

A Affinity Dinner **C** Communications **D** Data & Technology **E** Empathy **N** Foundational Partners **I** Impact
P Plenary **R** Problem Solving **S** Self-Help Services/Centers

MARCH 5 • THURSDAY

8:00am – 8:30am	P Registration, Coffee and Continental Breakfast	Lobby
8:30am – 10:00am	P Opening Plenary	Auditorium
10:30am – 12:00pm	D Developing a Strategy to Use Case-Level Court Data to Improve Advocacy and Support for Self-Represented Litigants <i>Speakers: Carlos Manjarrez, Daniel Bernstein, Margaret Hagan, Jonathan Pyle</i> State court data is more accessible than ever before. Despite that, there are relatively few studies that take advantage of this resource. Now that more researchers have access to the information, what are the questions that people in the SRLN network would want them to explore? Should we try to retrace the steps self-represented litigants go through to navigate the court system? Can we identify differences in case outcomes, court costs or fines incurred for self-represented litigants compared to represented litigants? Should we focus on the scope of self-representation and measure trends over time? This panel will provide an overview of the case-level data that is available in state courts across the country and discuss some of the pros and cons of using it to understanding the challenges that self-represented litigants face. After the overview, audience members will be asked to participate in small-group, brain-storming discussions to identify ways in which court data could be leveraged to inform advocacy and support for self-represented litigants. Ideas from the brain-storming sessions will be posted on-line as a discussion thread and shared broadly to gather input from people who were not able to attend the session.	Room 1
10:30am – 12:00pm	E A Court Training Simulation: Understanding the Self-Represented Litigant Experience <i>Speakers: Alison Spanner, Jill Roberts, Courtney Redman, Samira Nazem</i> The Administrative Office of the Illinois Courts (AOIC), the Illinois Bar Foundation (IBF), and the Chicago Bar Foundation (CBF) have developed an interactive simulation designed to educate judges, clerks, and other court stakeholders about (1) the challenges faced by SRLs in court and (2) the impact that good coordination, communication, and referrals can have on their experiences at court. During this simulation, participants will step into the shoes of a self-represented litigant going to court alone to defend against an eviction. Participants will try to navigate the courthouse and other interrelated systems to defend themselves in court and to preserve their housing. During the debrief participants will discuss how various court stakeholders can work together to improve the SRL experience in their courthouses.	Room 6
10:30am – 12:00pm	N Exploring Strategies to Connect ABA Free Legal Answers and Self-Help (TN) <i>Speakers: Buck Lewis, Kirsten Jacobson, Tali Albuherk</i> This program will provide an overview of ABA Free Legal Answers— the only nationwide on-line legal clinic through which income-eligible clients can post civil legal services questions to be answered by pro bono attorneys in their state. Panelists will explain how ABA FLA fills the access-to-justice gap for users who may have been denied legal services due to citizenship status, conflicts, income eligibility, limited resources, who are unable to utilize traditional walk-in clinics/hotlines due to geographic/temporal limitations and for those affected by disasters, while also providing a convenient pro bono program for attorneys.	Room 3
10:30am – 12:00pm	N Law Libraries: Open to the Public <i>Speakers: Jenny Silbiger, Lisa Rush, Joan Bellistri</i> Law libraries are key service providers for self-represented litigants. This session will report on the 2019 National Law Librarian Study conducted by the SRLN Law Library Working Group and reported in part via an interactive story map. In addition to an overview of national activities, the session is designed to take a deeper dive in jurisdictions where the law library is the leading SRL provider.	Room 5

Speakers: Marsha M. Mansfield, Sarah Davis, Evan Nordgren

LIFT Dane has as its mission to provide efficient, technology driven legal assistance to clear civil legal barriers that are causing financial harm to families; to transform legal and court systems to prevent economic drags; and to contribute to reforms that improve access to civil legal justice. By working on multiple levels, LIFT Dane addresses families' immediate basic needs through increasing legal literacy and services and works to prevent future problems through an app-based approach to addressing their legal problems.

Outline:

- Introduction of LIFT Dane as a joint effort of the U.W. Law School, Legal Action of Wisconsin, and Employment and Training, Association (EATA) of Dane County.
- Identification and description of legal needs that LIFT Dane identified as barriers to employment, advancement, and increased economic health in our community.
- Statistical data supporting those legal problems, including drivers' license suspensions, unrealistic child support orders, criminal records, and existence of medical debt and/or garnishments that hamper economic growth.
- Description of process that LIFT Dane has undertaken to develop its web-based application.
- Introduction and demonstration of web-based application : An easy to use web and/or mobile app that allows anyone to identify and clear up civil legal problems on their own, or with streamlined help from trusted professionals. A "Legal Tune Up," that enables people to access multiple sources of data in one convenient place to identify their solvable legal issues, easily solve those issues, address potential issues before they snowball, and connect to community-based resources and services.
- Demonstration of methodology and usability.
- Description of LIFT Dane's plan t work with stakeholders to streamline legal processes and ensure that every person has equal access to justice.

