

Does your Court Practice “Best Practices for SRL?”

The criteria in this self-assessment were taken from *Best Practice in Court-Based Programs for the Self-Represented: Concepts, Attributes, and Issues for Exploration*, 2006 edition, by the Self-Represented Litigation Network, with funding by the State Justice Institute.¹

My Court is _____
(name and location of your court)

Please email a link to the newest edition of the *Best Practices* report to:

PART I. SELF-HELP CENTERS & SERVICES

Public Information, Training & Assistance Programs

1 Does your court have a **Concierge Desk** that:

- Is immediately visible after entering building or passing security?
 Yes No
- Is staffed at all times of significant court user volume?
 Yes No
- Has well-trained staff can direct court users to right location or service?
 Yes No
- Has staff well-trained on treating court users with courtesy & respect and the importance of showing no bias toward anyone?
 Yes No
- Has staff with knowledge of the common languages spoke by court users?
 Yes No
- Has maps of courthouse and other basic multiplying materials to distribute?
 Yes No
- Can refer court users to resources inside and outside the courthouse?
 Yes No

2 Does your court have a **Self-Help Website**? Yes No

3 Does your Court have a **Self-Help Center** that:

- Is supervised by experienced attorneys? Yes No
- Has highly knowledgeable, legally trained staff? Yes No
- Provides clear diagnosis as to which cases must be referred elsewhere for increased legal levels of legal service and criteria for referral?
 Yes No
- Offers referrals to full service representation, unbundled, and pro bono attorney providers, and to free legal clinics or other low-cost legal service providers? Yes No
- Is located in the courthouse or as near as possible to the courthouse?
 Yes No
- Has appropriate multi-lingual signs? Yes No
- Has multilingual staff and provide special training for such staff?
 Yes No
- Has a clearly defined role of SHF staff that is well-communicated to both customers and staff? Yes No
- Has a well-managed flow and queue? Yes No
- Has written multilingual information materials on all major topics to complement one-on-one services? Yes No
- Provides referrals to alternative dispute resolution and social service support systems? Yes No
- Where appropriate, uses technology to provide information and help as long as staff is available to assist the user? Yes No
- Is well-integrated into court management and operations?
 Yes No
- Meets regularly with other units within the court (such as having the self-help center manager be part of the court management team)?
 Yes No
- Has an ongoing evaluation component?
 Yes No
- Is integrated into the larger legal services community and meet regularly with community-based service providers to encourage flow of information in both directions?
 Yes No

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(Survey continues on back)

4. Does your court have a **Law Library as Resource Center** that:
- Has good referral relationship with legal aid and bar referral programs, court self-help centers and other court services, mediation services and other programs to which litigants might be referred? Yes No
 - Has access to computerized research and support tools? Yes No
 - Has material appropriate for self-represented litigants? Yes No
 - Has policies and procedures that make clear the role of librarians with respect to self-representation limits? Yes No
 - Has a Limited English Proficiency (LEP) Plan to assist library users with limited English proficiency? Yes No
5. Does your court provide users with **Written, Multilingual Information**?
 Yes No
6. Does the format of the information provide include **Videos/Power Point Slides**?
 Yes No
7. Does your court have **Rules in Support of Court Information Programs**?
 Yes No

Community Outreach & Access Programs

8. Does your court provide information through **Library & Community Access Points**? Yes No
9. Does your court provide information through **Community-Education Workshops and Clinics**? Yes No
10. Does your court provide information through **Mobile Self-Help Centers**?
 Yes No

Gateway Services in Support of Case Starting/Responding

11. Does your court have an **Initial Assessment Processes**? Yes No
12. Does your court offer **One-on-One Assistance**? Yes No
13. Does your court hold **Workshops and Training**? Yes No

PART II. FORMS, DOCUMENT ASSEMBLY, & E-FILING

14. Does your court provide access to **Forms & Documents**? Yes No
15. Do the forms you provide use **Document Assembly Software**? Yes No
16. Does your court offer **Customer Friendly Electronic Filing**? Yes No
17. Has your court passed **Rules in Support of Forms and Process Standardization**?
 Yes No

PART III PRACTICES IN THE COURTROOM

18. Has your court implemented **Self-Represented Litigant-Friendly Judicial Practices**? Yes No
19. Does your court have staff or pro bono **Attorneys Available to Assist and Expedite**? Yes No

20. Does the court provide an **Immediate Written Order Upon Decision**?
 Yes No
21. Are there **Attorneys Available to Provide Courtroom Settlement Assistance**?
 Yes No

PART IV DISCRETE SERVICES, PRO BONO, AND VOLUNTEER PROGRAMS

22. Does your court support **Discrete Services (unbundling)**? Yes No
23. Is there **Volunteer Attorney Involvement in Self-Help Centers**?
 Yes No
24. Does the **Self-Help Center Coordinate with Pro Bono Service Programs**?
 Yes No
25. Are **Reduced Fee Attorney Programs** in place? Yes No
26. Does your court make use of **Non-Attorney Volunteer Programs**?
 Yes No
27. Has your court passed **Rules or Clarification in Support of Discrete Services**?
 Yes No

PART V JUDICIAL ETHICS & EDUCATION

28. Has your courts reviewed **Materials & Judicial Guidebooks in Support of Self-Represented-friendly Judicial Practices**? Yes No
29. Has your court studied **Clarification of Ethical Rules in Support of Self-Represented-friendly Judicial Practices**? Yes No
30. Have your judges attended **Curriculum and Education Programs in Support of Self-Represented-friendly Judicial Practices**? Yes No

PART VI. POST-ORDER PRACTICES

31. Does your court provide **Compliance & Enforcement Support**? Yes No

PART VII. COURT MANAGEMENT & EVALUCATION PRACTICES

32. Has your court implemented **Case Management Integration**? Yes No
33. Has your court developed **Rule and Procedure Simplification**? Yes No
34. Has your court offered **Broad Training of Courthouse Staff**? Yes No
35. Has your court developed **Interpreter Programs**? Yes No
36. Does your court conduct **Litigant Satisfaction Surveys**? Yes No
37. Is **Data Collection & Evaluation** in place? Yes No
38. Is your court considered a **Convener for Innovation**? Yes No

PART VIII. FORMS, DOCUMENT ASSEMBLY, & E-FILING

39. Does your court participate in **State & Local Tasks Forces on Self-Represented Litigants**? Yes No
40. Does your court have a **Self-Represented Litigant Strategic Plan**?
 Yes No
41. Has court performed **Access to Justice Needs Studies**? Yes No