



## **Coalition for Court Access Meeting Minutes**

January 20, 2023, 10:00 a.m. ET

Indiana Supreme Court Conference Room and Zoom

Members attending: Kerry Hyatt Bennett, Jean Blanton, Emily Weikert Bryant, Traci Cosby, Charles Dunlap, Monica Fennell, Carolyn Clay Hall, Hon. Melissa May, Victor Quintanilla, Justice Geoffrey Slaughter, (Chair), Hon. Elizabeth Tavitias, Hon. Chuck Todd, Michael Tolbert, David Van Gilder, Alex Van Gorp

Guests and staff: Phyllisia Gant, Margaret Jones, Sarah Kidwell, Jon Laramore, Kyla Moore, Jewel Patterson, Carl Pebworth, Bob Rath

Coalition for Court Access Chair, Justice Geoffrey Slaughter, called the meeting to order and the minutes of the November 4, 2022 meeting were reviewed and approved. Coalition member Traci Cosby was nominated and approved as Secretary for the coming year.

Chuck Dunlap, Indiana Bar Foundation, provided updates on the Foundation's contract with the Indiana Housing and Community Development Authority (IHCDA). The Foundation is in the process of placing 120 kiosks, primarily in courthouses and libraries, with 30 additional kiosks planned to be ordered. The Indiana Legal Help website is being upgraded and relaunched. The website will also host a virtual help desk with navigators to provide legal information. The Foundation is working with IHCDA to extend its contract for an additional year, and is exploring the feasibility of adding mobile legal clinics. The Chief Justice and Governor are supporting a \$1.5 million increase to the Civil Legal Aid Fund. A revision to Rule 1.15 went into effect on January 1, 2023 to permit unclaimed and unidentified IOLTA funds to be remitted to the Foundation to support civil legal assistance.

Prof. Victor Quintanilla provided updates from the Data Collection work group, and reported on the research currently being done on litigants' experience in remote and in-person hearings. Phase 2 of the project would include sending litigants (who opt in) SMS text reminder messages prehearing, along with surveys about their experience. In Phase 1, the research project has collected over 2,000 exit surveys post-hearing. The research team is also watching archived Zoom recordings for proceedings they have surveys for; around 200-300 videos.

Carolyn Clay Hall provided updates from the Pro Bono work group. The group welcomed Olivia Daley, IU McKinney Office of Professional Development, as a new member.



## **Coalition for Court Access Meeting Minutes**

April 28, 2023, 10:00 a.m. ET

Indiana Bar Foundation and Zoom

Members Attending: Justice Slaughter Chair, Scott Barnhart, Kerry Hyatt Bennett, Jean Blanton, Traci Cosby, Chuck Dunlap, Monica Fennell, Hon. Melissa May, Adam Mueller, David Pruitt, Victor Quintanilla, Joe Skeel, Hon. Stephanie Steele, Hon. Elizabeth Tavitias, Hon. Chuck Todd, Mike Tolbert, David Van Gilder, Alex Van Gorp

Guests and Staff: Abbie Bush, Mike Commons, Rob Love, Kyla Moore, Jewel Patterson, Carl Pebworth, Bob Rath, Marilyn Smith, Jason Thees, Cathrin Verano

Coalition for Court Access Chair, Justice Geoffrey Slaughter, called the meeting to order, and the minutes of the January 20, 2023 meeting were reviewed and unanimously approved.

Justice Slaughter welcomed the newest appointees to the Coalition: Scott Barnhart, Jon Laramore, Adam Mueller, and David Pruitt.

Rob Love, the Indiana Supreme Court Chief Diversity Officer, presented on his role and the Court's Office of Diversity, Equity, and Inclusion. The Office is focused on building public trust in the Indiana courts. Indiana's Commission on Equity and Access in the Court System released its final report in December 2022 ([www.in.gov/courts/admin/files/equity-access-final-report-2023.pdf](http://www.in.gov/courts/admin/files/equity-access-final-report-2023.pdf))

Abbie Bush presented on the Indiana Legal Help website (ILH) for finding free legal resources throughout the state. The new re-designed ILH website launched in January 2023, and a user can search for information and referrals by county or topic. The website is not intended to tell people where to go, but to give them basic information about what's available. There is also a searchable brief service clinic guide to find available clinics (both in person and virtual) by location.

From the ILH homepage, a user can see a list of topics: housing, family and safety, money and estate, military, immigration and employment, driving and expungement, other legal issues. ILH staff is currently doing user testing and making ongoing revisions to the website.

