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**Table 3: Local Program Descriptions**

<b>STATE</b>	<b>CLIENT GROUP (Type of Cases)</b>	<b>PROGRAM DESCRIPTION</b>	<b>SERVICES PROVIDED</b>
<b>Arizona</b>			
Self-Help Center Phoenix	Child custody; support; divorce; domestic abuse; guardianship; juvenile; orders of protection; and wills and estates	This in-court service center provides court information, court forms, and instructions. The center has more than 430 forms and instructions grouped in packets by process-and professional service rosters, including lists of lawyers and mediators. On-site attorneys provide ½ hour of advice through the Family Lawyers Assistance Project – a joint effort of the Maricopa County Bar Association and Community Legal Services	Forms and instructions Informational brochures and videos Staff answer questions Pro bono assistance; legal referrals; mediation Library access Office machines
<b>California</b>			
Alameda County Family Law Facilitator	Child custody; support divorce; domestic abuse	In two locations, Oakland and Hayward, program assists the court on calendars with large numbers of pro se litigants; provides several workshops per week on starting dissolution and paternity actions; responds to district attorney support cases; and brings motions for child support, custody, etc.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance; domestic violence assistance Pro bono assistance; legal referrals; mediation Legal clinics; self-help desk
Almador County Family Law Facilitator	Child support; paternity; health insurance issues	The office assists pro se litigants regarding child support, health care issues, and paternity establishment	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance; domestic violence assistance Legal referrals

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<b>California</b>			
Los Angeles County Office of Family Law Facilitator	Child custody, spousal support and health insurance issues	Assists parties with child support, spousal support and health insurance issues. The staff meets with parties individually to attempt to resolve their support issues. The staff does not give legal advice nor does it represent a party in an action. The office serves parties referred by the courts, through appointments at most court locations and walk-in parties. The office refers parties to the district attorneys office, Family Court Services, and other community agencies. It screens parties to receive a court appointed attorney and mediates child support, spousal support and health insurance issues.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance; legal referrals: mediation Conducts community education programs for local parents' groups, bar associations and legal aid organizations
Calaveras County Office of the Family Law Facilitator	Child support; divorce; and paternity	This program was originally available to participants two six-hour days per week. Services have been expanded to five days a week utilizing trained support staff. Individual appointments are available to persons with matters pertaining to child support, spousal support, day care reimbursement and health care reimbursement, and paternity. Service is offered over the phone, by mail and fax and in a classroom format. Referrals are made to other community programs and services.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance; legal clinics; legal referrals Mediation support
Colusa County Family Law Facilitator Program	Child custody and support Divorce Domestic abuse	The facilitator is a contract attorney who on a part time basis provides assistance to pro se litigants. The court clerk is available to answer questions and make referrals.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance; legal clinics; legal referrals
Contra Costa County Family Law Facilitator Self-Help Assistance Program	Child custody and support Divorce Domestic abuse Orders of protection	This center is a multi-faceted program established for self-representing litigants to provide educational materials; to distribute and help fill out court forms; to provide computer generated child and spousal support calculations; to prepare orders after hearing; and to refer parties to community agencies and other resources for legal advice.	Forms and instructions; Informational brochures and videos; Staff to answer questions; Paralegal assistance re proper completion of forms; Domestic violence assistance; Self-help assistance workshops; Legal referrals; mediation services; Self-help center; law library

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<b>California</b>			
Fresno County Family Law Facilitator	Child custody and support Divorce Domestic abuse	The facilitator assists unrepresented litigants in family law matters related to child support, spousal support and health insurance. The staff gives information and helps litigants prepare and file paperwork. The staff also acts as a liaison between the district attorney family Support unit, the clerk’s office and other community agencies.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance
Glenn County Family Law Facilitator	Child custody and support Divorce Domestic abuse Social security	The facilitator conducts weekly workshops on how to file a divorce, how to conclude a divorce, how to establish paternity and modify custody, visitation and support orders. The facilitator also runs child support calculations, provides handouts, brochures and referrals to other agencies.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Pro bono legal assistance Legal clinics and referrals Self-help center
Humboldt County Family Court Self-Help Center	Adoption Child custody and support Divorce; Guardianship Domestic abuse Orders of protection	The center makes available instruction manuals on substantive law and procedure in family law and provides research materials and a full service library. The center also conducts instructional workshops and refers parties to governmental agencies and community based organizations.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Pro bono legal assistance; mediation Legal clinics and referrals Self-help center and law library
Imperial County Family Law Facilitator	Child support Spousal support Health insurance issues	The family law facilitator meets individually with persons requiring assistance in choosing and filling out forms in connection with child support, spousal support and health insurance. Assistance is provided in Spanish to the many Spanish-speaking parties.	Forms and instructions Staff to answer questions Pro bono legal assistance Legal referrals Self-help center and law library
Kern County Family Law Facilitator	Adoption (minimal) Child and spousal support Divorce Domestic abuse Guardianship (minimal) Orders of protection DA child support UIFSA cases	The facilitator assists parties with forms and procedures on how to access the court and obtain orders. The services are delivered one on one in the Bakersfield office and by appointment in other rural sites in the county. Referrals are made by the clerk, judges, and attorneys. Typewriters, word processors, judicial council forms software, and child support software are available in a self-help area. Sample packets, check lists and blank forms are available in the outlying areas.	Forms and instructions; Informational brochures and videos; Staff to answer questions; Paralegal assistance; Domestic violence assistance; Legal referrals; Self-help center and law library

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<b>California</b>			
King County Family Law Facilitator	Child custody and support Divorce; guardianship Domestic abuse Landlord/tenant	The facilitator operates a clinic with scheduled appointments and walk-ins. Spanish speaking parties are asked to bring their own interpreters.	Forms and instructions Staff to answer questions Paralegal volunteer assistance Legal referrals; Self-help area Attorney assistance
Lake County Family Law Facilitator	Child support; divorce; health insurance issues; voluntary declarations of paternity	The facilitator, under Title IVD of the Social Security Act, helps parties with matters involving child support, spousal support, voluntary declarations of paternity and health insurance problems. The office works closely with the district attorney's family support division to resolve issues of current and past due child support payments.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Pro bono legal assistance Legal referrals; mediation
Mariposa County Family Law Facilitator	Child custody and support Divorce Domestic abuse Guardianship	Office provides assistance to self-represented litigants in family law matters, particularly in child support matters.	Forms and instructions Informational brochures and videos Staff to answer questions Minimal paralegal assistance Self-help center Office machine use
Mendocino county Family Law Facilitator	Child custody and support Divorce Domestic abuse Guardianship Orders of protections	The program assists pro se litigants in family law matters by preparing pleadings, explaining court procedures, and by assisting parties in resolving child support disputes informally with the district attorney's family support unit.	Forms and instructions Informational brochures and videos Staff to answer quesstions Domestic violence assistance Legal referrals; mediation Law library Office machine use
Marin County Family Law Facilitator	Child custody and support Divorce Domestic abuse	The program assists pro se litigants with procedural and legal information regarding child support. Sample forms are provided and help provided in completing legal forms for dissolution, custody, visitation and support, parental relationships, modification of orders and domestic violence restraining orders. The facilitator does outreach to the county jail, domestic violence organizations, schools and local community groups.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Legal clinics; mediation Office machine use

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<b>California</b>			
Merced County Facilitator Program	Adoption Child custody and support Divorce Domestic abuse	The program provides attorneys to give technical assistance to pro se litigants. No legal advice is given and there is no confidentiality	Staff to answer procedural questions Law library
Mono County Family Law Facilitator	Child custody Divorce Wills and estates	The Superior Court contracts with a Center for Settlement Services and its executive director, who is an attorney with special training in mediation and family law matters. This facilitator assists parents in resolving child and spousal support and health insurance issues that arise when parents separate. Priority is given to parents who cannot afford to hire an attorney.	Forms and instructions Informational brochures and videos Staff to answer questions Self-help center in progress Mediation Office machine use
Napa County Family Law Facilitator – Enhanced Program	Child custody and support Divorce Domestic abuse	The program helps all pro se litigants represent themselves in family law matters. These include child custody/visitation, child support initial orders and modifications. These matters are handled at a workshop. When family issues are complex, the facilitator schedules individual appointments. The office also offers a jail outreach project to provide information and legal assistance to the jail population concerning their parental rights and responsibilities.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Self-help center Mediation; paralegal assistance Pro bono legal assistance Legal clinics; legal referrals; law library
Sierra and Nevada Counties Family Law Facilitator	Child and spousal support Health insurance for children Paternity and time share	The facilitator offers assistance in all family related matters by explaining court procedures and helping prepare documents. Upon referral from a judge the facilitator mediates other family law issues and refers parties to attorneys upon need.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Self help center; mediation; paralegal assistance; pro bono legal assistance Legal clinics; legal referrals; law library Travel to rural pockets to provide assistance

