

# Agenda

## Committee on Resources for Self-represented Parties

February 8, 2008  
12:00 to 1:30 p.m.

Administrative Office of the Courts  
Scott M. Matheson Courthouse  
450 South State Street  
Judicial Council Room, Suite N31

Approval of minutes	Tab 1	Judge John Baxter
Introduction of Jose Lazaro		Judge John Baxter
Report on attorney pilot program	Tab 2	Mary Jane Ciccarello
		Mary Jane Ciccarello Linda Smith Jessica Van Buren
Public education and outreach	Tab 3	
Web information		Tim Shea
Attorney member		Judge John Baxter

**Committee Web Page:** <http://www.utcourts.gov/committees/ProSe/>

**Meeting Schedule:** Matheson Courthouse, 12:00 to 1:30, Judicial Council Room

March 14, 2008  
April 11, 2008  
May 9, 2008  
June 13, 2008  
July 11, 2008

August 8, 2008  
September 12, 2008  
October 10, 2008  
November 14, 2008  
December 12, 2008

# Tab 1

**STANDING COMMITTEE ON  
RESOURCES FOR SELF-REPRESENTED PARTIES  
Meeting Minutes**

**December 14, 2007  
Matheson Courthouse  
Salt Lake City, Utah**

**Members Present:** Hon. John L. Baxter, Chair; Fred Anderson; Prof. James H. Backman; Pat Bartholomew; Mary Jane Ciccarello; Rep. Neil Hansen; Chris James; Robert Jeffs; Jay Kessler; Hon. Rodney Page; Stewart Ralphs; Hon. James Shumate; Prof. Linda Smith; Jessica Van Buren.

**Members Excused:** Joe Derring; Hon. Christine S. Decker; Robert Jeffs; James Upton.

**Guests Present:** Kristine Prince

**Staff Present:** Marianne O'Brien; Tim Shea; Carolyn Carpenter

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**Welcome and Review of Minutes**

Judge Baxter welcomed all present. The minutes of 10/12/07 were approved as prepared.

**Report from Education Subcommittee**

Pat Bartholomew reported the "Legal Information vs. Legal Advice Guidelines and Instructions for Court Staff" document was distributed to the clerks of court in their November meeting. They were asked to send comments by December 1<sup>st</sup>. The clerks of court were receptive to the document and think it will be helpful, but had a concern about how Rule 14-802 that allows clerks to fill out forms will be implemented.

Prof. James Backman indicated the paralegal section of the Bar could benefit from this document, as well as law students and paralegals. Prof. Linda Smith agreed. She requested that it be available in Word form so it could be edited for law students.

Tim Shea indicated the document will be integrated into clerical education and with clerk materials on the court's intranet. It can be made public as well on the court's self-help website.

Judge Shumate suggested the document be given to the Board of the Self-Help Center in St. George, making them aware that they can edit it for paralegals and volunteers. Ms. Smith said she could edit the document for paralegals if she had an electronic copy of it. Ms. Ciccarello stated she could do so as well.

Fred Anderson said clerks need direction as to when they can help someone with a form. Prof. Smith stated the rule simply states clerks can provide help. It should be within the discretion of the AOC and the clerks' offices whether on any given occasion providing help for a particular

patron is best. The only forms clerks are allowed to help with are the state courts' forms, not any other forms.

Judge Shumate stated care should be taken so that if a form is not filled out properly, the self-represented litigant cannot blame the clerk who helped.

Judge Baxter indicated there is a tension about the education of the clerks to do the right thing and at the same time bring the clerks' ability to help to the public's attention. The solution might be to put it on the intranet site, train the clerks, and then place it on the internet for public consumption or editing purposes.

Chris James stated the clerks will need some limiting guidelines that are uniform.

Judge Baxter summarized that those who work closely with the clerks are most comfortable with intranet site exposure at this time, clerk training, and the document will eventually be public.

