



**Kansas Judicial Branch
Assessment of Self-Represented Litigant Services**



FINAL REPORT

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Executive Summary

State courts are in the midst of a shifting user base. Where lawyer-represented parties had been the norm, the majority of civil cases now involve at least one unrepresented party. These self-represented litigants (SRLs) are often involved in housing, family, traffic, and consumer cases. This means that a large number of people with urgent and important issues at stake—such as preserving one’s home, obtaining a divorce, caring for an infirmed loved one, or dealing with an irresponsible tenant—find themselves without legal representation to help them with their legal problems. Study after study of the civil legal needs of low-income people in the United States tell a remarkably consistent story: the legal needs of most low- and middle-income people remain unmet.

This rise of SRLs has changed the ways that judges, clerks and court staff must manage their courts. There is an increasing understanding that both access to justice and effective court operations are greatly improved when courts provide self-help services for those who represent themselves. And yet, expanding access to justice statewide, especially in a decentralized state like Kansas, can be challenging. Given the diversity of Kansas, offering self-help services across the state must be opportunistic and flexible. Put another way, statewide self-help in Kansas cannot adopt a one-size-fits-all approach, and any recommendations will need to account for local differences, demands, resources, and needs.

At the same time that recommended self-help solutions must allow for local differences, an opportunity exists for state-level leadership to offer statewide training, resources, and policies to ensure that all Kansans receive certain baseline elements of self-help. This is a moment when the Kansas Supreme Court Access to Justice Committee (“A2J Committee”) and the Kansas Office of Judicial Administration (“OJA”) can offer expanded statewide leadership and standardization to provide expanded access to justice for all in Kansas. Given the dedicated push by the OJA to standardize case management and e-filing across Kansas, there is an incredible opportunity to leverage statewide leadership and guidance in access to justice as well.

This report offers recommendations that include process simplification efforts, development of statewide self-help tools, better coordination of state and local self-help resources, increased staff and judicial training, and improved data collection and analysis. They are intended to inform the A2J Committee, the OJA, and local courts across Kansas about ways to provide more effective delivery of legal help to court users, and increase process efficiency for judges and court staff. The urgency of this need is undeniable.

The A2J Committee has a strong history of collaboration and engagement with diverse stakeholders who are interested in access to justice across Kansas. To expand and improve upon current A2J efforts and SRL services, this report provides a range of

recommendations, which have been informed by several guiding and important bedrock principles:¹

- A. Court users need help not only with finding courtrooms and clerks' offices, but they also need access to standardized, easy-to-understand legal information, court forms, and self-help visual aids to understand court processes and substantive areas of law. Self-help resources allow users to: understand the steps involved in obtaining resolution in a given case; prepare for their specific cases; and articulate, through the use of standardized forms and other tools, what they want in the litigation process to court staff, opposing parties, and judges.
- B. Coming to court can often be a stressful experience. Litigants' needs start before they enter the courthouse and extend beyond the final judgment in their cases. Users are often in great need of neutral procedural legal information that identifies and explains the workings of the relevant court, and provides referrals to community organizations that can help them. These connections can also help users cope with the emotional toll of coming to court on their own, especially in cases involving family law, foreclosure, garnishment, or housing issues.
- C. There is a need to maintain a critical connection among the Kansas Supreme Court, the OJA, the A2J Committee, and local jurisdictions in order to offer streamlined, quality assistance. The A2J Committee has begun this role and should continue. Ongoing work for access to justice likely requires additional dedicated staff at the OJA to develop, manage, and support additional self-help services, statewide and locally.
- D. Self-help services cannot be static; there is always room for continuous improvement. In this spirit, the A2J Committee can act as a hub for innovation, where new self-help needs, resources, and tools can be identified, tested, deployed, and replicated to serve the needs of all court users.

Five high-level thematic lenses have been used to frame all of the recommendations: Governance, Collaboration, Education, Development, and Measurement. Each is briefly described below. Because these concepts are interrelated, interconnected, and mutually re-enforcing, it is strongly advised that the A2J Committee approach reforms and innovations that address activities within each of the thematic topics.

- 1. **Governance:** *Ensure high-level policy direction, collaboration, and implementation of the necessary policies and rules to support high quality self-help services.*
- 2. **Collaboration:** *Engage with judges, clerk and court staff, civil legal aid providers, and bar associations to identify needed self-help resources, pro bono clinics, and resources for self-help center (SHC) patrons.*

¹ Principles adapted from "Increasing Access to Justice for People without Lawyers," The Chicago Bar Foundation and ITT Institute of Design, May 2012

3. **Education:** *Develop highly visual, plain language content (handouts, forms, referral materials) to help SRLs at courthouses, and orient and train staff and providers to use and share these tools.*
4. **Development:** *Develop and enhance self-help features, services, and resources, and solicit feedback from users and staff about additional necessary services and resources.*
5. **Measurement:** *Develop data collection tools to better understand the needs of, and services provided to, users; publish information about self-help services and outcomes; and use performance metrics to inform further self-help service development.*

It is important to note that the Kansas OJA, the A2J Committee, and local courts have already worked on and implemented many items within these thematic areas. Further progress will build upon and leverage these existing efforts.

Introduction: Scope of Report and Methodology

The Kansas Judicial Branch sought consulting services to develop a comprehensive plan to improve upon services to self-represented litigants. Requested consulting outcomes were to:

- identify the strengths and challenges of the current self-help services;
- evaluate the services, forms, and technologies in use;
- identify opportunities for streamlining processes, creating efficiencies, and expanding technology;
- prioritize self-represented litigant/customer needs in navigating the court system;
- evaluate a range of potential SHC services; and
- provide a plan to include cost-effective, impactful and practical strategies.

Following a request for proposals, the NCSC was selected to provide consulting services. The NCSC consulting team consisted of Danielle Elyce Hirsch, Principal Court Management Consultant and Project Director, and Janet G. Cornell, Court Management Consultant.²

The following tasks formed the project methodology:

1. Conduct project initiation and kick off;

² Before joining NCSC, Ms. Hirsch worked at both the Administrative Office of Illinois Courts and The Chicago Bar Foundation, where she did extensive work launching and supporting self-help centers across jurisdictions in Illinois, including the Circuit Court of Cook County. Ms. Cornell worked in court administration in general and limited jurisdiction courts in Arizona and has consulted on caseflow and court performance management, court reengineering and high performing courts, and SRLs' access to courts.

2. Perform review of background material;
3. Conduct an initial site visit with stakeholder interviews, observations, and focus groups;
4. Draft initial findings on effective SRL services;
5. Draft recommendations and strategies for improving SRL services;
6. Convene a conference call to discuss draft recommendations and strategies; and
7. Conduct a second site visit to present the final recommendations and strategies and provide additional advice on implementation of the recommended strategies.

In coordination with the A2J Committee, project staff reviewed the self-help resources available in-person and on the websites of the Kansas Judicial Branch, Kansas Legal Services, and other justice system partners. A pre-site visit survey was distributed to approximately 300 individuals in the District Courts, requesting their feedback on self-help practices. Consultants interviewed A2J Committee leadership, and attended five days of meetings with focus groups consisting of judges, SHC staff, clerk staff, court staff, community groups, librarians, bar leaders, legislative leaders, and county board officials. The site visits allowed the consultants to observe a range of courthouse and court-based self-help centers in Kansas City, Olathe, Wichita, Kingman, McPherson, and Topeka. As a result of these fact-finding activities, this report offers a range of recommendations, which fall into the five categories noted above.

Access to Justice for Self-Represented Litigants

Based on research and experience, three basic truths underlie the needs of SRLs who attempt to engage in the justice system.

1. SRLs face difficulties understanding the legal system, the court process, and what they need to do next. These court users:
 - Have difficulty deciphering legal terms, especially if written in legalese;
 - Do not know where to go within the court building and what they need to do where; and
 - Do not know what to do after each individual hearing or the issuance of the final judgment.
2. SRLs have differing backgrounds and needs, which will affect what kind of self-help services they need. These court users:
 - May have different needs in multiple case types, including contract disputes, family law, guardianship, foreclosure, traffic and wage garnishments cases;
 - Differ in their degree of preparedness and understanding of their case;
 - May have had no previous encounters with legal system or extensive encounters with many different parts of the system;
 - May have multiple cases ongoing, in different areas of the law and in different courts within the courthouse, district or state;

- Differ in their suggested approach/intended courses of action toward their case(s), including their aptitude for conflict; and
 - May have low or limited literacy or English proficiency.
3. The experience of a court self-help user is based on many factors, only some of which are case-specific.
- To resolve a case, an SRL will interact with multiple stakeholders, including courthouse security (if offered in the courthouse), the courtroom clerk, the clerk's office, opposing counsel, judicial officers (including district court judges, magistrate judges, and any *pro tem* judges), and the law library (if available).
 - The emotional stress of the litigants is often recognized, but not addressed. Coming to court, especially in a case with high financial or personal stakes, can often be stressful and trigger emotional reactions. In addition, SRLs may have trauma that is not directly relevant to their court case, but which may affect their conduct or ability to make choices in the case.

In recent years, courts have also come to understand the need to be “trauma informed.” This refers to services, treatment, and recognition or response to litigants who have experienced all types of trauma in their lives.³ The Substance Abuse and Mental Health Services Administration has suggested court practices that would demonstrate its sensitivity to a litigant’s traumatized state.⁴ A trauma-informed court would:

- Acknowledge the presence and impact of trauma;
- Treat litigants with dignity and respect;
- Use communication practices that engage; and
- Apply courtroom practices that promote litigants’ physical and emotional safety.

These practices may also guide how courts provide access and self-help services.

Kansas District Court Jurisdiction and Locations

The Kansas District Courts serve as general jurisdiction trial courts across the state, with original jurisdiction over all civil and criminal cases (including divorce and domestic relations cases), damage suits, probate and estate administration, guardianships, conservatorships, mental health cases, juvenile matters, and small claims cases. District courts can also hear appeals from municipal courts and review administrative actions. Judges are assigned to a judicial district, with some districts also utilizing magistrate judges on specifically assigned or designated cases.

³ See <http://traumainformedcareproject.org/> and <https://jije.org/2019/07/17/trauma-informed-courts-how-to-create-one-and-why-you-should/>

⁴ See https://www.nasmhpd.org/sites/default/files/JudgesEssential_5%201%202013finaldraft.pdf

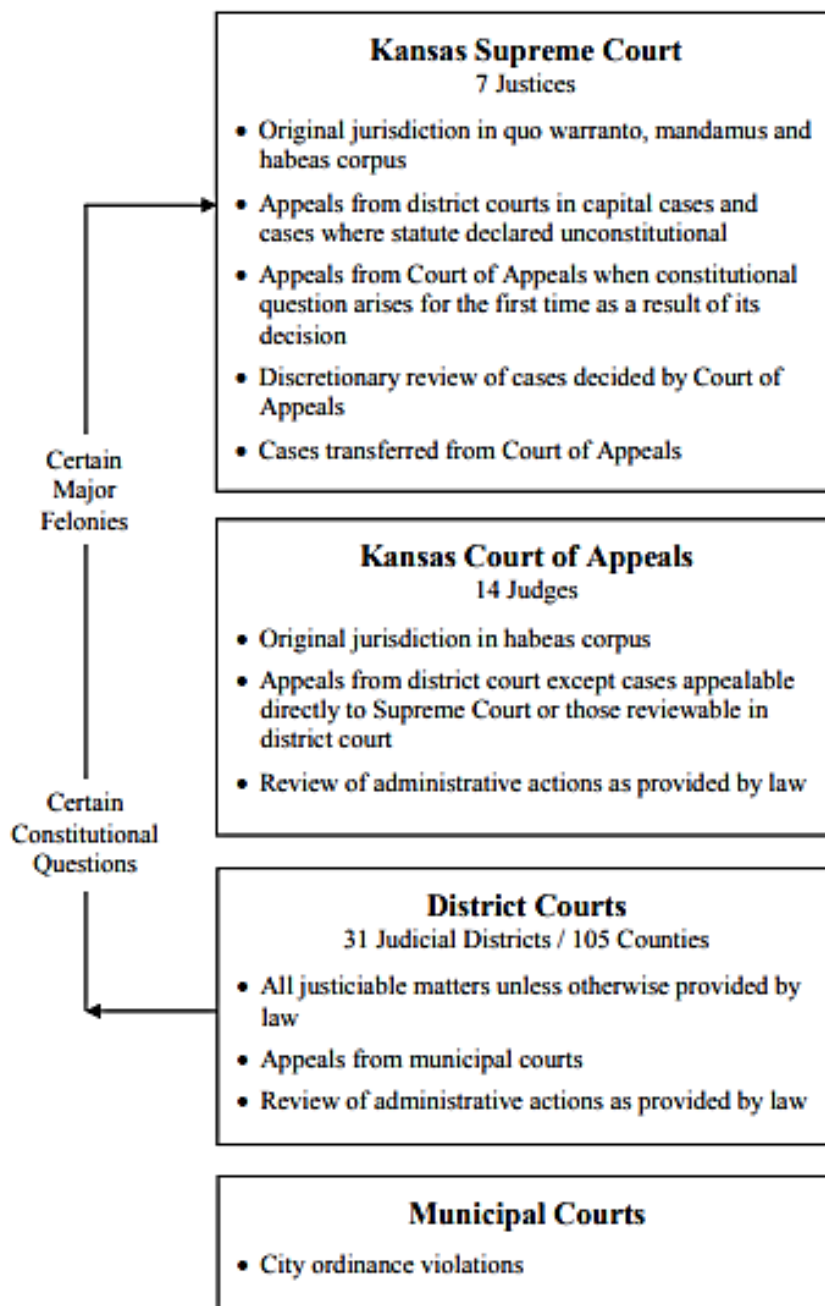


Figure 1 - Kansas Judicial System

Courts are located in 105 counties and organized within 31 judicial districts, as shown in Figure 2 below.

District 1	Atchison, Leavenworth	District 17	Decatur, Graham, Norton, Osborne, Phillips, Smith
District 2	Jackson, Jefferson, Pottawatomie, Wabaunsee	District 18	Sedgwick
District 3	Shawnee	District 19	Cowley
District 4	Anderson, Coffey, Franklin, Osage	District 20	Barton, Ellsworth, Rice, Russell, Stafford
District 5	Chase, Lyon	District 21	Clay, Riley
District 6	Bourbon, Linn, Miami	District 22	Brown, Doniphan, Marshall, Nemaha
District 7	Douglas	District 23	Ellis, Gove, Rooks, Trego
District 8	Dickinson, Geary, Marion, Morris	District 24	Edwards, Hodgeman, Lane, Ness, Pawnee, Rush
District 9	Harvey, McPherson	District 25	Finney, Greeley, Hamilton, Kearny, Scott, Wichita
District 10	Johnson	District 26	Grant, Haskell, Morton, Seward, Stanton, Stevens
District 11	Cherokee, Crawford, Labette	District 27	Reno
District 12	Cloud, Jewell, Lincoln, Mitchell, Republic, Washington	District 28	Ottawa, Saline
District 13	Butler, Elk, Greenwood	District 29	Wyandotte
District 14	Chautauqua, Montgomery	District 30	Barber, Harper, Kingman, Pratt, Sumner
District 15	Cheyenne, Logan, Sheridan, Sherman, Rawlins, Thomas, Wallace	District 31	Allen, Neosho, Wilson, Woodson
District 16	Clark, Comanche, Ford, Gray, Kiowa, Meade		

Figure 2 – Kansas Judicial Districts and Counties

The Access to Justice Committee (A2J) was created by Kansas Supreme Court Rule 1401 on July 1, 2012 to make recommendations to the Supreme Court regarding self-help resources, planning for increasing self-help access, and reducing barriers to access.