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<b>California</b>			
Orange County Family Law Facilitator	Child custody and support; divorce; parental relationship	The office prepares and provides “How To” packets of forms for restraining orders, dissolutions, paternity and orders to show cause. Workshops are conducted, including a video on preparation of pleadings and the court process. One day is devoted to Spanish-speaking litigants. Facilitators regularly participate in workshops conducted by the Legal Aid Society. This is a full service office that prepares documents, filings, sets dates for hearings and serves papers. The facilitator is developing a public kiosk.	Forms and instructions; informational brochures and videos; staff to answer questions; domestic violence assistance, self-help center; mediation; paralegal assistance; volunteer attorneys provide legal assistance and make referrals of unbundled services to attorneys; legal clinics; legal referrals; interpreters
Plamas County Family Law Facilitator	Child support; paternity	No data	Forms and instructions; informational brochures and videos; staff to answer questions; paralegal assistance; legal referrals; mediation; office machine use
Riverside County Family Law Assistance Center	Child custody and support Divorce Domestic abuse	Attorneys are available in each family law court in the county to assist unrepresented parties in selecting and completing the necessary forms to put their issues in court. The attorneys help them to represent themselves. This assistance is given in appointment and workshop settings. The family law clerks, judicial office assistants and examiners review forms prepared and assist the parties in getting their documents ready for filing and serving	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Legal clinics Self-help center Mediation
San Benito Family Law Facilitator	Child support Spousal support Health insurance issues	The facilitator explains the law, helps parents complete forms, explains how to process forms and obtain a court hearing. The facilitator also refers parents to community agencies	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Self-help center

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<b>California</b>			
San Bernadino County Family Law Facilitation Center	Child custody and support Divorce Domestic abuse	This program operates full time in the central courthouse in San Bernadino and part time in outlying courthouses. The participants in the program come in on a drop-in basis. Individual help is provided, as well as forms and samples.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Legal referrals; legal clinics Self-help center Mediation Legal consultation
San Diego County Family Law Facilitator	Child custody and support Spousal support Divorce and legal separation Domestic abuse Orders of protection Parentage actions	The office assists self-represented litigants in selecting appropriate forms, helps them complete the forms and instructs them in proper procedures.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Legal referrals; legal clinics Legal assistance, not representation Self-help center
San Francisco Superior Court Office of the Family Law Facilitator	Child custody and support Divorce Domestic abuse Guardianship; juvenile law Orders of protection	The office provides assistance during 6 weekly support calendars and 3 weekly custody/visitation calendars. It provides individual assistance during drop-in hours and appointments in mediation of child and spousal support disputes. The office develops and distributes educational materials and conducts workshops on how to get a court date for custody and visitation issues. It also makes community referrals and does outreach.	Forms and instructions Informational brochures and videos Staff to answer questions and substantive questions Paralegal assistance Domestic violence assistance Legal referrals to pro bono attorneys Legal assistance, not representation Law library Mediation
San Joaquin County Family Law Facilitator	Child custody and support Divorce Domestic abuse Guardianship Orders of protection	The Family Law Facilitator is available 5 days a week on a walk-in basis or by appointment. The majority of time is spent helping both custodial and non-custodial parents in child support matters. In addition, there is a Family Law Pro Per Assistance program which is held daily from noon to 4:00 PM where unrepresented parties are assisted on a one-on-one basis with their forms.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Legal referrals; legal clinics Self-help center

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<b>California</b>			
Santa Barbara County Family Law Facilitator	Child custody and support Divorce Domestic abuse Orders of protection Spousal support Health insurance issues	The Family Law Facilitator is an attorney who assists parties with the completion of forms and provides them with information on how to prepare for hearings. The office does not provide legal representation.	Forms and instructions Informational brochures and videos Staff to answer questions Domestic violence assistance Pro bono legal assistance Lawyer referral service Law library Mediation
Santa Maria County Family Law Facilitator	Child support Spousal support Parentage Health insurance issues	The facilitator meets with pro per litigants by appointment to provide instructional materials required for initiating a hearing. New appointments are scheduled to review pleadings for accuracy and completeness. Periodic outreach programs are conducted.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Self-help center
Santa Clara County Office of the Family Law Facilitator	Child custody and support Domestic abuse Government child support issues	Beyond the mandated and optional services of the office, the facilitator maintains a connection to the welfare and support of children by assisting with emergency custody. The office has developed written and video resources to help parents in related areas where the office cannot directly assist, e.g. protection orders and divorce.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal clinics; Legal referrals; Self-help center; Mediation
Santa Cruz County Family Law Facilitator	Child support Spousal support Health insurance	The program helps litigants process forms, provides education in the law, and makes community referrals.	Forms and instructions Informational brochures Staff to answer procedural questions Paralegal assistance Legal referrals Mediation
Shasta/Trinity Counties Family Law Facilitator	Child support	The program offers informational assistance in family support cases including filling out forms and referral to other agencies.	Forms and instructions Informational brochures Staff to answer procedural questions Paralegal assistance

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<b>California</b>			
Solano County Family Law Facilitator	Child custody and support Divorce Domestic abuse	The program explains court procedures; assists in filling out papers; mediates differences of opinion; and helps prepare orders, but does not give legal advice.	Forms and instructions; Informational brochures; staff to answer procedural questions; paralegal assistance; domestic violence assistance; legal clinics; legal referrals; self-help center mediation
Sutter County Family Law Center	Child custody Child support Divorce Domestic abuse	Daily appointments and “walk-in” contacts with family law staff attorney; daily clinics on various family law and child support topics; computerized “self-help” lab and reference area with samples of routine legal documents; staff available to answer procedural questions and provide access to non-confidential court files; referrals to other community resources so that litigants don’t get “bounced” around	Forms and instructions Informational brochures or videos Staff to answer procedural questions Domestic violence assistance (e.g., order of protection) Legal assistance (pro bono) Legal clinics, legal referrals, self-help center, mediation, office machines (e.g., copier, computer, telephone) limited access, computers for research & legal forms, also: informational pamphlets & motion samples
Tehama County Superior Court Family Law Facilitator	Child support Spousal support Parentage	The court facilitator meets individually with persons requesting assistance. Forms are explained and prepared. Educational information is given regarding filing and serving papers and what to expect in court.	Forms and instructions Informational brochures/videos Staff to answer procedural questions Pro bono assistance
Tulare County Family Law Facilitator	Child custody and support; divorce; domestic abuse	The program teaches classes to pro se litigants on how to prepare form pleadings in cases related to child and spousal support. They meet with litigants to help research child support issues and create and distribute materials on how to establish paternity and child support orders. The program further helps non-custodial parents establish custody and visitation orders.	Forms and instructions Informational brochures Staff to answer procedural questions; Domestic violence assistance

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<b>California</b>			
Tuolumne County Office of the Family Law Facilitator	Child support Divorce Paternity	The office provides services four days a week using trained support staff. Individual appointments are available to persons with matters pertaining to child support, spousal support, day care reimbursement and health care reimbursement, and paternity. The office also offers assistance over the phone, by mail and fax and in a classroom format. The office makes every attempt to make appropriate referrals to other community agencies.	Forms and instructions Staff to answer procedural questions Paralegal assistance Legal clinics Legal referrals Mediation
Yolo County Superior Court Family Law Facilitator	Child custody and support Divorce Domestic abuse Guardianship	The facilitator assists pro se litigants in establishing, modifying, and enforcing child and spousal support orders and other orders on necessarily related issues; assists them in preparing child and spousal support schedules based on statewide guidelines; assists them in establishing paternity; provides referrals to community agencies and other resources as appropriate.	Forms and instructions Informational brochures and videos Domestic violence assistance Pro bono assistance Legal referrals Mediation
Yuba County Family Law Facilitator	Child custody and support Divorce Domestic abuse Health insurance Paternity	The facilitator, an attorney, is available to explain court procedures, and how to establish, modify and enforce support orders. Assistance is also provided in selecting and completing the proper forms, calculating support amounts, in establishing paternity, and in making referrals to community agencies.	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Pro bono legal assistance Legal clinics and referrals Law library
<b>Colorado</b>			
Arapahoe County Resource Center Pro Se Resource Center	Child custody and support Probate (beginning FY2000)	The resource center is equipped with workspace, a computer and a vast array of reference materials, community resource brochures, and information on legal aid. Child support guidelines and software are available for calculating figures. The pro se coordinator assists with procedural information on dissolutions and post decree modifications and checks forms for accurate completion before filing. Videos entitled "A Guide to Pro Se Divorce" are available in English and Spanish. The center also provides divorce clinics through local bar associations.	Forms and instruction Informational brochures and videos Legal clinics Legal aid referrals Self-help center Mediation

