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General Outline & notes for May 20, 2021

1. Intro

2. Meditation

3. Successes / Updates

- **Accessing recovery and stimulus funds**
- **Colorado has ad hoc group**
- **U.S. Department of Treasury** released [guidance](#) on the [State and Local Coronavirus Fiscal Recovery Fund](#) (Recovery Fund), which is part of the [American Rescue Plan Act](#) (ARP). The bill includes \$65.1 billion in direct, flexible aid to every county in America, as well as other crucial investments in local communities. Additionally, the U.S. Treasury opened the [new portal](#) that counties must complete to receive Fiscal Recovery Funds. Since the ARP was signed into law, the National Association of Counties ([NACo](#)) [has been supporting](#) the U.S. Treasury's efforts to successfully implement the Recovery Fund. Included in the guidance is the flexibility to use Recovery Funds to invest in broadband infrastructure, services and programs to contain and mitigate the spread of COVID-19, including capital investments in public facilities, investments in housing and neighborhoods and other guidance counties advocated for. Courts are encouraged to work with their county and state governments on potential opportunities to access recovery funds.
- **Alaska:** private attorney notes complexities can swallow intent
- **New Mexico:** ATJ Commission, AOC, and executive branch office working together (Department Finance and Administration) - Courts sending eviction case info to DFA who then in turn sends notice about resources to parties and information is included case documents from the court.

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4. ODR Focus Group with NCSC: Paula Hannaford-Agor and Andrea Miller are finalizing a framework for evaluating court-annexed ODR programs and seek community input. The framework will be published in coming weeks.

[Slideshow from Paula's presentation is here.](#)

This framework will be aligned with [NODS](#).

5. Other

General Outline & notes for Mar 18, 2021

6. Intro
7. Meditation
8. Successes / Updates
9. Brainstorm
 - **John Greacen** - Geocalendaring: calendaring court and legal help services according to location. Can we leverage this to improve access? Why/Why not?
 - **Marc Lauritsen** - Solving choice problems: what, if any, 'problems' in decision making exist? What gets in the way of selecting between choices?
10. Emerging interests from the audience

General Outline & notes for Feb 18, 2021

1. Intro
2. Meditation
3. Successes / Updates

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- Webinar this afternoon on eviction with NCLER
<https://register.gotowebinar.com/register/7437514877599669008?source=website>
 - Ongoing digital divide issues listed on this [SRLN Brief](#) - please share what you are seeing by emailing info@srln.org
 - Discussion re RCTs and potential to help evaluate remote and e-filing. Comment from colleague who works in this area: RCTs can be useful, but are also tricky in terms of methodology. You need to be very clear on the question to be answered. Just something to keep in mind if you go down this path. I may have some useful documents in my archives if there is any interest.
 - How can courts better communicate re closures: social media, executive branch comms channels, piggybacking on school closure info on local news.
4. Weather emergency
 5. Emerging interests
 - a. Geocalendering
 6. Updates from Danielle and Zach
 - Resolution 2 from CCJ and Angie from NACM reports NACM will be adopting or modifying the CCJ/COSCA Resolution #2 for 2021 as well, most likely early summer by the time we pass to membership to vote and such.

Resources Shared on the call:

- [SRLN Brief: Addressing Remote Hearing Access and Digital Divide for SRLs \(SRLN 2020\)](#)
- [SRLN COVID-19 Resources](#)

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- [CCJ/COSCA: Guiding Principles for Post-Pandemic Court Technology](#)
- [Nixle.com](#) - Nixle provides an open communication forum that connects public safety, municipalities, schools, businesses and the communities they serve. Nixle enables real-time, two-way communication through text, email, voice messages, social media, and the Nixle mobile app

General Outline & notes for Jan 27, 2021

1. Intro
2. Meditation
3. Successes / Updates
 - [NCSC's Implementation Lab](#) (deadline to apply is February 4)
 - [LSC Access to Justice Forum](#) (February 4, 1pm - 4pm)
 - Hiil's Innovating Justice Forum (Feb 8-10) [link: <https://innovatingjusticeforum.hiil.org>]
 - Next week's research call with Martin Fransman, economist and author of [Innovation Ecosystems](#)

NM - getting info to tenants about how to access info and availability of rent relief, info may be included in court papers such as summons and other papers from clerks; note also many ltd jurisdiction courts have judges who are not lawyers so ed to them; landlords refusing to accept public money

NY - 500k + ltrs to tenants outstanding if they completed hardship declaration stayed until may 1; habitability claims referred to legal aid under rtc programs; Rochester has a new network of providers to provide help in housing matters

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Westchester - partnership with 5 churches for hubs/kiosks; partnership CCI hub w/computers etc in Brownsville; legal hand offer services remotely

MN - has done survey of court users about their remote experience - survey to come out soon

Best practices around electronic notices?

E-filing rules for SRLs? Where do these go?

4. Brainstorm around challenges and solutions

- **Digital Divide**
- **Communications with the public**
- **Advocacy for systemic reform / identification of issues**
- **Case type specific issues**

5. Other

General Outline & notes for Dec. 17, 2020

1. Intro

2. Meditation

3. Successes / Updates

Tulsa city council passed resolution in concept for rtc in housing; atj commission passed resolution for rtc in sept and then city used it for tulsa, ok city and some funders

- [Tulsa City Council Resolution](#) (will be updated soon)

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[Making the Case for Self-Help](#) (May 2020 Brainstorm): make an effort to include self-help language in Right to Counsel/eviction related resolutions or strategic plans responsive to those resolutions.

- Getting people to work on these issues means guidance, instructions, forms, and content will be developed. We need to ensure that self-help content makes it into these plans.
- We need processes to be simplified, transparent, and accessible to self-help - a lawyer is not the end of the road. Even lawyers/pro bono volunteers benefit from the existence of good self-help.

(NM) Coalition was built to ensure courts were informed about financial services available to community members. Effort to centralize information for the public.

- Creates transparent information about how to navigate the court system
- Strengthens existing resources and efforts

(MI) [Michigan Justice for All Task Force - Strategic Plan and Inventory Report](#) - inventory of civil resources available in Michigan to assess gaps in resources.

<https://courts.michigan.gov/News-Events/Pages/Justice-for-All.aspx>

- Honest report that maps resources in the state

[Justice for All Project](#) - framework for assessing and identifying projects and initiatives designed to respond to state specific ATJ realities.

- [Justice for All State Planning Document - Lessons from the Field \(2018\)](#)
- Problem Solving Call Reflection - Minnesota
 - JFA Framework informed the creation of a centralized triage portal to serve as an essential spot to drive people for the intake process to legal aid programs and other initiatives.
 - LawhelpMN.org - become a central platform to place information & to use system capacity to provide better referral resources throughout the continuum of help
 - Looking through 16 factors help people think “soup to nuts” what clients experience and the various off ramps/resources you can leverage
 - Example: Build out limited scope work site to encourage attorney participation, then create a portfolio of services for users

4. Eviction Plans

For your services during this time - get user feedback, satisfaction surveys

- 1) Produce stories that describe what is happening
- 2) Respond to needs
- 3) Ensure narrative is accurate

[The Impact of COVID-19 on Family Courts in Northern Ireland](#)

- Human study - look for 30 people in your “study”

Just start collecting information!

