

Coalition for Court Access

“The purpose of the Coalition for Court Access is to develop and implement a statewide plan to improve the availability and quality of civil legal services for persons of limited means.”

Let’s Celebrate (CCA Accomplishments since its launch in 2016)

- Web site development is moving forward
- County judges are receptive
- Progress in developing process for court forms
- Efforts underway to understand true legal needs
- Willingness to share within CCA, trust has been developed
- Shared passion for this challenge
- Working groups are starting to coalesce and find strategies
- Quality of information
- The coalition from Evansville sets a great example
- Seeing the programs that provide services in the room together talking is inspiring
- The people represented by the folks in this coalition are selfless
- Thankful we are really looking at all parts of the state
- The survey is showing us that the more we learn the less we seem to know
- Combining work group topics means more comprehensive solutions
- Best Practices work group analyzed hundreds of court forms
- Excited by how three separate, disparate groups have come together to identify flaws and work to eradicate
- Pro Bono Reporting FAQ: to help lawyers feel good about pro bono
- Rural work group using law school students to gather data
- Meeting most of the 2017 goals the CCA set
- CCA work has informed how I do my other job
- Filing fee for pro bono will not sunset
- People on this coalition are helping me dream bigger and making me smarter

Why is the CCA’s work important? (What do we value about working with the Coalition)

- Human centered approach
- Want to serve self-represented litigants with forms & navigating the legal process
- Want to support struggling rural communities
- Philosophically, I believe all deserve access, especially since I came from the world of the often underserved
- Work from a personal point of view and experience
- Indiana is the Evansville of the US – we’re small enough to develop synergy – large enough to get things done
- Broader picture of access: if access becomes too expensive more people will feel alienated and underserved
- Getting more lawyers in libraries, especially in rural areas
- How to mobilize all of us including volunteers & academics
- Curious about what we can accomplish together
- Letting law students see & understand unmet legal needs
- Prove to my community that attorneys aren’t bad people
- Intended to do legal aid work as an attorney

What did we learn in the CCA's first year? What worked? What didn't work? What are the challenges/ barriers?

- Interact and develop relationships with the communities we haven't reached yet
- Understand the issues of transportation, education, technology & how they connect with legal needs; examine the diversity of legal needs in Indiana
- Not all the issues are technical, some are much bigger: eg. poverty
- Include all parts of state in the Coalition's work - Increase subject matter and geographic diversity in the Coalition's work
- Examine make up of Coalition to ensure representation is diverse
- Evaluate CCA participation and communication; and examine Coalition's mix of staff and volunteers
- Find where CCA can limit duplication and maximize resources
- Use both statewide and local planning to modify and inform each other
- It's important to get people together at in-person meetings
- Emphasize clients as much as the courts going forward
- Finding common language is important
- Consider doing a poverty simulation
- Review substantive law issues affecting poverty population
- Clarify work group tasks, roles and responsibilities
- Engage and mobilize partners in other systems (health, housing, human services, workforce)
- Recognize the CCA had trouble moving to big resource ideas because of the threat to LSC funding and the need to preserve resources
- Increase data collection to help with planning
- Examine whether the CCA needs more bandwidth to accomplish its goals
- Prioritize what the CCA does next. There are many options: we have a buffet in front of us of cool ideas being done in other states – let's be strategic in making choices
- Ask Terri Ross, Supreme Court Librarian to get us better connected to library projects

Who are the clients CCA aims to serve? This list includes who they are as well as their issues:

Who are they?

- Low income, limited and modest means
- People with knowledge gaps
- People who don't understand their legal issues/needs
- Those who need brief service and advice
- Homeless, vulnerable people
- Elderly
- Disabled veterans
- ALICE: Asset limited, income constrained, employed
- Federally qualified health centers
- Area agencies on aging
- Community action agencies
- Have systemic problems (e.g. justice involved, parenting, guardianship eligibility)
- In family law particularly, people receive limited scope service to preserve resources (e.g. support, modify motion)
- People come looking for help after using forms poorly – lawyers clean up issues
- Those who live in rural poverty and the working poor at increasing rates
- Clients have more than one problem and the problems are complex.
- Sometimes able to hire an attorney but choose not to
- Unable to afford full representation - in need of limited scope service

What challenges do clients present?

- Diverse needs
- Addiction issues
- BMV
- Expungements
- Declining number of attorneys in rural areas
- Less active bar associations throughout state
- Not sure we really know client issues/needs
- Education
- Transportation
- Technology
- Mental health
- 70-80% of our clients have issues of family, housing, debt collection; 8%- benefits; 5%-expungement

Who are the Coalition's partners? What can we offer others? What can others offer us?

- Drug and mental health providers
- Indiana Chamber of Commerce
- Libraries
- Social workers
- Workforce development
- Medical-legal partnerships
- IVY Tech
- Colleges and universities
- Prosecutors who can help avoid legal issues for release who may go back into indigent economy
- Increased communication among pro bono districts

Next Year We Can. . .

- Study the economic benefits of legal services – demonstrate economic impact of meeting peoples’ legal needs
- Devise a messaging plan to disseminate information from the civil legal needs study, including anecdotes and narrative to get more attorneys/providers involved; develop a strategic/prioritized plan to educate people
- Have the web site up and running, with a system to approve court forms
- Hire an SRL court forms/website coordinator
- Improve front door portal for people looking for legal assistance and help them learn what to do
- Look for ways to promote unbundling
- Expand stakeholder base: Cummins, Chamber of Commerce, help bring corporate sector into the conversation
- Capture and share an elevator speech for the value of civil legal aid
- Refine rural outreach to accomplish Coalition’s goals
- Increase support from private sources, use a United Way like campaign and develop a unified pitch
- Should coalition have a work group to look at needed rule changes
- Develop common measures that demonstrate Coalition’s successes (identify which ones from legal needs study)

- Build a common agenda and set of goals that strategically ties things together
- Improve our ability to keep focused; set agendas; develop strategies; and use data to clarify goals

Coalition for Court Access Meeting
Evansville Bar Association
401 SE Sixth Street, Evansville, IN 47713
Tuesday, October 31, 2017, 8:30 a.m. – 1:30 p.m. CT

8:30a: Breakfast

8:45a: Presentation by Evansville Legal Aid Society, Pro Bono District K and ILS Evansville office

9:15a: Review and approve Sept. 8, 2017 CCA meeting minutes

Review and discuss work group written reports

Consent agenda for any items seeking a CCA vote

- Best Practices work group recommendation for CCA to endorse adoption of an Indiana Judicial Code of Conduct rule based on Wisconsin's Judicial Code of Conduct (SCR 60.04)
- Pro Bono work group recommendation for CCA to endorse adoption of a Pro Bono Emeritus Rule

9:45a: Break

10:00a: Pat Heiny and Mary Jo Clark, facilitators

1. What have we accomplished during CCA's first year?
What should we celebrate about our first year of work?
2. What did we discover? Learn?
 - a. What worked? What didn't?
 - b. What challenges and barriers to meeting the vision and the goals did you uncover while working?
 - c. What did we learn about the needs of the various parts of the state?
3. Who are the clients that we focus on serving? Have we seen changing client demographics and has this had an impact on our work? What have we discovered about differing or unexpected client needs?

4. Moving our work forward:
 - a. What worked for your group?
 - b. What challenges did you discover?
 - c. What structural changes should the CCA consider for the work groups (number, scope, members, level of activity)?
 - d. How does each member organization fit into the CCA's mission? How do individual organizations benefit from being a part of the Coalition?

11:45a: Lunch

12:15p: How do we continue to build a "unified but not uniform approach to access" in Indiana?

- a. What parts of our mission need to be strengthened?
- b. How can we be more effective as a coalition?
- c. What should be our major areas of focus in 2018?

