Channel Integration Component Assessment

**Description:** This component contemplates creating “no wrong door” to enter the legal system through referrals or channels. A robust and continued triage that assesses what services each individual and situation needs, followed by appropriate and verified referrals.

**Key Elements:**

- Triage/assessment and referral by any existing resource
- Identified, consistent triage and referral protocols & practices
- Triage supported by technology (i.e., portal)
- All stakeholders, including non-traditional ones, aware of referral information
- Effective referrals (i.e. entity can take matter without time, income, or subject matter restrictions precluding service)
- Central legal aid hotlines and market-based equivalents for moderate income people to diagnose legal issues/potential solutions and resolve less complex issues at an early stage

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
Are you satisfied with the current programming around this component-does it meet all the needs of the persons it serves?					
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**General Notes:** \_\_\_\_\_

## Community Integration & Prevention Component Assessment

**Description:** This component contemplates integrating the ATJ response to include system access through community stakeholders and more effective responses to user's legal issues on the front end.

**Key Elements:**

- Robust information exchange, including cross training
- Community resources integrated into provider services
- Collecting and sharing information on user experience across providers
- Collaborative partnerships, including social services providers
- Community outreach, enabled by a robust communication strategy
- Cross-training between organizations
- Early issue identification and proactive, robust referrals in a range of areas (e.g., achieving access through partners)
- Education about dispute resolution without legal action

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
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**General Notes:** \_\_\_\_\_

## Judicial & Court Staff Education Component Assessment

**Description:** This component contemplates the existence of a judicial education program that engages judges and promotes leaderships on ATJ issues within and without the courts. A court staff education program will adapt many of the same principles tailored to their interaction with users.

**Key Elements:** Education programs should follow adult learning principles, be dynamic and interactive, and address the following topics

- Engagement with self-represented litigants
- Availability of community resources and other referral opportunities
- Change leadership for judges
- Language access requirements and procedures
- Procedural fairness
- Cultural sensitivity

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
Are you satisfied with the current programming around this component-does it meet all the needs of the persons it serves?					
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## Broad Self-Help Informational Services Component Assessment

**Description:** This component contemplates broad self-help informational services being accessible to system-users. This can be through information provided in-person or online.

**Key Elements:**

- All information provided in plain language
- Instructions on legal processes, applicable law, and how to prepare for and present a case
- Links to information and forms on other specific subject matters, including out-of-court resolution
- Materials optimized for mobile viewing
- Information on which courts hear what cases and court access (e.g., transportation)
- Staffed self-help centers in/near courthouse or accessible in community
- Multiple channels of providing information (e.g., workshops, online)

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
Are you satisfied with the current programming around this component-does it meet all the needs of the persons it serves?					
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## Language Services Integration Component Assessment

**Description:** This component contemplates integrating meaningful language access services into all points of the civil justice system.

**Key Elements:**

- Language access services at all points of contact between Limited English Proficiency (LEP) users and all legal system components (e.g., forms, interpreters)
- Quality of language access services and providers
- Language access planning and monitoring
- Effective use of multi-lingual outreach and court staff
- Increased availability of multi-lingual information and educations for LEP users

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
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**General Notes:** \_\_\_\_\_



## Plain Language Forms Component Assessment

**Description:** This component contemplates implementing standardized, plain language forms that are also user-friendly.

**Key Elements:**

- Implementation of standardized plain language forms
- Testing for comprehensibility and usability
- Form data integration with the court information system
- Protocols for assessing and updating forms

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
Are you satisfied with the current programming around this component-does it meet all the needs of the persons it serves?					
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**General Notes:** \_\_\_\_\_

## Alternative Dispute Resolution Integration Component Assessment

**Description:** This component addresses providing information about ADR and ensuring ADR is appropriately integrated into the civil justice system.