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6. Ideas for 2021

- A. Clarify distinction between courts role and legal advice:
 - a. [SRLN Resource: Legal Information vs. Legal Advice - Examples](#)
 - b. Ak examples
- B. Capture user experiences
 - a. Survey: State court clerks @ SRL work during COVID (filing, fees)
 - i. 45/70 responses: 9 selected - not our job to give help to SRLs
 - ii. Most respondents want clear guidance about what they can do for SRLs - considering including what they must do.
- C. Launching a resource/self-help center without a physical space
 - a. Community locations: libraries, movie theaters, gymnasiums, places with air flow and space, community halls, convention centers
- D. Virtual hearings - when done well, the constitutional impacts are less pointed in civil trials
 - a. Elevate good instances, replicate success
- E. Justice for All-lite
 - a. Positive experience with this in DC
 - b. Connect with SRLN
- F. Valuable to segment navigators -
 - a. They live on a continuum
 - i. Court navigators - no regulatory reform, within authority of a court
 - ii. Court-annex navigators - also within authority of a court (safe harbor rules)
 - iii. Independent navigators - nonprofits, depends on different regulation
 - iv. Market based - LLLT in WA, and UT and AZ innovations in UPL
 - b. Connect with SRLN to learn more about the Navigator Working Group

7. Other?

General outline & notes for Nov 19, 2020

- 1. Intro
- 2. Meditation
- 3. Successes / Updates
- 4. Strategies to address the digital divide: access to devices, internet, usability (knowledge, skill, language & disability)
 - a. Location partnerships for access to equipment, internet, bandwidth ([ideas from listserv and more](#))
 - b. Case management strategies / pre-trial conferences

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- c. [Compilation of resources from NCSC](#) and [Hill article on funding/policy approaches to strengthening tech access](#)
5. Issues & Strategies around submitting evidence in remote hearings for SRLs
 - a. [Oregon example](#)
 - b. [Alaska example](#)
 - c. [NY State Pandemic Support Webinar from August 2020](#) - beginning at about minute 40 very detailed, thoughtful, and explicit recommendations/questions for attorneys to consider, which we need to translate into how to communicate these same ideas for SRLs.



Preparing Your Client/Witness for Testimony

- Practice!
 - Not just content but technology
 - Take extra care to practice how evidence will be handled
 - Another reason to plan in advance with court—so you can prepare the witness
- All the more important to stress: listen carefully, indicate if you can't hear or don't understand, avoid cross talk
- Ask the court to clarify before testimony starts what the witness should do if they can't hear or are disconnected; confirm the witness understands
- Additional considerations for older adults and people with disabilities:
 - Are they hard of hearing or have poor eyesight, difficulty with technology
 - Do they need/have a family member or caregiver to assist
 - Additional preparation time and practice likely needed

6. Evidence platforms - [Caselines](#), [Axon](#), Tyler etc
7. Other?

General outline & Notes for Oct 15 call noon eastern

1. Intro
2. Meditation
3. Successes / Updates

MI Federal District Court launches chat for self-help and plans to integrate throughout operations for public engagement

NC launches Guide and File for 14 case types - project a collaboration between Court and NC Access to Justice Commission

OK sets up landlord-tenant Resource Center with CARES in partnership with Head Start

4. Call Topics

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- a. **Communication strategies with the public on the status of services (checklist of webpage information, SEO, PSA content and I & R networks etc.)**

https://docs.google.com/document/d/1zeuHZWm9MQWS3cGehWP0Pb4k5YcCc13sTr3SoIL_nGA/edit#heading=h.rkvx433unq9

[SRLN Tiers of Service Survey Tool](#) - includes checklist for website information (pre-covid)

- b. **Building hybrid services and triage strategies to sort in-person vs remote services**

[Reflections on running a court helpline and operations tips](#)

- c. **Making the case for your services; using court data to support your program**

- d. **Eviction resources/strategy updates**

<https://www.americanbar.org/advocacy/the-aba-task-force-on-legal-needs-arising-out-of-the-2020-pandem/>

- e. **Other**

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General outline & Notes for Sept 17 call noon eastern

1. Intro
2. Meditation
3. Successes / Updates
 - a. Impact of FTA in zoom hearing
 - b. Paper and electronic filing
 - c. Triage for in-person help vs online help
 - d. Community Feedback/Engagement
 - e. How we strengthen self-help going forward
4. Eviction
 - a. Info on options/rules in place within a jurisdiction
 - b. Forms to assert new defenses
 - c. Diversion

Call Notes:

LA: working on spanish resources

- LSNTAP and DocAssembly listserv
- Preview links (in testing)-
 - New library friendly LibGuides Project (Law Library in Louisiana to share software and library services to produce)
 - Companion automated forms
 - Security deposit recovery
 - Unpaid wage recovery
 - NO FORMS in spanish, but guide to compensation benefits
 - TIG project to create LibGuides and Forms - expand to spanish
 - Mechanical Translation with review and online tools
 - Seeking review for accuracy and cultural appropriateness/relevance
 - NOT published - no shared for actual use for people that need it, just getting feedback

[Shared by Lisa Stanksy, posted with permission] Please note: these resources have not yet been published for general use. For the moment they are in the preview, testing, and feedback phase.

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Security Deposit Refunds: This Spanish language information guide includes links to LawHelp Interactive interviews in Spanish to generate letters for different stages in the deposit recovery process. The letters appear in a dual-language English/Spanish format.

<<https://lasc.libguides.com/c.php?g=1070883&p=7796125&preview=365c305780df78f6b40740c402ace884>>

Unpaid Wages: This Spanish language information guide includes a link to a LawHelp Interactive interview in Spanish to generate an unpaid wages demand letter in a dual-language English/Spanish

Lisa Stansky: Thanks all for any feedback you have and for your support!
[Lisa J. Stansky, Technology Project](#)

[Southeast Louisiana Legal Services](#)

lstansky@sls.org

KA: forms statewide, or parish-specific?

- Building on previous project - some forms already automated are statewide, provided for by statute
 - Provisional custody by mandate
 - Expungement
 - Unpaid wages demand letter (Not court form, took lawhelp resource and adapted)
 - Security deposit resource (same
 - Compensation benefits
 - Courts not open to spanish forms
 - Forms in english -
 - Judicial review not provided by statute
 - Provided by employment and benefits unit

[What are LibGuides?]

- Powerful tools produced by Libraries - learn more from your law libraries to amplify public resources you offer

a. Impact of FTA in zoom hearing

Strategies & Occurrences - how do we lessen the impact of “failing to appear” when tech doesn’t work out?

- Orders of Intent to Rule
 - Device was used to help parties see the direction she was headed to give opportunity to further negotiate to incentivize a resolution of their own
 - KA: perhaps this could help as a tool today to give people protection today?
- Reactions:

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- KA: motion to set aside resources might exist; but other approaches?
- AK:
 - [SRL law practice perspective] Notice to Intent to Rule is too complicated for SRL to understand – too legalise. They don't know what to do in order to respond to that Notice – legal process is not understandable
 - Serving on the web - if debt collector serves/files for CC company, sends by certified mail; client was afraid to open and answer, wasn't sure what to do; didn't do anything; they submitted motion to serve by court website page [one day a week for a month = no response equals default]; public doesn't know this, or to look here; don't know they've lost; get asked to sign confession of judgements
 - SRLs struggle to know the impact or process
 - We need legal navigators so people know what to expect.
- MI: I have suggested that the court offer Zoom kiosk in the courthouse. Where there would be reliable computers, cameras, microphones, and internet. We do have litigants who come to the courthouse, confused, but although here have failed to appear by zoom.
 - KA: Any jurisdiction with notice of intent to rule: Not on this call

b. Paper and electronic filing

- NJ: implemented online filing system; system going through continual development; has been working well
 - Court users seem accustomed to the system
 - Instruction video
 - Still hearing from public about problems; they have a tech support desk
 - May be intimidated by digital world
 - Confusing to scan and upload forms
 - Forms require signature notarization
 - Proves to be challenging to people not accustomed to MANAGING electronic services
 - Still accepting mail in – not a lot coming in
 - People need a laptop or desktop at home - difficult barrier on mobile only SRLs
 - Ombudsman program – looking at ways to bridge the digital divide
 - LEP public particularly at risk
 - Ombudsman get calls from public
 - Ways to catalog help through them (feedback from other services)
 - [Existing feedback loops]
- KA: is there a way to determine who ISN'T getting help
 - Compare case numbers?
 - Optimize feedback loops from people serving the public to track the people that CAN'T GET IN.

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c. Triage for in-person help vs online help

- NJ: courts are trying a triage system at main courthouses where computer terminals are used to help people navigate to appropriate help
 - Court buildings are still closed except for limited number of employees
 - Still getting people coming in to talk to someone
 - Discovered that not a lot of people are using the system – it could be that people don't expect the court to be open
 - Court services are open but not trials or hearings – confusing messaging

d. Community Feedback/Engagement

e. How we strengthen self-help going forward

2. Eviction

a. Info on options/rules in place within a jurisdiction

b. Forms to assert new defenses

c. Diversion

Communication Problem - how do we keep the public informed?

