



JUDICIAL COUNCIL  
OF CALIFORNIA

COURT TECHNOLOGY  
ADVISORY COMMITTEE

[www.courts.ca.gov/ctac.htm](http://www.courts.ca.gov/ctac.htm)  
[ctac@jud.ca.gov](mailto:ctac@jud.ca.gov)

COURT TECHNOLOGY ADVISORY COMMITTEE

PROJECTS SUBCOMMITTEE  
MINUTES OF OPEN MEETING

March 17, 2015

4:00 PM to 5:30 PM

Teleconference

---

**Subcommittee Members Present:** Hon. Robert B. Freedman, Chair; Hon. Jeffrey B. Barton, Mr. Brian Cotta, Hon. Sheila F. Hanson, Hon. Samantha P. Jessner, Hon. James Mize, Mr. Robert Oyung, Hon. Alan G. Perkins

**Subcommittee Members Absent:** Mr. Jake Chatters, Mr. Pat Patterson, Mr. David Yamasaki

**Others Present:** Ms Karen Cannata; Ms Diana Glick; Ms. Kathy Fink; Ms. Fati Farmanfarmaian; Mr. Patrick O'Donnell

---

OPEN MEETING

---

**Call to Order and Roll Call**

The chair called the meeting to order at 4:15pm. Roll call was taken.

**Approval of Minutes**

The subcommittee reviewed and approved the minutes of the February 19, 2015, public CTAC Projects Subcommittee meeting.

**Public Comment**

No public comments were received.

---

DISCUSSION AND ACTION ITEMS (ITEMS 1-2)

---

**Item 1**

**SRL E-Services Portal - Evaluate Feasibility and Desirability of Establishing a Branch Self-Represented Litigants (SRL) E-Services Portal**

Ms. Glick, from CFCC provided an update on the research she has done since the last meeting, on the state of what is currently being offered by the 58 county court websites. She proceeded to review the highlights of her findings included in the material provided.

Ms. Fink then proceeded to give an update on the different hosting options available at the Judicial Council for hosting a portal.

A discussion ensued and it was agreed that more research is needed to be done on what the needs are, what kind of volume are we estimating, in terms of users, in terms of documents, etc. prior to identifying specific hosting solutions.

## **Item 2**

### **Disaster Recovery Framework and Next Generation Hosting Strategy Assessments**

The Chair asked for feedback on the current draft survey that was included in the meeting materials.

There was some discussion on how the survey results would be used and there was consensus to present this draft to the committee at the next CTAC mtg.

---

## **A D J O U R N M E N T**

---

### **Closing Remarks**

Judge Freedman thanked subcommittee members for their work.

There being no further business, the meeting was adjourned at 5:09pm.

Approved by the subcommittee members on [enter date].

## SRL E-Services Portal Work Plan

Task	Completion Date	Lead
1. Use existing resources, contacts and forums to obtain information from the trial courts and self-help centers on current programs and resources for self-represented litigants in California. <ul style="list-style-type: none"> <li>• Court website review</li> <li>• BSA audit responses</li> <li>• Futures survey responses</li> <li>• SHC website survey responses and analytics</li> <li>• Demos of document assembly programs</li> <li>• Language Access Implementation Plan</li> </ul>	June 2015	
2. Explore similar offerings in other states to identify successes and challenges and national efforts. <ul style="list-style-type: none"> <li>• Massachusetts Tyler Guide and File</li> <li>• Domestic violence document assembly report</li> <li>• NCSC triage project</li> <li>• NCSC access resources/best practices</li> </ul>	June 2015	
3. Communicate with local courts as online services become available through new CMS projects in order to understand and leverage local court efforts to provide greater access to self-represented litigants. <ul style="list-style-type: none"> <li>• Tyler User Group coordination</li> </ul>	July-August 2015	
4. Calling upon user experience and design experts for assistance, research best practices in presenting a user interface and determine the best way to reach self-represented litigants and those with limited English proficiency. <ul style="list-style-type: none"> <li>• Stanford Design School training</li> <li>• Internal user experience initiatives</li> </ul>	August 2015	
5. Identify gaps in access for self-represented litigants, those with limited English proficiency and litigants with other access impediments that could be addressed on a statewide level. <ul style="list-style-type: none"> <li>• Courts are moving ahead rapidly with services for SRLs (e.g. Tyler and other CMSs)</li> </ul>	September 2015	
6. Explore alternatives that could be offered on a statewide basis and make recommendations for filling gaps.	September-October 2015	
7. Issue Report and Recommendations	November 2015	