### **Report on Attorney Pilot Program**

Judge Baxter reported he received several questions from the Judicial Council on the pilot program. They are pleased that Mary Jane Ciccarello has accepted the position as the pilot program self-help attorney. She has been working in that position just short of a week.

Ms. Ciccarello reported she will go online with the telephone and email access beginning December 17. Hours have been established and clerks are happy with them: Mondays and Wednesdays – 2 p.m. to 7 p.m.; Tuesdays and Thursdays – 9 a.m. to 2 p.m. It will be determined if after-hour times and lunch-hour times will be helpful. Emails will be accepted at any time. Posters and flyers with information and times have been distributed to the clerks. Information is provided on any civil issue.

Ms. Smith indicated that many people, especially low income people, only have cell phones and do not have a land line. Ms. Smith noted that people may have to go to a courthouse or to a library to access a landline. Ms. Ciccarello stated the landline policy may change in the future.

Ms. Ciccarello stated she will visit the court sites to determine what they might need. Mr. Anderson pointed out that, in his experience, it takes awhile for clerks to get used to informing people of these services, so it may take awhile to get this going. Stewart Ralphs suggested Ms. Ciccarello set up a meeting to talk with the Legal Services Intake Unit. She agreed.

### **Report on the Harvard Conference**

Judge Baxter indicated that he, Marianne O'Brien, Judge Shumate, and Kris Prince attended the National Conference on Access to Justice in the Courtroom for the Self Represented and Judicial Leadership in Access to Justice for the Self Represented at Harvard University. The Judicial Council was very interested in this conference. The juvenile court and the small claims section of the Bar have also indicated interest in this. The Chief Justice expressed interest in having a class to the appellate court judges because they anticipate that, as these processes come into place,

there will develop a body of law about the extent of judicial involvement. There were seven chief justices who attended this conference, and they are aware they will begin to see appeals come to them regarding the judges' role. This is a new way of being a judge and a new way of interacting with self-represented parties.

Kris Prince indicated the education department is looking at developing a curriculum for justice court judges, but this involves more than that. The curriculum generated by the national group is huge and much more in-depth. Ms. Prince is reviewing the materials to assemble a curriculum that could be taught to Utah's judges and staff. It is on the agenda of all the spring conferences.

Ms. Prince stated it is hoped that some training on this will be integrated into new judge orientation for all levels of court. Mentors will be trained to work with new judges who will be working with self-represented litigants.

Ms. Prince noted on the last day of the conference, each state was asked to talk about the action plan their state had created. Utah's action plan was highly focused on education, but one session at the spring conference will not be sufficient. This will need to be taught on an on-going basis with judges and staff. There is enough material to do that for a long time without repetition.

Judge Shumate said the chief justices who attended the conference stated the analogy in a way he had not thought of before: Lowes and Home Depot have made fortunes on the concept of do-it-yourself. There is a growing feeling among people that when there is a problem, they can obtain the right "tool" they need to represent themselves in court. If the courts do not accept that as part of the court's operation, people will go somewhere else. In 20 years the courts will be different from what they are today. That theme was running through the entire conference. This is a way to be proactive in a society that is changing the way people are living – using such tools as ADR to get through the process as painlessly as possible and get solutions. The courts need to be functional and relevant to people, or processes like ADR will take them away from the courts.

Rep. Hansen indicated that he has been in the construction business and can agree with the analogy of having tools needed to solve a problem yourself. The biggest problem will be self-represented litigants who do not know the rules. Is there a way to give them that information so they know what to do to represent themselves? Rep Hansen indicated that when he was new to the legislature he thought he knew a lot until he started reading the rule book. Now he uses the rules as a tool to push his issues through and is more successful when doing that.

Marianne O'Brien stated she was impressed at the difference an individual judge could make on a pro se litigant and the sense the pro se litigant has of having a fair shake and a level playing field. Whether the litigant wins or loses, they leave respecting the process and the rule of law. Judge Baxter agreed that it was not so much outcome driven as process driven so that people feel they had a fair shot.