- SRLs, pro bono attorneys and the public – jurisdiction by jurisdiction; local practice by local practice | What strategies are there?
- Getting help in the hands of the people new measures are intended to protect; courts need to take on the role of informing the public

Voices for Civil Justice – elevate issues involving civil justice stories of people navigating court justice; pandemic has opened up pathways to get to the media

- Ask help for stories of people facing eviction and landlords are defying CDC order/pressing order despite CDC order; in jurisdiction where order is being misapplied (TX, MD, others); send out form link to share stories of SRLs moving through process and have capacity and willingness to tell story - add info and they'll reach out

NC: re: how to get word out to public

- Difficulty with court systems adopting measures to promote the moratorium (less aggressively) than advocate community would like; putting out info through their channels, but couldn't get form implemented with court
- Implemented Guide & File via Tyler Tech - launched a few weeks ago
 - Able to post info about the declaration and moratorium through landlord/tenant facing doc interview – the only way the court has done this
- Declaration is NOT in Guide and File instead – temp website sends person to the information

NM: developed Landlord/Tenant Settlement Facilitation program. Help the landlord and tenant work out a payment plan and share local resources.

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WI: In Milwaukee, WI the commissioners are giving tenants a two week adjournment to complete the declaration and give it to the landlord.

TX: Encouraged that people are learning about the form outside

- Asking what is CDC form, how do I use it?
- Need to work on getting it out there – self selecting group that finds the help, but the public is asking about the CDC form

AR: We are really interested in how state supreme courts are weighing in with additional guidance. The NCSC had some great resources, including an excellent example from RI. Has anyone run across any other good examples?

FUNDING:

<https://www.pewtrusts.org/en/research-and-analysis/articles/2020/08/26/state-courts-seek-resources-to-support-operations-during-covid-19-pandemic>

[Select excerpts]

Pew Charitable Trust: Funding to Support Courts During & After COVID-19 Pandemic
Pass-through funds—which can include [block](#), [formula](#), and [open-end reimbursement grants](#) generally give states flexibility in making funding decisions. That means courts can consider tapping this money to support a broad range of operations, including technology integration, self-help strategies such as legal information and fillable forms for those representing themselves, and partnerships with civil legal aid organizations.

...

She [Karen Lash] added that expenses incurred to move court operations online, enable [remote hearings](#), institute online chat functions, and purchase new online self-help tools and other technology solutions are all allowable uses of the funds appropriated as part of the pandemic response.

Grant matrix mentioned on call:

https://www.ncsc.org/_data/assets/pdf_file/0025/52459/Grants-Matrix.pdf

- Include Self Help in funding requests
- Many people do not qualify for all services

General Outline & Notes for Problem Solving Call July 30, Noon eastern

- 1. Intro**
- 2. Self-Care: meditation**

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3. Successes / News from other networks?

- a. Reminder: [ABA Task Force](#) resource page. See especially [Emily Benfer's memo synthesizing remote](#).

4. Focus on:

FUNDING STRATEGY ALERT: [CSBG Funds](#) may be used to fund self-help for Housing cases. [Katie Dilks](#) from Oklahoma reported establishing a successful partnership with the local Community Action Agency to support the creation of a housing self-help center (Oklahoma's first self-help center ever. Congratulations Katie and OK!)

a. Updates on self-help centers

- i. Mix of remote and in-person, with some locations creating an intentional triage process to distinguish between those that need in-person versus questions that can be handled remotely.
- ii. Some public confusion as to whether courts are open, closed, in between, whether email still works etc
- iii. Budget cuts are shifting staff away from self-help to front counters

b. Community communications & outreach regarding reopening

- i. Partnerships developing between courts and libraries, colleges, and k-12 schools in effort to get information to the public
- ii. Interest in developing navigators programs with these new partners

c. Diversity, equity, and inclusion work

- i. **SRLN Brief in development**

d. Evictions

- i. By acclamation, it was decided to have an eviction call in August. Please watch the list for scheduling. In the meantime, please share

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any resources with info@srln.org you have developed for the public on evictions and we will organize and make those available.

5. **Media Update from Sam Scarrow**, Media Relations Manager at [Voices for Civil Justice](#), will brief us about the current surge of media interest in the Covid-precipitated eviction crisis.

Engage with Voices

Voices is asking for stories of people facing civil legal problems (including and especially eviction) during the pandemic. **Submit a story** and we may use it in media outreach, provided the person whose story you're submitting has indicated they would speak with media. You can submit a story at this link:

<https://forms.gle/zAPvFgFizKHTfy5D6>

Sign up to the JusticeVoices network to connect with peers around the country on communications and find opportunities to elevate your work in the media. You can do so at this link.

<https://voicesforciviljustice.org/for-advocates/get-involved/sign-up/>

6. Other?

General Outline & Notes for Problem Solving Call June 30, 4pm eastern

1. Intro
2. Self-Care: meditation
3. Successes / News from other networks?
 - a. [Meditation](#)
 - b. COVID response remote hearing resources

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i. NCSC's [Joint Technology Committee](#)

https://www.ncsc.org/_data/assets/pdf_file/0014/41171/2020-06-24-Managing-Evidence-for-Virtual-Hearings.pdf

ii. California Commission on Access to Justice

<https://calatj.egnyte.com/dl/THIVsbbN4q/>

4. What are you hearing from the public, how is trouble shooting with the public being handled, and what future mechanisms can there be to address both customer service and integrating feedback for the improvement of systems.

- [IAALS Report on Public Trust and Confidence](#) released June 29, 2020
- [Reuter's Report on Judges](#) published June 30, 2020
- [ABA/Stanford Design Lab Analysis of Free Legal Answers](#) patterns to plan public education, marketing and volunteer recruitment prior to times of peak use and keyword-based outreach that reflects terms commonly used by clients.

5. Thanks and next call July 30, 2020

General Outline & Notes for Problem Solving Call June 25, Noon eastern

1. Intro
2. Self-Care: meditation
3. Successes / News from other networks?

LAAC's Remote Hearing Guide <https://calatj.egnyte.com/dl/NgkJzeDG7/>

4. [Emily Benfer](#) - housing and eviction crisis

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Recent editorial by Professor Benfer with links to the [Eviction Lab](#) and more:

<https://www.nbcnews.com/think/opinion/coronavirus-rent-freezes-are-ending-wave-evictions-will-sweep-america-ncna1230916>

5. Other?

General Outline & Notes for Problem Solving Call June 23, 4pm eastern

2. Intro

3. Self-Care: meditation

6. Successes / News from other networks?

From Claudia:

<https://www.aspeninstitute.org/events/disconnected-covid-19-the-digital-divide/> This is key to understand the digital divide as it exists right now. 59 minutes--well worth watching.