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<b>Colorado</b>			
Denver County District Court Information and Referral Office	Child custody and support Divorce Domestic abuse	A paralegal is on site daily to assist pro se parties by selling appropriate forms, assisting in filling out forms and offering a pro se video for viewing. Volunteer attorneys provide 1 ½ hour divorce clinics twice a month at the court. Mediation assistance is also available.	Forms and instruction Informational brochures and videos Staff to answer procedural questions Paralegal assistance Legal clinics Self-help center Mediations
Jefferson County Combined Court Self-Help Center	Child custody and support Divorce Juvenile law Orders of protection Civil Debt collection Landlord/tenant	The center provides resource referrals; sets all of the non-contested dissolution hearings; checks forms for completeness; has daily contact with litigants; conducts workshops and clinics; and creates new forms, instruction sheets, and informational flyers.	Forms and instruction Informational brochures and videos Staff to answer procedural questions Legal clinics Law library Mediation Referrals to appropriate agencies
El Paso Combined Court Pro Se Clinic	Child custody and support Divorce	The local domestic bar holds two clinics a month to answer questions about the filing of dissolution, custody and support actions. An additional clinic has been added for those parties in the final stage of the dissolution process	Forms and instructions available for purchase, free on the Internet; informational brochures and videos; domestic case manager answers; procedural questions; domestic violence assistance; self-help center; law library; mediation
Mesa County Combined Court Court Assistance	Child custody and support Divorce Domestic abuse	The office is involved in the pro se family court case from the time it is filed until the time of the final orders hearing and post decree. The coordinator reviews the pleadings, answers procedural questions, and reviews requirements to ensure quick and efficient case resolution. Litigants are also helped with motions, child support worksheets, and are offered resource information about ADR, counseling, and other programs available. The coordinator answers questions about what to expect in the courtroom	Forms and instructions Informational brochures and videos Staff to answer procedural questions Send domestic violence cases to local daily clinic Legal assistance Referrals to legal services Legal clinics put on by rural legal services program Law library accessibility

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<b>Delaware</b>			
Justice of the Peace Court	General civil Landlord/tenant Criminal	The office prepares and distributes informational materials for pro se litigants. Most of the materials are free; nominal fees are charged on others.	Forms and instructions Informational brochures
New Castle County Superior Court Information Booth	All types	The booth, staffed by court employees, provides information and forms to pro se litigants.	Forms and instructions Informational brochures Staff to answer procedural questions
Family Court of Delaware	All types	Plans are underway to develop a center for self-represented litigants, an access center, with staff to answer questions, provide forms and instructions and to provide access to unbundled legal services	Forms and instructions Informational brochures Staff to answer questions Unbundled legal services Legal referrals
Delaware Volunteer Legal Services	Most family law matters Most civil, no criminal	The Delaware Volunteer Legal Services (DVLS), a nonprofit corporation provides pro bono legal services to indigent persons with meritorious legal problems.	Forms and instruction Staff to answer procedural questions Domestic violence assistance Pro bono legal assistance Legal clinics and referrals
Community Legal Aid Society, Inc.	Child custody Domestic abuse Landlord/tenant Door to door sales Assistive technology	The society develops and makes available several brochures providing information to pro se litigants	Informational brochures
<b>District of Columbia</b>			
DC Bar Pro Se Plus Divorce Clinic	Child custody and support in context of divorce cases Divorce	The clinic is a two session workshop and is held at least monthly at the DC Superior Court. At each workshop, a team of 4 to 5 volunteers, consisting of lawyers, paralegals and law students assist between 15-25 pro se litigants in filing for divorce.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Paralegals assistance Pro bono assistance Legal clinics Mediation

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STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>District of Columbia</b>			
Superior Court Small Estates	Wills and small estates	Small estate specialists provide guidance and assistance to heirs of deceased individuals in completing the necessary forms to probate a small estate. All forms for initiating a small estate proceeding are available from the Small Estate Branch. The small estate specialists walk clients through the entire process from petition to appointment of a personal representative and direct payment of claims and distribution of assets.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Video kiosk
Superior Court Domestic Violence Intake Center	Child custody and support Divorce Domestic Abuse Orders of protection Visitation Criminal Restitution	The Center promotes safety and the general welfare to the victims of domestic violence. The Center makes the perpetrator accountable for his/her actions.	Forms and instruction Informational brochures and videos Staff to answer procedural questions Paralegal assistance Domestic violence assistance Pro bono assistance Legal clinics Legal referrals Self-help center Negotiation Office machines
<b>Florida</b>			
3 <sup>rd</sup> Judicial Circuit Family Law Assistance & Self-Help Program	Adoption, child custody, child support, divorce, domestic abuse, juvenile law, name change, paternity	The program provides pro-se litigants equal access to justice, and renders effective & courteous assistance whenever possible without giving legal advice. Resources include manual compiled by court administrative staff and supreme court-approved forms.	Forms and instructions Informational brochures or videos Staff to answer procedural questions Paralegal assistance Domestic violence assistance (e.g., order of protection) Legal assistance; legal clinics; legal referrals; self-help center (planned), mediation

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<b>Florida</b>			
4 <sup>th</sup> Circuit Court Clay, Duval and Nassau Counties Family Court Services	Orders of protection	The program provides general resource information to unrepresented litigants involved in family law cases along with intake, screening, and case management services for all family law cases. Legal clinics are provided in cooperation with the Jacksonville Bar Association and Area Legal Aid.	Forms and instructions Staff to answer procedural questions, not legal information Paralegal assistance Limited pro bono services Legal clinics Legal referrals Self-help center Law library Mediation Case management
4 <sup>th</sup> Judicial Circuit Court County Court Mediation	Non-family small claims	The program provides pro se litigants with an opportunity to settle disputes with mediation during the pre-trial stage. The program holds public speaking engagements to increase awareness of the availability of the program	Informational brochures and videos Staff to answer procedural questions Mediation
11 <sup>th</sup> Judicial Circuit Family Division Dade County Courts Family Court Self Help	Child custody and support Divorce Name change post-divorce	This is a joint project between the Legal Aid Society and the court. The project reviews all initial pleadings of all pro se litigants filing cases in the family division. Litigants can purchase a packet of instructions and forms for \$35 or use forms in substantial compliance with the rules. Pleadings are reviewed to be sure they are complete and procedurally correct. All litigants must return to the project to set their final hearings. The litigant may access the unit for additional procedural assistance for a fee of \$20 per visit after the first two free visits. The project does not give legal advice.	Forms and instructions Staff to answer procedural questions Self-help center

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<b>Florida</b>			
6 <sup>th</sup> Judicial Circuit Court Pinellas and Pasco Counties Pro Se Office	Adoption Child custody and support Temporary custody Divorce Domestic abuse Orders of protection Paternity Visitation Name change	The office staff answers pro se phone calls and assists them in person with questions relative to family law matters. The staff assists with form selection, answers questions about general and specific court procedures and helps litigants obtain hearing time. The staff works closely with community law programs and routinely refers litigants for legal assistance. The Community Law Program provides volunteer lawyers at the courthouse twice a week.	Forms and instructions; informational brochures and videos; staff to answer procedural questions; legal clinics; legal referrals; self-help center; law library; mediation; courtesy telephone for litigants; semi-private workstations; Childrens' play area
1 <sup>st</sup> Judicial Circuit Escambia, Okaloosa, Santa Rosa, and Walton Counties Self-help Center	Adoption Child support and custody Divorce Domestic abuse Orders of protection	The center staff answers pro se calls and assists walk-ins with filling out forms, scheduling hearings, and providing referrals. The staff assists the court by reviewing and summarizing files for judges.	Forms and instructions; informational brochures; staff to answer procedural questions; domestic violence assistance; legal referrals; law library; mediation
<b>Georgia</b>			
Superior Court of Fulton County Family Division, Atlanta Family Law Information Center	Child custody; child support; divorce; legitimation, annulment	The center provides legal packets and forms; packets contain petitions and instructions that are prepared by attorneys and are available for common causes of action such as divorce and name change; free consultations with experienced domestic attorneys; reference materials to assist individuals with basic legal terminology and court processes; educational seminars on various family law issues that are open to the public; and referrals to legal and community services.	Forms and instructions Informational brochures or videos Staff to answer procedural questions Paralegal assistance; Pro bono assistance; Legal referrals; Self-help center; Law library; Office machines; Educational seminars

