

Colorado JFA Planning – Inventory Assessment

Design, Governance & Management Component Assessment

Description: This component contemplates ensuring continuing, effective governance and management processes/structures are in place to address ATJ in a state. Included in this is a commitment to user-focused design and full engagement of the user voice.

Key Elements:

- An established body and processes to address ATJ issues
- ATJ body includes all relevant stakeholders
- Collection of user data and information (through surveys, focus groups, etc.)
- User membership on ATJ body

Additional Elements: Permanent staffing of ATJ Commission

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?			X			The ATJ Commission needs full-time staff. It is active, but needs greater diversity, including representation from rural areas.
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?					X	
Does the current element reach people throughout the state?			X			The ATJC needs increased representation from rural areas and greater diversity.
What proportion of the people who need these services where they currently exist is served by the program?					X	
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?					X	
Are the programs/services in this element scalable to serve the needs of all the people in the state?					X	

General Notes: Fact-finding during the inventory stage and a previous ATJC planning effort identified the need for greater capacity to oversee the wide-ranging ATJ activities in the state, to enhance cross-fertilization, avoid duplication and identify and respond to gaps.

Resource Planning Component Assessment

Description: This component contemplates robust and continued resource planning, including the identification of existing resources, new resources, reallocating current resources, and identifying savings opportunities.

Key Elements:

- Staffing position dedicated to resource planning
- Existence of an updated resource budget

Additional Elements: _____

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?			X			The ATJC has a resource committee that is active and has been somewhat successful given the limitations imposed by the TABOR Amendment which limits obtaining resources from the legislature. It has a successful legal aid foundation. Colorado lags behind all but five states in public funding for civil legal aid, and as a result there is a lack of attorneys to serve that population
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?			X			
Does the current element reach people throughout the state?			X			
What proportion of the people who need these services where they currently exist is served by the program?					X	
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?					X	
Are the programs/services in this element scalable to serve the needs of all the people in the state?					X	

General Notes: There is a staff position for private funding at the Legal Foundation of Colorado. Resource development by each different organization is conducted by its staff members. There have been concerted efforts at increasing public funding, which have met with modest success, limited in part because of the serious budgetary constraints imposed by the Taxpayer Bill of Rights (TABOR) Amendment passed a number of years ago.

Technology Capacity Component Assessment

Description: This component refers to creating the capacity to use technology to automate and scale ATJ solutions in a cost-effective and appropriate manner.

Key Elements:

- User experience and multimedia design expertise
- Application integration expertise
- Process simplification expertise
- Facilitates remote access and resolution

Additional Elements: _____

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?				X		Exceptional use of on-line technology, though need for greater coordination among state judicial branch, legal aid and private websites.
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?			X			While on-line services excel, there is a need for increased document assembly and on-line chat capability, as well as improve coordination among its many components.
Does the current element reach people throughout the state?			X			Widespread use of remote law clinics, with a commitment to expand use even further.
What proportion of the people who need these services where they currently exist is served by the program?				X		There are limitations based on lack of broad-band and limited use of computers in some isolated rural communities.
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		There could be more uniform use of technology across all Judicial Districts

General Notes:

Triage, Referral & Channel Integration Component Assessment

Description: This component contemplates creating “no wrong door” to enter the legal system through referrals or channels. A robust and continued triage that assesses what services each individual and situation needs, followed by appropriate and verified referrals.