My court Card from Orange Co CA

https://dynamics.microsoft.com/en-us/crm/what-is-crm/?&ef_id=EAlalQobChMI4Pu45-KY6gIVVB-tBh1Fig9iEAAYBCAAEgIkP_D_BwE:G:s&OCID=AID2000546_SEM_EAlalQobChMI4Pu45-KY6gIVVB-

https://www.capterra.com/sem-compare/customer-relationship-management-software?gclid=EAlalQobChMI4Pu45-KY6gIVVB-tBh1Fig9iEAAYASAAEgLBOfD_BwE

Live chat, sms texting; see also

<https://blog.lawhelpny.org/engaging-with-empathy-lawhelpny-sees-spike-in-livehelp-chats-during-pandemic/>

7. Round-Up and Planning for Future

Topics on our calls

- POA
- Court Reopening Strategies
- Transitioning to Digital Services: efilings, esignatures, forms, hotlines, hearings

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- Connecting with networks connected to communities: aging network, disaster network, public libraries; community coalitions
- Usability is important
- Case for Self-Help
- High Volume Dockets - keep in mind the surge (custody, divorce, probate, debt collection)
- Preserving changes and improving user experience
- Continuity of Services
- Community focused responses - outreach to the public

8. Other

Nursing home evictions (Sarah Galvan) - working as a model and preparing a cohort of legal aid to handle cases. Interested in hearing about how they might be able to integrate in the self-help world

- More referral and guidance material from states through self-help to bring up the issue nad notify their
- Justice and Aging

General Outline & Notes for Problem Solving Call June 18, Noon eastern

3. Intro

4. Self-Care: meditation

9. Successes / News from other networks?

10. Check-in on Ability to File, Continuity of Operations, Safe Re-Opening

11. The Honorable Eric Smith (Ret.) designed and implemented a [restorative justice initiative](#) (forms, agreements, etc included) commonly called [Circle Sentencing in Alaska](#) that included amendments to [Alaska Criminal Rule 11\(i\)](#) and [Alaska Delinquency Rule 23\(f\)](#) to authorize judges to refer cases to tribes and other entities /communities for recommendations as to the appropriate sentence or disposition. This is an example of concrete action courts can take to begin to address implicit bias and systemic racism. Judge Smith also recently published an article, [Some Thoughts on Engaged Judging](#), in [Court](#)

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[Review](#), a publication of the [American Judges Association](#). This article will be of particular interest to those concerned with the role of the judge in SRL proceedings. Judge Smith can be reached at ericsmith.ti@gmail.com.

12. Other?

June 16 Call

Cancelled so that people could attend the NLADA webinar [Understanding Race and Social Dominance: Seeing and Dismantling White Supremacy and Structural Anti-Black Racism](#) presented by Professor Carlton Waterhouse, Professor of Law at Howard University School of Law. Recording will be available. Also please see [NLADA's Racial Justice page](#).

General Outline & Notes for Problem Solving Call June 11, Noon eastern

4. Intro

5. Self-Care: meditation

13. Successes / News from other networks?

14. Remote usability testing and user engagement:

A) [Mathias Burton](#), Director of Product Research and Design at Tyler Technologies, presented and can be reached at mathias.burton@tylertech.com. Here is his [Slide Deck from the presentation](#) and the [recording of his presentation](#).

B) [Amanda Brown](#), Executive Director of Lagniappe Law Lab, recently tweeted about the [release an online user recruitment intake tool](#) built using Community.Lawyer (the tool is free for folks to [duplicate and modify](#))

15. Other

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General Outline & Notes for Problem Solving Call June 9, 4pm eastern

1. Intro
2. Self-Care: meditation
3. Successes / News from other networks?
4. Court Re-Opening
 - a. Workplace safety
 - b. Staff cuts
 - c. Backlog
 - d. Eviction Moratoria lifting (please see attached ppt from [Emily Benfer](#) who will join us June 25 to discuss eviction matters more deeply)
 - i. See Alaska packet for judges
<http://www.courts.alaska.gov/covid19/evictions-faq.htm>
The district court letter to be sent to tenants is not a link, but it's taken from Alaska Legal Service's version, which is linked to in our FAQs and is here:
<https://alaskalawhelp.org/resource/financial-hardship-statement-for-rent-or-utilities?ref=Zp83A>
 - e. Also see resource that was published last week by NACDL (the National Association for Criminal Defense Attorneys) called *Criminal Court Reopening and Public Health in the COVID-19 Era*, available at <https://nacdl.org/getattachment/56802001-1bb9-4edd-814d-c8d5c41346f3/criminal-court-reopening-and-public-health-in-the-covid-19-era.pdf>.
5. Stacy Butler will lead a conversation about the importance of courts or self-help centers to solicit and capture feedback from the public

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regarding the usability of new, rapidly-created remote court strategies, as well as COVID policies.

- a. NOTE: The [UK has concluded its rapid response review](#), but unfortunately only 11 SRLs responded. We would like to hear from anyone in the US courts or legal aid organizations who are collecting user feedback on their experiences under the COVID protocols.
6. Addressing implicit bias and systemic racism in the courts - discussion of strategies. Please see also recently released article from Victor Quintanilla, [Doing Unrepresented Status: The Social Construction And Production Of Pro Se Persons Production Of Pro Se Persons](#). Professor Quintanilla has, through rigorous study, documented the bias against SRLs by judges, and in this article also explores the compounding impact if an SRL is a person of color or otherwise seen as having lower social status.
7. Other?

General Outline & Notes for Problem Solving Call June 2, 4pm eastern

1. Intro
2. Self-Care: meditation
3. Successes / News from other networks?
4. Continuity of Operations, Capacity Building, Court Re-Opening, Ability to File: How do we include SRLs in planning?
 - a. Maintaining neutrality while supporting engagement
[Richard Zorza wrote on this in 2004](#). And while the article focuses on judicial engagement within proceedings, the analysis and principles apply in all that the court does. Of particular not and worthy of discussion at this time are the following:

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- Judicial neutrality and judicial passivity are very different, and should not be confused.
- In the pro se context, the appearance of neutrality and true neutrality are often very different, and true neutrality often requires a form of engagement that may seem inconsistent with traditional expectations for the appearance of neutrality.
- This apparent contradiction can be resolved by the development of a transparent style of judging, in which judicial engagement is demonstrated to be in the service of true neutrality. Moreover, while the perceived fears of the dangers of engagement are perhaps greatest at the (rarely occurring) trial phase, such an approach is equally valid and needed in the other phases of judicial involvement with cases, including supervision of the participation of other components of the court system.

b. True engagement calls for a systematic approach to including the user voice. Katherine Alteneder and Eduardo Gonzalez will present on a recently released study they conducted in 2019 for the Florida Commission on Access to Civil Justice entitled *Learning from Self-Represented Litigants and Their Trusted Intermediaries*. The project included a Florida specific analysis, but also produced a number of tools that can be used by any jurisdiction. Today's presentation will focus on relevant aspects of the report for this call. There will be additional presentations in the future that will discuss the study more in depth.

Please see attached.

5. Other?

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Attend CaliCon this week ! Register for free here:

https://www.eventbrite.com/e/calicon2020-virtual-conference-tickets-101909927336?utm_source=eventbrite&utm_medium=email&utm_campaign=reminder_attendees_48hour_email&utm_term=eventname&ref=eemaileventreminder

This conference is free and should offer a great opportunity to learn how to conduct virtual events like this in our community whether it is a conference or virtual convening.

General Outline & Notes for Problem Solving Call May 28, 12pm eastern

- 1. Intro**
- 2. Self-Care: meditation**
- 3. Successes / News from other networks?**
- 4. Court Reopening Plans (revisited)**
 - a. New questions?**
 - b. New materials?**
 - c. Any insights?**

Some helpful resources on this topic –

Michigan has published a [Toolkit for Returning to Full Capacity](#), [specific resources for SRLs](#) and [guidance for courts](#) on how to work with SRLs (FAQ #1)

The [NCSC Webinars](#) have touched on several topics surrounding court plans to reopen. Watch their [Reopening: Strategies and Costs webinar](#).

[NACM has been publishing weekly podcasts](#), several on the topic of court reopening

- 5. Interactive Brainstorm follow-up**

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6. Other?

Remember: "What I've done today is enough."

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General Outline & Notes for Problem Solving Call May 21, 12pm eastern

- 1. Intro**
- 2. Self-Care: meditation**
- 3. Successes / News from other networks?**
- 4. Interactive Brainstorm: SRLN's Case for Self-Help**

SRLN wants to craft a clear statement of case for self-help and why it matters. Ultimately, we hope to build support and content for the continuation and ongoing development of services for the self-represented. The conversation will focus on making the case for self-help in your justice ecosystem with the goal of generating content for a document you can use to advocate for support of self-help services in your jurisdiction (resources, statistics, practices, arguments, strategies).

Brainstorm Agenda

- Set out the problem statement
- Discussion 1 | Your idealized vision of self-help
- Discussion 2 | Strategic approaches to reaching that vision

You do not need to be a self-help professional. Self-help is intended to provide help to *all* and the best approach to deliver this help is often through collaborating across traditional and nontraditional stakeholders. Self-help isn't just a court project, rather it is a service courts can provide that integrates the nexus of available resources across a community.

