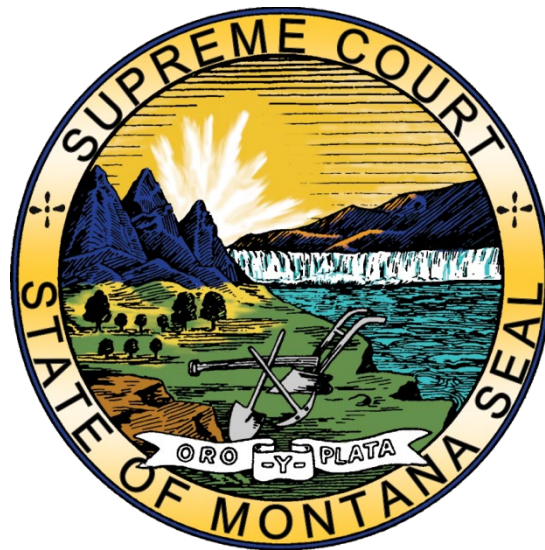


Court Help Program

Policy and Procedures

AmeriCorps Manual



Updated Summer 2016

For Distribution

Court Help Procedures Manual

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1.0 Program Overview

The Court Help Program is designed to enhance court efficiency and decrease the burden to state courts by assisting self represented litigants through the court system. A 2005 legal needs assessment completed by Montana State Bar Association in conjunction with the Equal Justice Task Force and Access to Justice Committee identified many unmet civil legal needs in Montana. The Court Help Program has similarly observed that legal needs exist along a continuum and may need varying degrees of legal resources and assistance to be fully met. This is why the Court Help program consists of both self help and pro bono components. Court filing data indicates around sixty percent of domestic relations filings have at least one party who is self representing in court. Many of the materials referenced within this document may be located on the Court Help Website: www.courts.mt.gov/selfhelp

1.1 History

The Court Help Program has been in existence since spring of 2008. At that time, the program consisted of two self help law centers in Yellowstone and Flathead counties. Program staff included the Statewide Pro Bono Coordinator, Court Help Program Administrator, and two self help law center facilitators. Court Help later expanded to include additional self help centers in four more locations: Bozeman, Missoula, Great Falls, and a State Law Library sponsored center in Helena. Staffing increased as well to include two more center facilitators and one part-time facilitator.

In 2007, HB 60 was drafted to create a line item for the Court Help Program. Although HB 60 was defeated, the purpose of the Court Help Program was articulated in the bill:

Make Montana’s court system more accessible by:

- (1) providing all Montanan’s with user-friendly information about Montana’s civil law, courts, and legal system;

- (2) providing state-level, self help legal resources, tools, information, and training materials on a statewide basis in a cost effective manner emphasizing technology and volunteer services; and
- (3) facilitating the efficient use of judicial resources in civil court proceedings that involve self-represented litigants.

The Court Help Program works to fulfill its purpose through significant collaboration with other access to justice entities throughout the state. Because the Court Help Program purpose is very broad, the program is significantly limited by the resources allocated to the program.

1.2 Funding

The program has been funded on a one-time basis during the 2007, 2009, 2011, and 2013 legislative cycles. During the 2015 legislative session, the Court Help Program was included in the judicial branch's permanent funding as part of the state's general fund.

1.3 Program structure

The Court Help Program is an initiative of the Montana Supreme Court and administered under the Office of the Court Administrator (OCA) in Helena, Montana. The Court Services director oversees the program planning and operations. For organizational structure, see Appendix F.

1.31 Positions

Contact list available as [Appendix A](#)

Pro Bono Coordinator: Patty Fain.

Position Description Available as [Appendix B](#)

Program Administrator: Nolan Harris

Coordinates operations of self help law centers. Develops self help program service protocols. Coordinates with statewide access to justice entities on provision of self help services and development of self help forms. Oversees recruiting, training, and hiring of self help staff and volunteers. Composes quarterly program updates. Updates Court Help Program website. Position description available as [Appendix C](#).

Program Administrator Objectives:

- Clarify service protocols through weekly video conference calls
- Complete center visits as appropriate.
- Approve program expenses
- Approve travel reimbursement sheets from travelling center staff
- Provide ongoing training opportunities for program staff and volunteers
- Update Policy and Procedures Manual
- Draft and Distribute Quarterly Program Updates
- Serve on the Access to Justice Commission's Committee on Self Represented Litigants

Self Help Law Center Facilitators: Patt Leikam, Linda Frank, Tyler Theisen, and Alex Ames.

Provides direct service to self help customers at self help law centers. Oversees day-to-day operations of the self help centers. Serves as site supervisor for AmeriCorps and other center volunteers. Position description available as [Appendix D](#)

Self Help Facilitator Objectives:

- Communicate regularly with Program Administrator through a minimum of one monthly meeting
- Communicate with program stakeholders regularly as needed
- Attend weekly video conferences
- Provide oversight to center volunteers
- Approve timesheets and travel reimbursement forms
- Approve Center bills
- Maintain Self Help Station and Kiosk Services in the region
- Coordinate staffing of mobile self help services
- Ensure yearly updating of County Resource Guides in the region.
- Coordinate presentations with local bar associations as needed
- Monitor website updates
- Ensure adequate reporting of intake survey data
- Ensure completion of court observation journals
- Recruit and ensure training of Self Help Law Center volunteers

AmeriCorps: Provides direct service to center customers and customers in outlying service areas. Performs outreach activities to enhance community understanding of self help services and cultivate collaborative opportunities. AmeriCorps service member terms are typically 11 months, starting in September with a week-long orientation and continuing to early August. Each AmeriCorps will enter into a Membership Agreement accepted and approved by Montana Legal Services Association. Position Description Available as [Appendix E](#)

AmeriCorps Service Member Objectives:

- Attend weekly video conferences
- Yearly updates to county Resource Guides in your region
- Maintain a consistent and effective travel schedule
- Maintain a court observation journal
- Connect with community resources and legal service providers in local and outreach areas

State Law Library, Reference Librarian: Damon Martin

The State Law Library Reference Librarian provides direct supervision to the AmeriCorps Service member in the State Law Library. The Reference Librarian also provides advanced legal research assistance to self represented litigants statewide.

Position Objectives:

- Provide on-site supervision for Center staff and volunteers
- Coordinate collaboration between the self help center and other court functions and offices
- Approve travel reimbursement sheets from travelling center staff

Court Administrators: Jan Bjork and Marcy Hall.

Court Administrators exist in Gallatin, Yellowstone, and Flathead counties. Although position responsibilities vary by county, in Flathead and Gallatin County Court Administrators are generally responsible for oversight of self help facilitators and serve as additional site supervisors for AmeriCorps service members. Court Administrator objectives:

- Provide on-site supervision for Center Staff and volunteers
- Coordinate collaboration between the self help center and other court functions and offices
- Approve travel reimbursement sheets from travelling center staff

Cascade County Chief Juvenile Probation Officer: Tim Callahan

In Cascade County, the Chief Juvenile Probation Officer provides direct supervision to AmeriCorps service members, because there is not a self help law center facilitator.

- Provide on-site supervision for Center volunteers
- Coordinate collaboration between the self help center and other court functions and offices
- Approve travel reimbursement sheets from travelling center staff

1.40 Recruitment and Hiring

1.41 AmeriCorps Recruitment

Recruitment and training of AmeriCorps staff is completed in coordination with Montana Legal Services Association (MLSA). MLSA is a host organization for AmeriCorps and Court Help is considered a host program. Expectations for the OCA and Montana Legal Services Association (MLSA) are articulated in a yearly executed Memorandum of Understanding (MOU). MOU is executed between MLSA and the Supreme Court Administrator. A copy of the MOU is kept by the Court Help Program Administrator. AmeriCorps positions are part of the Justice For Montanans AmeriCorps State Project. The following is a timeline for AmeriCorps recruitment. Timeline is approximate and subject to grant approval and additional requirements.

March-June: MLSA pursues approval of AmeriCorps grant. Once grant is approved, MLSA shall inform the host site of available service member positions and advertise positions by posting positions on the AmeriCorps website, MLSA website, and Montana college and university websites. Additional recruitment may be initiated by the host program. All applicants are strongly encouraged to apply through the AmeriCorps website.

June-August: AmeriCorps applicants are interviewed first by MLSA and second by the Court Help Program. MLSA informs the Court Help Program Administrator of eligible applicants by sending an interview summary sheet, application, and references to the host program. The host program updates MLSA regularly on interview progress, including the likelihood of extending position offers. The Court Help Program Administrator notifies MLSA immediately when an offer is made and whether the offer is accepted. MLSA and Court Help Program Administrator agree in writing to an appropriate start date for the service member.

Interviews: The Host site or Court Help interviews are completed by the Program Administrator in conjunction with local staff. Court Help Program Administrator maintains an interview question bank and reference check questions for utility in this process.

August-September: MLSA completes pre service paperwork with the service member including initiation of a background check. MLSA communicates directly with the AmeriCorps members and includes host program when appropriate. MLSA is responsible for ensuring that AmeriCorps members have completed sufficient paperwork to begin their service term on the agreed upon start date. In the event a service member is unable to begin service for any reason, including incomplete paperwork, MLSA will communicate this issue to the host program and the service member will not start service until issues have been resolved.

September: MLSA and Court Help Program co-host training which includes multiple days of all Justice for Montana AmeriCorps member orientation. The orientation schedule and content are subject to grant requirements. In addition to the JFM AmeriCorps member orientation, Court Help Program members are required to participate in a one to two day program training to develop familiarity with family topics and self help forms.

1.42 Self Help Facilitation Hiring

Self help facilitators are State of Montana employees and subject to the hiring practices of the State of Montana Judicial Branch. The Court Help Program Administrator will direct the advertising and interview process for self help law center facilitators in conjunction with the local supervisor and program stakeholders. Court Help Program Administrator maintains an interview question bank and reference check questions for utility in this process. Court Help Program Administrator completes reference checks for all self help staff hiring and volunteer recruiting decisions.

1.50 Service Training

1.51 AmeriCorps Training

Justice for Montana (JFM) AmeriCorps typically serve for one or two eleven month terms. AmeriCorps grant requirements include three training events per year: orientation, mid-year training, and end of service training. The following is an overview of training content:

Orientation: Orientation is a two part process, usually taking place over the course of one week. The first 1-2 days of training is a joint JFM training wherein all JFM members train together. Training topics during this time include: Locating Legal information; Montana Courts 101; Legal Information v. Legal Advice; Family Law Overview; Anatomy of a Lawsuit; and Working with Low Income People. Materials for all training components are maintained by the Court Help Program Administrator and housed on MLSA's Central Desktop program.

Day 3 of training is Court Help specific and may involve onsite training in one of the self help law centers. AmeriCorps are provided training binders which include:

- (1) Court Help Program Policy and Procedures Manual
- (2) Judicial Branch Policies Sections 301,200,206,210, 760,770,1510,and 1530
- (3) Self Represented Litigant materials "Going it Alone" and Guide to Montana Courts

(4) Training presentation outlines and materials for Legal Information v. Legal Advice, and Legal Resources Overview.

(5) Self Help Workshop Instructions and forms including a Family Law Information packet (dissolution with children), instructions for interactive forms, and a dissolution response.

(6) Center specific information including phone protocol and new member “to do” list.

Court Help Nuts and Bolts Presentation is provided by the Program Administrator and takes the members through every program expectation along with the policy and procedures manual for ongoing guidance. It is at this point that the Program Administrator will request staff complete Technology Use, Cell phone and Email Use, and Vehicle Use forms along with a W-2 form and travel expense request sheet.

Civil Procedure Overview is presented by a clerk of district court to provide insight into how self-represented litigants should have their forms prepared, expect to interact with the court system, and successfully file their documents according to the Rules of Civil Procedure. This presentation allows AmeriCorps service members to hear directly from the “gatekeepers” of the judicial system and gather information that is helpful for the customers of the centers.

Forms Overview & Introduction to Hotdocs introduces AmeriCorps members to the layout and utility of self help forms available at courts.mt.gov and www.montanalawhelp.org.

Scavenger Hunt is a list of legal questions common to self help law customers. Staff are asked to do their best to find answers to these questions using the resources on www.courts.mt.gov, www.montanalawhelp.org, and resources available in the training center.

CSED Overview and Dissolution/Parenting Plan Overview are presented by experienced guest speakers to cover the common procedures, statutes, and information for situations involving child support, dissolution of marriage (divorce), parenting plans (custody). These presentations cover in-depth information for subject areas AmeriCorps will need to know to be successful throughout their service terms.

Forms Simulation and Experiential Learning is an opportunity for AmeriCorps to walk through the steps of filing both interactive and fill in the blank forms for a petition and response to a dissolution action involving children. New and experienced AmeriCorps will practice explaining self help forms in simulated customer interactions .

8:15 am	*Court Help Program Overview (Nuts and Bolts & Policies and Procedures)
9:45 am	Civil Procedure Overview (Lewis and Clark County Clerk of Court Nancy Sweeney)
10:25 am	Break
10:40 am	*Forms Overview, Introduction to Hotdocs, Resource Scavenger Hunt (state website, montanalawhelp.org, msu extension)
12:10 pm	LUNCH
1:15 pm	CSED Overview (Ann Steffens)

1:45 pm	Dissolution/Parenting Plan Overview (Susan Lupton)
2:30 pm	Break
2:45 pm	*Forms Simulation/Experiential Learning with forms
4:30 pm	Questions, information recap, and document completion

Depending on the ratio of returning and beginning members and the training location, the content of this training may need to be changed or expanded. Additional video and power point training materials may be substituted.