Ms. Smith noted the new ABA opinion changed the old ABA opinion which said it was unethical to give extensive assistance to a self-represented litigant. Utah currently goes by the old opinion. Judge Shumate stated that Lowry Snow has asked for a review of the old opinion and the Bar is looking at it now.

Mr. Kessler encouraged the suggestion that after the curriculum is created, it be taken to the appellate court judges for their review before any judges are trained. Judge Baxter noted this committee will accept the chief justice's invitation to present it to the appellate judges.

### **Public Education and Outreach**

Mr. Shea indicated that Ms. Ciccarello has some ideas to get started on public outreach. The Public Outreach Committee will be kept apprised of what is being done in this area.

### **Brochures**

Ms. O'Brien indicated she has gathered brochures from other states, looking for material that would be given to a self-represented party after a lawsuit has commenced. There is a huge range from one page sheets to table of contents directing attention to various aspects of lawsuits.

Ms. Smith said last fall her students taking her community justice class spent time with Mary Boudreau talking about what kind of instructional material would be good for somebody who has a lawsuit. We were leary about giving someone an entire book – that people are not that interested or willing to read a long tome about all the steps involved. One student developed a powerpoint about what to expect when pro se litigants come to court, which was shown to this committee last December. The powerpoint is not yet complete. The course was not taught this past year, but it is hoped some pro bono students will complete the powerpoint and add chapters. This committee thought that kind of short approach, with visuals, available online, linked to the website, and put on videos that could be shown at the Tuesday Night Bar sites, was a good idea.

Ms. O'Brien stated it could be looked at as a book with many discrete parts or looked at as a series of part that could be assembled, covering the whole process. Ms. Van Buren added that there is the ability to put the information on the web, where people could access specific topics.

Mr. Shea said the powerpoint Ms. Smith referred to was well done, but there is a need to communicate to self-represented litigants that there is a value to the rules. The rules are not intended to keep people out of court but rather help them through court. Currently there is a mishmash of information on the website. It would be helpful if a uniform approach was used so the court has to maintain one information site instead of several.

Judge Baxter asked Mr. Shea to explain his ideas for what the written product should look like. Mr. Shea responded multiple brochures do not make sense to him. There could be one brochure that tells pro se litigants where to go to access the website, how to access rules and statutes, etc. That is information that never changes. It is a referral to authoritative sources, which would be fine. Individual brochures on serving process, on landlord/tenant, on small claims, etc., are too small to give any significant, helpful information. They might get read, but there's no real content. Mr. Shea recommends a more complete approach, broken down into discrete parts. It might include small claims, landlord/tenant, etc., and eventually might include everything. It should be organized in a convenient way to find the information wanted through tables of content and indexes. There ought to be a template for local courts to provide local information,

such as where to park. The web should be used almost exclusively for distribution, but the information would be prepared in such a way that it is easy to print the sections that are needed. As processes and procedures change, the changes are made on the website where people have access to the most current information. Many different ways of presenting the same information should be avoided.

Mr. Anderson said Utah Legal Services has extensive landlord/tenant information available online. To re-invent the wheel under the umbrella of the Administrative Office of the Courts seems unnecessary. Sharing of information should be done.

Ms. Ciccarello stated she wants to be involved in developing this. It has been useful to have Prof. Backman's subcommittee to run things by because there are lawyers looking at the information before putting it on the website.

### **New Business**

Judge Baxter indicated Mary Jane Ciccarello will need to be replaced on the committee since she is now a court employee. Jim Upton will also be leaving the committee. He has accepted a position in Newport, Oregon, to start their drug court. His position will need to be filled by someone involved in community outreach. He asked the committee to send suggestions for replacements to Mr. Shea.

The meeting was adjourned.

