

A Directory of Court-Based Self Help Programs

Developed by

www.selfhelpsupport.org

**A consortium of organizations working for access to justice for
the self-represented, supported by a grant from the State
Justice Institute to the National Center for State Courts and
by the**

Self Represented Litigation Network

May 2006



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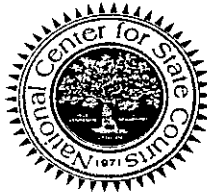
A consortium of organizations working for access to justice for the self-represented, supported by a grant from the State Justice Institute to the National Center for State Courts and by the

Self Represented Litigation Network

Library
National Center for State Courts
300 Newport Ave.
Williamsburg, VA 23185

May 2006

This document was developed under a grant from the State Justice Institute (SJI-05-N-091). Points of view and opinions stated in this report are those of the authors and do not necessarily represent the official position or policies of the State Justice Institute.



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Introduction

This is the first national directory of self help centers – court based offices in which litigants can obtain information that helps them with their court cases.

These centers are an important and rapidly expanding component in the ongoing campaign for access to justice for all.

The first self help center was opened in 1994 in Maricopa County Arizona. As this directory shows, there are now about 150 of these centers serving a significant portion of the American population, and addressing a wide variety of legal needs.

Some states such as Maryland, California and Idaho have local programs serving every geographic area in their states. Others such as Alaska have single programs that serve the whole state. Yet others, such as Minnesota, have high quality programs in part of the state, but little or no coverage in the rest of the state.

The programmatic variety is similarly enormous. Some programs make extensive use of technology; some are operated in close cooperation with local legal aid programs; some focus only on one area such as family law; some focus only on the beginning of the case; some provide support in the courtroom itself. In short we remain in a period of ongoing innovation, experimentation and evaluation.

At the same time we are working hard to make sure that as many courts as possible take advantage of what we have learned and establish high quality programs that provide litigants with the information that they need. As a resource for this process, we have appended a Best Practices document that was developed at the March 2005 National Summit on Self Represented Litigation.

We hope that this directory will be used:

- As a referral source
- As a way of finding programs that will help in the design and expansion of new programs
- As a way of finding programs that you may want to visit to network and use to get new ideas.

Those of us who work in this area are believers! We welcome your queries and participation.

The directory will also be available online at <http://www.selfhelpsupport.org>. The online version includes additional contact information for networking purposes.

This directory itself has been compiled by www.selfhelpsupport.org, the award winning resource website of organizations working to increase access to justice for self represented litigants. The website is operated by the National Center for State Courts and

powered by Pro Bono Net, as part of a broader consortium of organizations, with funding from the State Justice Institute.

The directory has been developed as a project of the Self Represented Litigation Network. The Network is an open and growing grouping of organizations and working groups dedicated to fulfilling the promise of a justice system that works for all, including those who can not afford lawyers and are therefore forced to go to court on their own. The Network brings together courts, bar and access to justice organizations in support of innovations in services for the self represented.

The Network's participants already range from the Conference of State Court Administrators to the State Justice Institute, from the American Judicature Society to the Harvard Law School Bellow Sacks Project on Access to Civil Justice, and from the National Association of IOLTA programs to state court administrative offices such as those of California and Maryland.

The participants are cooperating in a wide variety of collaborative efforts and working groups. These efforts include providing information about innovations for the self represented, promoting best practices in such areas as the setting up of self help offices, the use of forms, and e-filing, discrete task representation, and judicial practices and education programs, establishing a research agenda, and working for integration with the system as a whole and for long term funding to support access to justice for the self-represented.

There is no claim to comprehensiveness or timeliness in the Directory. The data comes from online surveys filled in by recipients of e-mails to members of the www.selfhelpsupport.org resource webpage, and to the members of the American Judicature Society Pro Se Listserv. Those who have been omitted should go to that site for information on how to be listed in the next version. The online version may well be more up-to-date.

Thanks to Pro Bono Net for their help with the survey technology. Thanks to the State Justice Institute, whose grant no. SJI-05-N-091 to the National Center for State Courts has made this survey possible. (Any opinions expressed are not necessarily those of SJI, NCSC, or any of the participants in www.selfhelpsupport.org.) Thanks to all who provided information in support of the survey.

Sincerely,

Madelynn Herman, National Center for State Courts
Julie Pezzner, Delaware Administrative Office of the Courts
Bonnie Hough, California Administrative Office of the Courts
Richard Zorza, Self Represented Litigation Network
Wayne Moore, AARP

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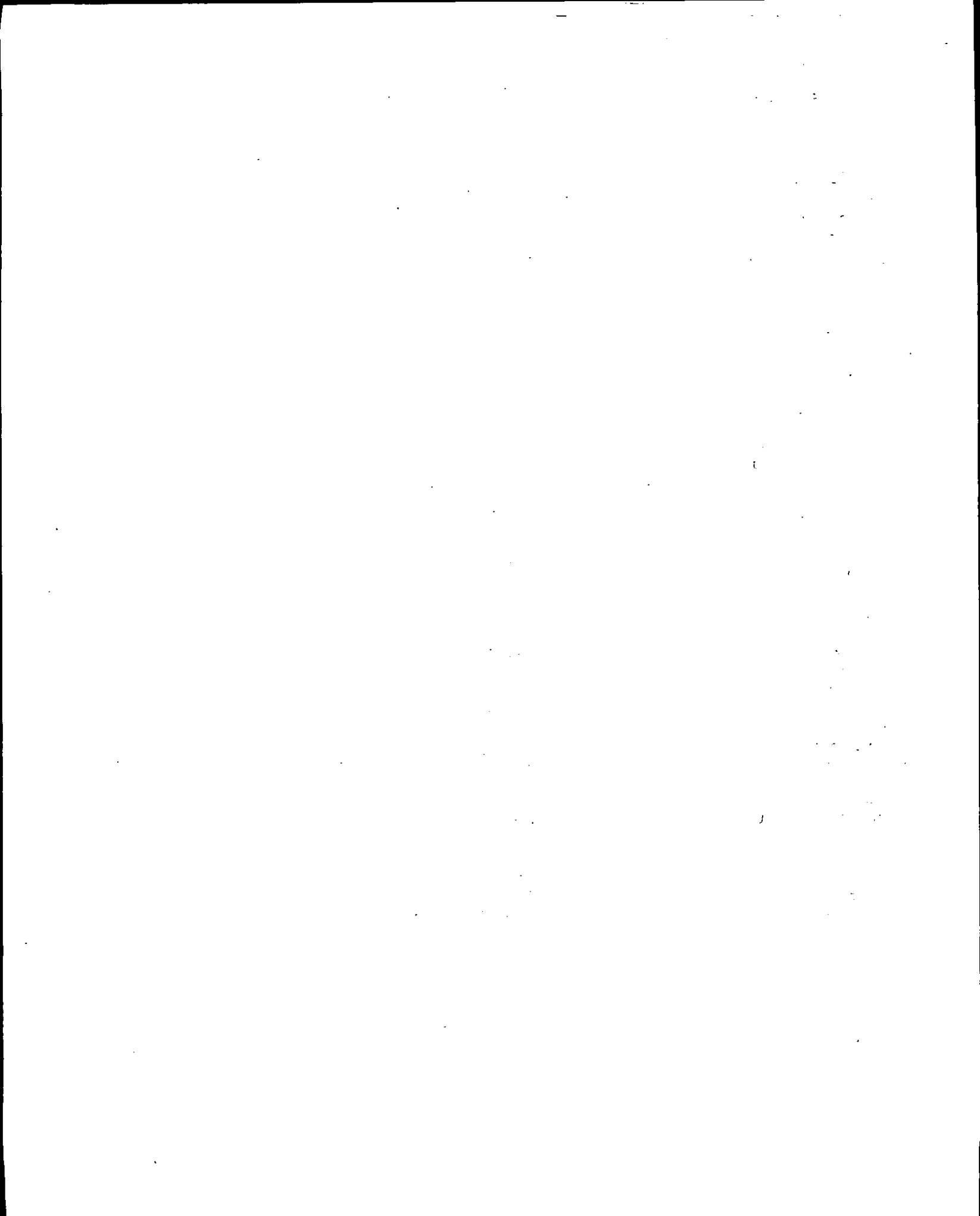


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Alaska Statewide

Name of court in which program operates: Alaska Court System
 Name of program itself: Family Law Self-Help Services
 Address of program - Main location: 825 W. 4th Ave.
 City: Anchorage
 State: AK
 Zip: 99524
 Phone for the public: (907) 264-0851
 Fax for the public: (907) 264-0865
 Website for the public: www.state.ak.us/courts/selfhelp.htm
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: State of Alaska
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 February, 2000
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with only nonattorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 The program provides training regarding working with self-represented litigants for the following: Judges
 Court staff
 Program staff
 Program volunteers
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction, to address issues regarding self-represented litigants?
 Statewide

Arizona, Maricopa County

Name of Court in which program operates: Trail Courts of Arizona, Maricopa County
 Name of program itself: Self-Service Center
 Address of program line 1 - Main location: 101 W. Jefferson
 Address of program line 2 - Main location: 1st Floor
 City: Phoenix
 State: AZ
 Zip: 85003
 Phone for the public: (602) 506-7353
 Fax for the public: (602) 506-6050
 E-mail for the public: ssc@superiorcourt.maricopa.gov
 Website for the public: <http://www.superiorcourt.maricopa.gov/ssc/sschome.html>
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Yavapai County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 General Civil
 October, 1995
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach?
 The program has: Yes
 A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 Bilingual or multilingual staff

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - General Civil
- One-on-one help in understanding legal processes and preparing forms - Other
- Telephone assistance - Family
- Telephone assistance - Domestic Violence
- Telephone assistance - General Civil
- Telephone assistance - Other
- Bilingual or multilingual forms - Family
- Bilingual or multilingual forms - Domestic Violence
- Bilingual or multilingual forms - General Civil
- Bilingual or multilingual forms - Other
- Bilingual or multilingual materials - Family
- Bilingual or multilingual materials - Domestic Violence
- Bilingual or multilingual materials - General Civil
- Bilingual or multilingual materials - Other
- A system of referrals to attorneys providing unbundled legal services - Family
- A system of referrals to attorneys providing unbundled legal services - Domestic Violence
- A system of referrals to attorneys providing unbundled legal services - Landlord Tenant

Arizona, Maricopa County (Continued)

A system of referrals to attorneys providing unbundled legal services - General Civil

A system of referrals to attorneys providing unbundled legal services - Other

Referrals to pro bono attorney assistance (but not for hearings) - Family

Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence

Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant

Referrals to pro bono attorney assistance (but not for hearings) - General Civil

Referrals to pro bono attorney assistance (but not for hearings) - Other

Referrals to pro bono attorney assistance (for hearings) - Family

Referrals to pro bono attorney assistance (for hearings) - Domestic Violence

Referrals to pro bono attorney assistance (for hearings) - General Civil

Referrals to pro bono attorney assistance (for hearings) - Other

Web-based information in English - Family

Web-based information in English - Domestic Violence

Web-based information in English - General Civil

Web-based information in English - Other

The Program provides training regarding working with self-represented litigants for the following:

Court staff

Program staff

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide and Local

Arizona, Yavapai County

Name of Court in which program operates: Yavapai County Superior Court
Name of program itself: Yavapai County Self-Service Center
Address of program - Main location: 120 South Cortez St.
City: Prescott
State: AZ
Zip: 86301
Phone for the public: (928) 771-3309
E-mail for the public: web.aoc.lawib@co.yavapai.az.us
Website for the public: www.co.yavapai.az.us
The self-represented litigant program serves: County
Describe what geographic area this program serves: Yavapai County
Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Other
Enter the month and year that the program started: June, 1995
Is your court willing to host visits from other courts interested in learning about this approach? Yes
The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 A volunteer program
 Written guidelines for court staff for provision of assistance
The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Other
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
 Referrals to pro bono attorney assistance (for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
 Web-based information in English - Family
 Web-based information in English - Domestic Violence

Arizona, Yavapai County (Continued)

Web-based information in English - Landlord Tenant
Web-based information in English - General Civil
Web-based information in English - Other
Interactive Web-based forms - Family
In-person workshops - Family
Videotaped workshops - Family

The Program provides training regarding working with self-represented litigants for the following:

Court staff
Program staff

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide
Local

California - Statewide

Name of court in which program operates: California

Name of agency that operates program if different from above: Administrative Office of the Courts

Name of program itself: Equal Access Program

Address of program line 1 - Main location: 455 Golden Gate Ave.

City: San Francisco

State: CA

Zip: 94102

Phone for the public: (415) 865-7739

Fax for the public: (415) 865-7217

E-mail for the public: equalaccess@jud.ca.gov

Website for the public: www.courtinfo.ca.gov/selfhelp

The self-represented litigant program serves: State

Describe what geographic area this program serves: California

Indicate which substantive areas the center serves: Family
Domestic Violence
Probate
Child Support
Guardianship
Landlord Tenant
General Civil
Small Claims
Traffic
Other

Enter the month and year that the program started: November, 1999

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator

The following services are offered for the following substantive areas:
Bilingual or multilingual forms - Family
Bilingual or multilingual forms - Domestic Violence
Bilingual or multilingual forms - Small Claims
Bilingual or multilingual materials - Family
Bilingual or multilingual materials - Domestic Violence
Bilingual or multilingual materials - Other
Web-based information in English - Family
Web-based information in English - Domestic Violence
Web-based information in English - Landlord Tenant
Web-based information in English - General Civil
Web-based information in English - Small Claims
Web-based information in English - Traffic
Web-based information in English - Other
Web-based information in other languages - Family
Web-based information in other languages - Domestic Violence
Web-based information in other languages - Landlord Tenant
Web-based information in other languages - General Civil
Web-based information in other languages - Small Claims
Web-based information in other languages - Traffic
Web-based information in other languages - Other

California Statewide (Continued)

- Interactive Web-based forms - Family-
- Interactive Web-based forms - Domestic Violence
- Interactive Web-based forms - Landlord Tenant
- Interactive Web-based forms - General Civil
- Interactive Web-based forms - Small Claims
- Interactive Web-based forms - Traffic
- Interactive Web-based forms - Other

Do you provide training regarding working with self-represented litigants for:

- Judges
- Court staff
- Program staff
- Lay volunteers in the court

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

The Equal Access Project provides funding and technical support to a variety of self-help programs throughout California. The project also coordinates the California courts' OnLine Self-Help Center and aids in the development other online resources. See www.courtinfo.ca.gov/programs/equalaccess for more information.

Do you provide training regarding working with self-represented litigants for:

- Program staff
- Program volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

California, Butte, Glenn and Tehama Counties

Name of Court in which program operates: Butte, Glenn, and Tehama County Superior Court
 Name of program itself: SHARP
 Address of program line 1 - Main location: 1931 Arlin Rhine Drive
 City: Oroville
 State: CA
 Zip: 95965
 Phone for the public: (530) 532-7015
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: Butte, Glenn, and Tehama Counties
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Enter the month and year that the program started: September, 2002
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Small Claims
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual forms - Landlord Tenant

California, Butte, Glenn and Tehama Counties

(Continued)

Bilingual or multilingual forms - General Civil

Bilingual or multilingual forms - Small Claims

A system of referrals to attorneys providing unbundled legal services - Family

Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant

Referrals to pro bono attorney assistance (but not for hearings) - General Civil

Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant

Referrals to pro bono attorney assistance (for hearings) - General Civil

In-person workshops - Family

In-person workshops - Domestic Violence

In-person workshops - Landlord Tenant

In-person workshops - General Civil

In-person workshops - Small Claims

Remote appearance video workshops - Family

Remote appearance video workshops - Domestic Violence

Remote appearance video workshops - Landlord Tenant

Remote appearance video workshops - General Civil

Remote appearance video workshops - Small Claims

E-filing for self-represented litigants - Landlord Tenant

Do you provide training regarding working with self-represented litigants for:

Program staff

Program volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

California, Calaveras and Amador Counties

Name of Court in which program operates: Calaveras Superior Court

Name of agency that operates program if different from above: Human Resource Council, Inc.
ARC Community Legal Assistance Center
891 Mountain Ranch Road
593 W. St. Charles
San Andreas
CA
95249
(209) 754-1443
www.hrcnet.org

Name of program itself:

Address of program line 1 - Main location:

Address of program line 2 - Main location:

City:

State:

Zip:

Phone for the public:

Website for the public:

The self-represented litigant program serves: County

Describe what geographic area this program serves: Calaveras and Amador

Indicate which substantive areas the center serves: Family
Domestic Violence
Child Support
Guardianship
Landlord Tenant
General Civil
Small Claims

Enter the month and year that the program started: September, 2003

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:
One-on-one help in understanding legal processes and preparing forms - Family
One-on-one help in understanding legal processes and preparing forms - Domestic Violence
One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
One-on-one help in understanding legal processes and preparing forms - General Civil
One-on-one help in understanding legal processes and preparing forms - Small Claims
One-on-one help in understanding legal processes and preparing forms - Other
Telephone assistance - Family
Telephone assistance - Domestic Violence
Telephone assistance - Landlord Tenant
Telephone assistance - General Civil
Telephone assistance - Small Claims
Telephone assistance - Other
Bilingual or multilingual forms - Family
Bilingual or multilingual forms - Domestic Violence
Bilingual or multilingual forms - Landlord Tenant
Bilingual or multilingual forms - General Civil
Bilingual or multilingual forms - Small Claims

California, Calaveras and Amador Counties

(Continued)

Bilingual or multilingual forms - Other

A system of referrals to attorneys providing unbundled legal services - Family

A system of referrals to attorneys providing unbundled legal services - Domestic Violence

A system of referrals to attorneys providing unbundled legal services - Landlord Tenant

A system of referrals to attorneys providing unbundled legal services - General Civil

A system of referrals to attorneys providing unbundled legal services - Small Claims

A system of referrals to attorneys providing unbundled legal services - Other

Web-based information in English - Family

Web-based information in English - Domestic Violence

Web-based information in English - Landlord-Tenant

Web-based information in English - General Civil

Web-based information in English - Small Claims

Web-based information in English - Traffic

Web-based information in English - Other

Web-based information in other languages - Family

Web-based information in other languages - Domestic Violence

Web-based information in other languages - Landlord Tenant

Web-based information in other languages - General Civil

Web-based information in other languages - Small Claims

Web-based information in other languages - Other

Interactive Web-based forms - Family

Interactive Web-based forms - Domestic Violence

Interactive Web-based forms - Landlord Tenant

Interactive Web-based forms - General Civil

Interactive Web-based forms - Small Claims

Interactive Web-based forms - Other

In-person workshops - Family

In-person workshops - Domestic Violence

In-person workshops - Landlord Tenant

In-person workshops - General Civil

In-person workshops - Small Claims

In-person workshops - Other

Videotaped workshops - Family

Do you provide training regarding working with self-represented litigants for:

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Program staff

Local

California, Central Valley

Name of Court in which program operates: Fresno County Superior Court
Name of program itself: Spanish Self Help Center & Volunteer Interpreter Development Bureau
Address of program line 1 - Main location: 255 N Fulton Ste. 101
City: Fresno
State: CA
Zip: 93701
Phone for the public: (559) 497-7820
Fax for the public: (559) 497-0366
Website for the public: <http://www.fresnosuperiorcourt.org/>
The self-represented litigant program serves: County
Describe what geographic area this program serves: Central Valley
Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 Landlord Tenant
 Other
Enter the month and year that the program started: October, 2002
Is your court willing to host visits from other courts interested in learning about this approach? Yes
The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance
The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord - Tenant
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - Other
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual forms - Landlord Tenant
 Bilingual or multilingual forms - Other
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 Bilingual or multilingual materials - Landlord Tenant
 Bilingual or multilingual materials - Other
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Landlord Tenant

California, Central Valley (Continued)

A system of referrals to attorneys providing unbundled legal services - Other

Web-based information in English - Family

Web-based information in English - Domestic Violence

Web-based information in English - Landlord Tenant

Web-based information in English - Other

Web-based information in other languages - Family

Web-based information in other languages - Domestic Violence

Web-based information in other languages - Landlord Tenant

Web-based information in other languages - Other

Interactive Web-based forms - Family

Interactive Web-based forms - Domestic Violence

Interactive Web-based forms - Landlord Tenant

Interactive Web-based forms - Other

In-person workshops - Family

In-person workshops - Domestic Violence

In-person workshops - Landlord Tenant

In-person workshops - Other

Do you provide training regarding working with self-represented litigants for:

Court staff

Program staff

Program volunteers

Lay volunteers in the Court

California, Contra Costa County

Name of Court in which program operates: Superior Court of California, County of Contra Costa

Name of program itself: Virtual Self Help Law Center

Address of program line 1 - Main location: ADR Programs

Address of program line 2 - Main location: 625 Court Street

City: Martinez

State: CA

Zip: 94553

E-mail for the public: ctwebvsh@sc.co.contra-costa.ca.us

Website for the public: www.cc-courthelp.org

The self-represented litigant program serves: County

Describe what geographic area this program serves: Contra Costa County, CA

Family

Domestic Violence

Child Support

Guardianship

Landlord Tenant

September, 2003

Enter the month and year that the program started: September, 2003

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator

Bilingual or multilingual staff

A volunteer program

Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

A system of referrals to attorneys providing unbundled legal services - Family

A system of referrals to attorneys providing unbundled legal services - Domestic Violence

A system of referrals to attorneys providing unbundled legal services - Landlord Tenant

Referrals to pro bono attorney assistance (but not for hearings) - Family

Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence

Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant

Web-based information in English - Family

Web-based information in English - Domestic Violence

Web-based information in English - Landlord Tenant

Interactive Web-based forms - Family

Interactive Web-based forms - Domestic Violence

Interactive Web-based forms - Landlord Tenant

In-person workshops - Family

in-person workshops - Domestic Violence

In-person workshops - Landlord Tenant

Videotaped workshops - Family

Videotaped workshops - Domestic Violence

Videotaped workshops - Landlord Tenant

Remote appearance video workshops - Family

Remote appearance video workshops - Domestic Violence

Remote appearance video workshops - Landlord Tenant

Do you provide training regarding working with self-represented litigants for: Lay volunteers in the court

California, Contra Costa County (Continued)

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Local

Please enter any other description or information that you think would be useful.