I will leave the document live for the rest of the month and generate a formatted version of what you all are thinking for the start of June.

[Interactive Brainstorm Document](#)

If you would like to schedule a call with me to discuss this topic please feel free to schedule a time with me!

Here is the link to the Justice For All Materials I mentioned on the call. [Follow this link](#) to "Guidance & Materials".

Categories of support for SRLs:

- (1) Goal of courts is to produce outcomes based on substantive results, not technical or procedural failings

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(2) Court users are increasingly without assistance in a system designed for lawyers to be educated on how to navigate (people need guidance)

(3) Self help becomes the baseline for court offerings (services/resources/programs) (Unassisted self help > Assisted self help > Navigators > Limited scope > Full representation)

(4) Cost effectiveness: productivity, efficient and speedy decision making, streamlined doc review (bigger bang for buck: self help material is accessible to all)

Please email Eduardo@srln.org if you have additional categories you would like to include.

Poll Outcomes!

During our session we used a poll to check-in with the audience and I'm including those results below. Note that the polling feature doesn't capture spaces, so some of the words might be weighed incorrectly. Take these as approximations!

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How is everyone feeling?



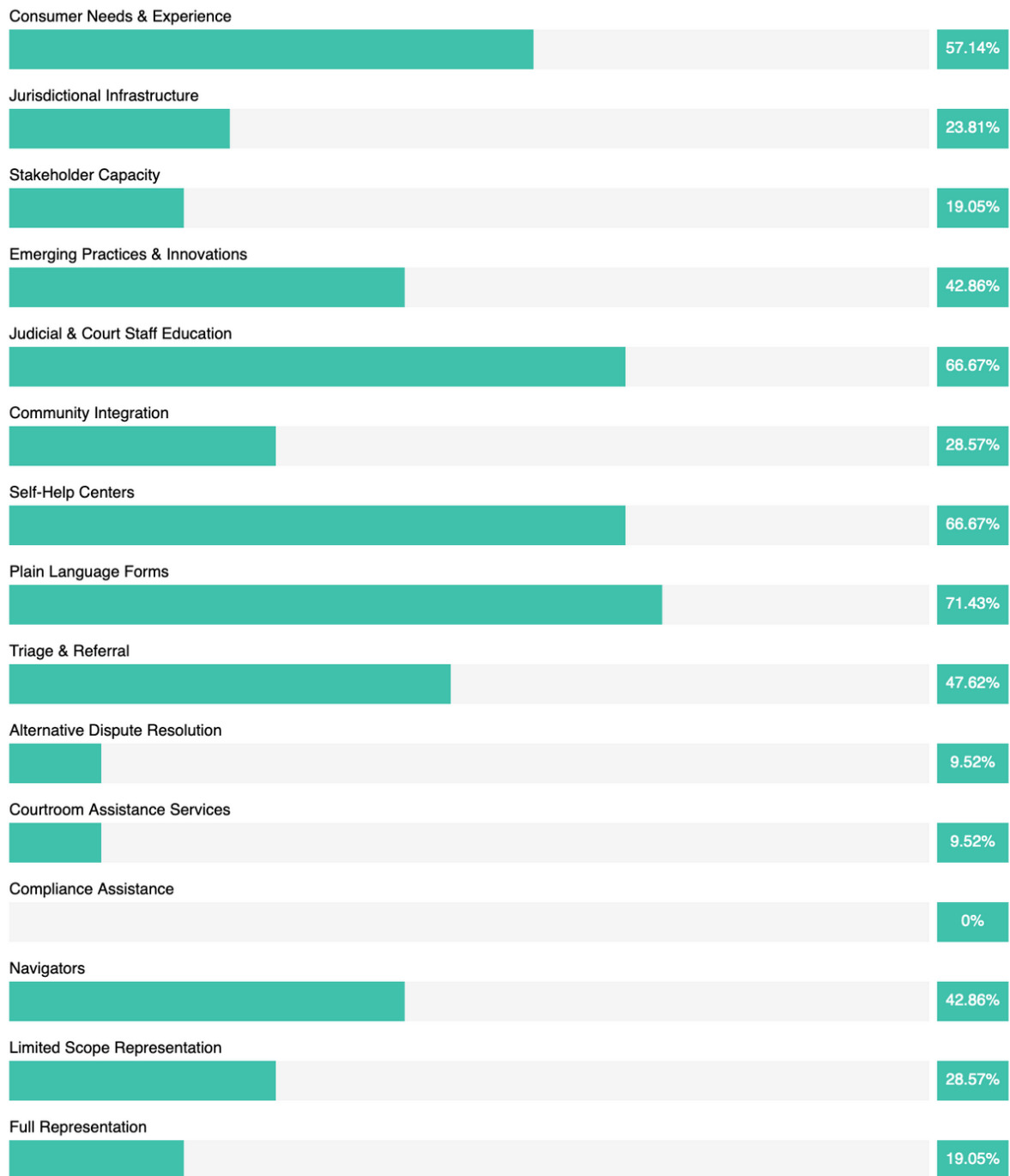
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What perspective do you bring today?



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With what JFA component(s) do you have experience?



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What self-help type of resource have you used the most?



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What words would you use to describe SRL experience you observe in your work?

frustrating
surprising anxious
tenacious stressful
embarrassed
fear scared
anger varies with
forms also
lost confusion
clunky local-instructions
overwhelming tough
crying unceasing
ambiguous tension

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General Outline & Notes for Problem Solving Call May 19, 4 pm eastern

1. Intro

2. Self-Care: meditation

3. Successes/News from other networks?

4. Continuity of Operations - engaging lawyers for self-help in lawyer/attorney for a day programs/unbundled offerings

For our substantive conversation, we will be checking in to see if folks are successfully operating self-help offerings involving lawyer consultations. And if so, how? What software are you using? What part of your services are operating?

If you have a LOD/AOD or unbundled program but haven't been able to operate because of remote transitions or other concerns around virtual engagement, we also want to hear about the challenges you're facing. These programs are so incredibly helpful to SRLs.

5. Advocacy for what's next - special format

This Thursday, May 21 at 12 pm EDT -

Interactive Brainstorm on: The Case for Self-Help Centers

Join us on Thursday for a modified format to our usual Problem Solving Call. Our conversation will focus on making the case for self-help in your justice ecosystem. Alex Smith Davis and I will be leading the group in a virtual design brainstorm to surface resources and strategies for advocating for self-help. We want to hear what you have been able to point towards to support self-help services in your jurisdiction (resources, statistics, practices). SRLN wants to craft a clear statement of case for self-help and why it matters. Ultimately, we hope to build support for the continuation and ongoing development of services for the self-represented.

If you attended the SRLN Self-Help Bootcamp before the 2020 SRLN Conference in Nashville, TN in March, we would especially love for you to join us. The conversation may feel familiar and your reflections on those sessions would be welcome! I want to build on the ideas and feedback we received to generate a powerful call in support self-help.

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6. Other

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General Outline & Notes for Problem Solving Call May 14, Noon eastern

- 1. Intro**
- 2. Self-Care: meditation**
- 3. Successes/News from other networks?**
- 4. Continuity of Operations**

Leveraging existing community networks - Disaster Networks

[Kathy Grunewald](#), Disaster Coordinator Attorney, Legal Services of North Florida, Inc., has worked extensively over the past years to build relationships and engagement between her legal aid organization and her community's disaster network and she is joining us today to discuss how tapping into existing networks can help build resilience before, after and outside of a disaster – beyond that, we'll have a chance to discuss how these relationships surface new opportunities for collaboration in your community. Kathy will also help us understand what [VOADs and COADs](#) are.