The Indiana Bar Foundation is installing 150 legal kiosks around the state - both freestanding and desktop. The goal is to have at least one kiosk in each county, placed in courts, libraries, and other community spaces. For the first six months after installation, the kiosk homepage is focused on housing. After this initial period, the kiosk homepage will be open to the full set of resources on ILH. The Foundation also just launched a virtual help desk in mid-April – to give legal information, not advice – with non-attorney navigators.

Chuck Dunlap thanked everyone who has supported the launch of the legal kiosks, including Michael Tolbert who is helping navigate placements in Lake County. The Foundation has signed a contract extension with IHCD through 12/31/2024.

The state budget approved on April 28 included an increase to the Civil Legal Aid Fund - from \$1.5M to \$3M. IOLTA revenues are up because of interest rates.

Joe Skeel reported that the ISBA is referring 15-20 calls/day to ILH for people seeking lawyers. Low - income and modest means people can use the search function for free legal help, and the ISBA's lawyer referral search is also available on ILH. Last year ILH had approximately 250,000 unique visitors (not counting multiple visitors from the same computer at a library). A user can toggle between English and Spanish on ILH.

Bob Rath shared that there is a new feature that was deployed by Office of Technology that allows SRLs to request an ID to access documents in their own case (through <https://MyCase.in.gov>). The SRL Dashboard that was presented at the November 2022 Coalition meeting is continuing to be developed with the goal of gaining a better understanding of SRL activity around the state. The tech team is working with the Foundation to provide direct access to the dashboard.

Victor Quintanilla reported on the two-year research project underway that is examining litigant experiences in eviction, debt collection, and family law cases. The data collection phase is now complete. There were 58 judges around the state who volunteered to participate, and over 2,000+ experience sampling surveys were completed – for both plaintiff and defendants. One phase of the project worked with a group of law students who observed and coded 750 hearings and reviewed judgments for these cases. The data analysis phase will be completed in May 2023 and the report will be drafted over the summer, with an early draft available in August.

The “redemptive self-intervention” pro bono research is in its first year, using the new voluntary pro bono reporting question from the annual attorney registration form. This question asks why lawyers value pro bono work, and the goal of this research is to change the culture of pro bono– from law students.

Carolyn Clay Hall provided updates from the Pro Bono work group:

- The Court has prepared a summary infographic of the pro bono reporting data for calendar year 2021 which is in the materials. This data is from the 2022 attorney registration. This infographic will be posted on the Coalition's webpage on the Court's website.
- The work group is looking forward to working with our partners on a pro bono engagement plan to find opportunities to attract and retain more private attorneys into pro bono work.
- An Order revising the pro bono reporting Rule 6.7 was entered by the Court on April 3, 2023. This revision of Rule 6.7 of the Indiana Rules of Professional Conduct expands the types of pro bono activities that attorneys can report and now includes: “legal services in Indiana or other

states directly to public service or charitable groups” The order references Rule 6.1, Comment 1(d) which says:

*(d) Charitable organization representation means legal service to or representation of charitable, religious, civic, governmental, and educational institutions in matters in furtherance of the organization’s purpose, where the payment of customary legal fees would significantly deplete the organization’s economic resources or where it would be inappropriate.*

Hon. Melissa May reported from the Rural work group:

- The group is using the definition of “rural” developed by Purdue’s Center for Rural Development. Judge May has met with 9 rural county judges, who have said that the biggest need is in family law. Rural dockets run more quickly and many SRLs aren’t able to find legal aid help within that timeframe. Some estimate that 75% of these issues could be resolved with a brief legal advice phone call.
- Indianapolis Legal Aid Society (ILAS) has launched a pilot brief advice phone help line. Currently, ILAS has one attorney, Laurie Goggins (JD and PhD social worker) scheduling 30-minute calls, approximately 8 per day. ILAS has received calls from 67 counties so far. Many callers don’t understand the legal terminology and processes, such as the difference between physical and legal custody. ILAS is screening for income eligibility and doing conflicts checks on these phone calls.
- The work group will meet with ILH staff to focus on presenting the most consistent and accurate information about legal aid organizations who are available to assist people in rural areas.
- The work group will also continue to focus on how best to use the new administrative rule 14 for virtual proceedings, with a goal of getting pro bono attorneys who could appear remotely to represent SRLs.
- Alex: potential resource; DCS IN Parenting Time Hotline for people who call with parenting time issues and they call with all sorts of other issues. DCS has rebranded to be clearer that they can offer advice and not just reporting abuse allegations.

