

# Community Engagement

## A Compilation of Existing Resources



November 11, 2020 | Version # 1

### Guidance Documents

- Considerations for High-Volume Dockets During the Pandemic: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0015/40362/RRT-Technology-High-Volume-Courts-Considerations-.pdf](https://www.ncsc.org/_data/assets/pdf_file/0015/40362/RRT-Technology-High-Volume-Courts-Considerations-.pdf)
- Remote Hearings and Access to Justice Remote Hearings Guide: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf)
- Guiding Principles for Post-Pandemic Court Technology: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf](https://www.ncsc.org/_data/assets/pdf_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf) and Resolution 2 of CCJ/COSCA (July 2020): [https://www.ncsc.org/\\_data/assets/pdf\\_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf](https://www.ncsc.org/_data/assets/pdf_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf)
- How to Conduct a Fair and Just Remote Hearing: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf)
- Conducting Fair and Just Remote Hearings: A Bench Guide for Judges: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0025/51784/Remote-Hearing-Bench-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0025/51784/Remote-Hearing-Bench-Guide.pdf)

### Webinars

- Webinar on ODR and Community-Based Payment, <https://vimeo.com/461844425>
- Handling High Volume Dockets: Spotlight on Eviction Diversion Programs: <https://vimeo.com/430049780> and related materials: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfjr0qz6h7mn6nrg0x6qh/folder/115782798508>
- Spotlight on Eviction Diversion Programs, Part 2: <https://vimeo.com/458611401> and related materials: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfjr0qz6h7mn6nrg0x6qh/folder/122715730534>

## Tiny Chats

- Tiny Chat on Street Outreach Court, <https://vimeo.com/470140418>
- Tiny Chat on CDC Order: <https://vimeo.com/465041032>
- Tiny Chat on Evictions: <https://vimeo.com/430783351>
- Tiny Chat on Child Support (applicable to all high volume dockets): <https://vimeo.com/431461130>
- Tiny Chat on High Volume Dockets: <https://vimeo.com/430783209>
- Tiny Chat on Federal State Pass Through : <https://vimeo.com/410000945>
  - and related Grants Matrix: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0022/28507/Grants-matrix.pdf](https://www.ncsc.org/_data/assets/pdf_file/0022/28507/Grants-matrix.pdf)

## Additional Resources

- Arizona Courts Evictions Resources (as of October 13, 2020), <https://www.azcourts.gov/selfservicecenter/Landlord-Tenant-Disputes-Eviction-Actions/COVID-19-Processing-Eviction-Matters>
- Legal Help FAQ on Eviction and Rent Protections (National Resources): <https://legalfaq.org/>
- Evictions Innovations: <https://evictioninnovation.org/>
- Michigan Legal Help Information about COVID-19 Rent Assistance Eviction Diversion Program: <https://michiganlegalhelp.org/self-help-tools/housing/covid-19-rent-assistance-eviction-diversion-programs>
- Texas Judicial Branch resources on Eviction Diversion: <https://www.txcourts.gov/programs-services/eviction-diversion-program/>

# Digital Divide Considerations



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- Digital Divide Considerations: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0026/53738/PPP-Technology-Digital-Divide-Considerations.pdf](https://www.ncsc.org/_data/assets/pdf_file/0026/53738/PPP-Technology-Digital-Divide-Considerations.pdf)
- Remote Hearings and Access to Justice Remote Hearings Guide: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf)
- Guiding Principles for Post-Pandemic Court Technology: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf](https://www.ncsc.org/_data/assets/pdf_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf) and Resolution 2 of CCJ/COSCA (July 2020): [https://www.ncsc.org/\\_data/assets/pdf\\_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf](https://www.ncsc.org/_data/assets/pdf_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf)
- How to Conduct a Fair and Just Remote Hearing: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf)
- Conducting Fair and Just Remote Hearings: A Bench Guide for Judges: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0025/51784/Remote-Hearing-Bench-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0025/51784/Remote-Hearing-Bench-Guide.pdf)

### Webinars

- Access to Justice Considerations for State and Local Courts as They Respond to COVID (April 3, 2020): <https://vimeo.com/403847184>
- Handling High Volume Dockets (Spotlight on Eviction Diversion): <https://vimeo.com/430049780>

### Tiny Chats

- Tiny Chat on Digital Divide: <https://vimeo.com/412333503>
- Tiny Chat on Digital Divide Practical Considerations: <https://vimeo.com/446485550>
- Tiny Chat on Child Support: <https://vimeo.com/431461130>
- Tiny Chat on SRL E-Filing: <https://vimeo.com/416266342>