1:00p: Facilitation wrap-up

1:15p: CCA Meeting conclusion and next steps

1:30p: Meeting adjourned

Proposed 2018 meeting dates:

10:30 a.m. – 1:00 p.m. ET; locations TBD

Friday, January 19

Tuesday, March 20

Monday, May 21

Friday, August 17

Wednesday, October 10

Coalition for Court Access Meeting AGENDA
Indiana Legal Services

151 N Delaware Street, 18th Floor Conference Room, Indianapolis, IN 46204

Friday, September 8, 2017, 10:30 a.m. – 1:00 p.m. ET

Attending: Justice Steven David, Roxanna Bell, Hon. Kim Dowling, , Chuck Dunlap, John Floreancig, Mary Fondrisi, Judy Fox, Andy Fraizer, Jane Henegar, Jon Laramore, Donald Lundberg, Carl Pebworth, Hon. Pat Riley, Mark Robinson, Justice Geoff Slaughter

Staff: Kathryn Dolan, Michelle Langdon, Marilyn Smith, LaKeshia Triggs

The meeting was called to order at 10:30 a.m. ET.

The minutes of the June 14, 2017 meeting were review and approved unanimously without changes

The group reviewed the 2017 Coalition priorities, below, and noted that the work group chairs have been doing bi-monthly conference calls to review and coordinate work. At the Evansville CCA meeting on 10/31/17, these goals will be further reviewed and 2018 goals will be discussed.

- Developing a statewide triage process – **working on service definitions via Technology work group**
- Designing a process for managing self-represented litigant forms – **underway via Best Practices work group**
- Launching a civil legal needs and resources study with rural focus, including development of uniform definitions – **IU study began 9/1/17 under the supervision of Data Collection work group**
- Gathering data for a civil legal aid economic impact study – **first phase of data gathering will be done via legal needs study beginning**
- Developing FAQ and messaging for Rule 6.7 Pro Bono reporting - **completed**
- Extending the sunset on civil legal aid filing fee - **completed**
- Advancing an education and messaging campaign for the Coalition’s priorities – **in process**
- Creating a Coalition website – **website development launched 8/29/17 under supervision of Communications work group**
- Researching and drafting a proposed rule for unclaimed property in IOLTA accounts – **draft rule completed and vetting in process under the supervision of Resource Development work group**
- Reviewing and making recommendations on pro bono district configuration

The next CCA meeting is scheduled for Tuesday, October 31, 2017 (8:30a – 1:30p CT) at the Evansville Bar Association. CCA members will receive a separate email to to RSVP for the meeting, and a cocktail reception and dutch treat dinner with a set cost on October 30, 2017. The Court will also be holding an oral argument on Monday morning, October 30 at 10:30a CT on the campus of University of Southern Indiana. Pat Heiny and Mary Jo Clark will facilitate the CCA meeting – the goal of this session is to focus on what the CCA has accomplished to date and get focused on 2018 goals. The meeting will also include a joint presentation by the Evansville Legal Aid Society, Pro Bono District K and the Evansville office of Indiana Legal Services.

The group discussed proposed dates for 2018 CCA Meetings and the chair asked that CCA members let Marilyn know if there are issues with any of the following proposed dates. The CCA is aiming to hold 5 meetings in 2018 and is seeking hosts for these meetings.

Friday, January 19

Tuesday, March 20

Monday, May 21

Friday, August 17

Wednesday, October 10 – The CCA would like to go north for a 2018 CCA meeting and the Notre Dame Law School has offered to host this meeting.

John Floreancig gave an update on planning for the Indiana Partnerships for Justice Conference, which will be held on October 23d at Ivy Tech Conference Center in Indianapolis. A tentative overview agenda was included in the meeting materials. The conference is intended as a networking and learning event for everyone who provides legal help to low and modest means people in Indiana. The planning committee is applying for CLE credits for the conference. There will be two plenary sessions, including breakfast remarks from Justice David, a lunch welcome from Andi Metzler, incoming ISBA President, and a lunch keynote address by Brandon Cosby, Executive Director of Flanner House. CCA members are encouraged to attend the conference and stay for the happy hour from 5 – 6p.

CCA members discussed and agreed to have each work group submit a written report prior to the CCA meetings, using the circulated template, to give background information on the group's activities. The goal of the reports is to focus the meeting time on input, requests for information and decision-making. CCA will start using the written report template for its October meeting.

Several work groups gave short reports:

Data Collection group just launched the civil legal needs study and is in the process of identifying a group of stakeholders for interviews; and preparing to meet with IN 211 to work with their data. The CCA briefly discussed the issues that self-represented litigants (SRLs) are facing with e-filing.

Rural group is working on a report from its summer fellows research, which found that there is additional training needed for e-filing for court staff in rural areas.

Best Practices group has finalized a job description for the person who will be overseeing the CCA's website and court forms process. This will be a one-year temporary position with the goal of renewing the position for future years. The group is working on the inventory of Court forms and categorizing which forms would be placed on the CCA website. The group is also working on a process flow chart for vetting and approving SRL forms. At the judicial conference in Fort Wayne on Sept. 14 - 15, there will be discussion on how courts could facilitate SRLs to e-file.

The group's proposal includes having two senior judges designated to work on this project.

Technology group included an article in the meeting materials on the Microsoft website portal project that is in development.

There was a presentation on Indiana Legal Services (ILS) Medical Legal Partnerships (MLPs) by Jay Chaudhary, Managing attorney of ILS' Indianapolis office; Adam Mueller, Dir. Of Advocacy for ILS; and Anna Kirkman, attorney at Eskenazi Health. ILS trains medical legal staff to identify legal issues, with cases being referred by healthcare providers. There are 5 separate MLPs going right now, aimed at being a part of the community and a larger continuum of social service providers. The programs have also helped diversify funding for civil legal aid. The MLPs have been successful in creating targeted legal interventions for vulnerable populations at the right time. One example was an EMT who found a foreclosure summons on the door of an 88-year old woman who was in ill health. Social workers were able to help her gather documents to work through a solution to avoid a foreclosure. Eskenazi Health now sees its mission to include putting lawyers into the community. A pilot project was started in 2008. Lawyers are now integrated and considered part of the care team. The MLPs work also with Faegre Baker Daniels, Ice Miller, and Neighborhood Christian Legal Clinic; and participate with the Indiana Health Advocacy Consortium to get lawyers and doctors talking together. ILS has an enhanced ability to do systemic advocacy now, with East Chicago as one example. The group talked briefly about the social determinants of health and their relationship with legal issues.

Chuck Dunlap then presented the 2018 IOLTA Grant Review process and recommendations for maintaining the status quo in IOLTA funding for the 12 pro bono districts for the coming year. The IOLTA grants to the pro bono districts have remained level for many years due to the stagnation of IOLTA revenue. The Joint Grant committee will be vetting the 2018 IOLTA grant applications at a meeting prior to the IN Bar Foundation's board meeting on Sept. 27. There are some pro bono districts that are organically exploring possible mergers. The IN Bar Foundation now has two grant cycles – IOLTA in the fall and Community Redevelopment Justice (formerly Bank of America) grants in the spring.

The group discussed how the CCA could explore suggestions on how to strengthen and improve the civil legal aid funding system in Indiana, perhaps convening a diverse and representative committee to develop recommendations on this topic. Chuck Dunlap offered to develop a big picture map of legal aid funding in the state for review at the CCA's October meeting.

Under New Business, Andy Fraizer shared that Prosperity Indiana just received a grant from Chase to expand their payday lending program.

The meeting adjourned at 1:00pm ET.

