

SRLN 2024

A Administration of Justice **I** AI **B** Break **C** Court Administration **P** Partners & Capacity Building

L Plenary **R** Research & Evaluation

SEPTEMBER 18 • WEDNESDAY

8:30am – 4:30pm

A SELF-HELP BOOTCAMP - separate registration required

This daylong Bootcamp will offer a deep dive in developing and maintaining court based self-help centers. Utilizing the SRLN Policy Bootcamp Guide and other resources, the morning will be devoted to a workshop style approach to explore the whys and hows of court self-help, and challenges attendees are currently facing. The afternoon will take a deeper dive in key areas such as intake, self-evaluation, capacity building, simplification, language and disability access, data collection, communications/branding/alignment with legal aid, and funding strategies to grow the program.

As courts continue to face fiscal challenges, maintaining and developing self-help that supports court users with one-on-one services (whether remote or in-person) and aids courts in developing simplification strategies is as critical as general asynchronous online information available through websites.

This program will be useful to the those new to self-help, as well as veteran self-help providers meeting today's unique challenges. Attendees will receive comprehensive resources to support operations and aid in external communications.

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SEPTEMBER 19 • THURSDAY

8:00am – 8:45am **L** **Registration, Coffee, and Continental Breakfast** TBA

8:45am – 10:15am **L** **Welcome & Opening Plenary** Moot Courtroom

10:15am – 10:30am **B** **Break** TBA

10:30am – 11:45am **A** **Nonlawyer Navigators in State Courts: An Update from the field from the Field** TBA
Speakers: Mary McClymont, Robert Southers, Stacey Weiler, Mary Ferwerda
 One important approach to help solve the crisis of 30 million litigants in our state courts each year completely without legal help is the use of nonlawyer navigators who come from communities outside the courts to assist the self-represented with their civil legal matters. A panel of experts who have studied, and or created and run court based /affiliated programs will discuss how nonlawyers who come from the community provide essential services to self-represented litigants on their civil legal matters, including describing national trends in this burgeoning innovative arena as well as outlining best practices for launching and expanding these programs.

10:30am – 11:45am **A** **Self-Help Platforms: Empowering People And Providing Baseline Access To Justice In Ohio And Illinois**
Speakers: Susan Choe, Avani Patel, Anjanette Whitman
 Learn about a virtual court self-help portal project in Ohio from process mapping to document assembly to implementation and evaluation. This new portal is designed to assist users to navigate to the appropriate content and court forms, provide step-by-step instructions and legal information, offer document assembly to allow litigants to prepare and file their own court forms, integrate the portal into the court's navigation services center, and connect litigants to on-line and in-person assistance. The session will also highlight the transformative impact of statewide platforms like Illinois Court Help in promoting access to justice and optimizing resources. Illinois Court Help has improved self-representation, alleviated court staff burdens, and enhanced efficiency. Attendees will learn how these platforms support underserved communities and refine court processes for better accessibility.

10:30am – 11:45am **P** **Legal Aid Partners with the Courts: Four Approaches** TBA
Speakers: David Neumeyer, Nathanael Payer, Angela Tripp, Ana Maria Garcia, Amy Disel Allman
 Legal Aid programs are partnering with courts to address legal needs of self-represented litigants. Join us to learn different models implemented in California, Utah, Virginia and Michigan