This court is experimenting with the use of technology to better serve self-represented litigants. Its primary focus is a website which: A) Has ready-to-file forms, written forms instructions, and animated forms instructions; B) Gives expert legal content in plain language in the fields of divorce, domestic violence restraining orders, guardianship, parentage, and unlawful detainers (child, spousal and partner support; child custody and visitation; general civil, small claims and traffic to come); C) Has an innovative template for its expert legal content which includes information to consider before starting a court case, and what to do after a court case if the situation changes. There are separate sets of instructions for proceeding with a court case for the plaintiff, respondent, and others involved (children, unnamed tenants, others covered by restraining orders.); D) Offers related videos to help people understand the legal content. Some of the videos (done by other courts) have actors playing out a court case. Other videos (done by our court) are workshops in how to fill out the forms needed

California, El Dorado County

Name of Court in which program operates: Superior Court of California, County of El Dorado
 Name of agency that operates program if different from above: Operated by consultant attorneys, Legal Services of Northern California, Jane Burton, Esq., Julie Bachman, Esq.
 Name of program itself: Self-Represented Litigant Clinics
 Address of program line 1 - Main location: 495 Main Street, Placerville, CA 95667
 Address of program line 2 - Main location: 1354 Johnson Blvd., So. Lake Tahoe, CA 96150
 City: Placerville
 State: CA
 Zip: 95667
 Phone for the public: (530) 573-3066 (Lake Tahoe)
 Website for the public: www.eldoradocourt.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: All of El Dorado County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Enter the month and year that the program started: Legal Services of Northern Calif. program began 5/00, Self-Help Clinic programs in Placerville & SLT began 8-04
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A self-help center staffed with attorneys
 Bilingual or multilingual staff
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual forms - Landlord Tenant
 Bilingual or multilingual forms - General Civil
 Bilingual or multilingual forms - Small Claims
 Interactive Web-based forms - Family
 Interactive Web-based forms - Domestic Violence
 Interactive Web-based forms - Landlord Tenant
 Interactive Web-based forms - Small Claims
 In-person workshops - Family
 In-person workshops - Domestic Violence
 In-person workshops - Landlord Tenant
 In-person workshops - General Civil
 In-person workshops - Small Claims
 The Program provides training regarding working with self-represented litigants for the following: Court staff

California, Humboldt County

Name of Court in which program operates: Superior Court of California County of Humboldt
 Name of program itself: Family Court Self-Help Center
 Address of program line 1 - Main location: 825 Fifth Street
 Address of program line 2 - Main location: Room 305
 City: Eureka
 State: CA
 Zip: 95501
 Phone for the public: (707) 445-7256 ext. 1321
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Humboldt County, California.
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 January, 1998
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has:
 A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - Other
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual forms - Other
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 Bilingual or multilingual materials - Other
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Other
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Family

California, Humboldt County (Continued)

Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
Web-based information in English - Family
Web-based information in English - Domestic Violence
Web-based information in other languages - Family
Web-based information in other languages - Domestic Violence
Interactive Web-based forms - Family
Interactive Web-based forms - Domestic Violence
In-person workshops - Family
In-person workshops - Domestic Violence
Videotaped workshops - Family
Videotaped workshops - Domestic Violence.

The Program provides training regarding working with self-represented litigants for the following:

Judges
Attorneys
Court staff
Program staff
Program volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

Family Court Self-Help Center staff attends family law and motion calendars to assist self-represented litigants on site in the courtroom.

California, Inglewood

Name of Court in which program operates: Inglewood Court, Inglewood California
 Name of agency that operates program if different from above: Legal Aid Foundation of Los Angeles as a subcontractor of Neighborhood Legal Services
 Name of program itself: Inglewood Self Help Legal Access Center
 Address of program line 1 - Main location: 1 Regent Street
 Address of program line 2 - Main location: #107
 City: Inglewood
 State: CA
 Zip: 90301
 Website for the public: www.lafia.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Los Angeles County and residents of LA county with business in other counties
 Indicate which substantive areas the center serves: Family
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Other
 January, 2003
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 The following services are offered for the following substantive areas:
 A program director/manager/coordinator
 A self-help center staffed with attorneys
 bilingual or multilingual staff
 A volunteer program
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Other
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Landlord Tenant
 Bilingual or multilingual materials - General Civil
 Bilingual or multilingual materials - Other
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
 A system of referrals to attorneys providing unbundled legal services - General Civil
 A system of referrals to attorneys providing unbundled legal services - Other

California, Inglewood (Continued)

Referrals to pro bono attorney assistance (but not for hearings) - Family

Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant

Referrals to pro bono attorney assistance (but not for hearings) - Other

Referrals to pro bono attorney assistance (for hearings) - Family

Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant

Referrals to pro bono attorney assistance (for hearings) - General Civil

Referrals to pro bono attorney assistance (for hearings) - Other

Web-based information in English - Family

Web-based information in English - Landlord Tenant

Web-based information in English - Other

In-person workshops - Family

In-person workshops - Landlord Tenant

In-person workshops - General Civil

In-person workshops - Other

Videotaped workshops - Landlord Tenant

The Program provides training regarding working with self-represented litigants for the following:

Attorneys

Program staff

Program volunteers

Lay volunteers in the court

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Local

California, Lake County

Name of Court in which program operates: Lake County Superior Court
 Name of agency that operates program if different from above: Lake County Family Law Facilitator's Office
 Name of program itself: Lake County Family Law Facilitator's Office
 Address of program - Main location: 255 N. Forbes Forbs Street
 Address of program - Second location: 485 N. Main Street
 City: Lakeport
 State: CA
 Zip: 95453
 Phone for the public: (707) 263-9024
 Fax for the public: (707) 263-4319
 E-mail for the public: lakecoflf@pacific.net

The self-represented litigant program serves: County
 Describe what geographic area this program serves: Lake County, CA. However, self-represented litigants can contact office from any geographic location with issues regarding a child support case out of Lake County
 Indicate which substantive areas the center serves: Child Support
 Enter the month and year that the program started: August, 1997
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys

The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 Telephone assistance - Family
 Bilingual or multilingual forms - Family
 Bilingual or multilingual materials - Family
 A system of referrals to attorneys providing unbundled legal services - Family
 In-person workshops - Family
 Videotaped workshops - Family

The Program provides training regarding working with self-represented litigants for the following: Program staff
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Statewide
 Please enter any other description or information that you think would be useful. General direction regarding the legal service offered by the Family Law Facilitator's Office is set forth by the Administrative Office of the Courts based on funding source.

California, Long Beach

Name of Court in which program operates: Long Beach CA
 Name of agency that operates program if different from above: LAFLA
 Name of program itself: LAFLA-DV Clinic
 Address of program line 1 - Main location: 415 W. Ocean Blvd.
 Address of program line 2 - Main location: Room 102
 City: Long Beach
 State: CA
 Zip: 90802
 Phone for the public: (562) 435-3501
 Fax for the public: (562) 435-7118
 E-mail for the public: www.lafla.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Long Beach & environs
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Enter the month and year that the program started: 1980s
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 bilingual or multilingual staff
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 The Program provides training regarding working with self-represented litigants for the following: Program staff
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Local

California, Los Angeles

Name of Court in which program operates: L.A. County Superior Court
 Name of agency that operates program if different from above: L.A. County Bar Association
 Name of program itself: LACBA Domestic Violence Legal Services Project
 Address of program line 1 - Main location: c/o LASC, 111 N. Hill Street
 Address of program line 2 - Main location: Dept. 8, Room 245
 City: Los Angeles
 State: CA
 Zip: 90012
 Address of program line 1 - Second location: 261 S. Figueroa Street
 Address of program line 2 - Second location: Suite 300
 City: Los Angeles
 State: CA
 Zip: 90012
 Phone for the public: (213) 624-3665
 Website for the public: www.lacba.org/domestic_violence
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Los Angeles County
 Indicate which substantive areas the center serves: Domestic Violence
 Enter the month and year that the program started: June, 2005
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 Bilingual or multilingual staff
 A volunteer program
 The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Bilingual or multilingual materials - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
 The Program provides training regarding working with self-represented litigants for the following: Attorneys
 Program volunteers
 Do you agree that this information can be posted on www.selfhelpsupport.org, which is available only to members of that site? Yes
 Do you agree that this information (with the exception of the personal information in page 2) can be posted in public online environments and used in printed materials? Yes

California, Los Angeles County (Compton)

Name of Court in which program operates: Compton Superior Court

Name of agency that operates program if different from above: Legal Aid Society of Orange County

Name of program itself: Compton Legal Self-Help Center

Address of program - Main location: 200 W. Compton Blvd.

City: Compton

State: CA

Zip: 90220

The self-represented litigant program serves: County

Describe what geographic area this program serves: Los Angeles County

Indicate which substantive areas the center serves: Family
Domestic Violence
Guardianship
Landlord Tenant
Small claims

Enter the month and year that the program started: September, 2004

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: One-on-one help in understanding legal processes and preparing forms - Family
One-on-one help in understanding legal processes and preparing forms - Domestic Violence

The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Landlord Tenant

One-on-one help in understanding legal processes and preparing forms - Small Claims
Bilingual or multilingual materials - Family
Bilingual or multilingual materials - Domestic Violence
Bilingual or multilingual materials - Landlord Tenant
Bilingual or multilingual materials - Small Claims
Web-based information in English - Family
Web-based information in English - Domestic Violence
Web-based information in English - Landlord Tenant
Web-based information in English - Small Claims
Web-based information in other languages - Family
Web-based information in other languages - Domestic Violence
Web-based information in other languages - Landlord Tenant
Web-based information in other languages - Small Claims
Interactive Web-based forms - Family
Interactive Web-based forms - Domestic Violence
Interactive Web-based forms - Landlord Tenant
Interactive Web-based forms - Small Claims
In-person workshops - Family
In-person workshops - Domestic Violence
In-person workshops - Landlord Tenant
In-person workshops - Small Claims

The Program provides training regarding working with self-represented litigants for the following: Program staff, Program volunteers, Lay volunteers in the court

California, Los Angeles County (Justice Corps)

Name of Court in which program operates: Los Angeles Superior Court
 Name of program itself: JusticeCorps
 Address of program line 1 - Main location: 111 N. Hill Street
 Address of program line 2 - Main location: Room 422 L
 City: Los Angeles
 State: CA
 Zip: 90012
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Los Angeles County
 Indicate which substantive areas the center serves: Family
 Guardianship
 Landlord Tenant
 Small Claims
 Other
 Enter the month and year that the program started: October, 2004
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 The Program provides training regarding working with self-represented litigants for the following: Program staff
 Program volunteers
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Local
 Please enter any other description or information that you think would be useful. JusticeCorps is not itself a center, but provides 100 student interns annually to serve in various self-help centers and programs located in local courthouses. The nature of the direct assistance provided by the interns is included in the various descriptions of local programs throughout the state.

California, Los Angeles County (Pacoima)

Name of Court in which program operates: Los Angeles County Superior Court
 Name of agency that operates program if different from above: Neighborhood Legal Services of Los Angeles County
 Name of program itself: Self-Help Legal Access Center
 Address of program line 1 - Main location: 13327 Van Nuys Blvd.
 City: Pacoima
 State: CA
 Zip: 91331
 Phone for the public: (800) 433-6251
 Website for the public: www.nls-la.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Los Angeles County
 Indicate which substantive areas the center serves: Family
 Landlord Tenant
 Enter the month and year that the program started: November, 2000
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has:
 A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Landlord Tenant
 Bilingual or multilingual materials - General Civil
 A system of referrals to attorneys providing unbundled legal services - Family
 In-person workshops - Family
 The Program provides training regarding working with self-represented litigants for the following:
 Attorneys
 Program volunteers
 Lay volunteers in the court
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Local

**California, Los Angeles County (Los Angeles) -
Room 230**

Name of Court in which program operates:	Superior Court, County of Los Angeles, Central Division
Name of agency that operates program if different from above:	Public Counsel
Name of program itself:	Pro Per Guardianship/Conservatorship Clinic
Address of program line 1 - Main location:	111 N. Hill Street
Address of program line 2 - Main location:	Room 230
City:	Los Angeles
State:	CA
Zip:	90012
Phone for the public:	(213) 974-5471
The self-represented litigant program serves:	County
Describe what geographic area this program serves:	Los Angeles County
Enter the month and year that the program started:	June, 2005
Is your court willing to host visits from other courts interested in learning about this approach?	Yes
The program has:	A program director/manager/coordinator A self-help center staffed with attorneys bilingual or multilingual staff A volunteer program
The following services are offered for the following substantive areas:	One-on-one help in understanding legal processes and preparing forms - Other Telephone assistance - Other Bilingual or multilingual materials - Other Referrals to pro bono attorney assistance (but not for hearings) - Other Referrals to pro bono attorney assistance (for hearings) - Other In-person workshops - Other
The Program provides training regarding working with self-represented litigants for the following:	Attorneys Program staff Program volunteers

**California, Los Angeles County (Los Angeles) -
Room 231**

Name of Court in which program operates: Los Angeles Superior Court
 Name of agency that operates program if different from above: Grant Funded
 Name of program itself: Family Law Facilitator
 Address of program line 1 - Main location: 111 N. Hill Street
 Address of program line 2 - Main location: Room 231
 City: Los Angeles
 State: CA
 Zip: 90012
 Phone for the public: (213) 893-0403
 Fax for the public: (213) 346-1995
 Website for the public: www.lasuperiorcourt.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: LA County
 Indicate which substantive areas the center serves: Family
 Child Support
 Other
 October, 1997
 Yes
 A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach?
 The program has:
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 Telephone assistance - Family
 Bilingual or multilingual forms - Family
 Bilingual or multilingual materials - Family
 Web-based information in English - Family
 Web-based information in other languages - Family
 Interactive Web-based forms - Family
 In-person workshops - Family
 The Program provides training regarding working with self-represented litigants for the following:
 Judges
 Attorneys
 Court staff
 Program staff
 Program volunteers
 Lay volunteers in the court
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Statewide

California, Los Angeles County (Southeast)

Name of Court in which program operates: Los Angeles County Superior Court, Southeast District

Name of agency that operates program if different from above: Community Legal Services

Name of program itself: Community Legal Services Domestic Violence Clinic

Address of program line 1 - Main location: 11834 E. Firestone Boulevard

Address of program line 2 - Main location: Norwalk

City: CA

State: 90650

Zip: (800) 834-5001

Phone for the public: (800) 863-8853

Fax for the public: www.legal-aid.com

Website for the public: County

The self-represented litigant program serves: Southeast Los Angeles County

Describe what geographic area this program serves: Domestic Violence

Enter the month and year that the program started: May, 1998

Is your court willing to host visits from other courts interested in learning about this approach? It is anticipated that information on other such services will be provided in one or more different responses

The program has: A program director/manager/coordinator
Bilingual or multilingual staff
A volunteer program
Written guidelines for court staff for provision of assistance
One-on-one help in understanding legal processes and preparing forms - Domestic Violence

The following services are offered for the following substantive areas: Bilingual or multilingual forms - Domestic Violence
Bilingual or multilingual materials - Domestic Violence
A system of referrals to attorneys providing unbundled legal services - Family
A system of referrals to attorneys providing unbundled legal services - Domestic Violence
Interactive Web-based forms - Family
Interactive Web-based forms - Domestic Violence
Interactive Web-based forms - Landlord Tenant
Interactive Web-based forms - General Civil
Interactive Web-based forms - Small Claims
Program Staff

Do you provide training regarding working with self-represented litigants for: Program Volunteers
Lay volunteers in the Court
Statewide

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Yes

California, Marin County

Name of Court in which program operates: Marin County Superior Court
 Name of program itself: Legal Self Help Center of Marin
 Address of program line 1 - Main location: 3501 Civic Center Drive
 City: 30 North San Pedro Road, Suite 160
 State: San Rafael
 Zip: CA
 Phone for the public: 94903
 E-mail for the public: (415) 492-1111
 Website for the public: (415) 499-0372
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Marin County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Traffic
 Other

Enter the month and year that the program started: June, 2003

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has:
 A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 One-on-one help in understanding legal processes and preparing forms - Traffic
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Other
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual forms - Landlord Tenant
 Bilingual or multilingual forms - General Civil
 Bilingual or multilingual forms - Small Claims
 Bilingual or multilingual forms - Traffic
 Bilingual or multilingual forms - Other
 Bilingual or multilingual materials - Family

California, Marin County (Continued)

- Bilingual or multilingual materials - Domestic Violence
- Bilingual or multilingual materials - Landlord Tenant
- Bilingual or multilingual materials - General Civil
- Bilingual or multilingual materials - Small Claims
- Bilingual or multilingual materials - Traffic
- Bilingual or multilingual materials - Other
- A system of referrals to attorneys providing unbundled legal services - Family
- A system of referrals to attorneys providing unbundled legal services - Domestic Violence
- A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
- A system of referrals to attorneys providing unbundled legal services - General Civil
- A system of referrals to attorneys providing unbundled legal services - Small Claims
- A system of referrals to attorneys providing unbundled legal services - Traffic
- A system of referrals to attorneys providing unbundled legal services - Other
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (but not for hearings) - General Civil
- Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
- Referrals to pro bono attorney assistance (but not for hearings) - Traffic
- Referrals to pro bono attorney assistance (but not for hearings) - Other
- Web-based information in English - Family
- Web-based information in English - Domestic Violence
- Web-based information in English - Landlord Tenant
- Web-based information in English - General Civil
- Web-based information in English - Small Claims
- Web-based information in English - Traffic
- Web-based information in English - Other
- Web-based information in other languages - Family
- Web-based information in other languages - Domestic Violence
- Web-based information in other languages - Landlord Tenant
- Web-based information in other languages - General Civil
- Web-based information in other languages - Small Claims
- Web-based information in other languages - Traffic
- Web-based information in other languages - Other
- Interactive Web-based forms - Family
- Interactive Web-based forms - Domestic Violence
- Interactive Web-based forms - Landlord Tenant
- Interactive Web-based forms - General Civil
- Interactive Web-based forms - Small Claims
- Interactive Web-based forms - Traffic
- Interactive Web-based forms - Other

California, Marin County (Continued)

Do you provide training regarding working with self-represented litigants for:

- Attorneys
- Interactive Web-based forms - Family
- Interactive Web-based forms - Family
- Program volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

- Statewide
- Local

California, Mariposa County:

Name of Court in which program operates: Mariposa County Superior Court
 Name of program itself: Self-Help Center
 Address of program line 1 - Main location: 5088 Bullion Street
 Address of program line 2 - Main location: P.O Box 28
 City: Mariposa
 State: CA
 Zip: 95338
 Website for the public: www.mariposacourts.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Entire County
 Probate
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Enter the month and year that the program started: May, 2003
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 One-on-one help in understanding legal processes and preparing forms - Other
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - General Civil
 Web-based information in English - Small Claims
 Web-based information in English - Traffic
 Web-based information in English - Other
 Web-based information in other languages - Family
 Web-based information in other languages - Domestic Violence
 Web-based information in other languages - Landlord Tenant
 Web-based information in other languages - General Civil
 Web-based information in other languages - Small Claims
 Web-based information in other languages - Traffic
 Web-based information in other languages - Other
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Statewide
 Please enter any other description or information that you think would be useful. The County also has family law facilitators but they are not part of the Self-Help Center.

California, Orange County

Name of Court in which program operates:	Orange County Superior Court
Name of program itself:	Office of the Family Law Facilitator
Address of program line 1 - Main location:	341 The City Drive
Address of program line 2 - Main location:	P.O. Box 14170
City:	Orange
State:	CA
Zip:	92868-1570
Phone for the public:	(714) 935-6568
Website for the public:	www.occourts.org
The self-represented litigant program serves:	County
Describe what geographic area this program serves:	Orange County
Indicate which substantive areas the center serves:	Child Support
Enter the month and year that the program started:	November, 1997
Is your court willing to host visits from other courts interested in learning about this approach?	A self-help center staffed with only non-attorneys
The program has:	A self-help center staffed with attorneys
	Bilingual or multilingual staff
	A volunteer program
	Written guidelines for court staff for provision of assistance
	Bilingual or multilingual forms - Family
	A system of referrals to attorneys providing unbundled legal services - Family
	Referrals to pro bono attorney assistance (for hearings) - Family
	Web-based information in English - Family
Do you provide training regarding working with self-represented litigants for:	Attorneys
	Court staff
	Program staff
	Program volunteers
Please enter any other description or information that you think would be useful.	The Orange County Family Law Facilitator's office provides child support assistance only for self-represented litigants with Orange County cases. Workshops on issue specific topics are conducted on a daily basis. On Tuesdays the workshop is conducted in Spanish.

California, Orange County (Santa Ana)

Name of Court in which program operates: Superior Court of California, County of Orange
 Name of program itself: Self-Help Center
 Address of program line 1 - Main location: 700 Civic Center Drive West
 City: Santa Ana
 State: CA
 Zip: 92701
 Phone for the public: (714) 834-5334
 E-mail for the public: (714) 647-4825
 Website for the public: droberts@cccourts.org
 The self-represented litigant program serves: www.cccourts.org
 Describe what geographic area this program serves: County
 Indicate which substantive areas the center serves: Orange County, California

- Family
 - Domestic Violence
 - Probate
 - Child Support
 - Guardianship
 - Landlord Tenant
 - General Civil
 - Small Claims
 - Traffic
 - Other
- January, 2005

Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach?

Yes

The program has:

- A program director/manager/coordinator
- A self-help center staffed with only non-attorneys
- A self-help center staffed with attorneys
- Bilingual or multilingual staff
- A volunteer program

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - General Civil
- One-on-one help in understanding legal processes and preparing forms - Small Claims
- One-on-one help in understanding legal processes and preparing forms - Traffic
- One-on-one help in understanding legal processes and preparing forms - Other
- Bilingual or multilingual forms - Family
- Bilingual or multilingual forms - Domestic Violence
- Bilingual or multilingual forms - Landlord Tenant
- Bilingual or multilingual forms - General Civil
- Bilingual or multilingual forms - Small Claims
- Bilingual or multilingual forms - Traffic
- Bilingual or multilingual forms - Other
- Bilingual or multilingual materials - Family
- Bilingual or multilingual materials - Domestic Violence

California, Orange County (Santa Ana)

(Continued)

Bilingual or multilingual materials - Landlord Tenant
 Bilingual or multilingual materials - General Civil
 Bilingual or multilingual materials - Small Claims
 Bilingual or multilingual materials - Traffic
 Bilingual or multilingual materials - Other
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence

 A system of referrals to attorneys providing unbundled legal services - Landlord Tenant

 A system of referrals to attorneys providing unbundled legal services - General Civil

 A system of referrals to attorneys providing unbundled legal services - Small Claims
 A system of referrals to attorneys providing unbundled legal services - Traffic
 A system of referrals to attorneys providing unbundled legal services - Other

 Referrals to pro bono attorney assistance (but not for hearings) - Family

 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence

 Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
 Referrals to pro bono attorney assistance (but not for hearings) - General Civil
 Referrals to pro bono attorney assistance (but not for hearings) - Small Claims

 Referrals to pro bono attorney assistance (but not for hearings) - Traffic
 Referrals to pro bono attorney assistance (but not for hearings) - Other
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - General Civil
 Web-based information in English - Small Claims
 Web-based information in English - Traffic
 Web-based information in English - Other
 Web-based information in other languages - Family
 Web-based information in other languages - Domestic Violence
 Web-based information in other languages - Landlord Tenant
 Web-based information in other languages - General Civil
 Web-based information in other languages - Small Claims
 Web-based information in other languages - Traffic
 Web-based information in other languages - Other
 Interactive Web-based forms - Family
 Interactive Web-based forms - Domestic Violence
 Interactive Web-based forms - Landlord Tenant
 Interactive Web-based forms - Small Claims
 In-person workshops - Family
 In-person workshops - Domestic Violence

California, Orange County (Santa Ana)

(Continued)

- In-person workshops - Landlord Tenant
- In-person workshops - General Civil
- In-person workshops - Small Claims
- In-person workshops - Traffic
- In-person workshops - Other

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

- Statewide
- Local

Please enter any other description or information that you think would be useful.

