Access to Justice Commission Initiatives
Examples and Resources

Examples of initiatives led by state ATJ Commissions or in which a Commission has played a leading role. Contact the ATJ staff person in the state for more information or where no link is given. The list is not intended to be complete, but rather to provide a range of examples. Also provided are selected examples of initiatives not involving an ATJ Commission, but that might serve as models for Commissions in other states, as well as links to related information from national entities.

Research, Awareness, Leadership

- Prominent statewide or regional hearings, summit, or other events to gather information, increase awareness, and/or build support and buy-in
  - Alabama: Listening sessions to gather stakeholders’ views on civil legal aid (2018 – in process)
  - Iowa Access to Justice Public Outreach Summit (2017)
  - Colorado: Justice for All Summit (2017)
  - New Hampshire: Summit conference (2014)
  - New York: Chief Judge hearings (annual)
  - North Carolina: Communications Roundtable with communications staff from major law firms/corporate counsel departments to promote legal aid and the contributions of private attorneys to access to justice (2014)
  - Illinois: listening conferences (2013)
  - California: public hearings on civil justice crisis for courts and legal aid (2011-2012)
  - West Virginia: public forums (2011)
  - Maryland: listening events (2009-2010)
  - Colorado: local hearings (2007) and 2013
  - Arkansas: Town Hall meetings (2006)

- Statewide Access to Justice report and recommendations (usually based on hearings or summits)
  - Alabama: Report to Supreme Court (2016)
  - New York: Report to the Chief Judge (annual)
  - New Mexico: Supreme Court approved 2014 state plan
Continued: Statewide Access to Justice report and recommendations (usually based on hearings or summits)

- California: *Year in Review* (2014)
- Wisconsin: report on the state of equal justice in Wisconsin (2013)
- Texas: *Civil Legal Services to the Poor in Texas*, report submitted to Supreme Court (2008)

- Annual or biennial ATJ conference

  - Hawaii: annual ATJ Conference
  - Illinois: annual ATJ Conference
  - Indiana: annual civil legal aid conference
  - Maine: biennial ATJ Symposium
  - Washington: Access to Justice Conference

- Law Day, ATJ Day and similar events highlighting legal aid resources

  - Hawaii: Community briefings
  - Maine: ATJ Day at state legislature
  - Texas: ATJ Day at state legislature (biennial)

- Study of civil legal needs

  - Indiana: study in process (2018)
  - Louisiana: study in process (2018)
  - Nevada: study in process (2018)
  - Arkansas: mapping project of legal need and resources (in process)
  - See link to complete compendium of state reports at [www.ATJsupport.org](http://www.ATJsupport.org)
• Analysis of economic benefit of civil legal aid
  o Nevada: study in process (2018)
  o Mississippi: Civil Legal Aid Impact Study (2017) press release
  o Maine: Economic Benefits of Civil Legal Aid Services in Maine (2016)
  o Louisiana: The Economic Impact and Social Return on Investment of Civil Legal Aid Services in the State of Louisiana (2016)
  o Montana: The Economic Impact of Civil Legal Aid on the State of Montana (2015)
  o Arkansas: Justice Measured: An Assessment of the Economic Impact of Civil Legal Aid (2014)
  o Maryland: Economic Impact of Civil Legal Services in Maryland (2013)
  o New Hampshire: The Economic Impact of Civil Legal Services in New Hampshire (2013)
  o Virginia: Economic Impacts of Civil Legal Aid Organizations in Virginia (2011)
  o See link to complete compendium of state reports under “Research and Evaluation” at www.ATJsupport.org

• Bar/court education—speakers bureau, materials, track or sessions at bar conference, newsletters
  o Illinois: ATJ judicial and multidisciplinary trainings (on language access, interacting with self-represented litigants, limited scope representation and pro bono) (2014)
  o West Virginia: Presentations at State Bar regional meetings introducing West Virginia Online Legal Help
  o West Virginia: WV Lawyer Magazine "Collaboration is the Key: Addressing the Civil Access to Justice Needs in West Virginia"
  o Mississippi: speakers bureau created in 2014 for meetings of civic, community and bar associations; recurring time slot for ATJ presentations on Mississippi Bar Annual Meeting’s agenda; monthly e-newsletter sent to Commission members, their staffs, and judges from the Mississippi Supreme Court and Mississippi Court of Appeals
  o Texas: Speakers Bureau, ATJ presentations at CLEs, ATJ newsletter
  o New Mexico: Bench/Bar Conference; CLE on ATJ
  o Arkansas: presentations at local and state bar meetings
  o North Carolina: ethics CLE on ATJ, presented several times annually
  o California: Bench-Bar Coalition; regular joint bench/bar planning forum held at bar annual meeting
• Public media —op-eds, editorial board meetings, public services announcements, video, press packet
  o California: Los Angeles Lawyer issue on ATJ issues (2018)
  o Wyoming: videos on importance of access to justice (2017)
  o Tennessee: #Help4TNDay: simultaneous press conferences, proclamations and clinics (2017 and on-going)
  o Maryland: media kit, PSAs, posters
  o Arkansas: ATJ videos
  o Texas: legal aid, pro bono, law student videos
  o North Carolina: media kit, print ads, website, legislative postcards, communications plan (2011 – present)
  o California: toolkit for Commissioners for public outreach, developed by Communications Committee