Coalition for Court Access Meeting AGENDA
Indiana Legal Services

151 N Delaware Street, 18th Floor Conference Room, Indianapolis, IN 46204

Friday, September 8, 2017, 10:30 a.m. – 1:00 p.m. ET

- 10:30 a.m. Welcome and introduction of guests
- 10:35 a.m. Review and motion to approve June 14, 2017 meeting minutes
- 10:40 a.m. Recap of 2017 Coalition priorities:
- Developing a statewide triage process – **working on service definitions via Technology work group**
 - Designing a process for managing self-represented litigant forms – **underway via Best Practices work group**
 - Launching a civil legal needs and resources study with rural focus, including development of uniform definitions – **IU study began 9/1/17 under the supervision of Data Collection work group**
 - Gathering data for a civil legal aid economic impact study – **first phase of data gathering will be done via legal needs study beginning**
 - Developing FAQ and messaging for Rule 6.7 Pro Bono reporting - **completed**
 - Extending the sunset on civil legal aid filing fee - **completed**
 - Advancing an education and messaging campaign for the Coalition’s priorities – **in process**
 - Creating a Coalition website – **website development launched 8/29/17 under supervision of Communications work group**
 - Researching and drafting a proposed rule for unclaimed property in IOLTA accounts – **draft rule completed and vetting in process under the supervision of Resource Development working group**
 - Reviewing and making recommendations on pro bono district configuration
- 10:45 a.m. Calendar
- Next CCA Meetings:
- Tuesday, October 31, 2017 (8:30a – 1:30p – Evansville Bar Association)
- Proposed Dates for 2018 CCA Meetings – 10:30 a.m. – 1:00 p.m. ET; locations TBD
- Friday, January 19
- Tuesday, March 20
- Monday, May 21
- Friday, August 17
- Wednesday, October 10
- 10:55 a.m. Indiana Partnerships for Justice Conference (Oct. 23d, Ivy Tech, Indianapolis)

- 11:05 a.m. Discuss CCA meeting format and review the Work Group Report template
- 11:20 a.m. Lunch
- 11:40 a.m. Work group requests for CCA action, support or voting
- 12:20 p.m. 2018 IOLTA Grant Review
- 12:35 p.m. ILS Medical Legal Partnerships
- 12:50 p.m. New Business
- 1:00 p.m. Meeting adjourns

Reading Materials:

June 14, 2017 CCA Meeting Minutes

Indiana Partnerships for Justice Conference Overview Agenda

CCA Work Group Report Template

IOLTA 2018 Grant Request chart

CCA Court Forms Coordinator job description

Indiana Legal Needs Study – final contract and timeline

CCA Technology Work Group – draft service definitions

ABA Journal article on Microsoft development of portals for legal advice

Coalition for Court Access Meeting MINUTES

Faegre Baker Daniels

300 N Meridian Street, Suite 2700, Indianapolis, IN 46204

Wednesday, June 14, 2017 – 10:30 a.m. – 1:30 p.m. ET

Members attending: Justice David, Andy Fraizer, Hon. Martha Wentworth, Prof. Joel Schumm, Jon Laramore, Mary Fondrisi, Scott Wylie, Mark Robinson, Justice Slaughter, Charles Dunlap, Don Lundberg, Carl Pebworth, John Floreancig, Chris Purnell, Roxanna Bell

Staff: Michelle Langdon, LaKeshia Triggs, Sarah Kidwell, Marilyn Smith

Guests: Monica Fennell; Savannah Wormley

The meeting was called to order by Justice David at 10:30 a.m. with a welcome of guests and a thanks to Carl Pebworth and Faegre, Baker Daniels for hosting.

The CCA reviewed the minutes from the April 25, 2017 meeting and a motion to approve the minutes was passed unanimously.

The CCA reviewed a recap of its 2017 Coalition priorities, below. After the meeting a draft CCA annual report will be circulated, with a request for comments returned by next week so that the report can be revised and delivered to the Supreme Court by July 1.

The report to the Court goes into more detail on each of these priorities:

- Developing a statewide triage process
- Designing a process for managing self-represented litigant forms
- Launching a legal needs and resources study with rural focus, including development of uniform definitions
- Gathering data for a civil legal aid economic impact study
- Developing FAQ and messaging for Rule 6.7 Pro Bono reporting - **completed**
- Extending the sunset on civil legal aid filing fee - **completed**
- Advancing an education and messaging campaign for the Coalition's priorities
- Creating a Coalition website
- Researching and drafting a proposed rule for unclaimed property in IOLTA accounts - **completed**
- Reviewing and making recommendations on pro bono district configuration

Next CCA Meetings:

Friday, September 8, 2017 (10:30 a.m. – 1:30 p.m. – Indiana Legal Services)

Tuesday, October 31, 2017 (8:30a – 1:30p – Evansville Bar Association)

The Evansville meeting will run until 1:30p, not 12:30p as originally posted. The plan is to reserve a block of rooms at the Doubletree in Evansville for Monday night, October 30. The CCA will reimburse for hotel and mileage if CCA members don't have another source for reimbursement. We're working with Pat Heiny and Mary Jo Clark as facilitators for part of the retreat. Carl Pebworth, Jon Laramore and Justice David volunteered to serve on the planning committee for this meeting. The group agreed to have Evansville's ILS office, Evansville Legal Aid Society and pro bono district K do a presentation on how they work together on case intake and service delivery. The CCA discussed other possible presentations; people to invite to the meeting and/or Monday night reception; possible recognition of local organizations and projects; asking Judge Young to talk about the new federal court pro bono rule; and media coverage.

Upcoming events:

Monday, October 23, 2017: Indiana Civil Justice Conference (Ivy Tech, Indianapolis). Last year's conference was a success with 200 participants, including civil legal aid providers, staff & pro bono attorneys. This year the conference will be held under the auspices of the CCA and there will be tracks with substantive law (family, benefits, housing, re-entry, consumer) and other programs (technology, hotlines, triage). We will aim for 6 hours of CLE credit for the day. The planning committee is meeting on June 20 and welcomes new members. The CCA will ask the Court's public information office to work with the conference committee to get the message out to the community.

CCA Governance:

The Court Order dated 4/26/17 on initial CCA terms is included in the meeting materials. The appointing process was aiming to spread out the initial terms across the various roles (civil legal aid providers, pro bono districts, law school representatives, private bar, social/human services, judiciary).

Rule 6.6 is silent on the start and end dates for member terms. A motion to have the start date for CCA member terms be July 1 was passed unanimously. This will be added to the CCA's Operating Protocol.

Rule 6.6(b)(5) states that CCA member terms shall be three years after the initial term. CCA is recommending that the appointing entities re-appoint those with one-year terms to a new three-year term beginning July 1, 2017 and ending June 30, 2020.

Recap of Chief Justice Rush's meeting in Washington, D.C. on June 7, 2017: The federal Legal Services Corporation (LSC) distributes \$435 million annually to agencies across the country to fund civil legal aid. Indiana Legal Services is the recipient of approximately \$6.5 million annually. The budget proposed by the administration eliminated funding for LSC. There has been a groundswell of support to maintain LSC funding by the bar (managing partners, general counsels, law professors, Indiana Judges Association, CCA).

Chief Justice Rush went to Washington, D.C. with members of the Texas judiciary on behalf of the Conference of Chief Justices. The meeting with members of VP Pence's primary policy advisors included discussion of the value of the work that's done through civil legal aid helping low income constituents.

Several CCA members attended the ISBA's Solo and Small Firm conference. Mary Klein, the current president of the ABA, spoke and said that nothing is more important to her and her leadership team than preserving civil legal aid funding. The CCA discussed the possibility of researching the economic impact of civil legal services in Indiana with the goal of increasing private and state support. The CCA Resource Development working group would like to take the lead on this issue.

Equal Justice Conference:

Scott Wylie, Chris Purnell, Jon Laramore, Chuck Dunlap, Justice David, Michelle Langdon and Marilyn Smith attended the conference and made the following points. Attendees notes that having a substantial Indiana presence at the conference enabled the group to network and attend many sessions. The conference itself was more valuable than the A2J meeting. The CCA discussed whether Indianapolis could host this conference in the future. The IN Bar Foundation will make initial inquiries about the hosting bid process, costs and benefits of hosting the conference. LaKesha Triggs will work on this also. The conference hosts approximately 1,200 people annually.

Indiana Free Legal Answers website:

Indiana's Free Legal Answers website is designed as a virtual law clinic, where low-income Hoosiers can ask for legal information and advice through the website and attorneys can do pro bono limited scope service in answering their questions. Indiana has had this website since 2012 and has approximately 200 volunteer attorneys registered on the site. Last month, Indiana re-launched its website under the auspices of the ABA's national project, which provides a full-time technical site administrator, website maintenance, liability coverage and technical support. The new site is easier to use for attorneys and clients. On June 21, there will be a Free Legal Answers clinic at Faegre Baker Daniel's 96th Street office where attorneys will gather over their lunch hour to answer questions from the site. Thank you to FBD's Pro Bono Manager Monica Fennell for coordinating this event.

