

Not Just a Pretty Interface: A2J Author[®] Delivers Solutions for Challenging Times!

National Legal Aid & Defender Association Annual Conference-2009

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Center for Access to Justice & Technology
Chicago-Kent College of Law



Center for Access to Justice & Technology



- **Curriculum:** Public Interest Certificate
- **Research:** Meeting the Needs of Self Represented Litigants w/ NCSC & Institute of Design
- **Access to Justice:**
 - A2J Author™ Project w/ CALI
 - Self Help Web Center w/Cook County Circuit Court & Clerk
 - A2J Author™ Student Editorial Board

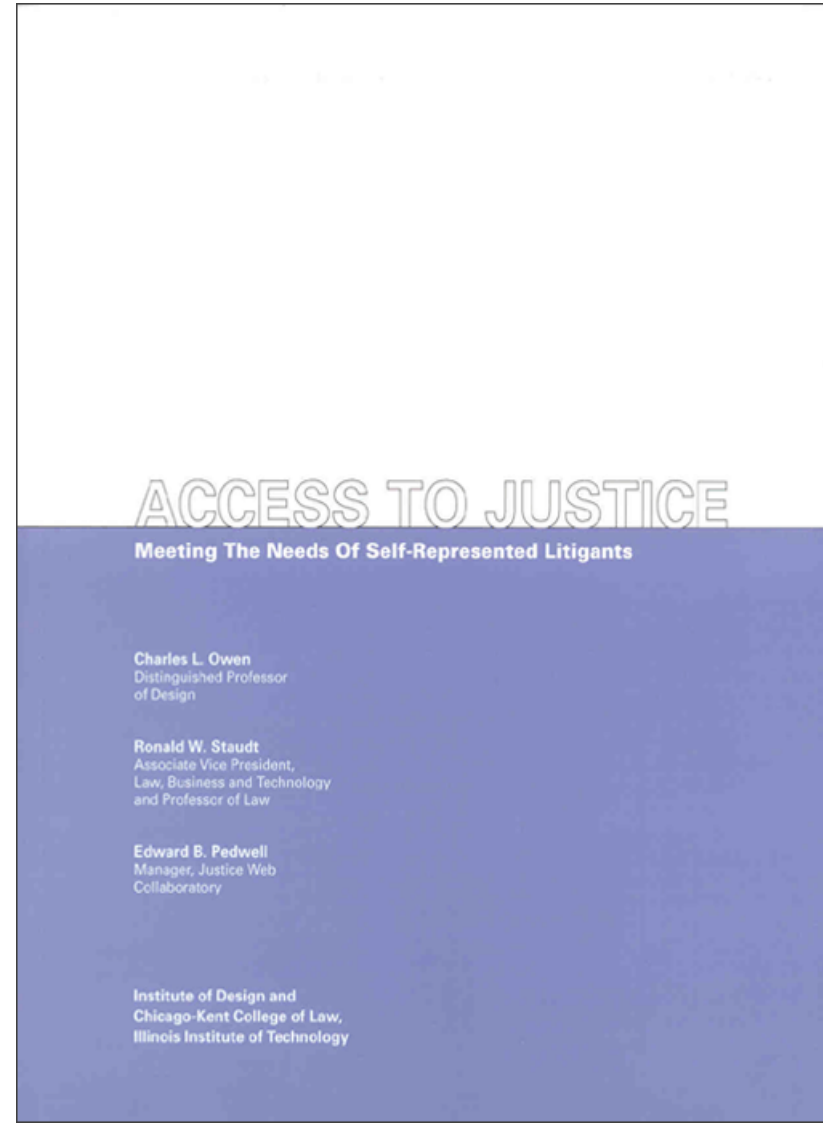
Meeting the Needs of Self Represented Litigants: A Consumer Based Approach

- **Identify the major barriers to access to justice by litigants without lawyers**

- Ethnographic research in 5 courts, California, Delaware, Colorado & Illinois

- **Employ the latest in system design methodology to redesign the process**

- Design Factors, Function Structure, Information Structure, Solution Elements, System Structure



Charles L. Owen
Distinguished Professor
of Design

Ronald W. Staudt
Associate Vice President,
Law, Business and Technology
and Professor of Law

Edward B. Pedwell
Manager, Justice Web
Collaboratory

Institute of Design and
Chicago-Kent College of Law,
Illinois Institute of Technology

The Prototype: Joint Simplified Dissolution of Marriage

Address <http://www.judgeline.org/a2j/implementation/v40/index.cfm?fuseaction=Intro.screen7> Go

