



 **NCSC**
National Center for State Courts

Forms Camp Topics

1. Form Design – On Demand
2. Plain Language – On Demand
3. Accessibility – On Demand
4. User Testing – On Demand
5. **Form Review & Revision – Today!!**
6. Automation – 8/24



Forms Camp Logistics



Campers are muted and off camera.



Webinar is being recorded and will be available at ncsc.org/webinars and on the Forms Camp page at ncsc.org/formscamp2022.



Use the Q&A box for questions.



Materials from will be posted on the Forms Camp page at ncsc.org/formscamp2022

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Lonni Summers

lsummers@ncsc.org

www.ncsc.org/formscamp2022

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Form Review & Revision

Amber L. Herrmann
Director of Administrative Services - District Court of Maryland

Virginia Kuberski
Forms Manager - Minnesota Judicial Branch

Forms Overview - Maryland

Maryland Judiciary Forms Subcommittee
c/o District Court Headquarters - Administrative Services
187 Harry S. Truman Parkway, 5th Floor
Annapolis, MD 21401
formssubcommittee@mdcourts.gov

JUDICIARY NEW / REVISED FORM REQUEST

Use this form to suggest a new form or recommend changes to an existing District Court or Circuit Court form. External use forms are for court and public use. Internal use forms are for court use only.

Request for: Circuit Court Internal Use External Use Internal & External Use
 District Court Internal Use External Use Internal & External Use

All local forms are created, modified, and maintained within the local jurisdiction and are not subject to review by the Forms Subcommittee or Administrative Services. Local forms submitted to the Forms Subcommittee may be found on [CourtNet](#) (Local Forms Index).

Justification for creating a new form or revising an existing form: _____

Applicable Statute(s)/Rule(s): _____

Details/Suggestions for Form Development. You must attach supporting documentation with suggested language or a marked up version of an existing form.

New/Revised Form Request may be sent electronically to formssubcommittee@mdcourts.gov or mailed to the address above.

Within forty-five (45) days of receipt, the requestor is notified electronically whether the form request is granted, denied, or modified. If the request is granted, the form request is processed. If the request is denied, the requestor is advised of the basis for denial. Online forms are posted on the judiciary website within ninety (90) days from when the request is granted. External use forms are posted on [mdcourts.gov](#) (Court Forms Index); internal use forms are posted on [CourtNet](#) (Forms Index). The procurement process for paper forms is eight (8) to twelve (12) weeks from when request is granted.

Signature of Requestor _____ E-mail _____
Printed Name of Requestor _____ Telephone _____
Date _____ Address _____
City, State, Zip _____

Internal Request (please choose or enter your specific work location):
Court Agency _____ Location _____ Department _____

[Send as E-mail Attachment](#)

[Reset](#)

CC-DC-076 (Rev. 09/2019)

DISTRICT COURT OF MARYLAND FOR _____ City/County

Located at _____ Court Address _____ Telephone: _____
Case No. _____

Plaintiff/Judgment Creditor _____ vs. Defendant/Judgment Debtor _____
Address _____ Address _____
City, State, Zip _____ City, State, Zip _____

CIRCUIT COURT DISTRICT COURT OF MARYLAND FOR _____ City/County

Plaintiff/Judgment Creditor _____ vs. Defendant/Judgment Debtor _____
Address _____ Address _____
City, State, Zip _____ City, State, Zip _____

CERTIFICATION OF CUSTODIAN OF RECORDS OR OTHER QUALIFIED INDIVIDUAL
(Md. Rule 5-902(12)(b))

I, _____, do hereby certify that:

(1) I am the Custodian of Records of or am otherwise qualified to administer the records for: _____, and _____
an organization that maintains the records.

(2) The attached records are true and correct copies of records that:

(a) are true and correct copies of records that were made at or near the time of the occurrence of the matters act, event, or condition, or the rendition of the diagnosis, and

(b) are faithful and accurate copies of records that were made by a person with knowledge of these matters; and

(c) were made and kept in the course of regularly conducted business activities, and

(d) were made and kept by the regularly conducted business activity as a regular practice;

and

(d) where the regular practice of that business was to make and keep the records memorandum, report, record, or data compilation, and

I declare under penalty of perjury that the foregoing contents of this document are true and correct.