Self-help functions are governed by Kansas Supreme Court Rule 1402, issued on July 8, 2019, where the rules for access to justice are described. This is the foundational document for services by court clerks and staff.⁵

The Kansas Judicial Branch website indicates its desire to provide legal assistance, and provides extensive information, including forms, answers to frequently asked questions, sources of available help, and explanations of court processes, e.g., how to represent yourself in court, and what Clerk of Court clerk staff may and may not do to help an SRL.⁶

⁵ See the Kansas Supreme Court Rule 1402 at <http://www.kscourts.org/rules/Rule-Info.asp?r1=Rule+Relating+to+Access+to+Justice+Committee&r2=444>

⁶ <http://www.kscourts.org/Programs/Self-Help/default.asp>

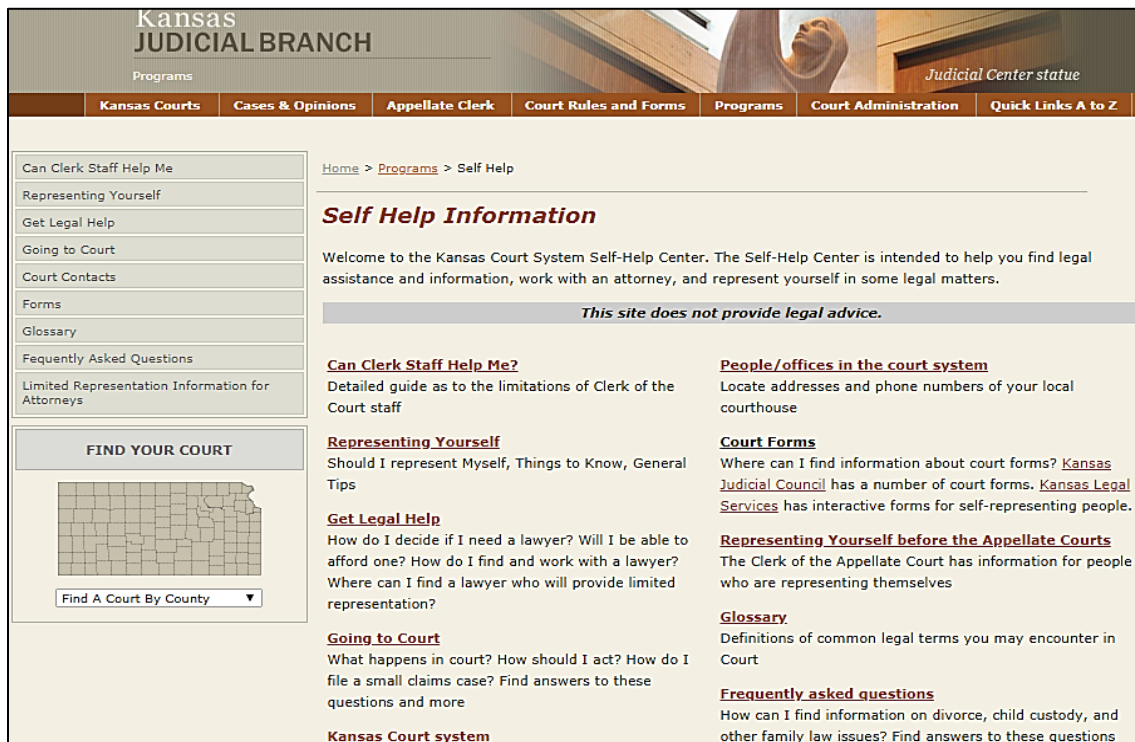


Figure 3 - Kansas Judicial Branch Web Page on Self Help Information

Five District courthouses offer court-based physical self-help centers. Many other courthouses provide a public access computer for access to forms on the Kansas Judicial Council and Kansas Legal Services web sites.

The A2J Committee is aware of several different “styles” of self-help services in the following Districts:

- Johnson County: Self-help in a separate room, with dedicated court staffing and on-site attorney support at arranged times.
- Ellis and Wyandotte Counties: Self-help in a separate room, with staffing by court clerks on a rotational schedule.
- Sedgwick County: Self-help with a specially designed room, several computers, printers, volunteer attorney and court staff adjacent to the self-help function.
- Dickinson, Franklin, Geary, Marion, and Morris Counties: Self-help in a separate room, with a computer, printer, and phone with direct access to Kansas Legal Services.
- Miami County: Self-help in a separate room, with a computer and phone with a direct line to Kansas Legal Services.
- Harvey and McPherson Counties: Self-help provided from a table in the courthouse or law library, along with a computer and printer.

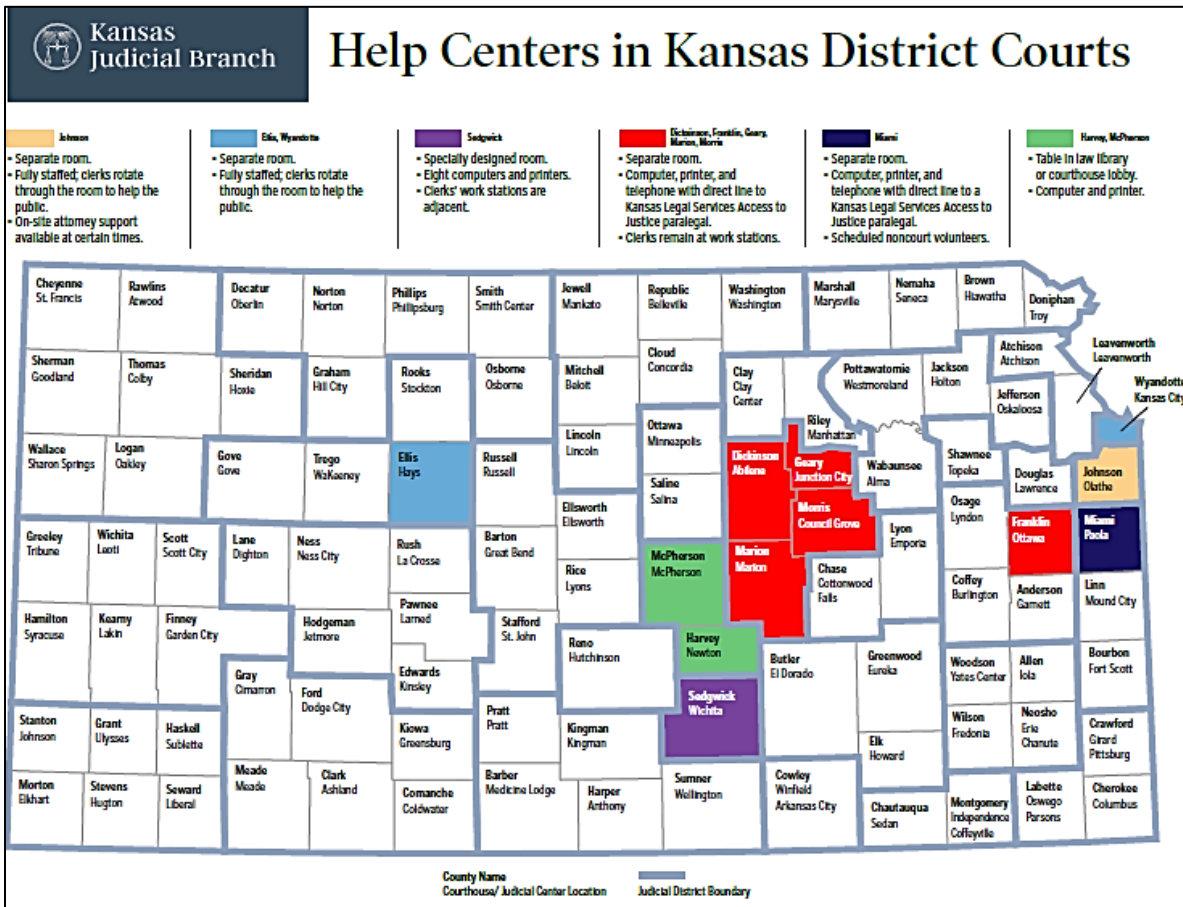


Figure 4 – Self-Help Centers in Kansas District Courts

Staffing for self-help functions varies widely across courthouses in Kansas. Some locations maintain full-time dedicated staff, but others have only part-time or no staff available for self-help services.

Court patrons in need of self-help assistance may obtain it directly or indirectly. The chart below illustrates the variation of pathways or “entry points” for SRLs to seek assistance.

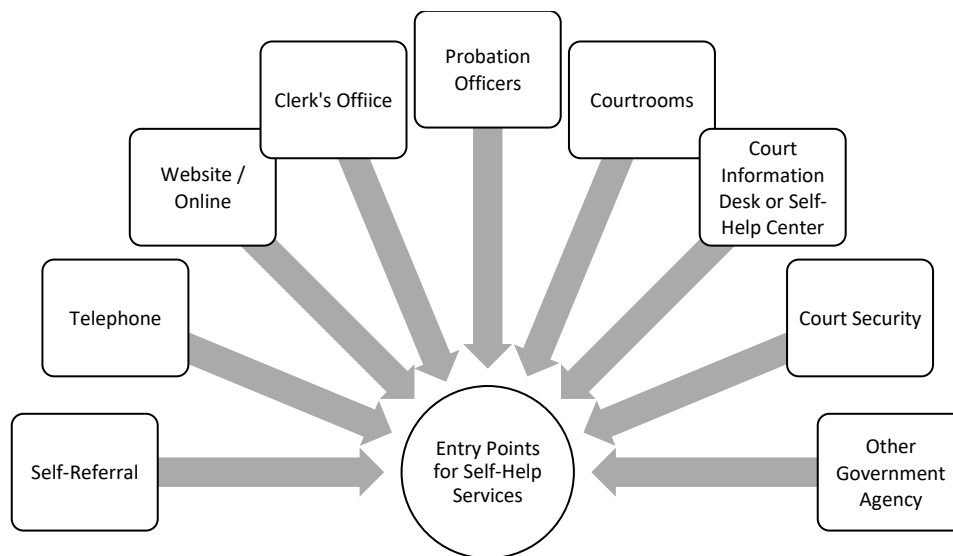


Figure 5 – Typical Entry Points or Sources for Self-Help Services

A2J Committee representatives have expressed a desire to expand and improve upon the current functions and services, as illustrated below.

<ul style="list-style-type: none"> • Obtain information about SRL services in Kansas; • Obtain information and feedback from focus groups with local, regional, and state participants; • Expand and improve upon current self-help functions and remove barriers; • Ensure accuracy and consistency of information provided to SRLs; 	<ul style="list-style-type: none"> • Improve coordination of service delivery; • Provide statewide access and consistency; • Increase resources available for legal services; • Improve the planning and coordination of SRL services; • Develop a training program for staff and volunteers serving SRLs
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Figure 6 – Desired Self-Help Functions

Kansas Judicial Branch A2J Survey

Project research included conducting a survey under the supervision of the A2J Committee. The survey posed questions to judges and court staff across Kansas about self-help service needs, tools, and support or funding sources.

A2J Committee Survey of Kansas District Courts List of Survey Questions
<p>For those with existing self-help centers:</p> <ul style="list-style-type: none"> • Indicate the court or county • Provide the court location/address • Provide days and hours for court and for self-help centers • Indicate if your court has a self-help center • Indicate services provided at the self-help center • Indicate the tools provided to litigants • Indicate who has access to the self-help center • Indicate the self-help center location (inside court, adjacent, outside)

- Indicate the self-help tools provided to self-help litigants
 - Indicate tools provided remotely
 - Indicate the self-help needs at the court
 - Indicate data that is collected
 - Indicate the source of funding for the self-help center
 - Indicate the staffing and amount of staff time to support the self-help center
 - Indicate if language access services are provided
 - Indicate if assistance is also provided by the Kansas Bar Association, Kansas Legal Services, limited scope representation lawyers
- For those with no self-help center present:
- Indicate what type of center would be best (on-site, remote access)
 - Indicate types of services desired.

Figure 7 – Survey Questions

The survey was distributed on September 3, 2019, with a response deadline of September 13, 2019. A survey reminder was distributed on September 10, 2019. Of a possible total respondent group of approximately 300 individuals⁷, 92 responses were received, a 31% response rate. Because responses could include multiple respondents from a single court, survey results were primarily used to inform and frame the issues surrounding self-help needs and services in current use across the state. The survey results may also be useful to the A2J Committee about perspectives on SRL services. Full (unedited and unredacted) survey results are included in Appendix II. Summary findings are presented below.

Survey Results Key Findings (percentages indicated for highest response topics within categories)	
Presence of a self-help center	82% no self-help center in operation 18% current presence of self-help center
Services provided	88% forms 59% instructions and explanations 53% personal, one-on-one assistance
Charging for forms/copies	93% no charge for copies
Self-help tools – on site	88% on-site computer, printer access 82% staff assistance, internet access
Self-help tools - remotely	82% Kansas Judicial Council forms 76% links to Kansas Legal Services 53% links to OJA
Location of self-help center	82% location inside a courthouse
Areas and topics with self-help need	94% family law, petitions, names change, protective orders 88% landlord tenant, domestic violence, divorce/dissolution
Data collection	58% do not collect data 41% collect numbers of customers/litigants
Funding source	71% are county-funded
Language access services	41% indicated some assistance by bilingual court staff 47% do not provide
Other assistance	53% indicated Kansas Legal Services, 24% indicated other providers, mediators, domestic violence advocates

Figure 8 – Survey Results

⁷ Survey respondents were identified by the A2J Committee and included District Court judges, administrators, and other key court representatives.

Some takeaways from the survey comments include: varying opinions on the pressures and needs for self-help services, perhaps informed by low customer volumes; differences in the perspectives of and support from judges for offering self-help services; perceptions of limited resources and space availability; and difference of opinions about what kinds of self-help services ought to be available. All of this feedback can inform the A2J Committee as it continues working on Kansans’ access to justice.

Observations and Recommendations

Consultant activities included site visits at multiple locations. The locations selected by the A2J Committee were intended to represent counties and districts in metropolitan locales with self-help centers in operation, and smaller courts with limited self-help functions. The locations were also intended to illustrate variations in self-help staffing resources and technology utilization.

Location (in order of site visit)	Type of Jurisdiction	Activities Conducted	Representatives Involved During Site Visit
Wyandotte County/Kansas City	Urban, metropolitan	Tour court Meet court staff Conduct focus group	12- 15
Johnson County/Olathe	Urban, metropolitan	Tour court Meet court staff Conduct focus group	48
Sedgwick County/Wichita	Urban, metropolitan	Tour court Meet with Judges Conduct focus group	12-15
Kingman County/Kingman	Rural, small court	Tour court Meet court staff Observe courtroom	3
McPherson County/McPherson	Rural, small court	Tour court Meet court staff Conduct focus group	9
Shawnee County/Topeka	Urban, metropolitan	Tour Supreme Court Library Conduct focus group Meet with A2J Committee	20-25

Figure 9– Site Visit Locations

Site visit observations and focus group meetings uncovered a wealth of information about existing self-help functions and perspectives on SRL needs. The chart below includes a summary listing of the self-help services in the locations visited.

