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Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
Arizona						
Self Help Center Phoenix	1 PT attorney 1 FT court manager 5 FT court clerks 1 PT court clerk 1 FT secretary	65,000-70,000	8:00 – 5:00 PM 5 days a week Internet and phone service – 24 hrs. 7 days a week	Yes	Yes	Automated phone system Web page
California						
Alameda County Family Law Facilitator	2 FT attorneys 3 PT volunteer attorneys 2 FT paralegals 4 PT Paralegals 1 PT Law Student	15,000	8:30-5:00PM 7 days a week	Yes	Yes	Fax machine Web page Computers
Amador County Family Law Facilitator	1 PT attorney 1 PT secretary	480	9:00 – 5:00 PM 4 days a week	None	No	Fax machine Copy machine Computers
Los Angeles County Office of the Family Law Facilitator	3 FT attorneys 18 FT paralegals 2 FT secretaries	72,000	8:00 – 4:30 PM 5 days a week	None	Yes	Fax machine Computers
Calaveras County Office of the Family Law Facilitator	1 PT attorney	1,000	5 days a week with varying hours	Yes	No	Fax machines Computers
Colusa County Family Law Facilitator Program	1 PT attorney 1 PT court clerk	No data	TU 9:00-3:00 PM WE 9:00-12:00PM FR 8:30 – 12:00PM	None	Yes	Automated phone system Fax machine Computers
Contra Costa County Family Law Facilitator Self-Help Assistance Program	1 FT attorney 2 FT court clerks 2-3 PT law students per semester 4 FT document reviewers	10,675	8:00 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Web page in progress; Fax machine; Computers Overhead projector, screen, television, VCR and video tape

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Fresno County Family Law Facilitator	1 FT attorney 3 FT volunteer attorneys 1 FT secretary	3,300-3,500	8:00 – 4:00 PM 5 days a week	Yes	No	Fax machine Computer forms
Glenn County Family Law Facilitator	1 PT attorney 1 FT court clerk 3 PT volunteers	1,200	12 hours a week	Yes	Yes	Automated phone system Computers
Humboldt County Family Court Self Help Center	1 PT attorney 1 PT paralegal 3 PT volunteers	5,000	Center 10:00 – 2:00PM PT attorney – 30 hours per week	Yes	Yes	Automated phone system Computers
Imperial County Family Law Facilitator	1 PT attorney	2,800	9:00-4:00 PM 2 ½ days a week	No	No	Automated phone system Computers
Kern County Family Law Facilitator	1 Ft attorney 1 FT paralegal 1 PT court manager 1 FT court clerk 3 PT secretaries 1 PT law student	6,000-7,500	8:00 – 5:00 PM 5 days a week	No	No	Telephones and typewriter Fax machine Computers
King County Family Law Facilitator	1 PT attorney 1 PT secretary PT paralegal volunteers	1,500 – 2,000	8:00 – 6:00 PM 2 days a week	Yes	No	Computers
Lake County Family Law Facilitator	1 PT attorney 1 PT paralegal	782 office appointments 1447 phone calls	9:00 – 4:00 PM 2 days a week	No	Yes	Fax machine Computers
Marin County Family Law Facilitator	1 PT staff attorney	No data	9:00 – 4:30 PM 4 days a week	Yes	No	Automated phone system Fax machines Computers TV/Video
Mariposa County Family Law Facilitator	1 FT attorney 1 PT paralegal 1 PT secretary	800	8:30 – 5:00 PM 5 days a week	No	No	Automated phone system Fax machines Computers
Mendocino County Family Law Facilitator	1 FT attorney	2,000	8:00 – 5:00 PM 5 days a week	No	No	Automated phone system Fax machines; Computers