Date _____ Signature _____
Printed Name _____
Title _____

CC-DC-CY-110 (Rev. 04/2017/06/2022)

MARYLAND COURTS
Fair, Efficient, & Effective Justice For All

MISSION & VISION JOBS SITE INDEX LANGUAGES

powered by Google

Opinions Search Search Tips

COURTS COURT HELP E-SERVICES LAWYERS MEDIA COMMUNITY

Court Forms

What do I need to know about court forms?

Maryland's courts have hundreds of forms available. These court forms allow you to file and respond to court cases. Use the links below to find forms and to get help completing your forms.

Court Forms Search
Already know the forms you need?

The Maryland Judiciary offers three ways to search for court forms. Go directly to a specific forms index.

All Maryland Court Forms >>
(a searchable index of all court forms)

District Court Forms >>
(civil, expungement, landlord/tenant, protective orders, etc.)

Juvenile & Family Law Forms >>
(child custody, child support, divorce, guardianship, etc.)

Court Forms Tools
Need help finding the right forms?

[Use the Court Forms Finder to help identify, select and print forms.](#)

This tool guides you through a series of questions to help identify which forms you need.

Maryland Court Help
GUIDE & FILE **many** court forms

This free program uses your interview answers to complete court forms by guiding you through a series of simple questions.

Other Information
Need help with other court forms?

Land Records Information

Statewide Uniform Subpoena
For registered users on the AIS portal. Self-represented litigants MUST obtain the paper form from the appropriate court. Attorneys can still obtain the paper form from the appropriate court.

Foreign Subpoena
Written Undertaking for foreign subpoena form- required pursuant to Rules 2-422.1 and 2.510.1

Waiver of filing fees

How the Maryland Judiciary Approaches the Development, Revision, Approval, and Distribution of Court Forms



Form Review and Revision in Maryland

WHO

- The Maryland Judiciary's Forms Subcommittee (FSC) was established by the Judicial Council in 2014.
- The Forms Subcommittee is responsible for the development, revision, vetting, approval, and distribution of over 900+ court forms (mdcourts.gov/forms) used by both internal court staff and the public.
- Its members are comprised of trial court (Circuit and District Court) judges and clerks, commissioners, internal information technology members from Judicial Information Systems (JIS), business analysts, and several Administrative Office of the Courts department members.
- The staff of Administrative Services directly supports the work of the Forms Subcommittee.
- In addition to the Forms Subcommittee members, there are ongoing referrals made to Subject Matter Expert Workgroups for the creation of new forms, the review of drafts, and for distribution of drafts to other interested parties. Referrals are made prior to the Forms Subcommittee final review and approval of Judiciary forms.

Forms Subcommittee Workgroups

CIRCUIT COURT WORKGROUP

- Responsible for creation and review of circuit court and joint Circuit Court and District Court forms

CRIMINAL/TRAFFIC WORKGROUP

- Responsible for the creation and/or review of District Court and joint criminal forms
- Refers drafts to other subject matter experts, compiles responses, and submits recommendations to the Forms Subcommittee

CIVIL WORKGROUP

- Responsible for the creation and/or review of District Court and joint civil forms
- Refers drafts to other subject matter experts, compiles responses, and submits recommendations to the Forms Subcommittee

FORM CONSISTENCY WORKGROUP

- Responsible to review paper, online, and MDEC forms for currency and consistency
- Compares forms and dockets to verify forms are current versions and revisions have been made correctly in all formats

GUIDE AND FILE REVIEW/TESTING WORKGROUP

- Responsible for the reviewing and testing of interviews to determine that:
 - interviews result in properly completed forms;
 - questions are clear, concise, and easily understood; and
 - there are no logic errors causing issues



DCHQ Administrative Services

Administrative Services was created in 2001 and is one of four departments within District Court Headquarters.

Administrative Services staff produces court forms, brochures, and the District Court's pages on the Judiciary website, all of which provide the tools and/or training necessary to promote excellence in public service, effective communication, and access to justice.

Initially, Administrative Services duties revolved solely around District Court documents. In 2005, those responsibilities expanded to include Judiciary-wide court forms, brochures, and informational documents.