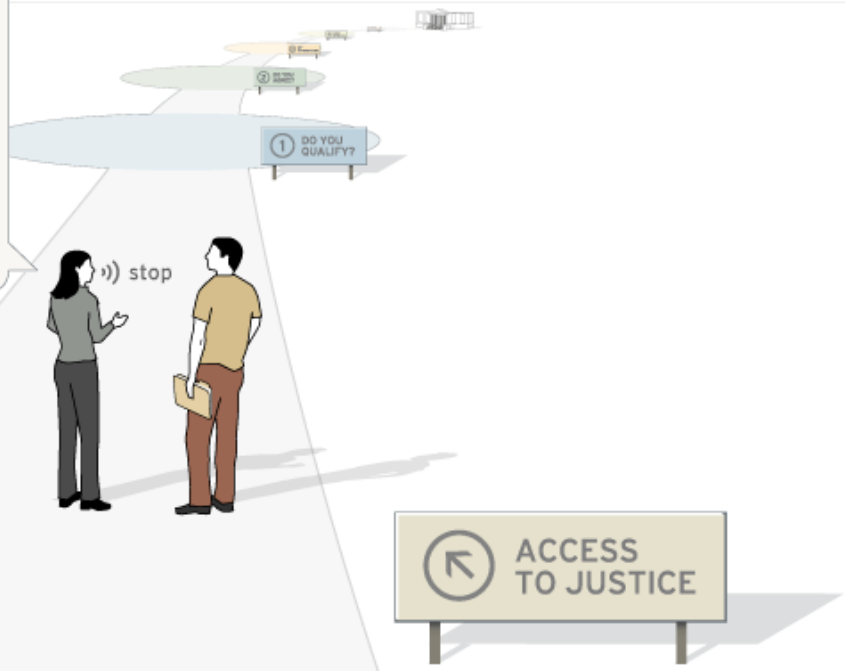
a2j Access To Justice

OPEN YOUR FOLDER SAVE & EXIT

Hello, Richard . Here are your **Username** and **Password**. You will need these to log onto the system in the future. Please write them down and keep them in a safe place.

Username : rgranat
Password : 129grari

CONTINUE



Provide feedback or comment on this page
COMMENT

Meeting the Needs of Self-Represented Litigants: A Consumer Based Approach

- Prototype Lessons Learned:
 - The Interface works!
 - Custom development requires expensive technical expertise

■ Solution



Collaboration!!

Chicago-Kent
College of Law



ILLINOIS INSTITUTE OF TECHNOLOGY

CALLI

*Center for Access to the
Courts Through Technology*

SJI STATE JUSTICE
INSTITUTE

 **LSC**

a2j

The Center for
Access to Justice & Technology
AT CHICAGO-KENT COLLEGE OF LAW

The HotDocs End-User Interface

https://npado.org/template_answers?template_id=template.2007-04-25.0684207067 - Windows Internet Explorer

Automated Documents Online
FOR NONPROFIT LEGAL SERVICES

Frequently Asked Questions

you are not logged in

Minor Guardianship Documents

Interview Outline

- Qualifying questions
- Child information - first child
 - 1: Child information - first child**
 - Guardian information
 - To how many other people c
- Information about relatives
- Who currently has physical p
- Mailbox information

1: Child information - first child

*Please enter the child's first name.

Please enter the child's middle name or initial.

*Please enter the child's last name.