Full service Self-Help Centers are scheduled to open in 4 court locations beginning early 2006.

California, Placer County

Name of Court in which program operates: Placer County Superior Court
 Name of program itself: Family Court Clinic/Law SHAC
 Address of program - Main location: 11546 B Ave.
 City: Auburn
 State: CA
 Zip: 95603
 E-mail for the public: Contact through court website
 Website for the public: www.placerco.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Placer County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Enter the month and year that the program started: September, 2004
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A self-help center staffed with attorneys
 A volunteer program
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence
 Videotaped workshops - Family
 The Program provides training regarding working with self-represented litigants for the following:
 Attorneys
 Court staff
 Program staff
 Program volunteers
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Local
 Please enter any other description or information that you think would be useful. This center is in the process of changing its service modality and adding many other subject areas. Currently they offer a very well-received video/DVD for litigants on California divorce law and process. Available for \$10 each.

California, Redwood City

Name of Court in which program operates: San Mateo Superior Court
 Name of program itself: www.EZLegalFile.org
 Address of program line 1 - Main location: 400 County Center
 City: Redwood City
 State: CA
 Zip: 94063
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: 39 participating counties in California
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Guardianship
 Landlord Tenant
 Small Claims
 Enter the month and year that the program started: October, 2001
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 The following services are offered for the following substantive areas:
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - Small Claims
 Web-based information in English - Other
 Interactive Web-based forms - Family
 Interactive Web-based forms - Domestic Violence
 Interactive Web-based forms - Landlord Tenant
 Interactive Web-based forms - Small Claims
 Interactive Web-based forms - Other
 E-filing for self-represented litigants - Family
 E-filing for self-represented litigants - Landlord Tenant
 E-filing for self-represented litigants - Small Claims
 E-filing for self-represented litigants - Other
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Local

California, Riverside County

Name of Court in which program operates: Riverside County Superior Court
 Name of program itself: Legal Self-Help Center
 Address of program line 1 - Main location: 4075 Main Street
 Address of program line 2 - Main location: Suite 310
 City: Riverside
 State: CA
 Zip: 92501
 Address of program line 1 - Second location: 46200 Oasis Street
 City: Indio
 State: CA
 Zip: 92201
 Phone for the public: (760) 863-8480
 E-mail for the public: courtwebassistance@riverside.courts.ca.gov
 Website for the public: <http://www.courts.co.riverside.ca.us/kiosks/kiosk.htm>
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Indio and surrounding desert communities.
 Indicate which substantive areas the center serves:

- Family
- Domestic Violence
- Probate
- Child Support
- Guardianship
- Landlord Tenant
- General Civil
- Small Claims
- Traffic

Enter the month and year that the program started: May, 2004
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has:

- A program director/manager/coordinator
- A self-help center staffed with only non-attorneys
- Bilingual or multilingual staff
- Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - General Civil
- One-on-one help in understanding legal processes and preparing forms - Small Claims
- One-on-one help in understanding legal processes and preparing forms - Traffic
- Telephone assistance - Landlord Tenant
- Telephone assistance - General Civil
- Telephone assistance - Small Claims
- Telephone assistance - Traffic
- Bilingual or multilingual forms - Family
- Bilingual or multilingual forms - Domestic Violence
- Bilingual or multilingual forms - Landlord Tenant
- Bilingual or multilingual forms - General Civil
- Bilingual or multilingual forms - Small Claims

California, Riverside County (Continued)

- Bilingual or multilingual forms - Traffic
- Bilingual or multilingual materials - Domestic Violence
- Bilingual or multilingual materials - Landlord Tenant
- Bilingual or multilingual materials - General Civil
- Bilingual or multilingual materials - Small Claims
- A system of referrals to attorneys providing unbundled legal services - Family
- A system of referrals to attorneys providing unbundled legal services - Domestic Violence
- A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
- A system of referrals to attorneys providing unbundled legal services - General Civil
- A system of referrals to attorneys providing unbundled legal services - Small Claims
- A system of referrals to attorneys providing unbundled legal services - Traffic
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (but not for hearings) - General Civil
- Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
- Referrals to pro bono attorney assistance (but not for hearings) - Traffic
- Web-based information in English - Family
- Web-based information in English - Domestic Violence
- Web-based information in English - Landlord Tenant
- Web-based information in English - General Civil
- Web-based information in English - Small Claims
- Web-based information in English - Traffic
- Web-based information in other languages - Family
- Web-based information in other languages - Domestic Violence
- Web-based information in other languages - Landlord Tenant
- Web-based information in other languages - General Civil
- Web-based information in other languages - Small Claims
- Web-based information in other languages - Traffic
- Interactive Web-based forms - Family
- Interactive Web-based forms - Domestic Violence
- Interactive Web-based forms - Landlord Tenant
- Interactive Web-based forms - General Civil
- Interactive Web-based forms - Small Claims

The Program provides training regarding working with self-represented litigants for the following:

- Court staff
- Program staff

California, Riverside County (Western)

Name of Court in which program operates: Riverside Superior Court
 Name of program itself: Family Law Assistance Center
 Address of program line 1 - Main location: 4175 Main Street
 City: Riverside
 State: CA
 Zip: 92501
 Phone for the public: (951) 955-1583
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Riverside Count, Western
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Enter the month and year that the program started: August, 1997
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A self-help center staffed with attorneys
 The following services are offered for the following substantive areas:
 Bilingual or multilingual staff
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 In-person workshops - Family
 E-filing for self-represented litigants - Family
 Please enter any other description or information that you think would be useful. Service is provided by an attorney and court clerical staff. Service is provided in both one-on-one and group settings.

California, Sacramento County

Name of Court in which program operates: California Superior Court, County of Sacramento
 Name of program itself: Family Law Facilitator's Office
 Address of program line 1 - Main location: 3341 Power Inn Road
 Address of program line 2 - Main location: Room 113
 City: Sacramento
 State: CA
 Zip: 95826
 Phone for the public: (916) 875-3400
 E-mail for the public: FLFO@saccourt.com (out of state customers only)
 Website for the public: www.saccourt.com
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Primarily Sacramento County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 June, 2005
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 A volunteer program
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Family
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Interactive Web-based forms - Family
 Interactive Web-based forms - Domestic Violence
 In-person workshops - Family
 Do you provide training regarding working with self-represented litigants for: Court staff
 Program staff
 Program volunteers
 Lay volunteers in the court
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Local

California, San Benito County

Name of Court in which program operates: Superior Court of California, County of San Benito
 Name of program itself: Office of the Family Law Facilitator
 Address of program line 1 - Main location: 440 Fifth Street
 City: Hollister
 State: CA
 Zip: 95023
 Phone for the public: (831) 636-4079
 Fax for the public: (831) 636-4117
 Website for the public: www.sanbenito.courts.ca.gov
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: County
 Indicate which substantive areas the center serves: Primarily Central California
 Family
 Domestic Violence
 Child Support
 September, 1997
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach?
 The program has:
 Yes
 A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
 A system of referrals to attorneys providing unbundled legal services - General Civil
 A system of referrals to attorneys providing unbundled legal services - Small Claims
 A system of referrals to attorneys providing unbundled legal services - Traffic
 A system of referrals to attorneys providing unbundled legal services - Other
 Web-based information in English - Family
 Interactive Web-based forms - Family
 In-person workshops - Family
 Do you provide training regarding working with self-represented litigants for:
 Judges, Court staff, Program staff
 Program volunteers, lay volunteers in the court
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Statewide

California, San Bernardino County

Name of Court in which program operates: Superior Court of California, County of San Bernardino
Name of program itself: Family Law Facilitation Center
Address of program line 1 - Main location: 351 North Arrowhead Ave., Room 326
City: San Bernardino
State: CA
Zip: 92415
Phone for the public: (909) 387-6060
Fax for the public: (909) 387-3927
Website for the public: www.sbcounty.gov/courts
The self-represented litigant program serves: County
Describe what geographic area this program serves: San Bernardino County
Indicate which substantive areas the center serves: Family
 Child Support
 March, 1998
Enter the month and year that the program started:
Is your court willing to host visits from other courts interested in learning about this approach? Yes
The program has: A program director/manager/coordinator
The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 Telephone assistance - Family
 Web-based information in English - Family
 Interactive Web-based forms - Family
Do you provide training regarding working with self-represented litigants for:
 Interactive Web-based forms - Family
 Interactive Web-based forms - Family
Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Statewide

California, San Diego County

Name of Court in which program operates: San Diego Superior Court

Name of agency that operates program if different from above: LASSD pro bono Program

Name of program itself: Legal Aid Society of San Diego, Inc.

Address of program line 1 - Main location: 1475 6th Ave.

Address of program line 2 - Main location: Suite 400

City: San Diego

State: CA

Zip: 92101

Phone for the public: (877) 534-2534

Fax for the public: (619) 263-5697

Website for the public: www.lassd.org

The self-represented litigant program serves: County

Describe what geographic area this program serves: San Diego County

Indicate which substantive areas the center serves: Domestic Violence
Probate
Guardianship
Landlord Tenant
Other

Enter the month and year that the program started: June, 2005

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys
Bilingual or multilingual staff
A volunteer program
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Domestic Violence
One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
One-on-one help in understanding legal processes and preparing forms - Other
Telephone assistance - Family
Telephone assistance - Domestic Violence
Telephone assistance - Landlord Tenant
Telephone assistance - Other
Bilingual or multilingual forms - Family
Bilingual or multilingual forms - Domestic Violence
Bilingual or multilingual forms - Landlord Tenant
Bilingual or multilingual forms - Other
Bilingual or multilingual materials - Family
Bilingual or multilingual materials - Domestic Violence
Bilingual or multilingual materials - Landlord Tenant
Bilingual or multilingual materials - Other
A system of referrals to attorneys providing unbundled legal services - Family
A system of referrals to attorneys providing unbundled legal services - Domestic Violence
A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
A system of referrals to attorneys providing unbundled legal services - Other

California, San Diego County (Continued)

Referrals to pro bono attorney assistance (but not for hearings) - Family

Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence

Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant

Referrals to pro bono attorney assistance (but not for hearings) - Other

Referrals to pro bono attorney assistance (for hearings) - Family

Referrals to pro bono attorney assistance (for hearings) - Domestic Violence

Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant

Referrals to pro bono attorney assistance (for hearings) - Other

Web-based information in English - Family

Web-based information in English - Domestic Violence

Web-based information in English - Landlord Tenant

Web-based information in English - Other

In-person workshops - Family

In-person workshops - Domestic Violence

In-person workshops - Landlord Tenant

In-person workshops - Other

Do you provide training regarding working with self-represented litigants for:

Judges

Program Staff

Program Volunteers

Lay volunteers in the Court

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

California. San Francisco County

Name of Court in which program operates: San Francisco Superior court
 Name of program itself: ACCESS
 Address of program line 1 - Main location: 400 McAllister Street Rom 208
 City: San Francisco
 State: CA
 Zip: 94102
 Phone for the public: (415) 551-5880
 E-mail for the public: access@sftc.org
 Website for the public: www.sfgov.org/courts
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: County of San Francisco
 Indicate which substantive areas the center serves: Probate
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Traffic
 Enter the month and year that the program started: March, 2003
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff.
 A volunteer program
 The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 Bilingual or multilingual forms - Domestic Violence.
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 Bilingual or multilingual materials - Landlord Tenant
 Bilingual or multilingual materials - General Civil
 Bilingual or multilingual materials - Small Claims
 Bilingual or multilingual materials - Traffic
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant.
 Referrals to pro bono attorney assistance (but not for hearings) - General Civil
 Referrals to pro bono attorney assistance (but not for hearings) - Traffic.
 Referrals to pro bono attorney assistance (for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
 Referrals to pro bono attorney assistance (for hearings) - General Civil

California, San Francisco County (Continued)

Referrals to pro bono attorney assistance (for hearings) - Traffic
Web-based information in English - Domestic Violence
Web-based information in English - Landlord Tenant
Web-based information in English - General Civil
Web-based information in English - Small Claims
Web-based information in English - Traffic
In-person workshops - Small Claims
In-person workshops - Traffic
Videotaped workshops - Traffic

Do you provide training regarding working with self-represented litigants for:

Interactive Web-based forms - Family
Program volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide
Local

Please enter any other description or information that you think would be useful.

Due to a lack of resources, the center does not provide family law assistance one-on-one as a regular part of their services at this time. The organization does provide family law assistance in the form of clinics presented to community agencies.

California, San Francisco County

Name of Court in which program operates: San Francisco Superior Court
 Name of program itself: Family Law Self Help Center
 Address of program line 1 - Main location: 400 McAllister Street Room 009
 City: San Francisco
 State: CA
 Zip: 94102
 Phone for the public: (415) 551-3991
 Website for the public: www.sfgov.org/courts
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: San Francisco County.
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 August, 1997

Enter the month and year that the program started:

Is your court willing to host visits from other courts interested in learning about this approach?

Yes

The program has:

A program director/manager/coordinator
 A self-help center staffed with attorneys

The following services are offered for the following substantive areas:

Bilingual or multilingual staff
 A volunteer program
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings)- Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 In-person workshops - Family

Do you provide training regarding working with self-represented litigants for:

Interactive Web-based forms - Family
 Interactive Web-based forms - Family
 Program Volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide
 Local

California, San Joaquin County

Name of Court in which program operates: Superior Court of CA, County of San Joaquin
 Name of program itself: The Pro Per Clinic
 Address of program line 1 - Main location: 222 E. Weber Ave. Rm. 361
 City: Stockton
 State: CA
 Zip: 95202
 Phone for the public: (209) 468-8280
 Fax for the public: (209) 468-9676
 E-mail for the public: sballin@courts.san-joaquin.ca.us
 Website for the public: www.stocktoncourt.org
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: It tries to help/direct all who come in.
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Guardianship
 Enter the month and year that the program started: June, 2005
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 A self-help center staffed with attorneys
 A volunteer program
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual materials - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
 A system of referrals to attorneys providing unbundled legal services - General Civil
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - General Civil
 Web-based information in English - Small Claims
 Web-based information in English - Traffic
 Web-based information in English - Other
 In-person workshops - Other
 Videotaped workshops - Other
 Do you provide training regarding working with self-represented litigants for: Program staff

California, Santa Barbara County

Name of Court in which program operates: Santa Barbara County Superior Court
 Name of program itself: Family Law Facilitator Office
 Address of program line 1 - Main location: 1100 Anacapa St.
 City: Santa Barbara
 State: CA
 Zip: 93101
 Phone for the public: (805) 568-3133
 Fax for the public: (805) 568-3144
 Website for the public: www.sbcourts.org
 The self-represented litigant program serves: Other
 Describe what geographic area this program serves: No geographic limits for litigant with Santa Barbara case
 Indicate which substantive areas the center serves: Family
 Child Support
 October, 1997
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: Yes
 The following services are offered for the following substantive areas:
 A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance
 One-on-one help in understanding legal processes and preparing forms - Family
 Telephone assistance - Family
 Bilingual or multilingual forms - Family
 Bilingual or multilingual materials - Family
 Web-based information in English - Family
 Interactive Web-based forms - Family
 In-person workshops - Family
 Attorneys
 Court staff
 Program Volunteers
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Statewide
 Local

California, Santa Barbara County (McMahon Law Library)

Name of Court in which program operates: Santa Barbara County Superior Court

Name of agency that operates program if different from above: Legal Aid Foundation of Santa Barbara County
Legal Resource Center of Santa Barbara County
1100 Anacapa Street
McMahon Law Library, 2nd Floor
Santa Barbara
CA
93101
(805) 568-3303
LRChelp@lafsb.org
www.sbcourts.org/srl/

Name of program itself: County

Address of program line 1 - Main location: Santa Barbara County

Address of program line 2 - Main location: Family

City: Domestic Violence

State: Probate

Zip: Guardianship

Phone for the public: Landlord Tenant

E-mail for the public: General Civil

Website for the public: Small Claims

The self-represented litigant program serves: Other

Describe what geographic area this program serves: January, 2003

Indicate which substantive areas the center serves: Yes

Enter the month and year that the program started: A program director/manager/coordinator

Is your court willing to host visits from other courts interested in learning about this approach? A self-help center staffed with attorneys

The program has: Bilingual or multilingual staff
A volunteer program

The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Family
One-on-one help in understanding legal processes and preparing forms - Domestic Violence
One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
One-on-one help in understanding legal processes and preparing forms - General Civil
One-on-one help in understanding legal processes and preparing forms - Small Claims
One-on-one help in understanding legal processes and preparing forms - Other
Bilingual or multilingual forms - Small Claims
Bilingual or multilingual materials - Family
Bilingual or multilingual materials - Domestic Violence
Bilingual or multilingual materials - Landlord Tenant
Bilingual or multilingual materials - Small Claims
Bilingual or multilingual materials - Other
Web-based information in English - Family
Web-based information in English - Domestic Violence
Web-based information in English - Landlord Tenant
Web-based information in English - General Civil
Web-based information in English - Small Claims
Web-based information in English - Other
Interactive Web-based forms - Family

California, Santa Barbara County (McMahon)

Law Library (Continued)

Interactive Web-based forms - Domestic Violence
Interactive Web-based forms - Landlord Tenant
Interactive Web-based forms - General Civil
Interactive Web-based forms - Small Claims
Interactive Web-based forms - Other
In-person workshops - Other
Videotaped workshops - Other

Do you provide training regarding working with self-represented litigants for:

Attorneys
Program Staff
Program Volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Local

Please enter any other description or information that you think would be useful.

This center is unique in that the only court-based funding received is \$2 per small claims filing. The rest is funded through Legal Aid's outside efforts. This income manages to serve nearly 5,000 self-represented litigants per year.

California, Santa Clara County

Name of Court in which program operates: Superior Court, Santa Clara County
 Name of program itself: Self-Service Center
 Address of program line 1 - Main location: Superior Court
 Address of program line 2 - Main location: 191 N. First St.
 City: San Jose
 State: CA
 Zip: 95113
 Phone for the public: (408) 882-2900 ext. 2926
 E-mail for the public: on website - parsed by division
 Website for the public: www.scselselfservice.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Santa Clara County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Enter the month and year that the program started: January, 2005
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Small Claims
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual materials - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
 Referrals to pro bono attorney assistance (but not for hearings) - General Civil
 Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
 Referrals to pro bono attorney assistance (but not for hearings) - Traffic

California, Santa Clara County (Continued)

Referrals to pro bono attorney assistance (but not for hearings) - Other
 Referrals to pro bono attorney assistance (for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
 Referrals to pro bono attorney assistance (for hearings) - General Civil
 Referrals to pro bono attorney assistance (for hearings) - Small Claims
 Referrals to pro bono attorney assistance (for hearings) - Traffic
 Referrals to pro bono attorney assistance (for hearings) - Other
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - General Civil
 Web-based information in English - Small Claims
 Web-based information in English - Traffic
 Web-based information in English - Other
 Web-based information in other languages - Family
 Web-based information in other languages - Domestic Violence
 Web-based information in other languages - Landlord Tenant
 Web-based information in other languages - General Civil
 Web-based information in other languages - Small Claims
 Web-based information in other languages - Traffic
 Web-based information in other languages - Other
 Interactive Web-based forms - Family
 Interactive Web-based forms - Domestic Violence
 Interactive Web-based forms - Landlord Tenant
 Interactive Web-based forms - Small Claims
 Interactive Web-based forms - Other
 In-person workshops - Family

Do you provide training regarding working with self-represented litigants for:

Program staff
 Program volunteers
 Lay volunteers in the Court

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Local

Please enter any other description or information that you think would be useful.

This Court has 4 Self-Service Centers. The information here is regarding the main Self-Service Center, CourtMobile, Small Claims Advisor and Restraining Order Help Center. Information about the Family Law Facilitator program is not included as it is under different management.