Key elements

- Triage/assessment and referral by any existing resource
- Identified, consistent triage and referral protocols & practices
- Triage supported by technology (i.e., portal)
- All stakeholders, including non-traditional ones, aware of referral information
- Effective referrals (i.e. entity can take matter without time, income, or subject matter restrictions precluding service)
- Central legal aid hotlines and market-based equivalents for moderate income people to diagnose legal issues/potential solutions and resolve less complex issues at an early stage

Additional Elements: _____

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?		X				There are variety of ways that people access the system, through direct access to Self-Represented Litigant Centers in each Judicial District, CLS intake and contact with different organizations in the system, but there is no organized triage capacity. The strong network within the system provides a framework for creating a triage capacity, but a formal system does not exist now. In spite of the lack of a formal system, there are a number avenues through which people in need find services. There needs to be a better organized capacity to make this capacity uniformly available across the state. Current systems for gaining access and appropriate referrals work in their limited sphere, but are not part of an integrated system.
Satisfied with the current programming -does it meet all the needs of the persons it serves?		X				
Reach people throughout the state?		X				
What proportion of the people is served by the program?		X				
Programs/services scalable to serve the needs of all the people where it currently exists?		X				
Scalable to serve the needs of all the people in the state?		X				

Community Integration & Prevention Component Assessment

Description: This component contemplates integrating the ATJ response to include system access through community stakeholders and more effective responses to user’s legal issues on the front end.

Key Elements:

- Robust information exchange, including cross training
- Community resources integrated into provider services
- Collecting and sharing information on user experience across providers
- Collaborative partnerships, including social services providers
- Community outreach, enabled by a robust communication strategy
- Cross-training between organizations
- Early issue identification and proactive, robust referrals in a range of areas (e.g., achieving access through partners)
- Education about dispute resolution without legal action

Additional Elements:

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?				X		There are strong connections throughout the system with various community partners. As examples, Sherlocks in the 4 th JD (Ft. Carson) works closely with social service agencies that serve active military families. The courts in the 14 th JD work closely with a community-based Latino organization. CLS works closely with organizations that serve victims of domestic violence and trafficking, farm workers, families in crisis over housing and employment and others. Public libraries in rural Colorado are active partners in remote, virtual clinics. Such examples are replicated throughout the system. What needs strengthening is greater coordination among all the efforts so that successful activities can be replicated in all parts of the state.
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?			X			
Does the current element reach people throughout the state?			X			
What proportion of the people who need these services where they currently exist is served by the program?			X			
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		

Judicial & Court Staff Education Component Assessment

Description: This component contemplates the existence of a judicial education program that engages judges and promotes leaderships on ATJ issues within and without the courts. A court staff education program will adapt many of the same principles tailored to their interaction with users.

Key Elements: Education programs should follow adult learning principles, be dynamic and interactive, and address the following topics:

- Engagement with self-represented litigants
- Availability of community resources and other referral opportunities
- Change leadership for judges
- Language access requirements and procedures
- Procedural fairness
- Cultural sensitivity

Additional Elements:

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?				X		Colorado has a strong judicial education department and includes trainings on the key issues related to unrepresented litigants, as well as other responsibilities of judicial officers and their staff. Observers noted that more explicit trainings of all court personnel on the most effective way to work with unrepresented persons is warranted.
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?			X			
Does the current element reach people throughout the state?				X		
What proportion of the people who need these services where they currently exist is served by the program?			X			
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		Colorado's judicial branch has strong judicial training resources, so that development of training to enhance all court personnel's understanding of how most effectively to work with unrepresented litigants can easily draw upon existing resources and understanding of training
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		

Broad Self-Help Informational Services Component Assessment

Description: This component contemplates broad self-help informational services being accessible to system-users.

This can be through information provided in-person or online.

Key Elements

- All information provided in plain language
- Instructions on legal processes, applicable law, and how to prepare for and present a case
- Links to information and forms on other specific subject matters, including out-of-court resolution
- Materials optimized for mobile viewing
- Information on which courts hear what cases and court access (e.g., transportation)
- Staffed self-help centers in/near courthouse or accessible in community
- Multiple channels of providing information (e.g., workshops, online)