Mid-Year Training: Mid-year training tends to focus on expanding the breadth of knowledge our staff have regarding other legal services available. Training may include presentations from common referral agencies such as: Montana Human Rights Bureau; Disability Rights Montana; Child Support Enforcement Division; Montana State University (MSU) Extension Service; or Montana Coalition on Domestic Violence.

Periodic Training: The relative volume of service questions for Court Help weekly video conference calls may leave room for additional training opportunities. Areas of the law not comprehensively covered in orientation and appropriate for a follow up training include: guardianships, conservatorships, landlord/tenant, powers of attorney, consumer law, and termination of parental rights. The Program Administrator maintains training materials on all of these subjects and may decide to hold additional trainings as appropriate. Program Administrator maintains a feedback survey on Survey Monkey to track staff observations and perception of training.

Video Training: The Court Help Program Administrator maintains a list of training videos for independent study before or during an AmeriCorps service term.

End of Service Training: End of Service training is predominantly planned by MLSA and tends to cover career orientated training opportunities. End of service training usually occurs during the last week of July.

1.52 Facilitator Training

Facilitator staff training is usually completed by the Program Administrator and local supervisor. The Program Administrator may be required to work on site with the facilitator for up to two weeks. Training is required but will vary based on site location and relative experience of new staff members. Some of the materials for AmeriCorps may be utilized. See the [Self Help Center Operations by Location](#) section for more information on self help center training strategies.

2.0 Reporting and Communication Requirements

In each self help location, reporting structure is dictated by the organizational structure of the county or AmeriCorps grant reporting requirements. Regular updates and meetings occur as follows:

2.1 Court Help Program Meetings occur monthly between the Court Service Director, Pro Bono Coordinator, and Program Administrator. The purpose of these meetings is to discuss program-wide initiatives and issues.

2.2 Court Help Administrators Meetings occur quarterly by phone to discuss court administration generally and possibly also self help operations.

2.3 Center Updates- Monthly phone conferences with Program Administrator, Self Help Facilitator and AmeriCorps in each location. Center updates will typically take place at the following times:

State Law Library	1st Thursday of every Month, 4:00pm In-person
Yellowstone County	2nd Thursday of every Month, 2 :00pm In-person
Gallatin County	2nd Thursday of every month, 10:30am. In-person.
Cascade County	2nd Friday of every month, 10:00am In-person.
Flathead County	4th Thursday of every Month, 1:00pm In-person
Missoula County	4 th Friday of every month, 11:00a In-person; every other month there is an advisory board meeting.

See Appendix G for Calendar

2.4 Weekly/Bi weekly Video Conferences Mandatory video conference meetings for Program Administrator, Self Help Facilitators, and AmeriCorps. The purpose of these meetings is the ongoing development and review of program service protocols and projects. Training opportunities may be integrated into the schedule. Program Administrator will distribute yearly video conference schedule each fall. See [Court Help Calendar](#) for scheduling details. Center staff are responsible for timely reservation of conference equipment and attendance. Conference calls will take place using PolyCom equipment and software or Join.Me software on computers. To login to these services, follow these steps:

PolyCom

Video Conference Instructions: Input 2152058; “Call”

When video conference equipment is unavailable or travel arrangements make video attendance not feasible, staff may attend by phone. Phone attendance must be communicated to the Program Administrator as soon as scheduling conflict arises. For phone attendance, dial (1) 406-449-7478; when this is completed you will be prompted to dial the four digit meeting room number (dial 2058 for our space) and press #.

Join.Me

To view Join.Me presentations, AmeriCorps will click on link sent to their state emails. After clicking on link, AmeriCorps will be able to add a username and join the call. This format will primarily be used for presentations that include video and use of computer equipment by remote presenters.

2.5 Question Summaries Question summaries will be distributed weekly by Program Administrator for ongoing reference. Question summaries often provide content for the weekly conference call.

2.6 Court Help Program Updates Program Updates are a quarterly newsletter jointly compiled by the Pro bono Coordinator and Program Administrator. Updates are posted on the Court Help Program website and distributed to program collaborators. A list of Program Update recipients is kept by the Program Administrator.

2.7 Website

The Program Administrator has clearance to update the Court Help Website. Center staff and volunteers are responsible for notifying the Program Administrator of website updates. Website updates includes all changes to center hours of operation. At every staff transition a new picture must be taken and the picture release complete. Picture release attached as [Appendix P](#).

2.6 Law and Motion Journals

AmeriCorps must submit monthly law and motion journals to the Court Help Program Administrator. Law and Motion Journals must include a summary of one hearing observed in district court and one hearing in justice court. Hearings must be civil and preferably involve self represented litigants. However, observation of attorney representation is also encouraged in relevant matters. Journals may be completed in the format attached as [Appendix G](#)

2.8 Work plans

Work plans will be completed by the Pro Bono Coordinator, Program Administrator, and center facilitators and submitted annually to the Court Services Director.

3.0 Program Collaboration

Due to limited resources, the Court Help Program must be resourceful and work through collaboration with statewide and location entities.

3.1 Montana Supreme Court Access to Justice Commission

The Montana Supreme Court Access to Justice Commission (ATJC) meets quarterly. The ATJC was created by Supreme Court Order in May 2012 and has been charged with “assessing, planning, coordinating, and making recommendations concerning the provision of access to justice for all Montanans.” The Court Help Program will respond to ATJC needs including some staffing requests, reports, self represented litigant analytics, and other needs. More information about the Commission and its work is available on the Supreme Court’s website.

The ATJC designated a Standing Committee on Self Represented Litigants (SCSRLs). The SCSRLs adopted the same purpose of the former Supreme Court Commission on Self Represented Litigants that was dissolved at the inception of the ATJC. The Court Help Program Administrator and Pro Bono Coordinator will serve as members of the SCSRLs if requested. A primary objective for the SCSRLs is the creation and review of self represented litigant forms.

3.2 Montana State Bar Association

The Montana State Bar Association is a mandatory membership organization for members of the Montana bar. The State Bar facilitates the Lawyer Referral Service discussed in [4.61](#).

The Montana State Bar has an Equal Justice Coordinator and facilitates a Justice Initiatives Committee composed of legal services professionals tasked with evaluating the role of the Bar Association in promoting access to justice and societal equality. The State Bar Justice Initiatives Committee (JIC) is comprised of lawyers, judges and paralegals. The objective of the JIC is to encourage programs which increase attorney awareness of the need for pro bono legal services. JIC works with other access to justice entities, local and state bar associations, and the judiciary to expand civil legal

services to people of limited means. To learn more about JIC, visit the State Bar of Montana [website](#). The Statewide Pro bono Coordinator serves on (“JIC”) as a representative and liaison of the Office of the Court Administrator and actively participates in activities and efforts undertaken by JIC to achieve their objectives.

The State Bar also sponsors the Modest Means Program. The Modest Means Program connects people within 200% of the federal poverty guidelines with an attorney for a substantially reduced fee. Referrals to the Modest Means Program start with MLSA, which screens applicants for financial eligibility.

3.3 Montana Legal Services Association

The Montana Legal Services Association (MLSA) frequently coordinates with the Court Help Program. MLSA is the granting entity for the AmeriCorps Justice For Montanans project which supplies AmeriCorps service members to the Court Help Program. MLSA also serves as a financial screening mechanism for many pro bono programs and the State Bar Modest Means program. The Court Help Program Administrator and Statewide Pro Bono Coordinator both work closely with MLSA staff.

3.4 Montana Justice Foundation

The Montana Justice Foundation (MJF) is a non-profit organization with the mission of “achieving equal access to justice for all Montanans through effective funding and leadership.” MJF functions mostly as a fiscal sponsor to MLSA and other nonprofit legal organizations. Staff and board members of MJF participate in the many ATJC and JIC meetings.

3.5 State Law Library

The Director of the State Law Library also serves a significant role in the formation and work of statewide access to justice entities. The Reference Librarian oversees the State Law Library Self Help Law Center located in the State Law Library. The Law Library Electronic Services Coordinator also oversees the content and layout of Court Help Program web pages. Although the Program Administrator and Pro Bono Coordinator have authority for independent website updating, the Electronic Service Coordinator advises staff on website content and format. The State Law Library website houses the forms produced by the SCSRLs and used in the self help law centers.

3.6 County Libraries

County librarians coordinate in the provision of rural self help services. For example, Bitterroot, Roosevelt, Richland, Dawson, Hill, Lake, and Butte-Silver bow county libraries provide Self Help Kiosks for accessing legal forms and information for free. The Court Help Program Administrator provides training for librarians on self help resources and legal information.

3.7 Clerks of Court Association

The Clerks of District Court Association supports the work of the Court Help Program. The Court Help Program Administrator regularly attends annual Clerk of District Court meetings and provides training on legal advice vs. legal information at request. The Association has a rotating presidency and most communication with the Association as a whole can be effectively accomplished through the current president.

3.8 Cascade County Law Clinic

The Cascade County Law Clinic is a pro bono clinic sponsored and supported by the Cascade County Bar Association. Cascade County Self Help Law Center staff work closely with the Cascade County Law Clinic staff in order ensure appropriate referrals and effective collaboration.

4.0 Program Services

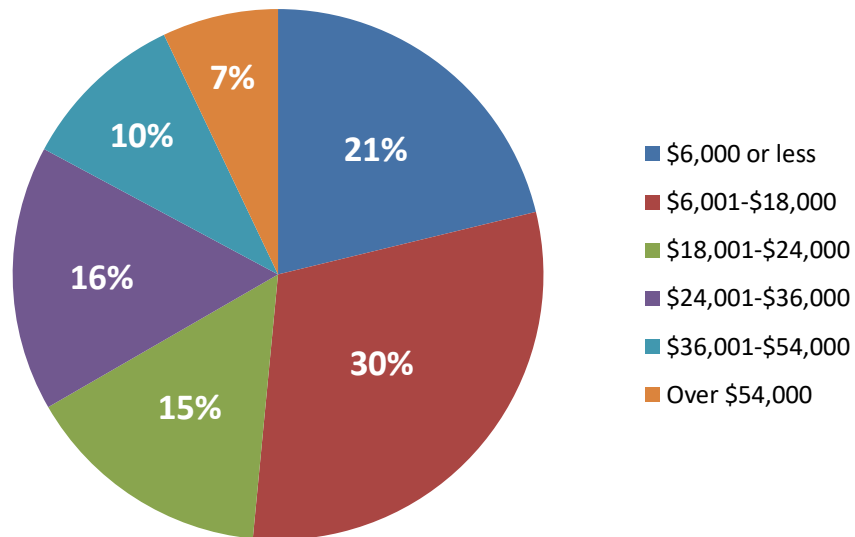
4.1 Who We Serve: Self Help Customers

The Court Help Program refers to service recipients as “customers” which is representative of the nature of the services being received. We expect that self help staff treat each patron with respect and patience. We also do not consider service recipients to be “clients” as they do not receive legal advice and cannot be provided the perception of an attorney-client relationship. Self help law centers serve 800 customers per month on average. Our highest traffic centers are in Yellowstone, Flathead, and Missoula counties. Our customers are predominantly people of limited means; however, the self help law centers do not screen for financial eligibility and will assist customers regardless of the individual’s financial resources. We are able to glean some financial information on our center customers through collecting intake survey information.

4.11 Self Help Customers: Income Although the Court Help Program does not screen for customer financial eligibility in order to receive services, the program has collected self reported data from our intake survey. The following diagram indicates the income reporting of customers when asked “**What is your household yearly income before taxes?**”

Court Help Customers by Income

- **52%** of customers are living at or below the federal poverty level.
- **67%** of customers are living within 125 percent of the poverty level and qualify for legal assistance through MLSA or other pro bono programs.
- **83%** of customers are within 200 percent of the poverty level and qualify for the State Bar Modest Means Program.



4.12 Who We Serve: Self Help: Areas of the Law

A large majority of customers receiving assistance are addressing family law matters. Many of the forms approved by the former Commission on Self Represented Litigants are in the area of family law due to the legal needs identified in the 2005 and 2010 Montana legal needs studies. Nearly all forms available on the State Law Library website, Montanalawhelp.org, and MSU Extension service will be provided at no cost to center patrons. Some counties have developed county specific forms that are only available by contacting the county or local self help center directly.

Given the legal complexity of other civil matters, including probate and labor or employment, Court Help services are very limited and ultimately result in referral to Montana Legal Services Association, the Lawyer Referral Service, a local pro bono program, or other non profit or government agency. The program has made decisions on areas of the law where assistance will not be provided. Areas of the law where the self help program will not provide assistance are: reinstatement of driver's licensing, sexual and violent offender registry lists, adult adoption, non-step parent adoption, guardianship for an adult, and estate probate.

The Court Help Program is working to expand materials available and provide effective referrals.