# Tab 2



1. What is the case type?		
Answer Options	Response Percent	Response Count
Adoption	1.6%	2
Annulment	2.4%	3
Child Custody	8.1%	10
Child Support	12.2%	15
Civil Stalking	0.0%	0
Debt Collection	1.6%	2
Divorce	24.4%	30
Guardianship - Adult	0.8%	1
Guardianship - Minor	4.1%	5
Landlord-Tenant	1.6%	2
Name Change	3.3%	4
Paternity	4.9%	6
Probate	0.0%	0
Protective Orders	3.3%	4
Small Claims	1.6%	2
Other (please specify)	30.1%	37
<b>answered question</b>		<b>123</b>
<b>skipped question</b>		<b>0</b>

Comments
contempt of court
garnishment
Trying to find out about a traffic citation. The automated information lines are not working.
How to amend a petition not yet served
Custody modification and foreign order registration
probate - petition to change death certificate
registration and enforcement of foreign order
caller is not happy with his attorney's response on whether to pursue an order to show cause for contempt and wanted to know if he could represent himself for an OSC
caller thought he had obtained an annulment in 1994 but found out recently that the case was never finalized
civil complaint personal injury
for a minor child
amendment of petition and related military status questions
caller paid a debt and wants to know how to contest it
caller wanted to know how to file an answer or extend answer period because he wants to contest the divorce complaint
waiver of court fees
personal injury complaint
modification of divorce decree
need for legal counsel because original lawyer has withdrawn and there is an upcoming custody evaluation conference
modification of a paternity order because of problems in visitation due to father's drug use and violent behavior
Motion for Extension of Time to Obtain Legal Counsel
Order to Show Cause and follow-up Acceptance of Service question
annulment after a divorce decree has already been entered
enforcement of parent-time order

enforcement and what to do in court
alternative service by publication
separate maintenance or temporary separation order
collections and neighborhood dispute
parent time modification
legal separation
change of venue
employment
foreign order registration and change of jurisdiction
waiver of divorce education requirement because respondent is refusing to take class
registration of foreign order & alternative service issues
voluntary termination of parental rights
can a father voluntarily terminate parental rights
need to establish custody and parent time in an already established paternity case
temporary order objection

<b>2. Is domestic violence involved?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
No	47.8%	43
Abuse History	14.4%	13
Criminal Pending	1.1%	1
Old Protective Order	1.1%	1
Active Protective Order	1.1%	1
Don't Know	31.1%	28
Other (please specify)	3.3%	3
<i>answered question</i>		<b>90</b>
<i>skipped question</i>		<b>0</b>

<b>Comments</b>
caller is potential father; mother's parental rights are being terminated by CPS
possible exposure of a minor child to a gun in the household where an adult allegedly said she wanted to commit suicide

<b>3. What type of service(s) did you provide?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Telephone (incoming call)	71.1%	81
Telephone (call back)	1.8%	2
Sent Fax	1.8%	2
Sent Mail	9.6%	11
Sent Email	15.8%	18
Other (please specify)	0.0%	0
<i>answered question</i>		<b>114</b>
<i>skipped question</i>		<b>0</b>

<b>Comments</b>
prepared packet of forms and sent

4. What did you do for the person?		
Answer Options	Response Percent	Response Count
Explained court process	34.8%	80
Explained the area of law	11.7%	27
Guided internet research	7.0%	16
Provided form(s) (online, emailed or mailed)	17.4%	40
Provided legal referral(s)	13.5%	31
Provided non-legal referral(s)	5.7%	13
Provided statute(s) and/or court rule(s)	0.9%	2
Other (please specify)	9.1%	21
<b>answered question</b>		<b>230</b>
<b>skipped question</b>		<b>0</b>