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<b>Hawaii</b>			
Ho’okele Court Navigation Pilot Project	Adoption Child custody and support Divorce Domestic abuse Guardianship Juvenile law Orders of protection Small and regular claims	This pilot project, which is yet to begin, has two components. One, the Court Concierge Desk receives court users as they enter the courthouse, identifies their need, directs them to the proper program or location, or refers them to an appropriate outside agency. Two, the Customer Service Centers are set-aside areas in select courts or programs, where court users can obtain brochures and forms off the racks or obtain personalized information regarding procedures and forms. The primary function of “counter” personnel will be processing documents and answering simple questions.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal referrals Self-help center Mediation referrals Reference materials
Family Court, First Circuit Honolulu	Adoption Child custody and support Divorce Domestic Abuse Guardianship Paternity	Court staff helps pro se litigants obtain uncontested divorces by providing packets of necessary forms and instructions. Staff checks to see that all necessary documents have been submitted. The same is done for guardianship and other family law matters.	Forms and instructions Staff to answer procedural questions
<b>Idaho</b>			
Court Assistance Office Gooding County	Child custody and support Divorce Domestic abuse Name change Small claims	The program provides assistance to unrepresented civil litigants by linking them to legal services or other resources. The office also provides court forms, instructions, brochures and videos.	Forms and instructions Informational brochures and videos Domestic violence assistance Legal assistance by phone Mediation referrals

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<b>Idaho</b>			
Court Assistance Office Idaho Falls (7 <sup>th</sup> District)	Child custody and support Divorce Domestic abuse Orders of protection Paternity Name change Small claims	The program provides assistance to unrepresented civil litigants by linking them to legal services or other resources. The office also provides court forms, instructions, brochures and videos.	Forms and instructions Informational brochures and videos Domestic violence assistance Legal assistance by phone Mediation referrals
Court Assistance Office Valley County	Child custody and support Divorce Domestic abuse Orders of protection Parental kidnapping Small claims Landlord/tenant; name change	The office provides forms for routine filings, instructions for completing forms and reviews forms upon completion. The office also refers litigants for additional resources.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal referrals Self-help center Law library
Court Assistance Office Bannock County	Child custody and support Divorce Domestic abuse Orders of protection Landlord/tenant Small claims Name change Divorce modification	The program also provides assistance to unrepresented civil litigants by linking them to legal services or other resources. The office provides court approved forms, instructions, brochures and videos to assist persons in representing themselves.	Forms and instruction Informational brochures and videos Domestic violence assistance Legal assistance by phone Legal referrals Self-help center Mediation referrals
Court Assistance Office Latah County	Child custody and support Divorce Domestic abuse Orders of protection Parental kidnapping Small claims	The office provides forms for routine filings, instructions for completing forms and reviews forms upon completion. The office also refers litigants for additional resources	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal referrals Self-help center Law library

**Table 3: Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Illinois</b>			
18 <sup>th</sup> Judicial Circuit Court DuPage County Court Advocates	Divorce; domestic abuse Orders of protection General civil Criminal Landlord/tenant DUI	The office advocates for those affected by domestic violence, by providing support, information, and assistance in a safe, positive, and non-judgmental environment. They develop inter-agency cooperation, community education, and outreach.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal referrals Self-help center Mediation
Circuit Court of Cook County • Probate Division, Unified Family Court Pilot Project Guardianship Assistance Desk	Child support Divorce; Domestic abuse Guardianship Orders of protection	Court service employees in downtown Chicago and one suburban court oversee the informational operations of the desk via telephone and handout. Clients are given directions and told what to bring. These employees also verify that attorneys are aware of their scheduled volunteer time. On guardianship or appointment, all paperwork is screened initially by court service staff in preparation for meeting with attorneys. Nonlegal issues and concerns are discussed as needed and referrals are made to social services. The clients meet with volunteer attorneys who prepare appropriate form pleadings and notices and set the case off in the next direction. The attorney does not appear in court.	Forms and instructions Staff to answer procedural questions Pro bono legal assistance Consultation with social worker/probation officer
Circuit Court of Cook County • Adoption Assistance	Adoption	The Chicago Bar Foundation (CBF) receives a weekly group of cases. It assigns each case to a volunteer pro bono attorney for full representation. The CBF attorneys maintain a database to track and trigger case activity once a case has been assigned. All volunteers are trained. There is a contract fee paid by the referring agency that is used for administrative costs.	Full legal representation Clearinghouse assignment, supervision and problem-solving services
Circuit Court of Cook County • Unified Family Court Family Safety Case Management	Domestic abuse Orders of protection	The program provides assistance with civil order of protection filings by escorting litigants through initial steps of procedure. Case management services are offered. Referrals to community domestic violence shelters, counseling services and other public service agencies are also made.	Forms and instructions Staff to answer procedural questions Domestic violence assistance Case manager assigned to case and an escort through the steps of the exparte process.

**Table 3: Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Illinois</b>			
Circuit Court of Cook County <ul style="list-style-type: none"> <li>Coordinated Advice and Referral Program for Legal Services (CARPLS)</li> </ul>	Child custody and support Divorce; visitation Domestic abuse Guardianship; paternity General civil Public benefits; name change; Discrimination Criminal	CARPLS provides a hotline to answer legal questions from low income individuals seeking legal assistance. CARPLS resolves more than 60% of its cases without further referral. Individuals in need of extensive legal assistance are referred to other resources. CARPLS' Self Help Project provides written materials and attorney guidance to the growing number of pro se litigants. They are given guidance over the phone and sent easy to read instructions. CARPLS also serves as a clearinghouse and distribution center for the County's pro se materials. They draft their own materials and staff the Pro Se Task Force of the Legal Aid Committee of the Chicago Bar Association. Recently, CARPLS posted all of its self help materials on their website.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Legal assistance via hotline Legal referrals
Circuit Court of Cook County <ul style="list-style-type: none"> <li>Advice Desk – Tenant Pre-Judgment Program</li> </ul>	General civil Contract disputes Landlord/tenant Personal injury	The Advice Desk program is operated by the Kent College of Law and provides litigants with out-of-court legal services, including preparation of motions and other pleadings, general legal advice and assistance with settlement negotiations. The law school also runs a project to provide free legal advice in the eviction courtroom and provides full in-court representation to those in need.	Pro bono legal assistance Legal clinics Legal referrals
Circuit Court of Cook County <ul style="list-style-type: none"> <li>Court Facilitation Program</li> </ul>	Divorce	Facilitators volunteer to staff a desk near the post-decree courtrooms at specific times. The judges, aware of this, refer appropriate cases to the facilitator. The facilitator is an experienced matrimonial attorney who will listen to both parties and make recommendations to the judge.	Mediation
Circuit Court of Cook County <ul style="list-style-type: none"> <li>Pro Se Court for Small Claims</li> </ul>	General civil Contract disputes Debt collection Landlord/tenant Personal injury Property damage Warranty issues	The scope of this program is to provide free legal services to the working poor, indigent or disabled pro se litigant.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals

**Table 3: Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Indiana</b>			
Tippecanoe County Court Small Claims Mediation	Small claims	Prior to a hearing, a court staff person meets with parties to determine status of case, possibly mediates a settlement, and explains courtroom procedures.	Forms and instructions Informational brochures or videos Staff to answer procedural questions Legal assistance Mediation
Porter Superior Court Small Claims Mediation	Civil Landlord/tenant	On all small claims contested matters, the litigants are advised of the availability of voluntary mediation. If the litigants are interested they are sent to the law school for mediation.	Forms and instructions Domestic violence assistance
Madison County Court Introduction to Small Claims Court	General small claims	The program is a two-hour workshop, presented quarterly, to interested citizens during an evening session in the courtroom or at the local university. Through the use of overhead transparencies and handouts, the small claims process is covered from filing to collecting a judgment. Questions and discussion are encouraged, and a pre-and post-test are used to determine the effectiveness of the workshop.	Forms and instruction Informational brochures and videos Judge's comments and personal experiences
Bartholomew Circuit County Legal Aid	Child custody and support Divorce Contract disputes Debt collection Landlord/tenant	The Bartholomew County Legal Aid provides representation to indigent clients.	Pro bono legal assistance Forms and instruction Staff to answer questions Paralegal assistance Legal referrals
Posey Circuit Court	All types	No data	Forms and instructions Staff to answer procedural questions
<b>Louisiana</b>			
Baton Rouge City Court Pro Se Divorce Clinic	Divorce	The Lafayette Volunteer Lawyers hold a clinic about every three-four months for parties needing a divorce without any ancillary issues such as support/custody. Local law firms host the clinics and the participants are usually referred to Acadiana Legal Services Corporation.	Forms and instructions Pro bono legal assistance Legal clinics