4.2 Services Overview: Self Help

"Everyone leaves with something" is the motto of Yellowstone County Self Help Law Center Facilitator, Patt Leikam. Although our program is more equipped at assisting with some areas of the law than others, we focus on outreach and collaboration with local attorneys to provide helpful information and referrals. Customers may access our self help center over the phone, email, or by walking in. Our intake survey indicates a large majority of our customers receive services by walking in to the self help law center. The following is a step-by-step break down of our self help service model.

Step One: Intake Survey. An intake survey MUST be completed by every customer who enters or contacts the center.

Step Two: Issue spot. Staff listen and identify the customer's legal problem.

Step Three: Provide forms if applicable.

Step Four: Provide additional legal information available.

Step Five: Refer the customer to additional resources that may provide an added assistance to the forms and information received.

Step Six: Ask Customer to complete a Customer Comment Card

4.3 Intake Surveys

Intake surveys must be completed as part of providing services in the Self Help Center. In most centers, staff have achieved the result of accurate intake survey reporting by requiring each customer to complete an intake survey before receiving assistance. Intake surveys are the only method of collecting data about the people served by the Court Help Program. Intake data is very important for budget considerations as well as long-term planning of program direction and resources allocation. Surveys can be completed directly into the Survey Monkey program or in hard copy and later inputted in Survey Monkey by Self Help staff. An example Intake Survey is attached as [Appendix O](#).

Surveys can be entered at the following location: <https://www.surveymonkey.com/s/programentry>

As a matter of practice, center staff should clear computer "cookies" prior to survey entry in order to avoid computer glitches contributing to data loss. Staff are responsible for ensuring the accuracy of intake surveys where feasible. For example, staff may indicate a more appropriate choice than "other" for some service area or county designations. Staff are encouraged to use the "Staff Comments" section to provide additional information and observations about customers that the program may use to evaluate services in the future. Some helpful information may be what

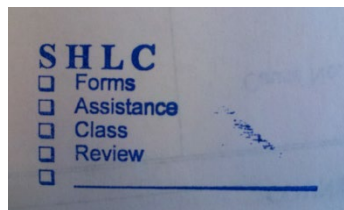
referrals were made to other agencies, organizations, or local pro bono programs. Another use would be documentation of issue trends.

The Program Administrator has access to intake survey data and will provide data summaries to centers periodically and upon request.

4.4 Forms Provision

Forms distributed by the Self Help Law Centers (SHLCs) include those available on the State Law Library website and Montana Law Help. Self Help Law Centers will provide an initial copy of the appropriate forms to center customers in hard copy. Staff will also provide forms through the mail and via self help stations. The Court Help Program will absorb all postage costs for forms mailed by staff. Staff will also print interactive forms. All forms distributed by the center will be stamped and the level of service provided will be indicated on the stamp.

All forms distributed by the Self Help Center will be stamped with the signature Self Help Law Center Stamp and, on the stamp, the degree of services provided will be indicated.



Self help law centers will not provide copies in excess of what is needed by the customer we are serving. This is commonly referred to as a “one copy policy” and may be subject to exceptions as deemed appropriate by center staff.

Self help staff will provide a list of copying companies for customer reference and staff may choose to become a notary at the expense of the Court Help Program.

Provision of self represented litigant forms is one of the most significant services we provide through the Court Help program. Although forms are available online, many center customers are limited in their ability to print forms on their own and benefit from additional instructions.

4.41 Court Forms

Forms available on the Court’s webpage, www.courts.mt.gov/forms, are those that have been approved by the former Commission on Self Represented Litigants. These forms cover a multitude of subjects and are easily searchable. Forms can be printed as “packets” or individual filings. Some counties have chosen to manipulate the forms based on county preferences. A commonly manipulated form is the Affidavit of Inability to Pay. District Court Judges may exercise vast discretion in choosing to waive a litigant’s court fees and many courts have adjusted this form to include more financial information. Self help law center staff must identify county based specifics and facilitate the forms preferred by your county or district.

4.42 Montana Law Help

Montana law Help is a website administered by Montana Legal Services Association (MLSA). Additional forms, not already available through the Court’s website may be found on www.montanalawhelp.org. Montana Law Help also

hosts user-friendly legal information searchable by subject and a LiveChat tool staffed by MLSA staff and AmeriCorps service members.

4.43 Interactive Forms

Interactive forms, formerly called “hotdocs” are located on www.montanalawhelp.org. Interactive forms are an option for customers wishing to streamline the form completion process. Although these forms are available, many customers prefer hard copy forms. The first step in utilizing interactive forms is completion of the Family Law Information Sheet also located on www.montanalawhelp.org. The Information Sheet contains all of the needed information for completion of the interactive program. Information sheets are available for parenting plans, dissolutions, and dissolutions with children. Customers can compile all needed information before entering the interactive program. Although completion of the Info Sheet is not necessary, it will often streamline the process if the litigant prepares his or her answers to the questions in the interactive program in advance. Additional interactive forms are available for other subjects as well.

4.5 Additional Legal Information

In addition to legal forms, self help law centers may provide Mont Guides developed by the MSU Extension Service, court rules, and Montana Code Annotated provisions. SHLCs may also provide copies of NOLO materials and other Court Help approved legal resources available in the SHLCs. More information and guidance on the provision of Montana Codes and secondary resources are included in training materials.

4.51 Montana Code Annotated

Montana Code Annotated is the compilation of Montana laws. Self help staff may find it helpful to keep certain code provisions on hand for distribution or for customer reference. For example, a judge will evaluate a parenting plan based on the best interests of the child(ren). Having the list of considerations in §40-4-214 MCA posted or available could help you in avoiding the provision of legal advice when a customer asks what should be included in a proposed parenting plan.

Although customers are able to access the code and staff are able to provide customers with code provisions, staff cannot research specific code provisions for an individual. Some code provisions, like the best interest of the children example above, are broad in application and easy to understand. Staff cannot research the law for a customer’s specific circumstances. Questions regarding the appropriateness of code provisions should be directed to the Program Administrator. Self help staff will encounter situations that require generic information, specific legal advice and everything in between. Self help customers often do not provide all of the important legal information for effective legal research. For this reason, every code provision you provide a customer to should be presented along with the following disclaimer:

Because you have told me _(state facts relevant to your research)_, the following code provisions may be applicable to your situation. I can’t be sure because I am not a lawyer and cannot legally interpret the law or your circumstances. If you retain a lawyer, the lawyer will be able to tell you what laws apply to your case, what you should specifically do, and, in some cases, even your likelihood of success.

4.52 Secondary Source Resources

Secondary legal resources provide additional legal information; not actual statements of law from a code or judicial opinion. Most of the material on Montana Law Help is secondary legal information. Each center is equipped with NOLO

guides as well as Klaus Sitte's "FOR RENT" binder. These resources will be helpful in providing information to litigants. Feel free to copy pages for the litigants to take with them.

4.6 Referrals

The referral process for the self help law centers is an important service provided to customers as it supplements the forms and information given to them to address their legal issues. Direct referrals to no-charge services like the Office of Consumer Protection, Child Support Enforcement Division, or the Montana Legal Services are appropriate. Self help law centers cannot, however, provide direct referrals to nonprofits or private attorneys that charge a fee for their services, but should rather provide all the available options to allow the customer to make the best decision for their situation.

4.61 Other Organizations or Agencies

Self Help Law Center Staff maintain county lists of community resources. Resources can be found on the interactive map located on the Court Help webpage. Resource guides are updated yearly by court help staff and volunteers. Many customers have received an enhanced level of service from collaborating organizations. A list of primary referrals is located on the back of our Court Help brochures. Brochures can be downloaded and printed from the Court Help Program website. Primary referrals include:

Montana Legal Services Association: www.mtlsa.org 1 (800) 666-6899 www.MontanaLawHelp.org Montana Legal Services has offices in Helena, Missoula, and Billings. The organization has a limited staff which provide pro bono legal assistance to financially eligible individuals. Eligibility guidelines are produced yearly based on funding restrictions and federal poverty guidelines. In addition to attorneys on staff, MLSA provide income screening for various pro bono referrals to MLSA attorney volunteers and local pro bono programs. MLSA also screens customers for eligibility for the State Bar Modest Means Program.

State of Montana Law Library: www.courts.mt.gov/library/. The State Law Library website hosts numerous forms and links to legal information. The State Law Library reference librarian also provides in depth legal research assistance to legal professionals and the public.

Office of Consumer Protection: doj.mt.gov/consumer/. 1 (800) 481-6896. The Department of Justice Office of Consumer Protection has authority to prosecute companies and nonprofit organizations for unfair business practices.

Child Support Enforcement Division: Access to financial and medical support order establishment procedure, paternity establishment procedure, enforcing and modifying child support procedure and other resources.

Montana State Extension: <http://www.msuextension.org> Publication of helpful legal guides in the area of wills, probate, and estate planning.

Child and Family Services Division: Evaluative family service provided upon court order in Yellowstone and Flathead counties.

Disability Rights: www.disabilityrightsmt.org. 1 (800) 245-4743. Provides information on services they provide, programs they run, allows you to request services, and have access to an extensive online resource database.

Montana Human Rights Bureau: www.montanadiscrimination.com. 1 (800) 542-0807. Investigates alleged human rights abuses. Provides consultation and mediation for potential human rights disputes and remedies.

Lawyer Referral & Information Service: www.montanabar.org. (406) 449-6577. Sponsored list of attorneys by region, language, and area of practice. Not for pro bono referrals.

Aging Services: www.dphhs.mt.gov/sltc. 1 (800) 332-2272. Offers clinics to assist in the drafting of probate and will documents for anyone over the age of 60.

4.62 Local Pro Bono Programs

Where a local pro bono program exists, self help law centers will actively refer customers to clinics. Center staff are responsible for remaining aware of clinic requirements and process to provide effective agency referrals. An overview of the referral process, and any administrative duties required of AmeriCorps, should be included in center specific manuals for site-specific training.

4.63 Referrals to Attorneys

SHLC Staff are always able to encourage self help customers consult an attorney for legal advice. It may be helpful to provide the following guiding statements:

- An attorney would be able to let you know whether you have a strong case and advise you on options specific to your circumstances
- An attorney may tell you what course of action is best for you
- Attorneys can offer free consultations
- Attorneys may take a case pro bono, on a contingency fee basis (where feasible), or in exchange for other skills if they find your case compelling
- Attorneys are experts in certain areas of the law and may know the preferences of judges in the district.

Training materials designed to help guide customers in the decision of choosing to self represent are “Should I Talk to a Lawyer?” brochures, “You should talk to a Lawyer If,” and “Going it Alone.” All of these documents are available in your Court Help training materials and should be prominently placed in Self Help Law Centers.

Customers may find an attorney by contacting the Montana State Bar Lawyer Referral Service or by looking on the internet or in the phone book. See [Section 4.61](#) above for contact details.

4.7 Legal Advice v. Legal information

An important aspect of self help services is the provision of legal information and not legal advice. Training materials are available to center staff and the Court Help Administrator provides trainings on the subject. The most important guidelines for staying within the boundary of legal information are:

1. Avoid use of the word “should”
2. Always provide options
3. Be cautious of details
4. When in doubt, say “I don’t know; I’ll get back to you.”

See [Appendix I: Self Help Law Center Legal Information Guidelines](#)

4.8 Limited English Proficiency

Self Help Law centers have seen an increase in customers with limited English proficiency. As part of the judicial branch, the centers are required to provide interpretation services. The Department of Justice provides a Language Line service available to self help customers. Each Center has Language Line brochures for distribution. Center staff need to make sure the brochures are in a visible place where customers can easily request language assistance.

Language Line instructions:

Dial: 1-877-245-0386

Client ID: 741109

-state the name of the language you need

-an interpreter will be connected to the call

-Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.

Clerks of Court may also use the language line. If the customer needs additional interpretation assistance, the court is required to provide additional services. You may find it helpful to investigate the process for accommodating the need for interpretation in your county.

4.9 Literacy and other impairments

Self help law center staff generally do not fill out legal forms for customers. However, where a customer has an impairment making it otherwise impossible to fill out forms or read legal information, center staff may assist them. Staff must complete an Accommodation Request & Agreement that includes a signature from the customer and the staff member assisting the customer. A sample accommodation form is attached as [Appendix N](#). This form is completed by the litigant and kept in a file at the center for future reference.

4.10 Accessibility and Nondiscrimination

Self help law services must be available to all citizens regardless of mobility. If your center is located in a building that is not fully accessible there must be appropriate signage explaining an individual's options for receiving services. You may need to make arrangements to meet litigants in a hallway or in another area of the courthouse.

Interpreter services shall also be provided by the Judicial Branch to any customer with a hearing impairment upon request. Assistance in scheduling a sign language interpreter can be received by contacting the Court Help Program Administrator.

The Judicial Branch is committed to providing an environment free of discrimination. Conduct that violates the Judicial Branch Nondiscrimination policy (Policy 200) will not be tolerated. Employees should immediately notify their supervisors, a person in their chain of command, or Human Resources if they are subjected to or see/hear discriminatory actions. Staff should reference the Sexual Harassment informational brochure included in training binder materials.

4.11 Customers Represented By an Attorney

Some customers will indicate throughout the course of service that they are represented by an attorney. In the event you discover someone is represented you will need to clarify your role in providing informational services.