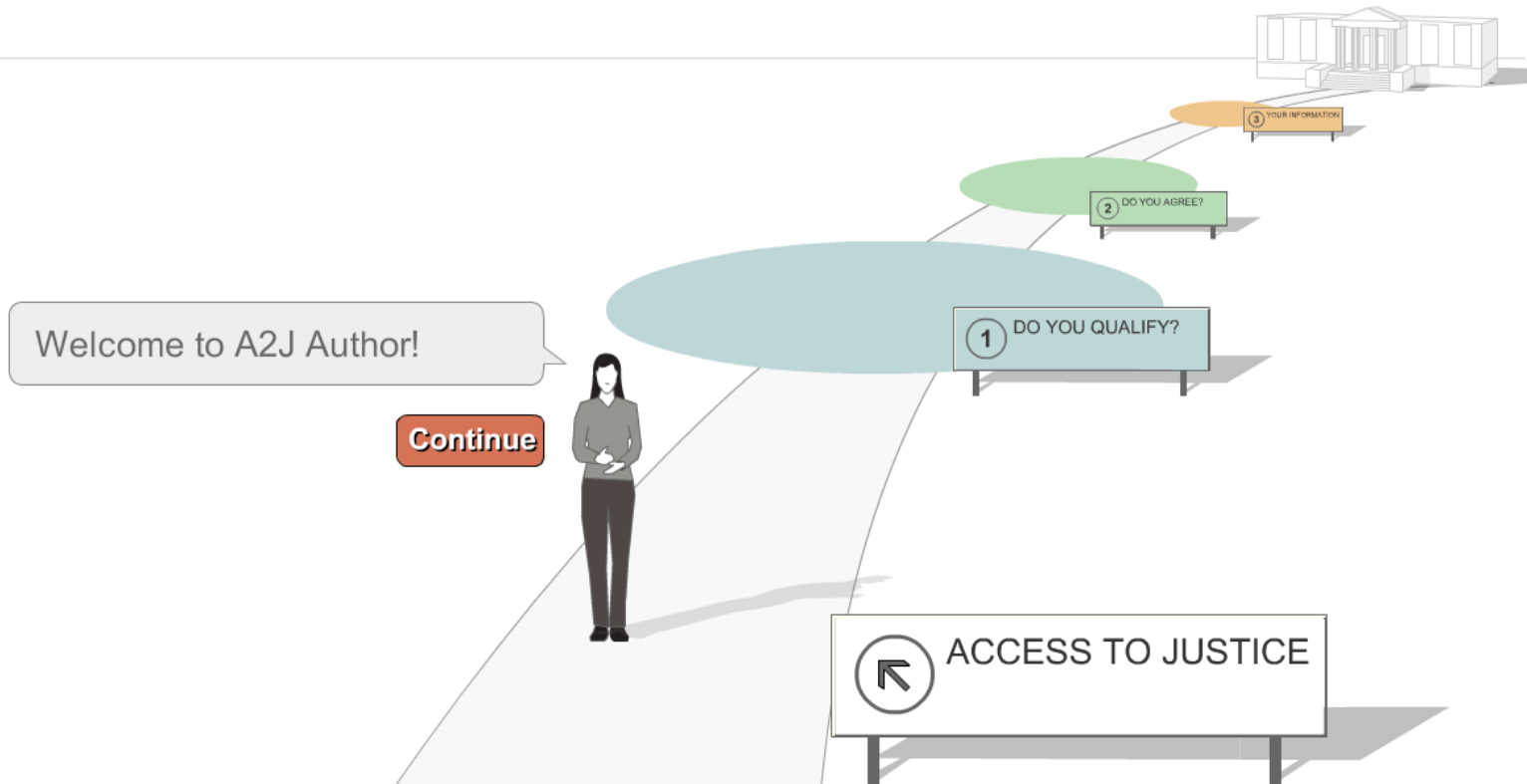
*Please enter the date that _____ was born.

Please enter the reason _____ needs a guardian at this time. For example; "The parents are unable to care for the minor at this time" or "The parents are deceased" or "The parents are in jail."

Please select Next to continue.