10:30am – 11:45am	<p>P Tech Driven Capacity Building for Self-Help Clinics & Individual Services: California and Maryland</p> <p><i>Speakers: Lindsay Bramble, Bertha S. Hayden</i></p> <p>This session will provide case studies in expanding capacity of self-help programs using technology. The Bet Tzedek Legal Clinic in Los Angeles has designed a dedicated platform for a self-help clinic program providing assistance in guardianship, conservatorship and probate issues. Hear what they learned about how to get started, the effectiveness of plain language principles in content creations, and results of UX testing with community partners and clinic users. The Maryland Center for Legal Assistance has operated court self help centers since 2017 and offers a Remote Services Center, providing legal advice to self-represented litigants via phone and online chat M-F from 8:30-8:00PM. In 2023 they had 94,175 phone consults and 20,828 chat consults. Learn what they've done to increase efficiency while ensuring their assistance is actually helpful. They will discuss how to manage a high volume, brief advice, remote services operation, including training practices, quality control procedures, and phone/chat metrics; and share some successful tech-based innovations, including a homegrown data entry application, link manager, and text/email functionality.</p>	TBA
10:30am – 11:45am	<p>R The Litigant Experience: Insights from Academic Partnerships</p> <p><i>Speakers: Renee L. Danser, Sarah Mauet, Jonathan Mark, Emily LaGratta, Nathanael Player</i></p> <p>Summary: This session will explore the objectives, key strategies, and initial outcomes of two unique partnerships between academic institutions and the Utah courts. Both grounded their work in the litigant experience -- one from a user-centered perspective and one using a procedural justice framework. Panelists will share specific insights about forming and supporting academic partnerships like these, aligning goals and workflows, and maximizing the utility of project insights.</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> 1. Courts can leverage partnerships with justice tech academia to build and sustain user-centered design approaches 2. Centering litigant experiences is critical to development and management of self-help resources <p>Outline:</p> <p>0:00-0:10 Introduction of panelists and their partnerships on the discussed projects</p> <p>0:10-0:30 Outline key project strategies and the questions they aimed to explore</p> <p>0:30-1:00 Discussion of how project insights can (or have) informed policy and practice shifts, including how Utah began to operationalize user-centered design in its workflows and development of self-help tools.</p> <p>1:00-1:15 Q&A</p>	TBA
11:45am – 1:00pm	<p>L Lunch Plenary - PROBLEM SOLVING: How to Prioritize When Everything is Important</p> <p>Nine years after the Conference of Chief Justices and the Conference of State Court Administrators unanimously passed Resolution 5, Reaffirming the Commitment to Meaningful Access to Justice for All, the National Center for State Courts is introducing a new set of planning materials and tools to assist states in moving toward the vision of justice for all. This session will provide: (1) a review of the important work undertaken through the Justice for All (JFA) initiative since the resolutions were passed, (2) an overview of the JFA vision and revised framework, and (3) an introduction to the new materials. The session will feature a demonstration of a new diagnostic tool that asks a series of questions to help states identify focus areas and produces a customized report to guide states as they prioritize their ATJ work. Participants will hear from the developers of the revised materials as well as stakeholders in states that have tested the new diagnostic tool.</p>	Moot Courtroom
1:00pm – 1:15pm	<p>B Break</p>	TBA
1:15pm – 2:15pm	<p>A Empowering SRLs With Integrated Document Portals and Tech Tools</p> <p><i>Speakers: Sarah Song, Nathanael Player</i></p>	

1:15pm – 2:15pm	I	<p>Algorithmic Justice For All: Developing a safe framework for AI innovation for self-represented legal services</p> <p><i>Speakers: Sam Harden, Natalie Ann Knowlton</i></p> <p>The current uncertainty around UPL and AI is unsustainable. This panel discussion will center around what regulations best serve the needs of the justice-seeking public as well as the courts and bar.</p>	TBA
1:15pm – 2:15pm	P	<p>Courts and Communities: The Underrecognized Impact that Courts Have on the Communities they Serve</p> <p><i>Speakers: Erika Rickard</i></p> <p>Judges, court administrators, and other state court leaders are increasingly leading change efforts within state and local court systems, with an eye toward building more public trust and confidence in the courts by improving how cases are triaged, how information is shared with litigants, and how dispositions are reached. How can these initiatives be replicated, and what data do court leaders need in order to drive reform efforts forward? The Pew Charitable Trusts has worked with state bar foundations, community foundations, and regional funders to help strengthen public understanding of how court interventions affect individuals and communities, identify innovative solutions, and generate support for change. In this interactive workshop, we will walk through</p>	TBA
1:15pm – 2:15pm	P	<p>Growing the Ecosystem of Affordable Legal Options for SRLs</p> <p><i>Speakers: Jessica Bednarz</i></p> <p>Many SRLs have some money to pay for legal services, but research shows the vast majority of Americans are not getting the legal help they need. This panel will focus on market-based models (many of which exist in Utah) that are bridging this gap. Attendees will learn about the ecosystem of affordable legal options for SRLs and efforts underway to grow it.</p>	TBA
1:15pm – 2:15pm	R	<p>What Solutions Are Hiding in Your Court Data?</p> <p><i>Speakers: Kim Paulding, David McNeill, Tucker Samuelson</i></p> <p>The Utah Bar Foundation embarked on a data research project, supported by The Pew Charitable Trusts, to examine eviction and debt collection case filings in the Utah State Courts. We compared case outcomes for defendants referred to a dedicated eviction/debt collection calendar and given pro bono assistance versus those that didn't. The goal - make recommendations that improve case outcomes for all parties (courts, defendants, plaintiffs, lenders). Come hear about the lessons learned and the recommendations made to the Utah State Courts and the Utah State Legislature as some unsettling trends were discovered through this data research.</p>	TBA
2:15pm – 2:25pm	B	Break	
2:25pm – 2:25pm	I	<p>AI in Triage and Portal Projects</p> <p><i>Speakers: Angela Tripp</i></p> <p>Everyone is talking about how AI has the power to transform the legal system, but the use of AI in triage and access to justice portals is one of the most promising examples. Join us for a conversation about how SRLN partners are using – or contemplating using – generative AI to improve the usability of their triage tools as well as their efficiency in building and maintaining triage and portal systems.</p>	TBA
2:25pm – 3:25pm	P	<p>Virtual Court Access Networks: Connecting communities to the courts</p> <p><i>Speakers: Lisa M. Zayas, Michelle Smith, Rosemary Martinez-Borges, Christine Sisario</i></p> <p>This session is for anyone interested in using technology to connect with rural communities and alleviating the burden that traveling to court may cause for all court users. Virtual Court Access Networks (VCAN) consist of computer stations in private and safe locations that provide an opportunity for court users to interface with the court without leaving their local community. From identifying partners and appropriate locations, to network safety concerns, and more, this session will provide participants with a blueprint to replicate (VCAN) in their region.</p>	TBA