Wyandotte County	Johnson County	Sedgwick County	Kingman County	McPherson County	Shawnee County
<ul style="list-style-type: none"> • Location inside courthouse • 1 FTE • 1 Court Interpreter • 1 Court Trustee • 2 computers • E-filing scanner • Instructions • Glossary • Standardized forms • 5-20 users per week • Log sheet to track volume and times • Bar directory 	<ul style="list-style-type: none"> • Located inside courthouse • 5 FTE • 2 PT staff • 1 Bilingual staff • Opened in 2014 • Computers • KLS attorney by appointment • Forms, instructions • Personal assistance staff • Resource Navigator (County Human Services) • Law Books • Intake sheet • Print out forms as needed • Handout – what the self-help center does 	<ul style="list-style-type: none"> • Located inside courthouse • 8 computers • Copy machine • Computer access to child custody, support information • Sign posted in staff area: what staff can/cannot do • Alcove with privacy • Adjacent to clerk's office filing area • Security officer • 44 forms • 1 volunteer attorney (2 half-days/week) • 20-40 users per week 	<ul style="list-style-type: none"> • No specific location • Use clerk's office counter as information area • Self-help "card" • SRL resource list • 1-2 users per week • May use law enforcement bi-lingual staff • Use private room as needed • Sign posted on what clerk staff can/cannot do • Print packets on PFA/PSA as needed 	<ul style="list-style-type: none"> • Located inside courthouse, and in court hallway • 2 computers – 1 court and 1 county • Color coded service sign by type of SRL service, using KLS program information • Color papers, corresponding information sheets (to guide SRLs when using computer) • User survey, feedback • Postcard with information • Data sheet to count users 	<ul style="list-style-type: none"> • Located inside Supreme Court Law Library • 1-2 computers • Access to law books • Law Library staff as primary contact for help

Figure 10 – Sampling of SRL Services from Site Visits

The recommendations offered below are grouped into five main areas, as noted above: 1. Governance, 2. Collaboration, 3. Education, 4. Development and 5. Measurement.

1. Governance

1.1. Continue the Governing and Policy Body Process

The Kansas Supreme Court, OJA, and A2J committee should ensure high-level policy direction, collaboration, and implementation of the necessary policies and rules to support high quality self-help services. The Kansas Supreme Court's promulgation of Supreme Court Rule 1402 (SCR 1402), which guides court staff and volunteers about the difference between providing legal information and providing legal advice, lays an excellent foundation for the Court's leadership in the access to justice area.

The A2J Committee has filled the important role of being the overarching high-level governance, oversight, and policy entity with broad responsibility for SRL services. The

A2J Committee should continue to maintain clear governance and oversight, as well as day-to-day management and support of all self-help functions, operations, and performance objectives, and direction of ongoing and continuous improvements. This should include oversight of collaborations and partnerships with other internal and external agencies and organizations. As needed, intergovernmental agreements (IGAs) and memoranda of understanding (MOUs) should be written to document goals, roles, expectations, and ownership.

The A2J Committee can continue to support statewide expansion of access to justice, by both suggesting and developing needed access to justice policies, rule proposals, and training programs. Additional Court directives, policies, or rules that establish a sustainable process for creating standardized statewide “plain language” forms in case types with high areas of SRLs should be explored. This work should include dedicating the OJA staff support needed to develop the documents and ensure that they remain applicable to evolving law and practice. In addition, such a statewide SRL forms process must be nimble and responsive, and should not be tethered to the meetings of the Kansas Judicial Council, which occur every six months.⁸

In addition, the A2J Committee can support the self-help practices across the state by, supporting the recommendations in categories noted in this report.

1.2. Publish the Vision and Goals

In managing programs for SRLs, the A2J Committee should identify and document foundational goals and directions. The A2J Committee should link all of its self-help work to Kansas Judicial Branch strategic plans, making connections between self-help functions and those high-level statewide focus points.

This may entail revisiting recent strategic planning work and products to make the linkages clear and can be done by creating a clear mission and vision to guide how the court will both collaborate and divide responsibilities for self-help responsibilities or tasks. Examples of some suggested guiding principles for SHC operations are provided below.

Principle #1	Adhere to and compliance with statutes and rules.
Principle #2	Practice and support the court mission, vision, and strategic directions.
Principle #3	Embrace clear governance and operational policies.
Principle #4	Leverage and maximize technology and space utilization.
Principle #5	Focus on and remember the customers – court users and litigants.
Principle #6	Engage mechanisms for user input, feedback, and suggestions.

Figure 11 – Suggested Guiding Principles for SHC Operations

A court seeking to establish self-help functions would benefit from a formally published statewide self-help program plan that provides clear descriptions of program goals and objectives, and lays the foundation for publication of program operations and outcomes.⁹ The Self-Represented Litigant Network’s “Best Practices In Court-Based Programs for

⁸ Additional information about forms is included later in this report, on pages 28-31

⁹ Information about how to measure performance is included later in this report, on pages 33-36.

the Self-Represented” publication includes areas that should be included in such a plan.¹⁰ The National Association for Court Management has also identified the following key elements of a strategic plan¹¹:

- | Strategic Plan Elements |
|---|
| <ul style="list-style-type: none">• Vision, objectives, goals, and timeline (vision statement, listing of focus area or goals).• Notation of strategic issues (targeted areas for improved performance).• Analysis of the needs and problems (the most urgent needs and barriers to access).• Identification of desired components to provide services and access.• Identification of measures and outcomes (to indicate performance, progress and success).• Inclusion of feedback partners and their roles (to include how members of the public provide input and feedback).• Identification of roles, committees, workgroups, and interdisciplinary teams who will be involved in contributions to and use of the strategic plan.• Accomplishments to date, and notation of upcoming actions, activities and deliverables (to answer “Where do we go from here?”).• Inclusion of self- evaluation and ongoing assessment of practices against objectives. |

Figure 12 - Suggested Elements of a Strategic Plan

2. Collaboration

2.1 Continue Collaboration and Engagement with Partners

While the courts must be actively involved in supporting court-based self-help, partnerships with community and legal partners are also vitally important. SHC partners include all court stakeholders who interface with the public, as well as civil legal aid, private bar, and community partners who support court users outside of the court setting. A list of potential partners is noted in the chart below.

¹⁰ <https://ncsc.contentdm.oclc.org/digital/collection/accessfair/id/328>

¹¹ Adapted from the National Association for Court Management Core Competency on “Strategic Planning,” published on the NACM Website at <http://nacmcore.org/curriculum/strategic-plan/>

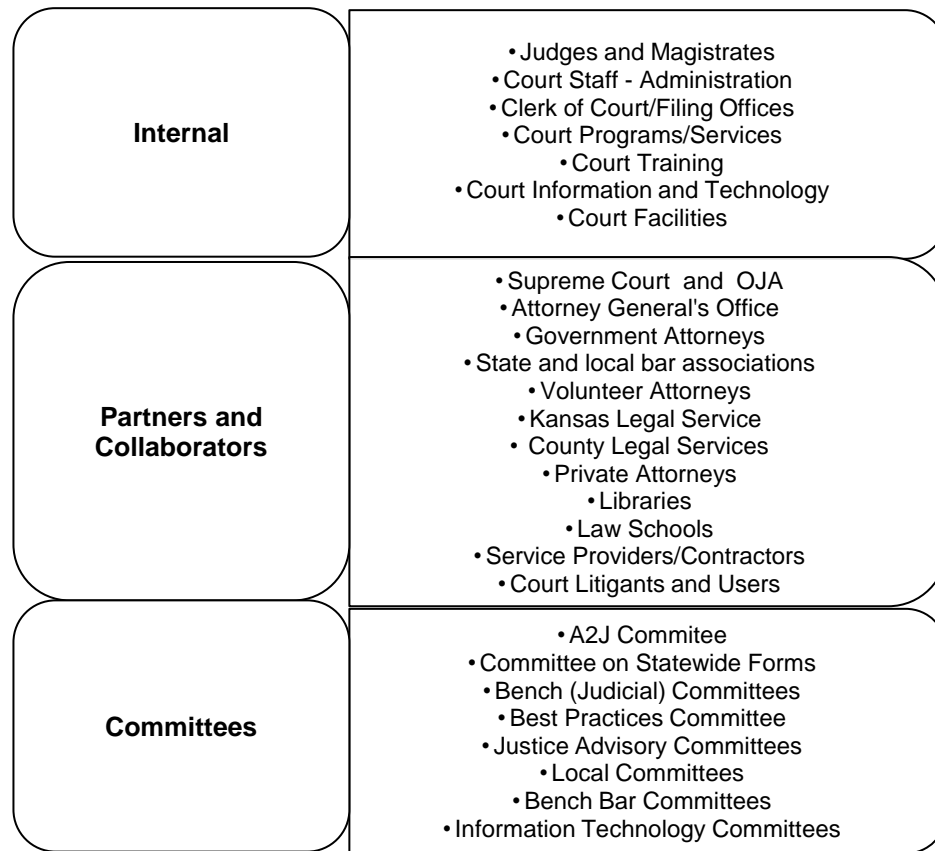


Figure 13 - Partners and Collaborators with the Self-Help Center

Representatives of these groups should continue involvement and participation in the governing body and committees. Not only can their input and information about SRL needs and services be beneficial, they can also provide avenues for communicating about SRL services and serve as sources for additional resources, volunteers, or collaborations.

The Kansas Supreme Court, OJA and A2J Committee should continually engage with judges, clerk and court staff, civil legal aid providers, and bar associations to identify pro bono clinics and other needed resources for SHC patrons.

The A2J Committee should support and encourage local-level collaborations and networking so that courts can leverage partners' support and services for SRLs, including not only their own resources, but information about, and referrals to, additional sources of help for SRLs. The A2J Committee should: maintain awareness of locally available services across the state; inform individual courts about, and encourage them to use, those services; make SRLs aware of the availability of the services; and identify ways to replicate practices beyond a single district or county.¹²

¹² The Colorado Judicial Branch, for example, uses designated court-based representatives called "Sherlocks" in each county as the points of contact for self-help coordination. https://www.courts.state.co.us/Self_Help/information.cfm

The A2J Committee should consider creating a network of contacts, experts, providers, and individuals that would be responsible for receiving and disseminating information about self-help resources and Kansas Judicial Branch access-to-justice initiatives, and act as a mechanism to collect and share information about local innovations. This network would foster both increased collaboration between courthouses and the more efficient use of resources statewide. For example, Kansas Legal Services offers a number of useful self-help resources on its website. There should be continued and robust collaboration between Kansas Legal Services and the A2J Committee to determine what resources developed by KLS would be useful to promote and share locally, and which additional resources need to be developed by the A2J Committee.

2.2 Encourage New Collaborations and Resource Sharing

The A2J Committee should also explore ways to offer new services and resources to SRLs. This would include contacting local courts, legal clinics, legal aid providers, or law school clinics to identify those that have developed additional self-help tools, inventorying those tools, and publicizing them statewide so that they can be replicated or adapted. Using the McPherson Self-Help Center as a model, there is a significant opportunity to increase collaboration and visibility by sharing the self-help resources developed by Kansas Legal Services with court self-help centers across the state.

In jurisdictions with physical self-help centers, staff should explore whether bar associations, civil legal aid providers, local law schools, or other legal professionals would be interested in offering part-time court-based volunteer legal assistance services on site or remotely.

3. Education

3.1 Identify Desired Self-Help Services and Functions

The Kansas Supreme Court should create and publish all necessary policies, guidelines, administrative directives, and court orders to support the self-help functions, clearly documenting expected practices for all self-help operations and the source and location of materials.

A good example of identifying the range of resources and services available from the Kansas courts can be found on the Florida court system's website¹³:

¹³ See <https://help.flcourts.org/>



Figure 14 - Sample Branding of Self-Help Functions - Florida Courts

3.2 Identify and Brand All Court Self-Help Services

The A2J Committee should compile a full listing of the available resources, services, and products available to SRLs. The Committee should assess language assistance needs, including the specific languages and types of services that have been requested. The Committee can use the resulting inventory to (1) group service areas and categories, (2) determine which services must be conducted in person on-site, and which can be provided remotely or electronically, and (3) determine the case types and forms types that need to be added to the courts' current inventory.

The Supreme Court should determine if any renaming or branding is needed to indicate that information or services are provided by, or in cooperation with, the Kansas Judicial Branch. Proven practices in other courts indicate that services and products should be labeled and branded, as means of demonstrating that the judicial branch broadly supports self-help and access to justice.

3.3 Create and Publish Materials

The Kansas Supreme Court, OJA, and A2J Committee should develop highly visual, plain language content (handouts, forms, referral materials, flow charts) to help SRLs at courthouses and through providers, and provide orientation and training to staff and providers.

As a proof of concept, the A2J Committee should develop a process map of a specific area of law to help SRLs understand all of the steps necessary to resolve a case from filing to disposition. Thereafter, the A2J Committee should develop additional visual resources to assist SRLs, e.g., a visual aid to understand the divorce process given the

high volume of self-represented filings in this area of law across Kansas. A sampling of such a flow diagram developed and used in Illinois is included below.¹⁴

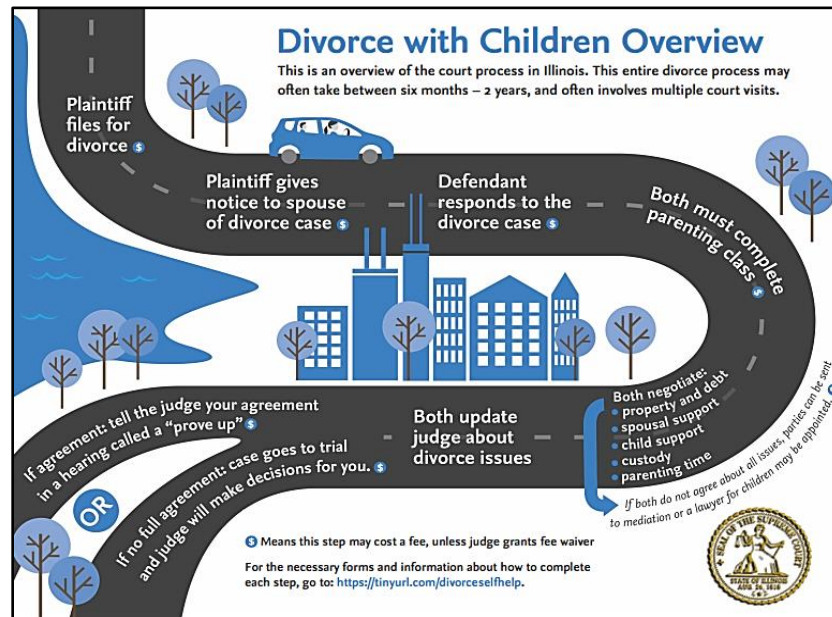


Figure 15 - Court Process Chart

4. Development

4.1 Evaluate Self-Help Utilization Rates

The A2J Committee should evaluate current utilization rates for existing self-help access and services, including customer volume, types of inquiries, source of referrals to the SHCs (where applicable), services provided, and service outcomes. The Committee should use the results in deciding which SRL and self-help functions are needed in the enhanced menu of services, and which functions may be either eliminated or minimized due to low use. In making these decisions, the Committee should consider the access points to be included in SHCs for large and small courts, as well as for those in a metropolitan or rural area. Appendix V provides an example of an SHC referral and information form.

4.2 Create Instructional and Wayfinding Signage

The A2J Committee should also consider the comprehensive signage needs for wayfinding and directions to the public to locate self-help services, taking into account the need to clearly inform users of all types about SRL service locations and services. Court staff should be mindful of Kansas Supreme Court Rule 1402, which describes what they may and may not do when interacting with an SRL.

¹⁴ The flow diagram illustration is from the Illinois Supreme Court; see https://courts.illinois.gov/CivilJustice/Resources/Self-Represented_Litigants/Divorce_with_Children-112518.pdf

Court Staff May:

- Encourage self-represented litigants to be informed about their legal rights to consult with an attorney for legal advice.
- Encourage self-represented litigants to consult with an attorney for legal advice.
- Provide information about:
 1. *Pro bono* legal services;
 2. low-cost legal services;
 3. lawyer referral services; and
 4. a list of local attorneys provided by the local bar association.
- Provide locations for all appropriate court-approved forms and written instructions.
- Provide docketed case information.
- Provide reasonable accommodations required by the Americans with Disabilities Act.
- Provide locations for court-approved, written definitions of commonly used terms.
- Provide general information about courtroom location, other agencies' locations in the building, and in-house facilities.