First Previous Next Last Finish

A2J Author[®] Pro Se Interface

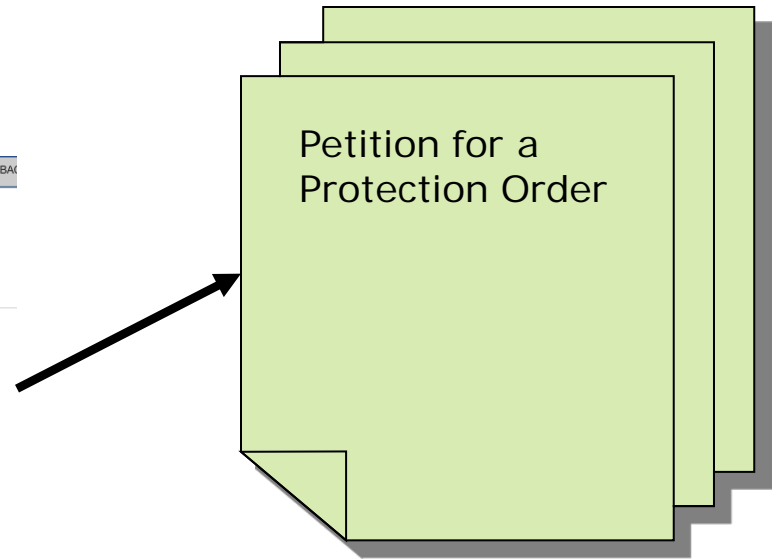
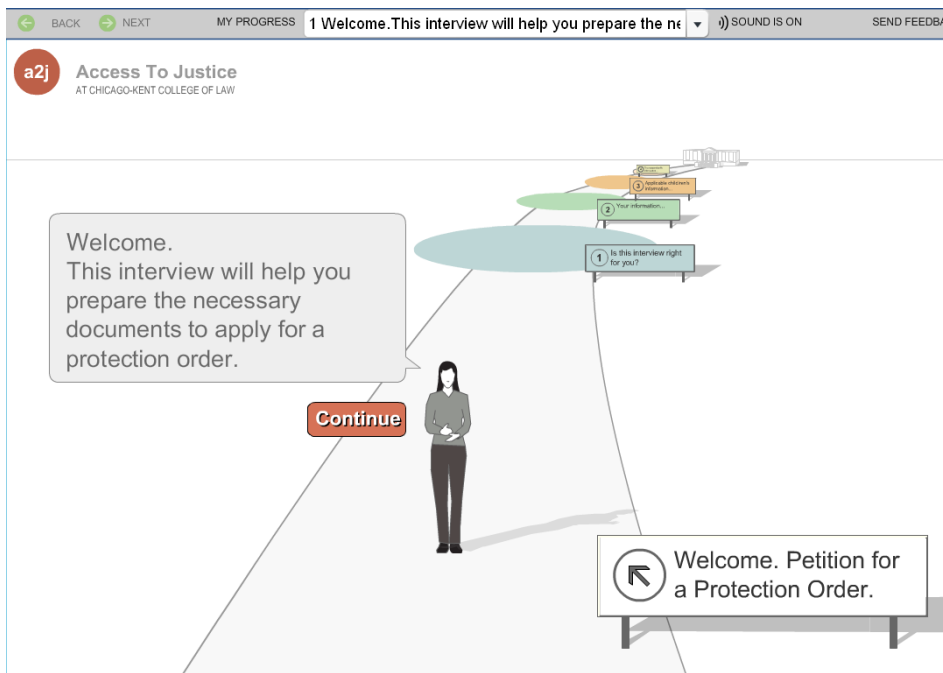


This program was developed under grants from the State Justice Institute (SJI grant number SJI-04-N-121), Center for Access to the Courts through Technology; Chicago Kent College of Law, Center for Computer-Assisted Legal Instruction (CALI), and Legal Services Corporation (LSC). The points of view expressed are those of the authors and do not necessarily represent the official position or policies of the SJI, Center for Access to the Courts through Technology, Chicago-Kent, CALI, or the LSC.

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SJI

A2J Author[®]: Document assembly front-end



Activity Nationwide: Partners & Statistics

States with A2J Guided Interviews

(according to NPADO server statistics thru 10/1/09)

26 States, U.S. Virgin Islands, D.C. &
Ontario (Canada)

Alabama, Arizona, Arkansas, California, Colorado, D.C., Georgia,
Idaho, Illinois, Kansas, Kentucky, Louisiana, Maryland,
Massachusetts, Michigan, Minnesota, Mississippi, Montana,
Nebraska, New Mexico, New York, Ohio, Oklahoma,
Pennsylvania, Texas, U.S. Virgin Islands, Vermont, Washington,
Ontario (Canada)

Registered Users of A2J Author 2.0

(per registration statistics thru 10/1/08)

33 States, D.C., Guam,

Ontario (Canada), N.S.W. (Australia)

Alabama, Arizona, Arkansas, California, Connecticut,
Washington, D.C., Florida, Georgia, Guam, Iowa, Idaho, Illinois,
Kansas, Kentucky, Louisiana, Maryland, Maine, Michigan,
Minnesota, Missouri, Montana, Nebraska, New York, North
Carolina, New Hampshire, New Mexico, N.S.W. (Australia), Ohio,
Oklahoma, Ontario (Canada), Oregon, Pennsylvania, Rhode
Island. South Carolina. Virginia. Vermont. Washinaton

1310 active A2J templates

97,356 A2J Interviews in 2009

Chicago-Kent College of Law

/ Student Editorial Board

Projects

Ventura County, California
(various interviews in process)

Illinois Legal Aid Online
(multiple interviews, either live or in
development)

E-Filing System Projects

U.S. District Courts,
Eastern Missouri

Manatee County Clerk of the Circuit
Court, Florida

(pilot project for the state of Florida)
Clerk of Kane County, Illinois

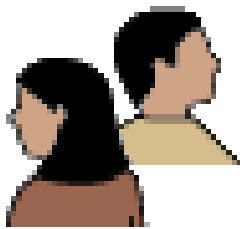
Case Management System

Integration Projects

Iowa Legal Aid
Legal Aid of Western Ohio

A2J Author[®]: Website Guide

What's the next step?
Where do I go?
Who do I need to
contact?