Speakers: Janie Rodriguez, Esq., Vanessa Cardwell, Esq.

In keeping with its mission and core values of fairness and quality service, the New Jersey state court system has for over 15 years successfully assisted thousands of court users, particularly self-represented litigants, through the its unique Judiciary Ombudsman Program. The Ombudsman Program consists of 15 Ombudsmen in the state Superior (trial) Courts, plus two Ombudsmen in the Administrative Office of the Courts, who provide procedural guidance to court users, assist the public in understanding and navigating the court system, receive complaints, and offer community outreach to increase public trust and confidence in the courts. Because the New Jersey court is a unified court system, the Ombudsman Program offers court users assistance in all 21 counties of the state; Ombudsmen provide procedural assistance in all case types in the Superior (trial) Courts. Many Ombudsman offices now include a self-help or court resource center—a "one-stop shop" in which court users can get answers to procedural questions, explanations about court process, assistance in preparing forms, referrals to other court and community programs, and access to informational materials both in print and online. The centers provide a welcoming place for court users to seek help, conduct their own legal research, prepare their papers for filing, and attend informational workshops or seminars. This workshop will highlight the different facets of the New Jersey Judiciary Ombudsman Program and provide details on the logistics, best practices, challenges, and successes a court may experience in creating a similar program.

Speakers: Anne Louise Wirthlin, Laura Berlind, Larry Bridgesmith, John Greacen, John Jefferson, Alexander McVeagh

"About 43 million Americans have unpaid medical debt dinging their credit, and half of all overdue debt on Americans' credit reports is from medical expenses. About one in six Americans received a surprise out-of-network medical bill in 2017 after being treated in a hospital, even though they had insurance, according to Kaiser Health News. Available data suggest medical debt is common across most demographic and socioeconomic groups in Tennessee but more so among the uninsured, those with lower incomes or education levels, and people of color. Tennessee is developing an ODR project focused on resolving medical bill disputes before a case is filed in small claims court. Come learn how Tennessee generated interest, identified and gathered stakeholders, and used existing data, and hear from national experts on how to safeguard ODR platforms to protect self-represented litigants' defenses.

Speakers: Anna Carpenter, Natalie Anne Knowlton, J.D., Claudia Johnson, Victor Quintanilla, The Honorable Mark A. Juhas

This panel will feature cutting-edge research examining the dynamic process in which our society does pro se status that is informed by psychological and sociological research. This doing of pro se status is a routine, recurring feature in how court officials, lawyers, and law-trained persons perceive and interact with unrepresented persons in our civil justice system. Unrepresented persons encounter stereotypes, schemas, biases, and negative expectations and labels, which affect the way in which they are perceived and treated by court officials, lawyers, and law-trained persons. On this panel, researchers will present empirical research on the experiences and biases that unrepresented persons contend with when navigating the civil justice system. The panel will discuss empirical, theory based, and normative research on these themes and the perspectives of legal officials who seek to address these challenges. In the final part of the program, Judge Mark Juhas will offer insights as a leader in the judiciary who addresses the needs of SRLs, along with best practices that begin to address challenges discussed in the empirical presentations.

Speakers: Mary McClymont

Come learn about the momentum behind court based navigators and how they are an essential element of the access to justice continuum. This session will review findings from the Navigator study published last year by the Justice Lab at Georgetown University Law Center which undertook a national landscape survey of programs in the state courts that use “non-lawyer” navigator personnel who come from outside the court to help self-represented litigants with their civil legal problems. These programs are being encouraged/developed by judges and court staff, legal aid lawyers, other non-profit leaders and access to justice commissions. Key features of the programs will be shared along with practical considerations for the design of programs. There will be ample time for those attending the session to share their experiences in creating and running programs.

Speakers: Stacy Butler, Greg Linhares

Most federal courts are far behind state courts when it comes to providing tools and resources for self-represented litigants, particularly non-incarcerated self-represented litigants. In this session, Greg Linhares, Clerk of Court, United States District Court - Eastern Missouri, and Stacy Butler, University of Arizona College of Law, will talk about recent efforts undertaken by the District Court in St. Louis to assess and improve its resources for non-incarcerated self-represented litigants in civil cases. This session will provide attendees from federal district courts with recommendations for understanding the needs of SRLs in federal court, building partnerships in their community, overcoming obstacles, identifying best practices, and effectively expanding access to justice for their non-incarcerated self-represented litigant population.

Topics and discussion leaders will be announced shortly before the conference.