2:25pm – 3:25pm	R Best Practices in Data Sharing: Learning From Other Fields <i>Speakers: Katie Dilks</i> Legal providers are notoriously gun-shy when it comes to data sharing, often leading to unnecessary silos, inefficiency, and a lack of holistic response for people in crisis. However, other fields have built safe, effective models for data sharing in highly sensitive areas the legal field can learn from. This panel will feature representatives from homelessness service providers discussing their experience with HMIS (Homeless Management Information Services) and other data-sharing systems and how it has strengthened coalition and client outcomes.	TBA
3:25pm – 3:40pm	B Break & Coffee	TBA
3:40pm – 5:00pm	L STRUCTURED DISCUSSION AND PROBLEM SOLVING: Emerging Opportunities and Challenges	Moot Courtroom

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SEPTEMBER 20 • FRIDAY

7:30am – 8:15am	B	Breakfast & Check-in	
8:15am – 9:00am	L	STRUCTURED DISCUSSION & PROBLEM SOLVING: Funding Strategies	
9:10am – 9:45am		Open Networking	
9:10am – 9:45am		Structured Networking	
9:45am – 9:55am	B	Break	TBA
9:55am – 10:45am	P	<p>Judicial Perspectives on Access to Justice in Eviction Court</p> <p><i>Speakers: Samira Nazem, Judge Steven Duble, Judge Kimberly Bacon, Magistrate Andrea Paprzycki</i></p> <p>Eviction dockets are often fast-paced and high-volume, which can create challenges for the overwhelming numbers of litigants appearing without counsel and struggling to understand the legal process and their options. Judges from three different jurisdictions will describe how they have adopted principles of active judging to increase understanding, protect due process, and expand access to resources for litigants in eviction court. Judges will also share their thoughts on how to cultivate new judicial champions for access to justice reforms.</p>	TBA
9:55am – 10:55am	I	<p>Teaching Empathy Through Technology in the AI Era</p> <p><i>Speakers: Jessica Frank, Alexander Rabanal</i></p> <p>In an increasingly digital world driven by artificial intelligence, the importance of instilling empathy in future lawyers cannot be overstated. As technology continues to evolve, so too should our methods of teaching empathy to the next generation of lawyers. This session proposes an exploration of teaching empathy through the lens of document assembly—a critical tool in combating the access to justice crisis and one in which CALI has unique expertise. Automated legal forms help more than 1 million people a year to learn about their legal rights, complete the necessary court paperwork, and tackle the justice system pro se. By leveraging technology in innovative ways, we can not only streamline court form automation, but also foster a deeper understanding of the human beings struggling to access the justice system on their own. This session will delve into practical strategies and tools for integrating empathy into document assembly processes, ensuring that our advancements in AI remain grounded in human understanding and compassion.</p>	TBA
9:55am – 10:55am	P	<p>Synergy for Impact: How Legal Aid and Justice Tech Partnerships Drive Justice Equity</p> <p><i>Speakers: Kelli Raker, Maya Markovich, Shellie Reid</i></p> <p>How can we break down silos and build resources and community between organizations committed to access to justice? Dive into the transformative impact of legal aid-justice tech collaboration that benefits justice-impacted communities, LSOs, and mission-focused founders. This session will explore the potential of ethical tech advancements to revolutionize the access to justice landscape, unlocking new levels of accessibility for clients and increased justice equity. Panelists will share examples of partnership projects and seek feedback in a workshop-style discussion about (i) a resource for LSOs to identify trusted tech platforms for potential partnerships/referrals; (ii) two research studies on justice tech; and (iii) early work of a subcommittee focused on justice tech and legal aid innovation.</p>	TBA
9:55am – 10:55am	R	<p>Putting Law Libraries on the Map – Using GIS Technology to Promote Services to the SRL</p> <p><i>Speakers: Lawrence Meyer, Joan Bellistri, Suzanne Wade, Sue Ludington</i></p> <p>This program not only discusses the results of the 2023 Survey of Law Library Services to the SRL but details how a Story Map was created to better illustrate and promote the role of law libraries in Access to Justice through service to the SRL. Suzanne Wade, a Geo-Spatial Analyst with SRLN, will demonstrate and explain the mapping process and Story Map creation. The resulting Story Map, “Law Libraries: Open to the Public,” will demonstrate how law libraries support Access to Justice and the work of the courts and legal service providers. Discussion will include how mapping could be implemented for use in other organizations.</p>	TBA