Court Staff May Not Do Any Of The Following:

- Provide legal advice, including but not limited to:
 1. recommending a specific course of action;
 2. performing legal research for litigants;
 3. interpreting how the law would apply to a specific situation;
 4. predicting the outcome of a particular strategy or action; and
 5. computing deadlines specified by statute or court rules.
- Recommend any specific course of action, including but not limited to:
 1. whether to file a pleading;
 2. the specific content or phrasing for a pleading;
 3. the types of claims or arguments to assert in pleadings or objections to pleadings; and
 4. whether to settle or appeal.
- Assist in completing any forms or advise on how a particular term or definition applies to a specific situation.
- Interpret statutes or rules or advise whether a particular statute or rule applies in a specific situation.
- Provide information kept confidential by statute or court rule.
- Recommend or advise concerning rules of evidence, witnesses, objections, or rulings.

Figure 16 – Current Kansas Supreme Court Rule 1402

The Kansas courts have signage that summarizes the rule in both English and Spanish.

Kansas Judicial Branch Notice pursuant to
Kansas Supreme Court Rule 1402

Your communication with court staff is not privileged or confidential, and it does not create a lawyer-client relationship.

Court staff must remain neutral and impartial. Court staff will treat you with respect.

You should talk to a lawyer if you want personalized legal advice.

What you can expect from court staff

<p>✓ Staff CAN:</p> <ul style="list-style-type: none"> Suggest talking to a lawyer. Give you information about resources, such as: <ul style="list-style-type: none"> • lawyer referral services that can direct you to low-cost or no-cost legal help where available; • legal aid programs; • where to find online forms; and • the public library. Explain the process and costs of filing. Check forms for completeness. Exactly record information provided if you are unable to fill out the form yourself. Explain the hearing process. Help locate local records. 	<p>✗ Staff CANNOT:</p> <ul style="list-style-type: none"> Give you legal advice. Tell you if you should file a case. Perform legal research. Represent you in court. Investigate case facts. Tell you what a statute or rule means and whether it applies to your case. Tell you what the result of a case will be. Disclose confidential information. Tell you what to say. Talk to the judge for you.
--	--

Office of Judicial Administration
Kansas Judicial Center | 301 SW 10th Ave., Topeka KS 66612-1507 | 785-256-2296 | www.kscourts.org

Figure 17 – Current Kansas Signage

The Kansas Supreme Court and the A2J Committee should ensure that this signage is present and visible in all District Courts and place signs in multiple locations that are visible to court users and litigants.

4.3 Provide Education and Orientation Sessions

The A2J Committee should sponsor educational and orientation presentations such as:

- Ongoing training for judges and magistrates on access to justice initiatives, programs, and products;
- Ongoing training for any self-help staff, clerk or court staff, and any probation staff who may be called upon to cover tasks, contact SRLs, or provide back-up coverage;
- Refresher training on interacting with SRLs, as well as the substantive topics of SCR 1402 pertaining to legal information and legal advice and how to make a good referral; and
- Orientation for court and agency staff, as appropriate, on the role and functions of self-help services and functions, so that they can adequately understand the services and properly refer litigants.

4.4 Create Safe Harbor Provisions

The A2J Committee should propose and support the Kansas Supreme Court's adoption of a "safe harbor" rule change that prescribes the expectations and limitations for any *pro bono* attorneys who provide information and service to SRLs. The American Bar Association (ABA) promulgated Rule 6.5 below regarding nonprofit and court-annexed limited legal services.¹⁵ This rule has been adopted by several states as a foundation for how SHC volunteer attorneys may operate in providing short-term, limited information, advice, and assistance, *e.g.*, forms completion.

**American Bar Association Rule 6.5: Nonprofit & Court-Annexed
Limited Legal Services Programs**

(a) A lawyer who, under the auspices of a program sponsored by a nonprofit organization or court, provides short-term limited legal services to a client without expectation by either the lawyer or the client that the lawyer will provide continuing representation in the matter:

(1) is subject to Rules 1.7 and 1.9(a) only if the lawyer knows that the representation of the client involves a conflict of interest; and

(2) is subject to Rule 1.10 only if the lawyer knows that another lawyer associated with the lawyer in a law firm is disqualified by Rule 1.7 or 1.9(a) with respect to the matter.

(b) Except as provided in paragraph (a)(2), Rule 1.10 is inapplicable to a representation governed by this Rule.

Figure 18 – ABA Rule 6.5 for Limited Legal Services

¹⁵ See

https://www.americanbar.org/groups/professional_responsibility/publications/model_rules_of_professional_conduct/rule_6_5_nonprofit_court_annexed_limited_legal_services_programs/

4.5 Create Additional Services to Help the SRLs

The A2J Committee should also propose that the Supreme Court approve and support the Committee in developing other self-help services. The Court should determine the role and use of navigators and other guides, helpers, escorts, and volunteers, and define the nature of services expected. These representatives can enhance court effectiveness, facilitate access to justice, and provide a positive experience for the SRLs.¹⁶ Navigators can serve a variety of functions, from simple information provision to hands-on assistance. The helpers should be trauma-informed and sensitive to SRLs' needs.

Sampling of Non-Lawyer Court Navigator Functions¹⁷

- Assistance with understanding of legal forms or documents;
- Provide legal and procedural information;
- Provide referrals to other providers;
- Offer guidance on available resources and options;
- Provide language assistance outside of court proceedings;
- Give navigational or direction information;
- Accompany an SRL to court;
- Offer feedback to courts and service providers.

Figure 19 – Sampling of Navigator Functions

The Committee should try to use volunteers, *e.g.*, AmeriCorps members, student volunteers, or interns, in the courts' self-help operations. It should also determine whether different service zones need to be used for service provision, *e.g.*, quiet areas or group spaces, taking into account the nature of the SRL service provided and the need for confidentiality. The Committee should also evaluate where SRLs are directed, and minimize the number of locations so that the SRL is not asked to move to multiple spaces in different parts of the courthouse.

4.6 Investigate Linkages with Clerk's Office Filing Services

In addition, A2J the Committee should determine to what degree any Clerk's Office filing counter functions need to be available within self-help operations, keeping the needs of the SRL in mind. The Office may require, *e.g.*, a single point of access, or affording an SRL the ability to submit information or make financial or compliance transactions. This may entail cross-commissioning and cross-training clerk personnel, and ensuring that supervision duties maintain fidelity to overall court goals.

4.7 Evaluate and Utilize Various Self Help Approaches

¹⁶ "Nonlawyer Navigators in State Courts: An Emerging Consensus," webinar presented by the National Association for Court Management, October 21, 2019, and Mary E. McClymont, [Nonlawyer Navigators in State Courts: an Emerging Consensus, a Survey of the National Landscape of Nonlawyer Navigator Programs in State Courts Assisting Self-Represented Litigants](#), Georgetown Law Center Justice Lab, June 2019.

¹⁷ *Id.*

With the A2J Committee’s guidance, the Supreme Court should: determine the services to be included in self-help and supporting resources. Self-help services can be delivered in several high-level categories or approaches, from signage to documents to technologies. The figure below indicates specific examples of approaches in which self-help techniques may be considered.

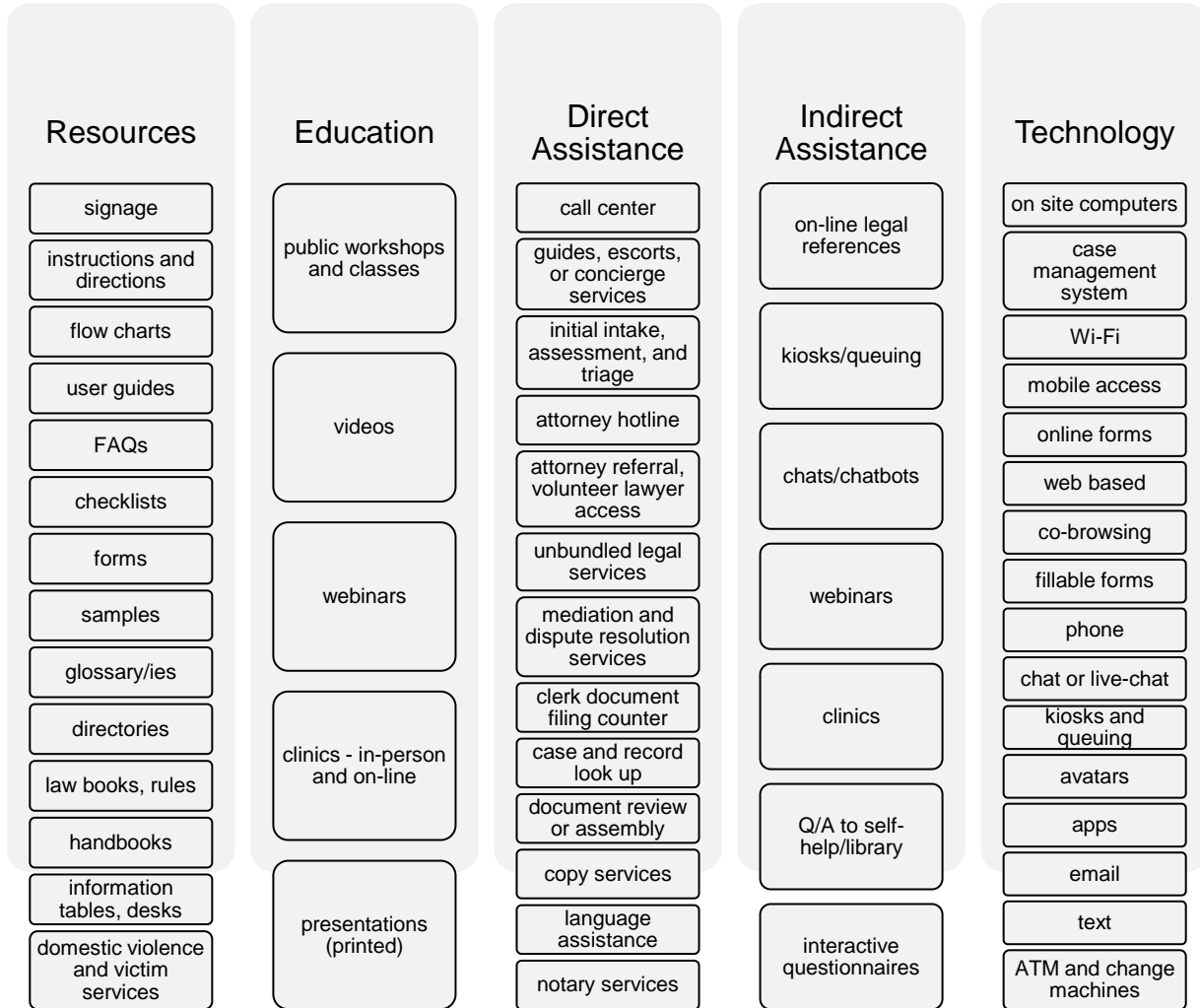


Figure 20 – Self-Help Center Approached and Services by Broad Category

The A2J should: be mindful of both local and statewide needs; identify which need to be court-based and which need to be community-based; and identify which need to be leveraged statewide and which can be driven locally. Examples are included below.

Self Help Resources ¹⁸	
Court-Based	Community-Based
Self-Help Center Court Staff Law Library On-Site Courthouse Volunteers Mediators Self-Help Resources, Forms and Tools On Site Language Assistance	Legal Aid Public Library Local Bar Association Pro Bono Attorneys Remote Language Assistance

Figure 21 – Self-Help Center Resources

4.8 Manage the Creation and Deployment of all Self-Help Forms

The A2J Committee should continue work under the leadership of the Forms Subcommittee, currently chaired by Starla Borg Nelson. Work is currently underway for the creation and dissemination of forms for statewide use. The Kansas Judicial Council’s forms fall within the main categories noted below.

Kansas Judicial Council Forms – by Main Category		
DIVORCE	EXPUNGEMENT (ADULT)	ADULT NAME CHANGE
CASE FILING COVER SHEETS	CHILD SUPPORT & PARENTING TIME	RESPONDING TO DCF PARENTAGE AND CHILD SUPPORT PETITIONS
PROTECTION ORDERS	GUARDIANSHIP & CONSERVATORSHIP	CIVIL ACTIONS (INCLUDING SMALL CLAIMS AND EVICTIONS)
CHILD IN NEED OF CARE	JUVENILE OFFENDER	PROBATE
ADOPTION	FORMS FOR USE UNDER SUPREME COURT RULES	REQUESTS FOR DISCLOSURE OF WARRANT INFORMATION

From: <http://www.kansasjudicialcouncil.org/legal-forms>

Figure 22 - Kansas Judicial Council Forms

¹⁸ Adapted from “What is Legal Information? – a Guide to Using the Illinois Supreme Court Policy on Assistance to Court Patrons by Circuit Clerks, Court Staff, Law Librarians, and Court Volunteers,” Illinois Supreme Court Commission on Access to Justice, December 2018.

Relying, however, upon a small group like the subcommittee to assess and vet the forms can be cumbersome and may delay their implementation. The A2J Committee should use staffing resources to support forms work.¹⁹ Forms subcommittee work should maintain awareness of promising ideas being developed in both urban and rural courts.

Forms from Kansas Legal Services should also be considered and leveraged. Some are noted below.

Kansas Legal Services – Free Legal Forms
Family Law/Divorce Child Support/Parenting Time Address Change Name Change Paternity Identity Theft Code for Care of Children Expungement of Records Federal and State Income Tax Guardian/Conservator Protection Orders Small Claims Court Suspended Drivers License Authorization Forms (employment, educational or child/family services records release)
From: https://www.kansaslegalservices.org/node/785/free-legal-forms

Figure 23 – Kansas Legal Services Forms

Both Sedgwick and Johnson County District Courts have forms that are made available. In the case of Sedgwick County, more than 40 forms can be accessed from the public access computer in the self-help center. Johnson County also uses many forms, some of which were created by trial and error based on the needs of SRLs. In Johnson County, forms are also distributed by the volunteer attorney who works on-site each week. A brief listing of form types, by broad category, are included below.

¹⁹ See information about staffing resources on page 32.