The meeting adjourned at 11:25am.

SAVE THE DATE: Indiana Civil Legal Assistance Conference on October 26, 2023

Remaining 2023 meetings (10:00a ET):

June 16 by Zoom – David Van Gilder will chair this meeting in Justice Slaughter’s absence

August 25

October 20



### **Coalition for Court Access Meeting Minutes**

June 16, 2023, 10:00 a.m. ET

Indiana Bar Foundation and Zoom

Members attending: David Van Gilder (Vice-Chair), Scott Barnhart, Kerry Hyatt Bennett, Jean Blanton, Traci Cosby (Secretary), Monica Fennell, Carolyn Clay Hall, Jon Laramore, Hon. Melissa May, Adam Mueller, David Pruitt, Joe Skeel, Hon. Stephanie Steele, Hon. Elizabeth Tavitias, Alex Van Gorp

Staff and Guests: John Althardt, Abbie Bush, Maggie Davis, Phyllisia Gant, Coledon Johnson, Jewel Patterson, Carl Pebworth, Bob Rath, Marilyn Smith, Cathrin Verano

The meeting was called to order at 10:02 a.m. by Vice-Chair David Van Gilder. The minutes to the April 28, 2023 meeting were approved unanimously with a revision on page two, fifth paragraph down, first sentence. The revised first line says: "Prof. Quintanilla reported on the two-year research project..."

Joe Skeel provided updates from the Indiana State Bar Association about its new online Pro Bono Academy and Resource Center at: <https://www.inbar.org/page/probonoacademy>

Joe Skeel noted that the ISBA Pro Bono Academy will be developing and adding more content going forward. He asked CCA members to look at what's on the website and make suggestions on what could be added. The ISBA is publicizing the Pro Bono Academy through its membership database.

Carolyn Clay Hall, Abbie Bush, and Marilyn Smith presented on the draft pro bono engagement plan that was circulated prior to the meeting, and requested a vote of support for moving forward with the plan. The motion to support moving forward with the pro bono engagement plan was unanimously approved. The group also discussed the importance of including high quality, trauma-informed legal services in its pro bono focus. The Family Law Task Force is also working on developing trauma-informed education for judges, lawyers, and court staff.

Prior to adjourning the meeting, David Van Gilder encouraged all CCA members to attend the October 26 Civil Legal Assistance Conference which will include 5 CLE credits and be held at Ivy Tech Conference Center in Indianapolis. He also noted that Marilyn Smith will be retiring on December 31, 2023, and that the Foundation will be recruiting for a new staff position in the fall that will work with the Coalition for Court Access. The Foundation will circulate the job description to CCA members when it's prepared.



## **Coalition for Court Access Meeting Agenda**

August 25, 2023, 10:00 a.m. ET  
Indiana Bar Foundation and Zoom

Members Attending (In person & by Zoom): Justice Geoffrey Slaughter, Chair, Scott Barnhart, Kerry Hyatt Bennett, Jean Blanton, Emily Weikert Bryant, Monica Fennell, David Van Gilder, Carolyn Clay Hall, Jon Laramore, Hon. Melissa May, Adam Mueller, David Pruitt, Victor Quintanilla, Joe Skeel, Hon. Stephanie Steele, Hon. Elizabeth Tavitias, Hon. Charles Todd, Mike Tolbert, Alex Van Gorp

Staff and Guests: John Althardt, Abbie Bush, Mike Commons, Olivia Daley, John Floreancig, Phyllisia Gant, Laurie Goggins, Rob Love, Jewel Patterson, Carl Pebworth, Bob Rath, Marilyn Smith, Jason Thees, Mark Torma, Cathrin Verano, Whitney Wynns

Justice Geoffrey Slaughter called the meeting to order and the June 16, 2023 meeting minutes were unanimously approved.

Adam Mueller presented on the Indiana Justice Project (IJP - slides attached) and the work IJP is doing on health care advocacy, housing safety & security, food access, and community lawyering.