- Tiny Chat on High Volume Considerations, <https://vimeo.com/430783209>
- Tiny Chat on Procedural Fairness: <https://vimeo.com/451148627>

## Additional Resources

- Pew Research Center Resources on Digital Divide: <https://www.pewresearch.org/topics/digital-divide/>
- Michigan Guidance on Conducting Remote Hearings with Self-Represented Litigants: [https://courts.michigan.gov/News-Events/covid19-resources/COVID19/GuidanceForCourts\\_SRLremote.pdf](https://courts.michigan.gov/News-Events/covid19-resources/COVID19/GuidanceForCourts_SRLremote.pdf)
- Handout for Tips for Court Users Attending Court by Phone or Video (Illinois): <https://tazewellcountyil.com/wp-content/uploads/2020/09/SRL-Remote-Hearings-Flyer.pdf>
- Remote Hearings Toolkit (Maryland Court Help): <https://www.mdcourts.gov/legalhelp/remotehearing>

# Evictions

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- Remote Hearings and Access to Justice Remote Hearings Guide: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf)
- Guiding Principles for Post-Pandemic Court Technology: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf](https://www.ncsc.org/_data/assets/pdf_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf) and Resolution 2 of CCJ/COSCA (July 2020): [https://www.ncsc.org/\\_data/assets/pdf\\_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf](https://www.ncsc.org/_data/assets/pdf_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf)
- How to Conduct a Fair and Just Remote Hearing: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf)
- Conducting Fair and Just Remote Hearings: A Bench Guide for Judges: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0025/51784/Remote-Hearing-Bench-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0025/51784/Remote-Hearing-Bench-Guide.pdf)

### Webinars

- Handling High Volume Dockets: Spotlight on Eviction Diversion Programs: <https://vimeo.com/430049780> and related materials: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfir0qz6h7mn6nrg0x6qh/folder/115782798508>
- Spotlight on Eviction Diversion Programs, Part 2: <https://vimeo.com/458611401> and related materials: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfir0qz6h7mn6nrg0x6qh/folder/122715730534>

## Tiny Chats

- Tiny Chat on CDC Order: <https://vimeo.com/465041032>
- Tiny Chat on Evictions: <https://vimeo.com/430783351>
- Tiny Chat on Child Support (applicable to all high volume dockets): <https://vimeo.com/431461130>
- Tiny Chat on High Volume Dockets: <https://vimeo.com/430783209>
- Tiny Chat on Federal State Pass Through : <https://vimeo.com/410000945>
  - and related Grants Matrix: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0022/28507/Grants-matrix.pdf](https://www.ncsc.org/_data/assets/pdf_file/0022/28507/Grants-matrix.pdf)

## Additional Resources

- Arizona Courts Evictions Resources (as of October 13, 2020), <https://www.azcourts.gov/selfservicecenter/Landlord-Tenant-Disputes-Eviction-Actions/COVID-19-Processing-Eviction-Matters>
- Legal Help FAQ on Eviction and Rent Protections (National Resources): <https://legalfaq.org/>
- Evictions Innovations: <https://evictioninnovation.org/>
- Michigan Legal Help Information about COVID-19 Rent Assistance Eviction Diversion Program: <https://michiganlegalhelp.org/self-help-tools/housing/covid-19-rent-assistance-eviction-diversion-programs>
- Texas Judicial Branch resources on Eviction Diversion: <https://www.txcourts.gov/programs-services/eviction-diversion-program/>



# High-Volume Courts Considerations: Showcase on Traffic



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### Guidance Documents

- Digital Divide Considerations: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0026/53738/PPP-Technology-Digital-Divide-Considerations.pdf](https://www.ncsc.org/_data/assets/pdf_file/0026/53738/PPP-Technology-Digital-Divide-Considerations.pdf)
- Remote Hearings and Access to Justice Remote Hearings Guide: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf)
- Guiding Principles for Post-Pandemic Court Technology: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf](https://www.ncsc.org/_data/assets/pdf_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf) and Resolution 2 of CCJ/COSCA (July 2020): [https://www.ncsc.org/\\_data/assets/pdf\\_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf](https://www.ncsc.org/_data/assets/pdf_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf)
- How to Conduct a Fair and Just Remote Hearing: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf)
- Conducting Fair and Just Remote Hearings: A Bench Guide for Judges: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0025/51784/Remote-Hearing-Bench-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0025/51784/Remote-Hearing-Bench-Guide.pdf)