Comments
I agreed to look up a question about possible changes in DMV rules and get back to caller.
tried to track down what is happening in the court where the divorce petition was filed; called person back to explain; and will call court clerk again tomorrow to track down what has happened in this case
made several phone calls to court staff to track down status of case and trying to figure out what person should do next with various pleadings
walked through OCAP divorce forms and explained how to handle all the forms
Caller contacted SHC a second time trying to work her way through the court web site and get to the guardianship forms. She was calling from home, but we both managed to be on the same site at the same time and I guided her through it. Unfortunately, she was not able to print the forms, so I mailed her the forms.
walked through forms with caller online
Directed caller to appropriate court contact information
Answered some questions about the OCAP forms and system
Looked up history of filings on court system
checked the court record so I could better understand what has happened up to this point as caller/email was very unclear
reviewed OCAP process and went through it somewhat with caller. Also went through Basic Guidelines packet with caller for post-appointment matters.
called court clerk to confirm status of filings because caller was not clear with his information
I checked the court records online but the information provided was not the same the caller thought had happened. Explained to caller that he should first verify what is in his court file and then get back in touch with SHC
explained how service of process works and what caller can expect when seeking help from sheriff for service
explained use of online forms which caller already had
caller has protective order forms but doesn't know how to file; explained process again
referred back to relevant forms in OCAP divorce packet
sent landlord-tenant information from ULS and court website in Spanish
explained how to prepare for mediation and possibly for a trial de novo
reviewed drafts of an answer for procedural accuracy
reviewed how to do an "Answer"
answered some general questions about taxes and court procedures

<b>5. What referrals did you provide?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Attorney - full service	3.9%	7
Attorney - limited legal help	8.3%	15
Attorney General / Recovery Services	0.0%	0
Back to SHC as needed	30.9%	56
Div. of Child & Family Services (DCFS)	1.7%	3
Domestic Violence Advocate	1.1%	2
Library - law library	0.0%	0
Library - public library	0.0%	0
Legal Clinic	11.0%	20
Website - Court Self-Help pages	19.9%	36
Website - other	3.3%	6
Other (please specify)	19.9%	36
<b>answered question</b>		<b>181</b>
<b>skipped question</b>		<b>0</b>

<b>Comments</b>
domestic case manager in 2nd district
to attempt filing again and then to call back SHC if further problems
Davis County bar list
guardianship manual and forms
district and justice court information where citation was issued
provided Utah referrals but also found California/San Diego self-help/legal clinic referrals as case originates in San Diego
referred caller back to his attorney to decide course of case and then make decision about whether he wanted to go pro se
searched for legal resources in Virginia for caller and sent information to her by mail
court file to check existing records
Sheriff
Utah Legal Services for possible pro bono attorney help
Utah Dept. of Commerce, Consumer Protection and DOPL
back to SHC after caller received forms I sent via email
back to SHC; person was referred by Debbie Carlsen, the family law facilitator in 2nd district; person sent email with request for help. I sent message with forms attached and tried to call person but had to leave a message. I need more information before fully helping.
back to SHC for the moment until we know better why a certain hearing was scheduled in this matter
referred back to OCAP forms and answered questions about amending pleadings in a newly filed divorce action
discussed appearing in court with returning caller and how to approach a possible settlement agreement
encouraged caller to seek legal counsel but she was resistant to do so and wanted to proceed pro se
to file with court as soon as possible; caller is asking for guidance and help beyond scope of SHC, but I tried to make appropriate referrals and suggestions
to commissioner's clerk; unbundled legal services
law enforcement if appropriate; neighbors and church members
Utah Dispute Resolution; ULS flyers website; other landlord/tenant Utah specific website
to return to SHC with further questions; to contact ORS once foreign registration is in place

created edited OCAP forms for caller and sent to him via email
Social Security Administration and Utah DMV
talk to commissioner's clerk
to review forms sent via email
to review forms already sent
Social Security Administration

<b>6. What forms did you provide?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
OCAP	14.6%	14
Court website forms (non-OCAP)	14.6%	14
Domestic Law Manual forms	11.5%	11
Family Law Clinic forms	20.8%	20
General form book	1.0%	1
No forms available	5.2%	5
No forms needed	22.9%	22
Other (please specify)	9.4%	9
<i>answered question</i>		<b>96</b>
<i>skipped question</i>		<b>0</b>