**Table 3:**

**Local Program Descriptions**

<b>STATE</b>	<b>CLIENT GROUP (Type of Cases)</b>	<b>PROGRAM DESCRIPTION</b>	<b>SERVICES PROVIDED</b>
<b>Louisiana</b>			
Baton Rouge Bar Foundation Pro Bono Project	Family; Adoption Child custody and support Divorce; Domestic abuse Guardianship; Juvenile law Orders of protection Wills and estates; General civil Contract disputes; Debt collection; Immigration Landlord/tenant	The project has a panel of 4300 volunteer attorneys to respond to the growing needs of the poor in the legal community. The project includes a divorce workshop, paid curatorships, and docket preference for pro bono attorneys. The project also coordinates and staffs Ask a Lawyer Clinics in the community and helps with referrals to local community social service agencies.	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Pro bono legal assistance Legal clinics and referrals Mediation
Capital Area Legal Services Baton Rouge	All types except criminal	The program provides counsel and advice to indigent litigants and gives brief services in completing small claims pleadings. It also advises clients of the procedures for filing appeals in selected cases.	Informational brochures Staff to answer procedural questions Paralegal assistance Domestic violence assistance Legal referrals
<b>Maine</b>			
Pine Tree Legal Assistance	Child custody Divorce Landlord/tenant Public benefits Others	Pine Tree Legal Assistance is a statewide program which provides legal services in civil matters to low income people. Volunteer Lawyers Project provides phone assistance in family law matters in cases which do not meet the requirements for referral to the private bar. The Courthouse Assistance Project provides volunteers to assist clients who are pursuing pro se family law cases in several district courts in the state.	Forms and instructions Informational brochures Staff to answer procedural questions Internet-based interactive court forms and assistance
Portland District Court Courthouse Assistance Project	Child custody and support Divorce Orders of protection from abuse	This program is a part of the statewide Pine Tree Legal Assistance, Inc. and provides general assistance to pro se litigants who meet Pine Tree income eligibility criteria (low-income).	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Legal referrals
Maine District Court – Bath Lawyer for the Day Program	Juvenile law Criminal	Lawyers are appointed by the court, on a rotating basis from an eligible pool, for the day to represent all defendants requesting assistance that day.	Legal assistance for one day

**Table 3: Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Maryland</b>			
University of Maryland School of Law Family Law Assisted Pro Se Project	Divorce Child custody and support Visitation	This is a law school clinical project in which supervised law students practice pursuant to the state's student practice rule. The law students conduct diagnostic interviews, help unrepresented persons identify legal claims and defenses and refer them to attorneys or help them file the necessary legal papers.	Forms and instructions Legal assistance Legal referrals
Circuit Court for Carroll County Courthouse Advice Clinic	Child custody and support Divorce	The clinic helps litigants complete forms designed by the court and offers advice on how to present the case in court. The clerk's office makes forms available, provides space for the clinic and advises all pro se clients of the availability of the clinic.	Forms and instructions; informational brochures; staff to answer procedural questions; legal assistance; legal clinics; legal referrals and other services
Somerset County Circuit Court Pro Se Litigants Assistance Program	Adoption Child custody and support Divorce; Visitation Domestic abuse Guardianship Orders of protection	The program assists litigants to complete forms properly, advises them of court procedures and provides legal aid for indigent clients. A Family Support Coordinator facilitates these activities and collects statistics for effective case management.	Forms and instructions Informational brochures and videos Domestic violence assistance Pro bono legal assistance Referrals for mediation
Montgomery County Circuit Court Pro Se Project	Child custody and support Divorce Visitation	The project provides limited legal advice or general legal information in family law matters. The project helps pro se litigants complete pleadings, explains the process, pitfalls, costs, etc. When appropriate, the project supports other legal service providers.	Forms and instructions Staff to answer questions Paralegal assistance Access to law library
<b>Massachusetts</b>			
East Boston Court ▪ Harvard Defenders	Criminal	A third year law student represents defendants charged with a crime at a show cause hearing before a clerk.	Flyers Pro bono legal assistance
East Boston Court ▪ Harbor communities Overcoming Violence	Domestic abuse Orders of protection	Among its many activities, the program works to end domestic violence through education, organizing and community collaboration including a 24 hour emergency hotline, legal advocacy, and support groups.	Forms and instructions Informational brochures Staff to answer procedural questions Legal assistance Domestic violence assistance

**Table 3: Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Massachusetts</b>			
Housing Court Department • Boston Division	Landlord/tenant	The Housing Court Department is designed to assist pro se litigants. Housing specialists are appointed to help resolve the case amicably. With the Boston bar, they provide legal advice to pro se litigants.	Forms and instructions Legal assistance Legal advice
• Hampden Division	Landlord/tenant	Same as Boston Division	Pro bono legal assistance
Suffolk Probate and Family Court Volunteer Lawyer for the Day	Child custody and support Divorce Domestic abuse Guardianship; Advice of a minor	Attorneys volunteer on a daily basis to briefly advise and assist in the preparation of forms.	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Volunteer legal assistance Legal referrals and brochures
Boston Municipal Court Informal Program	All types	The clerk's office assists pro se litigants both at the counter and as a result of telephone inquiries. The office offers forms and helps litigants walk through the procedural steps necessary to comply with the small claims statute and rules.	Forms and instructions Informational brochures Staff to answer procedural questions
<b>Michigan</b>			
17 <sup>th</sup> Judicial Circuit Personal Protection Office	Domestic abuse Orders of protection	The office provides assistance to parties wishing to petition the court for a personal protection order with form completion and document preparation. The office also helps respondents with the same service. In addition, the office provides preliminary screening of fact situations to ensure compliance with statute.	Forms and instructions Informational brochures Staff to answer procedural questions Paralegal assistance Domestic violence assistance
54 <sup>th</sup> Judicial Circuit Friend of the Court	Child custody and support Divorce	The office provides instructional packets to all new domestic relations cases. There is mandatory attendance of all new divorce cases with minor children to the Smile Program as well as an investigation by the Friend of the Court.	Forms and instructions Informational brochures Staff to answer procedural questions Paralegal assistance
Wayne County Probate Court Pro Se Court	Guardianship Wills and estate	The Probate Court is organized to support pro se litigants. The staff is trained to assist all users of the court, 75% of whom file in pro per. All but one clerk assists pro per litigants.	Forms and instructions Informational brochures Staff to answer questions Mediation

**Table 3:**

**Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Minnesota</b>			
First Judicial District Pro Se Services Coordinator Program	Child custody Divorce Domestic abuse Orders of protection	The coordinator works to create a dialogue among court staff on the challenges and problems of dealing with pro se litigants. There has been a comprehensive effort to develop collaborative programs with the county public libraries – using them as a major dissemination point for forms, pamphlets and all self-help materials. Also, the office has secured a “virtual branch law library” (a computer work station connected to the Legal Information Server and sited in a public library branch) to bring access to primary legal information sources.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Self-help center Law library Office machines
Third Judicial District Pro Se Program	All family matters All nonfamily matters	The state supreme court has mandated that each local county operate its own pro se program. Descriptions specific to each county are not available.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Pro bono and sliding fee scale legal assistance Legal clinic and referrals Self-help center and law library
Sixth Judicial District Pro Se Program	Child custody and support Divorce Wills and Estates	No data	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violent assistance Sliding fee scale legal assistance Legal clinics Legal referrals Law library
Eighth Judicial District Pro Se Program	All cases	Each court administrative office assists pro se litigants. This is not a formal program, just another area where court administrators help litigants by providing forms in all case types	Forms and instructions Informational brochures and videos Law library

**Table 3: Local Program Descriptions**

<b>STATE</b>	<b>CLIENT GROUP (Type of Cases)</b>	<b>PROGRAM DESCRIPTION</b>	<b>SERVICES PROVIDED</b>
<b>Minnesota</b>			
Ninth Judicial District Pro Se Program	Child support Divorce Domestic abuse Orders of protection Landlord tenant Small claims	No data	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance Legal referrals Law library Office machines
Fifth Judicial District Lyon County Pro Se Committee	Child custody and support Divorce Domestic abuse Orders of protection	This committee is part of the statewide effort to design methods for improving services to pro se litigants in the various areas where self-representation is prevalent.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Legal referrals
Ramsey County District Court ▪ Criminal Division	Criminal Traffic	The program offers information for pro se litigants by providing forms in areas like expungements.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals Law library
▪ Ombudsman and Self-represented Litigant Services Legal Clinic	Child custody and support Divorce Paternity	The office provides a contact person in the family court to assist the self-represented navigate the court system. The legal clinic is a free service in the family court where volunteer lawyers provide answers to legal questions, offer procedural advice and help fill out court provided forms. No attorney client relationship is established.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals Law library Mediation
▪ Civil Pro Se Program	General civil Housing Conciliation court – small claims	The program provides forms, instruction booklets, and procedural information. It also provides staff training to answer questions about court procedures.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals Law library Mediation