This change also restructured the department, which now includes three (3) dedicated Forms Coordinators.

Forms Coordinators are responsible for developing, designing, and disseminating tools that promote excellent public service, and meet all public needs, including those who require alternative formats or foreign languages.

The Coordinator is responsible for assisting with the coordination of draft review and approvals through the Maryland Judiciary's Forms Subcommittee; maintaining documentation of changes and approval; proper posting on website Form Indexes; and for notifications to court staff, attorneys, justice partners, the public, and the information technology teams relating to form creation/revision.

Form Review and Revision in Maryland

WHAT

- The Forms Subcommittee's development and revision work includes Judiciary-wide court forms, brochures, and informational documents.

DISTRICT COURT OF MARYLAND FOR
LOCATED AT (COURT ADDRESS)

**COMPLAINT/APPLICATION AND AFFIDAVIT
IN SUPPORT OF JUDGMENT**
 \$5,000 or under over \$5,000

Clerk: Please docket this case in an action of contract tort replevin
 detinue bad faith insurance claim consumer debt (original creditor)
The particulars of this case are:

CV

PARTIES

Plaintiff

VS.

Defendant(s)

1. Certified Mail Private Process Constable Sheriff

2. Certified Mail Private Process Constable Sheriff

3. Certified Mail Private Process Constable Sheriff

4. Certified Mail Private Process Constable Sheriff

ATTORNEYS
For Plaintiff - Name, Address, Telephone Number & Code

MILITARY SERVICE AFFIDAVIT

Defendant(s) _____ is/are in the military service. Verified through DOD at: <http://scm.dmdc.osd.mil/>

No defendant is in the military service. The facts supporting this statement are: _____

Specific facts must be given for the Court to conclude that each Defendant who is a natural person is not in the military.

I am unable to determine whether or not any defendant is in military service.
I hereby declare or affirm under the penalties of perjury that the facts and matters set forth in this Affidavit are true and correct to the best of my knowledge, information, and belief.

Date: _____ Signature of Affiant

APPLICATION AND AFFIDAVIT IN SUPPORT OF JUDGMENT (See Plaintiff Notice on Back Page)
The attached documents contain sufficient detail as to liability and damage to notify the defendant clearly of the claim against the defendant, including the amount of any interest claimed.

Properly authenticated copy of any note, security agreement upon which claim is based Itemized statement of account Interest worksheet Vouchers Check Other written document _____ Verified itemized repair bill or estimate

I HEREBY CERTIFY: That I am the plaintiff _____ of the plaintiff herein and am competent to testify to the matters stated in this complaint, which are made on my personal knowledge; that there is justly due and owing by the defendant to the plaintiff the sum set forth in the complaint.


I solemnly affirm under the penalties of perjury and upon personal knowledge that the contents of this document are true.

Date: _____ Signature of Affiant

DC-CV-001 (front) (Rev. 07/01/2021) **Reset** CMPET

DISTRICT COURT OF MARYLAND

SMALL CLAIMS



HOW TO FILE A SMALL CLAIM IN THE DISTRICT COURT OF MARYLAND

This booklet was developed by Eliot M. Wagonheim, Esquire, and the District Court of Maryland. Mr. Wagonheim is the author of *The Art of Getting Paid: The Business Owner's Guide to Collecting Debts and Managing Receivables in Maryland*.

Complaint/Application in Support of Judgment



Use this interview to guide you through completing a civil complaint in the District Court for the following:

- A **contract** case where a person or business owes you money under an agreement or contract.
- A **tort** case that involves harm or damage to you or your property and has resulted in money damages.
- A **replevin** case where you seek the return of your property.
- A **detinue** case where you seek the value of your property or the property returned.
- A **bad faith insurance claim** where you want actual damages, litigation costs and expenses with interest from an insurer that did not act in good faith.
- A **consumer debt (original creditor)** case where a person owes a secured or unsecured debt for money owed arising from a consumer transaction (credit card debt, student loans, auto loans, medical bills, and pay day loans) and you are the original creditor.