From Sedgwick County – 18th Judicial District, Wichita

A

- [Acknowledgment of Rights and Entry of Plea](#)
- [Adult Name Change: Instructions for Name Change](#)
- [Adult Name Change: Name Change Packet](#)
- [Adult Name Change: Notice of Hearing by Mail](#)
- [Adult Name Change: Order for Name Change](#)
- [Adult Name Change: Petition for Name Change](#)
- [Annual Final Report on the Condition of the Guardian's Ward](#)
- [Authorization for Release of Records](#)

B

- [Basic Instructions for Conservators](#)
- [Basic Instructions for Guardians](#)
- [Basic Instructions for Guardians and Conservators](#)
- [BIDS appellate Form](#)
- [BIDS Sedgwick County vs. Bids Payments](#)
- [BIDS Trial Level Form](#)
- [Bondsman Application](#)

C

- [Case Subtypes](#)
- [Civil PreTrial Statment](#)
- [Clerks fourteen \(14\) day extension](#)
- [Conservatorship Annual Final Accounting](#)

D

- [Divorce/Separate Maintenance Pretrial Conference Order](#)
- [Document Authorized for E-Filing](#)
- [Domestic Relations Affidavit](#)
- [Domestic Relations Affidavit Short Form](#)
- [Domestic Relations Child Support Worksheet](#)

E

- [Equal Parenting Time Worksheet](#)

F

- [Family Law Pro Se Instructions for Divorce with Children](#)
- [Family Law Pro Se Instructions for Divorce without Children](#)
- [Family Law Pro Se Motion](#)
- [Family Law Proposed Parenting Plan](#)
- [Fast Pass Application](#)

G

- [Guardian's Ward - Annual/Final Report](#)
- [Guide to the Court Process of Juvenile Offender Case](#)

L

- [Limited Docket Date List for E-Filing](#)

M

- [Marriage License Application](#)
- [Municipal Court Appeals Instructions for non-person Crimes](#)
- [Municipal Court Appeals Instructions for Persons Crimes](#)

N

- [Notice and Order of Defendant's Approval of Jury Trial Continuance](#)

O

- [Order for Transcript - Preliminary Hearing](#)
- [Order Withdrawing Bench Warrants \(Civil & Family Law\)](#)
- [Order Withdrawing Bench Warrants \(Criminal\)](#)

P

- [PFA/PFS Record of Hearing](#)
- [Protection Case Summons and Notice of Hearing](#)
- [Protection from Abuse Packet](#)
- [Protection from Abuse Video](#)
- [Protection from Stalking or Sexual Assault Packet](#)
- [Protection from Stalking Video](#)

R

- [Request for Affidavit of Probable cause in support of an Arrest Warrant or Summons](#)
- [Request for Affidavit or Sworn Testimony in support of a Search Warrant](#)
- [Request for Record Inspection or for a Copy](#)
- [Request for Copy of Affidavit of Probable Cause of Arrest \(for use by Defendant or Defendant's attorney only\)](#)
- [Request for Copy of Search Warrant and/or Application for Search Warrant \(for use by Defendant or Defendant's attorney only\)](#)
- [Rule 401: Affidavit for Ex Parte Order](#)

S

- [Small Claims - Packet](#)
- [Small Claims - Satisfaction of Judgement](#)
- [Supreme Court Rules Forms \(External Link\)](#)

U

- [Uniform Child Custody Jurisdiction and Enforcement Act \(UCCJEA\) Affidavit](#)

From: <https://www.dc18.org/forms>

Figure 24 – Sedgwick County Forms

From Johnson County – Olathe

- [Divorce with Children](#)
- [Divorce with no Children](#)
- [Parentage](#)
- [Post Decree Motions](#)
- [Miscellaneous](#)
- [Chapter 61 Evictions](#)
- [Garnishments](#)

From: http://courts.jocogov.org/hc_selfhelp.aspx

Figure 25 – Johnson County Forms

These lists of forms illustrate the need to create workable forms and make them easily available to both court staff (to advise SRLs) and the public. To ensure coordination and leverage of the various sources for forms and documents, the A2J Committee should implement processes to do the following:

- a. Inventory all the forms used by courts and legal aid partners across the state, both those that have been approved for statewide use, and in particular, those in use in individual courts. Some of these forms may hold promise for wider statewide modification and/or adoption as is.
- b. Group forms and self-help tools by type and category, indicating which are easy to promulgate and which may take longer time to complete, and make them publicly available.
- c. Identify which forms must be used statewide, which can be created and used locally, and which will ultimately migrate from local to statewide use. Appendix 8 contains an example of a statewide forms policy.
- d. Determine which forms must be in simple fillable formats, and which should be created and generated using online forms completion or information gathering via a guided process or a document automation process that poses questions to direct the respondent to answer subsequent questions based upon prior responses.
- e. As each form or group of forms is promulgated, conduct ongoing reviews to ensure they reflect statutory and case law changes.
- f. Revise and correct forms as expeditiously as possible and redeploy.
- g. Continue the inventory and creation process to provide additional forms for use and ensure broad distribution.

The goal is to create consistent statewide and local forms to help SRLs.

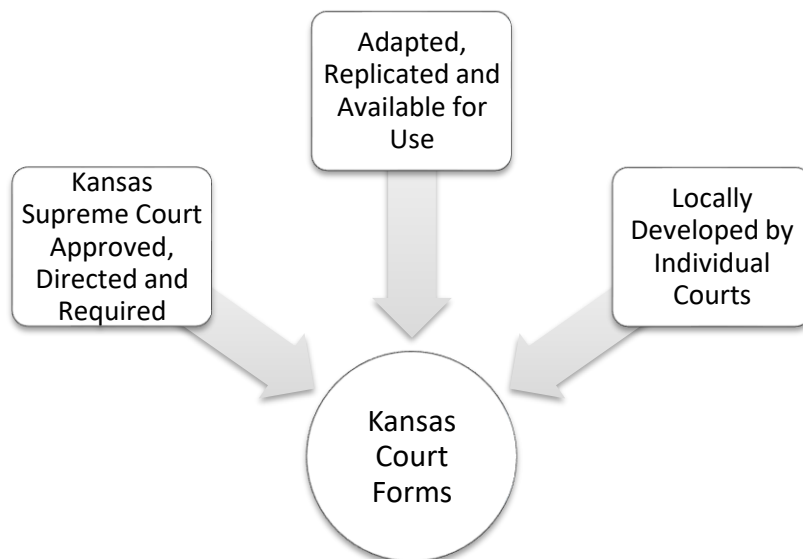


Figure 26 - Use of Statewide and Local Forms

4.9 Determine Staffing Resources

To support the focus on services for SRLs, the A2J Committee should consider making a request to hire an OJA staff person whose focus is access to justice. The OJA should consider formally designating a statewide self-help coordinator.²⁰ Additionally, local contact representatives for self-help should be created for each district. This designation could be similar to the existing Rule 1702 that prescribes language access coordinators for each district. Current OJA staff does an excellent job, but given the many important functions they perform, they do not have the time to do everything needed to maintain and continually improve self-help services across Kansas. This new position (or positions) could support the A2J Committee; develop self-help resources, forms, and tools; and engage with judicial branch entities, local court staff, judges, and non-court community partners (including service providers) to offer training programs, share statewide resources, and support regional access to justice efforts.

4.10 Identify and Use Technology

The Kansas Supreme Court, OJA, and the A2J Committee should develop and enhance self-help features, services, and resources through the use of various technologies, which play an integral role in the delivery of services to SRLs. The A2J committee should direct a full inventory of the current technology and non-technology based methods supporting SRL services in all courts, and identify areas where local courts can provide greater access for SRLs via use of expanded technology.

Common technology or automated techniques include queuing systems, electronic signage, digital forms and documents, and remote accessibility to self-help services by telephones and other hardware or software. The technology used should be directly linked to the nature and type of service provided, and the A2J Committee should determine which technology is best for each of the services by broad categories noted.²¹

4.11 Prepare for Program Expansion and Enhancement

The A2J Committee should also work to better facilitate learning and resource sharing between interested local court self-help centers and courts interested in using resources created by other SHCs. Bringing together court staff that oversees local self-help operations could lead to the strengthening of partnerships where the A2J Committee and local clerk and court staff can discuss SRL needs and identify additional statewide self-help resources to be created.

In addition, the Committee should identify additional service partners, including non-traditional partners, locally and across the State to strengthen access to justice efforts. This may include other government entities, such as law libraries or universities, or

²⁰ In 2018, a position description was drafted for such an access to justice coordinator. That position description can be used and updated for current work on access and self-help services.

²¹ See content about the service categories in Figure 20 on page 27.

agencies such as AmeriCorps²² or retirement homes to provide volunteers who may serve as guides or on-site helpers. The A2J Committee should also determine the need for, and the level of integration of, any other services. Examples include increased court filing or financial payment services, remote locations for special program providers, motor vehicle kiosks, and services performed by local law enforcement services.

As indicated above, the Kansas courts have conceptualized and implemented many self-help practices and programs. This is commendable, and all the recommendations noted in this report should build upon their prior accomplishments.

5 Measurement

5.1 Implement Performance Measurement Practices

The Kansas Supreme Court, OJA, and the A2J Committee should develop data collection tools to better understand the needs of, and services provided to, users, and publish information about self-help services and outcomes, using performance metrics to inform further self-help service development.

The A2J Committee should collect data on an ongoing basis to better understand the statewide needs for self-help, measure the effectiveness of self-help provided, and assess OJA or A2J support supplied to courts across Kansas. The A2J Committee should help courts capture data by initiating and overseeing data collection processes, and creating and deploying data collection tools and methodologies. The process should capture the needs of, and services offered to, court patrons; locations and points of service; and usage patterns. The resulting information should be made available to all courts.

The data collection process should include mechanisms for obtaining feedback from users, court staff, and lawyers, which will inform court leadership about program operations, successes, and areas for further development. Some of the courts visited during the site visit have implemented mechanisms (both automated and manual) to count the numbers of users and services. The A2J Committee should link measurement actions to those efforts already underway and expand upon them.

Defining performance metrics for each process will help guide the quality of the service offered and set goals for each court to achieve. The criteria to implement these success metrics include availability of data measurements that can easily help establish an “efficiency and effectiveness” baseline. “Efficiency” measures the time and cost it takes to offer a service; “effectiveness” means the number of people who receive the service successfully over time.

Program operational measurement can be achieved by using metrics collected about program functions. Some self-help centers create mechanisms to begin counting from a

²² See <https://www.nationalservice.gov/programs/ameriCorps>

user's first interaction with an SHC. The New York courts created the intake form below to serve as the first point of data collection.²³

Figure 27 - Sample Intake and Data Collection Form – New York Courts

An intake form should be created and used by all courts to track, count, and provide information about usage patterns and volumes. The intake forms used by Wyandotte, Johnson, and McPherson Counties can be standardized, enhanced and expanded. An example intake and data collection form is also included in Appendix IX.

5.2 Publish Self-Help Center Operational Information and Data

The Kansas Supreme Court, OJA, and the A2J Committee should lead the practice of using and publishing performance measures regarding self-help services. Courts across the U.S. have embraced the idea of “high performing” courts by using court performance metrics to assess outcomes. The NCSC’s High Performance Court Framework identifies key court-based performance areas, and provides a structure for data use to inform about court efficiency, effectiveness, productivity, and procedural satisfaction.²⁴ The chart below indicates areas for measurement, and suggests possible data to gather regarding

²³ See http://www.nycourts.gov/ip/nya2j/pdfs/NYSA2J_BestPracticesHelpCenter.pdf

²⁴ For information about the High Performance Courts Framework, see <http://www.ncsc.org/Information-and-Resources/High-Performance-Courts.aspx>.

program objectives and outcomes. These measures may be gathered from manual or automated sources and, as available, can be included in a new or revised case management system.

Performance Assessment and Measurement Areas		
Adapted from the National Center for State Courts' High Performance Court Framework		
Measures Customer Perspective		Potential Metrics
Effectiveness	Measures actions and achievements related to stated goals	<ul style="list-style-type: none"> • # and volume/utilization rates of self-help functions • # of transactions by type of service (information, assistance, escort, referral) • # of transactions by point or location of service (self-help center, information desk, other points of delivery) • # of transactions by type of contact (in person, via phone, via web/internet, by email, by chat, etc.) • Types of services provided (forms, instructions, charts, samples, courses, forms review, notarization, etc.) • # of forms provided, copies made • Amount of funds collected for services by type • Demographic information of users (residency location, age range, gender) • # of services by type of case • # instances of referral by which agency/entity • # of times user has accessed the services • # of instances where language assistance requested/provided
Procedural Satisfaction	Measures customer perceptions service, fairness and accessibility	<ul style="list-style-type: none"> • Customer service feedback and surveys • Anecdotal/informal feedback from users and customers • Formal and informal feedback from judges and court staff • Formal and informal feedback from service partners and collaborators
Measures Internal and Operating Perspective		Potential Metrics
Efficiency	Measures variability of processes	<ul style="list-style-type: none"> • Service transaction time for specific functions (phone talk time, one on one interactions) • Feedback on document accuracy, completeness, and correct use • Informal judge and staff feedback
Productivity	Measures utilization of resources and time	<ul style="list-style-type: none"> • # of transactions by day of week, by time of day • # of transactions by prior appointment • Cost per service or transaction • Staff workload assessments (tasks, time, volumes per staff) • # of service partners/providers/specialists utilized

Figure 28 - Performance Assessment Areas

Self-Help Thematic Areas, Current and Targeted Actions

The chart below illustrates the broad thematic areas along with current services and practices, and activities recommended for action to enhance current SRL services.

Self Help Thematic Areas, Current Actions in Place and Targeted Actions		
Self Help Thematic Areas	Currently in Place	Recommended for Action
Governance <ul style="list-style-type: none"> Leadership Policies Rules Documented practices 	<ul style="list-style-type: none"> Supreme Court Rule 1402, Providing Assistance to the Public Creation of A2J Committee Creation of Forms Subcommittee Directive on legal advice vs legal information Document on what staff can and cannot do 	<ul style="list-style-type: none"> Expand the statewide self-help goal to share information to and connect with all courts, court administrators, and clerks to the information “pipeline” Reconciliation and inclusion of District Court judges’ support to self-help practices Link efforts occurring locally to statewide work Add policies and guidelines to document practices
Collaboration <ul style="list-style-type: none"> Engagement with staff Engagement with providers, associations, groups Partnerships with volunteers 	<ul style="list-style-type: none"> Interaction with Kansas Legal Services Interaction with Bar Associations Partnerships with law and public libraries 	<ul style="list-style-type: none"> Continue development of pro bono service partners Establish classes and clinics for legal assistance Create broader lists of attorneys to assist Seek consistent structure in pro bono and volunteer attorney use Seek practices that are adaptable to large and small courts
Education <ul style="list-style-type: none"> Easy read handouts/materials and process maps Service providers’ functions Referrals for services Training and orientation 	<ul style="list-style-type: none"> Instruction and information sheets Checklists Referral lists Business cards and 4 x 6 referral handouts Web sites for resources Blank forms and documents 	<ul style="list-style-type: none"> Standardized referral documents Standardized flow/process maps and glossaries Broader use of publication on what staff can and cannot do Posted information on difference between legal advice and legal information Regular staff and partner training Continuous inventory of forms and documents used in courts Seek practices that are adaptable to large and small courts
Measurement <ul style="list-style-type: none"> Tools for data collection Publication of performance measures Use of measures for program operation 	<ul style="list-style-type: none"> Data collection forms Litigant feedback forms Regularly published data about all self-help functions, services, and volumes Dialogue between the OJA, A2J Committee, local court staff and legal aid and service providers 	<ul style="list-style-type: none"> Structured and formal process for data gathering Formal data collection protocols Formal patron tracking system Standardized user feedback documents Publication of self-help service volumes and services to all courts Seek practices that are adaptable to large and small courts
Development <ul style="list-style-type: none"> Soliciting user, staff and partner feedback Creation of new services Enhancement of services Deployment of new features 	<ul style="list-style-type: none"> Existing Supreme Court directives for access to justice Local interest in use of locally created forms “on the fly” creation of new materials to satisfy needs 	<ul style="list-style-type: none"> Linkage of local court developments of new products with statewide work Ongoing inventory and assessment of what is working or not working in the field Avoid one size fits all mindset

Figure 29- Self Help Areas, Current and Targeted Actions

Summary of Short-, Medium-, and Long-Term Recommendations

This report makes specific recommendations to expand the reach and impact of self-help services. Many of the suggested recommendations are cost-neutral (aside from staff time), and most of them can be implemented quickly. Because the number of recommendations is wide-ranging, recommendations have been grouped into three time periods: short-, medium- and long-term.

Short-Term Goals (ideally completed within six to nine months)

- Inventory existing self-help resources available on the OJA website, Kansas Legal Services, and local SHC resources;
- Draft a self-help “Referral/Prescription Pad” template for local courts to complete in collaboration with their court-based, local, and statewide in-person and online self-help resources;
- Develop an initial substantive process map, *e.g.*, a visual flow chart of the steps in a case type, perhaps starting with a dissolution case as a proof of concept;
- Establish a comprehensive glossary of terms that can be used at all courts and self-help sites;
- Implement an initial basic patron tracking system to share with self-help centers and clerks’ offices that offer self-help;
- Identify local, regional, or district-wide self-help staff in each judicial district to serve on a new A2J Subcommittee that will serve as a self-help information contact point and sharing network;
- Establish and designate specific “champion judges” to serve as judicial points of contact and support for self-help operations;
- Consider whether an additional court rule or directive is necessary to support the promulgation of more statewide standardized forms in high volume SRL areas of law (with a faster review process than the traditional Judicial Council procedure);
- Determine which forms are ready for finalization and dissemination, working with the A2J Forms Subcommittee, and establish the next group of forms to be completed with a stated time deadline/goal;
- Develop a proposal for necessary OJA staffing to support more robust development of statewide standardized forms for high volume SRL areas of law, and other self-help process maps and tools; and
- Engage additional program partners to provide help, suggest ideas, and support self-help program operations.