<b>Comments</b>
provided OSC and adoption packets but no forms available for a voluntary termination of parental rights
SHC generic forms for Acceptance of Service and Certificate of Mailing
Hard copy of OCAP divorce papers. Caller has no access to computers and is unable to use them anyway. He asked for hard copies to complete on his own and is unwilling to go to a lawyer.
Utah probate forms.
Caller has already used OCAP divorce forms and needed procedural clarifications
caller has been using OCAP forms so there was no need to generate new forms
forms I modified from existng old ULS forms
Old ULS motion packet

<b>8. Where is the caller calling from?</b> (added 1/17/2008)		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Court Phone	12.8%	5
Home	69.2%	27
Work	7.7%	3
Don't Know	5.1%	2
Other	5.1%	2
<i>answered question</i>		<b>39</b>
<i>skipped question</i>		<b>0</b>

Caller emailed me and asked me to call him back as he had no access to a land line
DHS government building in Davis County

9. How many times has the person contacted the Self-Help Center?		
Answer Options	Response Percent	Response Count
First time	77.0%	67
2	12.6%	11
3	5.7%	5
4 or more	4.6%	4
Don't Know	0.0%	0
Refused	0.0%	0
<i>answered question</i>		<b>87</b>
<i>skipped question</i>		<b>0</b>
<b>Total Number of Contacts</b>		87
<b>Total Number of Service Weeks</b>		7
<b>Total Number Service Days</b>		25
<b>Total Number Service Hours</b>		132



1. Did help line staff treat you with courtesy and respect?		
Answer Options	Response Percent	Response Count
Yes	91.8%	56
No	0.0%	0
Don't Know	0.0%	0
Refused	0.0%	0
Other (please specify)	8.2%	5
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

Comments
She is excellent
She was very nice
no staff available to complete survey
caller was using someone else's phone and had to go before doing customer survey
customer was calling from work and didn't have time to respond to customer service survey
I found Mary Jane to be empathetic and understanding.

2. Did you understand the information you received?		
Answer Options	Response Percent	Response Count
Yes	91.8%	56
No	0.0%	0
Don't Know	0.0%	0
Refused	0.0%	0
Other (please specify)	8.2%	5
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

Comments
no staff available to complete survey
She made perfect sense!
caller did not have time to do survey
customer was calling from work and didn't have time to respond to customer service survey
She was very clear and went over things a couple of times until I completely understood what I needed to do.

3. Do you know what to do next?		
Answer Options	Response Percent	Response Count
Yes	93.4%	57
No	0.0%	0
Don't Know	1.6%	1
Refused	0.0%	0
Other (please specify)	4.9%	3
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>1</b>

Comments
no staff available to complete survey
She has gone into details about what I need to do now. It has relieved me considerably.

**4. Do you have any comments about our program you'd like to share?**

I think it's a great program. It gave me a lot of information.
Great!
I think it's a great program.
Really helpful!
Very good program! Glad that someone is out there!
It's convenient and helpful in the right situation.
Grateful that the program is available!
I'm just grateful.
Thank God it's available.
She was really nice and helpful.
Wonderful program! Nice to talk to a human!
The first time I've heard of it, I never knew it existed.
First time calling. A second line would be nice!
I appreciate the program.
I just felt it was very resourceful and helpful
Very helpful! It's a great program.
I appreciate it being available.
Kind of hopes that this becomes a statewide service.
It should be used a lot more often!
A lot of good information.
Very helpful.
It's a great program! If this program were not in effect, I wouldn't know what to do!
Wants to find out if the program will help her in the end.
I just didn't know about it, but it's a wonderful help. I just discovered this program.
I love the fact there's someone I can ask questions of when I don't have a lawyer.
Very assistive
I just appreciate having someone to help me.
Glad that available
She's very helpful! Feel a lot better!
Thank you very much for having it.
A wonderful program!
really easy to follow
Would have liked a little more information on exactly what to do.
Great service - very helpful.
It was helpful
Great Program! Used Twice Already!
Would like more information on legal help clinics. Helpful to learn about unbundling.
It was very helpful
It's such a wonderful relief to know it's available.
It put me in the right direction.
I AM SO THANKFUL THAT THERE IS A PROGRAM LIKE THIS THAT HELPS THOSE OF US WHO HAVE NO CLUE ABOUT THE LAW!
This is a wonderful program! I was thrilled that I could talk to someone who knew how things worked in the court system and was willing to give me directions.