• Outreach to business/corporate community
  o Florida: Council of Business Partners established by the Commission (2017)
  o Iowa: “Call to action” white paper (2017)
  o Maine: Task Force on Private Sector Outreach
  o See also below under Funding

• Outreach to tribes
  o Alaska: promoted restorative justice court rule
  o Wyoming: Commission’s Tribal Working Group will identify ways to increase ATJ on reservations (in process)

• ATJ leadership development
  o Washington: Just Lead, formerly known as Equal Justice Community Leadership Development Academy
  o Louisiana: ATJ Developing Leadership Intern program
  o California: collaboration on OneJustice Leadership Institute for legal aid community

• Public education about court system and civil legal aid
  o Arkansas: Free online children’s book about access to justice (2017)
  o Tennessee: Pro Bono & Faith Days: Houses of worship shared information, sponsored clinics, etc. (2017)
  o Maryland: video and lesson plan for high school civics teachers
  o Alaska: Access to Civil Justice pamphlet in six languages distributed statewide
Funding for Civil Legal Assistance

- Leadership/advocacy by Commission for new, preserved, increased state funding (state appropriation; court filing fee/fine surcharge)
  
  - Arkansas: successful legislative campaigns for new filing fee surcharge 2005 and 2009
  - California: successful legislative campaigns for surcharge to fund Shriver Civil Counsel pilot projects, 2010; appropriation, initiated 1999; increase in appropriation in 2017
  - D.C.: successful City Council campaigns for appropriation, initiated 2006; present
  - Hawaii: successful legislative campaign for increase in filing fee surcharge, 2011
  - Kentucky: successful preservation of funding (2017)
  - Maine: successful annual advocacy in support of filing fee surcharge (increased in 2005) and appropriation; Access to Justice Day at the Legislature (2017)
  - Maryland: successful advocacy for continued funding, including efforts with corporate counsel and AG (2017)
  - Montana: legislative campaign (2017 – in process)
  - New Mexico: successful legislative campaign for new appropriation (2007), increase (2013)
  - New York: research and recommendations for Chief Justice’s successful annual campaigns to increase appropriation (2011-present)
  - North Carolina: advocacy and messaging to preserve filing fee surcharge and appropriations
  - Texas: Successful preservation of funding (2018) Compensation Fund to provide legal aid to crime victims (2002-present); successful legislative campaigns for first-ever appropriation for civil legal aid to help address shortfall in IOLTA funding (2009), preservation of appropriation (2011); successful legislative campaign for passage of the Chief Justice Jack Pope Act which increases the funds dedicated to legal aid from civil penalties and civil restitution recovered by the Texas Attorney General (2013)
  - Washington: Equal Justice Coalition started by ATJ Board committee successfully defends and expands state funding (1995 – present)
  - Wyoming: successful legislative campaigns for filing fee surcharge, first-ever state funding (2010-present); successful state appropriation (2017-2020 budgets)
  - See state-by-state lists and materials under “Civil Legal Aid Funding” at www.ATJsupport.org (access to password protected material available to ATJ Commission staff)

- Attorney registration fee surcharge or dues assessment
  
  - Massachusetts: Access to Justice Fee voluntary opt-out
  - Texas: Justice for All Firm Competition to encourage firm lawyers to make donation on dues statement
  - See state-by-state lists and materials under “Civil Legal Aid Funding” at www.ATJsupport.org
- Pro hac vice (practice by out-of-state attorneys) fee benefitting legal aid
  - Illinois (2013)
  - Massachusetts rule (2012)
  - Alabama (2007)
  - New Mexico (2004)
  - See state-by-state lists and materials under “Civil Legal Aid Funding” at www.ATJsupport.org

- Cy pres awards and structured class action settlements—rules change, educational campaign for attorneys and judges
  - Hawaii: rule, toolkit
  - Kentucky: rule
  - Massachusetts: Rule 23
  - Texas: toolkit and education campaign
  - North Carolina: manual, presentations to bench and bar
  - Maryland: toolkit
  - Maine: rule
  - Montana: cy pres rule directing 50% of residuals to legal aid adopted/toolkit 2014
  - Wisconsin: article
  - See state-by-state lists and materials under “Civil Legal Aid Funding” at www.ATJsupport.org