## SRL - Court Website Review-March 2015

The Center for Families, Children & the Courts (CFCC) conducted a review of the court websites in all 58 counties. The review consisted of accessing each website and looking for a defined list of self-help services and website functions, including access to pending case information, electronic payment functions, links to document assembly and other self-help programs, and the availability of fillable forms, among several others. This spreadsheet also includes information contributed by the Judicial Council WebComm team regarding which of the courts use a standard website template developed with the Judicial Council and a couple of other website data points.

**Please note:** These are not the results of a formal survey or questionnaire. This information only reflects services offered on approximately March 2015 that are either advertised on or available through the website. There may be any number of other programs offered on a local level that are not captured in this spreadsheet. We have been careful not to use this information to characterize the county courts or draw too many sweeping conclusions given the limitations of the information. However, it does provide a broad idea of what is available on websites around the state.

SRL - Court Website Review-March 2015

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	County	1. Self-Help Center?	2. JCC Trial Court Web Templates Y/N	3. Website Search Capability	4. Website Language Features	5. Link to TurboCourt (EZLegal File)	6. Link to ICAN	7. Link to JCC Self-Help Website	8. Fillable local forms	9. Local Forms in Other Language	10. E-delivery or E-filing	11. Online Public Access to Case Information	12. Online Party Access to Case Information	13. Online access to department calendars	14. Online access to case calendar	15. Online Payment	16. Online Jury Services	17. Other Self-Help Tools/Services
2	Alameda	Y	N	Y	N	N	N	Y	N	N	Y	Y	N	N	Y	Y	Y	N
3	Alpine	Y				N	N	Y	N	N	N	N	N	Y	N	Y	N	Y
4	Amador	Y	Y	N	N	N	Y	Y	Y	N	Y	Y	Y	N	Y	Y	Y	Y
5	Butte	Y	N	N	N	N	N	Y	N	N	N	Y	Y	Y	Y	Y	Y	Y
6	Calaveras	Y	Y	Y	N	N	N	Y	Y	N	Y	N	N	Y	N	Y	Y	Y
7	Colusa	Y	N	N	N	N	N	Y	N	N	N	Y	Y	Y	Y	Y	N	N
8	Contra Costa	Y	N	Y	Y	N	N	Y	N	N	N	Y	Y	N	Y	Y	Y	Y
9	Del Norte	Y	Y	Y	N	N	Y	Y	N	N	N	N	N	N	N	Y	Y	N
10	El Dorado	Y	N	N	N	Y	Y	Y	N	N	Y	N	N	Y	N	Y	Y	Y
11	Fresno	Y	N	Y	Y	Y	Y	Y	N	N	N	Y	Y	N	Y	Y	Y	Y
12	Glenn	Y	N	N	N	Y	N	N	N	N	N	Y	Y	Y	Y	Y	N	N
13	Humboldt	Y	Y	Y	N	N	Y	Y	N	N	N	N	N	Y	N	Y	N	Y
14	Imperial	Y	N	N	N	Y	Y	Y	N	N	N	N	N	Y	N	Y	Y	Y
15	Inyo	Y	Y	Y	N	N	Y	Y	N	N	N	N	N	N	N	Y	N	N
16	Kern	Y	N	Y	N	N	N	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
17	Kings	Y	N			N	N	Y	N	N	N	N	Y	N	Y	Y	Y	Y
18	Lake	Y	Y	Y	N	N	Y	Y	N	N	N	N	N	Y	N	Y	Y	Y