5. What is your primary language?		
Answer Options	Response Percent	Response Count
English	91.8%	56
Spanish	8.2%	5
Don't Know	0.0%	0
Refused	0.0%	0
Other (please specify)		0
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

6. Gender		
Answer Options	Response Percent	Response Count
Male	32.8%	20
Female	67.2%	41
Don't Know	0.0%	0
Refused	0.0%	0
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

7. How many children under 19 are in your household?		
Answer Options	Response Percent	Response Count
None	29.5%	18
1	21.3%	13
2	31.1%	19
3	8.2%	5
4	3.3%	2
5 or more	6.6%	4
Don't know	0.0%	0
Refused	0.0%	0
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

8. What is your age?		
Answer Options	Response Percent	Response Count
Under 18	1.6%	1
18-24	11.5%	7
25-34	26.2%	16
35-44	27.9%	17
45-54	11.5%	7
55-64	14.8%	9
65 and over	0.0%	0
Don't know	6.6%	4
Refused	0.0%	0
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

9. What is your race or ethnic group?		
Answer Options	Response Percent	Response Count
White (Non-Hispanic)	85.2%	52
Hispanic (All Races)	9.8%	6
Asian	0.0%	0
African American	1.6%	1
Pacific Islander	0.0%	0
Native American (American Indian / Native Alaskan / Native	3.3%	2
Don't know	0.0%	0
Refused	0.0%	0
Other (please specify)		0
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

10. What is your annual income?		
Answer Options	Response Percent	Response Count
\$6,000 or less	18.0%	11
\$6,001 to \$12,000	8.2%	5
\$12,001 to \$18,000	11.5%	7
\$18,001 to \$24,000	14.8%	9
\$24,001 to \$30,000	6.6%	4
\$30,001 to \$36,000	8.2%	5
\$36,001 to \$42,000	1.6%	1
\$42,001 to \$48,000	8.2%	5
\$48,001 to \$60,000	6.6%	4
\$60,001 to \$72,000	3.3%	2
\$72,001 to \$84,000	1.6%	1
\$84,001 to \$96,000	0.0%	0
\$96,001 or more	3.3%	2
<i>answered question</i>		<b>56</b>
<i>skipped question</i>		<b>5</b>

<b>11. What is the source of your income? (Allows more than one answer)</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Employed	53.8%	35
Self-Employed	3.1%	2
Child / Spousal Support	4.6%	3
Disability / Workers' Compensation Benefits	7.7%	5
Public Benefits	0.0%	0
Retirement Benefits	3.1%	2
Student Loans or Other Educational Financial Aid	0.0%	0
Unemployment Benefits	3.1%	2
No income	9.2%	6
Don't Know	6.2%	4
Refused	1.5%	1
Other (please specify)		5
<b>answered question</b>		<b>65</b>
<b>skipped question</b>		<b>0</b>

61

<b>Comments</b>
Social Security
Husband's employment
Military benefits
a rental property

<b>12. What is your highest level of schooling?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
4th grade or below	0.0%	0
5th - 8th grade	3.3%	2
9th - 11th grade	6.6%	4
High school diploma / GED	31.1%	19
Some college	21.3%	13
Associate's degree	13.1%	8
Bachelor's degree	13.1%	8
Graduate degree	3.3%	2
Don't Know	8.2%	5
Refused	0.0%	0
Other (please specify)		0
<b>answered question</b>		<b>61</b>
<b>skipped question</b>		<b>0</b>