Abbie Bush presented updates from the Indiana Bar Foundation, including:

- On Wednesday, August 23, the Indiana Bar Foundation was at the Crown Point Government Center with Justice Slaughter and other dignitaries to celebrate the state's 150th Indiana Legal Help kiosk going online. The kiosks are helping to bridge the digital divide for people without reliable internet access, and provide scanning, printing onsite.
- Last year, Indiana Legal Help had about 350 thousand users on its website. While anyone can access IndianaLegalHelp.org through their phone, computer, or tablet, we know that over 700 thousand Hoosiers don't have reliable internet access.
- Approximately 100 of the 150 kiosks have been opened to the full set of Indiana Legal Help resources now, which includes information, court forms, brief advice clinic calendars, and referral contact information for over 20 different legal issues.
- In its most recent grant cycle, the Foundation announced awards totaling approximately \$3.6 million dollars to 13 civil legal aid organizations across Indiana.
- The Foundation is in the process of updating the Indiana Civic Health Index Report, and expects to have this publicly distributed at the beginning of 2024.

Prof. Victor Quintanilla presented on the upcoming report on Accessing Justice With Zoom: Experiences and Outcomes in Online Civil Courts. He will be presenting this report at the National Center for State Courts – Court Technology Conference and Pew Charitable Trusts will be featuring the report in its upcoming communications.

He noted that IU Maurer School of Law is doing strategic planning and is focusing on access to justice as one theme. The school will be seeking input on what law schools can be doing to increase access to justice.

Hon. Melissa May reported for the Rural Legal Services work group:

- On Friday, October 13, 2023, Judge May will be co-presenting a session on meeting Legal Needs in Rural Communities at the Rural Justice and Public Health Professionals Summit at the Honeywell Center in Wabash. This event will offer attendees a chance to learn about collaborations, resources and strategies to meet the unique needs of rural professionals. The Summit is sponsored by the Indiana Supreme Court, the Wabash County Bar Association, the Association of Indiana Counties, the Court of Appeals of Indiana, the Defense Trial Counsel of Indiana, Indiana University, Indiana Justice Reinvestment Advisory Council, Indiana Department of Health, Indiana Trial Lawyers Association, National Alliance on Mental Illness, and the Office of Governor Holcomb.
- Judge May will be presenting on rural legal services at a plenary session at the Indiana Judicial Conference in September and is writing an article for an upcoming issue of the Indiana State Bar Association's *Res Gestae* on rural legal services.

John Floreancig and Laurie Goggins presented on the Indianapolis Legal Aid Society's pilot project to offer brief legal advice by telephone to self-represented litigants in rural areas.

- ILAS started focusing on how to help rural clients after the 2018 pro bono retreat. This pilot project started about 1 ½ years ago, and the Court has helped to market the ILAS phone line with a flyer in its weekly email to judges. Laurie has a background in social work and has been doing outreach to libraries and social service agencies. Many counties only have a judge and prosecutor and no other practicing attorneys.
- Topics covered on the telephone hotline include: termination of adult guardianship, custody, child support, divorce with domestic violence, paternity, eviction, POA.
- Laurie focuses on goals for each person - most likely they will go on and represent themselves: what the law says, understanding the law, roles and responsibilities for each party, and next steps for the SRL. Focus is to help them have a smooth encounter with the court system, discuss the most practical steps, understanding that family relationship will continue after the court case. ILH is a frequently used guide to support SRLs.
- 413 initial calls from Jan 1 – August 18, 2023 from rural counties. 80% family; 15% housing; 5% misc.

- Rural group is interested in how to build platforms to help SRLs remotely? Pro bono attorneys may be better able to assist clients in rural areas if they can do this remotely.
- ILS also provides advice in rural counties and appears in cases in rural counties. When AR 14 came up for public comment, ILS asked for a liberalization of “good cause shown” to reduce physical appearances in rural counties to save time and provide more efficient service.
- Court wrote the AR 14 rule to address a particular issue and problem, recognizing that the rule could create other problems as are being discussed at today’s meeting. It’s important to give lawyers a way to appear remotely.
- There’s a sensitivity to interpreting “good cause shown” – there is a need for greater technology support in many rural courts – it’s more than just having a Zoom license. When an attorney is appearing remotely, they need to be able to go into break-out rooms, and communicate with adverse attorney if appropriate. Court staff need to have the technology and training to facilitate these interactions if remote appearances are going to work.

Hon. Elizabeth Tavitas offered updates from the Self Help and Court Access work group and noted that, as chair of the Family Law Task Force, the group is partnering with the CCA to work on access for SRLs and continuing to develop tools for SRLs. The goal is for judges and SRLs to have access to the important information and resources they need.