10:55am – 11:05am	B Break	TBA
11:05am – 11:20am	P Pedagogies of Power: Building the Movement to Reimagine U.S. Legal Education <i>Speakers: Antonio M. Coronado</i>	TBA
<p>This program serves as an urgent cause of/for action and open call to reimagine the American law school. U.S. legal education's current manifestation, we argue, serves as a unique site of socialization that has and continues to perpetuate ideological, structural, and material harms. Through a historically grounded analysis of the Present, Past-Ongoing, as well as potential Futures of the law school as a distinct project of legal power, this program explores the multiple ways in which traditional legal education can and must be reimaged by the broader U.S. legal profession. Drawing from movements of scholarship-activism in critical legal pedagogy, sociology, and abolitions, this space explores radical reforms to the law school as footholds toward freedom. In situating the law school as a critical zone of struggle for realizing justice and community sovereignty, this program seeks to discuss the ways that lawyers, legal educators, and advocates aligned with the work of liberation might work across disciplines, jurisdictions, and time to jointly advance "non-reformist reforms" to U.S. legal education. As this session explores, it is only through conscious, collective processes of (re)imagination that we can forge a future grounded in shared, collective legal power.</p>		
11:05am – 12:20pm	C Listening to Their Voices: Getting Community-based Feedback for Courts <i>Speakers: Kathryn Hensley, Grace Spulak, Angela Tripp, August Hieber</i>	TBA
<p>It is crucial for courts to listen to the communities they serve to ensure that their practices and procedures meet and respond to the needs, values, and experiences of people directly impacted by the legal system. Gathering feedback and testing materials and processes with court users can feel overwhelming, frightening, and time-consuming. But user feedback and testing are critical to ensuring that our courts are fair and equitable and reflect the needs and experiences of the people who use them. Further, user testing with community members can help dispel fear they have of the courts, helps empower them, and promotes deeper trust in the court system.</p>		
<p>Incorporating court user experience and perspectives in an engaging manner will help courts and legal services organizations improve their communications, forms, and processes to increase access, particularly for SRLs and historically marginalized groups, and to implement changes based on it. User feedback and testing can be done simply and efficiently. This session will cover user feedback and testing basics, including how to build user feedback and testing into court and organization practices and when and how to use particular feedback methods, such as surveys and focus groups.</p>		
<p>Presenters will also share strategies for gathering user feedback and performing user testing, including guidance on how to identify court users for testing or feedback, survey tools and questions, and focus group facilitation tips. Participants will discuss short and long-term ways they will incorporate what they learned during the session. This session will include panelists from Illinois, Michigan, and the National Center for State Courts that have effectively engaged in user feedback and testing to improve court remote hearing processes, court forms, and self-help materials.</p>		
11:05am – 12:20pm	P Building Connected Ecosystems of Resources for Self-Represented Litigants: Maryland and Illinois <i>Speakers: Lindsay Bramble, Roya Samarghandi, Avani Patel, Stacey Weiler, Alison Spanner</i>	TBA
<p>This presentation will explore the multifaceted ecosystem of services available to self-represented litigants in Illinois and Maryland and how those connections are made. Informed by the Illinois Supreme Court's "Safe Harbor Policy", self-represented litigants in Illinois can tap into innovative services within and outside courts, including the Court Navigator Network, Illinois JusticeCorps, Illinois Court Help, and access centers located within public libraries. These services ensure that individuals without lawyers, in every corner of the state, can access vital legal information and resources to help them meaningfully navigate the civil justice system. It will also review the Maryland Self-Help Centers and the Justice Passport, which connects litigants with appropriate legal services agencies without the necessity of multiple interviews. This session will describe how these services got off the ground, outline the collaboration that makes these programs successful, and highlight how these programs can also be scaled in your state.</p>		