- Victim of Crime Act funding
  - Massachusetts: successful allocation of additional funds (2017)

- Statewide legal community fundraising campaign
  - Washington: Campaign for Equal Justice (launched by ATJ Board)
  - District of Columbia: Raising the Bar Campaign for law firms
  - Maine Campaign for Justice (launched and spun off by Justice Action Group, ATJ entity)
  - Arkansas: Campaign for Legal Aid, coordinated effort with state LSC-funded legal aid providers
  - North Carolina: Access to Justice Campaign

- Resource development from outside legal community/Corporate
  - Massachusetts: feasibility study of statewide fund raising campaign from non-lawyers *ATJ Innovation Grant project toolkit (2014)
  - Connecticut: ATJ legal aid fellows funded by major corporations *ATJ Innovation Grant project toolkit (2014)
  - Texas Corporate Counsel Committee
  - Arkansas: partner initiatives with Walmart, Tyson Foods and Southern Bancorp
- Resource development task force, retreat, plan
  - Arkansas: resource development plan by consultant, implementation launched in 2013
  - North Carolina: retreat (2011) resulted in launch of Commission messaging resources to support individual program efforts
  - Massachusetts: Revenue Enhancement Committee (ongoing)
  - Maine: retreat (2003) led to creation of combined statewide fundraising campaign

- Development of coordinated, consistent messaging to support civil legal aid fundraising
  - New Mexico: multi-channel communications plan (2017)
  - Tennessee: statewide communications plan (2017)
  - Maryland: convened consortium of legal services providers to develop and implement a communications strategy (2016)
  - North Carolina: resulted in launch of Commission messaging resources to support individual program efforts (2011)
  - Texas: collaboration with Texas Access to Justice Foundation

- Attorney’s fees/fee-shifting
  - Massachusetts: training, work plans to encourage legal aid programs to claim and collect attorneys fees
  - Maryland: white paper Fee-Shifting to Promote the Public Interest in Maryland, and proposed statute (2010)

- National—support for LSC funding with state congressional delegation
  - See state-by-state lists and materials under “Civil Legal Aid Funding” at www.ATJsupport.org

- Modification of IOLTA rules/structure to increase yield
  - See Resources from ABA Commission on IOLTA

- Educational efforts aimed at foundations
  - Wisconsin: Brochure – Equal Justice Strong Communities; “Just Breakfast” events for potential local funders (2018)
  - Arkansas: Arkansas Access to Justice Foundation joined the Southeastern Council on Foundations and a local philanthropy roundtable
  - See Public Welfare Foundation: Natural Allies: Philanthropy and Civil Legal Aid
Pro Bono

• State or regional pro bono summits to develop plan to expand pro bono services
  o North Carolina: Regional Pro Bono Councils (2017 – present)
  o Connecticut Supreme Court Pro Bono Summit (2011)
  o Tennessee Supreme Court Pro Bono Summit (2011)
  o North Carolina Supreme Court Large Firm Pro Bono Summit (2009)
  o Virginia: biennial summits sponsored by the Virginia Bar Association and held at the Supreme Court of Virginia

• Recruitment campaign or recognition led by bar and/or Supreme Court
  o Florida: Emeritus Lawyer Outreach Campaign (in process)
  o Tennessee: “The Stories of Pro Bono” survey used for recruitment campaigns (2016)
  o Texas (2014)
  o Wisconsin: Pro Bono Honor Society
  o Related: North Carolina Bar Association 4All Campaign
  o Related: Tennessee Bar 4All Campaign
  o Related: Nevada ONE promise Nevada Campaign
  o West Virginia: Presentations to large law firms, State Bar regional meetings, and law school regarding www.wvonlinelegalhelp.org and signing up attorneys to volunteer
  o Hawaii: model pro bono policies for firms, government lawyers and judges

• Supreme Court recognition program
  o District of Columbia: Capital Pro Bono Honor Roll
  o Maine Supreme Court Katahdin Counsel Pro Bono Recognition Program
  o Colorado Supreme Court Recognition Program, with regional recognition events
  o Tennessee Supreme Court Pro Bono Recognition Program

• Court-based statewide and/or regional pro bono structure
  o New Mexico: local ATJ Committees with state/Commission support
  o Colorado: local ATJ Committees with state/Commission support
  o See materials and state-by-state lists at ABA Center for Pro Bono