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California						
Merced County Facilitator Program	2 PT attorneys	3,600-4,000	Mon-Wed. 9:00-1:00 PM Thur. 8:00 – 1:00 PM Fri. 11:00-2:00 PM	Yes	No	Automated phone system Computers
Mono County Family Law Facilitator	1 FT attorney	500 individuals with multiple contacts	900 – 4:00 PM 2 days a week	No	No	Automated phone system Fax machine, computers
Napa County Family Law Facilitator Enhanced Program	1 FT attorney 1 PT attorney 1 PT court manager 2.5 PT court clerks 1 PT volunteer	9,600	8:00 – 5:00 PM	Yes	Yes	Automated phone system Fax machine, computers
Sierra and Nevada Counties Family Law Facilitator	1 FT attorney 1 PT court manager 1 Pt secretary 1 PT volunteer	2,500	All day, 5 plus days a week	Yes	Yes	Fax machine Computers Facilitator’s car – travels 1200 miles per month to serve the rural population
Orange County Family Law Facilitator	2 FT attorneys 1 PT attorney 4 FT court processing specialists Law school interns	11/98-8/99 38,000 contacts	8:30-4:30 4 days a week	Yes	No	Automated phone system Fax machine Web page Computers
Plamas County Family Law Facilitator	1 PT attorney 1 PT paralegal	No data	8:30-5:00 PM 5 days a weeeek	No	Yes	Computer Fax machine
Riverside County Family Law Assistance Center	3 FT attorneys 10 FT court clerks	10,000 seen by attorneys 50,000 seen by clerical staff	8:00-5:00 PM 5 days a week	No	Yes	Fax machine Web page Computers
San Benito County Family Law Facilitator	1 PT Facilitator 1 PT volunteer attorney 1 PT volunteer law student 8 PT volunteers	2,000	8:30-4:00 PM 2 ½ days a week	Yes, most of the staff are volunteers	No	Computers

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California						
San Bernadino Family Law Facilitation Center	1 FT attorney 1 PT attorney 3 FT paralegals 1 PT paralegal Occasional law students and volunteers	8,400	8:30-4:30 pm 5 days a week	Occasionally	Yes	Fax machine Web page Computers
San Diego County Family Law Facilitator	6 FT attorneys 1 Volunteer attorney 4 FT court clerks 4 PT law students 1 PT student worker	23,000	8:30-4:30 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Web page Computers
San Francisco Superior Court Office of the Family Law Facilitator	2 FT attorneys An occasional volunteer attorney 1 FT paralegal 2 PT law students	5,000	8:00 – 5:00 PM 4 days a week	Yes	Yes, informally	Automated phone system Fax machine Web page Computers
San Joaquin County Family Law Facilitator	1 FT attorney 2 PT paralegals 1 PT law student	5,500 – 6,000	8:00 – 5:00 PM 5 days a week	No	Yes	Automated phone system Computers
Santa Barbara County Family Law Facilitator	1 FT attorney 1 PT secretary	1,600	8:00-5:00 PM 5 days a week	No	No	Fax machine Computers
Santa Maria County Family Law Facilitator	1 FT attorney 1 PT secretary 1 PT law student	700 – 800	8:00-5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers
Santa Clara County Office of the Family Law Facilitator	3 FT attorneys 1 FT domestic violence specialist (paralegal clerk) 2 PT law students 4 PT lay advocates	13,000	8:00 – 6:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Web page Computers
Santa Cruz County Family Law Facilitator	1 PT attorney 1 PT volunteer attorney	1,500	8:00 – 5:00 PM 2 ½ days a week	Yes	Yes	Computers

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California						
Shasta/Trinity Counties Family Law Facilitator	1 FT attorney 1 FT secretary 1 FT volunteer	4,000	8:00 – 5:00 PM 5 days a week	Yes	Yes	Fax machine Computers
Solano County Family Law Facilitator	1 FT attorney 1 FT paralegal 1 PT paralegal 1 PT lay advocate	15,000	8:30 – 4:00 PM 5 days a week	Yes	Yes	Computers Automated phone system, pending
Sonoma County Family Law Facilitator	1 FT attorney 1 PT volunteer attorney	2,500	9:00 – 4:00 PM 4 days a week	Yes	In development	Automated phone system Computers
Sutter County Family Law Facilitator	1 FT attorney 3 FT court clerks 1 FT mediator	2400 clients per year (in- person & telephone contacts)	8:00 am – 5:00 pm 5 days a week	No	No (current staff trained by attorney & CA judicial council conferences)	Computers
Tehama County Family Law Facilitator	1 PT attorney 1 PT paralegal 1 PT secretary	125	9:00 – 5:00 PM 4 days a week	No	No	Fax machine Computers
Tulare County Family Law Facilitator	1 FT attorney 1 FT paralegal 1 FT secretary 3 PT volunteers	3,500	8:30 – 5:00 PM 5 days a week	Yes	Yes	Fax machine Computers
Tuolumne County Office of the Family Law Facilitator	1 PT attorney 1 PT paralegal	1,000	No data	No	Yes	Fax machine Computers
Yolo County Family Law Facilitator	1 FT volunteer	1,560	8:00 am – 4:00 pm on Mondays 8:00 am – 3:00 pm on Fridays	Yes	NA	Fax machine Computers