California, Shasta County

Name of Court in which program operates: Shasta County

Name of agency that operates program if different from above: California Superior Court

Name of program itself: Family Law Facilitator program

Address of program line 1 - Main location: 1640 West Street

City: Redding

State: CA

Zip: 96001

Phone for the public: (530) 245-6901

Fax for the public: (530) 245-6985

Website for the public: www.shastacourt.com

The self-represented litigant program serves: State

Describe what geographic area this program serves: State of California

Indicate which substantive areas the center serves: Family
Child Support

Enter the month and year that the program started: January, 1996

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys
A volunteer program
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:
One-on-one help in understanding legal processes and preparing forms - Family
One-on-one help in understanding legal processes and preparing forms - Other
Telephone assistance - Family
Telephone assistance - Other
A system of referrals to attorneys providing unbundled legal services - Family
Web-based information in English - Family
Web-based information in other languages - Family
Interactive Web-based forms - Family
In-person workshops - Family

Do you provide training regarding working with self-represented litigants for: Court staff
Program staff
Program volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Statewide
Local

California, Sonoma County

Name of Court in which program operates: Sonoma County Superior Court
 Name of program itself: Family Law Facilitator Program
 Address of program, line 1 - Main location: 600 Administration Dr.
 Address of program line 2 - Main location: Room 223J
 City: Santa Rosa
 State: CA
 Zip: 95404
 Phone for the public: (707) 565-2841
 Fax for the public: (707) 565-2223
 Website for the public: www.sonomacourt.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Sonoma County
 Indicate which substantive areas the center serves: Family
 Child Support
 June, 2005
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The following services are offered for the following substantive areas:
 A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Family
 Telephone assistance - Other
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Other
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Other
 A system of referrals to attorneys providing unbundled legal services - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Other
 Referrals to pro bono attorney assistance (for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Other
 Web-based information in English - Family
 Do you provide training regarding working with self-represented litigants for:
 Court staff
 Program volunteers

California, Ventura County

Name of Court in which program operates: Ventura County Superior Court
 Name of program itself: Self-Help Legal Access Center
 Address of program line 1 - Main location: 800 So. Victoria Ave.
 City: Ventura
 State: CA
 Zip: 91320
 Phone for the public: (805) 654-3962
 Website for the public: www.ventura.courts.ca.gov
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: southern central coast of California
 Indicate which substantive areas the center serves: Probate
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Traffic
 Other
 Enter the month and year that the program started: January, 1998
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 One-on-one help in understanding legal processes and preparing forms - Traffic
 One-on-one help in understanding legal processes and preparing forms - Other
 Bilingual or multilingual materials - Landlord Tenant
 Bilingual or multilingual materials - Small Claims
 Bilingual or multilingual materials - Traffic
 A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
 A system of referrals to attorneys providing unbundled legal services - General Civil
 A system of referrals to attorneys providing unbundled legal services - Other
 Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
 Referrals to pro bono attorney assistance (but not for hearings) - General Civil
 Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
 Referrals to pro bono attorney assistance (but not for hearings) - Traffic
 Referrals to pro bono attorney assistance (but not for hearings) - Other

California, Ventura County (Continued)

Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
Referrals to pro bono attorney assistance (for hearings) - General Civil
Web-based information in English - Landlord Tenant
Web-based information in English - General Civil
Web-based information in English - Small Claims
Web-based information in English - Traffic
Web-based information in English - Other
Web-based information in other languages - Landlord Tenant
Interactive Web-based forms - Landlord Tenant
Interactive Web-based forms - Other
Videotaped workshops - Landlord Tenant
Videotaped workshops - Small Claims
Videotaped workshops - Traffic

Do you provide training regarding working with self-represented litigants for:

Attorneys
Interactive Web-based forms - Family
Interactive Web-based forms - Family
Program volunteers
Lay volunteers in the court

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

This court separates family law self-help services from other areas of law. The Self-Help Legal Access (SHLA) Centers provide assistance with areas of law other than family law and civil harassment restraining orders, which are handled in the family law department. There is also a branch SHLA Center located in La Colonia, an established gateway community in Oxnard that serves a largely Spanish speaking population.

California, Ventura County - Room 30

Name of Court in which program operates: Ventura Superior Court
 Name of program itself: Family Law Self Help Center
 Address of program line 1 - Main location: 800 South Victoria Ave
 Address of program line 2 - Main location: Room 30
 City: Ventura
 State: CA
 Zip: 93009
 Phone for the public: (805) 662-6661
 Website for the public: www.ventura.courts.ca.gov
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Ventura County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Other
 Enter the month and year that the program started: June, 2005
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Other
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual forms - Other
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 Bilingual or multilingual materials - Other
 A system of referrals to attorneys providing unbundled legal services - Family
 Referrals to pro bono attorney assistance (for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Other
 Web-based information in English - Family
 Interactive Web-based forms - Family
 Interactive Web-based forms - Domestic Violence
 Interactive Web-based forms - Other
 In-person workshops - Family
 Interactive Web-based forms - Family
 Do you provide training regarding working with self-represented litigants for: Program volunteers
 Lay volunteers in the court

California, Ventura County - Room 30

(Continued)

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Please enter any other description or information that you think would be useful.

Local

The court has other self help centers for non-family law issues. Also, the District Attorney Victim Advocates assist with domestic violence restraining orders through workshops in both English and Spanish

California, Yuba City

Name of Court in which program operates: Sutter Court

Name of program itself: Sutter Regional Family Information Center

Address of program line 1 - Main location: 430 Center Street

City: Yuba City

State: CA

Zip: 95957

Phone for the public: (530) 822-7388

Fax for the public: (530) 822-7389

Website for the public: www.suttercourts.com

The self-represented litigant program serves: Other

Describe what geographic area this program serves: We serve mostly Northern California residents, but we respond to out of state telephone and written inquiries.

Indicate which substantive areas the center serves: Family
Domestic Violence
Probate
Child Support
Guardianship
July, 2002

Enter the month and year that the program started: July, 2002

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys

The following services are offered for the following substantive areas:
One-on-one help in understanding legal processes and preparing forms - Family
One-on-one help in understanding legal processes and preparing forms - Domestic Violence
Telephone assistance - Family
Telephone assistance - Domestic Violence
Bilingual or multilingual forms - Family
Bilingual or multilingual forms - Domestic Violence
Bilingual or multilingual materials - Family
Bilingual or multilingual materials - Domestic Violence
Web-based information in English - Family
In-person workshops - Family

Colorado - Statewide

Name of Court in which program operates: Colorado Judicial Branch
 Name of program itself: Self-Help Center
 Address of program line 1 - Main location: 1301 Pennsylvania
 Address of program line 2 - Main location: Suite 300
 City: Denver
 State: CO
 Zip: 80203
 Phone for the public: each court can be contacted separately
 Fax for the public: each court can be contacted separately
 Website for the public: www.courts.state.co.us
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: entire state
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Other
 Enter the month and year that the program started: October, 2001
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has:
 A program director/manager/coordinator
 Bilingual or multilingual staff
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 One-on-one help in understanding legal processes and preparing forms - Traffic
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Small Claims
 Telephone assistance - Traffic
 Telephone assistance - Other
 Bilingual or multilingual forms - Family
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence

Colorado - Statewide (Continued)

- Bilingual or multilingual materials - Small Claims
- Bilingual or multilingual materials - Other
- Web-based information in English - Family
- Web-based information in English - Domestic Violence
- Web-based information in English - Landlord Tenant
- Web-based information in English - General Civil
- Web-based information in English - Small Claims
- Web-based information in English - Other
- Web-based information in other languages - Family
- Web-based information in other languages - Domestic Violence
- Web-based information in other languages - Landlord Tenant
- Web-based information in other languages - Small Claims
- Web-based information in other languages - Other
- Interactive Web-based forms - Domestic Violence
- Interactive Web-based forms - Landlord Tenant
- Interactive Web-based forms - Small Claims
- Interactive Web-based forms - Other
- In-person workshops - Family

Do you provide training regarding working with self-represented litigants for:

Please enter any other description or information that you think would be useful.

Interactive Web-based forms - Family

Various courts within Colorado have compiled and disseminate local information regarding referrals to attorneys, workshops to assist with the process, completion of forms, etc.

Connecticut (various locations statewide)

Name of Court in which program operates: Connecticut Superior Courts
 Name of program itself: Court Service Center Program
 Address of program line 1 - Main location:
 City: various locations statewide
 State: CT
 Zip: 6109
 Phone for the public: (860) 563-9435
 Website for the public: www.jud.state.ct.us
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: various locations statewide
 Indicate which substantive areas the center serves: Family
 Child Support
 Landlord Tenant
 General Civil
 Small Claims
 June, 2005
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has:
 A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 Telephone assistance - Family
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Small Claims
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Landlord Tenant
 Bilingual or multilingual forms - General Civil
 Bilingual or multilingual forms - Small Claims
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Landlord Tenant
 Bilingual or multilingual materials - General Civil
 Bilingual or multilingual materials - Small Claims
 Web-based information in English - Family
 Web-based information in English - Landlord Tenant
 Web-based information in English - General Civil
 Web-based information in English - Small Claims

Connecticut (various locations statewide)

(Continued)

Web-based information in other languages - Family

Web-based information in other languages - Landlord Tenant

Web-based information in other languages - General Civil

Web-based information in other languages - Small Claims

Do you provide training regarding working with self-represented litigants for:

Interactive Web-based forms - Family

Program Volunteers

Lay volunteers in the Court

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

The Court Service Center Program is comprised of Court Service Centers and Public Information Desks. There are eight Court Service Centers located in Judicial District courthouses throughout the state, which are staffed full-time by Judicial Branch employees. These Centers provide assistance with proper completion of court forms; notary services, judicial publications and forms, referrals to and information on community resource programs, and access to equipment such as PCs, phones, fax and copy machines. There are also ten Public Information Desks located in courthouse lobbies throughout the state, which provide general court information such as docket and calendar information.

Delaware, Wilmington

Name of Court in which program operates: The Delaware Judiciary - court wide

Name of agency that operates program if different from above: Administrative Office of the Courts and the Delaware Judiciary

Name of program itself: Self-Help Center, Family Court Resource Centers, pro se program

Address of program line 1 - Main location: New Castle County

Address of program line 2 - Main location: 500 N. King Street

City: Wilmington

State: DE

Zip: 19801

Phone for the public: (302) 255-0477

Website for the public: <http://courts.delaware.gov>

The self-represented litigant program serves: State

Describe what geographic area this program serves: Primarily New Castle County

Indicate which substantive areas the center serves: Family
Domestic Violence
Child Support
Guardianship
Landlord Tenant
Other

Enter the month and year that the program started: December, 2000

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with only non-attorneys
A volunteer program
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- Bilingual or multilingual materials - Family
- A system of referrals to attorneys providing unbundled legal services - Family
- A system of referrals to attorneys providing unbundled legal services - Domestic Violence
- A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
- A system of referrals to attorneys providing unbundled legal services - General Civil
- A system of referrals to attorneys providing unbundled legal services - Small Claims
- A system of referrals to attorneys providing unbundled legal services - Other
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Domestic Violence

Delaware, Wilmington (Continued)

Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
Referrals to pro bono attorney assistance (for hearings) - Other
Web-based information in English - Family
Web-based information in English - Domestic Violence
Web-based information in English - Landlord Tenant
Web-based information in English - General Civil
Web-based information in English - Small Claims
Web-based information in English - Traffic
Web-based information in English - Other
Interactive Web-based forms - Family
Interactive Web-based forms - Landlord Tenant
Interactive Web-based forms - Small Claims
Interactive Web-based forms - Other
E-filing for self-represented litigants - General Civil
E-filing for self-represented litigants - Other

Do you provide training regarding working with self-represented litigants for:

Interactive Web-based forms - Family
Interactive Web-based forms - Family
Program Volunteers
Lay volunteers in the Court

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

The Delaware Administrative Office of the Courts is working at a court-wide level to enhance services to self-represented litigants. Services include: centers, forms, instructional and informational materials, limited legal assistance programs and community partnerships to expedite operations and avoid redundancy. Reliance on volunteer programs involving attorneys and non-attorneys ensure continued growth.

District of Columbia

Name of Court in which program operates: DC Superior Court
 Name of program itself: Family Court Self Help Center
 Address of program line 1 - Main location: 500 Indiana Ave., N.W.
 Address of program line 2 - Main location: JM-570
 City: Washington
 State: DC
 Zip: 20001
 Phone for the public: (202) 879-1471
 Website for the public: <http://www.dccourts.gov/dccourts/superior/family/selfhelp.jsp>
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: Washington, DC
 Indicate which substantive areas the center serves: Family
 Child Support
 Enter the month and year that the program started: 2003, maintained by DC Bar pro bono, taken over by DC Courts, March, 2005
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 Bilingual or multilingual staff
 A volunteer program

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Family
- Web-based information in English - Family
- Interactive Web-based forms - Family
- In-person workshops - Family

Do you provide training regarding working with self-represented litigants for:

Program volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

Note: Some of the services indicated above are provided by the DC Bar pro bono Program. For instance, it is their website that has the pro se form pleadings and it is their office that runs a 'Pro Se Plus' clinic (in Divorce and Custody issues). This serves as a supplement to the work of the DC Family Court Self Help Center.

Florida Statewide

Name of court in which program operates: Florida Supreme Court
 Name of agency that operates program if different from above: Office of the State Courts Administrator
 Name of program itself: Florida Supreme Court Self Help Center
 Address of program line 1 - Main location: 500 South Duval Street
 City: Tallahassee
 State: FL
 Zip: 32399
 Phone for the public: (850) 921-0004
 E-mail for the public: selfhelp@flcourts.org
 Website for the public: http://www.flcourts.org/gen_public/family/self_help/index.shtml
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: The state of Florida
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Guardianship
 January, 2000
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? No
 The program has: A self-help center staffed with only non attorneys
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Please enter any other description or information that you think would be useful.
 Statewide
 This center only directs self-represented litigants to its Web site where they may view and download supreme-court-approved family-law forms for use. The center is prohibited from directing litigants in which form to file nor do they have access to local information such as filing fees and procedures. The center does, however, direct litigants to legal aid and other attorney-referral agencies.

Florida, Baker County

Name of Court in which program operates: Baker County Clerk of Courts

Name of program itself: Baker County Pro Se

Address of program line 1 - Main location: 339 E. Macclenny Ave

City: Macclenny

State: FL

Zip: 32063

Phone for the public: (904) 259-8449

E-mail for the public: sherrid@bakercountyfl.org

The self-represented litigant program serves: County

Describe what geographic area this program serves: Baker County

Indicate which substantive areas the center serves: Family
Domestic Violence
Child Support
Landlord Tenant
Small Claims

Enter the month and year that the program started: October, 2001

Is your court willing to host visits from other courts interested in learning about this approach? yes

The program has: A program director/manager/coordinator
A self-help center staffed with only non-attorneys

The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Family
One-on-one help in understanding legal processes and preparing forms - Landlord Tenant.

One-on-one help in understanding legal processes and preparing forms - Small-Claims

Do you provide training regarding working with self-represented litigants for: Program Volunteers
Lay volunteers in the Court

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Local

Florida, Brevard County

Name of Court in which program operates: Brevard County Clerk of Circuit & County Courts
 Name of program itself: Family Pro Se Program
 Address of program line 1 - Main location: Clerk of Court 1st Floor
 Address of program line 2 - Main location: 2825 Judge Fran Jamieson Way
 City: Viera
 State: FL
 Zip: 32940
 Phone for the public: (321) 617-7254 or 637-5413 ext. 57254
 Fax for the public: (321) 617-7245
 E-mail for the public: prosecoordinator@brevardclerk.us
 Website for the public: www.brevardclerk.us
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Brevard County, Florida
 Indicate which substantive areas the center serves: Family
 Enter the month and year that the program started: January, 2004 (program transferred from County to Clerk's Office)
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 Telephone assistance - Family
 Bilingual or multilingual forms - Family
 Web-based information in English - Family
 Interactive Web-based forms - Family
 In-person workshops - Family

Florida, Broward County

Name of Court in which program operates: Broward County Clerk of Court

Name of program itself: Self Help Unit

Address of program line 1 - Main location: 201 SE 6th Street

Address of program line 2 - Main location: Room 248

City: Fort Lauderdale

State: FL

Zip: 33301

Phone for the public: (954) 831-5579

Website for the public: www.browardclerk.org

The self-represented litigant program serves: County

Describe what geographic area this program serves: Broward County

Indicate which substantive areas the center serves: Family
Domestic Violence

Enter the month and year that the program started: July, 2004

Is your court willing to host visits from other courts interested in learning about this approach?

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys
Bilingual or multilingual staff

The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Domestic Violence
Telephone assistance - Family
Telephone assistance - Domestic Violence
Web-based information in English - Family
Web-based information in English - Domestic Violence
In-person workshops - Family

Do you provide training regarding working with self-represented litigants for: Interactive Web-based forms - Family
Interactive Web-based forms - Family

Please enter any other description or information that you think would be useful. Clerk of Court provides landlord tenant forms and small claims forms for the public in the county civil division.

Florida, Daytona Beach

Name of Court in which program operates: Florida's Seventh judicial Circuit

Name of agency that operates program if different from above: Court Administration/Family Court Services

Name of program itself: Family Self-Help Program

Address of program line 1 - Main location: 125 E. Orange Avenue

Address of program line 2 - Main location: Rm 201

City: Daytona Beach

State: FL

Zip: 32114

Phone for the public: (386) 248-8182

Fax for the public: (386) 248-8183

Website for the public: www.circuit7.org

The self-represented litigant program serves: Other

Describe what geographic area this program serves: Circuit

Indicate which substantive areas the center serves: Family
Domestic Violence
Probate,
Child Support
June, 2005

Enter the month and year that the program started: June, 2005

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator

The following services are offered for the following substantive areas:
A self-help center staffed with only non-attorneys
Bilingual or multilingual staff
One-on-one help in understanding legal processes and preparing forms - Family
Telephone assistance - Family

Referrals to pro bono attorney assistance (but not for hearings) - Family
Referrals to pro bono attorney assistance (for hearings) - Family
Web-based information in English - Family
Interactive Web-based forms - Family
In-person workshops - Family

Do you provide training regarding working with self-represented litigants for: Interactive Web-based forms - Family
Interactive Web-based forms - Family

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Statewide
Local

Florida, Gilchrist County

Name of Court in which program operates: Gilchrist County Clerk of Court
 Name of program itself: Pro Se
 Address of program line 1 - Main location: 112 S. Main Street
 City: Trenton
 State: FL
 Zip: 32693
 Phone for the public: (352) 463-3170
 Fax for the public: (352) 463-3166
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Gilchrist County
 Indicate which substantive areas the center serves: Family
 Enter the month and year that the program started: FY 2004 Circuit Wide 1 day/week
 Is your court willing to host visits from other courts interested in learning about this approach? No
 The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Family
 Telephone assistance - Family
 Please enter any other description or information that you think would be useful. Pro Se Program is Circuit Wide in the 8th Judicial Circuit. All (5) rural counties contribute to fund the program. Receives assistance 1 day per week.

Florida, Hillsborough county

Name of Court in which program operates: Florida - 13th Judicial Circuit

Name of agency that operates program if different from above: Administrative Office of the Courts

Name of program itself: Case Management Unit

Address of program line 1 - Main location: 800 E Twiggs St. Rm. 208

Address of program line 2 - Main location: 800 E. Twiggs St. Rm. 605

City: Tampa

State: FL

Zip: 33602

Phone for the public: (813) 272-5173

Fax for the public: (813) 276-8015

Website for the public: www.fljud13.org

The self-represented litigant program serves: County

Describe what geographic area this program serves: Hillsborough county, Florida

Indicate which substantive areas the center serves: Family
Domestic Violence
Child Support
January, 1995

Enter the month and year that the program started: January, 1995

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with only non-attorneys
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

- Telephone assistance - Family
- Telephone assistance - Domestic Violence
- A system of referrals to attorneys providing unbundled legal services - Family
- A system of referrals to attorneys providing unbundled legal services - Domestic Violence
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (but not for hearings) - General Civil
- Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
- Referrals to pro bono attorney assistance (but not for hearings) - Traffic
- Web-based information in English - Family
- Web-based information in English - Domestic Violence

Do you provide training regarding working with self-represented litigants for: Interactive Web-based forms - Family
Interactive Web-based forms - Family

Florida, Indian River County

Name of Court in which program operates: Indian River County Court

Name of agency that operates program if different from above: Clerk of Circuit Court

Address of program line 1 - Main location: 2000 16th Avenue

City: Vero Beach

State: FL

Zip: 32960

Phone for the public: (772) 770-5185

Fax for the public: (772) 778-4748

E-mail for the public: clerk@clerk.indian-river.org

Website for the public: www.clerk.indian-river.org

The self-represented litigant program serves: County

Describe what geographic area this program serves: Indian River County

Indicate which substantive areas the center serves: Family
Domestic Violence
Guardianship
Other

Enter the month and year that the program started: Around 1997

The following services are offered for the following substantive areas:

- Bilingual or multilingual staff
- Bilingual or multilingual forms - Traffic
- Bilingual or multilingual materials - Traffic
- Web-based information in English - Family
- Web-based information in English - Domestic Violence
- Web-based information in English - Landlord Tenant
- Web-based information in English - General Civil
- Web-based information in English - Small Claims
- Web-based information in English - Traffic
- Web-based information in English - Other

Florida, Jefferson County

Name of Court in which program operates: Jefferson County
 Name of agency that operates program if different from above: Clerk of the Circuit Court
 Address of program line 1 - Main location: Courthouse, Room 10
 City: Monticello
 State: FL
 Zip: 32344
 Phone for the public: (850) 342-0218
 Fax for the public: (850) 342-0222
 E-mail for the public: clerkcldb@hotmail.com
 Website for the public: http://www.jeffersonclerk.com
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Jefferson County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Landlord Tenant
 Small Claims
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - Small Claims
 Please enter any other description or information that you think would be useful. Jefferson County does not have a pro se program. They have made supreme court approved family law forms available. In addition, the Clerk's staff provides assistance with Small Claims, Domestic Violence and Landlord Tenant issues.

Florida, Lake County

Name of Court in which program operates: Fifth Judicial Circuit Court

Name of agency that operates program if different from above: Office of Court Administration-Lake County
Family Court Case Management Program

Name of program itself: 202 N. Sinclair Avenue

Address of program line 1 - Main location: Tavares

City: FL

State: 32778

Zip: (352) 742-4301

Phone for the public: www.circuit5.org

Website for the public: County

The self-represented litigant program serves: Lake County

Describe what geographic area this program serves: Family

Indicate which substantive areas the center serves: Child Support

Enter the month and year that the program started: October, 2000

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with only non-attorneys

The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Family
Telephone assistance - Family

Do you provide training regarding working with self-represented litigants for: Referrals to pro bono attorney assistance (but not for hearings) - Family
Interactive Web-based forms - Family

Please enter any other description or information that you think would be useful. The Lake County Law Library has prepared Self-Help Packets containing documents that meet the filing requirements in Domestic Relations cases for Lake County; FL.

Florida, Martin County

Name of Court in which program operates:	19th Circuit Family Court
Address of program line 1 - Main location:	Self Help Program
City:	Stuart
State:	FL
Zip:	34994
Phone for the public:	(772) 223-4831
The self-represented litigant program serves:	(772) 223-4830
Website for the public:	ficourts.org
The self-represented litigant program serves:	State
Describe what geographic area this program serves:	Martin County
Indicate which substantive areas the center serves:	Family Domestic Violence Child Support
Is your court willing to host visits from other courts interested in learning about this approach?	Yes

Florida, Monroe County

Name of Court in which program operates: 16th Judicial Circuit of Florida
Name of program itself: Family Court Self-Help Program
Address of program line 1 - Main location: 502 Whitehead Street
Address of program line 2 - Main location: Courthouse Annex
City: Key West
State: FL
Zip: 33040
Phone for the public: (305) 295-3643
Fax for the public: (305) 295-3648
Website for the public: WWW.JUD16.FLCOURTS.ORG
The self-represented litigant program serves: County
Describe what geographic area this program serves: Monroe County, Florida
Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
Enter the month and year that the program started: January, 1996
Is your court willing to host visits from other courts interested in learning about this approach? Yes
The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 Bilingual or multilingual staff
 Written guidelines for court staff for provision of assistance
The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
Do you provide training regarding working with self-represented litigants for: Interactive Web-based forms - Family
 Interactive Web-based forms - Family
Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Statewide
Please enter any other description or information that you think would be useful. The Florida Supreme Court has developed an extensive set of approved family court and domestic violence pleading forms that are available via their web site. These forms are to be down-loaded in a pre-formatted version which can then be completed and filed.

