

Friday, September 8 (continued)
Drake University Law School

IB, Room 201

Key Steps in Planning a Self-Help Assistance Program and Building Stakeholder Support

Start-up questions include: How do you build stakeholder support for setting up a program? What are the initial planning steps? What should initial service goals be?

Presented by: Deborah Chase, J.D., Ph.D., California Administrative Office of the Courts, Center for Children, Families & the Courts; Robert Graves, Executive Director, Chicago Bar Foundation

IC, Room 203

Collecting and Using Data

A court's data needs are different at different stages of program development. This session will address:

- Planning a new program—data useful in designing a new program and establishing a baseline for future evaluations;
- Starting a new program—What you need to know to adjust your program to fit the needs of your clients;
- Evaluating a mature program—options for assessing your court's services to self-represented litigants; and
- Obtaining and justifying your funding—what funding sources and other stakeholders want to know about your program.

Presented by: John Greacen, Greacen Associates, LLC, and Bonnie Hough, California Administrative Office of Courts

ID, Room 205

Using Triage to Give Self-Represented Litigants What They Really Need

How can assistance-program staff determine whether a pro se litigant needs social services, legal information and support, or is a candidate for alternative dispute resolution? What role can community partners play in providing services?

Presented by: Tina Rasnow, Coordinator, Self-Help Legal Access Center, Ventura County, CA; Art Thompson, Dispute Resolution Coordinator, Kansas Court System

11:00-11:15 am
Quiet Lounge

Break

Friday, September 8 (continued)

11:15-12:15 pm
PLENARY II
Room 213

Creating Forms and Instructions to Make Life Easier for Everyone

The speakers will comment on the process of developing self-help forms in their jurisdictions--why and how they did it and what benefits accrued and to whom. Then they will offer recommendations based on lessons they learned in the forms development and maintenance process. The recommendations will address such topics as political considerations in forms development, the benefits and drawbacks of statewide and mandatory forms, updating the forms, and elements of design that make forms understandable to users who are not law trained (e.g., content, language level, embedding instructions in the form, etc.). Participants will be encouraged to share challenges faced in developing forms and successes with overcoming obstacles.

Presented by: Susan Ledray, Pro Se Services Manager, Minneapolis, MN; Hon. Edward F. Vlack, III, St. Croix County Circuit Court, Hudson, WI

12:30-1:45pm
Levitt Hall, Old Main

Lunch

Participants will be seated with peers for informal information sharing and networking.

2:00-3:00 pm

Breakout Series II

IIA, Room 213

The Role of Attorneys in Pro Se Litigation

(See Breakout Series description on page 2.)
Presented by: Will Hornsby, Staff Counsel, ABA Standing Committee for the Delivery of Legal Services; Elizabeth Scheffee, Givertz, Hambley, Scheffee and Lovoie, Maine Family Law Attorney Maine Family Law

IIB, Room 205

Using Technology to Assist Self-Represented Litigants

Speakers address steps necessary to set up and maintain self-help websites, online chat-room support, document assembly programs and other technology-based mechanisms to assist the self-represented.

Presented by: Glenn Rawdon, Senior Program Counsel for Technology, Legal Services Corporation; Eve Ricaurte, Pro Se Coordinator, Iowa Legal Services; Lisa Colpoys, Executive Director, Illinois Legal Aid Online

Friday, September 8 (continued)

IIC, Room 203

***Case Management Techniques
for Pro Se Litigation***

Effective management of cases involving self-represented litigants requires action on the part of the litigant and the court. Litigants need to be informed of what their responsibilities are (through brochures, checklists, videos, etc.) so they can finish their cases. Courts act by scheduling status conferences, providing appropriate referrals to legal and nonlegal resources, and generally monitoring case progress. Statewide case-processing time standards and internal standards and case-management goals provide incentives for the court to move cases. Speakers will present ideas and strategies that help litigants, court staff and judges move cases through the system.

Presented by: Bonnie Hough, California Administrative Office of Courts, and Susan Ledray, Pro Se Services Manager, Hennepin County, MN

IID, Room 201

Key Steps in Planning a Self-Help Assistance Program and Building Stakeholder Support

(See Breakout Series description on page 3.)

Presented by: Deborah Chase, J.D., Ph.D., California Administrative Office of the Courts, Center for Children, Families & the Courts; Robert Glaves, Executive Director, Chicago Bar Foundation

3:00-3:15 pm
Quiet Lounge

Break

3:15-3:30 pm
Room 213

Introduction to the Team Process

(See Tab 12, *Team Materials*)

Presented by: Richard Zorza, Zorza Associates and Coordinator, Self-Represented Litigation Network

3:30-5:15 pm

Team Meetings

- Room 201, Missouri and Utah
- Room 203, South Dakota and Indiana
- Room 205, Iowa and Wisconsin
- Room 206, North Dakota and Minnesota
- Room 213, Kansas, Illinois and Nebraska

5:30 pm Buses return participants to Hotel

Dinner on your own

Saturday, September 9 (continued)

9:15-10:15 am

State Teams Meet to Finish Action Plans

Room 201 – Missouri and Utah

Room 202 – South Dakota and Indiana

Room 205 – Iowa and Wisconsin

Room 206 – North Dakota and Minnesota

Room 213 – Kansas, Illinois and Nebraska

10:15-10:30 am

Break

Quiet Lounge

10:30-11:45 am

Action Plan Reports

Room 213

A representative of each team briefly summarizes:

1. the main focus of his/her team's plan to assist the self-represented;
2. one major barrier to accomplishing the plan and how the team will address it; and
3. one initial step the team will take to implement their plan in the first 30 days after the conference.

Moderated by: Richard Zorza, Zorza Associates

Noon

Adjourn

12:15 pm

Buses return participants to hotel