Medium-Term Goals (ideally completed within 12-18 months)

- Train self-help staff on the available resources from KLS and OJA that can be shared with SRLs, and on the tenets of SCR 1402;
- Develop inaugural in-person training and convening of a new self-help information network that is supported by OJA, and offers robust training and information

sharing about relevant self-help resources and best practices locally and statewide;

- Promulgate a “safe harbor” rule using ABA Rule 6.5 on the provision of limited legal services;
- If financial resources are available to support the position, hire a new full-time OJA staff person exclusively dedicated to access to justice issues, who would staff the A2J Committee, its Forms Subcommittee, and the new self-help information network;
- If a new standardized forms rule is deemed necessary to enhance a statewide forms effort, submit a proposal to the Kansas Supreme Court for its review and consideration; and
- Create dedicated phones at all court and self-help locations that directly link to the OJA and designated contact points.

Long-Term Goals (ideally completed within the next three years)

- Consider establishing and widely publicizing a centralized call center that will provide information about all SHCs and the services they can provide throughout the state;
- Promulgate standardized forms in all areas of law where there are high numbers of SRLs;
- Draft all necessary content and launch a dedicated, refreshed, and rebranded SRL page on the OJA website to assist interested court patrons remotely;
- Offer training programs to judges, court, clerk, and probation staff on permissible and impermissible legal advice, plain language, how to make good referrals, and available self-help resources;
- Translate SHC signs, content, and forms into the most common Limited English Proficiency (LEP) languages;
- Explore areas for process simplification to serve the needs of both SRLs and the court system more efficiently;
- Create a formal patron intake and tracking system which can generate self-help program metrics;
- Empower an OJA access to justice staff person to travel the state to conduct regional court staff training on self-help trends and resources; and
- Continue evaluating all processes for simplification and user ease of access.

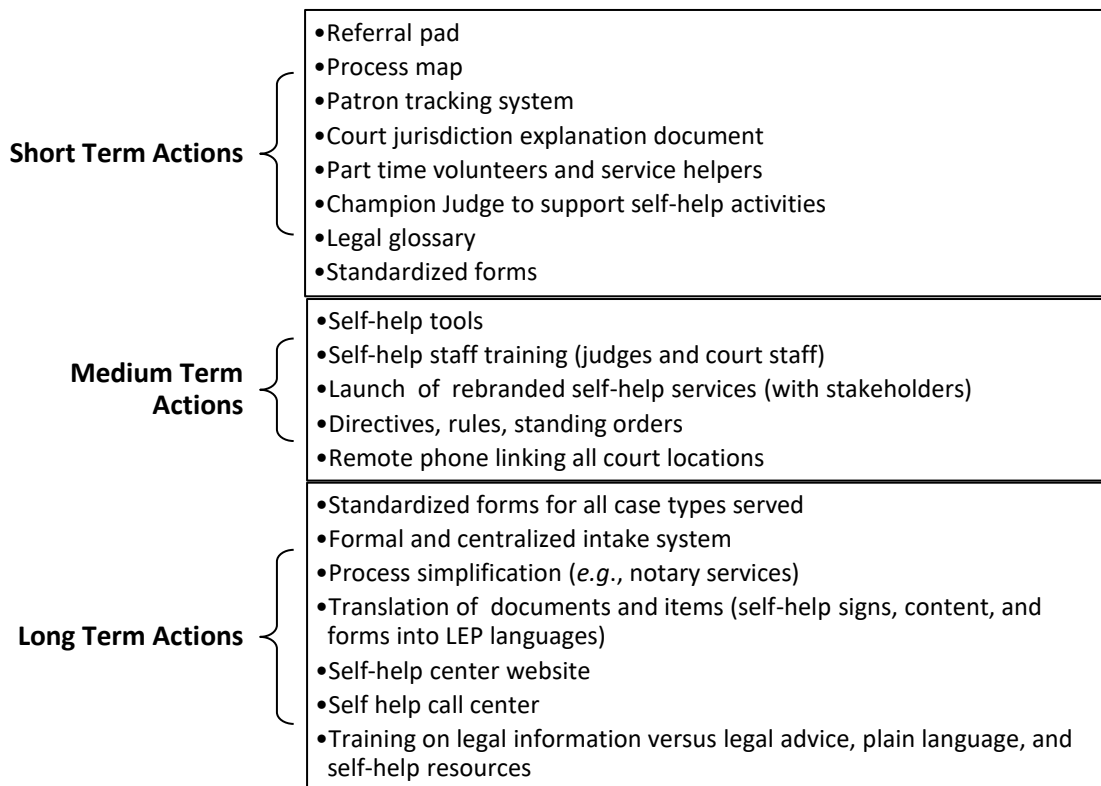


Figure 30 - Short, Medium, and Long-Term Actions

Suggested Strategies to Support Change

Phased-In Planning and Action

Implementation of a solution does not need to happen all at once. The NCSC recommends that the Kansas Judicial Branch take a phased approach in which it would undertake incremental actions and monitor progress on the tasks and steps required for organizing the necessary structure and operation of self-help functions.

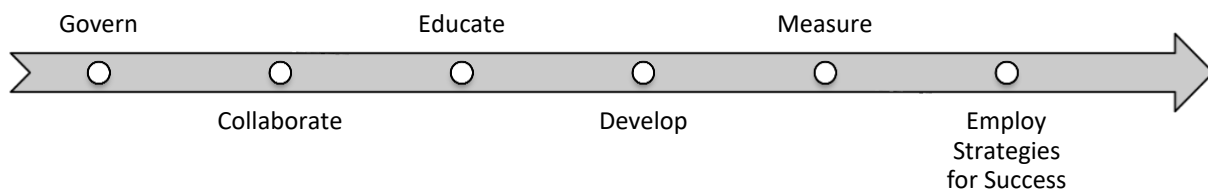


Figure 31 – Sample Implementation Areas

Taken together, the above recommendations will lay the foundation for individual, regional, and statewide continuity, consistency, and expansion of self-help operations.

Continual Review and Enhancement

In addition to phasing, a continual review and enhancement process should be incorporated in all aspects of the Judicial Branch’s self-help operations. One example, a Quality Cycle, is noted in the figure below. The concept arises from traditional problem-solving and quality review practices, and represents ongoing and repetitive problem analysis and resolution.²⁵

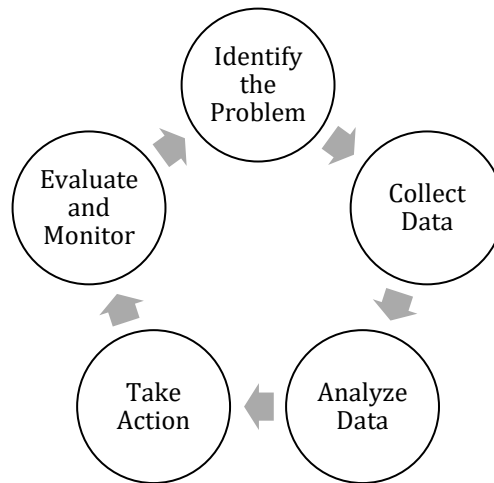


Figure 32 – The Quality Cycle – a Continuous Review and Phased Approach

Document and Publish Program Actions and Outcomes

One final important element of self-help program enhancement and expansion is to ensure that practices and outcomes are documented and published. This can be done by using the broad performance measures previously indicated in this report.²⁶ It can also be accomplished by ensuring that internal and external communication takes place (perhaps in a regular report) about program goals, actions, services, user volumes, and tangible accomplishments. The A2J and other governance committees that may be established can take the lead, while working with partners and collaborators to strive for program visibility and celebration of progress.

Concluding Comments

The Kansas Judicial Branch has shown a desire to expand upon current SRL services, implement best practices for those services, and more importantly, develop improved practices. The presence of the A2J Committee also ensures a leadership focus. That desire well equips the court to create and sustain momentum for program changes and enhancements.

²⁵ Adapted from the High Performance Courts Framework, “Quality Cycle,” available at <http://www.ncsc.org/Information-and-Resources/High-Performance-Courts.aspx>

²⁶ See Figure 29 on page 36.

Appendices

Appendix I – Access to Justice Committee

(Rev. 1/15/2020)

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Appendix II – Survey Results

Kansas Judicial Branch Services for Self-Represented Litigants Survey Complete Unedited Responses (grammatical and spelling errors unchanged) (92 responses out of ~ 300 possible)		
Please indicate your court or county:	Please provide your court or location's physical address:	Please provide your business days and hours for court, and also for the self-help center, if applicable:
Phillips [District 17]	301 State Street Phillipsburg, KS	8:00 am - 5:00 pm Monday through Friday
Franklin [District 4]	301 S Main Ottawa	M-f; 8-5
Franklin [District 4]	301 S Main, Ottawa	M-F 8 to Noon, 1 to 5 pm
Wyandotte County [District 29]	710 North 7th Street KCK 66101	8 am - 5pm
23rd Judicial District [District 23]	107 w. 12th st.	M-F 8 AM-5 PM
McPherson [District 9]	117 N Maple McPherson KS	Monday - Friday 8:00 a.m. - 5:00 p.m.
Logan [District 15]	710 West 2nd Street Oakley, KS 67748	8:30-12 and 1:00-5:00
Morris County District Court [District 8]	501 W Main Council Grove, KS 66846	8-5
Johnson [District 10]	100 N KANSAS AVE OLATHE KS 66061	8AM-5PM
Wyandotte [District 29]	710 N 7th St, Kansas City, KS 66101	Monday-Friday 8-noon and 1-5pm
Miami [District 6]	120 S Pearl St Paola, KS 66071	Mon-Fri 8 am to 4 pm - court/ Help Center Mon and Wed 10-12
Marion County District Court [District 8]	200 South Third Street, Marion, Ks	Court M-F, 8-5. Self help available on request
Marion County District Court [District 8]	200 S Third, Suite 201 Marion KS 66861	M-F - 8-5
Geary [District 8]	138 E 8th St, Junction City, KS 66441	Mon-Fri 8am - 5pm (including self help) Public 9am-4pm
Harvey/McPherson [District 9]	800 Main Newton	8-5
Harvey County [District 9]	800 N. Main, Newton, KS	M-F (8-5)
McPherson [District 9]	117 N. Maple, McPherson, KS	M-F (8-5)
Montgomery [District 14]	300 E. Main	Monday - Friday, 8:00 - 12:00 & 1:00 - 4:00

Allen County District Court [District 31]	Iola, Kansas	M-F; 8-5
Finney County [District 25]	425 N 8th St, Garden City, KS 67846	8:00 AM - 5:00 PM
Hodgeman County [District 24]	500 Main St Jetmore KS	Monday-Friday 8am-12pm 1pm,-5pm
Harper County [District 30]	201 N Jennings, Anthony, KS 67003	M-F 8-12 and 1-4
Marshall [District 22]	Marysville, KS	8am to 5 pm Monday thru Friday
Lyon and Chase [District 5]	Emporia, KS and Cottonwood Falls, KS	8 a.m. to 5:00 p.m. for court; Clerks in Lyon County public hours are 8:00 a.m. to 4:00 p.m.; Clerks in Chase County are 8:00 a.m. to 5:00 p.m.
Thomas [District 15]	300 N Court Colby KS	M-F 8-12 1-5
Hamilton [District 25]	219 N Main Syracuse, KS 67878	M-F 8-4
Rice County [District 20]	101 W Commercial courthouse 3rd floor Lyons, Ks. 67554	8:00am-5:00pm open during noon hour
Wallace [District 15]	313 Main Street Sharon Springs, KS 67758	Monday-Friday 8-12 and 1-5 MDT
Scott [District 25]	303 Court St Scott City, KS 67871	Mon-Fri 8:00-12:00 1:00-5:00PM
Greeley [District 25]	616 2nd Street	M-F 7-4 Mountain Time
20th judicial district	1400 Main Street Great Bend Ks	M-F. 8am-4pm open to public
Butler County [District 13]	201 W. Pine, El Dorado, KS 67042	M-F, 8-5
Lyon County District Court [District 5]	430 Commercial Street Room 203 Emporia, KS 66801	M-F, 8 AM to 4 PM open to the public
Cheyenne County District Court [District 15]	212 E Washington St. Francis, KS 67756	M-F 8-12; 1-5
Ness [District 24]	Ness City	8:00am - 5:00pm
31st Judicial District, Allen County	Iola, KS	8am-5PM M-F.
Clark County District Court [District 16]	913 Highland Ashland KS 67831	Mon-Fri 8:30am 12pm & 1pm-4:30pm
Douglas [District 7]	111 E. 11th Lawrence, Kansas	8:30 a.m. to 5:00 p.m. Monday-Friday
Clay [District 21]	712 5th St Clay Center Kansas 67432	8-5

28th - Saline and Ottawa counties	300 W. Ash, Salina, Kansas	Mon-Friday 8-5
Montgomery [District 14]	300 East Main Street, Independence, KS 102 West 7th Street, Coffeyville, KS	Business hours: 8:00 a.m. to 12:00 noon and 1:00 p.m. to 4:00 p.m. Monday thru Friday
Woodson County [District 31]	Yates Center, KS	M-F 8 am to 11:45am - 1:00 pm to 5:00 pm
17th Judicial District	Decatur, Norton, Phillips, Smith, Osborne, Graham Counties	M-F 8:00 - 5:00; some counties close for lunch
Atchison [District 1]	423 N. 5th, Atchison, KS	Monday thru Friday 8:00 a.m. to 5:00 p.m.
Leavenworth [District 1]	Justice Center 601 S. Third St.	8-5 M-F
PN	715 Broadway, 3rd Floor PO Box 270	M-F 8am to 5pm
Russell [District 20]	401 N. Main Russell, KS 67665	8 to 5, Monday thru Friday
Ness [District 24]	202 W. Sycamore Ness City	8-5
Gove County [District 23]	420 Broad Street Gove, KS 67736	8 am to 5 pm
Riley [District 21]	100 Courthouse Plaza, Manhattan KS	7:30 to 5:30
Crawford County District Court [District 11]	602 N. Locust, Pittsburg, KS	Monday - Friday 8:00 am - 4:30pm
Cowley [District 19]	311 E. 9th Ave Winfield, KS	8 am to noon, 1 to 4 pm
Rawlins [District 15]	607 Main St #F Atwood, KS 67730	Business Days/Court M-F 8-12-1-5
3 rd [District 3]	200 SE 7th street, Topeka Ks 66608	Monday - Friday 8-4 open to public. We are here until five to assist the court
Trego [District 23]	216 N Main WaKeeney, KS 67672	8-12; 1-5
Republic [District 12]	1815 M Street	7:30 AM 04:30 PM
Barton [District 20]	1400 Main Rm. 306, Great Bend, KS 67530	Business days are Monday - Friday and our hours for court are 8:00am - 4:00pm
26	there are 6 counties in my district.	8-5
Leavenworth [District 1]	601 S. 3rd Street Leavenworth, Kansas 66048	M-F 8:00 am - 5:00 pm
Cowley [District 19]	311 E 9th Ave, Winfield, KS 67156 118 W Central, Arkansas City, KS 67005	Monday - Friday 8 - 4 Except for holidays
Wilson County District Court [District 31]	615 Madison Fredonia KS 66736	M-F 8am to 5pm