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STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
California						
Arapahoe County Resource Center Pro Se Resource Center	1 PT paralegal student	3,800	8:30 – 4:30 PM 4 days a week	Yes	Not applicable	Automated phone system Fax machine Computers
Colorado						
Denver County District Court Information and Referral Office	1 PT volunteer attorney 1 FT paralegal 1 PT lay advocate	500	10:00 – 5:00 PM 5 days a week	Yes	No	None
Jefferson County Combined Court Self-Help Center	1 FT Pro Se Coordinator 1 FT case manager	3,600	8:00 – 5:00 PM 5 days a week	No	No	Automated phone system Fax machine; web page; state computer
El Paso County Combined Court Pro Se Clinic	1 FT court manager 1 FT self-help center clerk	7,000 – 8,000	8:00 – 5:00 PM 5 days a week	Yes	Yes, conducted by the Legal Services Office	Automated phone system Web page
Mesa County Combined Court Court Assistance Project	1 FT court clerk	Unknown	8:00 – 5:00 PM 5 days a week	No	Not applicable	Web page Computers
Delaware						
Justice of the Peace Court	No data	No data	No data	No data	No data	No data
New Castle County Superior Court Information Book	No data	200 weekly	9:00 – 5:00 PM 5 days a week	No data	No data	No data
Family Court of Delaware	Not available yet	Not yet determined	8:30 – 4:30 PM 5 days a week	Yes	Yes	Web page Computers
Delaware Volunteer Legal Services	4 FT attorneys 750 volunteer attorneys 2 FT secretaries 20 FT clinical law students	1,237	9:00 – 4:30 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers
Community Legal Aid Society, Inc.	No data	No data	No data	No	No data	No data

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District of Columbia						
DC Bar Pro Se Plus Divorce Clinic	1 FT attorney 1 PT court manager	269	17 times/year	Yes	Yes	Automated phone system Electronic kiosk Web page
Superior Court Small Estates	3 FT small estate specialists	No data	9:00 – 4:00 PM 5 days a week	No	No	Computers
Superior Court Domestic Violence Intake Center	2 FT attorneys 15 PT law students 2 FT paralegals 2 FT court managers 16 FT court clerks 1 FT secretary 15 FT lay advocates 40 FT social workers	7,500	8:30 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers
Florida						
3 rd Judicial Circuit Family Law Assistance & Self-Help Program	1 FT DCA/Staff Attorney 13 PT volunteer attorneys 1 FT paralegal (case manager) 1 FT DV coordinator/social worker 9 FT Deputy Clerks of Court* (*The Deputy Clerks work for the county where they are located not court administra- tion, but are part of the joint project)	? per year	9:00 – 5:00 pm 5 days a week Injunctions 7 days a week; 24 hours	13 PT lawyers Mediators	Not Applicable	Fax machine Computers

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4 th Judicial Circuit Court Clay, Duval and Nassau Counties Family Court Services	5 FT paralegals 3 FT secretaries 1 PT secretary	8,000 walk-ins 50,000 phone calls 5,000 letters	8:30 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Web page – State and local Computers
4 th Judicial Circuit Court County Court Mediation	1 FT court manager 1 FT secretary 80 PT volunteers	No data	8:30 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers Web page, in progress
STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
Florida						
1st Judicial Circuit Escambia, Okaloosa, Santa Rosa, and Walton Counties Self-Help Center	1 court administrator 4 pro se coordinators	21,600 voice mail messages 5,760 direct calls 3,800 walk-ins	8:00 – 5:00 PM 5 days a week	No	No	Automated phone system
6 th Judicial Circuit Court Pinellas and Pasco Counties Pro Se Office	1 FT court manager 5 FT secretaries	19,253	8:00 – 5:00 PM 5 days a week	Yes	Yes, on the job training for FT staff	Automated phone system Fax machine Web page Computers
11 th Judicial Circuit Family Division Dade County Courts Family Court Self-Help Project	4 FT attorneys 3 FT paralegals 2 FT secretaries	13,000+	8:30 – 4:30 PM 5 days a week	No	No	Computers
Georgia						
Superior Court of Fulton County Family Division, Atlanta Family Law Information Center	1 FT paralegal 1 PT paralegal 1 PT law student 1 PT volunteer 1 PT firm contract attorney	11,000 (approx.)	8:30-4:30 PM 5 days per week	Yes	Yes	Web page Fax machine Computers
Hawaii						
Ho’Okele Court Navigation Pilot Project	2-3 FT court clerks 1 FT volunteers	No services until 2000	8:00 – 4:00 PM 5 days a week	Yes	Yes	No data
Family Court, First Circuit Honolulu	4 FT law clerks 4 FT court document clerks	4,000 +	7:45 – 4:30 PM 5 days a week	No	No	Web page Computers