- Complete court form using **Guide & File** or the fillable **PDF**.
- Print documents, review contents, and sign if you plan to file in person or by mail.
- File
 - in person at the court;
 - by mail to the court; or
 - by **e-filing***. (E-filing not available for cases filed in Prince George's Co. or Baltimore City)

Form Review and Revision in Maryland

WHEN

- The Forms Subcommittee holds two (2) formal, in-person meetings each year:
 - **Organizational Meeting** held for new and existing members each January. During this meeting, the FSC discusses the established policies and procedures, achievements, and lessons learned. Updates are made as necessary with consensus from the group.
 - **Forms Mark Up Day** held each year following the legislative session (late June). On Mark Up Day, drafts are created, edited, and reviewed for approval at each session. A final version is prepared by Administrative Services. District Court and joint forms are sent to the District Court Chief Judge for final approval. Circuit Court and joint forms are sent to the Chair of the Conference of Circuit Court Judges for final approval.
- All other work of the FSC is done via email.

Form Review and Revision in Maryland

HOW

- There are generally three ways in which court forms are created/revised in Maryland:
 - **“Form to Change a Form”** – these are standard form requests received on an on-going basis. Anyone may submit a request to amend and/or create a District Court, Circuit Court, or joint form by submitting form CC-DC-076, Judiciary New and Revised Form Request. Requests must include a marked-up copy and supporting documentation and are sent electronically to our monitored, shared email inbox at formssubcommittee@mdcourts.gov.
 - **Legislative Changes** – The Maryland General Assembly convenes for their 90-day session each January-April. Administrative Services and various Administrative Office of the Courts departments track new legislation that will impact the judiciary and possibly alter court forms. Proposed changes to forms are reviewed at Forms Mark Up Day.
 - **Maryland Rules Changes** – Administrative Services monitors changes to the Maryland Rules and creates District Court and joint form drafts for the Forms Subcommittee’s review in time for the effective date.

Form Review and Revision in Maryland COMMUNICATION

- Form revisions are announced to internal court members via email distribution, directives, and a dedicated website which shows redline drafts.
- Members of the public may sign-up to receive email notifications regarding public form changes.

New/Revised Forms Index

This page lists newly created forms and revisions to existing forms as they are published. For revised forms, a "redline" draft version is included showing the revisions to the form in red.

Forms are maintained on this index for one (1) year. The most current versions of all forms can be found on the CourtNet Forms Index.

Choose a Form Type: [\[Circuit Court\]](#) [\[District Court\]](#)

Choose a Form Category: [\[Accounting\]](#) [\[ADR\]](#) [\[Civil\]](#) [\[Criminal\]](#) [\[Dockets\]](#) [\[Domestic Relations\]](#) [\[DV\]](#) [\[ERPO\]](#) [\[Family\]](#) [\[General \(DC\)\]](#) [\[Guardianship\]](#) [\[Juvenile\]](#) [\[MD\]](#) [\[Mental Health\]](#) [\[PO\]](#) [\[General \(CC\)\]](#)

Form Availability Legend: ONL - form is only available online PS-DCWH - form is printed and distributed by the District Court Warehouse when ordered MP-DCWH - form is either a complex, multi-part format or graphic designed brochure that is printed by a vendor and distributed by the District Court Warehouse when ordered MDEC - form is only available for use in Odyssey