Cherokee County District Court [District 11]	110 W Maple St Columbus KS 66725	Monday - Friday 8:00 a.m. - 4:00 p.m.
Stanton County [District 26]	201 N Main, Johnson, KS 67855	M-F, 8 AM to 12 PM - 1 PM to 5 PM
Kearny [District 25]	304 Main St PO Box 64	8-5
Barber [District 30]	118 E Washington Medicine Lodge, KS	M-F 8-noon and 1 to 4
Douglas [District 7]	111 E 11th St, Lawrence, KS 66044	M-F, 8-12, 1-4:30
15th Judicial District	7 counties: Cheyenne, Logan, Rawlins, Sheridan, Sherman, Thomas and Wallace	8 am to 12 pm and 1 pm to 5 pm
Kingman County District Court [District 30]	130 N Spruce, 3rd Floor, Kingman KS 67068	M-F 8:00-12:00 & 1:00-4:00
Leavenworth [District 1]	Leavenworth KS	8-5 Monday thru Friday
Saline County [District 28]	300 W. Ash, Salina, KS	District Court Clerk's office open 8:30-4:00 we are here from 8:00-5:00
Comanche [District 16]	201 S New York Coldwater KS 67019	M-F 8-12 and 1-5
Lyon and Chase [District 5]	Emporia and Cottonwood Falls	8-4 M-F
Saline County [District 28]	300 W. Ash, 3rd Floor Salina, KS 67401	Court dockets (usually 4 of them) begin at 8:30 Mon - Fri. We have no self-help centers
Sherman [District 15]	Goodland-813 Broadway	M-F 8:00-12:00 and 1:00 to 5:00 MT
BUTLER [District 13]	201 w pine el dorado	8:00 am- 5:00pm
Norton County Courthouse [District 17]	101 S. Kansas, Norton KS 67654	Monday-Friday, 8:00 a.m. to 12:00 p.m., 1:00 p.m. to 5:00 p.m.
Nemaha [District 22]	607 Nemaha St, Seneca, KS	M-F 8-5, no self help center currently
Graham County District Court [District 17]	410 N Pomeroy Ave STE 9 Hill City KS 67642	8:00 am to 5:00 p.m.
Greenwood [District 13]	311 North Main	M-F 8-12 & 1-5
Anderson County [District 4]	100 E 4th Avenue, Garnett, Kansas	Monday through Friday 8am-12pm and 1pm-4pm
Ottawa County District Court [District 28]	307 N Concord Minneapolis, KS 67467	M-F 8-12 1-5
Dickinson [District 8]	109 East 1st Street, Abilene, KS	8 AM-5 PM, Monday-Friday

30th Judicial District	501 North Washington, Wellington, KS 67152	M-F 8:00 - 5:00 p.m.
Cowley [District 19]	311 E. 9th Winfield, KS	8-5 M-F
Stevens [District 26]	200 E. 6th Street Hugoton, KS 67951	M-F, 8am-12pm and 1pm-5pm
Seward [District 26]	415 N. Washington Liberal, Kansas 67901	Monday-Friday 8-12 1-5
Reno County District Court, 27th Judicial District	206 W 1st Ave Hutchinson, KS 67501	M-F 8AM - 4PM
Sumner [District 30]	501 N Washington Wellington KS 67152	M-F 8:00 am to 5 pm
Edwards County District Court [District 24]	312 Massachusetts Kinsley KS	8 to noon and 1 to 5
Wabaunsee [District 2]	215 Kansas Ave Alma, KS 66401	8:00 am-4:00 pm M-F

Does your court have a self-help center?

Yes	17	18.48%
No	75	81.52%
Total	92	100.00%

***Note: the following responses are those who have answered “yes” to the previous question.**

What services do you provide at your self help center (please select all that apply)?

Personal assistance to litigants (individual/one-on-one)	9	52.94%
Escort or navigator	5	29.41%
Forms	15	88.24%
Instructions/explanations	10	58.82%
Workshops/clinics/classes	0	0.00%
Other (please specify):	8	47.06%
Total	17	100.00%

Other Responses:

link and hotline to KLS
Workstation
computer and printer
NIGHT COURT
Computers
computer with access to forms and instructions on district website
Computer, paper, direct phone line to KSLS
clerk assist upon request

Do you charge for forms or copies?		
Yes	1	6.67%
No	14	93.33%
Total	15	100.00%
How much do you charge per copy?		
\$.25 per copy		
Please select all the tools that are provided to litigants:		
Printed materials or forms	14	82.35%
Standardized Kansas forms	13	76.47%
Checklists	6	35.29%
Child support calculation software	4	23.53%
Fee based legal advice line	8	47.06%
For a fee "form filler" assistant	0	0.00%
Procedural or instruction sheets	7	41.18%
Handbooks	4	23.53%
Case process/flow charts	3	17.65%
Glossary	8	47.06%
Case document filing for Clerk's filing counter	5	29.41%
Internet form submission	4	23.53%
Law library staff	3	17.65%
Law library resources	5	29.41%
Staff/volunteers to assist	8	47.06%
Staff/volunteers to escort litigants	4	23.53%
Q and A documents (please specify):	0	0.00%
Videos (please specify):	1	5.88%
Other printed materials (please specify):	3	17.65%
Total	17	100.00%
Videos (please specify):	Other printed materials (please specify):	
	Pro Se forms with websites and lists of local counsel	
KLS		
	resource info with websites and contact numbers	
	attorney list, clerk do's and don'ts	
Who has access to the self help centers?		
Self represented litigants	2	11.76%
Attorneys	0	0.00%
Both	15	88.24%

Other (please specify)	0	0.00%
Total	17	100.00%
Please select the locations of your self help functions:		
Inside courthouse or building	14	82.35%
Court security screening prior to entry to self help center	2	11.76%
Space adjacent to court location	1	5.88%
Off site location (please indicate location)	0	0.00%
Other (please specify):	1	5.88%
Total	17	100.00%
Other Response: in Court Clerk's office		
Please select all of the self help tools you provide:		
Signage: directional signs, charts ("start here?" "Step 1/Step 2/Step 3", etc.)	5	29.41%
Assistance by court staff member	14	82.35%
Check-in or triage services	1	5.88%
Direct assistance in preparing/completing documents	5	29.41%
Books/legal references	7	41.18%
Clinics/classes	0	0.00%
Meeting with attorney/legal assistance (e.g., 15 minute sessions)	2	11.76%
Resource lists	8	47.06%
Referrals to specialists such as mediators, counselors, attorneys	4	23.53%
Secure or private (conference or waiting) rooms	5	29.41%
Private secured room/area for domestic violence litigants	6	35.29%
Internet	14	82.35%
Dedicated self help legal website (please specify site)	10	58.82%
Self help kiosks (please indicate how many)	7	41.18%
Printers (please indicate how many)	15	88.24%
Scanners (please indicate how many)	1	5.88%
Copy machines (please indicate how many)	2	11.76%
On site computer (please indicate how many)	15	88.24%
ATM/Money/change machine (please indicate how many)	1	5.88%
On site phone (please indicate how many)	7	41.18%
Total	17	100.00%

Dedicated self help legal website (please specify site)	Self help kiosks (please indicate how many)	Printers (please indicate how many)	Scanners (please indicate how many)	Copy machines (please indicate how many)	On site computer (please indicate how many)	ATM/Money change machine (please indicate how many)	On site phone (please indicate how many)
		1			1		
4jdks.org		1			1		1
KLS	1	1					1
Ks Courts		2			2		
					1		
	1	1					
	1	1			1		
Kansas Legal		1			1		1
COURTS.JOCOGOV.ORG					8		1
KLS, KSCOURTS		2	1		3	1	2 (staffs)
Kansas Legal Services	2	1			2		1
	1	1			1		
		1			1		
www.8thjd.com	1	1			1		1
	1	1		1	1		
KSCOURTS website, KLS		1			1		
KSCOURTS website, KLS		1		1	1		

What self help tools do you provide remotely (please select all that apply)?

Web/internet	7	41.18%
Webinars	0	0.00%
Video/Skype/Facetime	0	0.00%
Chat/answer line	1	5.88%
Co-browsing	0	0.00%
Telephone call line	5	29.41%
Text messaging	0	0.00%
On line documents/brochures/resource guides	7	41.18%
Links to Office of Judicial Administration	9	52.94%
Links to Kansas Bar Association	6	35.29%
Links to Kansas Legal Services	13	76.47%
Kansas Judicial Council forms	14	82.35%
Do not provide remote access	3	17.65%
Total	17	100.00%

What are the self help needs at your court (please select all that apply)?

Domestic violence	15	88.24%
Civil	12	70.59%
Landlord/tenant disputes	15	88.24%
Family Law/Domestic Relations	16	94.12%
Criminal	7	41.18%
Traffic	8	47.06%
Juvenile	6	35.29%
Probate	10	58.82%
Adoption	11	64.71%
Petitions	16	94.12%
Name change	16	94.12%
Protective order	16	94.12%
Divorce/dissolution petition	15	88.24%
Child support/visitation	13	76.47%
Expungement	13	76.47%
Post judgement/decreed/order	12	70.59%
Probation violation	6	35.29%
Other (please specify)	2	11.76%
Total	17	100.00%

Other Responses:

VS 211 - Birth Certificate Amendments
Custody Paperwork

What data do you collect (select all that apply):

Usage/utilization statistics	5	29.41%
Numbers of customers/litigants	7	41.18%
Numbers for forms/documents provided	3	17.65%
Number of volunteers used	1	5.88%
Number of attorneys assisting	1	5.88%
Do not collect data	10	58.82%
Total	17	100.00%

How is this data collected used? (Please indicate:)

Record Case numbers
TRIAGE FORM
Information is written in a log
Safehome who volunteers keeps track
Just number of SRL
court staff complete a form when they interact with self help litigant. Person seeking assistance is asked to complete survey also. Few comply

court staff complete a form when they interact with self help litigant. Person seeking assistance is asked to complete survey also. Few comply

On average, what is the staff hours per week helping self represented litigants? (Please indicate:)

40

40

40 hrs

1 or 2 hours

?

unknown

unknown

What is the source of funding for your self help centers (please select all that apply)?

State	3	17.65%
County	12	70.59%
Litigant/User	0	0.00%
Private provider	0	0.00%
Other (please specify):	3	17.65%
Total	17	100.00%

Other Responses:

minimal cost

comes from our budget

court budget

Please select who staff the self help centers (select all that apply):

On site SHC supervisor	4	23.53%
Navigator/facilitator/helper	4	23.53%
Volunteers	1	5.88%
Security officer	0	0.00%
Other (please specify):	10	58.82%
Total	17	100.00%

Other Responses:

court staff

Clerks leave desk and go to shc to assist citizens when needed

court staff

Clerk and Deputy

court employees

Court Interpreter

court staff

office staff only when needed		
clerk staff		
clerk staff		
Please answer the following:		
Amount of staff time is dedicated to self help (hours/week:)	Amount of attorney pro bono/volunteer time (hours/week:)	
varies	0	
15	0	
0	0	
40	0	
unknown	unknown	
it depends	0	
4-6	0	
1	0	
3 STAFF AT 40HRS/WEEK	21	
40 hrs	0	
2 hours twice a week unless someone needs to use and clerk helps	0	
2+ hours per week	NA	
2 hours	0	
unsure as data is not collected	unknown	
Unknown	None	
7-10 hours per week	N/A	
7-10 hours per week	N/A	
Does your court provide language access services in the self-help center (if you have one) to patrons who are limited English proficient?		
Yes	7	41.18%
No	8	47.06%
N/A	2	11.76%
Total	17	100.00%
Please select all the services provided:		
Sign language interpreters	1	14.29%
Services for people with other disabilities (ex.: assistance listening devices, CART, large print for vision impaired, etc.)	1	14.29%
Bilingual court staff	5	71.43%
Other bilingual government staff	1	14.29%
Specific service functions reserved for "official court interpreters"	1	14.29%
Coverage of less commonly requested languages	1	14.29%

Total	7	100.00%
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Please answer the following:

Please specify the level/demand for foreign language assistance:	Please let us know if you have any infrequent language access needs:
30 percent	Rare
minimal	none
HIGH	NO
30%	2%
haven't had anyone requests that is self-help center	0
high and increasing	spanish
high and increasing	spanish

Who provides assistance with self-help center patrons/self-represented litigants?

Kansas Bar Association	0	0.00%
Kansas Legal Services	9	52.94%
Limited scope representation lawyers	0	0.00%
Pro bono attorneys	0	0.00%
Other entities (providers, landlord attorneys, mediators, domestic violence advocates)	4	23.53%
Other (please specify)	7	41.18%
Do not have assistance	6	35.29%
Total	17	100.00%

Other Responses:

KLS only by phone
Clerk and Deputy
Clerks
staff
Clerk
court staff
court staff

*Please note: the following responses are those who answered that they do not have a self-help center.

What type of self help center would be best for your court or district?

On-site	36	48.00%
Remote access	28	37.33%
Other	11	14.67%
Total	75	100.00%

Other Responses:

none
Online
Both

Remote would work but we do not have place for remote access.
this presumes a self help center is needed
Off-site like Public Library
Don't know
none
on-site, remote, open for suggestions
able to phone in somewhere that has a self help center
Both onsite and remote

What types of services would you want in a self help center (please select all that apply)?

Personal assistance to litigants (individual/one-on-one)	49	65.33%
Escort or navigator	19	25.33%
Forms	66	88.00%
Instructions/explanations	69	92.00%
Workshops/clinics/classes	10	13.33%
Other (please specify):	6	8.00%
Total	75	100.00%

Other Responses:

none
online personal assistant
this presumes a self-help center is wanted
Need them for PFA's and domestic
none
attorney


What are the specific obstacles that prevent your jurisdiction from hosting a self-help center?

Space and Funding
Space, personnel
Space to hold one-on-one meetings/sessions with litigants. The area would need to allow for HIPPA regulations to be followed. Proper training for the personal assistants.
Cost and space
Room for one. If we had one the self represented litigants would ask more than we are allowed to help with.
Cost; Limits on ability of staff to provide advice; Risk of accusations of practicing law without license; risk of accusations of providing inaccurate information; lack of guidance from OJA and Supreme Court as to limits of assistance to be provided; lack of training to provide staff a means of dealing with self-represented litigants; lack of support from area attorneys from both philosophical and financial perspectives; lack of community resources to host self help facilities.
Space and personnel limitations
Not enough time and not enough personnel. When you assist self help/pro se litigants we cannot and do not want to have to give legal advice. Legal advice is the eye of the beholder. Referring litigants to sites for forms is fine but they want you to fill them out, give them advice and act as their legal advice. That is not what we should do in the court office. We do not have judicial immunity.

