

# DRAFT

Performance Measure: Assisting Self-Represented Litigants

Focus Area:	Economic Opportunity	Objective:	Other Economic Opportunity	No of MSY's:	92.37	No of Members:	280
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## Problem Statement:

In California, there are too few legal aid programs to meet the needs of those who cannot afford an attorney and need representation. Navigating the court system alone is daunting for anyone, especially those in crisis, with minimal education, limited English skills, and a limited income. The COVID- 19 pandemic has also caused an increase in eviction and consumer debt cases.

## Selected Interventions:

Var.- - including triage, forms asstnc & referrals

## Describe Interventions:

A) Quarterly snapshot Study of Litigant Feedback to: Gather data on litigants' self- perception of the impact of service and their level of preparedness to proceed and resolve their legal matter.

1. One form per instance of assistance lasting 15 minutes or more will be completed on a daily basis, during snapshot period

B) Addtl Interventions: 1) 50,000 instances of personalized assistance in up to 24 different languages; AND 2) 165,000 legal documents will be completed by SRLs with the assistance of JC Members.

DESCRIPTION OF ADDTL INTERVENTIONS JusticeCorps members serve daily at court- based self- help centers assisting litigants one- on- one for anywhere from 10 minutes to 2 hours. F/T members serve 7.5 hrs./day, 5 days/week. M/T members serve 8 hrs. per week:

a. Triage: Conducting brief interviews with SRLs to assess their legal needs. Then directing SRLs to another JusticeCorps member, center staff, or attorney who can assist them.

b. Case Management: Reviewing existing court records to establish the status of any existing cases and for identifying the appropriate legal steps to be taken. Then, educating litigants about next steps and overall process to conclude their case.

c. Referrals: Providing litigants with procedural information and referrals to appropriate services outside the courts.

d. Forms Assistance: Assisting in identifying and completing legal forms one- on- one or in workshops. Then, Site Supervisors review legal forms and provide guidance to assure complete accuracy of forms before SRLs leave the centers.

e. Court Follow- up: Observing in the courtroom and providing litigants with information on next steps.

f. Language Assistance: Providing assistance in SRLs' native language

OUTPUT 273 Output:

2,000 Instances of Assistance > 15 minutes

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Performance Measure: Assisting Self-Represented Litigants

Problem Statement:

Selected Interventions: Including online, forms asstnc & referrals

Target: 165000 Forms Completed with JusticeCorps Members' Assista

Measured By: Other

Described Instrument:

- a. Title: The Litigant Feedback Form will be administered by JusticeCorps members providing service during twice yearly two- week " snapshot study" periods.
- b. Measure: The Litigant Feedback Form gathers data on litigants' self-perception of the impact of service and their level of preparedness to proceed and resolve their legal matter.
- c. Minimum participation required: IoA of 15minutes or more.
- d. Process to prevent double counting: If recipients are served by more than one JusticeCorps member during their visit, the " Litigant Feedback Form" will be offered to the litigant at the end of the entire service experience.
- e. Who will administer: JusticeCorps member providing service
- f. How often: One form per instance of assistance lasting 15 minutes or more will be completed on a daily basis, during snapshot study period. Litigants will be provided this survey each time they visit the self- help center during the snapshot study period.
- g. In order to be counted as having increased preparedness, the SRL must self-rate " somewhat" or " much" on all three indicators:
  - a. better understanding of the legal process;
  - b. feel " better prepared to proceed with and resolve their case
  - c. is clearer about the next step in their case

Instances of assistance greater than 15min resulting in increased preparedness.

OUTCM93748 Outcome:

Litigants will report increased preparedness to proceed in their case

Target: 1700 IoAs reporting increased preparedness to proceed

Measured By: Other

Described Instrument:

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Problem Statement:

Selected Interventions: Including page, forms asstnc & referrals

Described Instrument:

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- f. How often: One form per instance of assistance lasting 15 minutes or more will be completed on a daily basis, during snapshot study period. Litigants will be provided this survey each time they visit the self- help center during the snapshot study period.
- g. In order to be counted as having increased preparedness, the SRL must self-rate " somewhat" or " much" on all three indicators:
  - a. better understanding of the legal process;
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