- The work group is focused on supporting ILH staff as they integrate what they learned from participating in the National Center for State Court’s Winter Forms Camp. This includes improving the accessibility and usability of existing court forms by adding:
  - Built-in form instructions (replacing separate form instruction packet) – makes it easier to look at one packet at the same time
  - A list of definitions users may find helpful when completing the form
  - Iconography/symbols explanation and its use in two scenarios – what the SRL uses and what the court uses
  - Increased plain language overall

SHACA is working with the ILH staff to establish a regular calendar for reviewing existing forms to ensure that changes in statutes and case law are incorporated and that forms remain accurate and current. This will include developing a process for subject matter experts to offer their input on existing forms. If you see any issues with forms, inaccuracies, issues with form acceptance in courts, please let SHACA know.



SHACA will provide input and support the efforts of the ILH and Office of Judicial Administration staff as they participate in the Stanford Law School Filing Fairness Project. This is an initiative focused on increasing Indiana's readiness to implement a process for e-filing court forms directly from Indiana Legal Help to the Indiana's Odyssey case management system. Bob Rath, the Court's Chief Innovation Officer, and Bill Henderson, Law Professor at IU Maurer School of Law, brought this opportunity to Indiana Legal Help and we look forward to collaborating on this.

Carolyn Clay Hall presented updates from the Pro Bono work group:

- IU McKinney is hosting its Pro Bono Fair on October 5, 2023
- Notre Dame Law School expects to have three areas of pro bono focus in the coming year:
  - immigration/ U-Visa pro bono clinics;
  - expungement pro bono opportunities in partnership with the St. Joseph County Prosecutor's Office and the Pro Bono Indiana office in South Bend; and
  - a Martin Luther King Day pro bono and public service project
- Indiana Legal Services has two upcoming eviction sealing clinics scheduled – the next one is on September 26, 2023.
- National Pro Bono Week takes place the last week in October, the same week as Indiana's civil legal assistance conference. If you haven't registered for the conference yet, please do and encourage your colleagues to register. Up to 5 CLE credits for the conference, including up to 5 ethics credits.
- The Pro Bono Engagement work is continuing, with our team meeting monthly and beginning to do interviews and focus groups next month. As we discussed and approved at our June CCA meeting, the goal of the project is to deepen engagement and expand Indiana's pro bono system with a focus on increasing access to legal resources and improving the pro bono experience for volunteer attorneys and other professionals.

The team will be interviewing 22 groups who are involved in coordinating pro bono across Indiana. In addition to examining existing survey data from attorneys, the team will be conducting focus groups and interviews with approximately 40 attorneys who do varying levels of pro bono work, using the current definition of pro bono in Rule 6.7 of the Rules of Professional Conduct (direct legal services to low income people).

Before adjourning the meeting at 11:30a, Justice Slaughter noted that the meeting materials included the FY 2023 Annual Report that the Coalition for Court Access submitted to the Indiana Supreme Court on July 28, 2023.

At the October meeting, the CCA will consider a proposal for adopting work group chair terms.



### Meeting Minutes

October 20, 2023, 10:00 a.m. ET  
Indiana Bar Foundation and Zoom

Members Attending: Justice Slaughter (Chair), Kerry Hyatt Bennett, Jean Blanton, Emily Weikert Bryant, Traci Cosby, Charles Dunlap, Carolyn Clay Hall, Jon Laramore, Adam Mueller, David Pruitt, Victor Quintanilla, Joe Skeel, Hon. Stephanie Steele, Hon. Charles Todd, Mike Tolbert, David Van Gilder, Alex Van Gorp, Monica Fennell

Guests and Staff Attending: John Althardt, Abbie Bush, Mike Commons, Olivia Cooley, Christine Cordial, Hon. Tom Felts, Phyllisia Gant, Prof. Margaret Hagan, Margaret Jones, Kyla Moore, Jewel Patterson, Carl Pebworth, Bob Rath, Marilyn Smith, Jason Thees, Cathrin Verano, Whitley Wynns

Justice Slaughter called the meeting to order at 10:00 and the minutes from the August 25, 2023 were approved unanimously with one correction to the spelling of Whitley Wynns last name (guest, Indiana Justice Project).

Professor Victor Quintanilla, Chair of the Data Collection work group, presented on his recently released study: *Accessing Justice with Zoom: Experiences and Outcomes in Online Civil Courts*. The report was incubated in the work group and funded by Pew Charitable Trusts, American Bar Foundation, and Schmidt Futures.