If the customer is upset with their attorney....

We can explain to the litigant the process for filing a complaint against their attorney. The Office of Disciplinary Counsel handles attorney complaints. Complaints can be made online or in paper form. Self help staff can print off complaint forms for the customer. Self Help staff can also explain the complaint process is for disciplinary action against the attorney. Filing a complaint will not affect the customer's court proceeding. The customer needs to keep track of case deadlines and work with their attorney to finish the case, retain new counsel, or represent themselves. Montana Office of Disciplinary Council information can be found on their website: www.montanaodc.org.

A client may, at any time, end their relationship with their attorney. The attorney must file a motion with the court to withdraw from the case. The customer should be aware that if they request their attorney withdraw, they should do it in writing. The customer should also be aware that attorney withdrawal does not affect court deadlines. The litigant will need to retain another attorney or proceed on their own. Because it may be difficult to retain an attorney once you have had an attorney withdraw from your case, the customer should be informed that proceeding on your own can be very difficult, especially in complicated matters or when work has already been completed by the attorney.

If a customer wants to explore other options...

Since we only provide legal information, the options this customer received from an attorney are likely more specific and therefore better than what we can provide. However, we can provide whatever it is we would provide someone else in their circumstances.

If a customer was referred to the self help law center by their attorney...

Customers may be referred by their attorney for forms or self representation. Because we provide only legal information we can provide forms to these people just as we do any other customer. If the attorney is representing the client, questions regarding how to fill out the paper work may be appropriately directed to the representing attorney. See [section 4.63](#) for suggestions on talking to customers about what an attorney can do.

4.12 Criminal Matters

Self help law centers are not equipped to handle criminal matters. There are some civil matters closely connected to criminal activity including sexual or violent offender registry, illegal activity on rental properties, driver's license reinstatement, and warrants regarding parties to a domestic dispute. Self help centers do not provide information regarding any civil matter that is connected to a criminal action. Center staff should keep track of referral information and make sure to clarify our services when inappropriate referrals occur.

4.13 Refusing Service

It is within our ability to refuse to assist people with anything criminal in nature and any task requiring legal advice, drafting, or other tasks beyond the scope of providing legal information. Please refer to our Legal Information Guidelines, [Appendix I](#), for services not provided by the self help law centers.

Self help staff and volunteers may also refuse service to customers who act inappropriately by becoming enraged, threatening, or demonstrate other dangerous or offensive behavior. See [section 8.4](#) for details on developing a safety plan.

4.14 Service Comments

For complaints or commendation regarding the services provided by the Court Help Program, customer's can fill out the Customer Feedback Card. A comment card template is available as Appendix L. Service comment cards are the primary method of collecting information on customer satisfaction. Staff are encouraged to collect comment cards to gauge customer satisfaction with program services. Customer feedback cards are also sent to JFM Coordinator for evaluative efforts.

5.0 Program Performance Measures

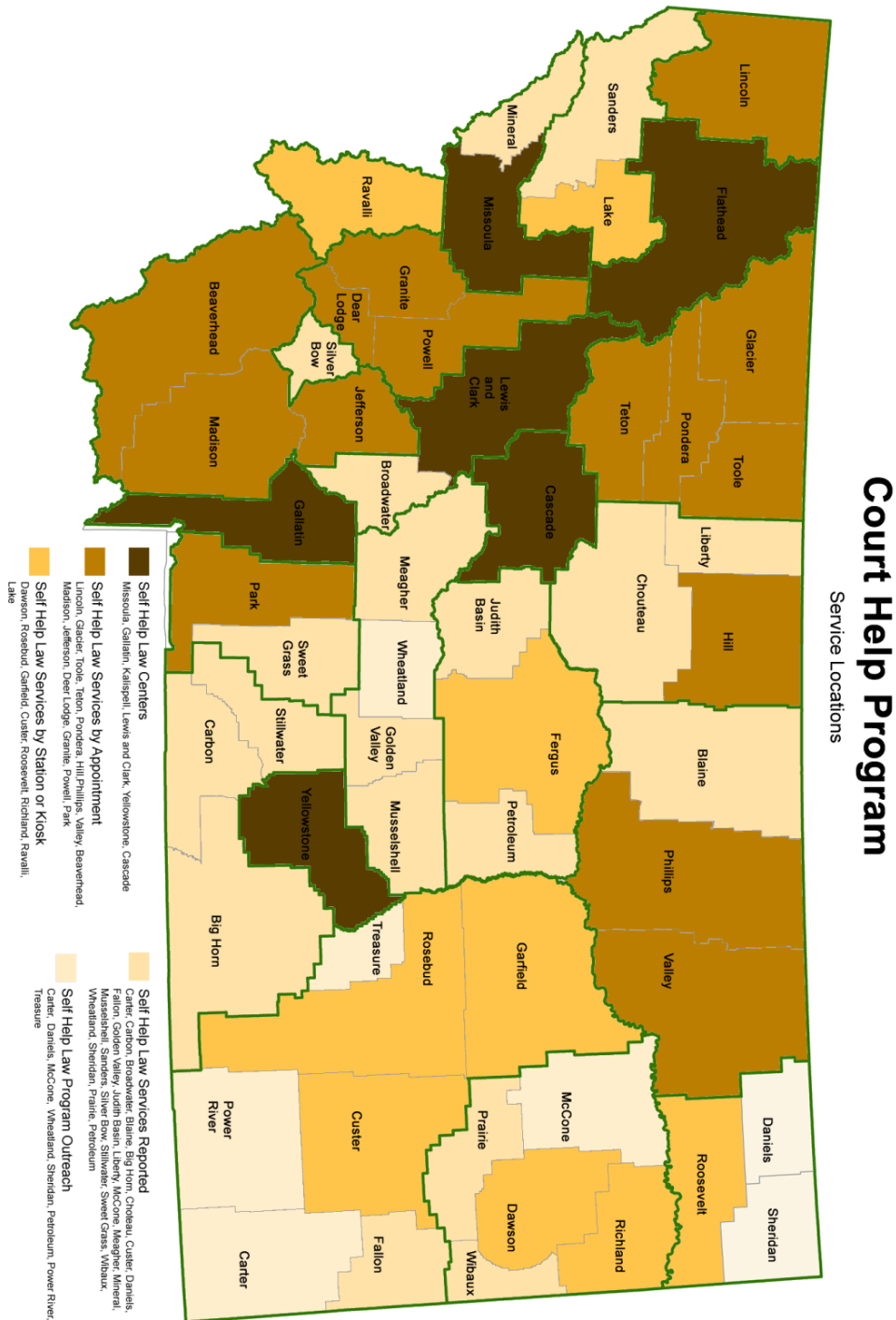
The Court Help Program completed program performance measures in 2011 and 2012. Two measures were developed. Measure one addressed self help law center services and measure two evaluated pro bono coordination. The self help measure surveyed district court judges and district court clerks regarding their observations on self represented litigants who had received self help services as compared to litigants who did not receive self help services. Measure two utilized observations from a pro bono legal clinic in Yellowstone County. Performance measures may be repeated as appropriate. Performance measure outcomes are posted on the Court Help website.

6.0 Volunteers

Volunteer recruitment and management is handled differently in each center. See [Self Help Center Operations by Location](#) for more details. Self Help Facilitators may recruit non attorney and attorney volunteers and must ensure the completion of the volunteer agreement and training requirements. Volunteer attorneys are limited by the scope of services permitted in the Self Help Law Center and cannot provide legal advice to center patrons. [Appendix O](#) is a standard Volunteer Agreement for a self help center volunteer. Appendix P is the Court Help Program's Volunteer Protocol document outlining how volunteers are recruited, hired, and managed within self help law centers. Training may vary by location.

7.0 Service Strategy: Self Help

The purpose of the Court Help Program is to provide self help services to all Montanans. In an effort to meet this goal, the Self Help Program is constantly looking for ways to expand service locations. The biggest challenges in expanding resources occurs in rural, Eastern Montana.



7.1 Walk in Self Help Law Centers

Walk in self help law centers are located in Yellowstone, Missoula, Flathead, Cascade, Gallatin, and Lewis and Clark Counties. Contact information and hours of operation are updated regularly on the Court Help webpage.

Self Help Law Centers		
<p>Cascade County Self Help Law Center Cascade County Courthouse, 401 3rd Ave N., Great Falls, MT 59401 (406) 205-0347 (406) 437-2034 cascadecountyselfhelp@gmail.com Open Monday through Thursday, 8:30a to 4:30p. Cascade County SHLC provides mobile services to Glacier, Toole, Pondera, Teton, Hill, Phillips, and Valley counties.</p>	<p>Gallatin County Self Help Law Center Gallatin County Law and Justice Center 615 South 16th Avenue, Bozeman, MT 59715 406-582-2158 gallatincountyselfhelp@gmail.com Gallatin County SHLC provides mobile services to Park County.</p>	<p>Flathead County Self Help Law Center Flathead County Justice Center 920 South Main, Kalispell, MT 59901 406-758-2496 flatheadcountyselfhelp@gmail.com Flathead County SHLC provides mobile services to Lincoln and Lake Counties.</p>
<p>Missoula Family Law Center Missoula County Courthouse 200 West Broadway, Room 271, Missoula, MT 59802 406-258-3428 missoulaselfhelp@gmail.com Open Monday through Thursday, 8:30a to 4:30p. Missoula Family Law Center provides mobile services to Sanders and Mineral Counties.</p>	<p>State Law Library Self Help Center 215 North Sanders, Helena, MT 59620 406-444-9300 statelawlibraryselfhelp@gmail.com State Law Library SHLC provides mobile services to Anaconda/Deer Lodge, Beaverhead, and Jefferson Counties.</p>	<p>Yellowstone County Self Help Law Center 3021 3rd Avenue North entrance on the North 31st Street Side of the Building 406-869-3531 yellowstonecountyselfhelp@gmail.com</p>

7.2 Services by Appointment

Self Help Law Center traveling locations are visited periodically by staff. Contact the appropriate SHLC office using the numbers below to set up an appointment at a traveling location. Call appropriate self help law center for scheduling information.

Self Help Services by Appointment	
<p>Anaconda/Deer Lodge County Anaconda/Deer Lodge County Courthouse 800 South Main. Anaconda, MT 59711</p> <p>Beaverhead County Beaverhead County Courthouse 2 S. Pacific Dillon, MT 59725</p> <p>Glacier County Glacier County Courthouse 512 East Main Street Cut Bank, MT 59427</p>	<p>Park County Park County Courthouse 414 E Callender Street Livingston, MT 59047</p> <p>Phillips County Phillips County Courthouse 314 S 2nd Avenue West Malta, MT 59538</p> <p>Pondera County Pondera County Courthouse 20 4th Avenue SW Conrad, MT 59425</p>

<p>Hill County Hill County Courthouse 315 4th Street Havre, MT 59501</p> <p>Jefferson County Jefferson County Courthouse 201 Centennial P.O. Box H Boulder, MT 59632</p> <p>Lincoln County Lincoln County Courthouse 512 California Avenue Libby, MT 59923</p>	<p>Teton County Teton County Courthouse 101 Main Avenue South Choteau, MT 59422</p> <p>Toole County Toole County Public Library 229 2nd Avenue South Shelby, MT 59474</p> <p>Valley County Valley County Courthouse 501 Court Square Glasgow, MT 59230</p>
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7.3 Self Help Law Kiosks

Legal service kiosks are computer set up allow people access to free online legal information, assistance, and forms. People who have questions can use the computer to link to a “live chat” with a staff member of Montana Legal Services Association or our staff.

Self Help Kiosks	
<p>Custer County Courthouse 1010 Main Street Miles City, MT 59301</p> <p>Roosevelt County, Wolf Point Public Library 220 2nd Avenue South Wolf Point, MT 59201 (406) 653-2411</p> <p>Park County Courthouse 414 East Callender St. Livingston, MT 59047-2799</p> <p>Hill County, Havre Public Library 402 3rd Street Havre, Montana 59501 (406) 265-2123</p> <p>Dawson County, Glendive Public Library 200 S Kendrick Ave Glendive, Mt 59330 (406) 377-3633</p> <p>Butte-Silver Bow County Law Library 155 W. Granite St., #302 Butte, MT 59701 (406) 497-6417</p>	<p>Ravalli County, Bitterroot Public Library 306 State Street; Hamilton, MT 59840 (406)-363-1670</p> <p>Lake County Public Library 2 – 1st Ave East PO Box 820 Polson, MT 59860 (406) 883-8225</p> <p>Fergus County Courthouse 712 West Main Street Lewistown, MT 59457</p> <p>Butte-Silver bow Library*Bankruptcy Only 226 W. Broadway Butte, MT 59701 Contact (406) 723-3361 for details.</p> <p>Richland County, Sydney Public Library 121 3rd Ave NW Sydney, MT 59270</p>

7.4 Self Help Law Stations

Self Help Law Stations (SHLS's) interact with regional self help law centers. SHLS's contain self representation forms along with directions to assist customers in obtaining the correct forms, review documents before filing, and answer questions. AmeriCorps should maintain open lines of communication with county clerks hosting SHLS.