12:15pm – 1:30pm	B Lunch & Working Group Networking	
1:30pm – 2:30pm	A (Re)traumatization and access to justice: the correlation between trauma experiences and civil legal problems, and what can be done to mitigate retraumatization	TBA
	<i>Speakers: Cayley Balser, Erin Weaver</i> Research demonstrates that people who have experienced trauma — specifically a past arrest, domestic violence, and/or sexual assault— experience a greater likelihood of having an employment problem, a family structure problem, and a debt problem, regardless of what point in their life they experienced this trauma. Trauma experiences and their impact on civil justice needs and access to legal problem solving help are often not part of the access to justice conversation. Further, interaction with the civil justice system can be a (re)traumatizing experience itself. This session will discuss the existing trauma justice gap research, the need for more, and what actional steps that legal practitioners can take to mitigate the risk of trauma exposure response and retraumatization in legal help settings with or without human help.	
1:30pm – 2:30pm	R Evaluating State Debt Collection Reforms	TBA
	<i>Speakers: Claire Johnson Raba, Dalié Jiménez, Andy Wirkus</i> The panel will report on findings from a mixed-methods empirical study evaluating the impact of state-level reforms requiring additional documentation in debt collection cases. We will discuss findings from a three-state evaluation and a 50-state quantitative analysis. We will propose solutions, including practical applications for better implementation of legislative and rules-based reforms in the courthouse to improve outcomes for self-represented consumer defendants.	
1:40pm – 2:40pm	C Community Voice in the Courts: How Courts Can Structure Committee Work to be More Effective and Increase Public Trust and Confidence	TBA
	<i>Speakers: Nathanael Player, Katsí Peña</i> In state courts across the country, most people are self-represented. However, courts are primarily administered with a focus on lawyers. Given the overwhelming data regarding self-represented litigants, Utah has begun the process of reorienting its administrative apparatus; they have added non-lawyer perspectives to the Advisory Committee to the Utah Supreme Court on the Rules of Civil Procedure and are adding community voices to other court administrative committees. This session will explain the what, the why, and the how.	
2:30pm – 2:45pm	B Coffee and Snack Break	TBA
2:55pm – 3:55pm	Community Court	TBA
	<i>Speakers: Jonathan Puente</i> We will be discussing Community Court and its impact on public trust and confidence in the courts, community engagement and relationship building with historically marginalized communities.	
2:55pm – 3:55pm	A Content Management With 1000+ Forms	TBA
	<i>Speakers: Pleasy Wayas, Kaden Taylor, Jonathan Mark</i> In this session, we will delve into the challenges and strategies of managing 1000+ forms and complex guided interviews that require regular updates due to legislative changes, user experience findings, and stakeholder feedback. We will discuss how to integrate change as an ongoing business practice and showcase technology strategies we use to manage content.	

2:55pm – 3:55pm	P	Access to Justice and Legal Innovation – The Utah Sandbox <i>Moderators: Nicholas Stiles</i> <i>Speakers: Andrea Donahue, Lucy Ricca</i> In 2020, the Utah Supreme Court launched the legal regulatory sandbox (the “Sandbox”) as a pilot program to address the access-to-justice crisis and foster legal innovation. Through the Sandbox, the Court regulates the practice of law by nontraditional legal service providers and by traditional providers offering nontraditional legal services. Two principles of the Sandbox are that regulation should be: (1) based on the evaluation of potential harm to the consumer and (2) empirically driven. This session will focus on the lessons learned and data collected during the first half of the seven-year pilot period as well as the new requirements instituted by the Supreme Court and role of the Utah State Bar.	TBA
2:55pm – 3:55pm	P	University Labs for Justice System Innovation <i>Speakers: Margaret Hagan, Nora Al Haider</i> This session will cover what Law School (or other university) Labs are, and how they can be effective partners to courts, legal aid groups, bar associations, or other justice institutions.	TBA
2:55pm – 3:55pm	R	Elimination of Medical Debt as an Eviction Prevention Strategy	TBA
4:00pm – 5:00pm	L	Closing Plenary	TBA