- Working on an LSC grant to bring together legal and non-legal entities to respond to disasters. Connecting those impacted by disasters with legal services. How can connect back with non-legal responders if clients need support outside of legal needs.
- Began in January of 2019. At that time, Kathy didn't know anyone connected to the disaster recovery sphere. Early in February 2019, she attended an annual conference of emergency response stakeholders including VOADs (Voluntary Orgs Active in Disaster). Began introducing herself, collecting business cards, and sharing what legal services does, what resources are available, and who is served.
- Prepared a survey that she sent out to stakeholders active in disasters re: what legal issues they were seeing. 150 respondents who work post-disaster.
- Knew that the first place people typically go post-disaster is to the public library. In FL, libraries have e-gov computers where people apply for benefits, check email, use regularly. Kathy spent time speaking with librarians re: typical case scenarios and where people could find help -i.e. legal services programs, FL bar program, law help resources, hotlines (post-disaster FEMA hotline).
- Kathy did the same thing w/ the FL law librarians org re: what local legal services programs do for disaster survivors.
- Long term recovery groups all over FL (and country) where residents go for assistance. Kathy wanted these groups to be able to recognize a legal problem and where to refer them for legal support. Kathy presented, showed up w/ information in anticipation of hurricane seasons (volunteers who helped survivors, ppl who have experienced disaster and need assistance), and ensured information was there for legal referrals.
- Making these connections has led to:
 - Presenting at the emergency conference in 2020 she noted first attending in February 2109.

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- Last year at the Hurricane Conference, Kathy met a woman who worked in the state emergency ops center and sent a follow up email re: legal services. From there, she was networked with people at the state level who work in emergency recovery. Kathy is now included in the state emergency operations response (regular calls- daily w/ COVID). Makes a significant difference in knowing how recovery works, who runs what, and how to manage referrals from legal out and legal back in.
- Question: future of this? Outside of a disaster, what opportunities does this new network offer?
 - Hosted a big conference in Panhandle. Was a way to meet people, talk to people, and share info on services. Mostly non-legal responders who attended. Librarians, etc. Also scheduled to have a two day statewide conference in Orlando that was postponed due to COVID.
 - Impact of efforts will continue to evolve as time goes on. Currently adapting to respond to the current COVID crisis. Because of the existing relationships Kathy has with the emergency response network, she has been able to be a part of the COVID response and recovery prep. This has given her an opportunity to share information re: what legal services clients will face as challenges as they come out of this health emergency. Acting as a stakeholder in the emergency response network has given Kathy a voice in disaster recovery that is going to continue.
- Kathy's advice: Showing up is key- and then continuing to show up- to the touchpoints where response network meets, convenes, responds. As you show up, the circle grows.
- Question- is there a culture in your office re: this network when considering outreach?
 - Yes. We have a separate disaster practice group. Work done in prep and work that's done after. The network is on everyone's mind to ensure they are aware of what legal services are offered.
- Idea to take home- tons of networks and communities that already exist (disaster, aging) are ready made and have long-term sustainability. They're there for legal services to become a part of.
- Audience share- FL Free Legal Answers- to promote, reached out to local libraries, legal libraries. But also church organizations and civil organizations like the YMCA where potential SRLs are. Had an increase of people posting questions on free legal answers. Reaching out to orgs not in the legal world offers a great opportunity to so that everyone understands what resources are available.
- Eduardo- in FL study, on the user test and user perspective side, connecting with these organizations, gives a snapshot and ability to tap into people's experiences to understand pathways. Good for user testing and can reach them in places they're trusted.
- Different groups, neighborhood groups, always looking for a speaker and are happy to have legal services presentations. In current situation, may open up other channels of connection (i.e. Youtube videos).

Learn more about the [North Florida Disaster Collaboration Conference](#) held in August 2019.

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For those interested in learning more about the work being done in the legal aid community on disaster, please see [The LSC Disaster Task Force Report](#) and <https://www.disasterlegalaid.org/>

Two upcoming events:

- Also the ABA's YLD's Disaster Legal Services program will be presenting a webinar entitled, "[How Disaster Legal Services is Responding to COVID-19 and How You Can Help](#)" on Friday, May 15th at 2:00 pm ET. To register please visit https://www.americanbar.org/groups/young_lawyers/resources/webinars/yld-disaster-legal-services-and-covid-19/.
- COVID 19 in Courthouse- Planning to Get Back to Business- National Center- at 1pm Friday, May 15
- If other events are on others' radars, kindly share with Eduardo so he can include in SRLN's outreach
 - Shared in comments: Webinar:
 - Law librarians present to public librarians - Civil Legal Justice: The Crucial Role of Libraries - <https://www.webjunction.org/events/webjunction/civil-legal-justice-the-crucial-role-of-libraries.html> Will be a on-demand course in the fall.
 - And coming in June Libraries Prepare to Answer Civil Legal Questions in Times of Crisis <https://www.webjunction.org/events/webjunction/libraries-prepare-to-answer-civil-legal-questions.html>

5. Courts Reopen plans

Please share ideas for best practices.

- Minnesota is "slowly opening the dial" on the shift out of shelter in place. Considering # of people in the elevator at a time in the courthouse, going through security. Self-help question re: making information public regarding open operations.
- How are we making information public re: the new rules? Procedures?
- Best Practices after courts reopen? Models courts? Examples? Even at smaller courts? Story case samples to share how people are dealing w/ challenges they're seeing in their communities and responses. If you have these please email eduardo@srln.org. Also share successes, questions.

6. Other?

The deadline to respond to the ABA survey to Identify Current and Future Legal Needs Arising from the COVID-19 Pandemic is tomorrow, Thursday, May 14th. The survey is short – there questions, six including subparts – and is linked below:

[Survey: ABA Task Force on Legal Needs Arising Out of the 2020 Pandemic](#)

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General Outline & Notes for Problem Solving Call May 12, 4pm eastern

- **Intro**
- **Self-Care: meditation**
- **Successes / News from other networks?**
 - One state reports success of different agencies working together on 4d cases
 - John Grecean shared that [18 Ways That Courts Should Use Technology](#) to Better Inform Customers won an award for best article of the year. Also shared a 25 year retrospective piece with Katherine in SRLN.
 - Articles will be shared out to the listserv and in chat
 - John shared an success story of ODR: historically, AZ has had a 95% default rate on landlord/tenant cases. With the intro of ODR, now has 80% appearance rate of tenants in landlord/tenant cases.
- **Substantive Focus: Debt Collection**

Erika Rickard from Pew will join us to give us an overview and answer questions about their newly released report “[How Debt Collectors Are Transforming the Business of State Courts](#)” and to brainstorm about best practice considerations for SRLs and debt cases in the COVID world.

Note for instance as we consider discussion, that debt filings are only down ~35% in Utah suggesting institutional filers are able to keep filing despite shutdowns. Given our discussions on how difficult it is for SRLs to file papers in court these days (whether due to lack of technology or paper) how are SRLs going to be able to meaningfully defend these cases? What systemic responses might we have? For example, creditors could be required to include a printed answer form (that includes defenses, is in plain language, and attached FAQs, and SASE).

NOTES FROM ERIKA’S PRESENTATION

- Report is entirely pre-pandemic data and looked at civil caseloads overall

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- Caseloads have declined, against that backdrop debt collection cases have become the single most common type of civil case
- Most recent data was from NCSC from 2013 - Pew found only 12 states that collect debt caseload data. Debt collection is single most case type in 9 of these 12 states. Pew is trying to unpack this rise and why it matters. Plaintiff is almost always represented, the defendant is not. 71% default judgement rate across the board. Wage garnishments, liens on property, etc can still be consequences despite default judgement.
- Focused articulating how court works for those not familiar with court issues (i.e. mainstream media)- how court works and where dysfunctional in debt collection cases. Also trying to explain why this is helpful for understanding what is happening today with post-judgement collections seen across the country.
- As courts consider reopening/go online- a critical moment to rethink how these cases are being handled
- In small claims, self-help resources have been focused on the complaints. A lot of emphasis on the initiating party in the self-help work - less support on the responding party. The resource difference in this type of case- a 'mill' of identical paperwork from the plaintiff.
- Audience question- Is it too early or have you already started to receive reactions?
 - Circulated A2J Commission of Justices - spoke closely w/ Chief Justices (CJ s) from Michigan and Texas who are champions of this
 - Hopeful that debt collection will be a core part of the COVID rapid response work CJs putting together
 - Have done initial outreach on the report but not a lot of response since the report came out otherwise
- Audience comment: [Tech fellow](#) this summer who will put suite of debt collection forms for each side into auto-assembled forms through response generation.
- Discussion that this is going to be a growing concern w/ COVID. There will be more of these cases with both backlog and growing issues of debt in light of COVID. A challenge may be a significant part of court documents but not a big part of court's times. Can be articulated as inefficient for court leadership. Folks are also taking notice because decisions aren't being

made based on facts. Procedural changes may help level the playing field for consumers.