### Webinars

- Webinar on ODR and Community-Based Payment: <https://vimeo.com/461844425>
- Access to Justice Considerations for State and Local Courts as They Respond to COVID (April 3, 2020): <https://vimeo.com/403847184>
- Handling High Volume Dockets (Spotlight on Eviction Diversion): <https://vimeo.com/430049780>

### Tiny Chats

- Tiny Chat on High Volume Considerations, <https://vimeo.com/430783209>
- Tiny Chat on Empathy: <https://vimeo.com/444228206>
- Tiny Chat on Traffic: <https://vimeo.com/430783905>

- Tiny Chat on Procedural Fairness: <https://vimeo.com/451148627>
- Tiny Chat on Online Dispute Resolution: <https://vimeo.com/453257947>

## Additional Resources

- Example: 11<sup>th</sup> Judicial Circuit of Florida ODR: <https://cii2.courtinnovations.com/FL11JC>



# Language Access Technology

## A Compilation of Existing Resources



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### Guidance Documents

- Recommendations for In-Person Court Interpretation: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfir0qz6h7mn6nrg0x6qh/file/684916371886>
- Remote Hearings and Access to Justice Remote Hearings Guide: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf)
- Guiding Principles for Post-Pandemic Court Technology: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf](https://www.ncsc.org/_data/assets/pdf_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf) and Resolution 2 of CCJ/COSCA (July 2020): [https://www.ncsc.org/\\_data/assets/pdf\\_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf](https://www.ncsc.org/_data/assets/pdf_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf)
- Court Interpreter Exam Administration Considerations: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfir0qz6h7mn6nrg0x6qh/file/684922247759>
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### Webinars

- “Back to the Future”: Video Remote Interpreting and Other Language Access Solutions in the time of COVID: <https://vimeo.com/434341338> and additional resources: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfir0qz6h7mn6nrg0x6qh/folder/116779423679>

### Tiny Chats

- Tiny Chat on Language Access: <https://vimeo.com/428164851>

### Additional Resources

- New Mexico Video Remote Interpreting Bench Card: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfir0qz6h7mn6nrg0x6qh/file/684922067759>

- New Mexico Video Remote ASL Interpreting Bench Card:  
<https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfjr0qz6h7mn6nrg0x6qh/file/684909151124>
- Additional Resources from New Mexico and Oregon:  
<https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfjr0qz6h7mn6nrg0x6qh/file/685483040430>
  - Interpretation of a Mock Remote Specialty Court Hearing Using Webex Meetings  
(<https://youtu.be/KIXa-aaXz7Y>)
  - Interpretation of a Remote Mock Trial Call Docket Using Webex Events  
(<https://youtu.be/vVOek18PGFw>)
- Handout for Tips for Court Users Attending Court by Phone or Video (Illinois):  
<https://tazewellcountyil.com/wp-content/uploads/2020/09/SRL-Remote-Hearings-Flyer.pdf>
- Remote Hearings Toolkit (Maryland Court Help):  
<https://www.mdcourts.gov/legalhelp/remotehearing>

# Online Dispute Resolution (ODR) Guidance

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## Guidance Documents

- JTC Resource Bulletin, Case Studies in ODR for Court: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0020/16517/2020-01-28-odr-case-studies-v2-final.pdf](https://www.ncsc.org/_data/assets/pdf_file/0020/16517/2020-01-28-odr-case-studies-v2-final.pdf)
- Digital Divide Considerations: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0026/53738/PPP-Technology-Digital-Divide-Considerations.pdf](https://www.ncsc.org/_data/assets/pdf_file/0026/53738/PPP-Technology-Digital-Divide-Considerations.pdf)
- Remote Hearings and Access to Justice Remote Hearings Guide: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf)
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- How to Conduct a Fair and Just Remote Hearing: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf)
- Conducting Fair and Just Remote Hearings: A Bench Guide for Judges: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0025/51784/Remote-Hearing-Bench-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0025/51784/Remote-Hearing-Bench-Guide.pdf)

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- Handling High Volume Dockets (Spotlight on Eviction Diversion): <https://vimeo.com/430049780>

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- Tiny Chat on Online Dispute Resolution: <https://vimeo.com/453257947>
- Tiny Chat on High Volume Considerations, <https://vimeo.com/430783209>
- Tiny Chat on Empathy: <https://vimeo.com/444228206>
- Tiny Chat on Traffic: <https://vimeo.com/430783905>
- Tiny Chat on Procedural Fairness: <https://vimeo.com/451148627>