**Key Elements:**

- Provision of information about ADR modes and processes, substantive ADR law, and consequences
- ADR information available online and integrated into portal
- Clear codes of ethics for the non-judicial neutrals
- Access to ADR modes provided within procedural context, possibly through self-help
- Ethically appropriate collaborations between ATJ stakeholders and ADR providers

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
Are you satisfied with the current programming around this component-does it meet all the needs of the persons it serves?					
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## Compliance Assistance Component Assessment

**Description:** This component addresses strategies for increasing comprehension of and compliance with legal processes and court orders.

**Key Elements:**

- Written orders and compliance information available immediately after hearing
- Use of plain language orders and judgments
- Explanations provided by judges and other court staff
- Reminders prior to deadlines
- Online tools to assist with compliance and enforcement
- Collaboration with stakeholders and users to identify common problems and ways to address them.

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
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## Courtroom Assistance Services Component Assessment

**Description:** This component involves a more dynamic provision of information to system users through technology and in-person assistance. Judges and court staff are also central to providing courtroom assistance.

**Key Elements:**

- Instructional videos on logistics and procedures
- In-person assistants
- Technology tools to support work of assistants, such as automated forms
- Technology tools for the judges to prepare and explain final orders in the court room.
- Training tools for personal assistants and court staff

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
Are you satisfied with the current programming around this component-does it meet all the needs of the persons it serves?					
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## Expansion & Efficiency Improvement of Full-Service Representation Component Assessment

**Description:** This component contemplates ensuring sufficient levels of full-service legal representation across income levels.

**Key Elements:**

- Assessment of existing service capacity in the state, factoring in geographic differences.
- Identification of effective service pro bono, legal aid and market-based delivery strategies with potential for replication/scaling
- Training & assistance with implementation of best practices for utilizing technology and process improvement; identification of potential support to make this possible
- Incorporation of litigation strategies that have the potential to impact many people and decrease the need for full representation in the future
- Training and mentoring for pro bono volunteers, both on substantive issues and on how to work with low-income clients

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
Are you satisfied with the current programming around this component-does it meet all the needs of the persons it serves?					
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**General Notes:** \_\_\_\_\_

## Unbundled (Discrete Task) Legal Assistance Component Assessment

**Description:** This component contemplates achieving sufficient levels of discrete task legal assistance deployed at strategic points for the highest possible impact for users.

**Key Elements:**

- Lawyers willing to provide legal services on a discrete task basis
- Processes for conclusion of limited scope representation, (i.e. client is aware of any remaining legal needs and how to do that through self-help or other resources)
- Training and resources to support participating lawyers
- Adoption of rules that facilitate limited scope representation and ease in entering/exiting a matter
- Good lines of communication between the limited scope attorney and the client
- Screening, triage and referral components to connect these lawyers with persons seeking their services
- Full acceptance by the judiciary of the practice

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
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**General Notes:** \_\_\_\_\_

## Simplification Component Assessment

**Description:** This component contemplates simplification of legal processes and the user's legal experience.

**Key Elements:**

- One-stop shopping used to simplify user experience
- Streamlined internal court operations, including automated generation of orders and judgments
- Online dispute resolution
- Forms, legal documents and oral communications, face to face conversations use plain language.
- Review of courtroom procedures to determine more effective ways of providing information, helping parties come to resolution
- Simplified court rules to eliminate unnecessary appearances and filings

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Yes, Self-Sustaining Levels	
Has the state developed this component anywhere?					
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**General Notes:** \_\_\_\_\_

## Role Flexibility for Other Professionals Component Assessment

**Description:** This component contemplates a new set of roles that provides legal services by professionals who are not lawyers.

**Key Elements:**

- Assist litigants in navigating court processes on-site.
- Assist litigants in selecting and filling out forms.
- Assist litigants in complying with legal processes for case actions with large numbers of self-represented litigants.

**Additional Elements:** \_\_\_\_\_

Assessment Questions	Response (Check Box)				Notes on Component and Element Gaps
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**General Notes:** \_\_\_\_\_