Additional Elements: _____

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?				X		The Colorado courts have committed significant resources to support of unrepresented litigants with Sherlocks and Family Court Facilitators in every Judicial District, who are dedicated to developing and sustaining programs and approaches appropriate to circumstances in their Judicial District. The Sherlocks and FCFs are limited to offering legal information, but are creative in supporting the development of resources that can also provide legal advice, consistent with the Supreme Court's directive regarding their operation. On-line resources are also very rich with self-help sites sponsored by CLS, the judicial branch and Supreme Court library, as well as private resources. Over 2400 legal information and advice clinics are offered each year, including over 200 that are offered remotely, on-line in rural areas. The area calling for improvement is plain language availability of forms and instructions. (See inventory notes on that component)
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?				X		
Does the current element reach people throughout the state?				X		
What proportion of the people who need these services where they currently exist is served by the program?						
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		

General Notes:

Plain Language Forms Component Assessment

Description: This component contemplates implementing standardized, plain language forms that are also user-friendly.

Key Elements:

- Implementation of standardized plain language forms
- Testing for comprehensibility and usability
- Form data integration with the court information system
- Protocols for assessing and updating forms

Additional Elements: _____

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?		X				Efforts have been started to address the need for plain language forms and instructions. The Appellate Sherlock has translated pertinent forms for use by litigants at that level. The planning process found strong support for developing uniformity, simplifying and translating forms used in district and county courts into plain language. It and simplification were among the areas enthusiastically endorsed in the JFA Summit for further work. Colorado Legal Services is attentive to presenting information on his website in plain language, but recognizes that more work needs to be done. There are solid resources available in the SCAO to mount a plain language initiative throughout the judicial branch. Work has already begun to implement it. The IT Staff at Colorado Legal Services is well plugged into national resources to support expansion of the effort.
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?		X				
Does the current element reach people throughout the state?		X				
What proportion of the people who need these services where they currently exist is served by the program?		X				
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		

Language Services Integration Component Assessment

Description: This component contemplates integrating meaningful language access services into all points of the civil justice system.

- Key Elements Language access services at all points of contact between Limited English Proficiency (LEP) users and all legal system components (e.g., forms, interpreters)
- Quality of language access services and providers
- Language access planning and monitoring
- Effective use of multi-lingual outreach and court staff
- Increased availability of multi-lingual information and educations for LEP users

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?				X		Colorado stands out in its support of litigants with limited proficiency in English, particularly Spanish-speaking persons, the largest population of non-English speakers. In 2016, the Justice Index, which measures each state's capacity to meet specified access to justice needs, ranked Colorado 10 th among the states in support for people with limited English proficiency. Since then, Colorado has further enhanced its capacity. The courts operate under Chief Justice Directive 06-03 which governs the use and payment of language interpreters and which was amended in May 2016 to provide for certified interpreters in all civil and criminal proceedings. Interpreter and translator services are administered through the Office of Language Access (OLA) to assure continuity and uniformity of language services among all judicial districts. Managing Interpreters oversee the system in each judicial district in the state. OLA has translated over 1300 commonly used documents into Spanish for use by self-represented litigants online or with the assistance of Sherlocks in each District. In addition to Spanish, the state has provided language support services in the 120 languages, the most frequently occurring of which are Vietnamese, Russian, Arabic, Mandarin, Korean, Amharic, Burmese and Somali.
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?				X		
Does the current element reach people throughout the state?				X		
What proportion of the people who need these services where they currently exist is served by the program?				X		
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		

Alternative Dispute Resolution Integration Component Assessment

Description: This component addresses providing information about ADR and ensuring ADR is appropriately integrated into the civil justice system.

Key Elements:

- Provision of information about ADR modes and processes, substantive ADR law, and consequences
- ADR information available online and integrated into portal
- Clear codes of ethics for the non-judicial neutrals
- Access to ADR modes provided within procedural context, possibly through self-help
- Ethically appropriate collaborations between ATJ stakeholders and ADR providers