A direct link to the *Accessing Justice* report is at:  
<https://drive.google.com/file/d/1xfb052SVZRTlww8-03xQyX9UzFjcvcul/view>

Professor Quintanilla discussed the goal of creating a community that cares about data and looks at the experience of the most vulnerable Hoosiers. The report is also now linked on the CCA's webpage at: <https://accelerateequity.org/impact>

The report looked at experiences of SRLs – over 90% of litigants lack counsel on the defendants side for consumer, small claims, and eviction. This is also a huge challenge for family law.

Key findings: most SRLs were ok with trying remote access again in the future – it decreased stress, and increased a sense of procedural justice. Many who went to court in person had challenges getting there. There were higher outcomes of satisfaction with remote hearings even with similar outcomes. In person experience for vulnerable people indicated bigger challenges: transportation to court, time off work, childcare.

Technological challenges were less prevalent than expected – less than 10% of the cases had

tech issues.

This was the first time trying this experience research sampling tool and platform. We offered gift cards to over 2000 litigants who participated – 25% click rate; 10% completion rate. 58 judges across 12 counties volunteered to participate. Study conducted mainly in May – December 2022.

Professor Margaret Hagan from the Stanford Law School Legal Design Lab, who was a contributor to Prof. Quintanilla’s study and has been a national leader in thoughtful design of legal services, presented on her research on *Opportunities & Risks for AI, Legal Help, and Access to Justice*.

Margaret Hagan is the Executive Director of the Legal Design Lab and a lecturer at Stanford Law School and the Stanford Institute of Design (the d.school). She was a fellow at the d.school from 2013-2014, where she launched the Program for Legal Tech & Design, experimenting in how design can make legal services more usable, useful & engaging. She teaches a series of project-based classes, with interdisciplinary student groups tackling legal challenges through user-focused research and design of new legal products and services. She also leads workshops to train legal professionals in the design process, to produce client-focused innovation. Margaret graduated from Stanford Law School in June 2013. She served as a student fellow at the Center for Internet & Society and president of the Stanford Law and Technology Association. While a student, she built the game app Law Dojo to make studying for law school classes more interactive & engaging. She also started the blog Open Law Lab to document legal innovation and design work. Margaret holds an AB from the University of Chicago, an MA from Central European University in Budapest, and a PhD from Queen’s University Belfast in International Politics. She is originally from Pittsburgh.

Prof. Margaret Hagan discussed the opportunities to use AI to

- Improve services – increase power to create helpful guides and intake behind the scenes
- Help justice professionals and SRLs to do tasks better – understanding the law, predict outcomes, prepare forms, write letters, evidence, prep for ODR and mediations and trial.
- Support ATJ with policy development, planning, business process, organizational training and support.
- Develop better guides, document assembly tools, improve provider/client relationships and communication with automated messages, spot issues, write documents.

AI gives “empathetic response” – gives action step, Presentation of information is clear, compelling and action oriented but the substantive data and contact information is not always accurate. People are asking AI questions and getting “helpful seeming” answers but the quality of information provided needs to be improved.

Instant gratification and seeming authority make these tools appealing. Concerning patterns observed with overreliance on incorrect answers, timelines, actual law, fake or inappropriate

forms, people not paying attention to warnings or disclosures.

We can warn people, but we can't change the wave of people using these tools.

Focus on improving the quality of information shared – is there a way to have a universe of data to harness to increase the quality of the data shared?

While there are concerns about lack of accountability – not citing sources, insufficient guardrails – we need to prepare for this new reality to continue improving AI. Focus on connecting people who use AI to create a “first draft with a justice worker to check and verify if the information is correct. Need to continue increasing its accuracy.

AI feels empowering to people – giving people a sense of capability. We need to harness this and improve the quality of information being shared.

CCA Annual Meeting: The following votes were taken unanimously:

- Nomination to re-elect for one-year term:
  - Vice Chair: David Van Gilder
  - Secretary: Traci Cosby
- Revisions to the CCA Operating Protocol, including the addition of two-year terms for work group chairs

New business/Announcements:

Abbie noted that the Foundation is recruiting for a new position: Civil Legal Assistance Manager. The job is posted on the Foundation's website at this position will support the work of the Coalition.

Traci Cosby reported that Judy Fox, ISBA Pro Bono Committee member, is interested in presenting a proposed revision for a small claims trial court rule to extend notice requirements for eviction proceedings.

Remaining FY 2024 meetings – at 10:00 a.m. ET:

January 19, 2024 at Indiana Supreme Court  
April 19, 2024 at Taft Law, Indianapolis

The meeting was adjourned at 11:10a