• State pro bono rules and policies:
  • Pro bono reporting, mandatory or voluntary
  • Rule setting aspirational pro bono standards (ABA Model Rule 6.1)
  • Continuing legal education credit for pro bono and/or related mentoring
  • Emeritus rule—waiver of bar dues/fees for retired attorneys engaged in pro bono work
  • Rules on pro bono service by certain categories of attorneys (e.g. government attorneys, corporate counsel and law professors licensed in other states; out-of-state attorneys following a disaster)
  • Rule or comment permitting judges to encourage lawyers to provide pro bono
- Senior attorney mentoring, fellowships
  - District of Columbia: Senior Attorney Initiative for Legal Services (SAILS) Project

- Creation of web sites, apps, and other online resources to support pro bono attorneys
  - South Carolina: innovative pro bono software (2017)
  - Arkansas pro bono app, web site and on-line forms
  - Tennessee www.JusticeForAllTN.com
  - Alabama: pro bono resources login for attorneys on www.alabamaatj.org
  - North Carolina: launched North Carolina Pro Bono Resource Center (2016) that develops pro bono projects and provides support
  - Mississippi ATJ Commission website provides contact information for all state legal service providers; offers online forms for use by pro bono attorneys who handle domestic relations matters

- National Celebration of Pro Bono Day events, conferences, workshops
  - See information National Celebration of Pro Bono

- Development of projects that use volunteer attorneys to help self-represented litigants on a limited scope basis (clinics, “lawyer of the day” in courtroom, etc.)
  - Mississippi: Legal Clinic Toolkit for Local Bar Associations (2017)
  - Wyoming: Volunteer Reference Attorney Program puts pro bono attorneys in courthouses to help pro se litigants (2016)
  - Alabama: on-line advice * ATJ Innovation Grant project toolkit (2014)
  - Arkansas: Uncontested Divorce with Children document assembly and use by pro bono attorneys in limited scope clinic * ATJ Innovation Grant project toolkit (2014)
  - Sponsor or helped launch https://abafreelegalanswers.org/: Alabama, West Virginia, Wisconsin
  - New Hampshire: Consumer Debt Docket and Courthouse Legal Clinic

- Development of projects that link urban pro bono attorneys with rural needs or other underserved areas
  - Texas Pilot Videoconferencing Project 2014
  - Connecticut: remote videoconferencing program

- Pro bono projects aimed at veterans (or other client groups that can bring in new partners and expand support)
  - Louisiana Re-entry Collaborative Lawyering Project
  - Texas Lawyers for Texas Veterans
  - Kentucky: veterans pro bono project
  - North Carolina: North Carolina Veterans Pro Bono Network; ATJ Innovation Grant project report
  - Arkansas: Serving our Seniors, Responders First, Wills for Veterans clinics

- Corporate pro bono programs
  - Arizona Chapter of the Association of Corporate Counsel has ATJ Commission that develops pro bono projects (2018)

- Pilot/model faith-based pro bono programs
  - Tennessee Faith and Justice Alliance pilot programs *ATJ Innovation Grant project toolkit
Court Access and Pro Se

- Assessment of court access for self-represented, compliance with due process requirements (court self-assessment or assessment by ATJ Commission); statewide action plan or recommendations
  - Arkansas: Report on comprehensive strategy for addressing the needs of self-represented litigants (2013)
  - Related: California Self-Represented Litigant Action Plan, Guidelines
  - Related: Best Practices in the Use of Technology to Facilitate Access to Justice Initiatives (for Massachusetts Trial Court)

- Survey of judges, court staff
  - Tennessee: survey of judges, court staff, and other stakeholders re family law resources (2017); survey of judges (2012)
  - Montana: Assessment of experiences and ideas relating to self-represented litigants in the courts (surveys of judges, court clerks, self-help law centers, and self-represented litigants) (2014)
  - Arkansas: survey of court clerks, judges
  - Wisconsin: survey of judges
  - Illinois: surveys of trial judges and circuit clerks on interacting with self-represented litigants

- Advocacy for creation of Access to Justice office within court administration
  - Maine: Judicial Branch Access to Justice Department

- Advocacy for accessibility of courthouses by the disabled
  - West Virginia: accessibility improvement grants (2016) due to advocacy

- Language access and cultural competency: statewide action plan/models on litigants with limited English proficiency; training and resources to assist courts, agencies, providers in meeting needs
  - Alaska: Court’s interpreter rule, legal glossary, website, training, use of video remote interpreting
  - Hawaii: conference for judges and court staff; seminars for lawyers *ATJ Innovation Grant project toolkit (2014)
  - Connecticut: Language Access Plan and mandatory training (in process)
  - Louisiana: interpreter survey re qualifications and prevailing practices (in process)
  - Texas: revision to civil procedure rule governing appointment of interpreters (in process)
  - Illinois: Supreme Court language access policy, Supreme Court code of interpreter ethics and a judicial bench card (2014)
  - Illinois: announcement of model language access plan for all courts (2013)
  - California: Language Barriers to Justice in California (2005)
  - See National Center for State Courts, Language Access Services Section
  - See ABA Language Access Standards
• Reducing bias in the justice system
  o Washington (in process)
  o Hawaii: training on implicit cultural bias *ATJ Innovation Grant project toolkit (2014)
  o Alaska: Diversity CLEs; luncheons, Color of Justice LRE, Justice for All Art Contest, Supreme Court Live, Bar to Bench events