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?				X		Colorado operates under one of the strongest dispute resolution statutes in the nation (Colorado Dispute Resolution Act, §13-22-301, et seq.), which was passed in 1983 and established the Office of Dispute Resolution (ODR). Under it, any court of record has authority to refer a case for mediation if such services are available. Although it does not certify, license or otherwise regulate mediators ODR maintains a list of mediators with whom it contracts and who must meet its qualifications. In addition, Colorado has seen an increase in the number of private sector mediators who are not associated with ODR, but who handle court-referred cases. Areas in this component that could be strengthened include increasing the availability of mediators in rural areas, facilitating their use earlier in court processes, providing training and encouraging their use. Resources are available to carry out initiatives to foster the expansion of ADR, including into rural areas of the state.
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?			X			
Does the current element reach people throughout the state?			X			
What proportion of the people who need these services where they currently exist is served by the program?			X			
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		

Compliance Assistance Component Assessment

Description: This component addresses strategies for increasing comprehension of and compliance with legal processes and court orders.

Key Elements:

- Written orders and compliance information available immediately after hearing
- Use of plain language orders and judgments
- Explanations provided by judges and other court staff
- Reminders prior to deadlines
- Online tools to assist with compliance and enforcement
- Collaboration with stakeholders and users to identify common problems and ways to address them.

Additional Elements: _____

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?				X		Family court facilitators and Sherlocks, who operate in every judicial district in Colorado, were created in part to assure that unrepresented litigants are informed of the requirements of the legal processes with which they are engaged and how to comply with the courts' expectations. Self-represented litigants in family law cases are walked through every step of their case and the documents and other preparation needed before appearing before a judge. On-line tools are available, including videos and tutorials, but they are not used uniformly across all Judicial Districts. The availability of significant resources in every judicial district and the strong networks among Sherlocks and Family Court Facilitators, enhanced by the expected improvements in coordination throughout the system should further strengthen the system by increasing the capacity for replication of successful approaches.
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?				X		
Does the current element reach people throughout the state?				X		
What proportion of the people who need these services where they currently exist is served by the program?				X		
Are the programs/services in this element scalable for all the people where it currently exists?				X		
Are the programs/services in this element scalable for the needs of all in the state?				X		

Courtroom Assistance Services Component Assessment

Description: This component involves a more dynamic provision of information to system users through technology and in-person assistance. Judges and court staff are also central to providing courtroom assistance.

Key Elements:

- Instructional videos on logistics and procedures
- In-person assistants
- Technology tools to support work of assistants, such as automated forms
- Technology tools for the judges to prepare and explain final orders in the court room.
- Training tools for personal assistants and court staff

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?				X		A high level of resources are devoted to supporting unrepresented litigants in Colorado courts. The family court facilitators and Sherlocks in each judicial district have developed their own approaches to carrying out their responsibilities consistent with the needs of the district in which they serve. Some, for example, rely on the use of videos to explain the judicial process and assist unrepresented individuals in pursuing their case. There is room, however, for expansion of online tutorials, and other multimedia content videos and more uniform use throughout the system. The Judicial Branch is supporting two pilot projects for the use of navigators (in-person assistants) to support self-represented litigants while in the courtroom. The strategies associated with Design, Governance and Management are designed in significant part to increase the uniform availability of various court assistance services across all judicial districts.
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?			X			
Does the current element reach people throughout the state?				X		
What proportion of the people who need these services where they currently exist is served by the program?				X		
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		

Expansion & Efficiency Improvement of Full-Service Representation Component Assessment

Description: This component contemplates ensuring sufficient levels of full-service legal representation across income levels.

Key Elements:

- Assessment of existing service capacity in the state, factoring in geographic differences.
- Identification of effective service pro bono, legal aid and market- based delivery strategies with potential for replication/scaling
- Training & assistance with implementation of best practices for utilizing technology and process improvement; identification of potential support to make this possible
- Incorporation of litigation strategies that have the potential to impact many people and decrease the need for full representation in the future
- Training and mentoring for pro bono volunteers, both on substantive issues and on how to work with low-income clients