Speakers: Journalists TBD, Elizabeth Arledge

Do you have great stories to tell about your project, but feel unsure about how to engage with the media? Reporters and editors want to learn about solutions that increase access to civil justice. Your success in educating them will be greater if you understand some basic rules of engagement. In this session, led by Voices for Civil Justice, respected reporters will share what makes a good story and how to pitch it, best practices for handling an interview, and other tips for building mutually beneficial working relationships. Bring your story ideas and questions!

Moderators: Deborah Hughes

Speakers: Jill Roberts, Rochelle Klempner, Sheri Lankheet, Jackie Waters

This session is designed to explore the impact of e-filing on self-represented litigants by exploring the good, the bad, and the ugly of e-filing in different jurisdictions. E-filing is or will soon be part of the court experience. Come learn how and why you should join the conversation in your community to make the e-filing experience the best that it can be for the people we serve. Hear from representatives from New Hampshire, New York, Illinois, and Michigan about the e-filing choices made in their jurisdictions, including the challenges and opportunities resulting from those choices. What are the realities of e-filing for the self-represented litigant? Does e-filing advance or deter access to justice? This session begins a conversation on these questions and more.

4:00pm – 5:30pm

N Judges and the Perceived SRL Ethical Dilemma

Room 3

Speakers: John Greacen, The Honorable Mark A. Juhas, David Dreyer

The critical mass of self-represented litigants poses ethical questions for judges. The spectrum of court approaches to pro se appearances runs from avoidance/"same standard as lawyer" to active assistance and everything in between, with or without resource assistance or triage. Judges are actively seeking guidance and assistance regarding what they can or cannot, should or should not, do when people come to court without a lawyer. The common law still maintains "same standard as a lawyer" but newer ethical rules allow "reasonable accommodations" to provide pro se litigants a fair opportunity to be heard (and the judge to get what is necessary to decide the case). All, in all the session will provide a history and information about the judicial dilemma of pro se parties, engage judges to outline their experience and local procedures, and plan a range of best practices.

4:00pm – 5:30pm

N Universal Access to Justice: Activating Powerful Partnerships Among Law Students, Law Faculty, and the ATJ Community

Room 5

Speakers: Stacy Butler, Len Rieser, Anna Carpenter

The universal access movement will have staying power only if today's law students -- i.e., the next generation of lawyers, judges, and legal scholars -- become engaged in it. With some exceptions, however, law school engagement still seems relatively limited, perhaps partly because solving access problems has not generally been viewed as especially central to the traditional mission of law schools. Yet law students and faculty have the potential to make tremendous contributions to the achievement of universal access. In this interactive session, we will examine some approaches that have resulted in productive partnerships and projects, as well as some of the issues, obstacles, and differences of perspective that must be addressed if law students and faculty are to be brought into the movement in greater numbers.

4:00pm – 5:30pm

I Fines & Fees: Best Practices in Addressing This SRL Issue

Room 4

Speakers: Chris Albin-Lackey, David Udell

The National Center for Access to Justice has launched a Fines and Fees Best Practices Project. This session will explore fines and fees harms, model policies, policy advocacy and litigation strategies to secure adoption of model policies, as well as how SRL providers can help.

4:00pm – 5:30pm

S Creating a Self Service One Stop Shop: From Forms to Navigators, Taking a Holistic Approach to Self-Help Services (FL)

Room 2

Speakers: Karina Rodriguez-Matzen

Our workshop will walk attendees through the multi-faceted approach that the Palm Beach County Clerk & Comptroller took to transform our self service center into a one stop shop within the courthouse, where self-represented litigants can go to receive meaningful access to justice. We will discuss:

- The launching of our in-house Navigator program, which provides free one-on-one form completion assistance and step by step procedural guidance, in our self service center and in the courtroom.
- The expansion of our educational outreach, including our Do-It-Yourself in Court workshop series with presentations at the courthouse and in the community.
- The availability of free seamless electronic form completion software and e-filing workstations.
- The creation of over 70 user friendly form packets, with plain speak detailed instructions to help self-represented litigants correctly file their pleadings from start to finish.

The physical renovation of our center to create an open, functional, & welcoming space for self-represented litigants. This includes a kid friendly area that allows parents to focus on their courthouse needs, a modern and engaging lounge area, and work stations which cater to the millennial age base.

6:00pm – 8:00pm

A Affinity Group Dinners - Topics TBA

TBA

Moderators: Rochelle Klempner

Sign up for an affinity dinner and meet others with similar interests. The dinner is dutch-treat and is an informal opportunity for networking. Dinners are limited to the first people who sign up. If the dinner is full, we will start a waiting list. Please be committed to attending if you sign-up. Meet your group immediately after the the last session ends and travel together to the dinner. Location to be announced.