

Location

1. Which state or territory are you describing?

2. Which county or counties are you describing? Please indicate county and state, eg Dade County, FL

Tier 1 - one directional services

3. Which Tier 1 Services do you have?

- There is a selfhelp button/link on State Court Homepage (0.5)
- There is a selfhelp button/link on County Court Homepage (0.5)
- There is a selfhelp button/link on Municipal Court Homepage (0.5)
- Basic information about how the court works in plain language (0.5)
- Information about how to get court records (0.5)
- Link to law library (0.5)
- Multilingual links / services (0.5)
- ADA information (0.5)
- How to change your address with the court (0.5)
- How to get a fee waiver – unsimplified process and/or form (1)
- Link to state court sponsored SRL webpage (1)
- Link to county court sponsored SRL webpage (1)
- Link to municipal court sponsored SRL webpage (1)
- Link to county sites (1)
- Link to municipal sites (1)
- Link to SRL appellate information page (1)
- Information about scope of SRL services (1)
- Procedural information by case type -not in plain language (1)
- Procedural information by case type - in plain language (1.5)
- Glossary – stand alone in English (1)
- Glossary - stand alone in other languages (1)
- Explanation in plain language about the difference between legal information and legal advice for litigants (1)
- Explanation in plain language about the difference between legal information and legal advice for court staff (1)

- Training for court staff of distinction between legal information and legal advice (1)
- Policy to treat SRLs as customers and to develop customer service strategies (1)
- Link to Court Rules (1)
- Link to relevant/contextualized court rules (1.5)
- Forms - without plain language edits (1)
- Forms - with plain language edits (1.5)
- Instructions about Forms – without plain language edits(1)
- Instructions about Forms – with plain language edits(1.5)
- Instructions for forms embedded in forms in plain language with integrated glossary definitions 91.75)
- Workshops / classes basic - video/dvd (1)
- Blogs (1)
- Youtube (1)
- Podcast (1)
- Photo novellas (1)
- Clerk's office phone numbers (1)
- Info on court fees and costs (1)
- How to get copies of court records (1)
- Link to statewide legal aid site with SRL materials (1.5)
- Link to county legal aid site with SRL materials (1.5)
- Relevant Regulations (e.g. child support, DMV etc) (1.5)
- Select Appellate opinions - contextualized (1.5)
- Select Statutes - contextualized (1.5)
- How to get a fee waiver - simplified process (1.5)
- Link to page that helps SRL figure out what court they need to be in and link to that court (1.5)
- Triage - basic for case type and forms (1.5)
- Ability to count SRLs (1.5)
- No proactive case management system, so that SRLs must move their case forward, but provide information and forms so that they can (1)

Other (please specify)

Tier 2 - bi-directional or interactive services

4. Which Tier 2 services do you have?

- Link to unbundled lawyers list (2)
- Link to modest means panel (2)
- Link to bar lawyer referral (2)
- Link to legal aid for representation (2)
- Mediation Information (2)
- Self-Help Services phone number (2)
- SRL Helpline – basic (2)
- Walk-in services with SRL staff (2)
- Information on how to get legal advice (2)
- Staff trained to discuss difference between legal information and legal advice with SRLs so that SRL can begin to assess the amount and type of legal advice needed. In other words, "what can a lawyer do for me that the court staff cannot." (2)
- Court sponsored in-person classes & workshops (2)
- Live Chat (2)
- e-Mail (2)
- Text service for Q & A (2)
- Text reminders and scheduling info (2)
- Workshops / classes - in person (2)
- Workshops / classes - video conferencing (2.5)
- Law library services – basic (2)
- Apps – info (2)
- Legal aid sponsored classes and workshops (2)
- Court - legal aid coordinated services (2)
- Triage intermediary - need one-on-one assistance (2)
- Forms - A2J/guided (2.5)
- Document Assembly (2.5)
- Information on how to get oneonone assistance from SHC (2.5)
- SRL Helpline - some detail (2.5)
- Appointments with SRL staff (2.5)
- Forms review by SRL staff (2.5)
- Law Library services - detailed (2.5)
- Social media (2.5)
- Interactive web-based education (2.5)
- Case management reform so cases move forward automatically and do not need to be party driven (2.5)

Staff in clerk's office trained to provide SRL services in an affirmative manner like self-help center staff, i.e. clerks become providers of self-help services (2.5)

Judicial education on SRL resources so they can refer (2.5)

Other (please specify)

Tier 3 - integrated ecosystem providing info, legal advice and preventive problem solving

5. Which Tier 3 services do you have?

Triage advanced - ID need legal advice & other supportive services (3)

Community resources integrated (parent ed, financial advice, public benefits etc.) (3)

SRL Helpline – comprehensive (3)

Law Library services – comprehensive (3)

CRM (3)

Apps- triage (3)

SRL e-filing (3)

Personal on-line portal (3)

SRL services coordination with court case flow & case management (3)

Referral to list of unbundled lawyers (3)

Referral to list of modest means lawyers (3)

Warm referral to pro bono attorney provider (3)

Warm referral to legal aid (3)

Referral to non-legal help (3)

Court based pro bono projects (3)

Courtroom based pro bono projects (3)

SRL staff available to speak to community organizations (3)

Integration of non-lawyer providers (3)

Media kit (3)

Use of clerks with SRL staff to triage towards legal advice (3)

Advanced SRL education for judges (3)

Using data to improve customer experience and create a more effective and efficient court (3)

Using data to problem solve (3)

Other (please specify)

Thank You

6. Please share any additional thoughts you have about regarding the tiers or the development of self-help services. You may e-mail comments directly to katherine@srln.org if you wish.

7. If you wish to be contacted for follow-up, please provide your name and e-mail.