Additional Elements: _____

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?			X			<p>Colorado's biggest gap is in resources available for full representation. Although it ranks sixth nationally in the widely recognized Justice Index for its overall commitment to access to justice services, the state ranks in the <i>bottom five</i> for the number of civil legal aid attorneys available for low income persons. The state has over 800,000 low-income persons, but in 2016, its principal statewide legal aid provider, Colorado Legal Services, was only able to serve 8433 clients, of whom only 1812 were provided full representation. It has rich variety of self-help services. Some issues, however, cannot be addressed without full representation because of their procedural or substantive complexity or because of the gravity of the risk to the individual with the problem. In addition, some individuals need full representation because of their personal circumstance, such as mental illness, lack of proficiency in English, illiteracy or inability to proceed because of personal trauma, sometimes associated with their legal problem.</p> <p>The lack of available resources for full representation is particularly acute in rural Colorado, which has witnessed significant population loss and economic stagnation, in spite of the fact that Colorado is one of the fastest-growing states in the country and has a strong economy. Many counties have only a few or no lawyers, and few new lawyers are moving in to set up practice.</p>
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?			X			
Does the current element reach people throughout the state?			X			
What proportion of the people who need these services where they currently exist is served by the program?		X				
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		

Unbundled (Discrete Task) Legal Assistance Component Assessment

Description: This component contemplates achieving sufficient levels of discrete task legal assistance deployed at strategic points for the highest possible impact for users.

Key Elements:

- Lawyers willing to provide legal services on a discrete task basis
- Processes for conclusion of limited scope representation, (i.e. client is aware of any remaining legal needs and how to do that through self-help or other resources)
- Training and resources to support participating lawyers
- Adoption of rules that facilitate limited scope representation and ease in entering/exiting a matter
- Good lines of communication between the limited scope attorney and the client
- Screening, triage and referral components to connect these lawyers with persons seeking their services
- Full acceptance by the judiciary of the practice

Additional Elements:

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?				X		<p>Colorado has been at the forefront of developing and encouraging limited scope representation throughout the state and was one of the first states to adopt rules governing such representation. The Colorado Bar Association has undertaken a Modern Law Practice Initiative (MLPI), which actively supports lawyers and law firms undertaking limited scope representation as well as other law firm business practices that support the provision of representation that is affordable for clients and profitable for a lawyer. The MLPI with the support of the judiciary has offered 35 “unbundled roadshows” to teach both courts and lawyers about the viability of limited scope representation in both urban and rural areas.</p> <p>There is a high degree of acceptance and even enthusiasm for limited scope representation among rural judges.</p> <p>There is a need to increase both the number of firms utilizing the model as well as knowledge among potential users of what lawyers and firms provide such services.</p>
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?			X			
Does the current element reach people throughout the state?				X		
What proportion of the people who need these services where they currently exist is served by the program?			X			
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		

General Notes:

Simplification Component Assessment

Description: This component contemplates simplification of legal processes and the user’s legal experience.

Key Elements:

- One-stop shopping used to simplify user experience
- Streamlined internal court operations, including automated generation of orders and judgments
- Online dispute resolution
- Forms, legal documents and oral communications, face to face conversations use plain language.
- Review of courtroom procedures to determine more effective ways of providing information, helping parties come to resolution
- Simplified court rules to eliminate unnecessary appearances and filings

Additional Elements:

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?		X				<p>The inventory and assessment found widespread agreement on the importance of simplification and uniformity of forms used in proceedings that have large numbers of litigants who represent themselves. The lack of simplification and duplication of requests for information were identified as impeding unrepresented litigants from proceeding successfully in their cases and causing delays and inefficiency for the courts. Uniformity across judicial districts was recognized as being key to the simplification process.</p> <p>It was recognized that uniformity and simplification relate to several other needs, 1) facilitating practice in different rural judicial districts where there is a critical lack of lawyers; 2) facilitating strategies to develop tutorials and videos that can be used statewide; 3) facilitating the translation of key forms and procedures into plain language; 4) supporting uniform application of the law across the state.</p> <p>At the same time, it was noted that there are differences in what is called for in different parts of the state, based on factors such as numbers of cases, differences in population and legitimate expectations of judicial officers.</p> <p>Some aspects of family law were seen to be unnecessarily adversarial. There are significant resources available in the State Court Administrator's Office to respond to the need for simplification, supported by CLS and the CBA.</p>
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?		X				
Does the current element reach people throughout the state?		X				
What proportion of the people who need these services where they currently exist is served by the program?		X				
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		

Role Flexibility for Other Professionals Component Assessment

Description: This component contemplates a new set of roles that provides legal services by professionals who are not lawyers.