Date Posted to Index	Form Type	Form Category	Form #	Title/Brief Description of Changes	Creation/Revision Date	Version Control/Usage Instructions	Form Availability
08/03/2022	Joint	Accounting	CC-DCA-111	Bond Forfeiture Satisfaction-Interest Worksheet - online only To clarify aspects of the factors in the worksheet calculations, form was revised to change the entry label stating: From: Plus interest calculated for each day of the forfeiture to the date of entry of judgment. To: Plus interest calculated for each day of the forfeiture to the date of payment.	Rev. 08/03/2022 Redline Draft	Destroy all previous versions	ONL
07/22/2022	District	Accounting	DCA-109	Cost Schedule - online only - Effective 10.01.2022 Cost schedule revised due to HB0176, Ch. 542 of the 2022 Legislative session, stipulating that the fee for service of process by sheriff increases from \$40 to \$60.	Rev. 10/2022 Redline Draft	Continue using existing stock of previous version until 10/01/2022 then destroy previous version and use new version	ONL
05/23/2022	District	Accounting	DCA-109A	Guide to Appeal Fees - online only Guide revised to differentiate criminal and civil municipal citations under appeal types and the appeal fees that would apply.	Rev. 05/2022 Redline Draft	Destroy all previous versions	ONL
05/19/2022	District	Accounting	DCA-110	Bond Forfeiture Enforcement of Judgment Notification - online only Form updates the name of the retiring Deputy Director of District Court Operations (Connie Hurley) with replacement Deputy Director of District Court Operations (Rebecca Kimball).	Rev. 05/2022 Redline Draft	Destroy all previous versions	ONL
01/05/2022	District	Accounting	DCA-123	Appointed Attorney Invoice Revision of the mileage reimbursement rate (increase) for use of a privately-owned vehicle from .56 cents per mile to .585 cents per mile effective January 1, 2022 by the Internal Revenue Service and adopted by the Department of Budget and Management and the Maryland Judiciary. The Rev. 08/2021 version should be used for reimbursement through December 31, 2021.	Rev. 01/2022 Redline Draft	Destroy all previous versions	ONL
12/21/2021	District	Accounting	DCA-034	Warehouse Requisition (short form) Form revised to eliminate requirement for a control number on the printed order form and to apply current prototype standards to include updating the form number format. Content is unchanged.	Rev. 12/2021 Redline Draft	Continue using existing stock; when supply is low, order new version	MP-DCWH

Public Notice - Revised DC-CV-081 and CC-CV-081

PUBLIC NOTICE DISTRICT COURT - PETITION FOR WARRANT OF RESTITUTION (DC-CV-081) CIRCUIT COURT - PETITION FOR WARRANT OF RESTITUTION (CC-CV-081)

House Bill 932, Ch. 671 / Senate Bill 592, Ch. 672 - Landlord Tenant - Right to Redemption of Leased Premises - Form of Payment, passed during the 2022 Legislative Session. The legislation allows payment of past due amounts owed by a residential tenant to be paid by an electronic or written check issued by a political subdivision or governmental entity on behalf of a tenant.

Information regarding the availability, and usage of each form can be found here:

Form Number	Form Name	Court	Availability	Previous Revision Date	Date upon which 06/2022 version is required to be used
DC-CV-081	Petition for Warrant of Restitution	District	Printed form - Order supply from District Court Warehouse	07/2021	10/01/2022

Instructions for District Court form usage: Bulk filers should order updated stock of DC-CV-081 from the District Court Warehouse. Continue using existing stock of current, District Court, vendor printed version (Rev. 07/2021) until the updated forms (Rev. 06/2022) are received from the District Court Warehouse.

From: District Court <districtcourt@mdcourts.gov>
Sent: Friday, June 24, 2022 12:47 PM
Subject: Forms Notification (06/2022-Effective Immediately)

Good Afternoon,

Please be advised the Petition for Warrant of Restitution (DC-CV-081) has recently been revised due to:
[House Bill 932, Ch. 671 / Senate Bill 592, Ch. 672 - Landlord Tenant - Right to Redemption of Leased Premises - Form of Payment.](#)

This emergency legislation allows payment of past due amounts owed by a residential tenant to be paid by an electronic or written check issued by a political subdivision or governmental entity on behalf of a tenant.

[DC-CV-081 Petition for Warrant of Restitution - \(Bulk Filing Version\)](#) for Prince George's County

Please see the Judiciary's [Public Notice](#) page as well as the [Electronic Filing Prince George's County webpage](#) for any additional questions.

Thank you.

Form Review and Revision in Minnesota

WHO

- State Court Administrator Policy lays out the process for form creation and revision in Minnesota.
- The **Forms Manager** oversees the 600+ forms on the Minnesota Judicial Branch website (www.mncourts.gov/forms), court orders for judicial officers, and notices, etc., that staff send to parties.
- Court Operations Advisory Workgroup (COAW) is made up of judges and court administrators from each of Minnesota's 10 districts. COAW reviews and approves forms for publication.
- The Forms Manager creates ad hoc groups consisting of representatives from Legal Counsel Division and Business Process and Education Unit, and subject matter experts.