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Idaho						
Court Assistance Office Latah County	1 PT attorney 13 PT law students	1300	9:00 – 11:30 AM 3 days a week 11:30 – 2:00 PM 2 days a week	No	Yes	Fax machine Web page Computers
Court Assistance Office Bannock County	1 FT paralegal	600	8:00 am – 5:00 pm 5 days a week	No	Yes	Computers Web page
Court Assistance Office Gooding County	2 PT court clerks	70	2:00 – 4:00 PM 2 days a week	No	Yes	Computers No internet service
Court Assistance Office Idaho Falls (7 th District)	1 PT attorney	Approximate 2000	8:00 am – 5:00 pm 5 days a week	No	Yes	Computers Web page
Court Assistance Office Valley County	1 PT court clerk 1 PT secretary	10	Must call to make appointment	No	Yes	Computers Web page
Illinois						
18 th Judicial Circuit Court DuPage County Court Advocates	5 FT lay advocates	1200	8:30 – 6:00 PM 5 days a week On call 24 hours 7 days a week	Yes	Yes	Automated phone system Fax machine Computers
Circuit Court of Cook County Probate Division United Family Court Pilot Project Guardianship Assistance Desk	1 FT attorney 30 FT volunteer attorneys 1 FT court manager 1 FT court clerk 1 FT secretary 2 FT Probate/court service case manager	No data	8:30 – 6:00 PM 4 days a week in downtown Chicago 1 day a month in outlying suburban court	Yes	Yes	Computers
Circuit Court of Cook County Adoption Assistance	2 PT attorneys 1`10 PT volunteer attorneys 1 PT secretary 2 PT social workers 1 FT expedited adoption coordinator	250 families about 750 children	NA	Yes	Yes	Fax machine Computers-data base Trigger system

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Illinois						
Circuit Court of Cook County Advice Desk-Tenant Pre-Judgment Program	1 FT attorney 2-3 PT volunteer attorneys 10-15 PT secretaries 1-2 PT law professors	4,500	8:30 – 4:30 PM 5 days a week	Yes	Yes	Fax machine Computers Printers, on-line legal research and law library resources
Circuit Court of Cook County Court Facilitation Program	100 volunteer attorneys in the pool 1 PT secretary	No data	10:00 – 12:00 PM 3 days a week	Yes	No	None
Circuit Court of Cook County Pro Se Court for Small Claims	2 FT court clerks 1 Ft secretary	4,000	8:30 – 4:30 PM 5 days a week	No	Yes	Fax machine Computers
Indiana						
Tiptecanoe County Court Small Claims Mediation	1 FT court manager	2,000	8:45 AM – Noon 1 day a week	No	Yes	Web page Computers
Porter Superior Court Small Claims Mediation	None	About 40% of all contested matters	1 day a week in each of three courts	Yes	No	None
Madison County Court Introduction to Small Claims Court	1 PT judge	75 – 90	One two-hour workshop every three months	No	No	Computers
Bartholomew Circuit County Legal Aid	1 PT attorney 52 volunteer attorneys 1 FT paralegal 1 FT Dir/Atty	700	8:30 am – 5:00 pm	Yes	No data	Clients 2000
Posey Circuit Court	General court staff and bar	Hundreds	When court is in session	Yes	No	No data

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Louisiana						
Baton Rouge City Court Pro Se Divorce Clinic	Number of volunteer attorneys varies	80	One clinic every 3-4 months	Yes	NA	None
Baton Rouge Bar Foundation Pro Bono Project	2 FT coordinators Varied paralegal interns 418 volunteer attorneys	500 – 700	9:00 – 4:30 PM 5 days a week	Yes	Yes and attendance at the annual ABA Pro Bono Conference	Fax machine Web page Computers
Capital Area Legal Services Baton Rouge	9 FT attorneys 1 PT attorney 5 FT paralegals 21 FT administrative staff 1 FT law student 5 paralegal interns	625	8:30 –5:00 PM 5 days a week	No	Yes	Automated phone system Fax machine Computers
Maine						
Pine Tree Legal Assistance	None	10,000 cases 50,00 pieces of pro se information are downloaded each year	5 days a week	Yes	Yes	Web page http://www.ptla.org
Portland District Court	Staffing varies 1 PT lay advocate 2 PT volunteers	100-150	1:30 – 4:30 PM 1 day a week	Yes	Yes	None at present, will be in use by 10-1-01
Maine District Court-Bath Lawyer for the Day Program	None	1800	Regular court hours 1 day a week	Yes	Not applicable	None
Maryland						
University of Maryland School of Law Family Assisted Pro Se Project	34 law students	4,400 in 2 years	No data	Yes	Yes, the law students receive intensive training	No data