Key Elements:

- Assist litigants in navigating court processes on-site.
- Assist litigants in selecting and filling out forms.
- Assist litigants in complying with legal processes for case actions with large numbers of self-represented litigants.

Additional Elements: _____

Assessment Questions	Response (Check Box)					Notes on Component and Element Gaps
	No	Baseline Only	Sufficient Levels	Self-Sustaining	N/A	
Has the state developed this element anywhere?		X				Several initiatives are underway to address the circumstances which call for more hands-on assistance than can be provided by Sherlocks and Family Court Facilitators, particularly to help people when they are presenting their case before a judge. Two judicial districts were selected for pilot projects to test out the role of navigators to help fill the gap. The project in County Court in Adams County (17 th Judicial District) has focused on mediation of landlord-tenant cases with unrepresented parties. The second pilot in the 5 th Judicial District has had difficulty finding volunteers, which has prevented it from moving forward. There has been a tradition of navigators assisting victims of domestic violence (called "advocates") and victims of crime. The Supreme Court appointed the Providers of Alternative Legal Services or "PALS" Committee to evaluate the feasibility of establishing a limited licensed legal technician program (as in Washington State) or some other, similar alternative to assist litigants in landlord tenant and collection cases.
Are you satisfied with the current programming around this element-does it meet all the needs of the persons it serves?		X				
Does the current element reach people throughout the state?		X				
What proportion of the people who need these services where they currently exist is served by the program?		X				
Are the programs/services in this element scalable to serve the needs of all the people where it currently exists?				X		
Are the programs/services in this element scalable to serve the needs of all the people in the state?				X		

JUSTICE FOR ALL COMPONENT ASSESSMENT COMPILATION

Use the Component Assessment Sheet responses from the *Inventory Assessment Guide* to identify the level of component deployment in the chart below. The Level of Deployment categories are explained as follows.

No Deployment = Majority of Component Assessment responses are “No”

Baseline Deployment = Component Assessment responses are primarily “Baseline Only”

Mixed-level Deployment = No clear pattern in Component Assessment responses

Sufficient Deployment = Component Assessment responses are primarily “Sufficient”

Self-Sustaining Deployment = Component Assessment responses are primarily “Yes, Self-Sustaining”⁴

Components in the Cluster	Level of Deployment (check one)					
	None	Baseline	Mixed	Sufficient	Self-Sustaining	
Foundational						
<i>Community Integration & Design, Governance & Judicial Education Program</i>			X			
<i>Resource Planning</i>			X			
<i>Technology Capacity</i>				X		
<i>Triage, Referral & Channel</i>		X				
Foundational Services						
<i>Broad Self-Help Informational</i>					X	
<i>Language Services Integration</i>					X	
<i>Plain Language Forms</i>		X				
Enhancement Services						
<i>Alternative Dispute Resolution Integration</i>				X		
<i>Compliance Assistance</i>					X	
<i>Courtroom Assistance Services</i>					X	

<i>Components in the Cluster</i>	<i>Level of Deployment (check one)</i>					
	None	Baseline	Mixed	Sufficient	Self-Sustaining	
<i>Expansion & Efficiency Improvement of Full Service Representation</i>			X			
<i>Unbundled (Discrete Task) Legal Assistance</i>				X		
<i>System Completion</i>						
<i>Simplification</i>		X				
<i>Role Flexibility for Other</i>			X			