19	Lassen	Y	N	N	N	N	N	Y	N	N	N	Y	Y	Y	Y	Y	N	N
20	Los Angeles	Y	Y	Y	Y	N	N	Y	Y	N	Y	Y	Y	N	Y	Y	Y	Y
21	Madera	Y	N	N	N	N	Y	Y	Y	N	N	N	N	Y	N	Y	Y	Y
22	Marin	Y	N	Y	Y	N	Y	Y	Y	Y	N	Y	Y	N	Y	Y	Y	Y
23	Mariposa	N	N	N	N	N	N	N	Y	N	N	N	N	N	N	Y	N	Y
24	Mendocino	Y	N	N	N	Y	N	Y	Y	N	N	N	N	Y	N	Y	Y	N
25	Merced	Y	Y	Y	Y	N	Y	Y	N	N	Y	Y	Y	N	Y	Y	Y	Y
26	Modoc	Y	N	N	N	N	N	N	N	N	N	N	N	Y	N	Y	N	Y
27	Mono	Y	N	N	N	Y	N	Y	N	N	N	N	N	Y	N	Y	Y	N
28	Monterey	Y	N	Y	Y	N	N	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y
29	Napa	Y	Y		Y	N	Y	Y	N	N	N	Y	Y	Y	N	Y	Y	Y
30	Nevada	Y	N	N	Y	N	Y	Y	N	N	N	Y	Y	N	Y	Y	Y	Y
31	Orange	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y
32	Placer	Y	N	Y	N	N	N	Y	Y	N	N	Y	Y	N	Y	Y	Y	Y
33	Plumas	N	N			N	N	N	N	N	N	Y	Y	N	N	Y	N	Y
34	Riverside	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
35	Sacramento	Y	N	Y	N	N	N	Y	Y	N	Y	Y	Y	N	Y	Y	Y	Y
36	San Benito	Y	N	N	N	Y	Y	Y	Y	N	N	N	N	Y	N	Y	Y	Y
37	San Bernardino	Y	N	N	Y	Y	N	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y
38	San Diego	Y	N	Y	N	N	N	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y
39	San Francisco	Y	Y	Y	N	N	N	Y	Y	N	Y	Y	Y	N	Y	Y	Y	Y
40	San Joaquin	Y	Y	Y	N	N	Y	N	N	N	N	Y	Y	N	Y	Y	Y	Y
41	San Luis Obispo	Y	Y	Y	N	N	N	Y	N	N	Y	Y	N	Y	N	Y	Y	Y
42	San Mateo	Y	Y	Y	Y	N	Y	N	N	Y	N	Y	Y	N	Y	Y	Y	Y
43	Santa Barbara	Y	Y	Y	N	N	N	Y	Y	N	N	Y	Y	Y	N	Y	Y	Y
44	Santa Clara	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	County	1. Self-Help Center?	2. JCC Trial Court Web Templates Y/N	3. Website Search Capability	4. Website Language Features	5. Link to TurboCourt (EZLegal File)	6. Link to ICAN	7. Link to JCC Self-Help Website	8. Fillable local forms	9. Local Forms in Other Language	10. E-delivery or E-filing	11. Online Public Access to Case Information	12. Online Party Access to Case Information	13. Online access to department calendars	14. Online access to case calendar	15. Online Payment	16. Online Jury Services	17. Other Self-Help Tools/Services
45	Santa Cruz	Y	Y	Y	N	N	Y	Y	N	N	N	Y	Y	N	Y	Y	Y	Y
46	Shasta	N	N	N	N	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	Y	Y
47	Sierra	N	N	Y	N	N	N	Y	N	N	N	N	N	N	N	N	N	N
48	Siskiyou	Y	N	Y	N	N	N	Y	Y	N	N	Y	Y	Y	Y	Y	N	Y
49	Solano	Y	N	Y	N	N	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y
50	Sonoma	Y	Y	Y	N	N	Y	Y	N	N	N	Y	N	N	Y	Y	Y	Y
51	Stanislaus	Y	Y	Y	Y	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	Y	Y
52	Sutter	Y	Y	Y	N	N	N	Y	N	N	N	N	Y	N	Y	Y	Y	Y
53	Tehama	Y	N	N	N	N	N	Y	N	N	N	Y	Y	Y	Y	Y	N	Y
54	Trinity	Y	Y	N	N	N	Y	Y	N	N	N	N	N	Y	N	N	Y	Y
55	Tulare	Y	Y	Y	Y	N	N	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y
56	Tuolumne	N	Y	N	N	N	N	Y	Y	N	N	N	N	Y	Y	Y	Y	Y
57	Ventura	Y	Y	N	N	N	N	Y	Y	N	N	Y	Y	N	Y	Y	Y	Y
58	Yolo	Y	Y	Y	N	N	Y	Y	N	N	N	N	N	Y	N	Y	Y	Y
59	Yuba	Y	Y	Y	N	N	Y	Y	Y	N	N	Y	N	Y	N	N	Y	Y
60																		