Self Help Law Stations

Dawson County Self Help Law Station

Across from the Clerk of District Court Desk
Dawson County Courthouse
207 W. Bell Street, Glendive, MT 59330

Rosebud County Self Help Law Station

Rosebud County Law Library
Rosebud County Courthouse
1200 Main, Forsyth, MT 59327

Anaconda/Deer Lodge County Self Help Law Station

Anaconda/ Deer Lodge County Courthouse
800 South Main Street,
Anaconda, MT 59711

Beaverhead County Self Help Law Station

Beaverhead County Courthouse
2 S. Pacific Street,
Dillon, MT 59725

Wibaux County Self Help Law Station

In the Clerk of District Court Wibaux County Courthouse
203 Wibaux St.
Wibaux, MT 59353

Madison County Self Help Law Station

Madison County Courthouse
110 W. Wallace, P.O. Box 185
Virginia City, MT 59755

Jefferson County Self Help Law Station

Jefferson County Courthouse
201 Centennial Street, P.O. Box H
Boulder, MT 59632

Garfield County Self Help Law Station

Garfield County Court House
P. O. Box 8
Jordan, MT 59337-0008

Powder River County Self Help Law Station

Clerk of District Court
Powder River County Court House
Broadus, MT 59317

Fallon County Self Help Law Station

Clerk of District Court
Fallon County Courthouse
10 W Fallon Ave
Baker, Mt 59313

8.0 Self Help Service Logistics

8.1 Equipment and Technology

Each center is equipped with desktop computers for staff use. Laptops have also been furnished for travelling locations without wireless facilities. Verizon Wireless cards are provided for the Program Administrator, and use in laptops for access to internet resources and forms while travelling to outlying locations. Public access computers are also available in some centers. Staff must act in accordance with the Judicial Branch Administrative Policies 1510 and 1530 and must complete and submit to the Program Administrator the Acceptable Technology Use Agreement attached as [Appendix J](#).

Desktop and laptop log in information must be displayed under the keyboard or on the backside of laptops at all times.

8.2 Cell Phones

Telephones are for center self help service purposes only. All staff must comply with Judicial Branch Policy 760 and complete and submit to the Program Administrator the Telephone and Cellular Phone Use Agreement attached as [Appendix K](#).

8.3 Travel

Travel will be by state car whenever feasible. All staff must complete and submit to the Program Administrator a Vehicle Use Agreement attached as [Appendix L](#).

Travel expenses will be reimbursed based on Judicial Branch Policy per diem rates and can be summarized as follows:

1-0320.20 MEAL ALLOWANCES--TIME RANGES

The time ranges determining eligibility for meal allowances are established in Section 2-18-502(1), MCA. In order to claim an allowance for a meal, you must be in a travel status for more than three continuous hours within one of the following time ranges:

Time Range Meal Allowed

12:01 a.m. to 10 a.m. morning meal

10:01 a.m. to 3 p.m. midday meal

3:01 p.m. to midnight evening meal

You must consider each time range separately when applying the more-than three-hour rule. For example, if you travel from 8 a.m. to 2 p.m., you receive the allowance only for the midday meal.

1-0340.10 IN-STATE TRAVEL - MEAL ALLOWANCE RATES

In-state allowances for the morning, midday, and evening meals that correspond to the time frames discussed in 1-0320.20 are as follows:

Morning meal \$ 5

Midday meal \$ 6

Evening meal \$12

Total per day \$23

Travel expense sheets must be submitted within three months of travel.

8.4 Safety and Security

Each Self Help Law Facilitator is responsible for contacting the local Sheriff's department and completing a safety examination and safety plan for the center. Safety plan summaries must be kept on file in each center. Where there is no Center Facilitator, the Program Administrator must ensure a safety evaluation is completed and that center staff understand the safety plan.

8.5 Office Supplies

Office supplies may be ordered through a local center contact, for example, a Court Administrator, Judicial Assistant, or Clerk of Court. Cost for supplies can be billed to the Court Help Program. Supplies may also be purchased through the Program Administrator and delivered to the center location.

8.6 Self Help Law Centers Hours of Operation

Center hours of operation will be determined in consultation with the Program Administrator. Hours should be set to maximize the accessibility of the center to patrons. For example, staff are encouraged to stagger lunch breaks to provide assistance over the lunch hour and focus service hours on when the center is most often utilized. Hours should be as consistent as possible from week to week. Any change in center hours must be reported to the Program Administrator and all other court staff likely affected by a change in the hours of operation.

8.7 Work hours

All Court Help staff and volunteers must comply with Judicial Branch Policy No. 301. Hours worked by employees and volunteers should be arranged to maximize services provided. Employees and volunteers may be expected to quantify time spent outside of direct services in order to evaluate program operations and meet grant requirements. The following summarizes Judicial Branch policy regarding lunch and rest breaks.

3.2 Rest Breaks

Employees are entitled to one 15-minute rest break for each four hours of work. Rest breaks are subject to the following requirements:

- a. Rest breaks cannot exceed 15 minutes and cannot be combined;
- b. Rest breaks cannot be used to shorten the length of the workday or work week;
- c. Rest breaks are lost if they are not taken;
- d. Rest breaks will not result in overtime or additional pay, but are considered part of the normal workday; and,
- e. Supervisors will make an effort to ensure that staff members receive a break time, however, employees and supervisors recognize that a break may not always be possible.

3.3 Lunch Breaks

Employees are entitled to a duty-free lunch break, which is not compensated. Lunch breaks are subject to the following requirements:

- a. The supervisor schedules lunch breaks. Supervisors are encouraged to work closely with employees to schedule reasonable lunch periods.
- b. Lunch breaks are generally one-half hour to one-hour in duration but supervisors and employee may agree to an alternative schedule.
- c. When an employee takes a lunch break and is still performing work duties (such as supervising a client), the time must be compensated.
- d. Employees are encouraged to take lunch breaks but a supervisor may allow an employee to forego a lunch break to shorten the work day or work week

Provision of Court Help services can be exhausting. Employees and volunteers are expected to notify supervisors of difficulty in fulfilling service tasks due to exhaustion or scheduling challenges.

9.0 Self Help Center Operations by Location

Each Self Help Law Center will develop and maintain center specific policies and procedures based on nuanced services provided in the center.

- A. Yellowstone County Self-Help Center
- B. Gallatin County Self-Help Center
- C. Helena Self –Help Center
- D. Great Falls Self-Help Center
- E. Missoula Self-Help Center
- F. Flathead Self-Help Center

Appendices:

Appendix A: Court Help Program Contact List 2016-2017

Appendix B: Pro bono Coordinator Position Description

Appendix C: Court Help Program Administrator Job Description

Appendix D: Self Help Facilitator Position Description

Appendix E: AmeriCorps Position Description

Appendix F: Court Help Program Structure

Appendix G: Court Help Calendar

Appendix H: Law and Motion Journal

Appendix I: SHLC Legal Information Guidelines

Appendix J: Acceptable Technology Use Agreement

Appendix K: Acceptable phone Use Policy

Appendix L: Vehicle Use Agreement

Appendix M: Court Help Comment Card

Appendix N: Accommodation Request & Agreement

Appendix O: Intake Survey

Appendix P: Volunteer Agreement

Appendix Q: Volunteer Protocol

Appendix R: Website Picture Release

Appendix A: Court Help Program Contact List 2015-2016

Title	Name	Personal Contact	Org	Supervision
Court Services Director	Derrek Shepherd (406) 841-2982 dshepherd3@mt.gov			Beth McLaughlin , Court Administrator
Pro Bono Coordinator	Patty Fain (406) 794-7824 pfain@mt.gov			Derrek Shepherd , Court Services Director
Program Administrator	Nolan Harris (406) 841-2975 NHarris2@mt.gov 301 S Park Ave Helena, MT 59601	Nolan Harris (406) 396-5398	1301E	Derrek Shepherd , Court Services Director
Cascade County SHLC	(406) 205-0347 cascadecountyselfhelp@gmail.com 401 Third Avenue North Great Falls, MT 59401	Toni Castellanos (406) 564-6156 tcastellanos@mt.gov Tierce Bauer (406) 217-1753 Tbauer2@mt.gov	4508A	Tim Callahan , Chief Probation (406) 454-6741 tcallahan@mt.gov
Flathead County SHLC	(406) 758-2496 flatheadcountyselfhelp@gmail.com selfhelp@flathead.mt.gov 920 S Main Kalispell, MT 59901	Staff: Linda Frank (406) 758-2495 lfrank@mt.gov Rob Belle (608) 516-9142 RBelle@mt.gov	1301K 4511A	Marcy Hall , Court Administrator (406) 758-5665 mmhall@mt.gov
Gallatin County SHLC	(406) 582-2158 gallatincountyselfhelp@gmail.com 615 S 16 th Ave Bozeman, MT 59715	Staff: Alex Ames (605) 430-0662 AAmes@mt.gov Davis Connelly (406) 690-7542	1301G 4518A	Jan Bjork , Court Administrator (406) 582-2091 JBjork@mt.gov
Missoula County SHLC	(406) 258-3428 missoulaselfhelp@gmail.com 200 W Broadway, Rm. 271 Missoula, MT 59802	Staff: Tyler Theisen ttheisen@mt.gov Eliza Papke (218) 431-0360	1301M 4504A	Judge Townsend , District Court Judge (406) 258-4774 KTownsend@mt.gov
State Law Library	(406) 444-9300 statelawlibraryselfhelp@gmail.com 215 North Sanders, Helena, MT 59620	Mark Schmutzler (406) 422-6760	4501A	Damon Martin , Reference Librarian (406) 444-3660 damonmartin@mt.gov
Yellowstone County SHLC	(406) 869-3531 yellowstonecountyselfhelp@gmail.com 216 North 29 th Street Billings, MT 59101	Staff: Patt Leikam (406) 855-2616 pleikam@mt.gov Austin Gee (406) 927-6703 auzgee@mt.gov	1301 B 4513A	Judge Knisely , District Court (406) 867-2502 Mknisely@mt.gov

Appendix B: Pro bono Coordinator Position Description

Statewide Pro Bono Coordinator

The Statewide Pro Bono Coordinator supports, coordinates, and integrates *pro bono* programs throughout Montana. Work includes assisting in the development of new local and regional *pro bono* programs; recruiting *pro bono* attorneys and firms in areas without existing *pro bono* programs; developing training materials and other resources for use by local *pro bono* programs; maintaining current information about each *pro bono* program in the state; developing and implementing a plan for delivering *pro bono* services to areas of the state where local *pro bono* programs are not feasible; and expanding *pro bono* participation in substantive areas of the law other than domestic relations. Work also includes recruiting and training volunteers and *pro bono* attorneys to provide assistance to otherwise self-represented litigants.

Essential Functions:

- Provide assistance and support to local, regional and state entities and groups in developing new pro bono programs. This can include strategic planning and development of service delivery platforms and mechanisms.
- Provide assistance and support to existing *pro bono* programs working to build program capacity and improve volunteer retention and service experience.
- Assist individual attorneys not associated with specific programs or associations in locating appropriate pro bono volunteer opportunities.
- Compile and develop materials for use by existing and emerging programs to build capacity and retain volunteers including sample recruitment letters, sample referral practices, information on coordinating programs, strategies for retaining and recognizing attorneys, and training materials.
- Create, populate and update online resource and information site for pro bono programs and volunteer attorneys.
- Create comprehensive detailed directory of existing *pro bono* programs.
- Facilitate methods for sharing information and practices between local *pro bono* coordinators and other legal services providers.
- Assist the Montana Supreme Court in researching, developing and sustaining Court sponsored pro bono programs and other access to justice initiatives.
- Work with local *pro bono* programs and other legal services providers to develop and implement a system of providing *pro bono* services to areas without local *pro bono* programs, including encouraging the use of technology to facilitate pro bono assistance to rural residents.
- Work with local *pro bono* programs and other legal services providers to recruit and train *pro bono* attorneys providing representation in substantive areas of the law other than domestic relations.
- Facilitate collaborations among general and legal nonprofit organizations and advocates working on similar issues or in the same geographic location.
- Assist in coordination and support of key local, state and national initiatives providing assistance to identified populations in particular need of legal services such as veterans or survivors of domestic violence.
- Educate the private bar and judiciary about unmet legal needs and pro bono participation and resources available to support attorney involvement by making presentations to attorney, student and judicial groups at conferences, local and state bar meetings and other venues and contributing to publications designed to target the volunteer audience.
- Recruit and train *pro bono* attorneys to provide limited legal advice to self-represented litigants.
- Increase and facilitate relationships among access to justice partners including committees, task forces, the judiciary, state and local bar associations, government and service providers in an effort to increase pro bono participation.
- Develop ongoing and sustainable resources and funding to support *pro bono* efforts in Montana.
- Participate in program funding activities, including grant writing and reporting.

Appendix C: Court Help Program Administrator Job Description

Court Help Law Program Administrator

Performs professional advanced level work by administering and coordinating the Montana Supreme Court Self-Help Law Program. Work includes providing technical assistance and training to recipients of Self-Help Law Program (“Program”) funds; collecting and analyzing evaluation data for all components of the Program; and serving as a liaison among various agencies and organizations responsible for implementing the Program. Regular contact with, updates to, and input from the Montana Supreme Court Commission on Self-Represented Litigants, the Montana Supreme Court Equal Justice Task Force, and the State Bar’s Access to Justice Committee. Work is performed under the supervision of the Court Services Director. The employee is expected to exercise initiative and independent judgment in the management, coordination, administration, oversight, and evaluation of the Self-Help Law Program in accordance with established statutes, court rules, policies, procedures, and regulations.