**Table 3:**

***Local Program Descriptions***

<b>STATE</b>	<b>CLIENT GROUP (Type of Cases)</b>	<b>PROGRAM DESCRIPTION</b>	<b>SERVICES PROVIDED</b>
<b>Minnesota</b>			
Stearns County Service Center	Domestic abuse Orders of protection Landlord/tenant	The center operates to provide greater means of access to all court customers.	Forms and instructions Informational brochures or videos Staff to answer procedural questions Domestic violence Self-help center Office machine
<b>Mississippi</b>			
Hinds County Chancery Court Pro Se Divorce Clinic	Divorce Minority removal Birth certificate corrections Name changes Withholding orders	A pro se clinic is held every fourth Wednesday of each month. Persons are screened in terms of income, background, social status, etc. to determine if they qualify for the clinic. The Mississippi Bar Association has established a “Legal Line” for persons to get free advice from an attorney for basic legal services. Attorneys are available who work voluntarily with the clinic.	Forms and instructions Informational brochures Staff to answer questions Paralegal assistance Legal clinics
<b>Missouri</b>			
Jackson County Circuit Court Quickfile	Domestic abuse Orders of protection	Quickfile is Missouri’s pilot project in Jackson County. It is a remote electronic filing system for adult abuse matters. Through a designated Internet homepage, shelter advocates assist victims in completing petitions on-line and in submitting them to court. Judges receive the information via email and respond through this medium regarding the approval/denial of the ex parte order of protection. If this project is successful, there are plans to implement it statewide.	Forms and instruction Staff to answer procedural questions Domestic violence assistance Legal assistance
<b>Montana</b>			
Legal Services Association Dissolution Clinic	Child custody and support Divorce	The clinic assists people with uncontested divorces to complete and submit paperwork to court. The clinic provides sample documents, explains the forms, and helps complete the forms. The clinic will soon provide a 130-page manual to each clinic participant.	Forms and instructions Attorneys to answer questions

**Table 3: Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Montana</b>			
13 <sup>th</sup> Judicial District Court Yellowstone Co. Bar Association Family Law Project	Child custody and support Divorce Domestic abuse Order of protection	The project provides advice and assistance to pro se litigants in dissolutions and parenting plans.	Forms and instructions Staff to answer procedural questions Paralegal assistance Domestic violence assistance Pro bono legal assistance Legal clinics and referrals Law library
1 <sup>st</sup> Judicial District Court State Law Library Advice Clinic	Child custody and support Divorce	This program assists carefully screened applicants by providing forms and pro bono attorneys to answer questions and provide advice in filing dissolutions of marriage, permanent parenting plans and other judicial relief matters. Attorneys who participate are required to attend training (which advances toward CLE credit) and are required to be employed by the state. Participants may return as often as necessary to complete their case.	Forms and instructions Pro bono legal advice Legal referrals, if necessary Law library
4 <sup>th</sup> Judicial District Court Family Law Advice Clinic	Child custody and support Divorce Domestic abuse	The clinic provides classes in family law and dissolution, individual client contact with volunteer lawyers, assistance from law students, education in family law problems, and forms and assistance with filling out forms.	Forms and instructions Informational brochures Staff to answer procedural questions Paralegal assistance Domestic violence assistance Legal clinics Legal referrals
<b>Nebraska</b>			
Lancaster County Court Lincoln/Lancaster Mediation Center	Adoption Child custody and support Divorce; Guardianship Juvenile law Wills and estates	The Mediation Center is a part of the dispute resolution system in Nebraska. It is a not-for-profit center dedicated to the concept of resolving a variety of conflicts through mediation, facilitation, collaborative problem solving and negotiated rule making. Through workshops and seminars the Center trains mediators and offers training in parenting to divorced people.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Legal clinics Legal referrals Mediation

**Table 3: Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Nevada</b>			
1 <sup>st</sup> Judicial District Court Self Help Divorce Clinic	Divorce	The Pro Se Divorce Clinic is a project of the Volunteer Attorneys for Rural Nevadans (VARN). Attorneys volunteer their time to assist with the divorce clinics by helping litigants prepare and file the proper forms. The First Judicial District has encouraged and supported the program	Forms and instructions Staff to answer procedural questions Legal clinics Legal referrals
2 <sup>nd</sup> Judicial District Court Family Facilitator	All family matters	The facilitator serves as an information resource by providing packets of information with instructions. The facilitator also assists the court in preparation of orders and refers litigants to other community resources.	Forms and instructions Staff to answer procedural questions Legal referrals Access to law library
7 <sup>th</sup> Judicial District Appointed Counsel	Family law	The program offers six classes a week and teaches pro se litigants the basics in how to represent themselves. It offers an overview of the law and the procedures followed in the court. At the end of each class, the litigant can ask questions. The classes are taught by law students, under the supervision of a law school adjunct professor, or lawyer from legal services	Forms and instructions Staff to answer procedural questions Instructional legal classes
4 <sup>th</sup> Judicial District Court Access to Justice	Child custody and support Divorce	The program provides packets of forms that can be used to enforce or modify a court order. The program helps litigants schedule hearings and prepare documents to serve on the opposing parties	Forms and instructions
8 <sup>th</sup> Judicial District Court Self-Help Legal Classes	Child custody and support Divorce General civil Landlord/tenant	Clark County and the Nevada Legal Services provide legal information and advice to indigent clients.	Informational brochures Staff to answer questions Paralegal assistance Legal referrals
8 <sup>th</sup> Judicial District Court Legal Services	General civil Contract disputes Land/lord tenant	Upon application and a showing of indigence, the court will appoint counsel in family law matters. The court will pay up to \$1000 for his/her services and reimburse for expenses, as well. Informally, the court will answer questions and provide reading materials and forms to prison inmates.	No data

**Table 3:**

**Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
8 <sup>th</sup> Judicial District Court Family Law Self-Help Center Clark County	Child custody and support Divorce Guardianship Name change	The center provides access to legal information and resources to self-represented persons in family law matters. General services include: facilitating access to the state statutes and case law; providing information on the nature of family law procedures; formulating and producing current pleading packets with instructions; making community referrals; and conducting classes for the self-represented.	Forms and instructions Informational brochures Staff to answer procedural questions Self-help center Law library Referral to classes taught by law students
<b>New Hampshire</b>			
Portsmouth Family Division Court Pilot Project	Child custody and support Divorce	This pilot project in two counties provides assistance by identifying contested issues and exploring possible solutions that would allow the parties to reach an agreement. All cases where one or more party is pro se must meet with the case manager before going to court. At a one-hour conference the case manager explains the court process, assists the parties in completing forms and determines the issues that may be unresolved. The case manager monitors the case through to its completion.	Forms and instructions Informational brochures and videos Staff to answer procedural questions
<b>New Jersey</b>			
Superior Court - Essex Vicinage Office of the Ombudsman Information and Community Relations Center	All case types	The program is part of a statewide pro se assistance effort sponsored by the NJ Supreme Court. The ombudsman is a neutral staff person who works to clear up misunderstandings by providing confidential services to anyone with complaints about mistreatment or discrimination in the courthouse. The center responds to questions from the public, including pro se litigants, distributes informational literature, hosts court tours and public education programs, operates a speaker's bureau, coordinates pro bono law students and supports all community relations initiatives.	Informational brochures and videos Staff to answer procedural questions Legal referrals Law library

**Table 3: Local Program Descriptions**

<b>STATE</b>	<b>CLIENT GROUP (Type of Cases)</b>	<b>PROGRAM DESCRIPTION</b>	<b>SERVICES PROVIDED</b>
<b>New Jersey</b>			
Superior Court – Camden Vicinage Family Part Pro Se Assistance Program	Child custody and support Divorce Orders of protection Post-divorce motions	The program provides law clerks to assist litigants in the areas of dissolution, non-dissolution and juvenile delinquency, by answering procedural questions about relief sought	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Legal referrals; mediation Self-help center
Superior Court – Camden Vicinage Ombudsman Program	All case types except criminal; Motions; enforcements Modifications of court orders	The program provides information on community resources and court procedures and investigates complaints about the judicial process at the court.	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Legal referrals; self-help center
<b>New Mexico</b>			
3rd District Court Pro Se Service Center	Child custody and support Divorce Domestic abuse Guardianship Wills and estates Name change Contract disputes Landlord/tenant	The center provides packets with forms and instructions. One to two days a week litigants can meet with a volunteer attorney to have questions answered.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Paralegal assistance Domestic violence assistance Pro bono legal assistance Legal referrals; mediation Self-help center; law library
11 <sup>th</sup> District Court Pro Se Divorce Program	Child custody and support Divorce	The program conducts a pro se clinic and oversees a pro se day in divorce and family matters.	Forms and instructions Staff to answer procedural questions Legal clinics Mediation
11 <sup>th</sup> District Court Pro Se Clinic	Child custody and support Divorce; domestic abuse Guardianship Orders of protection	No information	Forms and instructions Staff to answer procedural questions Legal clinics Mediation Domestic violence assistance Transfer of land titles