Florida, North Pinellas

Name of Court in which program operates: 6th Judicial Circuit, Pinellas County, Florida

Name of agency that operates program if different from above: Pinellas County Clerk of the Circuit Court

Name of program itself: Clearwater Courthouse Legal Assistance Project

Address of program line 1 - Main location: 315 Court Street

City: Clearwater

State: FL

Zip: 33756

Phone for the public: (727) 464-3267

Fax for the public: (727) 464-4162

E-mail for the public: www.pinellasclerk.org

Website for the public: www.pinellasclerk.org

The self-represented litigant program serves: County

Describe what geographic area this program serves: North Pinellas

Indicate which substantive areas the center serves: Family
Domestic Violence
Probate
Child Support
Guardianship
Landlord Tenant
General Civil
Small Claims
Traffic

Enter the month and year that the program started: March, 1996

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys
Bilingual or multilingual staff
A volunteer program
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - General Civil
- One-on-one help in understanding legal processes and preparing forms - Small Claims
- One-on-one help in understanding legal processes and preparing forms - Traffic
- Web-based information in English - Family
- Web-based information in English - Domestic Violence
- Web-based information in English - Landlord Tenant
- Web-based information in English - General Civil
- Web-based information in English - Small Claims
- Web-based information in English - Traffic

Do you provide training regarding working with self-represented litigants for: Attorneys
Interactive Web-based forms - Family
Program Volunteers

Florida, North Pinellas (Continued)

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide
Local

Please enter any other description or information that you think would be useful.

This project is a coordinated effort between the Clerk and the Bar Association which provides volunteer attorneys to income eligible pro se litigants twice a week at the courthouse. It is a completely volunteer program with no funding of any kind. Since its inception in 1996, the project has assisted well over 5,000 pro se litigants. The project has expanded its area of service to the southern part of the county, where it is coordinated through another program.

Florida, Orange County

Name of Court in which program operates: Ninth Judicial Circuit of Florida

Name of agency that operates program if different from above: Court Administration
Court Resource Center
Orange County Courthouse
425 N. Orange Avenue

Name of program itself: Orlando

Address of program line 1 - Main location: FL

Address of program line 2 - Main location: 32801

City: (407) 836-0517

State: (407) 836-0503

Zip: ctadkl1@ocnjcc.org

Phone for the public: http://ninja9.org

Fax for the public: County

E-mail for the public: Orange County, Florida

Website for the public: Family
Domestic Violence
Probate
Child Support
Guardianship
Landlord Tenant
General Civil
Small Claims
Traffic
Other

The self-represented litigant program serves: October, 2002

Describe what geographic area this program serves: Yes

Indicate which substantive areas the center serves: A program director/manager/coordinator
A self-help center staffed with only non-attorneys
A volunteer program
Written guidelines for court staff for provision of assistance

Enter the month and year that the program started:

Is your court willing to host visits from other courts interested in learning about this approach?

The program has:

The following services are offered for the following substantive areas:

One-on-one help in understanding legal processes and preparing forms - Family
One-on-one help in understanding legal processes and preparing forms - Domestic Violence
Telephone assistance - Family
Telephone assistance - Domestic Violence
Telephone assistance - Landlord Tenant
Telephone assistance - General Civil
Telephone assistance - Small Claims
Telephone assistance - Traffic
Bilingual or multilingual forms - Family
Bilingual or multilingual forms - Domestic Violence
Bilingual or multilingual forms - Small Claims
A system of referrals to attorneys providing unbundled legal services - Family
A system of referrals to attorneys providing unbundled legal services - Domestic Violence
A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
A system of referrals to attorneys providing unbundled legal services - General Civil
A system of referrals to attorneys providing unbundled legal services - Small Claims
A system of referrals to attorneys providing unbundled legal services - Traffic
A system of referrals to attorneys providing unbundled legal services - Other
Referrals to pro bono attorney assistance (but not for hearings) - Family
Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence

Florida, Orange County (Continued)

Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
Referrals to pro bono attorney assistance (but not for hearings) - General Civil
Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
Referrals to pro bono attorney assistance (but not for hearings) - Traffic
Referrals to pro bono attorney assistance (but not for hearings) - Other
Referrals to pro bono attorney assistance (for hearings) - Family
Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
Referrals to pro bono attorney assistance (for hearings) - General Civil
Referrals to pro bono attorney assistance (for hearings) - Small Claims
Referrals to pro bono attorney assistance (for hearings) - Traffic
Referrals to pro bono attorney assistance (for hearings) - Other
Web-based information in English - Family
Web-based information in English - Domestic Violence
Web-based information in English - Landlord Tenant
Web-based information in English - General Civil
Web-based information in English - Small Claims
Web-based information in English - Traffic
Web-based information in English - Other
Videotaped workshops - Family
Videotaped workshops - Domestic Violence

Do you provide training regarding working with self-represented litigants for:

Program volunteers
Lay volunteers in the court

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Local

Please enter any other description or information that you think would be useful.

The Clerk of Court provides Landlord Tenant forms and Small Claims forms for the public's use in the county civil division.

Florida, Palm Beach County

Name of Court in which program operates: 15th Judicial Circuit/Palm Beach County

Name of agency that operates program if different from above: Clerk & Comptroller's Office, Palm Beach County

Name of program itself: Self Service Center

Address of program line 1 - Main location: 205 N. Dixie Highway

Address of program line 2 - Main location: 205 N. Dixie Highway, Rm. 2/2209

City: West Palm Beach

State: FL

Zip: 33401

Phone for the public: (561) 355-7048

Fax for the public: (561) 355-6211

Website for the public: www.pbcountyclerk.com

The self-represented litigant program serves: County

Describe what geographic area this program serves: Palm Beach County, FL

Indicate which substantive areas the center serves: Family
Domestic Violence
Child Support
Landlord Tenant
Small Claims

Enter the month and year that the program started: July, 2004

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys
Bilingual or multilingual staff
A volunteer program
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

One-on-one help in understanding legal processes and preparing forms - Family
One-on-one help in understanding legal processes and preparing forms - Landlord Tenant

One-on-one help in understanding legal processes and preparing forms - Small Claims
Telephone assistance - Family
Telephone assistance - Landlord Tenant
Telephone assistance - Small Claims
Bilingual or multilingual materials - Family
Bilingual or multilingual materials - Landlord Tenant
Bilingual or multilingual materials - Small Claims

Referrals to pro bono attorney assistance (but not for hearings) - Family

Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence

Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
Referrals to pro bono attorney assistance (for hearings) - Family
Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant

Referrals to pro bono attorney assistance (for hearings) - Small Claims
Web-based information in English - Family
Web-based information in English - Domestic Violence
Web-based information in English - Landlord Tenant
Web-based information in English - Small Claims
Interactive Web-based forms - Family
Interactive Web-based forms - Family

Florida, Pinellas County

Name of Court in which program operates: The Sixth Judicial Circuit of Florida
Name of program itself: Courts Information and Resource Center
Address of program line 1 - Main location: 501 First Avenue North
Address of program line 2 - Main location: Room 729
City: St. Petersburg
State: FL
Zip: 33701
Phone for the public: (727) 582-7200
Fax for the public: (727) 582-7903
Website for the public: www.jud6.org
The self-represented litigant program serves: County
Describe what geographic area this program serves: Pinellas County
Indicate which substantive areas the center serves: Family
 Child Support
 June, 1993
Enter the month and year that the program started:
Is your court willing to host visits from other courts interested in learning about this approach? Yes
The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
The following services are offered for the following substantive areas: Bilingual or multilingual staff
 Telephone assistance - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Web-based information in English - Family
Do you provide training regarding working with self-represented litigants for: Interactive Web-based forms - Family
Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Local

Florida, Polk, Highlands and Hardee Counties

Name of Court in which program operates: 10th Judicial Circuit, in and for Polk, Highlands and Hardee Counties, Florida
 Name of program itself: Self-Help Program-Family Court
 Address of program line 1 - Main location: P. O. Box 9000-J139
 City: Bartow
 State: FL
 Zip: 33831
 Phone for the public: (863) 534-4015
 Website for the public: www.Flcourts.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Polk, Highlands and Hardee Counties, Florida
 Indicate which substantive areas the center serves: Family
 Child Support
 Enter the month and year that the program started: January, 1995
 The program has: A program director/manager/coordinator
 The following services are offered for the following substantive areas:

- A self-help center staffed with only non-attorneys
- Written guidelines for court staff for provision of assistance
- Telephone assistance - Family
- Bilingual or multilingual forms - Domestic Violence
- Bilingual or multilingual materials - Domestic Violence
- Web-based information in English - Family
- Web-based information in English - Domestic Violence

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

This self-help program is different from most others. Specifically, all pro se litigants filing initial pleadings are assigned to a special division of the family court, designed to hear only pro se cases. Each filing is exclusively case managed throughout the process to finalization by case managers and there is a specific judge or magistrate assigned to hear such cases. Any pro se case in which an attorney files pleadings after the initial assignment to the pro se division, is reassigned to another division of the family court and is no longer case managed by the self-help program.

Florida, Putnam County

Name of Court in which program operates: Putnam County Clerk of Courts
 Name of program itself: Putnam County Pro Se Assistance
 Address of program line 1 - Main location: 410 St Johns Ave
 City: Palatka
 State: FL
 Zip: 32177
 Phone for the public: (386) 329-0250
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Putnam County, FL
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Landlord Tenant
 Small Claims
 Enter the month and year that the program started: July, 2004
 Is your court willing to host visits from other courts interested in learning about this approach? No
 The program has: Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - Small Claims
 Do you provide training regarding working with self-represented litigants for: Interactive Web-based forms - Family
 Please enter any other description or information that you think would be useful. Putnam County also offers pro se assistance through Court Administrator's Office. There is an individual on site at the Putnam County Courthouse designated to assist pro se litigants in Family and Domestic matters.

Florida, St. Lucie County

Name of Court in which program operates:	St. Lucie County Small Claims & County Civil Division
Name of program itself:	Information is provided on Clerk's website
City:	Port St Lucie
State:	FL
Zip:	34986
Phone for the public:	(772) 462-6900
Fax for the public:	(772) 785-5879
E-mail for the public:	sicclerkofcourt.com
The self-represented litigant program serves:	County
Describe what geographic area this program serves:	St. Lucie County - 19th Judicial Circuit
Indicate which substantive areas the center serves:	Landlord Tenant Small Claims
Enter the month and year that the program started:	January, 2005
Is your court willing to host visits from other courts interested in learning about this approach?	Yes
The program has:	Yes
The following services are offered for the following substantive areas:	Bilingual or multilingual staff Written guidelines for court staff for provision of assistance One-on-one help in understanding legal processes and preparing forms - Landlord Tenant One-on-one help in understanding legal processes and preparing forms - Small Claims Telephone assistance - Landlord Tenant Telephone assistance - Small Claims Web-based information in English - Small Claims Interactive Web-based forms - Landlord Tenant Interactive Web-based forms - Small Claims
Do you provide training regarding working with self-represented litigants for:	Interactive Web-based forms - Family
Please enter any other description or information that you think would be useful.	St. Lucie County provides information on-line regarding filing procedure and answers to frequently asked questions. Also available are on-line forms which can be completed and filed. The staff of the Clerk's office in the Small Claims and County Civil Division are trained to assist the public in filling out forms, provide general information on collection procedures and the civil process.

Florida, St. Lucie County (Fort Pierce)

Name of Court in which program operates: 19th Judicial Circuit
 Name of program itself: Self-Help program
 Address of program line 1 - Main location: 218 South Second Street
 City: Fort Pierce
 State: FL
 Zip: 34950
 Phone for the public: (772) 462-1149
 Website for the public: www.circuit19.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: St, Lucie County
 Indicate which substantive areas the center serves: Family
 Child Support
 Enter the month and year that the program started: June, 2005
 The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 A volunteer program
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 Telephone assistance - Family
 Bilingual or multilingual forms - Family
 A system of referrals to attorneys providing unbundled legal services - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Family
 Web-based information in English - Family
 Videotaped workshops - Family
 Interactive Web-based forms - Family
 Interactive Web-based forms - Family
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Local
 Do you have any information online about your program, other than that on the public website of the program? If so, please provide the URL.
 ftcourts.org/self help center

Florida, St. Lucie County (19th Judicial Circuit)

Name of Court in which program operates: St Lucie County Family Court

Name of agency that operates program if different from above: St Lucie County Court Administration

Name of program itself: Pro-se Program

Address of program line 1 - Main location: 4122 Okeechobee Road

Address of program line 2 - Main location: 218 South Second Street

City: Fort Pierce

State: FL

Zip: 34950

Phone for the public: (772) 462-1149

Website for the public: SLCClerkofcourt.org

The self-represented litigant program serves: County

Describe what geographic area this program serves: 19th Circuit

Indicate which substantive areas the center serves: Family
Child Support

Enter the month and year that the program started: January, 1996

Is your court willing to host visits from other courts interested in learning about this approach? yes

The program has: A program director/manager/coordinator
A self-help center staffed with only non-attorneys
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas: Telephone assistance - Family
Web-based information in English - Family

Do you provide training regarding working with self-represented litigants for: Judges
Interactive Web-based forms - Family
Interactive Web-based forms - Family.

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Local

Florida, Walton County

Name of Court in which program operates:	Walton County Clerk of Court
Name of program itself:	No Name
Address of program line 1 - Main location:	P. O. Box 1260
City:	DeFuniak Springs
State:	FL
Zip:	32435
Phone for the public:	(850) 892-8115
Fax for the public:	(850) 892-7551
E-mail for the public:	forralph@co.walton.fl.us
Website for the public:	www.co.walton.fl.us
The self-represented litigant program serves:	County
Describe what geographic area this program serves:	Walton County
Enter the month and year that the program started:	January, 2001
Is your court willing to host visits from other courts interested in learning about this approach?	No
The following services are offered for the following substantive areas:	<ul style="list-style-type: none"> Telephone assistance - Domestic Violence Telephone assistance - Landlord Tenant Telephone assistance - Small Claims Web-based information in English - Landlord Tenant Web-based information in English - Small Claims

Georgia, Dougherty County

Name of Court in which program operates: Dougherty County Judicial System

Name of program itself: Dougherty County Law Library

Address of program line 1 - Main location: 225 Pine Avenue, Room 212

Address of program line 2 - Main location: P.O. Box 1827

City: Albany

State: GA

Zip: 31702-1827

Phone for the public: (229) 431-2133

Fax for the public: (229) 439-2706

E-mail for the public: ladams@dougherty.ga.us

Website for the public: <http://www.albany.ga.us/doco/Law%20Library/Law%20Library%20Home.htm>

The self-represented litigant program serves: County

Describe what geographic area this program serves: Mostly Dougherty County, but will answer Georgia-related reference questions to general public

Indicate which substantive areas the center serves: Family
Domestic Violence
Probate
Child Support
Guardianship
Landlord Tenant
General Civil
Small Claims
Traffic

Enter the month and year that the program started: May, 2004

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys

The following services are offered for the following substantive areas: Web-based information in English - Family
Web-based information in English - Domestic Violence -
Web-based information in English - Landlord Tenant
Web-based information in English - General Civil
Web-based information in English - Small Claims
Web-based information in English - Traffic
Web-based information in English - Other
In-person workshops - Family
In-person workshops - Domestic Violence

Georgia, Dougherty County (Continued)

In-person workshops - Landlord Tenant

In-person workshops - General Civil

In-person workshops - Small Claims

In-person workshops - Traffic

In-person workshops - Other

Please enter any other description or information that you think would be useful.

Dougherty County has no formal self-help services. The county law librarian offers informal assistance to pro se litigants but is not permitted to give legal advice nor detailed help with the completion of necessary forms.

Idaho Statewide

Name of court in which program operates: Idaho State Courts
 Name of agency that operates program if different from above: Idaho Supreme Court
 Name of program itself: Court Assistance Office Project
 Address of program line 1 - Main location: Ada County Courthouse
 Address of program line 2 - Main location: 200 W. Front St.
 City: Boise
 State: ID
 Zip: 83702-7300
 Phone for the public: (208) 883-7221
 Fax for the public: (208) 883-2259
 E-mail for the public: courtassistance@latah.id.us
 Website for the public: www2.state.id.us/cao
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: Statewide
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 Landlord Tenant
 Small Claims
 Traffic

Enter the month and year that the program started: July 1999 as pilot project

Is your court willing to host visits from other courts interested in learning about this approach?

Yes

The program has:

- A program director/manager/coordinator
- A self-help center staffed with attorneys
- A volunteer program
- Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - Small Claims
- One-on-one help in understanding legal processes and preparing forms - Traffic
- One-on-one help in understanding legal processes and preparing forms - Other Telephone assistance - Family

Idaho Statewide (Continued)

Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Small Claims
 Telephone assistance - Traffic
 Telephone assistance - Other
 Bilingual or multilingual materials - Small Claims

A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence

A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
 A system of referrals to attorneys providing unbundled legal services - General Civil
 A system of referrals to attorneys providing unbundled legal services - Small Claims
 A system of referrals to attorneys providing unbundled legal services - Traffic
 A system of referrals to attorneys providing unbundled legal services - Other
 Referrals to pro bono attorney assistance (but not for hearings) - Family..

Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
 Referrals to pro bono attorney assistance (but not for hearings) - General Civil
 Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
 Referrals to pro bono attorney assistance (but not for hearings) - Traffic
 Referrals to pro bono attorney assistance (but not for hearings) - Other
 Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant..

Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - Small Claims
 Web-based information in English - Traffic
 Web-based information in English - Other
 In-person workshops - Family
 Videotaped workshops - Family

Do you provide training regarding working with self-represented litigants for:

Judges
 Interactive Web-based forms - Family
 Interactive Web-based forms - Family
 Program volunteers
 Lay volunteers in the court

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction, to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

Program offices vary from offering limited to full-service services. Limited-service offices provide standard forms with instructions and informational pamphlets on a wide range of legal topics, but do not provide one-on-one assistance in completing forms, nor detailed explanations covering routine court processes. For the more detailed services, patrons are referred to either a regional full-service office or the statewide Lead Court Assistance Officer. Anticipated change to public Website url to: courtsselfhelp.idaho.gov sometime this fall. Maintains a private listserv for program staff to exchange information, issues, etc. Currently working with Idaho Legal Aid Services developing interactive Web forms for standard forms-packets.

Idaho, Ada County

Name of Court in which program operates: Ada County Courthouse
 Name of program itself: Court Assistance Office
 Address of program line 1 - Main location: 200 W. Front Street
 City: Boise
 State: ID
 Zip: 83702
 Phone for the public: (208) 287-6963
 Fax for the public: (208) 287-6919
 E-mail for the public: dcnewbjm@adaweb.net
 Website for the public: www.adaweb.net/cao
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Ada County
 Indicate which substantive areas the center serves: Family
 Child Support
 Guardianship
 Landlord Tenant
 Other
 Enter the month and year that the program started: September, 2000
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Small Claims
 Telephone assistance - Other
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 Bilingual or multilingual materials - Small Claims
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - General Civil
 Web-based information in English - Small Claims
 Web-based information in English - Other
 Interactive Web-based forms - Family
 Interactive Web-based forms - Landlord Tenant
 Interactive Web-based forms - Other
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Statewide

Idaho, Bannock County

Name of Court in which program operates:
 Name of agency that operates program if different from above:

Idaho District Court

Name of program itself:
 Address of program line 1 - Main location:

Idaho Supreme Court
 Court Assistance Office
 624 E. Center

City:
 State:
 Zip:

Pocatello
 ID
 83201

Phone for the public:
 Website for the public:

(208) 236-7067
www2.state.id.us/cao

The self-represented litigant program serves:
 Describe what geographic area this program serves:
 Indicate which substantive areas the center serves:

County
 Bannock County, Idaho
 Family
 Domestic Violence
 Child Support
 Landlord Tenant
 General Civil
 Small Claims
 Other

Enter the month and year that the program started:
 The program has:

January, 1999
 A self-help center staffed with only non-attorneys
 Bilingual or multilingual staff
 Written guidelines for court staff for provision of assistance.