## Additional Resources

- NCSC Online Dispute Resolution Website, [www.ncsc.org/odr](http://www.ncsc.org/odr)
- Michigan Supreme Court Administrators Office, *Considerations in Implementing Court ODR Systems*,  
<https://courts.michigan.gov/Administration/SCAO/OfficesPrograms/ODR/Documents/Resources/ODRConsiderations.pdf>
- Remote Hearings Toolkit (Maryland Court Help):  
<https://www.mdcourts.gov/legalhelp/remotehearing>

# Remote and Virtual Hearings

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- Considerations for High-Volume Dockets During the Pandemic:  
[https://www.ncsc.org/\\_data/assets/pdf\\_file/0015/40362/RRT-Technology-High-Volume-Courts-Considerations-.pdf](https://www.ncsc.org/_data/assets/pdf_file/0015/40362/RRT-Technology-High-Volume-Courts-Considerations-.pdf)
- Remote Hearings and Access to Justice Remote Hearings Guide:  
[https://www.ncsc.org/\\_data/assets/pdf\\_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf)
- Guiding Principles for Post-Pandemic Court Technology:  
[https://www.ncsc.org/\\_data/assets/pdf\\_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf](https://www.ncsc.org/_data/assets/pdf_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf) and Resolution 2 of CCJ/COSCA (July 2020):  
[https://www.ncsc.org/\\_data/assets/pdf\\_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf](https://www.ncsc.org/_data/assets/pdf_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf)
- How to Conduct a Fair and Just Remote Hearing:  
[https://www.ncsc.org/\\_data/assets/pdf\\_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf)
- Conducting Fair and Just Remote Hearings: A Bench Guide for Judges:  
[https://www.ncsc.org/\\_data/assets/pdf\\_file/0025/51784/Remote-Hearing-Bench-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0025/51784/Remote-Hearing-Bench-Guide.pdf)
- Backgrounder/Legal Standards on Public Right to Access to Remote Hearings:  
[https://www.ncsc.org/\\_data/assets/pdf\\_file/0017/40364/RRT-Technology-Background-and-Legal-Standards-on-Public-Right-to-Access-to-Remote-Hearings.pdf](https://www.ncsc.org/_data/assets/pdf_file/0017/40364/RRT-Technology-Background-and-Legal-Standards-on-Public-Right-to-Access-to-Remote-Hearings.pdf)
- Post-Pandemic Planning Technology Resource Guide:  
[https://www.ncsc.org/\\_data/assets/pdf\\_file/0020/42482/Post-Pandemic-Planning.pdf](https://www.ncsc.org/_data/assets/pdf_file/0020/42482/Post-Pandemic-Planning.pdf)
- Virtual Courtroom Standards and Guidelines:  
[https://www.ncsc.org/\\_data/assets/pdf\\_file/0016/40363/RRT-Technology-Guidance-on-Remote-Hearings.pdf](https://www.ncsc.org/_data/assets/pdf_file/0016/40363/RRT-Technology-Guidance-on-Remote-Hearings.pdf)
- Digital Divide Considerations:  
[https://www.ncsc.org/\\_data/assets/pdf\\_file/0026/53738/PPP-Technology-Digital-Divide-Considerations.pdf](https://www.ncsc.org/_data/assets/pdf_file/0026/53738/PPP-Technology-Digital-Divide-Considerations.pdf)

- Livestream Bench Card: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0014/40361/RRT-Technology-Livestream-Public-Access-Benchcard.pdf](https://www.ncsc.org/_data/assets/pdf_file/0014/40361/RRT-Technology-Livestream-Public-Access-Benchcard.pdf)
- SRL One-Page Remote Hearings Sample Instructions: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0013/40360/RRT-Technology-Sample-One-Pager-for-SRL-about-Remote-Hearings.pdf](https://www.ncsc.org/_data/assets/pdf_file/0013/40360/RRT-Technology-Sample-One-Pager-for-SRL-about-Remote-Hearings.pdf)
- JTC Quick Response Bulletin, Strategic Issues to Consider When Starting Virtual Hearings: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0014/20804/2020-04-07-qr-virtual-hearings\\_final.pdf](https://www.ncsc.org/_data/assets/pdf_file/0014/20804/2020-04-07-qr-virtual-hearings_final.pdf)
- JTC Quick Response Bulletin, Managing Evidence for Virtual Hearings, [https://www.ncsc.org/\\_data/assets/pdf\\_file/0019/42814/2020-07-27-Managing-Evidence-for-Virtual-Hearings-002.pdf](https://www.ncsc.org/_data/assets/pdf_file/0019/42814/2020-07-27-Managing-Evidence-for-Virtual-Hearings-002.pdf)
- Key Virtual Hearing Platform Capability Considerations, [https://www.ncsc.org/\\_data/assets/pdf\\_file/0023/20849/key-virtual-hearing-platform-capability.pdf](https://www.ncsc.org/_data/assets/pdf_file/0023/20849/key-virtual-hearing-platform-capability.pdf)
- Remote Hearing Checklist, [https://www.ncsc.org/\\_data/assets/pdf\\_file/0017/20780/remote-hearing-checklist.pdf](https://www.ncsc.org/_data/assets/pdf_file/0017/20780/remote-hearing-checklist.pdf)
- Linking a YouTube Account to a Zoom Account, [https://www.ncsc.org/\\_data/assets/pdf\\_file/0019/15850/ncsc-pandemic-resource-1.pdf](https://www.ncsc.org/_data/assets/pdf_file/0019/15850/ncsc-pandemic-resource-1.pdf)