• Simplification and standardization of forms and pleadings
  o Montana: revision and automation of standardized forms for use by SRLs and pro bono attorneys (on-going)
  o Nebraska: forms development (in process)
  o Mississippi: virtual self-help forms (2014-2016)
  o New Mexico: standardized SRL domestic relations forms approved for use in all courts statewide. Standardized landlord/tenant and domestic violence forms are also in use
  o Illinois: new rule permitting standardized forms; development of forms in key areas (2014 - present)
  o Texas: uncontested divorce forms, others
  o Tennessee: new rule permitting standardized forms; development of forms in key areas (in process)
  o Washington: plain language domestic relations forms
  o See Center on Court Access to Justice for All: Access Brief: Forms and Document Assembly
  o Notes available from ATJ Chairs Conference Call: ATJ Commissions and Court Forms, April 24, 2013
  o See national materials from Texas ATJ Commission (2012)

• Guide and other materials for self-represented litigants
  o Virginia: multiple print resources, including cards and bookmarks that promote the Court’s self-help portal https://selfhelp.vacourts.gov/ (2017)
  o Kansas: brochures and on-line information
  o Maryland: guide, videos (2012)
  o Kentucky: self-represented litigants guide to the courts

• Simplification of court procedures
  o Illinois: good cause exemption from e-filing for SRLs (2017)
  o Illinois: pilot Early Resolution divorce program (2018)
  o Texas: creation of ways to pass assets outside of probate court (2017)
  o Texas: revision of Texas Rule of Civil Procedure 145 that governs affidavits of inability to pay costs (2016)
  o Alaska: Early Resolution Program for divorces (2009) with 2016 evaluation
  o District of Columbia: fast-track Housing Conditions Calendar; improved application and process for fee-waiver applications
  o Tennessee: new rule on unsworn declarations in lieu of affidavits
  o Maryland: automatic filing fee waiver for legal aid clients (2012)
  o Wyoming: eliminated requirement of a written answer in eviction cases
  o Wyoming: divorce residency bill successfully drafted and signed into law (2017)
  o Related: California: Family Law Implementation Task Force
- **Support for problem-solving courts**
  - Maryland: convening of Rent Court Summits, using the collective impact framework (2017)
  - Massachusetts: sponsorship of legislation and successful advocacy to expand jurisdiction of housing courts statewide (2017)
  - Kentucky: support for Veterans’ Treatment Courts in major counties, including educational programs and development of capacities to identify veterans on driver’s licenses and court forms

- **Court assistance offices, self-help centers, courtroom-based assistance**
  - Hawaii: Volunteer Court Navigator Program (2017)
  - Hawaii: Self-Help Centers (2011); recommendations for overcoming barriers (2011)
  - Kansas: first court-sponsored self-help center; second opened
  - See Center on Court Access to Justice for All: Access Brief: Self-Help Services

- **Web sites with court information and forms; links to live assistance**
  - Alaska: Family Law Self-Help Center provides on-line and telephone assistance
  - Arizona: AZCourtHelp.org provides a variety of information and live chat with volunteer law librarians (2017)
  - Arkansas: Arkansas Legal Services CourtHelp web site
  - Florida: Florida Courts HELP App
  - Louisiana: single access point, includes a Modest Means Online Legal Directory (2017)
  - Nebraska: Court Self-Help website
  - Maryland: Self Help Center with on-line chat and phone support
  - Tennessee: www.JusticeForAllTN.com
  - Massachusetts: Legal Resource Finder online guide for litigants seeking assistance provides direction to the best available help
  - Virginia: Court Self-Help website (2016)
  - Related: Massachusetts Law Reform web site with link to live law librarian