**Table 3: Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>New Mexico</b>			
2 <sup>nd</sup> District Court Pro Se Division	Child custody and support Divorce Orders of protection Grandparent visitation Modification/enforcement of court orders Name change Driver's license restoration	The Pro Se Division provides limited services to pro se litigants, including forms and instructions; samples and educational materials for specific court divisions; information on other community legal services; and procedural advice on the filing of documents.	Forms and instructions Staff to answer procedural questions Paralegal assistance
<b>New York</b>			
Civil Court, City of New York Resource Center	General civil Landlord /tenant	For years, it has been the policy of the Civil Court to assist pro se litigants by providing forms, instructions, and legal information. The Office of the Pro Se Attorney, located in each of the major counties of the city, provides procedural and legal information with an emphasis on pro se litigants in Housing Court. The resource center provides a library, forms, instructions, and a video for Housing Court cases. A staff attorney is assisted by volunteer law students to interview pro se litigants, determine their problems, provide information and pamphlets, and inform the housing court counselors as to the issues. Other activities include a volunteer lawyer project to provide legal advice to litigants, and a bar project to provide mediators.	Forms and instructions Informational brochures and videos Staff to answer questions Self help center Law library
Supreme Court – Civil Office of the Self- Represented	Child support Divorce Domestic abuse Guardianship Orders of protection Wills and estates Malpractice	There is a staff attorney on duty every day to assist the litigant in determining the nature of the action or special proceeding or if there are legal grounds for action. Four clerks dispense procedural information and sample forms and answer telephone calls. An office assistant makes copies of forms, answers mail inquiries. A clerk in charge makes policy in conjunction with the administration.	Forms and instructions Informational brochures and videos Staff to answer questions Referrals to bar groups Legal clinics Self-help center; law library

**Table 3: Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>North Carolina</b>			
26 <sup>th</sup> Judicial District Self-Serve Center	Child custody and support Divorce Domestic abuse Contempt	The center provides forms and instruction to ease litigants' access to the courts. The center also provides information about community services and attorneys. For now, the center only assists in family law matters.	Forms and instructions Informational brochures Staff to answer procedural questions Sliding fee scale legal assistance Unbundled legal services Legal clinics Legal referrals Self-help center
<b>Ohio</b>			
Northeast Ohio Legal Services Volunteer Advocacy Legal Unit	Domestic abuse Orders of protection	Clients are referred to this program by domestic violence shelters, the court, and the police department (their phone # is on the back of police reports. There are no monetary eligibility requirements. The clinic staff consists of volunteers who are trained to complete forms and provide support and referrals. They inform clients of the procedure and legal requirements to obtain relief, assist them in completing the required forms, take them to file the forms, and accompany them to the court hearing. The volunteers are not allowed to advocate on the victim's behalf in court.	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Legal referrals Legal clinics
Wooster Legal Aid Society "Do It Yourself Divorce Clinic"	Divorce	The program consists of 6 general stages: 1. general application for services and eligibility screening 2. complete questionnaire and screening for admission 3. acceptance into clinic 4. attend 3 hour class 5. follow-up services (optional) 6. monitor program effectiveness with client satisfaction survey, data base study, bi-annual court docket study, and client grievances.	Forms and instructions Staff to answer procedural questions Legal clinics
Athens Legal Services Poverty Prevention Legal Clinic	All case types, except criminal	Legal Services has generated notebooks containing pro se forms and instructions in all substantive areas. Volunteer attorneys use these notebooks when they meet with clients to assist them in filling out the appropriate forms. The attorneys also provide advice on how to proceed pro se. Through the bar association, these volunteer attorneys receive CLE approved poverty law training.	Forms and instructions Informational brochures Domestic violence assistance Pro bono legal assistance Legal clinics Legal referrals

**Table 3:****Local Program Descriptions**

<b>STATE</b>	<b>CLIENT GROUP (Type of Cases)</b>	<b>PROGRAM DESCRIPTION</b>	<b>SERVICES PROVIDED</b>
<b>Ohio</b>			
Toledo Bar Association Pro Bono Legal Services Program	Divorce	The program offers a 2 hour program with a video to clients for a \$10 fee. During the program, the client is guided through filling out the proper forms and then is assisted in filing the pleadings. When the client is notified of the date of the hearing, the program prepares the proper materials which the client picks up on the way to court.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Paralegal assistance Legal clinics
Hamilton County Pro Seniors, Inc. Legal Hotline	Health care directives, wills and estates, debt collection, landlord/tenant, medicaid/medicare	Pro Seniors, Inc. assists Ohio residents 60 and over with legal issues through our statewide legal hotline.	Informational brochures Legal assistance, sliding fee scale Legal referrals
Montgomery County Common Pleas Court Division of Domestic Relations Pro Se Assistance Project	Child support and custody Divorce Domestic abuse Orders of protection	No data	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence assistance
<b>Oklahoma</b>			
District Court of LeFlore County Informal Program	Small claims Protective orders	In small claims, the court clerk provides forms and assistance to pro se litigants pursuant to statute. These are civil cases, tort or contract excluding libel and slander. Also, on victim's protective orders most cases are pro see and the clerk or D.A. witness/victim coordinator assists the litigants.	Forms and instructions Staff to answer procedural questions Domestic violence assistance
<b>Oregon</b>			
Deschutes County Circuit Court Pro Se Dissolution	Child custody and support Divorce	The program provides telephone or in-person information on court procedures, availability of forms, and general information regarding processing their case through the court system.	Forms and instructions Informational brochures Staff to answer procedural questions Information about legal services, law library and mediation services Web page with forms

**Table 3:**

**Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Oregon</b>			
Union County Circuit Court (No name)	Child custody and support Divorce Debt collection Landlord/tenant	Program provides a parent education class for parents involved in divorce/custody cases. Funding for workshops for self-represented litigants in family law cases has lapsed, however, a volunteer attorney continues to present the workshop. A Public Resource Center contains computers to access the state’s judicial information network; self-help reference materials, forms and instructions, etc.	Forms and instructions Informational brochures Staff to answer procedural questions Pilot legal clinics Legal referrals Self-help center; law library Mediation
Marion County District Court Dissolution Resource Services	Child custody and support Divorce Domestic abuse Orders of protection Will and estates Name changes Parenting time enforcement	The program provides court approved forms and instructions, refers litigants to community resources, reviews documents prior to filing with the court to ensure completeness, explains procedures, and provides pro bono unbundled legal services to litigants who meet required income qualifications.	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Volunteer pro bono clinic Legal referrals; law library Mediation Child support calculations
<b>Pennsylvania</b>			
Allegheny County Pro Se Family Law Motions Project	Child custody and support Divorce Domestic abuse Juvenile law Orders of protection	Attorneys volunteer to provide financially eligible litigants with information and forms for the relief they are seeking before the Family Motions Court and to explain procedures for filing for custody and modification of support.	Forms and instructions Staff to answer procedural questions Pro bono legal assistance Legal referrals Self-help center; law library

**Table 3:**

**Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Texas</b>			
Bexar County Civil District Courts (San Antonio) Staff Attorney and SABA Pro Bono Referral Program	Adoption Child custody and support Divorce; Domestic abuse Orders of protection Extraordinary relief General civil; Contract disputes Debt collection Landlord/tenant	Bexar County operates a central docket for all district courts. Litigants who appear pro se in the Presiding Court are referred either to an associate judge when available, or to the staff attorney. The staff attorney may give litigants advice if the individual is eligible for the pro bono referral program.	Forms and instruction Informational brochures and videos Staff to answer questions Legal assistance and referrals Law library
Tarrant County Family Court Black Women Lawyers Pro Bono Clinic	Child support; Divorce	The divorce clinic meets the 1 <sup>st</sup> Thursday of each month and encompasses intake, lawyer-client interviews, drafting and filing of divorce suits for agreed divorces whose petitioners meet a certain financial scale. Later, pro bono attorneys prove the cases up and volunteer clerks certify and confirm the pleadings. The clinic does not and cannot accept any case where there is property involved.	Instructions; informational brochures Staff to answer procedural questions Paralegal assistance Legal assistance; legal clinics Clerks to file cases
<b>Utah</b>			
Automated Pro Se Legal Assistance Project	Divorce Landlord/tenant	This is a statewide project to assist the pro se civil litigant in the preparation of pro se court documents through electronic means in uncontested divorces and landlord/ tenant actions. This is accomplished through the use of 5 kiosks located throughout the state. In geographically outlying areas non-automated assistance, including the preparation and distribution of self-help packets is available. Litigants using the materials are charged a \$10 fee. Development has begun on a web-based automated system that will allow greater geographical reach and will allow kiosk phase-out in 2000. In addition, representatives of Legal Services are available to answer litigants' questions and conduct seminars on topics related to divorce matters.	Forms and instruction Informational brochures and videos Legal referrals