Essential Functions: (Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed.)

- Offer technical assistance and support to the staff and volunteers of local Self-Help Law Centers. Self-Help Law Centers, located in county courthouses, are places the public can go during designated hours to find legal information; download, print, and/or fill out legal forms; get referrals to and applications for appropriate legal services and/or pro bono programs; and get information about community agencies that may be able to assist with underlying non-legal issues. Technical assistance and support may include, but is not limited to, assistance in the establishment of the Centers, assistance in the creation of outreach and press materials for the Centers, assistance in volunteer recruitment, and answering ongoing questions by staff and volunteers of the Centers regarding resources available for self-represented litigants in Montana.
- Offers technical assistance and support to other recipients of Self-Help Law Program funding, including, but not limited to, assistance in identifying priority areas of need for self-represented litigants and assistance in ensuring that resources developed are user-friendly for self-represented litigants.
- Works closely with all recipients of Self-Help Law Program funds to ensure that statewide projects are meeting the needs of self-represented litigants, clerks of court, and judges. Identifies service needs or issues and develops appropriate responses.
- Assesses Self-Help Law Program training needs. Develops and provides appropriate and ongoing training for all recipients of Self-Help Law Program funds.
- Coordinates the activities of and facilitates communication between the various recipients of Self-Help Law Program funds to ensure that resources, lessons, and experiences are being shared among said recipients.
- Oversees the compiling, analyzing and reporting of statistical data to evaluate workloads, make recommendations, and plan for future court improvements. Provides information and data on Self-Help Law Program operations and outcomes for the Judiciary’s budget development.
- Develops and coordinates grant application and disbursement processes, data collection, evaluation, and monitoring of the Self-Help Law Program. Prepares and submits reports as needed.
- Provides technical assistance to courts interested in developing resources for self-represented litigants.
- Researches and develops applications for grant funds to support Self-Help Law Program efforts.
- Creates and updates a comprehensive directory of existing resources and services available for self-represented litigants in Montana.
- Facilitates communication between all entities working on resource and form development for self-represented litigants in order to increase coordination and consistency and minimize duplicative efforts.
- Develops useful resources for self-represented litigants not already being developed by recipients of Self-Help Law Program funds.
- Performs other duties as assigned.

Knowledge, Abilities and Skills:

Knowledge of resources and forms available for self-represented litigants in Montana is preferred.

Knowledge of the systems for delivering civil legal services to persons with limited financial means in Montana is preferred.

Work effectively with diverse people and groups.

Communicate effectively in public settings, including making public presentations and leading trainings.

Research, evaluation, statistical analysis and report writing.

Operation of personal computer equipment, including competent utilization of spreadsheet, word processing, and graphic software applications.

Ability to organize, implement, and maintain a variety of projects and functions simultaneously; research information and compile data; establish and maintain effective working relationships with judges, attorneys, other agencies, and the public; discreetly keep or use confidential information; and effectively communicate orally and in writing.

Ability to communicate honestly and effectively including defending unpopular decisions; persuade people of the advisability of undertaking controversial or difficult actions; be tactful and exercise discretion in the use and sharing of information; negotiate impasses or difficult problems; and facilitate resolution of interpersonal conflict.

Ability to explain reasons for actions and creatively resolve difficult problems.

Ability to make objective and, at times, unpopular decisions based on court interests, law, policy and rule.

Work in a team environment and establish and maintain effective and positive relationships with others.

Maintain accurate and up-to-date records and documentation.

Working Conditions:

Work will require travel throughout Montana and may be subject to irregular hours in order to perform work assignments. Completion of work assignments may occasionally require work on weekends and holidays.

Physical Demands:

Qualifications: (Any combination of training and work experience which indicates possession of the knowledge, abilities and skills listed above. An example of an acceptable qualification for this position is:)

Graduation from an accredited college or university, and four years of responsible professional experience in the fields of law, social or human services, and/or public or business administration. Graduation from an accredited law school is preferred.

Licensure and Certification Requirements: None

Appendix D: Self Help Facilitator Position Description

Self-Help Law Center Facilitator

Function:

Facilitator will have primary responsibility for the day-to-day operation of the assigned Self-Help Law Center. The Center will be a staffed workstation where members of the public can go during designated hours to find legal information; download, print, and/or fill out legal forms; get referrals to and applications for appropriate legal services and/or pro bono programs; and get information about community agencies that may be able to assist with underlying non-legal issues.

Responsibilities of the Self-Help Law Center Facilitator will include assisting in the creation of the Center, staffing regular hours at the Center, assisting members of the public seeking information and referrals from the Center, and recruiting volunteers and interns to assist in staffing the Center. The Facilitator may also be responsible for providing remote assistance- via telephone, video conference, and/or online “chat” features- to users of remote self-help workstations in other jurisdictions during designated hours.

Supervision Received:

The day-to-day work of the Self-Help Law Center Facilitator will be performed under the direct supervision of the Site Supervisor. Training, support and remote supervision will be provided by the Montana Supreme Court Self-Help Program. The Facilitator will be expected to exercise initiative and independent judgment in the operation of the Center in accordance with established statutes, court rules, policies, procedures and regulations, and subject to the direction and control of his or her supervisors.

Supervision Exercised:

The Self-Help Law Center Facilitator will not supervise other staff but may supervise volunteers and/or interns at the Center.

Essential Functions:

- Assist in the creation of Center, including coordinating the provision of all necessary equipment, materials, office supplies, phone service and internet connections.
- Assist in creating and distributing outreach and press materials regarding the Centers, including but not limited to press releases and information for local service providers and lawyers.
- During designated hours, assist Center users in finding legal information, forms, and referrals.
- During designated hours, may be required to travel to other sites within his or her assigned service area to provide one-on-one assistance to self-represented litigants; and to provide remote assistance via telephone, WebEx, video-conference, and/or online “chat” features.
- Recruit and train volunteers and interns for the Center.
- Use evaluation tools created by the Supreme Court Self-Help Law Program.
- Perform other duties as assigned.
- The Self-Help Law Center Facilitator must NOT provide legal advice to Center users.

Knowledge, Abilities and Skills:

- Knowledge of basic court procedures and common non-criminal legal issues.
- Knowledge of available sources of legal information and forms.
- Knowledge of the network of civil legal services available to persons of limited financial means in Montana.
- Ability to work effectively with diverse people and groups.
- Ability to listen and communicate effectively and patiently with persons in crisis.
- Ability to volunteer recruitment and management.

- Ability to operate basic computer functions, including Internet use and navigation.
- Organize, implement, and maintain a variety of projects and functions simultaneously.
- Establish and maintain effective working relationships with judges, clerks, court staff, attorneys, other agencies, and the public.
- Promote protection of sensitive customer information.
- Effectively communicate orally and in writing.
- Work in a team environment, and establish and maintain effective and positive relationships with others.
- Maintain organized, accurate and up-to-date records and documentation.

Work Contacts:

The Self-Help Law Center will be required to maintain regular contact with, and provide updates to the Supreme Court Self-Help Law Program and the Supreme Court Commission on Self-Represented Litigants, and may be required to maintain regular contact with, and provide updates to the local judges, clerks of court, and bar associations.

Conditions of Work:

May be required to work in an area with heavy foot traffic and distractions. In rare instances, work may be subject to irregular hours in order to perform work assignments. Completion of work assignments may occasionally require work on weekends and holidays.

Qualifications: (Any combination of training and work experience which indicates possession of the knowledge, abilities and skills listed above. An example of an acceptable qualification for this position is:)

Minimum qualifications are a high school diploma and two years of office management experience, preferable in the legal field. Experience working with persons with low to moderate income is preferred

Appendix E: AmeriCorps Position Description

AmeriCorps Direct Service Member Job Description

Function:

The AmeriCorps Direct Service Member (“Member”) allocated to the Montana Supreme Court- Court Help Law Program will contribute to the day-to-day operations of the Self-Help Law Center (“Center”). The Center is located where members of the public can go during designated hours to find legal information; download, print, and fill out legal forms; get referrals to and applications for appropriate legal services and/or pro bono programs; and get information about community service agencies that may be able to assist with underlying non-legal issues.

The Member will also be required to travel to designated sites within their assigned service areas to provide one-on-one assistance to self-represented litigants; and to provide remote assistance via telephone, WebEx, video-conference, and/or online “chat” features. Attendance at midyear training and completion of AmeriCorps service projects are required.

Supervision Received:

The day-to-day work of the AmeriCorps Direct Service Member will be performed under the supervision of assigned site supervisors. Training, support and remote supervision will be provided by the Montana Supreme Court- Court Help Law Program Administrator. Members will be expected to exercise initiative and independent judgment in the operation of the Centers in accordance with established statutes, court rules, policies, procedures and regulations, and subject to the direction and control of their supervisors.

Supervision Exercised:

The AmeriCorps Direct Service Members will not supervise other staff but may supervise volunteers and interns at the Centers.

Examples of Assigned Tasks

- Assist the in the creation of Centers in certain service areas, including coordinating the provision of all necessary equipment, materials, office supplies, phone service and internet connections.
- Assist in creating and distributing outreach and press materials regarding the Centers, including but not limited to press releases and information for local service providers and lawyers.
- During designated hours, assist Center users in finding legal information, forms, and referrals.
- During designated hours, travel to other sites within their assigned service areas to provide one-on-one assistance to self-represented litigants; and provide remote assistance via telephone, video-conference, and/or web-based tools.
- Recruit and train volunteers and interns for the Centers.
- Participate in program wide meetings and training
- Use evaluation tools created by the Supreme Court Self-Help Law Program.
- AmeriCorps Direct Service Members must NOT provide legal advice to Center users.
- Participate in community outreach activities including National Service Days
- Serve as a LiveHelp navigator on MontanaLawHelp
- Attend court hearings pertaining to the legal subjects relevant to self help customers

- Ensure intake data collection

Work Contacts

Regular contact with and updates to local judges, clerks of court, and bar associations, as well as the Supreme Court-Court Help Law Program and the Access to Justice Commission's Standing Committee on Self-Represented Litigants.

Conditions of Work

In rare instances, work may be subject to irregular hours in order to perform work assignments. Completion of work assignments may occasionally require work on weekends and holidays.

Appendix F: Court Help Program Structure



Court Help Program 2016-2017

September 2016							October 2016							November 2016						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3							1			1	2	3	4	5
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26
25	26	27	28	29	30		23	24	25	26	27	28	29	27	28	29	30			
							30	31												
December 2016							January 2017							February 2017						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3	1	2	3	4	5	6	7				1	2	3	4
4	5	6	7	8	9	10	8	9	10	11	12	13	14	5	6	7	8	9	10	11
11	12	13	14	15	16	17	15	16	17	18	19	20	21	12	13	14	15	16	17	18
18	19	20	21	22	23	24	22	23	24	25	26	27	28	19	20	21	22	23	24	25
25	26	27	28	29	30	31	29	30	31					26	27	28				
March 2017							April 2017							May 2017						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4							1		1	2	3	4	5	6
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31			
							30													
June 2017							July 2017							August 2017						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3							1			1	2	3	4	5
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26
25	26	27	28	29	30		23	24	25	26	27	28	29	27	28	29	30	31		
							30	31												

- | | |
|---|--|
| <ul style="list-style-type: none"> • Court Help Video Conference Call (4:00p) • JFM Meetings, Phone Conference (4:00p), First Mondays • JFM Trainings, tentative until confirmed by JFM Coordinator • State Law Library SHLC Monthly Update (3:00p) | <ul style="list-style-type: none"> • Gallatin (10:30a) & Yellowstone (2:00p) County SHLC Monthly Updates • Great Falls SHLC Monthly Update (10:00a) • Flathead County SHLC Monthly Update (1:00p) • Missoula SHLC Monthly Update (11:00a) and Missoula Advisory Board Meeting (12:00p) |
|---|--|

Law and Motion Journal

District Court Observation One:

Time: _____ Date: _____ Place: _____ Judge: _____

Litigant Status: Both Unrepresented One Party Represented Both Represented

Summary of Hearing: _____

Questions: _____

Further Research: _____

Justice Court Observation :

Time: _____ Date: _____ Place: _____ Judge: _____

Litigant Status: Both Unrepresented One Party Represented Both Represented

Summary of Hearing: _____

Questions: _____

Further Research: _____

Name: _____ Date Submitted: _____

Appendix I: SHLC Legal Information Guidelines

CAN	CANNOT
CAN give information	CANNOT give legal advice
CAN answer general questions about how the court works	CANNOT explain judicial decisions, let you speak to the judge outside of the courtroom or talk to the judge about what will happen on your case
CAN provide you with contact information for legal services programs	CANNOT refer you to specific lawyers, contact programs or lawyers for you, or give answers that involve legal advice
CAN give you general information about court rules, terminology, procedures, and practices	CANNOT advise you as to how the court rules and procedures will be applied to your case
CAN give you legal definitions	CANNOT give you legal interpretations
CAN give procedural definitions	CANNOT give you procedural advice
CAN give you cites of statutes, court rules, and ordinances	CANNOT complete research of statutes, court rules, and ordinances
CAN give you public case information	CANNOT give you confidential case information
	CANNOT deny access, discourage access or encourage litigation
CAN give you forms and instructions on how to complete them	CANNOT fill out forms for you
CAN review your form by checking for signatures, notarization, correct county name, and case number	CANNOT correct forms for you or tell you what corrections should be made
CAN usually answer general questions about court deadlines	CANNOT change an order issued by a judge

Facilitators do not know the answers to all questions about court rules, procedures, and practices. If SHLC Staff does not know the answer to a particular question or if they are unable to provide you with that answer, they have been instructed to direct you to talk with an attorney.