Pro Bono working group:

The CCA unanimously passed a motion to (1) post the FAQ on the IN Bar Foundation and IN State Bar Association websites and to link the FAQ to the Court's attorney registration portal; (2) approve the infographic for release statewide by the Court with a focus on distribution at the end of July and beginning of August when the attorney registration and pro bono reporting period opens. The Court will hold the infographic to accompany a press release.

The Pro Bono working group presented a draft Emeritus Pro Bono Rule, written by Jeff Heck, Pro Bono Project Director at Indiana Legal Services and the newest member of the CCA Pro Bono Working Group. 38 states have some form of emeritus pro bono rule. The draft rule permits pro bono service performed by inactive and retired attorneys, and those operating under a Business Counsel license or admitted to practice in another state. The rule removes the attorney registration fee barrier and allows attorneys to practice pro bono law with a sponsoring entity after being trained by that entity. The draft rule does not impose CLE requirements. This draft rule has no age minimum (ie., 65 years

old). The ABA's research has found that emeritus rules could remove disincentives to pro bono work but may not have a huge impact on increasing pro bono. This rule may be low hanging fruit for recently retired attorneys to increase their pro bono service. Business Counsel attorneys are also an untapped resource (where you can only practice on behalf of your employer) – this could help open the door for Lilly and Cummins attorneys to do more pro bono work. The CCA discussed the CLE requirement and whether there are ways of accomplishing the goals of the rule with less administrative burden. Rule 5.5 sets out the number of circumstances where lawyers from another jurisdiction can practice in Indiana. One approach would be to add language to Rule 5.5 to say that out of state attorneys can do pro bono service in Indiana through a sponsoring entity. There may also be an option to amend the Business Counsel rule to include pro bono. The training requirement could address some of the concern for removing the CLE requirement.

A motion passed unanimously to: (1) support the concept of encouraging emeritus pro bono; and (2) develop an introductory memo for the Court's consideration that summarizes what the emeritus rule is aiming to accomplish; what the need is for this type of rule; what are recommended pathways to get these goals accomplished. Don Lundberg volunteered to work on this project.

Rural working group:

Mary Fondrisi and Mark Robinson are continuing to gather qualitative research and met with Judge Newkirk in Washington County after they did this in Scott County. They were encouraged to spend time talking with the clerks. With so many unrepresented litigants, the judges described the challenge of operating when one side is represented and the other side is not. The imbalance between the parties is challenging for the judge to abide by ethics code.

The group talked about why the CCA is focusing on rural counties: Challenge of transportation; decrease in number of practicing attorneys; lack of access to computers; rural counties often feel overlooked in the system and explored the possibility of setting up computers in the courthouse to give people access to available legal information.

The interview protocol for the CCA Fellows was circulated to the group. There are 9 law students working as CCA fellows to do research in 18 counties. Their training took place on May 22. Justice David will be having lunch with the CCA fellows and working on plan to host an end of the year recognition event in August. Carl, Joel and Monica are each supervising three fellows. There will be opportunities to publicize this research in local counties. It would be good to feed this data into a planning process for how best to support the rural counties.

On June 12, the Rural working group met with three law librarians (Terri Ross, Miriam Murphy and Constance Matts) to discussing steering the possibility of steering self-represented litigants (SRLs) to libraries. Judge Wentworth, Lucinda Nord, Terri Ross and Adam Mueller also met to talk about lawyers in libraries. The Indiana Library Federation would like to partner with the CCA to develop programming on SRLs for its annual fall meeting. The group also discussed developing a pilot project in a rural community library. The Pro Bono working group can partner with the Rural group on this project.

The CCA was asked to submit comments on the data collection template and interview outline to Rural working group by the end of June.

Best Practices working group:

The group is in the process of reviewing the Court's audit of all of the Court forms that are currently on its website and begin to prioritize which forms will go on the CCA's website for SRLs. There is a need for additional staff capacity and the group is preparing a draft job description for a staff person to work on the SRL forms project and CCA website. The Best Practices working group is also preparing a draft vetting and approval process for SRL forms; and developing a strategy for using senior judges for this project. The working group invited Prof. Victor Quintanilla to join the group and he will start participating in September.

Communication working group:

For the CCA website, the working group had follow-up interviews with its top two choices for website developer and will be finalizing its selection and getting to work on the website. The group recognizes the importance of staying in close contact with Best Practices group on the website development since the Court forms will be hosted on the CCA website.

For the Pro Bono Reporting Infographic, the working group will continue developing a strategy for circulating the Court's press release when it's distributed, including making color copies for CCA members to take to their office, getting it published online and in the Court Times, and offering it to Res Gestae. The group would like to make another PR push on the pro bono reporting at the end of July/beginning of August, perhaps with an Indiana Lawyer interview.

The group is planning to work with the Voices for Civil Justice group on media and communications training. Their website (<https://voicesforciviljustice.org>) has useful communications resources.

Data Collection working group:

The group is interviewing the two organizations that submitted proposals for a statewide legal needs study. One proposal was submitted by a consortium of IU Public Policy Institute and Maurer School of Law. Another proposal was submitted by Community Solutions, Inc., a community development consulting firm

Diane Walker, Plan Administrator for Pro Bono District H based in Bloomington, for joining the working group.

Resource Development working group:

The CCA materials include a draft rule on Unclaimed or Unidentified Trust Accounts reverting to the state's IOLTA program. This proposed is modeled off of Arkansas' rule and lays out a mechanism for addressing situations when an attorney or the estate of a deceased attorney cannot locate or identify the owner of these funds. A motion was passed unanimously to approach Indiana's Attorney General with this draft rule and seek the AG's support for its adoption. The draft specifies that these

unclaimed and unidentified funds would go into Indiana's IOLTA account. The working group will report back to the CCA on its discussions with the Attorney General.

The CCA signed a letter of support for continued LSC funding that was sent to the Indiana Congressional delegation. This letter will be added to the ABA's national Legal Aid Defender group materials. The group will develop a second letter to solicit business and social service partners to express their support for this effort.

The Resource Development group intends to do a presentation on the value of civil legal aid for the Cummins Foundation and seek feedback from the Foundation on the messaging in the presentation. This is not a project to directly solicit funding for the CCA but to test out civil legal aid messages and understand better which ones resonate with our foundation partners.

John Floreancig and Chris Purnell have joined the Resource Development working group.

Technology working group:

The Technology working group is taking part in the planning of the October 23 civil justice conference. The group's goal is to continue putting the pieces together for a statewide triage process that connects with hotline and website technology. One outcome of the February 13-14, 2017 design sessions with John Greacen was a decision to wait to develop a "triage portal" until the Microsoft template is completed (estimated delivery in 2018). In preparation for this triage portal, the Technology group is working to develop common service definitions, referral, intake and outcome vocabulary. Some of this already exists with the Civil Legal Aid fund data collection model. The pro bono plan administrators will be included in these discussions. The larger goal is to establish a one-stop shop for people – a process that reduces the amount that people get passed around from one provider to another and builds in real time detailed information about the capacity of each legal aid service provider. The group is working on the meat that will be later put on the bones of the triage portal.

New Business:

The draft CCA annual report to the Court will be circulated today to the CCA members for review and comment. The deadline for delivering the report to the Court is July 1.

The group discussed whether there should be a process for going into executive session for the CCA meetings.

IN Legal Aid Society will be having a major fundraiser roasting Mayor Hogsett on Friday, Oct. 6.

The CCA meeting adjourned at 1:15p.