## Webinars

- Lights, Camera, Motion! (April 7, 2020): <https://vimeo.com/405221328>
- Lights, Camera, Motion! Part II (April 15, 2020): <https://vimeo.com/408411009>
- Lights, Camera, Motion! Part III (April 20, 2020): <https://vimeo.com/411552388>

## Tiny Chats

- Tiny Chat on the Dr is In: <https://vimeo.com/462995383>
- Tiny Chat on Child Support: <https://vimeo.com/431461130>

## Additional Resources

- Michigan Guidance on Conducting Remote Hearings with Self-Represented Litigants: [https://courts.michigan.gov/News-Events/covid19-resources/COVID19/GuidanceForCourts\\_SRLremote.pdf](https://courts.michigan.gov/News-Events/covid19-resources/COVID19/GuidanceForCourts_SRLremote.pdf)
- Handout for Tips for Court Users Attending Court by Phone or Video (Illinois): <https://tazewellcountyil.com/wp-content/uploads/2020/09/SRL-Remote-Hearings-Flyer.pdf>
- Remote Hearings Toolkit (Maryland Court Help): <https://www.mdcourts.gov/legalhelp/remotehearing>



# Self-Represented Litigant Information

## A Compilation of Existing Resources



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### Guidance Documents

- Remote Hearings and Access to Justice Remote Hearings Guide: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf)
- Guiding Principles for Post-Pandemic Court Technology: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf](https://www.ncsc.org/_data/assets/pdf_file/0014/42332/Guiding-Principles-for-Court-Technology.pdf) and Resolution 2 of CCJ/COSCA (July 2020): [https://www.ncsc.org/\\_data/assets/pdf\\_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf](https://www.ncsc.org/_data/assets/pdf_file/0019/51193/Resolution-2-In-Support-of-the-Guiding-Principles-for-Post-Pandemic-Court-Technology-.pdf)
- How to Conduct a Fair and Just Remote Hearing: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0015/52215/Fair-and-Just-Remote-Hearing-Reference-Guide.pdf)
- Conducting Fair and Just Remote Hearings: A Bench Guide for Judges: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0025/51784/Remote-Hearing-Bench-Guide.pdf](https://www.ncsc.org/_data/assets/pdf_file/0025/51784/Remote-Hearing-Bench-Guide.pdf)
- SRL One-Page Remote Hearings Sample Instructions: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0013/40360/RRT-Technology-Sample-One-Pager-for-SRL-about-Remote-Hearings.pdf](https://www.ncsc.org/_data/assets/pdf_file/0013/40360/RRT-Technology-Sample-One-Pager-for-SRL-about-Remote-Hearings.pdf)

### Webinars

- Webinar on SRL Help and Online Scheduling, <https://vimeo.com/459413442> and related materials: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfir0qz6h7mn6nrg0x6qh/folder/122933908039>

### Tiny Chats

- Tiny Chat on Service of Process: <https://vimeo.com/473898030>
- Tiny Chat on Legal Information v. Legal Advice: <https://vimeo.com/466698942>
- Tiny Chat on Clear Communications: <https://vimeo.com/407555606>
- Tiny Chat on Child Support: <https://vimeo.com/431461130>



