

Providing Distance Services Worksheet for Developing Plan

1. How do we currently handle situations where someone is unable to come to the self-help center for assistance? (Phone, e-mail, fax, letter...) What types of issues preclude litigants from being able to come to the self-help center? What thoughts do we have for improving access for self-help assistance for litigants with physical barriers or other barriers?

3. What resources do we have on-line to which we can direct litigants? Do we link to materials on the AOC's self-help website? Do we have our own materials posted or frequently asked questions?

3. Does our court use EZLegalfile? In which types of situations do we suggest that people might use it? Are there ways that we can integrate it into the provision of self-help assistance at our center? Do we have any concerns or suggestions that we want to share with the developers of EZLegalfile?

4. Do we send updates to the AOC about resources from our county? Any suggestions for how to make the state resources like the state Self-Help Website more useful?

5. Have we had success encouraging litigants to use computers to fill out forms? Find information about their cases? What types of litigants seem to be comfortable doing this?

6. What other technology are we using to try to provide services as effectively as possible?