- **Collaborations with public and law libraries**
  - Maryland: legal reference trainings (2017)
  - Louisiana: Lawyers in Libraries
  - Maine: Lawyers in Libraries *ATJ Innovation Grant project toolkit (2014)
  - Kentucky: regional trainings for public librarians, videotaped and available on line
  - Oklahoma: engage rural libraries in pro bono
  - California: Law Librarian Association appointment to ATJ Commission
  - California: Library Project educates librarians about resources (2011)
  - Mississippi: Partner with the Young Lawyers Division of The Mississippi Bar on "Lawyers in the Library" events
  - Hawaii: trained librarians with interactive interviews
  - See Center on Court Access to Justice for All: Partnering with Libraries
• Training and support for court personnel; judicial education
  o Puerto Rico: developing an Access to Justice Guide for the Communities and Employees of the Judicial Branch (in process)
  o Louisiana: Self-Represented Litigant Service Provider Network Statewide Summit (2018)
  o Mississippi: Training for 2018 Statewide Pro Se Legal Clinic Project (2017)
  o Illinois: Self-Represented Litigant Coordinator program, includes grants for judicial circuits, professional development, and support (2017)
  o Illinois: poverty similar workshops; “Safe Harbor” policy on legal information and advice (2015); Court’s Plain Language policy (2018)
  o Arizona: Court Staff Question and Response Handbook (2016)
  o Alabama: manual for clerks and court personnel who assist self-represented litigants; creating a bench book on dealing with self-represented litigants
  o South Carolina: training for court staff, attorneys
  o Virginia: Practice Points for Civil Matters involving Self-Represented Litigants provides guidance to judges (2015)
  o Kentucky: educational session for court clerks; poster on what clerks can and cannot do to help.
  o Texas: training for court staff
  o D.C.: bench card for judges on pro se resource centers
  o Tennessee: handbook for judges
  o New Mexico: new rule on role of court staff in providing legal information
  o Maryland: one-day training course for court staff; retreat for Court leadership teams; manual on writing for self-represented litigants
  o Washington: training on plain language forms; training and guide for judges on disability accommodation rule
  o Related: Massachusetts Guide to Serving the Self-Represented Litigant
  o California: Bench Guide for judges on cases involving self-represented litigants
  o Illinois: best practices manual for trial court judges
  o Virginia: established training on access and pro se as a regular component of judicial training

• Training for interpreters
  o Iowa: Webinar for interpreters and translators
  o D.C. Language Access Manual
  o South Carolina: Law School for Interpreters
  o New Mexico Center for Language Access

• Triage protocols/systems for assisting and referring unrepresented litigants
  o New Mexico: Unified on-line intake referral system *ATJ Innovation Grant project toolkit 2014
  o Florida: Florida Legal Access Gateway (in process)
  o Oklahoma: single portal interactive triage website (in process)
- Justice Corps and programs using non-attorney volunteers to help self-represented litigants
  - Arizona: Court Navigator program uses Americorps volunteers
  - Illinois: Justice Corps program
  - Related: California Courts Justice Corps

- Strengthening Code of Judicial Conduct provisions relating to assistance judges can provide to self-represented litigants
  - Arkansas: amendments to Judicial Code of Conduct adopted (2016); judicial training curriculum and benchbook (in progress)
  - Virginia: Amendment to comment on Canon of Judicial Conduct 3(B)(3) approved by Supreme Court in February 2015
  - District of Columbia: comment (2011)
  - Illinois: amendment to the Judicial Canons of Ethics
  - Wisconsin: modified judicial code
  - Advocacy/in process: Maryland, Massachusetts, Washington
  - Materials available from ATJ Chairs Conference Call, September 27, 2011

- Protocol for review of new rules, forms, and legislation affecting access to courts for low-income people
  - California: Courts Access to Justice Protocol
  - Massachusetts: ATJ Commission review of proposed rule amendments

- Technology planning, to maximize access through innovation, while ensuring that innovations do not create barriers for self-represented litigants low-income people
  - Washington: ATJ Technology Principles
  - Mississippi: app for SRL in chancery court (in process)
  - Washington: e-filing best practices *ATJ Innovation Grant project toolkit (2014)
  - Tennessee: technology principles, based on Washington (2012)
  - Maryland: advocacy on electronic filing rules to protect access for low-income and disadvantaged people (2012)
  - See Center on Court Access to Justice for All: Access Brief: Accessible Electronic Filing

- Expand access to alternative dispute resolution
  - Alaska: Court mediation programs
  - Arizona: pilot ODR option for SRLs (in process)
  - Montana: E-RAMP Early Resolution and Mediation Program in child custody and visitation; mediator standards (2016)
  - Tennessee: Pro bono mediation pilot project to resolve medical bill disputes (2017)
  - Tennessee: ADR Commission to promote pro bono and reduced rate mediation services (2012)
  - Alaska: court mediation programs and negotiation and resolution program for evictions

- Access to Justice awards for judges and court staff
  - Texas: Access to Justice Awards
  - California: Aranda Access to Justice Awards
  - Washington: annual awards, including Judicial Leadership Awards
  - Montana: Supreme Court recognition program honoring a judge from any court who has demonstrated dedication to improving access to Montana courts
Civil Right to Counsel

