

Tiers of Self-Help Services

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Self-Help Services: Tier 1 Building Transparency

- Asynchronous
 - Web page with linked information
 - Procedural instructions / FAQs
 - Forms
 - Videos
 - Relevant rules, statutes, regs and case law
 - Simple on-line / app triage

Self-Help Services: Tier 2 Responding to the Consumer's Needs

- Synchronous
 - Someone with specialized knowledge to assist
 - In-person
 - Phone
 - Chat
 - Video conference
 - Changes in Judicial & Clerk Behavior
 - Focus on procedural fairness
 - Commitment to being understood
 - Smart technology
 - Document assembly
 - Interactive web based education
 - Apps
 - Calculators

Self-Help Services: Tier 3 Building an Ecosystem

- Integrated & Consumer Centric
 - Triage to connect legal information with legal advice
 - Networked referral system
 - Simplified procedures linked to differentiated case management
 - Litigant voice