

Technology organizations use to help pro se clients address their legal needs

I. Introduction of Panelists

- Claudia Johnson, cjohnson@probono.net
- Stacey Marz, smarz@courts.state.ak.us
- Rochelle Klempner, rklempner@courts.state.ny.us
- Susan Ledray, sledray@courts.state.mn.us

II. Alaska Family Law Self-Help Center – EJC presentation outline

- Program objective
- Considerations
- Service delivery model
- Benefits to self-represented litigants and FLSHC staff
-

III. Online Self Help Forms, LawHelp Interactive

- Intro to Lawhelp Interactive
- Utilization in 2009
- Economic impact on court budgets and self help centers
- Continuum of services in self help centers
- Set up of a self help center that uses online forms
- Local examples of supporting web pages: KY, etc

IV. New York State Courts Automated Document Assembly

- a. New York has 11 A2J programs called “DIY” programs
- b. How New York got started
 - Tracking Usage
 - Outreach and Training
 - Meeting our goals

IV. 4th Judicial District, Minnesota

- Provide a baseline level of self-help services to all District Court self-represented litigants, regardless of location or income.
- Use technology to reduce barriers to access to court, to improve efficiency for courts, to standardize and raise the quality of service provided to SRLs, and to improve the ability of SRLs to successfully complete court matters.
- Service delivery model
- Forms
- Statewide SHC Website
- Walk-in SHCs at larger urban locations
- Computer workstations in all courts with phone and printer
- Telephone Support from staff attorneys on all topics
- Co-browsing
- Live Chat
- I-CAN! and a2j

- Videos, Flash Tutorial
- Legal Advice from volunteer attorneys in person and (coming) via email
- Part of the legal services community: Partnering, efforts to avoid duplication

Statewide Website and Telephone support are operated by Hennepin County Self Help Center, but serve all residents statewide. This leverages knowledge and experience gained by operating walk-in SHCs for 10 years.

- Statewide vs. Regional or local application

VI—Web Chat, LiveHelp

- The LiveHelp Concept
- Who is using LiveHelp
- Replication and collaboration

VII—Wrap up and conclusions and resources