- Erika notes that she would like to talk to folks who would like to be part of the conversation. Currently looking at what emergency orders are in place and cost/benefits of decisions being made, research into online court proceedings, and additional research about debt collection cases more broadly. Hard to say which policies are having the greatest impact at the moment based on data. Hoping to get court level case data to build upon and also use for other case types. Want to have a wider range but first want to play out information re: debt collection lawsuits as it becomes more detailed and robusted.
- Audience question RE pleading deficiencies
 - Not too much detailed data on this. For example, was the notice faulty. Was it hard to understand? Or knew it was the case but didn't know what to do next? Have seen that a handful of places that have tried to make change in service, information available - don't have enough empirical evidence yet re: what of these are working.
- Additional audience comment: home foreclosures with debts being sold by finance companies initiated regulatory reforms. Led to some change. Can learn something from this? Civil debt seems less complex than property finance.
 - Erika underscored debt all private debt- loans, medical bills, school loans needs to be addressed
- Audience comment: impressed with analysis of debt buying and pay day lending.
 - Erika noted old debts purchased for pennies on the dollar w/ debt buyers then pursuing consumer for original amount of debt. Challenges with quality of information being passed on to debt buyer. Has been a growth industry that has increased with debt collection lawsuits. Pew was able to look at debt revenue. Legal collections is one of the categories. Revenue collecting on debt using courts or pre-litigation efforts is a significant part of their portfolios. A handful of companies are dominant plaintiff in cases

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where can see the data. For ex, in Oregon 40% of cases brought forward by 6 debt buyers.

- Audience comment: as court admin, did affiliate w/ funding unit approval w/ debt collection agency for uncollected fines and costs. Example of court that tested veracity of filings coming through. Debt collection agency that filed suit against the court and practices. Did reach all the way through to the Supreme Court.
- **Courts reopen plans**
 - **How are you engaging the voices of the multiple constituencies impacted changes?**
 - Anything from SRLs making its way into court reopening plans?
 - Erika notes that thinking about what can be done today with litigants experiencing debt issues is a critical part of the work. Common themes- people not realizing was a lawsuit, know there was a judgement. Need clearer resources in a more timely manner that people can use after a default has come their way.
 - Concerns expressed about programming/initiatives for interpreters on virtual hearings? What have people done w/ access in general to virtual hearings?
 - In Michigan's 36th district court w/ landlord and tenant cases. 90% of tenants SRL and a huge amount don't show. A group led by the Detroit Bar with court leadership to ensure courts are safe, hearings for unrepresented people, wifi hotspots in parking lots and libraries, community service centers to help SRLs appear. Sending out the paperwork with information with information about dispute resolution and Michigan's online dispute resolution program to let people know about these options. To resolve things before they get to the courthouse where health and safety concerns are present. Court training group provided one hour training for advocates on how to do virtual hearings, using advocates from the front lines to lead who have done Zoom court meetings, webinars, etc.
 - RE issue of masks in court, in Michigan if people don't show up with masks, that is being recognized as something the court must

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accommodate. Chief Judge was understanding so working on how to resolve this issue to ensure they're accessible.

- As long-term processes are considered, is anyone collecting SRL comments and feedback? If do hear something, please share with Eduardo and Katherine- actively working on gathering best practices
 - i. **If you cannot make the call, please respond to separate thread on listserv about your thoughts for SRL best practices or things to avoid**
 - ii. **See Examples from the [UK](#) and [Canada](#)**
- **International Commentary - will be added to SRLN COVID**
 - [Access to Justice in the Time of Corona](#) - EU
 - [Impact of COVID-19 on Justice Systems](#) - Global Access to Justice Project
 - [Remote Courts Worldwide](#) - UK led international compilation
- **Advocacy for what's next**
 - **The case for self-help centers**
 - **The need for more navigators**
- **Other**

General Outline & Notes for Problem Solving Call May 7, Noon eastern

- 1. Intro**
- 2. Self-Care: meditation**
- 3. Successes / News from other networks?**
- 4. What are SRLs asking about?**

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5. Ability to File

- a. E-mail, e-file, mail, fax, drop-off
- b. Fee waivers

6. Continuity of Services

- a. Filing numbers

7. Courts reopen plans

- a. How do we engage the voices of the multiple constituencies impacted by change?

Examples from the [UK](#) and [Canada](#)

8. Advocacy for what's next

- a. The case for self-help centers
- b. The need for more navigators

9. Other?

General Outline & Notes for Problem Solving Call May 5, 4pm eastern

10. Intro

11. Self-Care: meditation

12. Successes?

COVID eviction videos from MS <http://www.msatjc.org/self-help-videos>

13. Ability to File

- a. E-mail, e-file, mail, fax, drop-off

14. Continuity of Services

- a. Probate

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15. Courts reopen plans

a. [CCJ/COSCA Rapid Response Team](#)

The working groups—composed of court leaders from all levels of courts—will be tasked with identifying what the new normal is going to look like and how to get there.

Four working groups will be formed to study court management issues in the areas of: civil; criminal; children, families, and elders; and appellate.

A technology working group will focus on ways that online dispute resolution, videoconferencing, electronic filing, and other tools that have allowed courts to conduct business during the pandemic can be used more in the future.

A communications working group will provide guidance on how best to communicate with lawmakers, the executive branch, and the public.

b. [Webinar on planning for re-opening](#)

c. How do we engage the public's voice?

Examples from the [UK](#) and [Canada](#)

16. Advocacy for what's next

a. Protecting self-help and expanding navigators -- [potential for expanded national service programs](#)

17. Other?

General Outline & Notes for Problem Solving Call April 30, Noon eastern

18. Intro

19. Self-Care: meditation

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20. Successes?

21. Ability to File

- a. E-mail, e-file, mail, fax, drop-off
 - i. Focus on New Hampshire and [link to presentation from 2018 to SRLN Forms & Technology Working Group](#)

22. Continuity of Services

- a. Focus on Senior Services - [VOCA?](#)
- b. [National Center on Law and Elder Rights](#)
 - i. [Free Webcast: Strategies for Continuing Court Based Advocacy During the COVID-19 Pandemic](#)
 - ii. [Strategies for Providing Remote Legal Services to Older Adults](#)

See also:

<https://www.srln.org/node/508/report-making-self-help-work-bet-tzedek%E2%80%99s-conservatorship-clinic-bet-tzedek-2013>

[ABA Commission on Law & Aging](#)

[Elder Care Locator](#)

[Justice in Aging](#)

[The Older Americans Act and Home and Community-Based Services](#)

See: Administration for Community Living, at acl.gov.

c. Probate

23. Courts reopen plans

- a. [CCJ/COSCA Rapid Response Team](#)

The working groups—composed of court leaders from all levels of courts—will be tasked with identifying what the new normal is going to look like and how to get there.

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- Four working groups will be formed to study court management issues in the areas of: civil; criminal; children, families, and elders; and appellate.
- A technology working group will focus on ways that online dispute resolution, videoconferencing, electronic filing, and other tools that have allowed courts to conduct business during the pandemic can be used more in the future.
- A communications working group will provide guidance on how best to communicate with lawmakers, the executive branch, and the public.

b. How do we engage the public's voice?