- Legislation and research
  - Maryland Report on Possible Civil Right to Counsel Implementation (2014) Legislation creating a Task Force to Study Implementing a Civil Right to Counsel
  - District of Columbia: legislation reintroduced in 2017
  - North Carolina: proposed pilot project legislation
  - Massachusetts: sponsorship of legislation adopting Article V of the Uniform Probate Code, providing right to counsel to ward in guardianship proceedings
  - Related: Boston Bar Association Task Force on Civil Right to Counsel report "Gideon’s New Trumpet"
  - See National Coalition for a Civil Right to Counsel

- Pilot projects
  - California: Shriver Pilot Projects
  - Massachusetts: Boston Bar Association Civil Right to Counsel Pilot Projects, Round 1 analysis and report, Round 2 pending

- Court, bar or legislative task force
  - Task Force to Study Implementing a Civil Right to Counsel in Maryland (2013)

Limited Scope Representation (Unbundling; Discrete Task Representation)

- Revision or clarification of rules to allow limited representation
  - Alabama
  - Arkansas: rule changes made in 2016 and 2017; on-line resources for attorneys, the public and court personnel
  - Hawaii
  - Illinois
  - Kansas
  - Mississippi
  - Washington
  - Connecticut
  - Virginia
  - West Virginia: Supreme Court of Appeals of West Virginia amended the Rules of Professional Conduct Rule 1.2, Comment 9 - recognized ghostwriting as form of limited scope representation; Lawyer Disciplinary Board vacated ethics opinion which required disclosure; adopted Model Rule 6.5-Nonprofit and Court-Annexed Limited Legal Services Programs
  - Resources from ABA Standing Committee on the Delivery of Legal Services, Unbundling Resource Center
• Educational campaign and programs aimed at attorneys, judges
  ○ Arkansas: Attorney unbundling toolkit (2017)
  ○ Texas
  ○ Alabama: Online CLEs and speakers at meetings and conferences
  ○ Related: Colorado Supreme CLE on Limited Scope Representation
  ○ Related: Alaska Bar Unbundled Law Section
- List of attorneys offering limited representation; work with bar and referral programs on referrals
  - Vermont: link from legal aid intake portal to Bar lawyer referral/limited scope panel *ATJ Innovation Grant project toolkit (2014)

- Incorporate LSR into pro bono and self-help initiatives
  - D.C. Court-Based Child Support Legal Aid Project

**State Agency Administrative Fairness**

- Ensure favorable language in state Administrative Procedure Act on self-representation and language access
  - California
  - Washington (in process)

- Analysis and report on state agency procedures and best practices
  - California: Administrative Law Best Practices Guide
  - Massachusetts: report (in process)

- Collaborate with state agencies to improve procedures and notification forms
  - Connecticut: administrative access plan (in process)
  - Massachusetts: assisting in implementation of Best Practices for State Agencies to Enhance State Administrative Justice (in process)

- Administrative agency self-help resource center; on-line access tools
  - District of Columbia: Support for Office of Hearings and Appeals ProSe Resource Center
  - Arizona: Virtual Self Service Center in coordination with state agencies

- Administrative agency due process
  - Massachusetts: Governor adopted 'Best Practices' for state administrative agencies (2014)

- Training for hearing officers and agency personnel
  - District of Columbia: training for Office of Hearings and Appeals judges
  - Washington: training guide for administrative judges on disability accommodation
  - California: training and power point training presentation

- Recommendations/best practices on language access at agency level
  - Massachusetts: language access plans of administrative agencies

- Access for people with disabilities
  - Washington: Guide for administrative judges

- Coordination and funding
  - Arizona: State LAIR Pilot project looking for ways to add civil legal aid services to services provided with state and grant funds (in process)
  - Hawaii: Civil Legal Services Interagency Roundtable project (in process)
### Civil Legal Aid Delivery

- **State planning for coordinated delivery system; identify and propose resolution of delivery system problems and gaps**
  - Washington Plan 2018 - 2020
  - New Mexico: State Plan (2014)
  - Massachusetts: Special Planning Committee

- **Development/expansion of capacity to serve clients who cannot be served with LSC funds**
  - Alabama: aiding Catholic Social Services with unaccompanied minor issues (2017)
  - Maryland: coordination of providers, centralization of on-line resources, community education, and communications in process
  - Related: Michigan Immigrant Rights Center

- **Development/expansion of capacity for systemic advocacy**
  - Massachusetts: regional plans to meet targets for systemic advocacy

- **Substantive task forces, conferences, training and support for legal aid and volunteer advocates**
  - Texas: advocacy training for legal aid lawyers
  - Kentucky: trial skills training with American College for Trial Lawyers for legal aid lawyers and pro bono lawyers