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - General Civil
- One-on-one help in understanding legal processes and preparing forms - Small Claims
- One-on-one help in understanding legal processes and preparing forms - Other
- Telephone assistance - Family
- Telephone assistance - Domestic Violence
- Telephone assistance - Landlord Tenant
- Telephone assistance - General Civil
- Telephone assistance - Small Claims
- Telephone assistance - Other
- A system of referrals to attorneys providing unbundled legal services - Family
- A system of referrals to attorneys providing unbundled legal services - Domestic Violence
- A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
- A system of referrals to attorneys providing unbundled legal services - General Civil
- A system of referrals to attorneys providing unbundled legal services - Small Claims
- A system of referrals to attorneys providing unbundled legal services - Other
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (but not for hearings) - General Civil
- Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
- Referrals to pro bono attorney assistance (but not for hearings) - Other
- Referrals to pro bono attorney assistance (for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Domestic Violence

Idaho, Bannock County (Continued)

Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
Referrals to pro bono attorney assistance (for hearings) - General Civil
Referrals to pro bono attorney assistance (for hearings) - Small Claims
Referrals to pro bono attorney assistance (for hearings) - Other
Web-based information in English - Family
Web-based information in English - Domestic Violence
Web-based information in English - Landlord Tenant
Web-based information in English - Other
Interactive Web-based forms - Landlord Tenant
Interactive Web-based forms - Other

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

This project is a subsidiary to the state Court Assistance Office Program

Idaho, Blackfoot

Name of Court in which program operates: 7th Judicial District
 Name of program itself: Court Assistance Office
 Address of program line 1 - Main location: PO Box 853
 City: Blackfoot
 State: ID
 Zip: 83221
 Phone for the public: (208) 785-5057
 Fax for the public: (208) 785-5165
 E-mail for the public: cclcid@cableone.net
 Website for the public: www2.state.id.us/cao
 The self-represented litigant program serves: Other
 Describe what geographic area this program serves: Judicial District
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Enter the month and year that the program started: July, 1998
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Small Claims
 Web-based information in English - Family
 Web-based information in English - Landlord Tenant
 Web-based information in English - General Civil
 Web-based information in English - Small Claims
 In-person workshops - Family
 Do you provide training regarding working with self-represented litigants for: Judges
 Attorneys
 Interactive Web-based forms - Family
 Interactive Web-based forms - Family
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Statewide

Idaho, Caribou County

Name of Court in which program operates: Caribou County Magistrate Court

Name of agency that operates program if different from above: Court Assistance Office

Name of program itself: Caribou County Court Assistance Office

Address of program line 1 - Main location: 159 South Main

City: Soda Springs

State: ID

Zip: 83276

Phone for the public: (208) 547-4342

Fax for the public: (208) 547-4759

The self-represented litigant program serves: County

Describe what geographic area this program serves: Rural

Indicate which substantive areas the center serves: Family
Domestic Violence
Child Support
Guardianship
Landlord Tenant
General Civil
Small Claims
Traffic

Enter the month and year that the program started: January, 2002

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with only non-attorneys
A self-help center staffed with attorneys
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - General Civil
- One-on-one help in understanding legal processes and preparing forms - Small Claims
- One-on-one help in understanding legal processes and preparing forms - Traffic
- One-on-one help in understanding legal processes and preparing forms - Other
- Telephone assistance - Family
- Telephone assistance - Domestic Violence
- Telephone assistance - Landlord Tenant
- Telephone assistance - General Civil
- Telephone assistance - Small Claims
- Telephone assistance - Traffic
- Telephone assistance - Other

Idaho, Caribou County (Continued)

Bilingual or multilingual forms - Small Claims
 Bilingual or multilingual materials - Small Claims
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence

 A system of referrals to attorneys providing unbundled legal services - Landlord Tenant

 A system of referrals to attorneys providing unbundled legal services - General Civil

 A system of referrals to attorneys providing unbundled legal services - Small Claims
 A system of referrals to attorneys providing unbundled legal services - Traffic
 A system of referrals to attorneys providing unbundled legal services - Other

 Referrals to pro bono attorney assistance (but not for hearings) - Family

 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence

 Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
 Referrals to pro bono attorney assistance (but not for hearings) - General Civil
 Referrals to pro bono attorney assistance (but not for hearings) - Small Claims

 Referrals to pro bono attorney assistance (but not for hearings) - Traffic
 Referrals to pro bono attorney assistance (but not for hearings) - Other
 Referrals to pro bono attorney assistance (for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
 Referrals to pro bono attorney assistance (for hearings) - General Civil
 Referrals to pro bono attorney assistance (for hearings) - Small Claims
 Referrals to pro bono attorney assistance (for hearings) - Traffic
 Referrals to pro bono attorney assistance (for hearings) - Other
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - General Civil
 Web-based information in English - Small Claims
 Web-based information in English - Traffic
 Web-based information in English - Other
 Interactive Web-based forms - Landlord Tenant
 Interactive Web-based forms - Other
 In-person workshops - Small Claims
 Videotaped workshops - Family
 Videotaped workshops - Domestic Violence
 Videotaped workshops - Landlord Tenant
 Videotaped workshops - General Civil
 Videotaped workshops - Small Claims
 Videotaped workshops - Traffic
 Videotaped workshops - Other

Do you provide training regarding working with self-represented litigants for:

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Please enter any other description or information that you think would be useful.

Interactive Web-based forms - Family

Statewide

The program is statewide and all training is regulated at the state level.

Idaho, Cassia County

Name of Court in which program operates: Magistrate Court

Name of agency that operates program if different from above: Cassia County

Name of program itself: Mini-Cassia Court Assistance Office

Address of program line 1 - Main location: 1459 Overland Avenue Rm 106

City: Burley

State: ID

Zip: 83318

Phone for the public: (208) 878-4298

Fax for the public: (208) 878-5344

E-mail for the public: jsmith@cassiacy.org

Website for the public: cassiacy.org

The self-represented litigant program serves: County

Describe what geographic area this program serves: Two counties in South Central Idaho

Indicate which substantive areas the center serves: Family
Domestic Violence
Child Support
Guardianship
Landlord Tenant
Small Claims

Enter the month and year that the program started: January, 2002

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A self-help center staffed with only non-attorneys
Bilingual or multilingual staff

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - Small Claims
- Telephone assistance - Family
- Telephone assistance - Landlord Tenant
- Telephone assistance - Small Claims
- Bilingual or multilingual materials - Family
- Bilingual or multilingual materials - Domestic Violence
- Bilingual or multilingual materials - Landlord Tenant
- Bilingual or multilingual materials - Small Claims
- Bilingual or multilingual materials - Other
- A system of referrals to attorneys providing unbundled legal services - Family
- A system of referrals to attorneys providing unbundled legal services - Domestic Violence
- A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
- A system of referrals to attorneys providing unbundled legal services - General Civil
- A system of referrals to attorneys providing unbundled legal services - Small Claims
- A system of referrals to attorneys providing unbundled legal services - Traffic
- A system of referrals to attorneys providing unbundled legal services - Other
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant

Idaho, Cassia County (Continued)

Referrals to pro bono attorney assistance (but not for hearings) - General Civil

Referrals to pro bono attorney assistance (but not for hearings) - Small Claims

Referrals to pro bono attorney assistance (but not for hearings) - Traffic

Referrals to pro bono attorney assistance (but not for hearings) - Other

Referrals to pro bono attorney assistance (for hearings) - Family

Referrals to pro bono attorney assistance (for hearings) - Domestic Violence

Referrals to pro bono attorney assistance (for hearings) - Landlord/Tenant

Referrals to pro bono attorney assistance (for hearings) - General Civil

Referrals to pro bono attorney assistance (for hearings) - Small Claims

Referrals to pro bono attorney assistance (for hearings) - Traffic

Referrals to pro bono attorney assistance (for hearings) - Other

Web-based information in English - Family

Web-based information in English - Domestic Violence

Web-based information in English - Landlord/Tenant

Web-based information in English - General Civil

Web-based information in English - Small Claims

Web-based information in English - Traffic

Web-based information in English - Other

Videotaped workshops - Family

Videotaped workshops - Domestic Violence

Videotaped workshops - Landlord/Tenant

Videotaped workshops - Small Claims

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Idaho, Latah County

Name of Court in which program operates: Latah County District Court

Name of agency that operates program if different from above: Idaho Supreme Court

Name of program itself: Court Assistance Office

Address of program line 1 - Main location: 522 S Adams

Address of program line 2 - Main location: PO Box 8068

City: Moscow

State: ID

Zip: 83843-0568

Phone for the public: (208) 882-8580 x 3500

Fax for the public: (208) 883-2259

E-mail for the public: courtassistance@latah.id.us

Website for the public: www.latah.id.us

The self-represented litigant program serves: County

Describe what geographic area this program serves: 2nd Judicial District, plus Statewide

Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Traffic

Enter the month and year that the program started: July, 1999

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 A volunteer program
 Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 One-on-one help in understanding legal processes and preparing forms - Traffic
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Small Claims
 Telephone assistance - Traffic
 Telephone assistance - Other
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 Bilingual or multilingual materials - Landlord Tenant
 Bilingual or multilingual materials - Small Claims
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence

Idaho, Latah County (Continued)

A system of referrals to attorneys providing unbundled legal services - Landlord Tenant

A system of referrals to attorneys providing unbundled legal services - General Civil

A system of referrals to attorneys providing unbundled legal services - Small Claims

A system of referrals to attorneys providing unbundled legal services - Traffic

A system of referrals to attorneys providing unbundled legal services - Other

Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence

Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant

Referrals to pro bono attorney assistance (but not for hearings) - Other

Referrals to pro bono attorney assistance (for hearings) - Domestic Violence

Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant

Referrals to pro bono attorney assistance (for hearings) - Other

Web-based information in English - Family

Web-based information in English - Domestic Violence

Web-based information in English - Landlord Tenant

Web-based information in English - General Civil

Web-based information in English - Small Claims

Web-based information in English - Other

Do you provide training regarding working with self-represented litigants for:

Interactive Web-based forms - Family

Program Volunteers

Lay volunteers in the Court

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

Locally, Latah County has advisory attorneys to address issues regarding the program. The program is partially funded by the county and thus jointly administered by the Board of County Commissioners and the Supreme Court (through the Project director and 'Access Committee'). The county utilizes the services of law students who participate in a Pro Se Clinic course. It is governed by both statute and court rule.

Do you have any information online about your program, other than that on the public website of the program? If so, please provide the URL.

www.state.id.us/cao

Idaho, Kootenai County

Name of Court in which program operates: Kootenai County Courthouse

Name of agency that operates program if different from above: Idaho Supreme Court

Name of program itself: Court Assistance Office

Address of program line 1 - Main location: 324 West Garden Avenue

City: Coeur D' Alene

State: ID

Zip: 83816

Phone for the public: (208) 446-1186

Fax for the public: (208) 446-1187

Website for the public: www2.state.id.us/cao

The self-represented litigant program serves: State

Describe what geographic area this program serves: 1st Judicial District

Indicate which substantive areas the center serves: Family
Child Support
Guardianship
Landlord Tenant
Small Claims

Enter the month and year that the program started: July, 1999

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with only non-attorneys
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - Small Claims
- Telephone assistance - Family
- Telephone assistance - Landlord Tenant
- Telephone assistance - Small Claims
- A system of referrals to attorneys providing unbundled legal services - Family
- A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
- A system of referrals to attorneys providing unbundled legal services - Small Claims
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
- Web-based information in English - Family
- Web-based information in English - Domestic Violence
- Web-based information in English - Landlord Tenant
- Web-based information in English - Small Claims
- Interactive Web-based forms - Family
- Interactive Web-based forms - Landlord Tenant

Idaho, Nez Perce County

Name of Court in which program operates: Nez Perce County District Court
 Name of program itself: Court Assistance Office Project
 Address of program line 1 - Main location: 1230 Main Street
 City: Lewiston
 State: ID
 Zip: 83501
 Phone for the public: (208) 799-3191
 Fax for the public: (208) 799-3058
 E-mail for the public: courtassistance@co.nezperce.id.us
 Website for the public: www.state.id.us/cao
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: Nez Perce and surrounding counties
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 March, 2002

Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach?
 The program has:

Yes
 A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 A volunteer program
 Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Landlord-Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Small Claims
 Telephone assistance - Other
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 Bilingual or multilingual materials - Small Claims

Idaho, Nez Perce County (Continued)

Referrals to pro bono attorney assistance (but not for hearings) - Family

Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence

Referrals to pro bono attorney assistance (but not for hearings) - Other

Web-based information in English - Family

Web-based information in English - Domestic Violence

Web-based information in English - Landlord Tenant

Web-based information in English - General Civil

Web-based information in English - Small Claims

Web-based information in English - Other

Interactive Web-based forms - Landlord Tenant

Interactive Web-based forms - Other

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Idaho, Power County

Name of Court in which program operates: Power County Magistrate Court
 Name of program itself: Power County Court Assistance Office
 Address of program line 1 - Main location: 543 Bannock Ave.
 City: American Falls
 State: ID
 Zip: 83211
 Phone for the public: (208) 226-7618
 Fax for the public: (208) 226-7612
 E-mail for the public: ssprague@co.power.id.us
 Website for the public: www2.state.id.us/cao
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Residents of Power County, Idaho, and surrounding areas
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Other

Enter the month and year that the program started: January, 2001
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - General Civil
- One-on-one help in understanding legal processes and preparing forms - Small Claims
- One-on-one help in understanding legal processes and preparing forms - Traffic
- One-on-one help in understanding legal processes and preparing forms - Other
- Telephone assistance - Family
- Telephone assistance - Domestic Violence
- Telephone assistance - Landlord Tenant
- Telephone assistance - General Civil
- Telephone assistance - Small Claims
- Telephone assistance - Traffic
- Telephone assistance - Other
- A system of referrals to attorneys providing unbundled legal services - Family
- A system of referrals to attorneys providing unbundled legal services - Domestic Violence
- A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
- A system of referrals to attorneys providing unbundled legal services - General Civil
- A system of referrals to attorneys providing unbundled legal services - Small Claims
- A system of referrals to attorneys providing unbundled legal services - Traffic
- A system of referrals to attorneys providing unbundled legal services - Other
- Referrals to pro bono attorney assistance (but not for hearings) - Family

Idaho, Power County (Continued)

Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
Referrals to pro bono attorney assistance (but not for hearings) - General Civil
Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
Referrals to pro bono attorney assistance (but not for hearings) - Traffic
Referrals to pro bono attorney assistance (but not for hearings) - Other
Web-based information in English - Family
Web-based information in English - Domestic Violence
Web-based information in English - Landlord Tenant
Web-based information in English - General Civil
Web-based information in English - Small Claims
Web-based information in English - Traffic
Web-based information in English - Other

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Local

Please enter any other description or information that you think would be useful.

The Power County Court Assistance Office works directly with the Idaho Legal Aid Outreach program to avail self-represented litigants with legal consultations (no representation available) and limited legal forms not already available through the Statewide Court Assistance Program.

Illinois, Carbonale

Name of Court in which program operates:	Not Court based
Name of agency that operates program if different from above:	Land of Lincoln Legal Assistance Foundation, Inc.
Name of program itself:	Pro Se Divorce Class
Address of program line 1 - Main location:	Self Help Center
Address of program line 2 - Main location:	Southern Illinois University School of Law
City:	Carbondale
State:	IL
Zip:	62901
Describe what geographic area this program serves:	www.law.siu.edu/selfhelp
Indicate which substantive areas the center serves:	State
Describe what geographic area this program serves:	The in-person class serves a geographic area of about 15 counties
Indicate which substantive areas the center serves:	Family
Enter the month and year that the program started:	January, 1990
Is your court willing to host visits from other courts interested in learning about this approach?	Yes
The program has:	A program director/manager/coordinator A self-help center staffed with only non-attorneys
The following services are offered for the following substantive areas:	Web-based information in English - Family In-person workshops - Family Remote appearance video workshops - Family
Please enter any other description or information that you think would be useful.	This program only offers a divorce class at this time. The course is taught once each month. It consists of two days of instruction. Individuals may attend in-person or from a remote location via video conferencing. The program is a collaboration of the Land of Lincoln Legal Assistance Foundation and the Self-Help Center at the Southern Illinois University School of Law.

Illinois, Cook County I

Name of Court in which program operates: Circuit Court of Cook County, Illinois

Name of agency that operates program if different from above: Chicago Volunteer Legal Services

Name of program itself: Guardianship of Minors Help Desk

Address of program line 1 - Main location: 69 West Washington

Address of program line 2 - Main location: 10th Floor

City: Chicago

State: IL

Zip: 60602

Phone for the public: (312) 603-0135

The self-represented litigant program serves: County

Describe what geographic area this program serves: Guardianship

Indicate which substantive areas the center serves: Cook County residents

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A self-help center staffed with only non-attorneys
Bilingual or multilingual staff

The following services are offered for the following substantive areas:
One-on-one help in understanding legal processes and preparing forms - Family
Telephone assistance - Family
Bilingual or multilingual materials - Family

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Statewide

Please enter any other description or information that you think would be useful. This help-desk program is staffed by non-lawyers (court clerks) but the legal services program supervises and provides legal advice and services. The clerks help litigants prepare simple cases, but in the case of more complex or contested suits, the client is sent to legal services to receive representation or referral to a private attorney (depending on income).

Illinois, Cook County II

Name of Court in which program operates: Circuit Court of Cook County

Name of agency that operates program if different from above: Chicago-Kent College of Law

Name of program itself: Self-Help Web Center

Address of program line 1 - Main location: 565 W Adams St

Address of program line 2 - Main location: Suite 775

City: Chicago

State: IL

Zip: 60661

Phone for the public: (312) 906-5328

Fax for the public: (312) 906-5165

E-mail for the public: cajt@kentlaw.edu

Website for the public: www.kentlaw.edu/cajt

The self-represented litigant program serves: County

Describe what geographic area this program serves: Cook County

Indicate which substantive areas the center serves: Family
 Probate
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Other

Enter the month and year that the program started: February, 2004

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 A volunteer program

The following services are offered for the following substantive areas:

- A system of referrals to attorneys providing unbundled legal services - Family
- A system of referrals to attorneys providing unbundled legal services -- Domestic Violence
- A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
- A system of referrals to attorneys providing unbundled legal services - General Civil
- A system of referrals to attorneys providing unbundled legal services - Small Claims
- A system of referrals to attorneys providing unbundled legal services - Traffic
- A system of referrals to attorneys providing unbundled legal services - Other
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (but not for hearings) - General Civil
- Referrals to pro bono attorney assistance (but not for hearings) - Small Claims
- Referrals to pro bono attorney assistance (but not for hearings) - Traffic
- Referrals to pro bono attorney assistance (but not for hearings) - Other
- Referrals to pro bono attorney assistance (for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (for hearings) - General Civil
- Referrals to pro bono attorney assistance (for hearings) - Small Claims
- Referrals to pro bono attorney assistance (for hearings) - Traffic
- Referrals to pro bono attorney assistance (for hearings) - Other
- Web-based information in English - Family
- Web-based information in English - Domestic Violence
- Web-based information in English - Landlord Tenant
- Web-based information in English - General Civil
- Web-based information in English - Small Claims

Illinois, Cook County II (Continued)

- Web-based information in English - Traffic
- Web-based information in English - Other
- Web-based information in other languages - Family
- Web-based information in other languages - Domestic Violence
- Web-based information in other languages - Landlord Tenant
- Web-based information in other languages - General Civil
- Web-based information in other languages - Small Claims
- Web-based information in other languages - Traffic
- Web-based information in other languages - Other
- Interactive Web-based forms - Family
- Interactive Web-based forms - Domestic Violence
- Interactive Web-based forms - Landlord Tenant
- Interactive Web-based forms - General Civil
- Interactive Web-based forms - Small Claims
- Interactive Web-based forms - Other

Do you provide training regarding working with self-represented litigants for:

- Interactive Web-based forms - Family
- Program volunteers

Do you have any information online about your program, other than that on the public website of the program? If so, please provide the URL.

<http://www.kentlaw.edu/cajt/shwc.html>

Illinois, Lake County

Name of Court in which program operates: Nineteenth Judicial Circuit
 Name of program itself: Center for Self-Representation
 Address of program line 1 - Main location: 18 N County Street
 City: Waukegan
 State: IL
 Zip: 60085
 Phone for the public: (847) 377-2800
 Fax for the public: (847) 360-2959
 E-mail for the public: lawlibrary@co.lake.il.us
 Website for the public: http://www.19thcircuitcourt.state.il.us/self-help/index.htm
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Lake County, Illinois
 Indicate which substantive areas the center serves: Family
 Child Support
 Landlord Tenant
 General Civil
 Small Claims
 March, 2003
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 bilingual or multilingual staff
 A volunteer program
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 Telephone assistance - Family
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Small Claims
 Bilingual or multilingual materials - Small Claims
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - General Civil
 Web-based information in English - Small Claims
 Web-based information in English - Traffic
 Web-based information in English - Other
 Web-based information in other languages - Family
 Web-based information in other languages - Domestic Violence
 Web-based information in other languages - Landlord Tenant
 Web-based information in other languages - General Civil
 Web-based information in other languages - Small Claims
 Web-based information in other languages - Traffic
 Web-based information in other languages - Other
 Interactive Web-based forms - Small Claims
 Interactive Web-based forms - Family

Indiana, Tippecanoe County

Name of Court in which program operates: Tippecanoe Superior Court #4
 Name of program itself: Pro - se Committee
 Address of program line 1 - Main location: 302 Main Street
 City: Lafayette
 State: IN
 Zip: 47901
 Phone for the public: (765) 423-9266
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Tippecanoe County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Landlord Tenant
 Small Claims
 June, 2005
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A self-help center staffed with attorneys
 Bilingual or multilingual staff
 The following services are offered for the following substantive areas:
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Landlord Tenant
 Bilingual or multilingual forms - Small Claims
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - Small Claims
 Web-based information in other languages - Family
 Web-based information in other languages - Domestic Violence
 Web-based information in other languages - Landlord Tenant
 Web-based information in other languages - Small Claims
 In-person workshops - Family
 In-person workshops - Domestic Violence
 In-person workshops - Landlord Tenant
 In-person workshops - General Civil
 In-person workshops - Small Claims
 In-person workshops - Traffic
 Videotaped workshops - Other
 Interactive Web-based forms - Family
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Statewide

Maryland, Baltimore County

Name of Court in which program operates: Circuit Court for Baltimore County
 Name of program itself: Pro Se Office
 Address of program line 1 - Main location: County Courts Building
 Address of program line 2 - Main location: 401 Bosley Avenue
 City: Towson
 State: MD
 Zip: 21204
 Phone for the public: (410) 887-3446
 E-mail for the public: circuitcourt@co.ba.md.us
 Website for the public: <http://www.co.ba.md.us/Agencies/circuit/family/prose.html>
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Baltimore County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Guardianship
 September, 1994
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Bilingual or multilingual forms - Family
 Referrals to pro bono attorney assistance (for hearings) - Family
 Web-based information in English - Family
 Web-based information in other languages - Family
 Interactive Web-based forms - Family
 Do you provide training regarding working with self-represented litigants for:
 Interactive Web-based forms - Family
 Interactive Web-based forms - Family

Maryland, Calvert County

Name of Court in which program operates: Circuit Court for Calvert County, Maryland
 Name of program itself: Family Law self-represented Advice clinic
 Address of program line 1 - Main location: Courthouse, 175 Main Street, Prince Frederick, MD 20678
 City: Prince Frederick
 State: MD
 Zip: 20678
 Phone for the public: (410) 535-1600
 Fax for the public: (410) 414-2473
 E-mail for the public: patricia.veitch@courts.state.md.us
 Website for the public: www.courts.state.md.us
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Calvert County, Maryland
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Guardianship

Enter the month and year that the program started: July, 2000
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 A self-help center staffed with attorneys

The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Web-based information in English - Family
 Interactive Web-based forms - Family

Maryland, Carroll County

Name of Court in which program operates: Circuit Court for Carroll County, MD

Name of agency that operates program if different from above: Family Law Administration
Family Law Advice Clinic

Name of program itself: 55 N. Court Street

Address of program line 1 - Main location: Suite 208

Address of program line 2 - Main location: Westminster

City: MD

State: 21157

Zip: (410) 386-2751

Phone for the public: (410) 751-5339

Fax for the public: pwelliver@ccg.carr.org

E-mail for the public: County

The self-represented litigant program serves: Carroll County, Maryland

Describe what geographic area this program serves: Family

Indicate which substantive areas the center serves: Domestic Violence
Child Support
Guardianship

Enter the month and year that the program started: June, 2005

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys
A volunteer program

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- Telephone assistance - Domestic Violence
- Bilingual or multilingual forms - Family
- Bilingual or multilingual forms - Domestic Violence
- Bilingual or multilingual materials - Family
- Bilingual or multilingual materials - Domestic Violence
- Bilingual or multilingual materials - Landlord Tenant
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
- Web-based information in English - Family
- Web-based information in English - Domestic Violence
- Web-based information in English - Landlord Tenant
- Web-based information in English - General Civil
- Web-based information in English - Small Claims
- Web-based information in English - Traffic
- Web-based information in English - Other
- Web-based information in other languages - Family
- Web-based information in other languages - Domestic Violence
- Web-based information in other languages - Landlord Tenant
- Web-based information in other languages - General Civil
- Web-based information in other languages - Small Claims
- Web-based information in other languages - Traffic
- Web-based information in other languages - Other
- Interactive Web-based forms - Family
- Interactive Web-based forms - Domestic Violence
- Interactive Web-based forms - Family
- Interactive Web-based forms - Family

Maryland, Carroll County (Continued)

Program volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

Legal assistance is provided only in the Family Law Advice Clinic on a first come, first serve basis. There are bilingual court staff personnel who are available for translation of legal advice, but not dispensing legal advice themselves. There is a computer terminal available to the public that has www.peoples-law.com as its homepage; this web site can be translated into many languages. The family and domestic forms are available in English and Spanish.