Acceptable Technology Use Agreement

I, _____, have read, understand, and agree to adhere to the technology use standards of the State of Montana as outlined in Administrative Policies 1510 and 1530. I understand that any inappropriate use of technology during the course of my service will result in disciplinary action.

Signature

Date

Acceptable Telephone and Cellular Phone Use Agreement

I, _____, have read, understand, the judicial branch policy regarding use of the state-owned telephones and cellular phones contained in Judicial Branch Policy No. 760. I agree to comply with the terms of this policy and understand that any inappropriate use of telephones or cellular phones during the course of my service will result in disciplinary action.

Signature

Date

VEHICLE USE AGREEMENT

I, _____, understand and agree that my use of the Motor pool car or Judicial Branch leased vehicle shall be exclusively for the fulfillment of the Judicial Branch business for which I have been engaged.

I understand that I am not to use the vehicle for any other reason whatsoever (human life threatening medical emergency excepted). I agree to operate this vehicle in a safe, prudent, and lawful manner at all times and to comply with the states motor vehicle laws and policies.

Seat belts will be worn at all times by all vehicle occupants when the vehicle is in motion. I will not permit any other person to operate the vehicle, unless such use is made part of this agreement. I will not drive this vehicle out of the State of Montana without prior approval of a state agency.

I truthfully state that I have a valid, non-conditional driver's license and that my license is not currently under suspension. I do truthfully state that I have been convicted in the past five years of the following motor vehicle violations (please list):

Type of Violation _____ Date: _____

Type of Violation _____ Date: _____

Type of Violation _____ Date: _____

Others: Please attach additional page and explain or provide a copy of driver's record.

The agency shall review the violations in accordance with §61-11-203, MCA. If total conviction points within the past 36 months exceed 15 points, the vehicle may not be operated by the driver.

I understand that any material false statement or use of the vehicle not permitted by this agreement will require me to assume the full legal and financial consequences of my actions.

Important Notice to Driver: Do not sign below unless you have read and understood this document.

Driver Signature

Date

By signing below, the supervisor authorizes the Judicial Branch employee to drive a state vehicle.

(Supervisor's Signature)

(Phone Number)

(Title)

(Date)

Customer Feedback Card

Your participation in filling out this comment card will help our program to continue to provide services to people like you. Thanks you for taking the time to participate.

1. Which office provided you with services (circle one)?

Montana Legal Services Office of Consumer Protection Self Help Law Cente State Bar of Motnana

2. Did the organization you contacted help you understand your legal rights and what you could do?

Yes No Somewhat I don't know

3. Do you feel more prepared to handle your legal situation (circle one)?

Yes No Somewhat I don't know

4. Overall, how would you rate you experience with the organization you contacted:

Poor					Excellent				
1	2	3	4	5	6	7	8	9	10

5. Please list any other comments or suggestions you may have.

Customer Feedback Card

Your participation in filling out this comment card will help our program to continue to provide services to people like you. Thanks you for taking the time to participate.

1. Which office provided you with services (circle one)?

Montana Legal Services Office of Consumer Protection Self Help Law Cente State Bar of Motnana

2. Did the organization you contacted help you understand your legal rights and what you could do?

Yes No Somewhat I don't know

3. Do you feel more prepared to handle your legal situation (circle one)?

Yes No Somewhat I don't know

4. Overall, how would you rate you experience with the organization you contacted:

Poor					Excellent				
1	2	3	4	5	6	7	8	9	10

5. Please list any other comments or suggestions you may have.

Accommodation Request & Agreement

Due to a disability or other impairments I, _____, am requesting the assistance of Self Help Law staff to complete legal forms on my behalf or provide a reasonable accommodation. By signing this agreement, I certify that the Self Help Law Center staff did not provide me legal advice, completed the form only as directed by me and/or provide me with a reasonable accommodation, and that I am solely responsible for form content.

Accommodation requested:

Customer Signature

Date

Staff use only

I certify that I read this accommodation request agreement to _____ and he/she indicated understanding of the request by (please describe how the customer indicated understanding of the agreement):

_____.

AmeriCorps or Staff Signature

Date

Statement of Verification

Signing this Statement of Verification acknowledges that the Self Help Law Center staff assisted in filling out the needed forms and read back the information in the forms to ensure the accuracy of word choice and intent according to the above referenced Self Help Law Center patron.

Customer Signature

Date

AmeriCorps or Staff Signature

Date

Self Help Law Program Intake

❖ We are collecting the following information for program purposes only. This survey must be completed EVERY TIME you receive assistance. You will remain anonymous and we will not disclose personal information without your permission.

PLEASE READ

1. Disclaimer: The staff and volunteers who work here CANNOT give you legal advice or tell you what you should do. Only a lawyer can give you legal advice based on the facts in your case. Your use of this Center does NOT create an attorney-client relationship. The information you give to Self Help Law Center staff and volunteers is NOT confidential because they might provide the same self help assistance to the other party in your case. If you have questions about your specific legal issue you should talk to a lawyer or Montana Legal Services Association (MLSA) for more help. Neither the Court Help Program nor the local staff and volunteers assume any responsibility or liability for any action you take based on the information or resources obtained at the Self Help Law Center.

Please check here if you understand and agree to this disclaimer.

YES

2. Today's Date ____/____/____

3. Self Help Law Center (circle one) Cascade, Flathead, Gallatin, Missoula, State Law Library, Yellowstone

4. Have you ever used the Self Help Law Center before?

Yes

No

5. How did you access the Self Help Law Center?

Phone

E-mail

Other

Walk-In

Appointment

(Specify): _____

6. How did you hear about the Self Help Law Center?

Brochure or Written Material

Clerk of District Court

Court Staff

Friend or Family

Judge

Online/Internet

Walk-in

Other (please specify): _____

Lawyer

Montana Legal Services Association or program that provides legal services (please specify): _____

Newspaper

Radio

Local or State Pro Bono Program

Social Service Provider (i.e. domestic violence program,, child protective services)specify): _____

7. Where do you live?

County _____ City _____ Other (please specify) _____

8. How many people live in your household?

1

2

3

4

5 +

9. What is your total household yearly income (before taxes)?

\$6,000 or less

\$6,001-\$12,000

\$12,001-\$18,000

\$18,001-\$24,000

\$24,001-\$30,000

\$30,001-\$36,000

\$36,001-\$42,000

\$42,001-\$54,000

Over \$54,000

10. Your age: Under 18 18-24 25-34 35-44 45-54 55-64 65+

11. Please check all that apply: African American or Black American Indian or Alaska Native Asian Caucasian/White Hispanic

Please indicate your specific race or the name of your enrolled or principal tribe:
[OTHER] _____

12. What is the highest level of education you have completed?

- | | | |
|--|--|--|
| <input type="checkbox"/> 8 th grade or less | <input type="checkbox"/> Technical or trade school | <input type="checkbox"/> Bachelor's degree |
| <input type="checkbox"/> 9 th to 11 th grade | <input type="checkbox"/> Some College | <input type="checkbox"/> Advanced degree |
| <input type="checkbox"/> High school diploma/GED | <input type="checkbox"/> Associates degree | |

13. Are you or anyone in your family a Veteran or an active duty member of the armed forces?

- | | |
|---|---|
| <input type="checkbox"/> I am a Veteran | <input type="checkbox"/> I am a relative of a Veteran |
| <input type="checkbox"/> I am an active duty member of the armed forces | <input type="checkbox"/> I am a relative of an active duty member of the armed forces |

14. Do you receive any of the following?

- | | |
|--|--|
| <input type="checkbox"/> SNAP Food Benefits (formerly food stamps) | <input type="checkbox"/> Social Security Disability Income (SSDI) |
| <input type="checkbox"/> Low Income Energy Assistance (LIEAP) | <input type="checkbox"/> Temporary Assistance to Needy Families (TANF) |
| <input type="checkbox"/> Supplemental Security Income (SSI) | <input type="checkbox"/> VA Disability Benefits |
- OTHER: (please specify): _____

15. What information are you looking for?

- | | | |
|--|--|---|
| <input type="checkbox"/> Adoption | <input type="checkbox"/> Family Law
(divorce, parenting plan, or paternity) | <input type="checkbox"/> Order of protection |
| <input type="checkbox"/> Child Support | <input type="checkbox"/> Guardianship or conservatorship | <input type="checkbox"/> Public benefits |
| <input type="checkbox"/> Consumer issues
(debt collection or defense) | <input type="checkbox"/> Labor or employment | <input type="checkbox"/> Wills, estates, or probate |
| <input type="checkbox"/> Emancipation | <input type="checkbox"/> Landlord/Tenant | |
- Other (please specify): _____

16. What do you need?

- Legal information (laws , forms, instructional information)
- Attorney services (referral resources or clinic assistance)
- Legal services (Montana Legal Services Association or Modest Means Program applications)
- Other (please specify): _____

17. Do you feel safe in your personal relationship(s)? *If you are in a violent relationship, please contact your local domestic violence/sexual assault organization. Our staff has a list of service providers and will be happy to give it to you.

- Yes, I feel safe in my relationship(s).
- No, I do not feel safe in my relationship(s).

Appendix P: Volunteer Agreement

COURT HELP LAW PROGRAM VOLUNTEER SERVICE AGREEMENT

This volunteer service agreement is made and entered into between the Court Help Law Program (hereinafter "Program") and _____ (hereinafter "Volunteer").

Purpose of Agreement: The purpose of the volunteer service agreement is to define the relationship between the Program and the Volunteer. The volunteer service agreement does not establish an employee/employer relationship. The Program designates _____ as the Volunteer's supervisor

Scope of Work: A description of the services the Volunteer will provide, and the Volunteer's scheduled hours are as follows:

- Provide legal information, not legal advice, to Program customers,
- Exercise due diligence in maintaining the privacy of Center patrons,
- Read and complete Legal Information vs. Legal Advice questionnaire,
- Facilitate completion of intake survey for all customers,
- Facilitate customer satisfaction survey for all customers,
- Provide assistance in all legal manners possible,
- Ask questions when the legal issue is not familiar to you. You may ask questions to the Center Facilitator or the Clerk of District Court,
- Research Montana Code Annotated for additional direction,
- Where appropriate, provide legal form "packets" to customers and explain directions step by step,
- Remain positive and calm and do what you can to de-escalate the panic that many people find themselves in,
- Fill all assigned shifts,
- Sign Volunteer log when you arrive and sign out when you leave,
- Wear a volunteer badge,
- Water plants as requested,
- Straighten up kids area as requested,
- Disinfect surfaces regularly,
- Check mailboxes at Clerk of Court and Central Stores,
- Make legal form packet copies as requested.

Compensation: The Volunteer will not be paid for services described in Section II of the agreement. Reimbursement for expenses for travel, meals and lodging that have been approved in advance by the Office of the Court Administrator, will be reimbursed at the rate paid to state employees pursuant to Title 2, Chapter 18, Part 5 of the Montana Code. Payment will be made upon submission of a State of Montana Travel Expense Voucher.

Term: Performance of the volunteer service agreement shall commence upon execution and shall terminate _____, or at the request of the Program or the Volunteer.

Training:

The volunteer shall receive, at a minimum, the training in legal information vs. legal advice and an overview of family law and family law forms. Other training completed:

Legal Advice vs. Legal Information Training Date _____ Facilitator _____

Overview of Family Law Forms Date _____ Facilitator _____

Parenting Plan Orientation. Date _____ Facilitator _____

*Orientation is held _____

Attendance may be waived by Facilitator for good cause shown.

Equipment, Materials and Supplies be Furnished by the Court Help Law Program: Necessary materials and supplies will be furnished by the Program for the performance of volunteer services. Request for additional or replacement equipment or supplies should be made to the Self Help Law Facilitator.

The Volunteer will exhibit due diligence in the use and care of the equipment, materials and supplies furnished, and will immediately report lost or stolen property to the Volunteer's immediate supervisor. The Program will own any documents or other end products written or otherwise created by the Volunteer during the term of this agreement using equipment, materials or supplies furnished by the Program.

Modifications and Termination: The terms of this agreement may be modified at anytime, in writing. Written modifications must be signed by the Volunteer and a designated representative of the Program to be deemed part of the agreement. This agreement will continue in force for the term stated in Section IV unless terminated by the Volunteer or the Program. The agreement may be cancelled or terminated at any time by the Volunteer or the Program without cause, upon written notice. In the event of termination, the Volunteer will be reimbursed for any expenses previously authorized by the Program, through the date of termination. Any and all Program equipment, materials, supplies and documents created by the Volunteer using equipment, materials and supplies furnished by the Program must be returned to the Volunteer's immediate supervisor prior to date of termination.