13. Who referred you to the Self-Help Center?		
Answer Options	Response Percent	Response Count
Bar Association	0.0%	0
Clerk's office	80.3%	49
Community Agency	0.0%	0
Domestic violence shelter	1.6%	1
Friend	3.3%	2
Internet	4.9%	3
Lawyer	0.0%	0
Legal Clinic	0.0%	0
Library	0.0%	0
Judge / Commissioner	0.0%	0
Sheriff	0.0%	0
Don't Know	0.0%	0
Refused	0.0%	0
Other (please specify)	9.8%	6
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

Comments
David Peters-Attorney
A person sitting next to her at the courthouse
Debbie Carlsen, Weber County Courthouse
Soon to be ex wife
Pro Se Clinic @ 2nd District Court
ORS

14. Have you filed a case with the court?		
Answer Options	Response Percent	Response Count
Yes	42.6%	26
No	41.0%	25
Thinking About It	16.4%	10
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

15. In this case, are you ...		
Answer Options	Response Percent	Response Count
Plaintiff / Petitioner	36.1%	22
Defendant / Respondent	19.7%	12
Pre-Filing	41.0%	25
Other (please specify)	3.3%	2
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

Comments
Modification of existing decision
Multiple actions, both petitioner and respondent

16. Do you have an attorney?		
Answer Options	Response Percent	Response Count
No - I am representing myself	95.1%	58
Yes - full representation	1.6%	1
Yes - for part of my case (limited legal help)	3.3%	2
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

17. Do you have access to a computer? (added week of 1/7)		
Answer Options	Response Percent	Response Count
Yes	81.8%	36
No	13.6%	6
Other	4.5%	2
<i>answered question</i>		<b>44</b>
<i>skipped question</i>		<b>0</b>

Comments
Kids have computer
caller said she could get to a library or to the courthouse to use a computer

18. What is your home zip code?			
Zip Code	City	District	Response Count
59101	Billings, MT	n/a	1
84005	Eagle Mountain	4th	2
84010	Bountiful	2nd	5
84014	Centerville	2nd	1
84015	Clearfield	2nd	9
84025	Farmington	2nd	3
84037	Kaysville	2nd	6
84040	Layton	2nd	5
84041	Layton	2nd	6
84054	North Salt Lake	2nd	1
84056	Hill AFB	2nd	1
84075	Syracuse	2nd	3
84078	Vernal	8th	5
84087	Woods Cross	2nd	4
84101	Salt Lake City	3rd	1
84104	Salt Lake City	3rd	1
84105	Salt Lake City	3rd	1
84107	Salt Lake City	3rd	1
84116	Salt Lake City	3rd	1
84403	Odgen	2nd	1
84404	Odgen	2nd	1
84405	Odgen	2nd	2
<i>answered question</i>			<b>61</b>
<i>skipped question</i>			<b>0</b>

By District	Response Percent	Response Count
2nd	78.7%	48
3rd	8.2%	5
4th	3.3%	2
8th	8.2%	5
Out of State	1.6%	1
<i>answered question</i>		<b>61</b>
<i>skipped question</i>		<b>0</b>

Type of Survey	Response Percent	Response Count
Phone	96.7%	59
Email	3.3%	2
<i>total</i>		<b>61</b>



# Tab 3

#### Outreach efforts

- 1) Identify government agencies and public and private organizations that serve people who are likely pro se parties.
- 2) Work with agencies and organizations to have their websites describe and accurately link to our self help website.
- 3) Educate staff at the agencies and organizations to be familiar with what we have to offer and how to navigate our website.
- 4) Prepare a brochure for distribution at the agencies and organizations about our services and how to access them.
- 5) Prepare a module for a speaker's bureau about our self-help services to present to agency and organization staff and to their clients .