Maryland, Cecil County

Name of Court in which program operates: Circuit Court for Cecil County
 Name of program itself: Pro Se Assistance Program
 Address of program line 1 - Main location: 129 East Main Street
 City: Elkton
 State: MD
 Zip: 21921
 Phone for the public: (410) 996-1157
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Cecil County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Guardianship
 July, 2001
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Written guidelines for court staff for provision of assistance
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 The following services are offered for the following substantive areas:
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Do you provide training regarding working with self-represented litigants for: Interactive Web-based forms - Family
 Interactive Web-based forms - Family ...
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Statewide

Maryland, Frederick County

Name of Court in which program operates: Frederick County Circuit Court
 Name of program itself: Family Law Clinic
 Address of program line 1 - Main location: 100 W. Patrick Street
 City: Frederick
 State: MD
 Zip: 21701
 Phone for the public: Walk-in only
 Website for the public: www.courts.state.md.us
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Frederick County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Guardianship
 April, 1987

Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach?

The program has:
 A program director/manager/coordinator
 A self-help center staffed with attorneys

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- Bilingual or multilingual materials - Family
- Bilingual or multilingual materials - Domestic Violence
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
- Web-based information in English - Family
- Web-based information in English - Domestic Violence

Do you provide training regarding working with self-represented litigants for:

- Attorneys
- Interactive Web-based forms - Family

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

This walk-in family law clinic for self-represented litigants operates on Tuesdays from 8:30 am to 4:00 pm. It is a 'first come first served' basis. There are income eligibility requirements. Interpreters are provided on an as needed basis.

Maryland, Kent County

Name of Court in which program operates: Kent County Circuit Court
 Name of program itself: Family Law Assistance Program (FLAP)
 Address of program line 1 - Main location: 103 N. Cross Street
 City: Chestertown
 State: MD
 Zip: 21620
 Phone for the public: (410) 810-1059
 Website for the public: www.courts.state.md.us
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Kent County Maryland
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Other
 August, 2000
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Family
 Bilingual or multilingual forms - Family
 Bilingual or multilingual materials - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Family
 Web-based information in other languages - Family
 Interactive Web-based forms - Family
 Videotaped workshops - Family
 Interactive Web-based forms - Family
 Do you provide training regarding working with self-represented litigants for:
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Please enter any other description or information that you think would be useful. Statewide
 This program is currently offered weekly on Wednesday mornings and twice a month on Monday evenings.

Maryland, Queen Anne's County

Name of Court in which program operates: Queen Anne's County Circuit Court
 Name of program itself: Family Law Assistance
 Address of program line 1 - Main location: 100 Court House Square
 City: Centreville
 State: MD
 Zip: 21617
 The self-represented litigant program serves: Other
 Describe what geographic area this program serves: This program serves the County but is not restricted to only County residents.
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 February, 2000

Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach?
 The program has:

Yes
 A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program

The following services are offered for the following substantive areas:

One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence
 Referrals to pro bono attorney assistance (for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in other languages - Family
 Web-based information in other languages - Domestic Violence
 In-person workshops - Family
 In-person workshops - Domestic Violence

Do you provide training regarding working with self-represented litigants for:

Interactive Web-based forms - Family
 Program volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Maryland, St. Mary's County

Name of Court in which program operates: St. Mary's County Circuit Court
 Name of program itself: Family Services Program
 Address of program line 1 - Main location: 41605 Courthouse Drive
 Address of program line 2 - Main location: P.O. Box 859
 City: Leonardtown
 State: MD
 Zip: 20650
 Phone for the public: (301) 475-4689
 E-mail for the public: linda_grove@co.saint-marys.md.us
 Website for the public: www.courts.state.md.us/family
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: St. Mary's County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Enter the month and year that the program started: March, 1998
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Domestic Violence
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in other languages - Family
 Web-based information in other languages - Domestic Violence
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Statewide

Maryland, Talbot County

Name of Court in which program operates: Circuit Court for Talbot County MD

Name of agency that operates program if different from above: Family Support Services
Self Help Legal Program
11 North Washington St
Easton
MD
21601
410) 822-3718
(410) 822-9883
PATRICIA.JORDAN@COURTS.STATE.MD.US

Name of program itself: County

Address of program line 1 - Main location: Mid Eastern Shore of MD

City: Family

State: Domestic Violence

Zip: Child Support

Phone for the public: Guardianship

Fax for the public: June, 2005

E-mail for the public: Yes

The self-represented litigant program serves: A program director/manager/coordinator

Describe what geographic area this program serves: A self-help center staffed with attorneys

Indicate which substantive areas the center serves: A volunteer program

Enter the month and year that the program started: June, 2005

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys
A volunteer program

The following services are offered for the following substantive areas:
One-on-one help in understanding legal processes and preparing forms - Family
Bilingual or multilingual forms - Family
Bilingual or multilingual materials - Family
A system of referrals to attorneys providing unbundled legal services - Family
Referrals to pro bono attorney assistance (but not for hearings) - Family
Referrals to pro bono attorney assistance (for hearings) - Family
Web-based information in English - Family
Web-based information in other languages - Family
Interactive Web-based forms - Family
Interactive Web-based forms - Domestic Violence

Do you provide training regarding working with self-represented litigants for: Judges
Attorneys
Interactive Web-based forms - Family
Interactive Web-based forms - Family
Program volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants? Statewide

Maryland, Washington County

Name of Court in which program operates:	Circuit Court
Name of agency that operates program if different from above:	Maryland Volunteer Lawyers Service (MVLS)
Name of program itself:	Pro Se Clinic
Address of program line 1 - Main location:	Court House Annex
Address of program line 2 - Main location:	24 Summit Avenue
City:	Hagerstown
State:	MD
Zip:	21740
Website for the public:	mvlslaw.org
The self-represented litigant program serves:	County
Describe what geographic area this program serves:	Washington County, MD
Indicate which substantive areas the center serves:	Family
Enter the month and year that the program started:	July, 1997
Is your court willing to host visits from other courts interested in learning about this approach?	Yes
The program has:	A self-help center staffed with attorneys
The following services are offered for the following substantive areas:	<ul style="list-style-type: none"> One-on-one help in understanding legal processes and preparing forms - Family Telephone assistance - Family Bilingual or multilingual forms - Family Bilingual or multilingual materials - Family Referrals to pro bono attorney assistance (but not for hearings) - Family Referrals to pro bono attorney assistance (for hearings) - Family Web-based information in English - Family Web-based information in other languages - Family
Do you provide training regarding working with self-represented litigants for:	<ul style="list-style-type: none"> Attorneys Interactive Web-based forms - Family Program Volunteers
Please enter any other description or information that you think would be useful.	Pro Se Clinic provides information and advice on family law matters for income eligible persons.

Michigan, Washtenaw County

Name of program itself: Washtenaw County/EMU Legal Resource Center
 Address of program line 1 - Main location: 110 N. Fourth Avenue
 City: Ann Arbor
 State: MI
 Zip: 48108
 Phone for the public: (734) 994-0160
 E-mail for the public: smithp@ewashtenaw.org
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Washtenaw County, Michigan
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims

Enter the month and year that the program started:

Is your court willing to host visits from other courts interested in learning about this approach?

The program has:

Yes
 A program director/manager/coordinator
 A self-help center staffed with only non-attorneys

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - General Civil
- One-on-one help in understanding legal processes and preparing forms - Small Claims
- Telephone assistance - Family
- Telephone assistance - Domestic Violence
- Telephone assistance - Landlord Tenant
- Telephone assistance - General Civil
- Telephone assistance - Small Claims
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (but not for hearings) - General Civil
- Referrals to pro bono attorney assistance (for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (for hearings) - General Civil

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Local

Minnesota, Dakota County

Name of Court in which program operates: Dakota County, Minnesota Family Court

Name of agency that operates program if different from above: Dakota County Law Library

Name of program itself: Dakota County Family Court Self-Help Center

Address of program line 1 - Main location: 1560 Highway 55

City: Hastings

State: MI

Zip: 55033

Phone for the public: (651) 438-8102

Website for the public: www.co.dakota.mn.us/family_court.htm

The self-represented litigant program serves: County

Describe what geographic area this program serves: Dakota County, Minnesota

Indicate which substantive areas the center serves: Family

Enter the month and year that the program started: July, 2002

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys
A volunteer program

The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Family
Referrals to pro bono attorney assistance (but not for hearings) - Family
Referrals to pro bono attorney assistance (for hearings) - Family
Web-based information in English - Family

Do you provide training regarding working with self-represented litigants for: Program Volunteers

Please enter any other description or information that you think would be useful: This program was begun with the assistance of the Minnesota State Bar Association's Pro Se Implementation Committee which sought to bring model self-help services to a rural environment. The program offers sessions three afternoons per month in different areas of the county. Consultations take place in public library and law library conference rooms. Users have access to volunteer attorneys, court forms, online and print legal resources, and videos:

Minnesota, Hennepin County

Name of Court in which program operates: State of Minnesota 4th Judicial District Court - Hennepin County
 Name of program itself: Self Help Centers
 Address of program line 1 - Main location: Government Center- PSL
 Address of program line 2 - Main location: 300 S. 6th Street
 City: Minneapolis
 State: MN
 Zip: 55487
 Phone for the public: (612) 348-9399 and (612) 596-8519
 Fax for the public: (612) 348-2131
 E-mail for the public: <http://www.mncourts.gov/district/4/?page=1329>
 Website for the public: <http://www.mncourts.gov/district/4/>
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Hennepin County, large urban and suburban
 Indicate which substantive areas the center serves:
 Family
 Probate
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Traffic
 Other
 August, 1997
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has:
 A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
 One-on-one help in understanding legal processes and preparing forms - General Civil
 One-on-one help in understanding legal processes and preparing forms - Small Claims
 One-on-one help in understanding legal processes and preparing forms - Traffic
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Family
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Small Claims
 Telephone assistance - Traffic
 Telephone assistance - Other
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Small Claims
 Bilingual or multilingual materials - Traffic
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
 Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
 Referrals to pro bono attorney assistance (but not for hearings) - General Civil

Minnesota, Hennepin County (Continued)

- Referrals to pro bono attorney assistance (but not for hearings) - Traffic
- Referrals to pro bono attorney assistance (but not for hearings) - Other
- Referrals to pro bono attorney assistance (for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (for hearings) - General Civil
- Referrals to pro bono attorney assistance (for hearings) - Traffic
- Referrals to pro bono attorney assistance (for hearings) - Other
- Web-based information in English - Family
- Web-based information in English - Landlord Tenant
- Web-based information in English - General Civil
- Web-based information in English - Small Claims
- Web-based information in English - Traffic
- Web-based information in English - Other
- Interactive Web-based forms - Family
- In-person workshops - Family
- Videotaped workshops - Family
- Videotaped workshops - Small Claims

Do you provide training regarding working with self-represented litigants for:

- Judges
- Attorneys
- Interactive Web-based forms - Family
- Interactive Web-based forms - Family
- Program volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Do you have any information online about your program, other than that on the public website of the program? If so, please provide the URL.

<http://www.mncourts.gov/selfhelp/>

Montana Statewide

Name of court in which program operates: Montana Supreme Court

Name of agency that operates program if different from above: Commission on Self-Represented Litigants

Name of program itself: Commission on Self-Represented Litigants

Address of program line 1 - Main location: PO Box 203004

City: Helena

State: MT

Zip: 59620

Phone for the public: (406) 444-3660

Fax for the public: (406) 444-3603

The self-represented litigant program serves: State

Describe what geographic area this program serves: State of Montana

Indicate which substantive areas the center serves: Family
Guardianship
General Civil
Other

Enter the month and year that the program started: June, 2005

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A volunteer program
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas: In-person workshops - Other
Remote appearance video workshops - Other

Do you provide training regarding working with self-represented litigants for: Judges
Attorneys
Interactive Web-based forms - Family
Interactive Web-based forms - Family
Program volunteers
Lay volunteers in the court.

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction, to address issues regarding self-represented litigants? Statewide

Please enter any other description or information that you think would be useful. The commission has developed and approved divorce & parenting plan forms to be used by SRLs. It is now supporting Montana Legal Services in converting forms into interactive format, and is supporting the development of forms for guardianships, name changes, emancipation, and several other areas. Members of the Commission are traveling around the state to administer training to the clerks of the courts of limited jurisdiction and clerks of courts (and their full office staffs) on the difference between legal information and legal advice. They are provided a detailed manual and a laminated quick reference sheet of Cans/Cannots to post on their counters. One major goal of the commission is to promote better customer service in the name of increasing public trust and confidence in the court system. The agency is further active in encouraging judges to give pro se litigants more information from the bench, and is actively supporting changes in the Judicial Canons that will encourage and support this initiative. Anticipated projects include the development of a model curriculum on court process to be used by volunteer/pro bono attorneys who are willing to teach self-help classes. The

Montana, Helena

Name of Court in which program operates: Montana Supreme Court
 Name of agency that operates program if different from above:
 Name of program itself: State Law Library
 Address of program line 1 - Main location: E-Reference
 City: PO Box 203004
 State: Helena
 Zip: MT
 Phone for the public: 59620
 Fax for the public: (406) 444-3636
 E-mail for the public: (406) 444-3603
 Website for the public: mtlawlibrary@mt.gov
 http://courts.mt.gov/library/
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: Anyone with Internet access
 Indicate which substantive areas the center serves: Family
 Probate
 Child Support
 Guardianship
 Landlord Tenant
 General Civil
 Small Claims
 Other

Enter the month and year that the program started: October, 2005
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator

The following services are offered for the following substantive areas:
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - Landlord Tenant
 Telephone assistance - General Civil
 Telephone assistance - Small Claims
 Telephone assistance - Traffic
 Telephone assistance - Other
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - General Civil
 Web-based information in English - Small Claims
 Web-based information in English - Traffic
 Web-based information in English - Other

Do you provide training regarding working with self-represented litigants for:
 Judges
 Attorneys
 Interactive Web-based forms - Family

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Statewide

Nebraska Statewide

Name of court in which program operates: Nebraska Supreme Court
 Name of program itself: Nebraska Supreme Court Pro Se Implementation Committee
 Address of program line 1 - Main location: State Capitol
 City: Lincoln
 State: NE
 Zip: 68509
 Phone for the public: No public phone other than court offices
 Fax for the public: Not available
 E-mail for the public: Nebraska Judicial Branch Website
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: Entire state of Nebraska
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Small Claims
 Enter the month and year that the program started: January, 2001
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Small Claims
 Do you provide training regarding working with self-represented litigants for:
 Do you provide training regarding working with self-represented litigants for:
 Judges
 Interactive Web-based forms - Family
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction, to address issues regarding self-represented litigants?
 Statewide
 Please enter any other description or information that you think would be useful.
 Program operates largely through the efforts of a committee appointed by the Chief Justice of the Supreme Court, and chaired by Richard D. Sievers, Judge of the Nebraska Court of Appeals. The committee is presently working on a Citizens Guide to the Nebraska Appellate Process.

Nevada, Clark County

Name of Court in which program operates: Eighth Judicial District Court
 Name of program itself: Clark County Family Law Self-Help Center
 Address of program line 1 - Main location: 601 N. Pecos Rd
 City: Las Vegas
 State: NV
 Zip: 89101-2408
 Phone for the public: (702) 455-1500
 E-mail for the public: http://www.co.clark.nv.us/district_court/email.htm
 Website for the public: www.co.clark.nv.us/district_court/self_help_center.htm
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Primarily Clark County, Nevada. (Las Vegas area) but also serves litigants in rural Nevada
 Indicate which substantive areas the center serves: Family
 Child Support
 Guardianship
 Other
 May, 1999
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 The following services are offered for the following substantive areas:
 One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Other
 Telephone assistance - Family
 Telephone assistance - Other
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Other
 A system of referrals to attorneys providing unbundled legal services - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Other
 Referrals to pro bono attorney assistance (for hearings) - Family
 Referrals to pro bono attorney assistance (for hearings) - Other
 Web-based information in English - Family
 Web-based information in English - Other
 Web-based information in other languages - Family
 Interactive Web-based forms - Family
 Interactive Web-based forms - Other
 Interactive Web-based forms - Family
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?
 Statewide
 Please enter any other description or information that you think would be useful. The Center has an 'Ask A Lawyer' program. The local pro bono project, law school and legal services organizations are partners. Litigants can receive brief free consultations with attorneys one afternoon each week.

Nevada, Las Vegas

Name of Court in which program operates:	8th Judicial District Court
Name of program itself:	Clark County Civil Law Resource Center
Address of program line 1 - Main location:	330 South 3rd Street
Address of program line 2 - Main location:	Suite 1105
City:	Las Vegas
State:	NV
Zip:	89101
Phone for the public:	(702) 671-4602
Fax for the public:	(702) 671-4603
E-mail for the public:	not available at this time.
Website for the public:	www.accessclarkcounty.com
The self-represented litigant program serves:	County
Describe what geographic area this program serves:	urban
Indicate which substantive areas the center serves:	Probate Landlord Tenant General Civil Small Claims Traffic
Enter the month and year that the program started:	January, 2004
Is your court willing to host visits from other courts interested in learning about this approach?	Yes

Nevada, Washoe County

Name of Court in which program operates:

Family Division of the Second Judicial District Court, Washoe County, Reno, Nevada

Name of program itself:

Family Court Self-Help Center

Address of program line 1 - Main location:

One South Sierra Street, Reno, Nevada, 89501

City:

Reno

State:

NV

Zip:

89501

Phone for the public:

(775) 328-6731

E-mail for the public:

Muriel.Skelly@washoecourts.us

Website for the public:

www.washoecourts.com

The self-represented litigant program serves:

County

Describe what geographic area this program serves:

Washoe County, Nevada and surrounding smaller Counties

Indicate which substantive areas the center serves:

Family
Domestic Violence
Child Support
Guardianship
September, 1999

Enter the month and year that the program started:

Is your court willing to host visits from other courts interested in learning about this approach?

Yes

The program has:

A program director/manager/coordinator
Bilingual or multilingual staff
A volunteer program
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

One-on-one help in understanding legal processes and preparing forms - Family
Telephone assistance - Family
A system of referrals to attorneys providing unbundled legal services - Family

Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
Web-based information in English - Family
Interactive Web-based forms - Family

Do you provide training regarding working with self-represented litigants for:

Interactive Web-based forms - Family
Program Volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Please enter any other description or information that you think would be useful.

The center has one director, a licensed attorney and two non-attorney employees. The center handles over 3,000 contacts a month. Contacts include telephone assistance, email assistance and one-on-one over the counter assistance. The center receives marginal funding from the county.

New York, Brooklyn

Name of Court in which program operates: New York State Supreme Court--Kings County
 Name of program itself: Office of the Self-Represented
 Address of program line 1 - Main location: 360 Adams St.
 City: Brooklyn
 State: NY
 Zip: 11201
 Phone for the public: (347) 296-1740
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Brooklyn NY
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 General Civil

Enter the month and year that the program started: November, 2005

Is your court willing to host visits from other courts interested in learning about this approach?

No

The program has:

A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 Bilingual or multilingual staff
 Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

One-on-one help in understanding legal processes and preparing forms - Family
 One-on-one help in understanding legal processes and preparing forms - Domestic Violence
 One-on-one help in understanding legal processes and preparing forms - General Civil
 Telephone assistance - Family
 Telephone assistance - Domestic Violence
 Telephone assistance - General Civil
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Interactive Web-based forms - Family

Do you provide training regarding working with self-represented litigants for:

Statewide

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Yes

Do you agree that this information (with the exception of the personal information in page 2) can be posted in public online environments and used in printed materials?

Yes

Do you agree that this information (with the exception of the personal information in page 2) can be posted in public online environments and used in printed materials?

New York, Kings County

Name of Court in which program operates: King County Supreme Court
Name of program itself: Office for the Self-Represented
Address of program line 1 - Main location: 360 Adam Street Room 145
City: Brooklyn
State: NY
Zip: 11201
Indicate which substantive areas the center serves: General Civil
Enter the month and year that the program started: January, 2002
Is your court willing to host visits from other courts interested in learning about this approach? Yes
The program has: A program director/manager/coordinator
A self-help center staffed with attorneys

The following services are offered for the following substantive areas:
One-on-one help in understanding legal processes and preparing forms - General Civil
Telephone assistance - General Civil

A system of referrals to attorneys providing unbundled legal services - General Civil
Web-based information in English - General Civil
Interactive Web-based forms - General Civil

Interactive Web-based forms - Family
Do you provide training regarding working with self-represented litigants for: The office distributes general procedural information and various forms for cases litigated in the Supreme Court Civil Term. Forms are completed nor submitted via this office.
Please enter any other description or information that you think would be useful.

New York, New York County

Name of Court in which program operates: New York Supreme Court, Civil Division
 Name of program itself: Office for the self-represented
 Address of program line 1 - Main location: 60 Centre Street
 Address of program line 2 - Main location: Room 116
 City: New York
 State: NY
 Zip: 10007
 Phone for the public: (646) 386 - 3025
 E-mail for the public: question@courts.state.ny.us
 Website for the public: www.nycourts.gov/supctmanh/
 Describe what geographic area this program serves: New York county
 Indicate which substantive areas the center serves: General Civil
 Enter the month and year that the program started: August, 1997
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has:
 A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 A self-help center staffed with attorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

One-on-one help in understanding legal processes and preparing forms - General Civil
 Telephone assistance - General Civil
 Bilingual or multilingual materials - General Civil
 Referrals to pro bono attorney assistance (but not for hearings) - General Civil
 Referrals to pro bono attorney assistance (for hearings) - General Civil
 Web-based information in English - General Civil
 In-person workshops - General Civil

Do you provide training regarding working with self-represented litigants for:

Interactive Web-based forms - Family
 Program Volunteers

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Do you have any information online about your program, other than that on the public website of the program? If so, please provide the URL.

www.nycourts.gov/courthelp/index.html

New York, New York City

Name of Court in which program operates:

Bronx Civil Supreme Court

Name of program itself:

Office for the Self-Represented

Address of program line 1 - Main location:

851 Grand Concourse

City:

Bronx

State:

NY

Zip:

10451

Phone for the public:

(718) 590-6381

Website for the public:

nycourts.gov

The self-represented litigant program serves:

County

Describe what geographic area this program serves:

New York City

Indicate which substantive areas the center serves:

Family

Domestic Violence

Probate

Child Support

Guardianship

Landlord Tenant

General Civil

Small Claims

Other

May, 2005

Enter the month and year that the program started:

Is your court willing to host visits from other courts interested in learning about this approach?