I, _____, understand the terms of this agreement and agree to abide by the terms and complete training and scope of work requirements stated herein.

Volunteer

Date

Self Help Law Center Facilitator

Date

SELF-HELP LAW PROGRAM
VOLUNTEER PROTOCOL

I. PLANNING AND DEVELOPMENT.

The purpose of this protocol is to define the guidelines necessary to establish and operate a volunteer program for the statewide Self-Help Law Program, which is administered by the Office of the Court Administrator at the direction of the Montana Supreme Court.

Duties of the Self-Help Law Administrator:

- (1) identifying tasks that can be performed by volunteers and developing descriptions of volunteer activities;
- (2) identifying costs to the Self-Help Law Program associated with the use of volunteers;;
- (3) developing and implementing the volunteer program, which includes oversight of recruitment, orientation, training and supervision of volunteers;
- (4) developing tools to assist in the supervision, evaluation and recognition of volunteers;
- (5) developing tools to ensure adequate record-keeping and reporting.

C. Insurance and Liability Issues. Volunteers, like paid personnel, may injure themselves or others, or they may damage State property or property belonging to innocent third parties. Injuries and property damage associated with volunteer service may give rise to claims against the State. Volunteers should be acquainted with the Judicial Branch safety policy to avoid or prevent accidents whenever possible. Because volunteers are deemed to be state employees for purposes of the State's self-insurance plan, the Tort Claims Act and workers' compensation coverage, they are generally protected in the event of accidents. However, volunteers must be advised that the State will not insulate them from personal liability if they engage in wrongful or criminal conduct, or if their conduct violates a person's civil rights. To the extent that volunteer accidents are covered by state law, the claims process should be as seamless as possible. To accomplish these goals, consideration must be given to the following:

- (1) State Self-Insurance Plan and Tort Claims Act. The State's self-insurance plan covers damage to state property caused by a volunteer. Under the plan, the Self-Help Law Program would be responsible for a portion of property damage (\$1,000.00 for FY 2008). The State's self-insurance plan would then pick up the balance, up to the policy limit (policy limits vary depending on the nature of the property damaged). Because a volunteer is deemed to be a state employee for tort claim purposes, volunteers are also insulated from personal liability for their negligent acts while they are providing authorized

volunteer services. No contribution from the Self-Help Law Program is required for damages awarded or paid in connection with tort claims.

(2) Workers' Compensation. Volunteers should be included in the workers' compensation coverage afforded to the Self-Help Law Program. Benefits for volunteers should be the same as benefits afforded to paid personnel. Workers' compensation coverage is triggered by workers' compensation policy endorsement that encompasses volunteers. Upon implementation of the volunteer program, compliance with payment and/or reporting provisions relating to volunteers pursuant to the policy will be required.

(3) Minimum Wage and Overtime Compensation. Volunteers are generally excluded from federal and state mandates regarding minimum wage and overtime compensation. However, if an employment relationship is formed, the characterization of a person as a volunteer is irrelevant and the State will be required to comply with minimum wage and overtime compensation requirements. Review of the volunteer program protocol, policy and forms by the Montana Department of Labor and Industry (DLI) and the United States Department of Labor (DOL) should be considered to ensure that an employment relationship is not formed between the Self-Help Law Program and its volunteers. If the Self-Help Law Program elects to forego formal review by DLI or DOL, care should be taken to indicate in our policy statement and volunteer service agreement that volunteers are not recruited to displace paid personnel, and that a volunteer service agreement does not establish an employee-employer relationship for minimum-wage and overtime-compensation purposes.

(4) Operation of State Vehicles. Volunteers are generally permitted to use state vehicles while they are engaged in authorized volunteer activities. If an accident occurs while a volunteer is using a state vehicle, state insurance will protect the State and the volunteer against claims made by others who may have been injured or whose property may have been damaged. If the volunteer is injured, protection would be afforded by the Self-Help Law Program's workers' compensation policy after exhaustion of the volunteer's personal accident insurance coverage.

D. Budget. Implementation of a volunteer program may trigger expenses to the Self-Help Law Program, including, but not limited to recruitment, orientation, training and supervision costs; reimbursement of travel and out-of-pocket expenses; and costs associated with equipment, materials and supplies.

Consideration should be given to weighing the costs associated with implementing and operating a volunteer program against its anticipated benefits to the Self-Help Law Program. Because volunteers may not be used to displace paid personnel, caution must be exercised in conducting a cost/benefit analysis to ensure that it does not encompass an assessment of the amount of money the Self-Help Law Program will save by using the services of volunteers. The focus should be on the extent to which volunteer services will enhance existing services.

II. STAFF SUPPORT

A. Orientation. Having volunteers who understand and embrace the goals and objectives of the volunteer program will contribute significantly to the success of the program. Accordingly, orientation sessions should be an integral part of the volunteer program, with an emphasis on the commitment of the Self-Help Law Program to ensuring a meaningful volunteer experience for those who donate their services.

Orientation sessions should provide an open forum for discussion that allows volunteers to ask questions and express concerns without hesitation or recrimination. An orientation should include:

- (1) an overview of the Self-Help Law Program;
- (2) a general description of the volunteer program;
- (3) a detailed review of program goals, objectives, policies and procedures;
- (4) a discussion of the volunteer's assigned duties and scheduled hours;
- (4) a tour of the working environment; and
- (5) an introduction to colleagues and co-workers.

B. Training. After the volunteer program becomes operational, periodic meetings should be scheduled so that staff and volunteers can discuss their experiences, both good and bad, regarding the program. Evaluation tools should be developed and made available to staff and volunteers to allow for ongoing monitoring of the volunteer program

C. Recognition. Volunteers should be recognized for their contributions to the Self-Help Law Program. Formal recognition of a volunteer may include the form of:

- (1) letters of commendation for a volunteer's file;
- (2) certificates or awards; and
- (3) any other appropriate recognition.

On-site supervisors should also make sure that volunteers are informally recognized for their contributions to the success of the Self-Help Law Program on an ongoing basis.

III. DEVELOPING AND DESCRIBING VOLUNTEER POSITIONS

A. Identifying the Need for Volunteer. On-site supervisors should be involved in the process of identifying the need for volunteers. Volunteer opportunities must be relevant to the goals and objectives of the Self-Help Law Program. Specific activities should be identified that would not be accomplished without the use of volunteers. Volunteers may not displace paid personnel and should not be assigned duties that would normally be undertaken by paid personnel.

B. Written Descriptions of Volunteer Positions.

Once a need for volunteers is identified, written descriptions of volunteer positions should be drafted that define the roles of volunteers and their relationship to paid personnel. Written descriptions of volunteer positions should be drafted with an eye toward the enhancement of recruitment, screening and placement efforts.

A standard template should be developed for written descriptions of volunteer positions that specify the activities in which the prospective volunteer will engage, the time commitment required, and qualifications for the position. The template should also specify the training and supervision that will be provided by the Self-Help Law Program, and the purpose and expected outcome of the volunteer position.

Once recruitment is underway, it may be necessary to adjust written descriptions of volunteer positions to meet the changing needs of the program and the individual needs of volunteers.

IV. RECRUITMENT, SCREENING AND PLACEMENT

A. Recruitment. Timing is a critical component of successful recruitment. Before actively recruiting volunteers, the Self-Help Law Program should ensure that it is prepared to accept and support volunteers. Volunteers will expect to be useful immediately. Making them wait to assume their volunteer positions may make them lose interest in the volunteer program.

Recruitment efforts should be focused on groups and organizations whose interests are compatible with the goals and objectives of the Self-Help Law Program. Possible sources of volunteers include:

- (1) local college and university students;
- (2) senior citizen organizations;
- (3) community service organizations;
- (4) youth groups;
- (5) volunteer bureaus;
- (6) religious organizations;
- (7) social, civic, and fraternal organizations; and
- (8) disability and minority advocacy groups.

The Self-Help Law Program must afford equal opportunity to prospective volunteers without regard to race, color, religion, sex, age, physical or mental handicap, marital status, national origin or political belief.

B. Screening. Although an interview should be viewed primarily as a means of screening a prospective volunteer, it can also provide an invaluable opportunity to compare the expectations of the Self-Help Law Program with those of the prospective volunteer. Compatibility is an essential component of a successful volunteer placement for both the volunteer and the Self-Help Law Program.

The staff person who will serve as a prospective volunteer's immediate supervisor should be included in the interview. If the volunteer position does not meet the expectations of a prospective volunteer, thought should be given to restructuring the position. If a placement is not possible, the prospective volunteer's application should be kept on file, with a notation regarding the results of the interview in the event that a suitable placement is

available at a later date. If a prospective volunteer is unable or unwilling to make a long-term commitment, consideration should be given to offering the option of accepting occasional on-call, short-term assignments.

C. Background Check

The Montana State Judicial Branch requires a criminal history check be completed for all volunteers before starting a volunteer assignment. The criminal history check can be completed through an established volunteer entity or administered through the Self-Help Coordinator. Background approval will be provided in writing by the established volunteer entity or through the Self-Help Coordinator. A volunteer assignment may be extended prior to the completion of the background. However, the volunteer's first day must not be prior to the satisfactory completion of the criminal history check.

If the Background Check reveals a criminal conviction or other serious misconduct (aside from minor traffic violations), in accordance with federal and state laws, it does not automatically disqualify a volunteer from consideration. A conviction will depend on a variety of factors (for example, the nature of the conviction, age of the volunteer when the illegal activity occurred and other considerations). Such results will be determined on case by case basis with final approval given by the Court Services Director.

D. Volunteer Service Agreement. If a prospective volunteer is selected for a volunteer position, the volunteer service agreement should be completed, reviewed and signed.

A volunteer service agreement should contain:

- (1) unequivocal statements that the volunteer does not displace paid personnel and that the agreement does not establish an employment relationship;
- (2) a description of the services the volunteer will provide, the volunteer's scheduled hours, and the anticipated duration of volunteer position;
- (3) an outline of the training that will be provided by the Self-Help Law Program;
- (4) the policy governing reimbursement of expenses; and
- (5) the date and signatures of the volunteer and the designated representative of the Self-Help Law Program.

E. Orientation. Orientation for volunteers should be approached in the same manner as orientation for paid personnel. Volunteers will be more effective if they understand the goals, objectives, policies and procedures of the Self-Help Law Program.

An orientation should:

- (1) provide an overview of the Self-Help Law Program;
- (2) familiarize the volunteer with the office space, equipment and supplies;
- (3) introduce the volunteer to co-workers; and

(4) cover policies relating to dress, telephone usage, parking, use of office equipment, office hours, break areas, and absences.

F. Training. Training should be planned well in advance, and sessions should be scheduled at places and times convenient for the volunteer, Self-Help Law Program staff, and resource people. Training should generally be tailored to the duties associated with a particular volunteer position. However, consideration should be given to affording volunteers the opportunity to participate in staff training as a means of enhancing their volunteer experience. Training sessions should be short, interesting and focused on information that can be immediately employed by the volunteer in his or her assigned duties.

V. SUPERVISION, EVALUATION AND TRACKING

A. Supervision. Supervision of volunteers should be consistent with Self-Help Law Program policies and guidelines. A volunteer's immediate supervisor should ensure that the volunteer receives needed training, guidance, direction, evaluation and recognition. A supervisor should also maintain a positive work environments in which volunteers are treated like peers rather than unpaid help.

B. Volunteer File. Because employers often accept volunteer experience as qualifying work experience, they expect detailed information on volunteer positions, including starting and ending dates, number of hours volunteered and duties. A volunteer's immediate supervisor should maintain a file for the volunteer containing:

- (1) a description of the volunteer position, including the volunteer's assigned duties;
- (2) the volunteer's service agreement;
- (3) time records;
- (4) evaluations; and
- (5) special commendations or awards.

Complete volunteer records are also essential for tracking purposes.

D. Evaluation and Tracking. Once the volunteer program is established, it is essential to conduct periodic assessments of its operation. The evaluation of program operation should indicate areas of strength as well as areas in need of corrective action.

The Self-Help Law Center Evaluation program should involve three steps:

- (1) establishing standards consistent with Self-Help Law Program goals and objectives;
- (2) measuring performance in terms of whether the volunteer program is accomplishing its intended purpose; and
- (3) making necessary adjustments or corrections.

Participants in the evaluation process should include the volunteer coordinator, supervisory staff, volunteers, and individuals served by the Self-Help Law Program. On-going evaluations provide current data on program status that allows the volunteer coordinator and supervisors to discover and correct problems before they become unmanageable.

In addition to measuring performance, evaluation tools should also be developed that will allow the Self-Help Law Program to track the number of volunteers it places, volunteer retention rates, cost effectiveness and program accomplishments.

Release

I, _____ consent to being the subject of the photographs taken by the Court Help
Program on ____/____/____ and authorize the State Law Library to exhibit the images as still photographs,
transparencies, motion pictures, television, video or other similar media. I release the State Law Library and any
employee as well as any assignees from any and all claims for damages for libel, slander, invasion of privacy or any other
claim based on use of the above materials.

Signature

____/____/____
Date