- **Facilitate relationships with advocacy organizations, e.g. veterans, to build support and increase services**
  - North Carolina Veterans Pro Bono Network; ATJ Innovation Grant project report

- **Improve use of technology by civil legal aid**
  - Alaska: Pilot of civil legal access platform with Microsoft, LSC and Probono.net (2017) (in process)
  - California: statewide technology committee
  - New York: annual statewide civil legal aid technology conference; Pro bono Law Firm IT Initiative provides IT staff to assess needs
  - Texas: Technology Committee

- **Develop state-specific manuals and websites for veterans and other groups with distinct needs**
  - North Carolina Veterans Pro Bono Network; ATJ Innovation Grant project report
  - Materials available from ATJ Chairs call March 28, 2013

- **Quality standards for legal aid providers**
  - Washington: Legal Aid Performance Standards

- **Facilitate relationships between legal aid and health care, social services, and other new partners to build delivery partnerships**
  - Alaska: facilitate relationships between legal, social service, medical and information service providers (in process)
  - Arizona: facilitate collaboration among state agencies and civil legal aid (in process)
  - Mississippi: Medical-Legal Partnership learning session (2016)
  - Mississippi: Access to Justice summit involving social services and health care providers, policy advocates and government agencies*ATJ Innovation Grant project toolkit (2014)
  - Arkansas: Walmart MLP and Pro Bono Legal Services Program
• Address rural and other special delivery issues
  - Iowa: Rural Practice Meet & Greet (2018)
  - Montana: Rural Incubator Program (2018)
  - California: Modest Means Incubator project (2017)
  - Arkansas: issue brief on the state’s rural access problem (2015)
  - California: Rural Access Policy Paper
  - Texas: Video Conferencing Subcommittee
  - Wyoming: remote Skype-based local clinics *ATJ Innovation Grant project toolkit (2014)

• Student Loan Repayment Assistance program
  - Resources from ABA Standing Committee on Legal Aid and Indigent Defendants

Law Schools/Legal Profession

• Convene state law schools to promote commitment to Access to Justice in students
  - Texas: Law School Advisory Committee
  - Washington: ATJ Board’s Law School Relations Committee
  - North Carolina: law schools convened biennially on ATJ issues
  - New York: Statewide Law School Access to Justice Council
  - New York: Annual Law School Access to Justice Conference

• Law school-based efforts to promote culture of pro bono and support for ATJ: curriculum, training, clinics, internships, spring break service, conferences
  - Tennessee: Law student video contest on why pro bono matters (2018)
  - Montana: AmeriCorps service member at law school connects law students with pro bono opportunities (2017)
  - Arkansas: Commission has a law student extern each semester, includes law students in pro bono clinic events (Serving Our Seniors, Helping our Heroes, etc.).
  - Texas: Pro Bono Spring Break, ATJ Class, ATJ Internship, poverty law simulations, ATJ Law Student Leaders Summit
  - New York: recommendation and rubric for assessing models

• ATJ section/question on bar exam
  - Massachusetts: Starting in 2016, 'access to justice' will be a topic covered by the bar exam
  - New York: recommendation

• Pro bono requirement for bar admission
  - New York: Pro bono requirement
  - Montana: review of issue (pending)
  - See ABA Standing Committee on Pro Bono and Public Service, white paper on New York 50-hour mandatory pro bono admission requirement

• Expand available law students
  - Mississippi: Law Student Limited Practice Rule revised to allow out-of-state and non-credit students (2016)
  - Montana: court-approved process to incorporate law students into performing pro bono service (2016)
  - Wisconsin: law student practice rule improvement amendment (in process)
• Explore options for non-lawyer practitioners, legal technicians
  - New York: Court Navigator report (2014); Assessment report (2016); Court Navigators found to be good alternative (2016)
  - Related: New York: Legal Hand: volunteers in neighborhood storefront centers
  - Massachusetts: Non-lawyer Advocacy Study Group Comments
  - Related: New York City Bar Association report
  - Related: Washington State Legal Technician rule

• Modest/Moderate means: incubators, support for attorneys establishing practices
  - Montana: Rural Incubator Program (2018)
  - California: Modest Means Incubator project (2017)
  - Louisiana: LIFT Incubator Program for public interest practices
  - Colorado: toolkit and training for attorneys *ATJ Innovation Grant project toolkit (2014)
  - South Carolina: Incubator Pilot Project with trial lawyers and legal services (2017)
  - California: Modest Means/Incubator Task Force (2013); Incubator Guide
  - Massachusetts: methods for fee-shifting (in process)
  - Washington: WSBA Moderate Means Project
  - See Resources from Standing Committee on the Delivery of Legal Services