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Maryland						
Circuit Court for Carroll County Courthouse Advice Clinic	4 PT volunteer attorneys 8 FT court clerks plus family law admin. (employees of court)	500	9:00 AM – Noon 1 day a week 4:00 pm – 7:00 pm 1 day a week	No	No	None
Somerset County Circuit Court Pro Se Litigants Assistance Program	1 PT Md. Volunteer Lawyer Service 1 PT Family Support Services Coordinator	50 clients in first 6 months	9:00 AM – Noon 2 times a month	Yes	No	Copiers Computers, occasionally
Montgomery County Circuit Court Pro Se Project	1 FT attorney 1PT attorney 1FT paralegal	4,200	8:30 – 4:00 PM 5 days a week	No	No	Automated phone system Web page
Massachusetts						
East Boston Court Harvard Defenders	1 FT court clerk 1 FT secretary 1 FT law student	10	8:30 – 12:00 PM 5 days a week, if needed	Yes	Yes	None
Harbor Communities Overcoming Violence	1 FT court clerk 2 FT secretaries 2 PT volunteers	600	8:30 – 12:00 PM 3 days a week, if needed	Yes	Yes	None
Housing Court Department ◆ Boston Division	Housing specialists	No data	All day, one day a week	Yes	No data	No data
• Hampden Division	1 PT law student	No data	1 day a week	Yes	Yes	None
Suffolk Probate and Family Court Volunteer Lawyer for the Day	1 PT attorney 1 PT court clerk	over 1,500	9:30 – 4:00 PM 3-4 days a week	Yes	No	None
Boston Municipal Court Informal Program	No data	No data	No data	No data	No data	No data

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Michigan						
17 th Circuit Court Personal Protection Office	1 FT paralegal 1 FT secretary	No data	8:00 – 5:00 PM 5 days a week	No	Yes	Automated phone system Fax machine Computers
54 th Judicial Circuit Friend of the Court	1 FT court manager 1 FT secretary 2 FT social worker	350	7:00 – 4:30 PM 5 days a week and some evenings open noon hours	No	Yes	Overhead slide projector and transparencies
Wayne County Probate Court Pro Se Court	9 FT court managers 6 FT court clerks 6 FT secretaries 93 judges and staff	500,000	8:00 – 4:30 PM 5 days a week	No	Yes	Automated phone system Fax machine
Minnesota						
First Judicial District Pro Se Services Coordinator Program	1 FT court manager 30 FT court clerks 1 FT librarian 1 FT library assistant	600	8:00 – 4:30 PM 5 days a week	No	Yes	Automated phone system Fax machine Computers
Third Judicial District Pro Se Program	All are court employees	Unknown	8:00 – 5:00 PM 5 days a week	No	No	Automated phone system Computers
Sixth Judicial District Pro Se Program	No data	No data	NA	No	No	None
Eighth Judicial District Pro Se Program	FT court clerks	No data	8:00 – 4:30 PM 5 days a week	No	No	No data
Ninth Judicial District Pro Se Program	No data	No data	8:00 – 5:00 PM 5 days a week	No	No	No data
Fifth Judicial District Lyon County Pro Se Committee	Regular court staff	No data	No data	No data	No data	None
Ramsey County District Court ▪ Criminal Division	4 FT court managers 10 FT court clerks	No data	8:00 – 4:30 PM 5 days a week	No	No	Automated phone system