Yes

The program has:

A program director/manager/coordinator

A self-help center staffed with only non-attorneys

Bilingual or multilingual staff

Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

One-on-one help in understanding legal processes and preparing forms - Family

One-on-one help in understanding legal processes and preparing forms - Domestic Violence

One-on-one help in understanding legal processes and preparing forms - Landlord-Tenant

One-on-one help in understanding legal processes and preparing forms - General Civil

One-on-one help in understanding legal processes and preparing forms - Small Claims

One-on-one help in understanding legal processes and preparing forms - Other

Telephone assistance - Family

Telephone assistance - Domestic Violence

Telephone assistance - Landlord Tenant

Telephone assistance - General Civil

Telephone assistance - Small Claims

Telephone assistance - Other

Bilingual or multilingual materials - Family

Bilingual or multilingual materials - Domestic Violence

Bilingual or multilingual materials - Landlord Tenant

Bilingual or multilingual materials - General Civil

Bilingual or multilingual materials - Small Claims

Bilingual or multilingual materials - Other

A system of referrals to attorneys providing unbundled legal services - Family

A system of referrals to attorneys providing unbundled legal services - Domestic Violence

A system of referrals to attorneys providing unbundled legal services - Landlord Tenant

A system of referrals to attorneys providing unbundled legal services - General Civil

A system of referrals to attorneys providing unbundled legal services - Small Claims

A system of referrals to attorneys providing unbundled legal services - Other

Web-based information in English - Family

New York, New York City (Continued)

Web-based information in English - Domestic Violence

Web-based information in English - Landlord Tenant

Web-based information in English - General Civil

Web-based information in English - Small Claims

Web-based information in English - Other

Interactive Web-based forms - General Civil

Interactive Web-based forms - Family

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Local

New York, Queens County

Name of Court in which program operates: New York State Supreme Court, Queens County
 Name of program itself: The self-represented Information Office
 Address of program line 1 - Main location: 88-11 Sutphin Boulevard, Room 109
 City: Jamaica
 State: NY
 Zip: 11435
 Phone for the public: (718) 298-1024
 Fax for the public: (718) 520-1910
 Website for the public: www.nycourthelp.gov
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Queens County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Probate
 Child Support
 Guardianship
 General Civil
 January, 2002

Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach?
 The program has:

Yes
 A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 Bilingual or multilingual staff
 Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - General Civil
- One-on-one help in understanding legal processes and preparing forms - Other
- Telephone assistance - Family
- Telephone assistance - Domestic Violence
- Telephone assistance - General Civil
- Telephone assistance - Other
- A system of referrals to attorneys providing unbundled legal services - Family
- A system of referrals to attorneys providing unbundled legal services - Domestic Violence
- A system of referrals to attorneys providing unbundled legal services - General Civil
- A system of referrals to attorneys providing unbundled legal services - Other
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (but not for hearings) - General Civil
- Referrals to pro bono attorney assistance (but not for hearings) - Other
- Referrals to pro bono attorney assistance (for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (for hearings) - General Civil
- Referrals to pro bono attorney assistance (for hearings) - Other
- Web-based information in English - Family
- Web-based information in English - Domestic Violence
- Web-based information in English - General Civil
- Web-based information in English - Other
- Web-based information in other languages - Family
- Web-based information in other languages - Domestic Violence
- Web-based information in other languages - General Civil
- Web-based information in other languages - Other

New York, Queens County (Continued)

Do you provide training regarding working with self-represented litigants for:

Interactive Web-based forms - Family

Interactive Web-based forms - Family

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

Local

New York, Richmond County

Name of Court in which program operates:

Richmond County Supreme Court

Name of program itself:

Office for the self-represented

Address of program line 1 - Main location:

120 Stuyvesant Place

Address of program line 2 - Main location:

Room 302

City:

Staten Island

State:

NY

Zip:

10301

Phone for the public:

(718) 390-5353

The self-represented litigant program serves:

County

Describe what geographic area this program serves:

Richmond County, NY

Indicate which substantive areas the center serves:

Family

Child Support

Guardianship

General Civil

Other

Enter the month and year that the program started:

June, 2005

Is your court willing to host visits from other courts interested in learning about this approach?

No

The program has:

A self-help center staffed with only non-attorneys

The following services are offered for the following substantive areas:

One-on-one help in understanding legal processes and preparing forms - Family

One-on-one help in understanding legal processes and preparing forms - General Civil

One-on-one help in understanding legal processes and preparing forms - Other

New York, Suffolk County

Name of Court in which program operates: New York State Supreme Court - Suffolk County

Name of agency that operates program if different from above: Supreme Court Law Library/ Suffolk Library Resources for the Public Program

Name of program itself: John P. Cohalan Court Complex

Address of program line 1 - Main location: 400 Carleton Avenue

Address of program line 2 - Main location: Central Islip

City: NY

State: 11722

Zip: (631) 853-6064

Phone for the public: (631) 853-7533

Fax for the public: LBrentso@courts.state.ny.us

E-mail for the public: County

The self-represented litigant program serves: Suffolk County, NY

Describe what geographic area this program serves: Family

Indicate which substantive areas the center serves: Domestic Violence
Child Support
Guardianship
Landlord Tenant
General Civil
Traffic
Other

Enter the month and year that the program started: November, 2005

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with attorneys
Bilingual or multilingual staff
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - General Civil
- One-on-one help in understanding legal processes and preparing forms - Traffic
- One-on-one help in understanding legal processes and preparing forms - Other
- Telephone assistance - Family
- Telephone assistance - Domestic Violence
- Telephone assistance - Landlord Tenant
- Telephone assistance - General Civil
- Telephone assistance - Traffic
- Telephone assistance - Other
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (but not for hearings) - General Civil
- Referrals to pro bono attorney assistance (but not for hearings) - Traffic
- Referrals to pro bono attorney assistance (but not for hearings) - Other
- Referrals to pro bono attorney assistance (for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Domestic Violence
- Referrals to pro bono attorney assistance (for hearings) - Landlord Tenant
- Referrals to pro bono attorney assistance (for hearings) - General Civil
- Referrals to pro bono attorney assistance (for hearings) - Traffic

New York, Suffolk County (Continued)

Referrals to pro bono attorney assistance (for hearings) - Other

Web-based information in English - Family

Web-based information in English - Domestic Violence

Web-based information in English - General Civil

Web-based information in English - Traffic

Interactive Web-based forms - Family

Interactive Web-based forms - General Civil

Interactive Web-based forms - Traffic

Interactive Web-based forms - Family

Interactive Web-based forms - Family

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

New York, White Plains

Name of Court in which program operates: Westchester Supreme Court
 Name of program itself: Office for the Self-Represented
 Address of program line 1 - Main location: 111 Dr. Martin Luther King Jr. Blvd.
 City: White Plains
 State: NY
 Zip: 10601
 Phone for the public: (914) 824-5209
 Website for the public: www.nycourts.gov
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: 9th Judicial
 Indicate which substantive areas the center serves: Child Support
 General Civil
 Small Claims
 Enter the month and year that the program started: April, 2003
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A self-help center staffed with only non-attorneys
 A volunteer program

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - General Civil
- One-on-one help in understanding legal processes and preparing forms - Other
- Telephone assistance - Family
- Telephone assistance - Landlord Tenant
- Telephone assistance - General Civil
- Telephone assistance - Small Claims
- Telephone assistance - Other
- Web-based information in other languages - Family
- Web-based information in other languages - Landlord Tenant
- Web-based information in other languages - General Civil
- Web-based information in other languages - Small Claims
- Web-based information in other languages - Other

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Statewide

North Carolina, Mecklenburg County

Name of Court in which program operates: Mecklenburg County Court North Carolina
 Name of program itself: SelfServe Center
 Address of program line 1 - Main location: 800 East Fourth Street, Suite 212
 City: Charlotte
 State: NC
 Zip: 28202
 Phone for the public: (704) 417-1816
 (704) 417-1908
 E-mail for the public: SelfServ@nccourts.org
 Website for the public: <http://www.aoc.state.nc.us/www/public/courts/meck/disk01/index.html>
 The self-represented litigant program serves: County
 Describe what geographic area this program serves: Mecklenburg County
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Landlord Tenant
 General Civil
 Small Claims
 Traffic
 June, 1999
 Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 Bilingual or multilingual staff
 A volunteer program
 Written guidelines for court staff for provision of assistance
 The following services are offered for the following substantive areas:
 Bilingual or multilingual forms - Family
 Bilingual or multilingual forms - Small Claims
 Bilingual or multilingual forms - Traffic
 Bilingual or multilingual materials - Family
 Bilingual or multilingual materials - Domestic Violence
 Bilingual or multilingual materials - Landlord Tenant
 Bilingual or multilingual materials - Small Claims
 Bilingual or multilingual materials - Traffic
 A system of referrals to attorneys providing unbundled legal services - Family
 A system of referrals to attorneys providing unbundled legal services - Domestic Violence
 A system of referrals to attorneys providing unbundled legal services - Landlord Tenant
 A system of referrals to attorneys providing unbundled legal services - General Civil
 A system of referrals to attorneys providing unbundled legal services - Small Claims
 A system of referrals to attorneys providing unbundled legal services - Traffic
 A system of referrals to attorneys providing unbundled legal services - Other
 Web-based information in English - Family
 Web-based information in English - Small Claims
 In-person workshops - Family
 Videotaped workshops - Family
 Videotaped workshops - Domestic Violence
 Do you provide training regarding working with self-represented litigants for: Judges
 Attorneys
 Interactive Web-based forms - Family
 Program Volunteers
 Do you have any information online about your program, other than that on the public website of the program? If so, please provide the URL.
<http://www.aoc.state.nc.us/www/public/courts/meck/disk01/index.html>

Oregon

Name of Court in which program operates: Oregon Circuit Courts

Name of agency that operates program if different from above: Oregon Judicial Department

Name of program itself: Family Law Facilitation Programs (individual program names in different courts may vary)

Address of programs: See list of programs on website www.ojd.state.or.us/familylaw (homepage)

Website for the public: <http://www.ojd.state.or.us/familylaw>

The self-represented litigant program serves: County

Describe what geographic area this program serves: Individual programs serve the various counties throughout Oregon

Indicate which substantive areas the center serves: Family

Enter the month and year that the program started: Different programs developed between years 1996 - Present time, most after 2000

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A self-help center staffed with only non-attorneys
Bilingual or multilingual staff
A volunteer program
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- Telephone assistance - Family
- A system of referrals to attorneys providing unbundled legal services - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Family
- Web-based information in English - Family
- In-person workshops - Family
- Interactive Web-based forms - Family
- Interactive Web-based forms - Family

Do you provide training regarding working with self-represented litigants for: Judges
Program volunteers
Lay volunteers in the court

Please enter any other description or information that you think would be useful. Family law facilitation programs are authorized by statute. Oregon Revised Statutes 3.428

Pennsylvania, Lancaster County

Name of Court in which program operates:

Lancaster County (PA) Court of Common Pleas

Name of program itself:

Lancaster County Court Self Help Center

Address of program line 1 - Main location:

Lancaster County Courthouse

City:

50 N. Duke St.

State:

Lancaster

Zip:

PA

Phone for the public:

17602

Website for the public:

www.co.lancaster.pa.us/courts

The self-represented litigant program serves:

County

Describe what geographic area this program serves:

Lancaster County

Indicate which substantive areas the center serves:

Family
 Probate
 Child Support
 Landlord Tenant
 Small Claims
 Other
 July, 2004

Enter the month and year that the program started:

Is your court willing to host visits from other courts interested in learning about this approach?

Yes

The program has:

A program director/manager/coordinator
 A self-help center staffed with only non-attorneys
 Bilingual or multilingual staff

The following services are offered for the following substantive areas:

Referrals to pro bono attorney assistance (but not for hearings) - Family
 Referrals to pro bono attorney assistance (but not for hearings) - Landlord Tenant
 Referrals to pro bono attorney assistance (but not for hearings) - General Civil
 Referrals to pro bono attorney assistance (but not for hearings) - Small Claims...
 Referrals to pro bono attorney assistance (but not for hearings) - Traffic
 Referrals to pro bono attorney assistance (but not for hearings) - Other
 Web-based information in English - Family
 Web-based information in English - Landlord Tenant
 Web-based information in English - Small Claims
 Web-based information in English - Other

Do you provide training regarding working with self-represented litigants for:

Interactive Web-based forms - Family

Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction to address issues regarding self-represented litigants?

Local

Please enter any other description or information that you think would be useful.

This center provides location for self-represented litigants to obtain information and forms to represent themselves in certain types of actions, such as filing for custody or a no-fault divorce. It does not provide assistance in filling out or filing the forms.

Puerto Rico, Humacao and Mayaguez

Name of Court in which program operates: Puerto Rico Judicial Branch, Court of First Instance, Carolina Part,

Name of agency that operates program if different from above: Office of Courts Administration, Directorate of Judicial Programs

Name of program itself: Program de Acceso para Litigants por Derecho Propio (Pro Se Program)

Address of program line 1 - Main location: Carolina Judicial Center, 65 Infantry Ave. , Carolina, Puerto Rico, 00986-0267

Address of program line 2 - Main location: Office of Courts Administration 677 Cesar Gonzalez St. San Juan, Puerto Rico 00918-3900

City: San Juan

State: PR

Zip: 00918-3900

Fax for the public: (787) 641-6690

Website for the public: www.tribunalpr.org

The self-represented litigant program serves: Other

Describe what geographic area this program serves: The Municipalities of Carolina, Humacao and Mayaguez

Indicate which substantive areas the center serves: Family
Child Support
Guardianship

Enter the month and year that the program started: October, 2001

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator
A self-help center staffed with only non-attorneys
Written guidelines for court staff for provision of assistance

The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Family
A system of referrals to attorneys providing unbundled legal services - Family
Referrals to pro bono attorney assistance (for hearings) - Family
Web-based information in other languages - Family
Interactive Web-based forms - Family

Do you provide training regarding working with self-represented litigants for: Judges
Interactive Web-based forms - Family
Interactive Web-based forms - Family

Utah Statewide

Name of court in which program operates: Utah State Courts
 Name of program itself: Website self-help resources
 Address of program line 1 - Main location: P.O. Box 140241
 City: Salt Lake City
 State: UT
 Zip: 84114-0241
 Website for the public: <http://www.utcourts.gov>
 The self-represented litigant program serves: State
 Describe what geographic area this program serves: Utah
 Indicate which substantive areas the center serves: Family
 Domestic Violence
 Child Support
 Guardianship
 Landlord Tenant
 Small Claims
 Unknown

Enter the month and year that the program started:
 Is your court willing to host visits from other courts interested in learning about this approach? Yes
 The program has: A program director/manager/coordinator
 The following services are offered for the following substantive areas:
 Web-based information in English - Family
 Web-based information in English - Domestic Violence
 Web-based information in English - Landlord Tenant
 Web-based information in English - Small Claims
 Web-based information in English - Other
 Web-based information in other languages - Family
 Web-based information in other languages - Landlord Tenant
 Web-based information in other languages - Small Claims
 Web-based information in other languages - Other
 Interactive Web-based forms - Family
 Interactive Web-based forms - Domestic Violence
 Interactive Web-based forms - Landlord Tenant
 Interactive Web-based forms - Other

Do you provide training regarding working with self-represented litigants for:
 Do you have a high-level, broadly based commission or task force, sponsored by or including a justice or designee of the highest court in the jurisdiction, to address issues regarding self-represented litigants?
 Statewide

Washington, King County

Name of Court in which program operates: King County Superior Court

Name of agency that operates program if different from above: Family Court Operations

Name of program itself: Facilitators Program

Address of program line 1 - Main location: 516 3rd Ave.

Address of program line 2 - Main location: 401 4th Ave., Kent, WA

City: Seattle

State: WA

Zip: 98104

Phone for the public: (206) 296-9092

Fax for the public: (206) 205-2526

E-mail for the public: www.metrokc.gov/go/comment.cfm

Website for the public: www.metrokc.gov/kcsc/famlaw/facilitator.htm

The self-represented litigant program serves: County

Describe what geographic area this program serves: King County

Indicate which substantive areas the center serves: Family
Child Support

Enter the month and year that the program started: 1993

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A program director/manager/coordinator

The following services are offered for the following substantive areas:

- A self-help center staffed with only non-attorneys
- A self-help center staffed with attorneys
- Written guidelines for court staff for provision of assistance
- One-on-one help in understanding legal processes and preparing forms - Family
- Telephone assistance - Family
- Bilingual or multilingual forms - Family
- Bilingual or multilingual materials - Family
- Referrals to pro bono attorney assistance (but not for hearings) - Family
- Referrals to pro bono attorney assistance (for hearings) - Family
- Web-based information in English - Family
- Interactive Web-based forms - Family

Do you provide training regarding working with self-represented litigants for: Pro se litigants can purchase family law Washington Pattern forms with accompanying instructions or download the forms for free and obtain sets of instructions for various actions. Pro se litigants can also get information sheets on miscellaneous family law matters free of charge.

Please enter any other description or information that you think would be useful.

Wisconsin, Dane County I

Name of Court in which program operates: Dane County Circuit Court

Name of agency that operates program if different from above: WI State Law Library

Name of program itself: Dane County Legal Resource Center

Address of program line 1 - Main location: 210 Martin Luther King Jr. Blvd

Address of program line 2 - Main location: Room 315

City: Madison

State: WI

Zip: 53703

Phone for the public: (608) 266-6316

E-mail for the public: dclrc.ref@wicourts.gov

Website for the public: http://wsll.state.wi.us/branch/dclrc/

The self-represented litigant program serves: County

Describe what geographic area this program serves: Dane County

Indicate which substantive areas the center serves: Family
Domestic Violence
Probate
Child Support
Guardianship
Landlord Tenant
General Civil
Small Claims
Traffic
Other

Enter the month and year that the program started: January, 1999

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: Yes
A program director/manager/coordinator
A self-help center staffed with attorneys
A volunteer program

The following services are offered for the following substantive areas:

- One-on-one help in understanding legal processes and preparing forms - Family
- One-on-one help in understanding legal processes and preparing forms - Domestic Violence
- One-on-one help in understanding legal processes and preparing forms - Landlord Tenant
- One-on-one help in understanding legal processes and preparing forms - Small Claims
- One-on-one help in understanding legal processes and preparing forms - Other
- Bilingual or multilingual forms - Domestic Violence
- Bilingual or multilingual forms - Small Claims
- Bilingual or multilingual forms - Traffic
- Bilingual or multilingual forms - Other
- Bilingual or multilingual materials - Domestic Violence
- Bilingual or multilingual materials - Traffic
- Bilingual or multilingual materials - Other
- A system of referrals to attorneys providing unbundled legal services - General Civil
- A system of referrals to attorneys providing unbundled legal services - Other
- Referrals to pro bono attorney assistance (but not for hearings) - General Civil
- Referrals to pro bono attorney assistance (but not for hearings) - Other
- Web-based information in English - Family
- Web-based information in English - Domestic Violence
- Web-based information in English - Landlord Tenant
- Web-based information in English - General Civil
- Web-based information in English - Small Claims
- Web-based information in English - Traffic
- Web-based information in English - Other
- Web-based information in other languages - Domestic Violence
- Web-based information in other languages - Small Claims

Wisconsin, Dane County I (Continued)

Web-based information in other languages - Traffic

Web-based information in other languages - Other

In-person workshops - Family

In-person workshops - Other

Videotaped workshops - Family

Do you provide training regarding working with self-represented litigants for:

Please enter any other description or information that you think would be useful.

Please enter any other description or information that you think would be useful.

Interactive Web-based forms - Family

Statewide

The library, in addition to its regular functions helps coordinate assistance programs with the local bar association and law school.

Wisconsin, Dane County II

Name of Court in which program operates:	Dane County Wisconsin
Name of agency that operates program if different from above:	Dane County Bar Association Family Law Assistance Center 210 Martin Luther King Jr. Blvd. Madison
Name of program itself:	WI
Address of program line 1 - Main location:	53703-3340
City:	(608) 848-1950
State:	law@dcbn.net
Zip:	County
Phone for the public:	south central
Website for the public:	Family
The self-represented litigant program serves:	Domestic Violence
Describe what geographic area this program serves:	Child Support
Indicate which substantive areas the center serves:	May, 2000
Enter the month and year that the program started:	Yes
Is your court willing to host visits from other courts interested in learning about this approach?	A volunteer program
The program has:	One-on-one help in understanding legal processes and preparing forms - Family. One-on-one help in understanding legal processes and preparing forms - Domestic Violence Bilingual or multilingual forms - Family Web-based information in English - Family Videotaped workshops - Family
The following services are offered for the following substantive areas:	
Do you provide training regarding working with self-represented litigants for:	Attorneys Program Volunteers

Wisconsin, South Central

Name of Court in which program operates: Dane County Wisconsin

Name of agency that operates program if different from above: Dane County Bar Association
Family Law Assistance Center
210 Martin Luther King Jr. Blvd.
Madison
WI
53703-3340
(608) 848-1950
law@dcba.net

Name of program itself: County

Address of program line 1 - Main location: South Central

City: Family

State: Domestic Violence

Zip: Child Support

Phone for the public: May, 2000

Website for the public: Yes

The self-represented litigant program serves: A volunteer program

Describe what geographic area this program serves: One-on-one help in understanding legal processes and preparing forms - Family

Indicate which substantive areas the center serves: One-on-one help in understanding legal processes and preparing forms - Domestic Violence
Bilingual or multilingual forms - Family
Web-based information in English - Family
Videotaped workshops - Family

Enter the month and year that the program started: May, 2000

Is your court willing to host visits from other courts interested in learning about this approach? Yes

The program has: A volunteer program

The following services are offered for the following substantive areas: One-on-one help in understanding legal processes and preparing forms - Family
One-on-one help in understanding legal processes and preparing forms - Domestic Violence
Bilingual or multilingual forms - Family
Web-based information in English - Family
Videotaped workshops - Family

Do you provide training regarding working with self-represented litigants for: Attorneys
Program Volunteers

National Center for State Courts



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