Form Review and Revision in Minnesota - WHAT

Our work is not limited to forms to be filled out by parties. We also create and revise:

- Court orders;
- Instructions;
- Court notices; and
- Manuals.

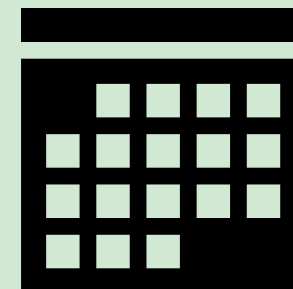
There is a separate group in charge of Help Topic (web) content.

HELP TOPICS		
A		
ADA Accommodation	Adult Drug Courts	Annulment
Adoption	Alternative Dispute Resolution (ADR) / Mediation	Appeals
B		
Bail Bond Program	Bankruptcy	
C		
Cambodian Resources	Chuukese Resources	Court Forms Information
Car Title Problems	Civil Actions	Court Interpreter Program
Child Custody & Parenting Time	Clerk of Appellate Courts	Court of Appeals
Child in Need of Protection or Services (CHIPS)	Conciliation Court (Small Claims Court)	Court Rules
Child Support	Conservatorship	Court Statistics and Reports
Children's Justice Initiative (CJI)	Contest a Citation	Criminal Expungement
CHIPS Parent Attorney Roster	Court Fees	Criminal Resources

Form Review and Revision in Minnesota

WHEN

- The ad hoc groups meet as needed, usually every other week. There can be several groups meeting depending on the workload.
- COAW (Court Operations Advisory Workgroup) subcommittees meet monthly to review forms that the ad hoc groups have finalized.
- The full workgroup meets quarterly for, among other things, final form approval.



Form Review and Revision in Minnesota - **HOW**

A request to change a form comes to the Forms Manager in one of three ways:

- Statutory or rule change;
- A request from court staff through the Forms Management SharePoint site; or
- As part of a category review.

Statutory or Rule Change

Each year, there is a larger project team that monitors potential and pending legislation and rule changes, analyzing them for impacts to the courts (including impacts to court forms and instructions). The Forms Manager is part of that project team when there are impacts to forms and instructions.

Request
from Judicial
Officer or
Court Staff

Forms Management SharePoint Site

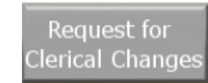
Forms Management

Welcome to the Forms Management SharePoint Site.

This site is where you will find information about **public-facing**, **MNCIS** and **CourtNet** forms. Please note that this is not a site for internal-use only forms (such as Human Resource forms).

From this site, you will be able to do the following:

- Submit requests for new court forms (for public-facing, MNCIS, CourtNet)
- Submit requests for revisions to existing forms
- Check the status of your request
- See which court forms have been created or updated in the "Recently Updated Forms" library



Click above to sign up for alerts on
Recently Updated Forms.

A Category
or Group of
Forms Is
Reviewed

Currently in Minnesota, three workgroups meet regularly to analyze and revise forms in the following categories:

- Guardianship and conservatorship;
- Child Custody; and
- Divorce instructions.

Form Review and Revision in Minnesota COMMUNICATIONS

Form revisions are announced on the Forms Management SharePoint site (we have a Recently Updated Forms Library). Court staff across the state are encouraged to sign up for notifications so that they are alerted when a form is updated. When court orders are revised, we publish announcements in a virtual publication that targets judicial officers.



How to create a
forms review
process

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How to create a forms review process

- Identify the structure and organization behind the WHO
 - Soliciting members or appointed by position/department
 - Number of participants directly and indirectly involved
 - Members should be active in supporting the work of the forms review process
- Identify the necessary schedule for review/revision
 - On-going basis, quarterly or monthly reviews/updates?
 - Implement mechanisms for monitoring the form review process
- Establish document control and revision procedures early on
 - Numbering and naming conventions
 - Creation/revision date
 - Usage controls
 - System for maintaining form history, version, and approval information
 - Implementing form prototype standards
 - Create and/or update your forms management plan

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How to collaborate with partners to effectuate form updates and modifications

Collaboration with partners for form updates and modifications

- Identify who needs to be at the table
 - Internal resources (legal counsel, self-help, business processes)
 - External justice partners and legal service providers
- Create a matrix for when requests for translations come in
 - Frequency of use (use data about filings)
 - Safety concerns (forms geared toward protection of an individual have a high priority)
 - Access to justice (if a high number of SRLs or interpreters are involved in the case type)
 - Loss of children, real property, license or other benefits
 - Children
- Identify who translates forms, and into what languages
 - Internal (e.g., bilingual staff)?
 - External (e.g., professional translation companies)?