**Table 3:**

**Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Utah</b>			
Court Information Line	All case types	A toll free phone line is answered during business hours. The availability of the service is posted in all state courthouses. The person responsible for answering the calls is located at the Administrative Office of the Courts. This person has computer access to docket information in all general jurisdiction trial court cases	Staff to answer procedural questions Refers caller to other services
Third District Court Domestic Violence Assistance Program	Orders of protection	No description provided	Forms and instructions Informational brochures and videos Staff to answer questions Paralegal assistance Domestic violence assistance Pro bono legal assistance
Tuesday Night Bar	All case types	The Tuesday Night Bar groups meet in 5 areas throughout the state. Participants sign up for available time slots and receive one-half hour of legal assistance from volunteer attorneys.	Informational brochures and videos Staff to answer procedural questions Pro bono legal assistance Legal referrals
<b>Vermont</b>			
Vermont County Family Court Mandatory Pro Se Education Class	Child custody and support Divorce Domestic abuse Post-judgment Parentage	A volunteer attorney teaches a monthly class with a standard curriculum outline. The class focuses on: how the court process works; how litigants should behave in court; what the court expects; what kinds of decisions need to be made; what types of situations require professional help – like attorneys, mediators, accountants- and what mediation is. After the presentation there is a question and answer session for litigants without minor children and a more elaborate session for litigants with minor children.	Forms and instructions Informational brochures Legal clinic information Mediation information Information on community resources
Washington County Family Court Domestic Violence Educational Program	Domestic abuse Elderly exploitation	The program provides a bi-monthly class with information and education about domestic violence and the cycle of abuse, the court process and what an order is, law enforcement and their role in serving and enforcing orders, alcohol and drug resources available and other community resources available.	Forms and instructions Informational brochures Staff to answer questions Legal clinics Domestic violence assistance

**Table 3: Local Program Descriptions**

<b>STATE</b>	<b>CLIENT GROUP (Type of Cases)</b>	<b>PROGRAM DESCRIPTION</b>	<b>SERVICES PROVIDED</b>
<b>Virginia</b>			
Central Virginia Legal Aid Pro Bono Hotline	Child custody and support Divorce; Domestic abuse Guardianship; General civil Contract disputes Debt collection; Landlord/tenant Employment issues	The hotline permits clients to talk to pro bono attorneys by telephone and receive legal advice. Sometime they are later scheduled for office appointments for the program to consider representing them. In many cases, they are given advice on how to proceed pro se.	Pro bono legal assistance Forms and instructions Informational brochures
Legal Services of Northern Virginia Court Outreach	General civil Contract disputes Debt collection Landlord/tenant	Legal Aid attorneys are present at court to screen and interview litigants. If a case has merit, Legal Services will accept the case for trial. If a case has no legal defense, the attorneys will give counsel on how to proceed pro se if they choose. Blank form "Answers and Grounds for Defense" is made available.	Forms and instructions Informational brochures Staff to answer questions Paralegal assistance Legal assistance Legal clinics
<b>Washington</b>			
Kitsap County Superior Court Courthouse Facilitator Program	Child custody and support Divorce and legal separation Contempt of court	The facilitator explains court procedures, identifies and locates pleadings, assists in scheduling hearings, reviews documents for completeness, arranges interpreter services, makes referrals and calculates child support. The facilitator does not provide legal advice and does not appear in court with the litigant.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals
Whatcom County Superior Court Family Law Facilitator Protection Orders	Child custody and support Divorce Domestic abuse Orders of protection General civil Harassment	These are two separate programs operated by the local court. The facilitator assists pro se family litigants with legal processes, using statewide mandated pleadings; and screens pro se files for completeness, prior to consideration by judicial officers. The protection order service provides walk-in civil protection orders for domestic violence and harassment victims.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Domestic violence orders of protection Legal assistance Legal clinics and referrals Law library; Mediation
State Office of Administrative Hearings First in Touch (FIT)	Child support Public assistance Unemployment insurance	FIT provides guidance for pro se litigants about how the system works, how to effectively participate, and directs litigants to additional resources. The program also trains and develops manuals for the front line and phone staff to better acquaint them with proper procedures and advice giving.	Forms and instructions Informational brochures Staff to answer procedural questions Legal referrals

**Table 3:**

**Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>West Virginia</b>			
Kanawha County Circuit Court Family Law Clinic Legal Aid Society of Charleston	Child custody and support Divorce	When applicants are found to be ineligible for legal aid services in divorce matters, they are referred to the family law clinic. The clinic provides a step by step walk through the entire process after which the participants fill out their own forms and file them in the clerk’s office. If further problems arise, legal aid attorneys are available to assist litigants. “Satisfaction surveys” are mailed to about 10% of the clinic’s customers.	Forms and instructions Informational brochures and videos Staff to answer procedural questions Pro bono volunteer as clinic teacher
Bankruptcy Court Southern District Legal Aid Society of Charleston	Bankruptcy	Pro bono attorneys teach a three-hour clinic explaining how to fill out forms and how to process the case to completion. Participants are to inform LAS upon completion of their case. “Satisfaction surveys” are given to the participants.	Forms and instructions Staff to answer procedural questions Pro bono interviews and attorney teachers
Circuit Court of 3 Counties Appalachian Legal Services	Child custody Divorce	Pro bono attorneys teach a three- hour clinic explaining how to fill out forms and how to process cases to completion. Participants are to inform LSP upon completion of their case. LSP keeps an open file on all participants until their case is disposed of.	Forms and instruction Informational brochures and videos Staff to answer procedural questions Paralegal assistance Legal assistance during clinic
<b>Wisconsin</b>			
Richland County Circuit Court The Resource Center, Inc.	Divorce	One afternoon a month a trained volunteer is available to assist individuals seeking uncontested divorces. The volunteer provides a packet of forms and instructions for a fee of \$50 that can be waived in poverty situations. The volunteer answers procedural questions and if legal questions arise a volunteer on-call attorney is available on the phone. The volunteer does not help in the completion of the forms.	Forms and instructions Staff to answer procedural questions
Milwaukee County Circuit Court Pro Se Form Assistance Center Family Justice Clinic	All types of cases	The Center provides a central repository for all forms and information relative to case dispositions.	Forms and instructions Staff to answer procedural questions Lawyer referrals Pro bono family clinic Law library; Mediation

**Table 3:**

**Local Program Descriptions**

STATE	CLIENT GROUP (Type of Cases)	PROGRAM DESCRIPTION	SERVICES PROVIDED
<b>Wisconsin</b>			
Eau Claire County Circuit Court Informal program	Child custody and support Divorce Domestic abuse Juvenile law Criminal Small claims	The court offers a variety of services, informally, to pro se litigants. Information is provided about child support paperwork, name change, and domestic abuse restraining orders. A guide is available to small claims courts and referrals are made to attorneys providing unbundled legal services. A free legal clinic is offered 1 night a month. Also, staff from the local women’s shelter assists in domestic violence issues.	Forms and instructions Informational brochures Staff to answer procedural questions Domestic violence assistance Legal clinics Mediation in small claims
<b>Wyoming</b>			
State Bar Pro Bono Volunteer Program Wyoming Legal Services	Divorce General civil Domestic abuse Wills and estates Debt collection Public benefits issues	In their annual dues statement, Wyoming Bar attorneys can either volunteer their services or make a financial contribution to the program. Referrals are made to these attorneys. The Legal Services program provides services to indigent clients and occasionally assists pro se litigants in court on an ad hoc basis.	Pro bono legal assistance
Wyoming Legal Services	Divorce	This is a standard legal services group offering representation to qualified indigent clients in most family law matters and general civil matters. The office refers people who do not qualify for its program to district courts for pro se packets on divorce and other family law matters.	Referrals for pro se assistance
4 <sup>th</sup> Judicial District Sheridan County Bar Pro Bono	Child custody and support Divorce	The program provides legal assistance to indigent parents, with children, involved in divorce proceedings.	Pro bono legal assistance Legal referrals