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Minnesota						
<ul style="list-style-type: none"> ▪ Ombudsman and Self-Represented Litigant Services Legal Clinic 	27 volunteer attorneys 1 FT court manager	Ombudsman – no data Legal clinic- 800 since 12/97	Ombudsman: 7:30 – 4:00 PM 5 days a week Legal clinic: 12:00 – 3:00 PM Mondays and Thursdays	Yes	Yes	Regular telephone
<ul style="list-style-type: none"> ▪ Civil Pro Se Program 	1 FT court clerk	2000	8:00 – 4:30 PM 5 days a week	No	No	None
Stearns County Service Center	4 FT court clerks	3,210	8:00 – 4:30 PM 5 days a week	No	No	Fax machines Computers
Mississippi						
Hinds County Chancery Court Pro Se Divorce Clinic	1 PT attorney 1 PT volunteer attorney 1 PT secretary	No data	9:00 – 12:00 PM once a month	Yes	No	None
Missouri						
Jackson County Circuit Court Quickfile	1 FT attorney 2 FT court managers 9 FT court clerks 3 FT volunteers	It is anticipated that 40% of the 6800 annual filings will eventually use Quickfile	24 hours a day 7 days a week	Yes	Yes	Automated phone system Fax machine Web page Computers Pagers
Montana						
Legal Services Association Dissolution Clinic	1 FT volunteer attorney 1 PT law student during summer	Varids	8:00 – 3:30 PM 5 days a week Clinic is held on Saturdays, 8:00 AM – Noon	Yes	Not applicable no nonlawyers	Computers Fax machine
13 th Judicial District Court Yellowstone Co. Bar Association Family Law Project	15 PT volunteer attorneys 6 PT Paralegals	No data	8:00 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers

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Montana						
1 st Judicial District Court State Law Library Advice Clinic	1 PT attorney 1 PT volunteer attorney 1 PT secretary	25	10:00 – 2:00 PM 2 days a week	Yes	Yes	Fax machine
4 th Judicial District Court Family Law Advice Clinic	12 PT volunteer attorneys 1 FT lay advocate	140 +	10:00 – 4:00 PM 5 days a week and 2 evenings for classes	Yes	Yes	Fax machine Computers
Nebraska						
Lancaster County Court Lincoln/Lancaster Medication Center	30 volunteer attorneys 1 FT secretary 70 volunteers 4 FT mediators	3,000	Most of the mediation is done in the evening and on weekends	Yes	Yes	Automated phone system Fax machine Computers
Nevada						
First Judicial District Court Self-Help Divorce Clinic	11 PT volunteer attorneys 1 FT paralegal	No data	8:30 – 5:00- PM 5 days a week	Yes	No	Computers
Second Judicial District Court Family Facilitator	1 FT attorney Volunteer paralegals Other volunteers	3,600	8:00 – 5:00 PM 4 days a week	Yes	No	Automated phone system Fax machine Computers
Fourth Judicial District Court Access to Justice	No staff	156	8:00 – 5:00 PM 5 days a week	No	No	Computers
Seventh Judicial District Appointed Counsel	No data	No data	Regular court hours	No data	No data	No data

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Nevada						
Eighth Judicial District Court <ul style="list-style-type: none"> Self-Help Legal Classes 	1 FT attorney 1 PT attorney 75 FT/PT law students 1 PT law professor	1,500	4, two hour classes a week	Yes	Not applicable	None
<ul style="list-style-type: none"> Legal Services 	86 FT attorneys 10 PT volunteer attorneys 6 FT paralegals 4 FT secretaries	2,500	8:30 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Web page-in progress
<ul style="list-style-type: none"> Family Law Self-Help Center-Clark County 	1 FT attorney 3 FT public information representatives	5745 phone calls in 5 months	8:30 –4:30 PM 5 days a week	No	Yes	Web page
New Hampshire						
Portsmouth Family Division Court Pilot Project	4 FT case managers	1400 conferences with about 2500 people	8:00 – 4:00 PM 5 days a week	No	No	None
New Jersey						
Superior Court-Essex Vicinage Office of the Ombudsman Information and Community Relations Center	1 FT attorney 2 adm. assistants 1 clerk Pro bono law students and high school interns as needed	3,000	8:00 – 5:00 PM 5 days a week	No	Yes	Automated phone system Computers Fax machine Web page
Superior Court – Camden Vicinage <ul style="list-style-type: none"> Family Part Pro Se Assistance Program 	2-3 PT law students 2 PT volunteers 8 PT law clerks	5,500	8:30 – 4:30 PM 5 days a week	No	Yes	No data