Coalition for Court Access Meeting AGENDA
Faegre Baker Daniels
300 N Meridian Street, Suite 2700, Indianapolis, IN 46204
Wednesday, June 14, 2017 – 10:30 a.m. – 1:30 p.m. ET

- 10:30 a.m. Welcome and introduction of guests
- 10:35a.m. Review and motion to approve April 25, 2017 meeting minutes
- 10:35 a.m. Recap of 2017 Coalition priorities:
- Developing a statewide triage process
 - Designing a process for managing self-represented litigant forms
 - Launching a legal needs and resources study with rural focus, including development of uniform definitions
 - Gathering data for a civil legal aid economic impact study
 - Developing FAQ and messaging for Rule 6.7 Pro Bono reporting - **completed**
 - Extending the sunset on civil legal aid filing fee - **completed**
 - Advancing an education and messaging campaign for the Coalition's priorities
 - Creating a Coalition website
 - Researching and drafting a proposed rule for unclaimed property in IOLTA accounts - **completed**
 - Reviewing and making recommendations on pro bono district configuration
- 10:40 a.m. Calendar
- Next CCA Meetings:
- Friday, September 8, 2017 (10:30 a.m. – 1:30 p.m. – Indiana Legal Services)
- Tuesday, October 31, 2017 (8:30a – 12:30p – Evansville Bar Association)
- Upcoming events:
- Monday, October 23, 2017: Indiana Civil Justice Conference (Ivy Tech, Indianapolis)
- 10:50 a.m. CCA Governance – member terms; expiration of first-year term
- 11:00 a.m. Recap of Chief Justice Rush's meeting in Washington, D.C. on June 7, 2017
- 11:10 a.m. Equal Justice Conference

- 11:20 a.m. Indiana Free Legal Answers website re-launch
- 11:25 a.m. Pro Bono working group: Review and motion to approve pro bono reporting FAQ and infographic for the August 2017 attorney registration process
- 11:35 a.m. Rural working group
- 11:45 a.m. Lunch
- 12:10 p.m. Best Practices working group
- 12:20 p.m. Communication working group
- 12:30 p.m. Data Collection working group
- 12:40 p.m. Pro Bono working group
- 12:50 p.m. Resource Development working group
- 1:00 p.m. Technology working group
- 1:10 p.m. New Business
- 1:30 p.m. Meeting adjourns

Reading material:

April 25, 2017 CCA meeting minutes
CCA Member terms
Equal Justice Conference recap
Indiana Free Legal Answers flier
Draft Pro Bono Reporting infographic
Draft Pro Bono Reporting FAQ
Draft Emeritus Pro Bono Rule
Pro Bono District Annual Report summary for 2016
Draft Unclaimed IOLTA property rule

**Coalition for Court Access Meeting ANNOTATED AGENDA
Indiana University McKinney School of Law**

Tuesday, April 25, 2017 – 10:30 a.m. – 1:30 p.m. ET

Attending: Justice Steven David, Roxanna Bell, Hon. Kim Dowling, Chuck Dunlap, John Floreancig, Mary Fondrisi, Judy Fox, Andy Fraizer, Jane Henegar, Jon Laramore, Don Lundberg, Carl Pebworth, Chris Purnell, Judge Riley, Mark Robinson, Joel Schumm, Justice Slaughter, Scott Wylie

Guests: Kathryn Dolan, Sarah Kidwell, Victor Quintanilla, Hon. Mary Willis

Staff: Michelle Langdon, Marilyn Smith, LaKesha Triggs

10:30 a.m. Welcome and approval of February 13, 2017 meeting minutes

10:35 a.m. Recap of 2017 Coalition priorities:

At its December 19, 2016 meeting, the CCA adopted the following 2017 priorities:

- Developing a statewide triage process
- Designing a process for managing self-represented litigant forms
- Launching a legal needs and resources study with rural focus, including development of uniform definitions
- Gathering data for a civil legal aid economic impact study
- Developing FAQ and messaging for Rule 6.7 Pro Bono reporting
- Extending the sunset on civil legal aid filing fee
- Advancing an education and messaging campaign for the Coalition's priorities
- Creating a Coalition website
- Researching and drafting a proposed rule for unclaimed property in IOLTA accounts
- Reviewing and making recommendations on pro bono district configuration

10:40 a.m. Calendar

Next Meetings and selection of meeting hosts:

Wednesday, June 14, 2017 (10:30 a.m. – 1:30 p.m. – Faegre Baker Daniels)

Friday, September 8, 2017 (10:30 a.m. – 1:30 p.m. – Indiana Legal Services)

Tuesday, October 31, 2017 (9:30 a.m. – 12:30 p.m. – Evansville Bar Association)

- There will be a dinner option the night before (dutch treat) and the meeting will start about 8:30a in the morning
- Options for meeting agenda – showcase work being done together by the three civil legal aid providers using a single application for legal aid applicants (District K, ILS & Evansville Legal Aid Society). Showcase work by the local bar and community. Move forward with facilitators Pat Heiny and Mary Jo Clark.
- Goal: meet outside of Indianapolis periodically
- For people traveling beyond 75 miles, please let the Bar Foundation know if you need expense assistance for overnight accommodations or a mileage reimbursement.

Upcoming events:

May 4 – 6, 2017: Equal Justice Conference & ATJ Chairs Meeting (Pittsburgh, PA) – Justice David, Chuck Dunlap, Michelle Langdon, Jon Laramore, Chris Purnell, Scott Wylie and Marilyn Smith will be attending from the CCA.

October 23, 2017: date being held for the 2017 Indiana Civil Justice Conference (Indianapolis)

10:50 a.m. Prof. Victor Quintanilla, IU Maurer A2J Symposium recap

The A2J Service Learning Symposium was held on February 17. Justice David and Adam Mueller (ILS) were on the opening panel. 187 law students and many faculty members participated in the program.

The A2J Service Learning Program is a “backward design process” focused on advancing the law school’s learning goals (ethical, professionalism & passion) – with a focus on strengthening the rule of law, access to justice, engaging with communities, and being inspired by the role that law plays in society. The program was taught in civil procedure

class with an aim to getting students to understand what it is like for people (not lawyers) moving through the legal system. The program included several parts:

- researching A2J and unmet legal needs
- going into the community to engage in interviews with unrepresented litigants, legal aid providers and clients;
- pairing students with civil legal aid/community partners for projects;
- meeting with community partners to understand their needs;
- learning a problem solving process for studying feasibility;
- generating and refining 5 proposals;
- winnowing down to 1 proposal for their community partners.

First year law students with the top five projects will be working on these projects for the next two years until they graduate. CCA is curious if there's a way to follow up with this group of students longitudinally to track their focus on public interest work.

Notre Dame is having a conference in 18 months with other law schools across the country and would like to work with Maurer on presenting this model.

11:05a Working Group Updates & Recommendations

Best Practices - We've discussed how many different groups work on forms across the state. Goal is to have the CCA's Best Practices group be the one venue for vetting and approving forms for unrepresented litigants. The group recommends developing a process – including where the forms will be housed and updated, and a long-term strategy for e-filing (ie., Guide and File); and requesting the Court issue an order that court forms developed by this process would be accepted in the trial courts throughout the state. Recommendation includes staff resources to oversee and manage the forms online. Group is exploring having a staff person who has the technology expertise plus 1-2 senior judges who would focus on the substance. IN Bar Foundation would host the CCA website. The Court is working on an inventory of all the forms – where they're located, status of the forms.

Motion to approve and adopt these recommendations in concept was approved unanimously with the understanding that the working group will move forward in developing the concept and the technical aspects to put a budget together for further review by the Coalition.

Questions: How will INBF work with Court Technology? Forms should be vetted with clients – people who need to use them – as they are developed. Delaware County uses self-help center facilitators to work on these issues.

Recommendations noted that it's important to develop language and flags where an unrepresented litigant sees that they need to consult with counsel before moving forward.

Communications

Joel Schumm was recently asked to take over as the Chair of the Communications working group as Tom Pyrz is retiring. The group has five CCA website design proposals and will be reviewing and making a choice hopefully in the next month. Proposals are between \$5k - \$14k. The group will aim to reach a consensus via conference call and email.

The Communications group would like to help other working groups with messaging.

Data Collection

May 1 deadline for civil legal needs study proposals. The group will convene on May 10 to decide on the RFP. This is just for the civil legal needs study, not an economic impact study. Notre Dame undergrad students completed the survey that the Court had done on court forms and pro se resources in each county.

Clerks don't work on Fridays in smaller counties. A lot of clerks don't know what's available for unrepresented litigants. CCA could develop legal information/legal advice training for clerks. Original survey went to the clerks and now the group will follow up with judges to get a better sense if there are specific issues with specific forms.