## Additional Resources

- Alaska Court COVID-19 Website for SRL:  
<http://www.courts.alaska.gov/covid19/index.htm>
- Michigan Guidance on Conducting Remote Hearings with Self-Represented Litigants:  
[https://courts.michigan.gov/News-Events/covid19-resources/COVID19/GuidanceForCourts\\_SRLremote.pdf](https://courts.michigan.gov/News-Events/covid19-resources/COVID19/GuidanceForCourts_SRLremote.pdf)
- Handout for Tips for Court Users Attending Court by Phone or Video (Illinois):  
<https://tazewellcountyl.com/wp-content/uploads/2020/09/SRL-Remote-Hearings-Flyer.pdf>
- Remote Hearings Toolkit (Maryland Court Help):  
<https://www.mdcourts.gov/legalhelp/remotehearing>

# Virtual Bench and Jury Trials

## A Compilation of Existing Resources



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### Guidance Documents

- Planning to Conduct Jury Trials in Existing Courtrooms (October 2, 2020): [https://www.ncsc.org/\\_data/assets/pdf\\_file/0028/54496/RRT-Planning-to-Conduct-Jury-Trials-in-Existing-Courtrooms-2020-1002.pdf](https://www.ncsc.org/_data/assets/pdf_file/0028/54496/RRT-Planning-to-Conduct-Jury-Trials-in-Existing-Courtrooms-2020-1002.pdf)
- Jury Service Expectations in a (Post) Pandemic World (August 17, 2020): [https://www.ncsc.org/\\_data/assets/pdf\\_file/0016/52216/RRT-Comms-and-Funding-Jury-Service-Expectations-in-a-Post-Pandemic-World.pdf](https://www.ncsc.org/_data/assets/pdf_file/0016/52216/RRT-Comms-and-Funding-Jury-Service-Expectations-in-a-Post-Pandemic-World.pdf)
- Technology Options for Jury Trials and Grand Jury Proceedings (June 3, 2020): <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfir0qz6h7mn6nrg0x6qh/file/674409285847>

### Webinars

- March 26, 2020: Managing Juries and Jury Trials During the COVID-19 Pandemic: <https://vimeo.com/402949803>
- May 22, 2020: How State Courts are using innovative technologies and responsible health and safety practices to resume jury trials: <https://vimeo.com/422780495> and related materials: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfir0qz6h7mn6nrg0x6qh/folder/113748619623>
- June 4, 2020: Re-establishing Jury Pools in the COVID-19 Era: <https://vimeo.com/426265829> and related materials: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfir0qz6h7mn6nrg0x6qh/folder/114819196971>
- June 18, 2020: Jury Service and Accessing Court Services Remotely in a (Post) Pandemic America: Results from a New National Public Opinion Poll: <https://vimeo.com/430765431>
- September 10, 2020: Virtual Jury Trials: <https://vimeo.com/456957428> and related materials: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfir0qz6h7mn6nrg0x6qh/folder/122529694961>

- October 28, 2020: Jury Trial Innovations During COVID-19: <https://vimeo.com/473423647> and related materials: <https://nationalcenterforstatecourts.app.box.com/s/n7w8zu89tbayfjr0qz6h7mn6nrg0x6qh/folder/125099654036>

## Additional Resources

- NCSC Results from State of the State Courts in a (Post) Pandemic World National Public Opinion Poll: [https://www.ncsc.org/\\_data/assets/pdf\\_file/0005/41000/COVID19-Poll-Presentation.pdf](https://www.ncsc.org/_data/assets/pdf_file/0005/41000/COVID19-Poll-Presentation.pdf)
- Virtual Jury Selection in Texas: <https://www.youtube.com/watch?v=H1XrO1nM7B8&feature=youtu.be>
- Fourth Judicial Circuit's Remote Civil Jury Trial Pilot Project Report to the Florida Supreme Court: <https://www.jud4.org/Top-Navigation/Court-Administration/Fourth-Judicial-Circuit-Remote-Civil-Jury-Trial>
- Arizona: Exceptions to Jurors Terms of Service During the COVID-19 Public Health Emergency: <http://www.azcourts.gov/Portals/22/admorder/Orders20/2020-172%20PDF.pdf> and Jury Management Subgroup of the COVID-19 Continuity of Court Operations Recommendations and Report: <https://www.azcourts.gov/Portals/216/Pandemic/JuryManagementWkGp.pdf?ver=2020-06-02-131720-410>
- Webinar on ODR and Community-Based Payment: <https://vimeo.com/461844425>
- Access to Justice Considerations for State and Local Courts as They Respond to COVID (April 3, 2020): <https://vimeo.com/403847184>
- Handling High Volume Dockets (Spotlight on Eviction Diversion): <https://vimeo.com/430049780>