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New Jersey						
• Ombudsman Program	1 PT secretary 1 FT ombudsman	544	8:30 – 4:30 PM 5 days a week	No	No	Automated phone system Fax machine Computers
New Mexico						
Third District Court Pro Se Service Center	1 PT attorney 20 PT volunteer attorneys 3-4 PT paralegals per year	1000	2:00 – 5:00 PM 1 – 2 days a week	Yes	No	None
Eleventh District Court Pro Se Divorce Program	1 FT court manager 4 FT court clerks 1 FT secretary 5 FT volunteers 1 PT volunteer attorney	No data	8:00 – 5:00 PM 5 days a week	yes	No	None
Eleventh District Court Pro Se Clinic	2 PT court managers 9 PT court clerks 2 PT secretaries 6 PT volunteers	No data	5:00 PM – 7:00 PM 1 night a week	Yes	No	Computers
Second District Court Pro Se Division	1 FT paralegal 1 PT student intern	2,000	9:00 – 4:00 PM 4 days a week	No	No	Automated phone system Computers
New York						
Civil Court, City of New York Resource Center	8 FT attorneys 1 PT attorney 2 FT secretaries Volunteer attorneys, managers and clerks	Thousands, hard to say	9:00 - 5:00 PM 5 days a week	Yes	Yes	Computers
Supreme Court-Civil Branch Office for the Self-Represented	1 FT attorney 1 PT volunteer attorney 1 FT court manager 4 Ft court clerks 1 FT secretary	12,295	9:00 – 5:00 PM 5 days a week	Yes	No	Fax machine Web page Computers

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North Carolina						
26 th Judicial District Self-Serve Center	1 FT paralegal 1 FT volunteer	Over 2000 have used center since it opened in June, 1999	9:00 – 4:30 PM 4 days a week	Yes	Yes	Automated phone system Web page Computers
Ohio						
Northeast Ohio Legal Services Volunteer Advocacy Legal Unit	1 PT attorney 1 FT paralegal 16 PT volunteers	650	9:-00 – 3:30 PM 5 days a week	Yes	Yes	Automated phone system Computers
Wooster Legal Aid Society “Do It Yourself Divorce Clinic”	Varies, clinic is taught by volunteer attorneys	110	Clinic taught monthly	Yes	No	Telephones Computers
Athens Legal Services Poverty Prevention Legal Clinic	1 PT attorney 35 PT volunteer attorneys 1 PT secretary 2 PT county employees	192	3:00 – 5:00 PM 3 rd Thursday of every month	Yes	Yes	Automated phone system Fax machine Computers
Toledo Bar Association Pro Bono Legal Services Program	PT attorney PT paralegal	250	Intake is every day Clinic runs one day a week for two hours	Yes	No	Computers

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
Ohio						
Hamilton County Pro Seniors, Inc. Legal Hotline	1 FT attorney 6 PT attorneys 1 PT secretary 2 PT volunteers	over 5,000	8:30 – 4:30 PM 5 days a week	Yes	No	Automated phone system Fax machine Web page Computers
Montgomery County Common Pleas Court Division of Domestic Relations Pro Se Assistance	1 FT paralegal 1 PT court manager .5 PT secretary	1,500	8:30 – 4:30 PM 5 days a week	No	No	Automated phone system Fax machine Computers
Oklahoma						
District Court of LeFlore County Informal Program	No data	No data	No data	No data	No data	No data
Oregon						
Deschutes County Circuit Court Pro Se Dissolution	1 FT court clerk	370	8:00 – 5:00 PM 5 days a week	No	Yes	Automated phone system Web page Computers
Union County Circuit Court (No name)	2 PT volunteer attorneys 1 PT court clerk 3 PT secretaries 8 PT volunteers 4 domestic mediators	No data	No data	Yes	Yes, for volunteer mediators	Computers
Marion County District Court Dissolution Resource Services	1 PT attorney, plus a volunteer lawyer Clinic staffed by an attorney, on a rotating basis, for two hours every week 1 PT court manager 1 FT court clerk	3,600	9:00 – 5:00 PM 5 days a week	Yes	No	Web page