Data collection would like to coordinate with the Rural working group – concern is high in rural areas about lack of resources/lack of attorneys.

Data we want to collect: case types; client types; cost per case; amount of time per case; types of service; we would like website to be a portal for tracking the information that's requested and who's requesting it.

Is there a way to incorporate sensitivity to persons who are suffering from mental illness along with the other six factors listed in the RFP to focus on in the legal needs study.

We have data from IOLTA, Civil Legal Fund, CJR grants, CCA website, IN Legal Answers – want to discuss how we can gather all this data together. Legal needs study data

includes asking people about what's happening in their lives. One goal is to understand more about people who may not see that they have a legal problem.

11:50 a.m. Lunch

12:10 p.m. Working Group Updates & Recommendations Continued

Pro Bono

FAQ has been finalized with one revision: first question on page 3 – include the concept of reduced fee pro bono in this answer (“as long as attorney is charging less than 50% of their regular rate”). Staff will follow up with the Court on how best to post and link the FAQ for attorneys.

Messaging Infographic on 2015 pro bono reporting:

-check the math on whether the 41% is accurate. Consider de-emphasizing the “41%” figure or post comparable statistics or averages from other states with mandatory pro bono reporting

-Is there a way to show the X hours/per capita lawyers by county – highlight the counties with the highest per capita pro bono so as not to just focus on the largest population counties (Highlight the highest percentage giving counties? Or the counties where more than 40% of attorneys did any pro bono activity? Perhaps use a Court extern to research the data by county and try to come up with a X hours per capita attorneys?)

- Court would like the CCA's recommendations on where and how to distribute the infographic

Rural

Beta testing research in Scott County with Mark Robinson – interviewed the two practicing attorneys and Judge Duval. Spent 90 minutes asking questions – important for CCA members to see the real world – go to their environment and experience what it means to be in a rural county. Take-aways: no formal written plan for pro bono other than District L's plan; they have a fund to pay lawyers between \$60-\$90/hour for lawyers to help poor people. Cultural challenges – many people are illiterate; no capacity for technology – difficult to engage in self-help. Evaluation of how poor people work within the court system: it's a negative, confusing, disorienting experience. Recognition of the aging of the rural attorney population – challenging to get young lawyers to go to rural counties now. Next steps: continue interviews in rural counties.

Mary is doing interviews in her district. Jeff Hawkins and Carl are going to Clay County to do interviews.

CCA fellows program organized to use law students to do research in rural counties – we've received @ 12 applicants and have 4 law students who have accepted the fellowship. Training session on May 22 for the students. We'll have discussion about what they'll be asking: what information do we really want and how to coordinate with the Data Collection group? Motion to reimburse fellows \$0.53/mile for research travel was approved.

Technology

February 13-14 sessions took place with John Greacen after the last CCA meeting. Focus is on what we could do with a statewide triage portal. Mr. Greacen's sessions helped focus on the continuum of services available to low-income clients. As we consider a triage portal, there are @ 8 levels of service we'd be trying to engage on a continuum (from navigation, information, advice, and remote services to extended representation). Microsoft is funding a national model and Mr. Greacen encouraged Indiana to wait until this national model rolls out (hopefully next year). He advised Indiana to spend our time developing the material we would plug into this model: what services we provide; how we could develop into a central point of intake for applicants/people who have a legal need. The goal is to establish a process that reduces how people get passed around from one provider to another and builds in the information about what each service provider does in detail. We're going to begin to build that information base – developing a common vocabulary (service types/, case types, levels of service (advice, information, brief service). If Indiana is going to develop a statewide portal we'll need to use the same vocabulary for some things and build in what's available from social/human service resources other than legal aid providers. Our goal is to have all our surveys use the same language platforms – may not happen from day 1 but the goal is clear – comparing apples to apples.

Joint Grant Committee Report

Community Redevelopment Justice grants were awarded for \$675k for mortgage foreclosure prevention and community redevelopment legal services.

There were multiple joint grant proposals submitted. As part of grant process, we're asking Districts D and E to consider a possible merger. Both districts are housed in ILS' Lafayette office. Prosperity Indiana has done work to explore mergers, providing a

framework for program inventory.

Resource Development working group: Update was presented on federal budget proposal to eliminate funding for Legal Services Corporation (which funds approximately \$7 million towards civil legal aid to our state through Indiana Legal Services).

- Mortgage foreclosure filing fee was killed in legislative committee.
- Pro bono filing fee passed in the state budget
- Florida's economic impact study is included in the meeting materials
- Letter from 185 leaders of corporate law departments supporting Legal Services Corporation is included in the meeting materials

CCA can recognize and publicly speak out in support of the LSC's funding and also support all Indiana civil legal aid providers. Both federal funding and other local private sources of funding are drying up.

Two resolutions passed without dissent: One: in support of LSC funding. Two: motion to draft a letter on this particular issue directed to members of Indiana congressional delegation.

(ABSTAINING: Mary Fondrisi, Scott Wylie, Jon Laramore, Mark Robinson, Justice Slaughter, Justice David)

Carl and Don will work on a draft letter from CCA to Indiana congressional delegation.

1:30 p.m. Meeting adjourns

Easy assignment: For the Equal Justice Conference May 3 – 6, if you have one or two things that you'd like us to research or a challenge we're having that we want input on from other jurisdictions (trends/national discussions) please send these to msmith@inbf.org

All groups are asked to meet between now and the June meeting

Coalition for Court Access Meeting AGENDA
Indiana University McKinney School of Law
530 W. New York Street
Lawrence W. Inlow Hall - Room 245
Tuesday, April 25, 2017 – 10:30 a.m. – 1:30 p.m. ET

10:30 a.m. Welcome and approval of February 13, 2017 meeting minutes

10:35 a.m. Recap of 2017 Coalition priorities:

- Developing a statewide triage process
- Designing a process for managing self-represented litigant forms
- Launching a legal needs and resources study with rural focus, including development of uniform definitions
- Gathering data for a civil legal aid economic impact study
- Developing FAQ and messaging for Rule 6.7 Pro Bono reporting
- Extending the sunset on civil legal aid filing fee
- Advancing an education and messaging campaign for the Coalition's priorities
- Creating a Coalition website
- Researching and drafting a proposed rule for unclaimed property in IOLTA accounts
- Reviewing and making recommendations on pro bono district configuration

10:40 a.m. Calendar

Next CCA Meetings:

Wednesday, June 14, 2017 (10:30 a.m. – 1:30 p.m. – Faegre Baker Daniels)

Friday, September 8, 2017 (10:30 a.m. – 1:30 p.m. – Indiana Legal Services)

Tuesday, October 31, 2017 (morning – Evansville Bar Association)

Upcoming events:

May 4 – 6, 2017: Equal Justice Conference & ATJ Chairs Meeting (Pittsburgh, PA)

Fall 2017: Indiana Civil Justice Conference (Indianapolis)

10:50 a.m. Prof. Victor Quintanilla, IU Maurer A2J Symposium recap

11:05a Working Group Updates & Recommendations (with budget considerations-approximately 10 minutes each)

Best Practices

Communications

Data Collection

11:40 a.m. Lunch

- 12:00 p.m. Working Group Updates & Recommendations Cont'd (with budget considerations- approximately 10 minutes each)
- Pro Bono
 - Rural
 - Technology
- 12:35 p.m. Joint Grant Committee Report
- 12:45 p.m. Resource Development – update on federal budget proposal to eliminate funding for Legal Services Corporation which funds approximately \$7 million towards civil legal aid to our state through Indiana Legal Services.
- 1:30 p.m. Meeting adjourns

Reading material:

- February 13, 2017 CCA meeting minutes
- Summary of John Greacen sessions
- IU Maurer A2J symposium summary
- Best Practices Group recommendations on court forms
- Civil Legal Aid Messaging sheet
- Data Collection Legal Needs study RFP
- Draft Pro Bono Reporting data message
- Draft Pro Bono Reporting FAQ
- 2017 Community Redevelopment Justice Grant allocations
- Florida Bar Foundation economic impact study
- Arkansas Rule on Unclaimed/Unidentified Property for IOLTA
- Letter from 185 leaders of corporate legal departments on budget proposal to eliminate funding of the Legal Services Corporation
- CCA research fellows summary and budget request

Coalition for Court Access Meeting MINUTES
Monday, February 13, 2017 – 10:30 a.m. – 1:30 p.m. ET

Attending: Justice Steven David, Chair, Hon. Kim Dowling, Charles Dunlap, Scott Wylie, John Floreancig, Mary Fondrisi, Judy Fox, Jon Laramore, Don Lundberg, Carl Pebworth, Chris Purnell, Mark Robinson, Joel Schumm, Justice Geoffrey Slaughter, Hon. Martha Wentworth, Michelle Langdon, LaKesha Triggs, Marilyn Smith

Guests: Theresa Browning (IN Bar Foundation), Kathryn Dolan, Clerk Christy Eurton (Floyd County), Clerk Debbie Walker (Henry County), Justin Forkner, John Greacen, Terri Ross

Minutes of the December 19, 2016 meeting were approved.