How to eliminate inconsistencies and promote standardization

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Eliminating Inconsistencies and Promoting Standardization

- Gathering a full library of all local forms being used and working to combine and create forms that can be used statewide, if feasible
- Ensure each form fills a basic need within an approved operating procedure
- Developing form prototype standards which provide uniformity in formatting, heading, font size, typeface, construction, paper, logos, etc.
- Centralized and published procedures can help preserve design standards, legality, historical recordkeeping, version control, and provide cross-jurisdictional benefits

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How to use data to inform
form review and revision

Using data

- Number of web hits on forms to determine which ones to start with
- Case volume data can help determine which forms to review
- Self-help resources can identify forms where self-represented litigants struggle (i.e., forms that need revisions)
- Data (e.g., form use and web hits) can drive which forms are translated into other languages

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Best Practice Recommendations

Develop a
forms
standard and
templates

- Templates are especially important to ensure digital accessibility and standardization, branding
- Others who are involved in drafting or revising form (e.g., Self-Help Center staff) will find it helpful to have this kind of guidance

Facilitate
plain
language
trainings

- Everyone in the process should receive this training
- Have it available for all court staff as an on-demand video
- Plain language ties in well with access to justice

Have a clear
revision
process in
place

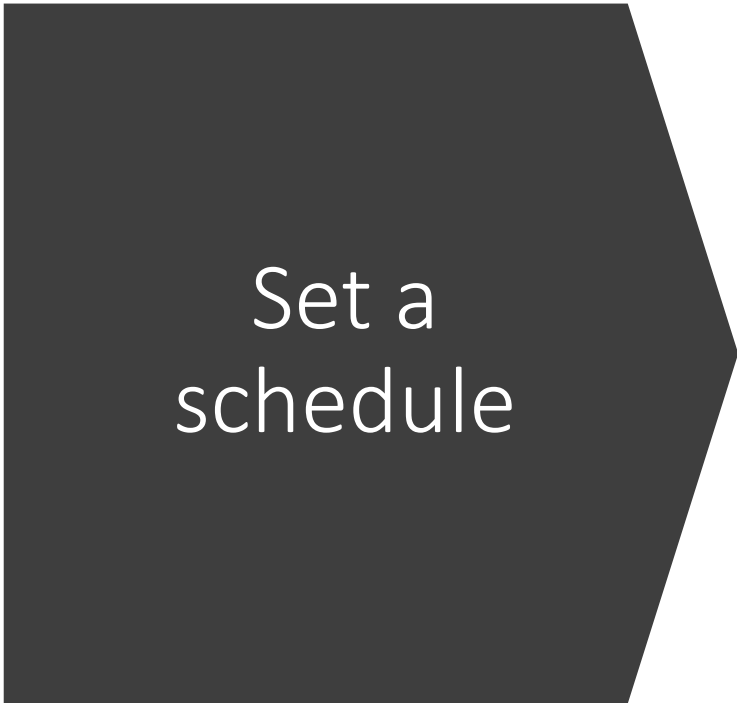
Develop a SharePoint site, intranet site,
or service desk workflow for submissions
Gather detailed information from
requestors

Build rapport
with others
involved in
the process

- It is important to have allies!
- Build rapport with subject matter experts, legal counsel, committee members, etc.
- Mutual respect goes a long way

Bring helpful
parties into
the
conversation
early

- You may need a resource from your court's business practices unit if there are questions about processes
- You may need to consult with subject matter experts to better explain a legal concept in a form



Set a
schedule

- Build in timelines for forms that change each year (e.g., federal poverty guidelines and fee waiver forms)
- Set aside time for annual legislative updates and rule changes

Q&A