24. Advocacy for what's next

- a. Protecting self-help and expanding navigators -- [potential for expanded national service programs](#)

25. Other?

General Outline & Notes for Problem Solving Call April 28, 4 pm eastern

1. Intro
2. Self-Care: meditation
3. Successes?
4. Ability to File
 - a. E-mail, e-file, mail, fax, drop-off
 - i. [Federal courts](#)
5. Substantive - are there systemic responses using admin orders with standardized content?
 - a. Custody & support mods
 - b. Debt collection - see [NCLC Protections from Garnishment](#)
 - c. Probate

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6. Benefits

- a. National Public Benefits - [Code for America](#)
- b. National UI - [Do Not Pay](#)

7. Courts reopen plans?

[Fed Courts](#)

8. Advocacy for what's next

- a. [Namati Survey](#) -- should SRLN do one?
- b. Opportunity to actually scale? Eg nat'l benefits platforms above
- c. Protecting self-help and expanding navigators -- [potential for expanded national service programs](#)

9. Other?

General Outline & Notes for Problem Solving Call April 23, Noon eastern

1. Intro

2. Self-Care: meditation

3. Successes?

4. Domestic Violence issues

5. Ability to File

- a. Fee Waivers
- b. E-mail, e-file, mail, fax, drop-off

6. Substantive - are there systemic responses using admin orders with standardized content?

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- a. Custody & support mods
- b. Debt collection
- c. Probate

7. Other?

General Outline & Notes for Problem Solving Call April 21, 4 pm eastern

1. Intro
2. Self-Care: meditation
3. Successes?
4. Update on previous topics
 - POA project -- thank you everyone who is volunteering to take responsibility for your state.
 - Briefs coming out soon on remote & outreach in the time of COVID-19
 - Recent SRLN calls of interest in unbundling, navigators, and law libraries
5. Continuity of Services for the Public
 - Libraries
 - Changing funding patterns
 - Making the case for self-help
6. Ability to File
 - Fee Waivers
 - E-mail, e-file, mail, fax, drop-off
7. Other?
8. Next call 4/23
 - DV

* [Back to srln.org COVID page.](https://www.srln.org/COVID)

- **Substantive - are there systemic responses using admin orders with standardized content?**
 - i. **Custody & support mods**
 - ii. **Debt collection**
 - iii. **Probate**
 - iv. **Other?**

General Outline & Notes for Problem Solving Call April 16, 4 pm eastern

- 1. Intro**
- 2. Self-Care: meditation**
- 3. Check-In on POA project**
- 4. Guest Speaker: The Honorable Stephanie Joannides (Ret.) will discuss strategies for the efficient resolution of cases - whether in-person or remotely. This conversation will address the following C-19 priority areas that have been identified by SRLN participants:**
 - a. Continuity of Services (regular proceedings and mediation)**
 - b. Addressing Substantive Issues Systematically**
 - c. Simplification and Policy Issues**
- 5. Other?**

* [Back to srln.org COVID page.](https://srln.org/COVID)

General Outline & Notes for Problem Solving Call

April 14, 4 pm eastern

Intro

Self-Care: meditation

Successes?

Update on previous topics

- **POA project -- thank you everyone who is volunteering to take responsibility for your state.**
- **How are the referral pipelines to the bar (privates, pro bono or legal aid) holding up**
- **Disaster networks?**

Continuity of Services for the Public

- **Is the paper moving?**
- **Remote court appearances**
- **Remote mediation**

Ability to File

- **Fee Waivers**
- **E-mail, e-file, mail, fax, drop-off**

Substantive - are there systemic responses with standardized content?

- **Custody & support mods**
- **Debt collection**
- **Probate**

Simplification / Policy Ideas

Other?

General Outline & Notes for Problem Solving Call

April 9, 12 pm eastern

Intro

Self-Care: meditation

Update on previous topics

- **POA project -- thank you everyone who is volunteering to take responsibility for your state.**
- **Civil incarceration**
- **Remote mediation - not ODR**
- **CARES act content and more**

Continuity of Services for the Public

- **The transition to remote: case study of CO that has managed to get most all court staff working**
- **More outreach and marketing ideas?**
- **How are you getting the word out that self-help is still available?**
- **How are the referral pipelines to the bar (privates, pro bono or legal aid) holding up**

Ability to File

- **Fee Waivers**
- **E-mail, e-file, mail, fax, drop-off**

Substantive - are there systemic responses with standardized content?

- **Custody & support mods**

* [Back to srlh.org COVID page.](#)

- Debt collection
- Probate

Simplification / Policy Ideas

What are you hearing from your human services partners? Are disaster networks activated - [VOADs and COADs.](#)

Other?

General Outline & Notes for Problem Solving Call April 7, 4 pm eastern

Intro

Self-Care: strategies to support staff & COVID response success story

Check-in on POAs and committee for long term policy reform/simplification

Continuity of Services for the Public

- How are you getting the word out that self-help is still available?
- The transition to remote
- Remote mediation

Adding new content to self-help pages about all the other things going wrong: Resources & Rules on eviction, debt collection, public benes, UI, mortgages etc.

* [Back to srln.org COVID page.](https://www.srln.org/COVID-page)

Civil Incarceration

Other?

General Outline & Notes for Problem Solving Call April 2, 12 pm eastern

1) Intro

2) **Self-Care:** strategies for working at home from Jackie Tucker, SRLN Member Engagement Specialist.

3) POAs - check-in

4) Issues

- a) One more issue re public running out of minutes on their phones: phones shutting off when folks can't pay their bills
- b) What process do you have to elevate issues for potential policy intervention?
- c) How can we minimize the coming gridlock & keep the courts working?
<https://www.youtube.com/watch?v=G3-yj0o8114&feature=youtu.be>
 - i) Keeping the filings coming: mail, fax, e-mail, e-file, drop-off
 - ii) Decisions on the paper
 - iii) Settlement conferences with judges
 - iv) Mediation
 - v) Other?
 - vi) Can we do more things administratively rather than full-blown hearings
 - vii) Find efficiencies in the system via simplification
- d) Payments to the court?
U.S. Department of Health & Human Services Children's Bureau, March 27 2020

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- 5) **Funding streams opening up** - Karen Lash provided a wealth of information which we will be summarizing and sharing

6) **Technology:**

- a) Getting phone minutes to the most vulnerable

There are some carriers that have volunteered to expand their service offering for 60 days. Please share your stories of how this is impacting access to justice - you can email us at info@srln.org and we can pass them along to those advocating on this critical issue.

Here are a few sources for more information on these charitable offerings:

NDIA list of free and low cost broadband plans:

<https://www.digitalinclusion.org/free-low-cost-internet-plans/>

<https://www.ctia.org/news/blog-keeping-us-connected-through-covid-19>

- b) Video Conferencing

- i) **Zoom** - while the [recent security concerns](#) ought to be carefully considered, Simon Boeme was interviewed explaining how to [safely use Zoom](#).
- ii) Counties are looking into **WebEx & Microsoft Teams**
- iii) Consider buying an audio bridge for anyone creating a meeting (see [BlueJeans](#) or [Pepix](#))
- iv) Consider utilizing mobile or portable setup to reach people
- v) Resource list from US Dept [HHS Children's Bureau](#)

- 7) What else?

General Outline & Notes for Problem Solving Call March 31, 2020 4 pm eastern

1. Intro

2. **Self-Care:** Melissa Moss spoke to us about the significance of secondary trauma in our sector (an issue that came up at the SRLN conference), and how that is now compounded by the primary trauma we may be experiencing. Invest in caring for yourself. Remember, what you have done today is enough.

* [Back to srln.org COVID page.](https://srln.org/COVID)

3. **POAs - getting Durable POAs, Kid POAs, and Healthcare POAs in one place**
- so far only aware of [Utah](#) and [Alaska](#) examples. We will continue to urge states to get these in place, along with explanations in many languages.
4. **SRLs running out of minutes and data on their phones** is creating challenges around telephonic participation and use of web based resources
5. **Notary Requirements:** these seem to fall into the following buckets: 1) eliminated in recent years as part of e-filing-sign “under penalty of perjury, 2) on-line notaries, 3) audio-visual recording and keep that in record for 10 years, 4) adding statement that notary is unavailable. Remember to check into whether postal staff are authorized to take oaths and whether that might be sufficient if you are in a state still requiring notarization.
6. **Wet signatures:** Like notaries, state approaches seem to turn on whether they have modified rules to accommodate e-filing.
7. **Filing of documents:** mail, e-mail, e-filing, faxing, and hand delivery were all discussed. There does not seem to be much consensus at this point and this issue will be addressed more in coming weeks.
8. **What else?**