CCA Highlights of 2016 were reviewed:

- May 17: Supreme Court Order amended Rule 6.6 and creating the Coalition for Court Access
- August 17: Coalition for Court Access holds its first meeting and creates working groups for:
 - o Best Practices
 - o Communications
 - o Data Collection
 - o Pro Bono
 - o Resource Development
 - o Rural
 - o Technology
- October 28: CCA partners with its member organizations to convene a statewide access to justice conference
- December 19: CCA adopted an operating protocol and 2017 priorities that include:
 - Statewide triage process
 - Process for managing self-represented litigant forms
 - Legal needs and resources study with rural focus, including development of uniform definitions
 - Civil legal aid economic impact study
 - Develop FAQ for Rule 6.7 Pro Bono reporting
 - Extend sunset on civil legal aid filing fee
 - Education and messaging campaign for the Coalition's priorities
 - Creation of website for Coalition
 - Research and draft proposed rule for unclaimed property in IOLTA accounts
 - Review and recommendations on pro bono district configuration

No additions or comments were offered on this list of priorities.

Next CCA Meeting dates and locations were discussed:

April 25, 2017 at McKinney Law School (10:30 a.m. – 1:30p.m.)

Wednesday, June 14, 2017 at Faegre, Baker & Daniels (10:30 a.m. – 1:30p.m.)

Friday, September 8, 2017 at Indiana Legal Services (10:30 a.m. – 1:30p.m.)

Tuesday, October 31, 2017 – CCA members will hold this date for a ¾ or full day retreat for the purpose of giving the CCA additional time to work on its projects and goals and move deeper into issues. There would also be time for the working groups to spend time face to face. We will approach Pat Heiny and Mary Jo Clark as facilitators to work with the CCA.

Upcoming events:

Feb. 17, 2017: IU Maurer Access to Justice Service Learning Project Symposium (Bloomington, IN). Justice David will be participating in a panel discussion on Access to Justice Problems and Needs. Judge Wentworth, Carl Pebworth, Chris Purnell, and Chuck Dunlap are planning to attend.

May 4 – 6, 2017: Equal Justice Conference & ATJ Chairs Meeting (Pittsburgh, PA). The IN Bar Foundation will be hosting two events for Indiana attendees.

Working Group Updates

The working group chairs held their first chair's on January 23, 2017. The plan is to have a chair's call on the months between CCA meetings.

Best Practices: The working group discussed the challenges of hosting court forms on a website. Right now everyone is operating in silos. The group has not discussed budget considerations. With John Greacen, Best Practices is aiming to work on recommendations about court forms: (1) who creates them, (2) where are they housed, (3) how are they approved. (4) will the Court require trial courts to accept forms that have been vetted and approved, (5) who is updating the forms to make sure they stay current, (6) what type of budget and staffing is appropriate for this function. Special Courts committee is interested in developing small claims forms and Best Practices will connect with that committee. The Data collection/research group will follow up on the survey distributed to the 92 county courts – 46 counties responded to the survey. Particularly in guardianship and family law area, what information do judges need on forms in order to fashion a proper order. Explore engaging sections of

the state bar to bring their expertise to the table and welcome the participation of the clerks and librarians in this process.

Motion approved for the Best Practices group to take the lead on developing recommendations around these questions.

Communications:

The Communications working group discussed the development of a communications plan, including brainstorming where and how to get the word out to the field about what the CCA is doing, including:

- State, local & national bar associations
- Court website
- IN Lawyer
- Law firms
- Legal aid agencies
- law schools
- social media

LaKesha Triggs and Justice David wrote an article on the CCA for the Court Times which could be shared with Indiana Lawyer, Res Gestae and other places. Kathryn Dolan brought her camera to today's meeting to get photos for the article.

Communications wants to develop a web presence for the CCA and collect and develop common messaging on the value of civil legal aid to the community, economy and state.

One suggestion is to have each CCA member write two paragraphs about why they're involved in this initiative and use this as content for publications that reach lawyers, business, legislators, associations, local, state and national bars, and as content for small town newspapers. Engage the rural working group to spread messaging throughout the state.

Data Collection

The group has a draft RFP for a legal needs study which it is finalizing and preparing to circulate. The anticipated budget is \$50,000 and is developing a funding plan, including some funds from ILS and an idea about approaching Lily for funding.

Judy Fox has received approval from Notre Dame for human subject research and has two students who will do additional research and work with the rural working group to get answers to some specific legal needs and resources questions throughout the state, including following up with the counties that did not respond to LaKesha's court survey. One goal of the group is to get the legal services programs to adopt a common set of data and information for collecting.

Pro Bono

The Pro Bono working group is examining the 2015 pro bono reporting data and looking at some national data for contrast. The group is also reviewing the comments attorneys made on their reporting forms. The goal is to learn if there are approaches other states have taken that have been helpful in promoting pro bono and to keep the messaging positive and upbeat. There's an ABA 50-hour aspirational goal – FL lowered their goal to 20 to have it be more attainable. The group is looking at what law schools are doing. Several states have instituted pro bono requirements for bar admittance. Valparaiso Law School has a pro bono requirement for graduation. The group is examining soft incentives, i.e., lower the cost of bar admission if you've done pro bono service. There is data that shows that law students who do pro bono in law school are more likely to do pro bono during their career. The group is working on the draft FAQs with an aim to put them on a website. Getting the FAQ onto the reporting portal involves a more complicated, time-consuming and costly process. Working group would like to have hotlinks directly in the report if that's possible but that will likely not happen for the upcoming reporting period.

Rural – The group is exploring a summer law school fellows program for doing county surveys throughout the state. They have drafted a proposal for this fellows program and will develop a funding request for the April meeting.

Technology – The group has been focused on Mr. Greacen's presentation and the sessions that will happen during Monday afternoon and Tuesday morning, including discussions on what is a portal, does it make sense for Indiana, and what would be the timing.

Resource Development – The group asked to go last in presenting so it could listen to all the funding considerations of the other groups. It has been monitoring the status of the civil legal aid filing fee and the civil legal aid fund, which are both are moving through the legislative budget process at even levels. The debate about the mortgage foreclosure program legislation is now focused on whether the bill will be in effect for one or two years. The group would like to have a broader discussion on what the community would do systemically if it had a lot more money and how would we start to think about major changes to the delivery system. We'd like to build this into our agenda for the next meeting. This group would be willing to facilitate putting a budget together to encompass all the working group's considerations since it doesn't expect to have its own costs.

Presentations by John Greacen and I.V. Ashton: Best Practices in Developing a Statewide Legal Aid Triage Process.

Judge Dowling introduced the presentation as an opportunity to explore terms such as "triage" and "portal" and look at national trends and best practices for developing legal aid triage processes, innovations in the delivery of legal information, advice and referrals; and access to simple plain language court forms.

John Greacen was director of the Administrative Office of the Courts of New Mexico, clerk of the U.S. Bankruptcy Court for the District of New Mexico, and clerk of the U.S. Court of Appeals for the Fourth Circuit. He served at the National Center for State Courts as deputy director for programs. He was a member of the law school faculties at the University of Arizona and the Washington College of Law at American University. Mr. Greacen works with courts and other justice entities in the United States and abroad teaching, consulting, researching and publishing on issues involving self-represented litigants, technology, caseflow management, operational efficiency and process design among other things.