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
Pennsylvania						
Allegheny County Pro Se Family Law Motions Project	1 PT attorney 3 volunteer attorneys/day 6 volunteer law students/semester	Over 3,000	1:30 – 3:30 PM 2 days a week	Yes	No	None
Texas						
Bexar County Civil District Courts Staff Attorney and SABA Pro Bono Referral Program	1 FT attorney 1 PT court manager 1 PT secretary 1 PT associate judge	2,500	8:00 – 5:00 PM 5 days a week	No	No	Automated phone system Fax machine Computers
Tarrant County Family Court Black Women Lawyers Pro Bono Clinic	All attorneys, paralegals, secretaries etc. are volunteers on a need basis	No data	6:00 PM until all clients have been served One night a month	Yes	Yes	Computers
Utah						
Automated Pro Se Legal Assistance Project	2 PT secretaries	4800	8:00 – 5:00 PM 5 days a week	No	No	Electronic kiosk
Court Information Line	1 PT attorney 1 PT secretary	1,500	8:00 – 5:00 PM 5 days a week	No	No	Computer used by person answering the phone
Third District Court Domestic Violence Assistance Program	Attorneys are available as needed 2 FT paralegals 3 FT court clerks	33,000	8:00 – 5:00 PM 5 days a week	Yes	Yes	Automated phone system Fax machine Computers
Tuesday Night Bar	20 PT volunteer attorneys	No data	No data	Yes	No	None

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
Vermont						
Vermont County Family Court Mandatory Pro Se Education Class	PT volunteer attorneys PT court officer PT assistant court clerks	280-300 x 14-now	Varies	Yes	Not applicable	None
Washington County Family Court Domestic Violence Education Class	2 Ft court clerks 4 FT volunteers	450	7:45 AM – 8:30 Am 2 days a month	Yes	Yes	None
Virginia						
Central Virginia Legal Aid Pro Bono Hotline	1 PT attorney 70 PT volunteer attorneys 2 PT paralegals	1,500	1:30 – 5:30 PM 4 days a week	Yes	No	Automated phone system Fax machine Computers
Legal Services of Northern Virginia Court Outreach	3 PT attorneys 1 PT paralegal 1 PT law student	200 +	9:30 – 11:30 AM 5 days a week	No	No	None
Washington						
Whatcom County Superior Court Family Law Facilitator Protection Orders	1 PT attorney 14 FT volunteer attorneys 2 FT court clerks 1 FT Facilitator	9,000	8:30 – 4:30 PM 7 days a week	Yes	Yes	Computers
State Office of Administrative Hearings First in Touch (FIT)	No separate staff	46,00 request hearings	7:30 – 5:00 PM 5 days a week	No	Yes	Fax machine Web page, in development Computers
Kitsap County Superior Court Courthouse Facilitation Program	1 FT attorney 1 PT clerk 1 PT volunteer	1,300	8:30 – 4:30 PM 4 days a week	Yes	No	Automated phone system Fax machine Web page Computers

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
West Virginia						
Kanawha County Circuit Court Family Law Clinic Legal Aid Society of Charleston	1 PT attorney 3 PT volunteer attorneys 1 PT paralegal 1 PT secretary	250– 300 attend clinic each year	Clinic held once a month	Yes	No	None
Bankruptcy Court Southern District Legal Aid Society of Charleston	5 PT volunteer attorneys 1 PT paralegal 1 PT secretary	100-125 attend clinic each year	Clinic every 6 weeks	Yes	No	None
Circuit Court of 3 Counties Appalachian Legal Services	1 PT attorney 1 PT paralegal 1 PT secretary	20 – 30 attend clinic each month	Clinic held once a month	Yes	No	None
Wisconsin						
Richland County Circuit Court The Resource Center, Inc.	6 PT volunteer attorneys 1 PT secretary 1 PT volunteer 1 PT District Attorney	40	1:00 – 4:00 PM 1 day a month	Yes	Yes	None
Milwaukee County Circuit Court Pro Se Form Assistance Center Family Justice Clinic	1 FT attorney 1 FT paralegal About 35 volunteer attorneys	No data	1:00 – 2:00 PM 5 days a week	Yes	No	Nonoe
Eau Claire County Circuit Court Informal program	Regular court staff	No data	Regular court hours	No	Not applicable	Terminal to court information

Table 4 Local Program Operations and Use of Technology

STATE	STAFFING	CASELOAD (Annual)	HOURS OF OPERATION	VOLUNTEERS	TRAINING (Nonlawyers)	TECHNOLOGY
Wyoming						
State Bar Pro Bono Volunteer Program Legal Services, Inc.	Varies	Don't know	8:30 – 4:30 PM 5 days a week	Yes	No	Fax machine Computers
Wyoming Legal Services	None specific to pro se	No data	8:30 – 4:30 PM 5 days a week	Yes	Not applicable	Fax machines Computers Toll free phone number
4 th Judicial District Sheridan County Bar Pro Bono	Volunteer attorneys	15	Not applicable	Yes	Not applicable	None