Wallace County is a smaller court in the State of Kansas. Maybe a self help center within District 15 would help tremendously.
We are a small court
No room and no money to hire
We do not have space or staff necessary for a self-help center.
Space for the center. Manpower to staff the center. Budget to purchase the equipment and furniture needed.
Remote location
Salary
Our dated court house facilities lack extra space for a self-help center.
cost
Space
We don't have enough room
Financial and staffing
I have no space for a self-help center.
Lack of desire. Forms and instructions on the judicial counsel website should be sufficient.
No space available.
None
Funds
Not enough room for a self help center
I don't know, honestly.
Space, we don't have the room in our courthouse for a self help center.
Time and the amount of Staff
Clerical training and staff to assign to help
We are a 1 1/2 Office. Availability of Staff/Help
No available space and limited staffing resources. we currently have a committee studying these issues Kansas legal services has spoken to us and offered assistance.
None
Lack of space. Would almost need one clerk assigned to self-help permanently.
1. space 2. funding 3. limitations on the forms we can provide 4. limitations on the information/instruction/advice we can provide 5. we do not have an attorney to provide legal advice
We have no room, nor do we have enough staff to work in a self-help center.
I think our Chief Judge would be afraid someone would give to much help and we are not to give any legal advise.
Space
Space and limited staff
Space, space, space
We do not have the human resources for an on-site self help center. Remote access is not defined by . We currently refer people to the self-help resources on the Kansas Judicial Branch website, Kansas Judicial Council website and Kansas Legal services phone number or website.
We do not have the space to be able to set up a self help center and we are only a 3 person office.
Money - Does not appear to be any interest from those with authority to push to establish such a help center

Staffing
locating appropriate space and equipment, trained staff to work with litigants, staff time, assistance in determining what our self-represented litigants needs are...
Staffing
Size and lack of personnel
Room and staff.
I am wanting to get a self help center started. The biggest obstacle I see is not having the availability to staff the self help center. I have the space and the equipment needed to get one started. I also think part of the barrier is not knowing exactly how to get it started.
Space
No room. No one to staff it.
At this time, we are hoping to have a self-help computer set up for our customers within 1-2 years. Currently, we are in a temporary office location due to remodeling of our offices at the courthouse.
Small county only two employees
The room to put one in. And the times it will be used would be sporadic. It would not be a constant flow of people needing help due to the size of our court.
manpower
None known.
Lack of staff and layout of building does not allow for a separate designated area
Having someone to help the litigants
2 person office small operating budget
We have a public access computer in the corner of our office, but we are extremely limited on space

Appendix III – Self-Help Center Data Collection Form

 Self-Help Center Data Collection Form <i>DRAFT</i>	
1. Date (Day, Date, Year, Time):	7. Self-represented litigant/client brought/provided (documents/materials): <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown <input type="checkbox"/> Other/notes:
2. Mode of inquiry: <input type="checkbox"/> In person <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Internet <input type="checkbox"/> Other:	8. Type of inquiry: <input type="checkbox"/> Type <input type="checkbox"/> Type <input type="checkbox"/> Type <input type="checkbox"/> Unknown <input type="checkbox"/> Other:
3. Referred to Self-Help Center by: <input type="checkbox"/> Self/On Own <input type="checkbox"/> Court security <input type="checkbox"/> Court staff <input type="checkbox"/> Information Desk <input type="checkbox"/> Clerk's Office <input type="checkbox"/> Judge/Courtroom <input type="checkbox"/> Another Court <input type="checkbox"/> Other:	9. Services provided by Self-Help Center staff (check all that apply): <input type="checkbox"/> Information <input type="checkbox"/> Directions <input type="checkbox"/> Document(s)/Paperwork <input type="checkbox"/> Brochures <input type="checkbox"/> Photocopies <input type="checkbox"/> Notary <input type="checkbox"/> Pro bono legal assistance <input type="checkbox"/> Case file/record look up <input type="checkbox"/> Other:
4. Self-represented litigant/client information a. Town/City of Residence: <input type="checkbox"/> Name <input type="checkbox"/> Name <input type="checkbox"/> Other: b. Zip code of residence: c. Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Non gender specific <input type="checkbox"/> Not provided/undeclared	10. Referral type provided: <input type="checkbox"/> Bar Association <input type="checkbox"/> Legal Services <input type="checkbox"/> Legal Aid <input type="checkbox"/> Court Clerk's Office <input type="checkbox"/> Law Library <input type="checkbox"/> Social service agency <input type="checkbox"/> Other:
5. Self-represented litigant/client visit for: <input type="checkbox"/> 1 st time/visit <input type="checkbox"/> 2 nd time/visit <input type="checkbox"/> 3 rd or more times/visit	11. Amount of time with self-represented litigant/ client: <input type="checkbox"/> 0-5 minutes <input type="checkbox"/> 6-10 minutes <input type="checkbox"/> 11 – 15 minutes <input type="checkbox"/> more than 15 minutes
6. Language/assistance needed: <input type="checkbox"/> Not needed <input type="checkbox"/> Spanish <input type="checkbox"/> Korean <input type="checkbox"/> American Sign Language <input type="checkbox"/> Disability Assistance <input type="checkbox"/> Literacy Assistance	12. Notes/Other:

Appendix IV – Suggested Performance Data



Performance Assessment and Measurement Areas

Adapted from the National Center for State Courts' High Performance Court Framework²⁷

Measures Customer Perspective		Potential Metrics
Effectiveness	Measures actions and achievements related to stated goals	<ul style="list-style-type: none"> • # and volume/utilization rates of SHC functions • # of transactions by type of service (information, assistance, escort, referral) • # of transactions by point or location of service (SHC, information desk, other points of delivery) • # of transactions by type of contact (in person, via phone, via web/internet, by email, by chat, etc.) • Types of services provided (forms, instructions, charts, samples, courses, forms review, notarization, etc.) • # of forms provided, copies made • Amount of funds collected for services by type • Demographic information of users (residency, age range, gender) • # of services by type of case • # instances of referral by which agency/entity • # of times user has accessed the services • # of instances where language assistance requested/provided
Procedural Satisfaction	Measures customer perceptions service, fairness and accessibility	<ul style="list-style-type: none"> • Customer service feedback and surveys • Anecdotal/informal feedback from SHC users and customers • Formal and informal feedback from judges and court staff • Formal and informal feedback from service partners and collaborators
Measures Internal and Operating Perspective		Potential Metrics
Efficiency	Measures variability of processes	<ul style="list-style-type: none"> • Service transaction time for specific functions (phone talk time, one on one interactions) • Feedback on document accuracy, completeness, and correct use • Informal judge and staff feedback
Productivity	Measures utilization of resources and time	<ul style="list-style-type: none"> • # of transactions by day of week, by time of day • # of transactions by prior appointment • Cost per service or transaction • Staff workload assessments (tasks, time, volumes per staff) • # of service partners/providers utilized

²⁷ For information about the High Performance Courts Framework, see <http://www.ncsc.org/Information-and-Resources/High-Performance-Courts.aspx>.

Appendix V – Self-Help Referral or “Prescription” Sheet

Resources for Free Legal Help in X District Court		
Free Legal Help at the Courthouse		
E-Filing	File court papers electronically	
Housing & Money	Help for tenants in eviction cases Help for landlords in eviction cases Help with debt collection cases	
Criminal Records	Help to expunge & seal criminal records	
Traffic	Help with traffic and DUI	
Make Payments	Help with making financial payments	
Free Help From Home		
	<p>Example County/District Online Free Legal Information & Court Papers From Your Computer or Mobile Device Available 24/7 WWW.XXXX</p>	
Hiring a Lawyer		
Name of Bar Association	Bar association web site and phone	
Kansas Legal Services	<p>Kansas Legal Services provides forms to low income Kansans</p> <p>https://www.kansaslegalservices.org/node/freeforms</p> <ul style="list-style-type: none"> For more information, please call (phone) 	
Helpful Websites		
<p>Court Website https://www.xxxxx Find court papers & case information Criminal Division: Civil Division:</p>	<p>Kansas Judicial Branch Website http://www.kscourts.org/</p>	
Additional Services in the Courthouse		
<p>ADA Accommodations Requests Request an accommodation for a disability</p> <p>Deaf/Hard of Hearing Access Request a sign language interpreter</p>	<p>Interpretation To request a free interpreter at court, ask the clerk in the courtroom for help</p> <p>County Law Library Free access to public computers & legal research tools</p>	
<p>Notes: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>		

Appendix VI – Current Kansas Self Help Resources

The Kansas Judicial Council **cannot** provide advice about specific case, which form to use, or how to fill out a form. Here are some website that may help you.

Kansas Judicial Branch Self-Help Information

The self-help website provided by the Kansas Judicial Branch is intended to help you find legal assistance and information, work with an attorney, and represent yourself in some legal matters.

Kansas Bar Association Lawyer Referral Service

The Kansas Bar Association's Lawyer Referral Service provides answers to many questions such as how to find a lawyer, services available to the public, and the potential fees and costs involved. It may also allow you to talk with a lawyer who can answer your questions for only \$2 per minute.

Kansas Legal Services

Kansas Legal Services provides resources, links and several hotlines to help find the legal assistance you need. In addition, Kansas Legal Services provides civil legal advice and representation at no cost or at reduced fees to income eligible individuals. The Kansas Legal Services legal forms page also provides access to various legal forms and includes a simple interactive process for completing divorce and adult name change forms.

Kansas Free Legal Answers

The Kansas Free Legal Answers program provides free legal assistance to income-eligible persons. Users that meet the eligibility guidelines may ask up to three civil case related questions per year. Users will then get an answer via email.

Kansas Bar Association (KBA)

The Kansas Bar Association provides resources, information, and legal forms on its website. For example, the KBA provides information and forms on the following topics: Kansas Deed Forms, Durable Power of Attorney Information and Forms, Living Wills (Advance Directive) "A Death in the Family....What Should I Do?" "On Your Own: A Guide to Your Legal Rights and Responsibilities as an Adult"

Kansas Law School Clinics

The Washburn Law Clinic provides free legal services to Shawnee County residents who cannot afford to hire private attorneys. (Eligibility is based on income.)

The KU Law Legal Aid Clinic provides legal services to low income clients in Lawrence Municipal Court and Douglas County District Court.

Kansas Statutes

The current Kansas Statutes can be found on the Kansas Legislature's website.

DCF Child Support Services

Information about DCF parentage and child support cases can be found at DCF Child Support Services.

Johnson County Law Library Forms

The Johnson County Law Library provides some forms, including, forms for divorce, registration of foreign judgment, and forms specific to the local court rules.

Johnson County District Court Help Center

The Johnson County District Court Help Center assists unrepresented litigants in court cases in Johnson County. However, the forms may be helpful as examples when drafting documents to use in other Kansas district courts. The Help Center provides examples of the following documents that the Judicial Council does not provide: Parentage, Motion to Enforce Separation Agreement or Divorce Decree, General Motion to Continue & Order of Continuance, General Notice of Hearing

Shawnee County District Court Forms

The Shawnee County District Court provides a wide variety of forms for use in Shawnee county district court cases.

Appendix VII – Sample Signage for Self-Help Center Locations and Access

Statewide  MINNESOTA JUDICIAL BRANCH

Self-Help Center

Heading to court without a lawyer? Here are four easy ways to get legal information on your type of case.



 **Website**
Find court forms and information on handling your court case at mncourts.gov/selfhelp.

 **Call Center**
Ask court staff questions on forms, procedures, and legal resources at (651) 435-6535.

 **Free Computer Workstations**
The court website, forms, and legal resources are available at workstations in Minnesota courthouses.

 **Email**
Send us your question by using the "Contact Us" link on the Self-Help Center website.

Get court forms and legal information at mncourts.gov/selfhelp

- Divorce, Custody, Child Support
- Conciliation Court Claims
- Landlord/Tenant
- Criminal Expungement
- Car Title Problems
- And more!

Appendix VIII – Sample Forms Policy

Illinois Supreme Court Rule 10-101. Standardized Forms

(a) The Illinois Supreme Court Commission on Access to Justice shall establish a process to develop and approve standardized, legally sufficient forms for areas of law and practice where the Commission determines that there is a high volume of self-represented litigants and that standardized forms will enhance access to justice.

(b) The Commission shall establish a process for publication, review and approval of any proposed standardized form in accordance with the Supreme Court's administrative order regarding standardized forms.


(c) Standardized forms approved by the Commission may be used by any party wherever they are applicable and must be accepted for filing and use by all courts.

(d) Courts may not require that parties use an altered standardized form except that a court may modify a standardized form order as necessary or appropriate to adjudicate a particular issue, claim or action.

(e) A party may supplement a standardized court form with additional material as long as the form is not altered.

Adopted Nov. 28, 2012, eff. immediately.

Appendix IX – Sample Data Collection Form

 NEW YORK STATE UNIFIED COURT SYSTEM Data Collection Form / Court Help Center	
<p>1. Help Center Location: _____</p> <p>2. Mode of Inquiry: <input type="checkbox"/> In-Person <input type="checkbox"/> By Phone <input type="checkbox"/> By Mail/E-Mail</p> <p>3a. Date of Visit/Month: _____</p> <p>3b. Year of Visit: _____</p> <p>Unrepresented Litigant Client Information</p> <p>4a. 1. NYS County of Residence <input type="checkbox"/> Manhattan <input type="checkbox"/> Westchester <input type="checkbox"/> Suffolk <input type="checkbox"/> Bronx <input type="checkbox"/> Dutchess <input type="checkbox"/> Nassau <input type="checkbox"/> Kings <input type="checkbox"/> Orange <input type="checkbox"/> Erie <input type="checkbox"/> Queens <input type="checkbox"/> Putnam <input type="checkbox"/> Richmond <input type="checkbox"/> Rockland</p> <p>2. Other county: _____</p> <p>3. Out of State (specify): _____</p> <p>4. Incarcerated? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>4b. Client's 5-Digit Zip Code: _____</p> <p>4c. Gender (optional): <input type="checkbox"/> Male <input type="checkbox"/> Female</p> <p>4d. The client is visiting/contacting this Help Center location for the: <input type="checkbox"/> 1st time <input type="checkbox"/> 2nd time <input type="checkbox"/> 3rd time or more</p> <p>4e. Interpreter needed? Language: <input type="checkbox"/> Not needed <input type="checkbox"/> Haitian/Creole <input type="checkbox"/> Spanish <input type="checkbox"/> Italian <input type="checkbox"/> American Sign Language <input type="checkbox"/> Korean <input type="checkbox"/> Albanian <input type="checkbox"/> Mandarin <input type="checkbox"/> Arabic <input type="checkbox"/> Polish <input type="checkbox"/> Bengali <input type="checkbox"/> Portuguese <input type="checkbox"/> Cantonese <input type="checkbox"/> Russian <input type="checkbox"/> French <input type="checkbox"/> Vietnamese <input type="checkbox"/> Greek <input type="checkbox"/> Other: _____</p> <p>4f. Did the client bring any papers? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A-Unknown</p> <p>4g. Is the client represented by an attorney? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A-Unknown</p>	<p>4h. Is the client an attorney? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A-Unknown</p> <p>4i. Did the client need special assistance because he/she is disabled? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A-Unknown</p> <p>4j. Did the client need special assistance due to a literacy problem/issue? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A-Unknown</p> <p style="background-color: #cccccc; text-align: center; margin-top: 10px;">Type of Court Most Closely Related to Inquiry</p> <p><input type="checkbox"/> Not Applicable <input type="checkbox"/> Federal Court <input type="checkbox"/> City Court <input type="checkbox"/> NYC Civil Court <input type="checkbox"/> Community Court <input type="checkbox"/> NYC Criminal Court <input type="checkbox"/> County Court <input type="checkbox"/> Supreme Court <input type="checkbox"/> Court of Claims <input type="checkbox"/> Surrogate's Court <input type="checkbox"/> District Court <input type="checkbox"/> Town & Village Court <input type="checkbox"/> Family Court</p> <p style="background-color: #cccccc; text-align: center; margin-top: 10px;">Services Rendered</p> <p><input type="checkbox"/> ADA/special Services <input type="checkbox"/> Provide legal/procedural information <input type="checkbox"/> Appellate Term Coordinator Services <input type="checkbox"/> Provide general information <input type="checkbox"/> Distribute copy of statute <input type="checkbox"/> Referrals (see Referral section below) <input type="checkbox"/> Distribute court form/instructional kits <input type="checkbox"/> Review forms for completeness <input type="checkbox"/> Divorce kit <input type="checkbox"/> Search court records/report status <input type="checkbox"/> Notary <input type="checkbox"/> Pro bono legal service/attorney <input type="checkbox"/> Provide informational brochures</p> <p><input type="checkbox"/> Other: _____</p> <p style="background-color: #cccccc; text-align: center; margin-top: 10px;">Referral Type</p> <p><input type="checkbox"/> Bar Association <input type="checkbox"/> Social Service Agency/Community Agency <input type="checkbox"/> Child Support Enforcement Bureau <input type="checkbox"/> Other Government Agency <input type="checkbox"/> County Clerk's Office <input type="checkbox"/> Other court <input type="checkbox"/> Legal Aid/Legal Services <input type="checkbox"/> UCS Website <input type="checkbox"/> Public Access Law Library <input type="checkbox"/> Other legal resources website</p> <p><input type="checkbox"/> Other: _____</p>