I.V. Ashton is the founder and President of LegalServer and Houston.AI, which focuses on simplifying justice through automated intelligence. Mr. Ashton provides technical assistance to non-profit organizations with regard to designing, developing and implementing vital information and knowledge management solutions. As a founder of the Illinois Legal Aid Online, Mr. Ashton developed the first web-based platform to deliver legal training, resources and support to attorneys and pro se litigants in Illinois.

John Greacen – Whatever system the CCA chooses needs to be built with user experience (UX) in mind.

Continuum of Services:

1. Expanded self-help services to litigants includes the following components:
 - information websites: one way information
 - self help centers which have two way information (in AK & UT: phone, text & chat options for basic legal information)
 - online court forms
 - document assembly program (turbo tax model – presented with questions in plain English – it chooses and populates the form). This system requires resources and sustained effort – no value if they are not kept up to date. If the IN Supreme Court is not willing to mandate acceptance of court forms, it's not worth the resources to develop. The goal is not mandatory use of a certain form – just mandatory acceptance of a form that's developed in an approved way. If not, it's a challenge to local trial judges to come up with a reason to reject a form
 - process flow charts – helping litigants navigate a legal process that wasn't designed for ordinary people
2. Courtroom-related assistance includes new or modified court rules and processes that facilitate access – creating a system that's more Hoosier friendly (in ID: Rules of evidence don't apply in family law hearing or trial unless both parties stipulate that they apply; in OR: stipulate to relaxed rules – never go more than one day hearings for certain basic issues; in AK – contested custody cases are screened by staff – if it's shown to have option to resolve more easily they bring in pro bono attorneys to help with resolution)

3. Discrete task representation by counsel – this is the future of law practice in the U.S. – 85% of people with civil legal problem are not getting representation. Limited scope focuses on the essential nuggets of legal analysis that helps people to analyze and understand their case and make effective decisions. Largest group of clients won't have thousands of dollars but they do have hundreds of dollars to spend for legal assistance. In AK – there is an unbundled practice section of the AK state bar. 45% of law school graduates don't have jobs that require a law degree – they could be guided toward a new business model to assist modest means clients who have hundreds, not thousands of dollars to spend addressing their legal issues.
4. Increased pro bono assistance
5. Effective use of technology – virtual law practice – CLIO software provides secure video conference, document exchange and signature with
6. Increased availability of legal aid services
7. Enhanced language access services – for clerks, court staff – video and remote interpreting is the movement of the future
8. Statewide triaging portal

Threshold questions are how to design and govern a statewide triage portal

A portal takes into consideration the capacity of the person and complexity of the issue, and incorporates information about all the service providers. Ideal portal could have the ability for user to connect by phone.

Microsoft Corp has invested \$1 million to build a portal and to put it into the public domain – AK, Hawaii, Kentucky have submitted applications to work with Microsoft on this. A pilot portal will be up in early 2018 and will then be evaluated. Mr. Greacen encouraged Indiana to wait to allow this portal model to develop and mature and use this time to build up and connect our state's legal system resources. If you build a portal without a robust set of services to link together, it is like building a highway to nowhere. A portal links to services and does not offer services.

Examples of existing portals (Most have been built with LSC funding):

NM: built with Pro Bono Net platform – spent 18 months developing – it now has 100,000 pathways for sending permutations of legal issues. The project was crippled by the refusal of the bar to work with the legal aid organizations and the court – the portal now links only with legal aid organizations.

New England: includes courts, community resources, legal aid agencies

FL: has built a pilot portal in one county and solved the NM non-participation problem by an edict from the Supreme Court that everyone participates – bar, legal aid, LSC and non-LSC legal aid, libraries, local law schools – currently in a trial phase.

NCSC has circulated a technical components memo for portal development (*Building a Litigant Portal: Business and Technical Requirements*)

Many unrepresented litigants don't have access to the internet or decent broadband service. 1 in 6 Hoosiers live in an area without access to broadband service. Many use libraries and most people have telephones. Elderly and rural are the most disadvantaged in access.

The Self Represented Litigation Network now has a comprehensive set of maps with demographics and IT information – access to automobiles, broadband. www.srln.org and <https://www.broadbandmap.gov/speed>

Many clients go to library to apply for jobs, apply for Medicaid, and they only have 15 minutes with their library computer.

I.V. Ashton presentation on Artificial Intelligence. He co-founded www.IllinoisLegalAid.org and focused his legal career on helping low income people get legal assistance using technology to improve the process.

Hurdles to justice:

1. complexity (design) –
2. Uniformity - we need standards – how do you access it, what search engine do you use
3. Transparency / Certainty
4. Connectivity

Pathways:

1. Simplicity
2. Trust
3. Interoperability
4. Findability

Technology is already playing a huge role in what we are doing and will only be moving more quickly going forward. We are 16 years into the age of digital transformation (Humalogy: consistently changing the humalogical balance from human activities to technology performed tasks).

Example is the evolution of Maps using artificial intelligence (paper to Mapquest to Siri to Waze app).

The legal and judicial system is changing radically and this change will only accelerate. With the advent of driverless cars the tort, insurance, taxi, trucking and other industries will change. The business model for large corporate law firms will be the last to change.

The potential now exists to use artificial intelligence to capture peoples' legal issues in plain language and create a database for future use – translating peoples' descriptions into pathways that can lead them to legal information, advice, brief service and representation where it's available.

The meeting adjourned at 1:40pm and the group was invited to stay for an informal discussion about Indiana.

Coalition for Court Access Meeting AGENDA
Indiana Bar Foundation, 615 N. Alabama St., Lower Level Conference Room
Monday, February 13, 2017 – 10:30 a.m. – 1:30 p.m. ET

- 10:30 a.m. Welcome and approval of December 19, 2016 meeting minutes
- 10:35 a.m. Recap of 2016 Coalition efforts
- 10:40 a.m. Calendar

Next Meetings and selection of meeting hosts:

- April 25, 2017 at McKinney Law School (10:30 a.m. – 1:30p)
- Wednesday, June 14, 2017 (10:30 a.m. – 1:30p – location TBD)
- Friday, September 8, 2017 (10:30 a.m. – 1:30p – location TBD)
- Tuesday, October 31, 2017 (possible day-long meeting - location TBD)

Are we committed to full day? Do we want to engage professional facilitators (Pat Heiny and Mary Jo Clark) to work with us for a few hours.

Upcoming events:

Feb. 17, 2017: IU Maurer Access to Justice Service Learning Project Symposium (Bloomington, IN))

- *Who is attending? J. David will be participating in a panel discussion. Are there points you would like him to make?*

May 4 – 6, 2017: Equal Justice Conference & ATJ Chairs Meeting (Pittsburgh, PA)

- *Who is planning to attend?*

- 10:50 a.m. Working Group Updates (update, what's next, budget considerations- 7 minutes each)
 - Best Practices
 - Communications
 - Data Collection
 - Pro Bono
 - Resource Development
 - Rural
 - Technology

- 11:40 a.m. Lunch

12:00 p.m. Introduction to John Greacen and I.V. Ashton

12:05 p.m. John Greacen and I.V. Ashton present: “Best Practices in Developing a Statewide Civil Legal Aid Triage process”

- Terminology and process involved in developing a statewide triage process and legal information website, including plain language forms (goal includes “no wrong entry door”)
- Existing models for statewide triage process
- Importance of considering the user’s perspective in designing a system
- Resources available to assist the CCA in developing a triage process and legal information website that includes plain language forms
- How effective models are organized and funded, including both telephone and internet components

1:30 p.m. Meeting adjourns

2:00 p.m. ***OPTIONAL** follow up discussion on what type of triage process is feasible in Indiana*

Reading material:

December 19, 2016 CCA meeting minutes

Memo on court forms for self-represented litigants

John Greacen and I.V. Ashton bios

National Center for State Courts and State Justice Institute, *Building a Litigant Portal: Business and Technical Requirements*