BACK NEXT MY PROGRESS 1 Welcome to the Illinois Legal Aid Online Debt Collection SOUND IS OFF SEND FEEDBACK

a2j Access To Justice
AT CHICAGO-KENT COLLEGE OF LAW

Welcome to the Illinois Legal Aid Online Debt Collection Guide. This guide can help you figure out where in the process of collection you are, and what steps you should take to move forward. Anytime you see **bold type**, you can click on the word or phrase for a definition or further information.

Please enter your first name and gender to get started:

First Name:

Gender: Male Female

Continue

Is your judgment valid?

Your information

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The SJI logo is located in the bottom right corner of the screenshot area.

A2J Author[®]: E-Filing Public Interface—US Dist. Court



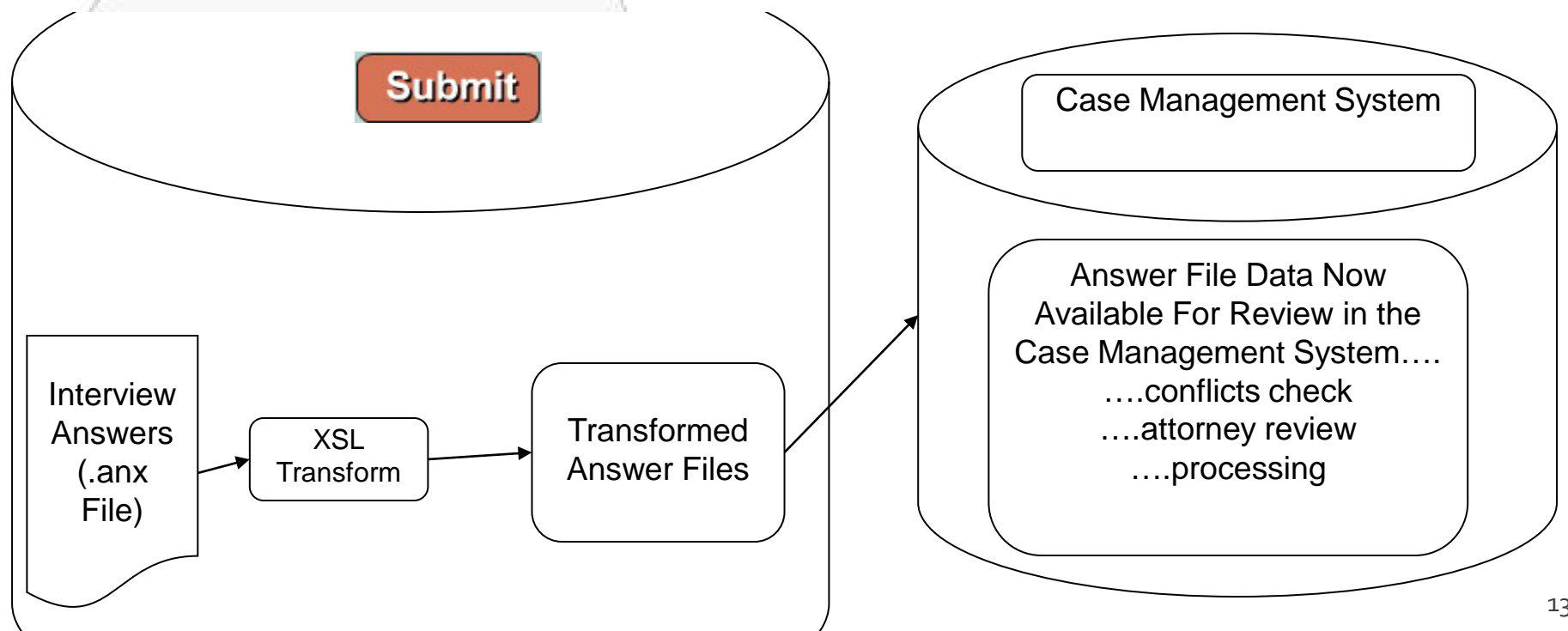
When you complete this interview, it does not mean that Iowa Legal Aid represents you. Iowa Legal Aid cannot represent everyone who applies for help.

Click "Yes" if you understand this and want to apply. Click "Exit" if you do not agree to the limits of this application.

Yes Exit



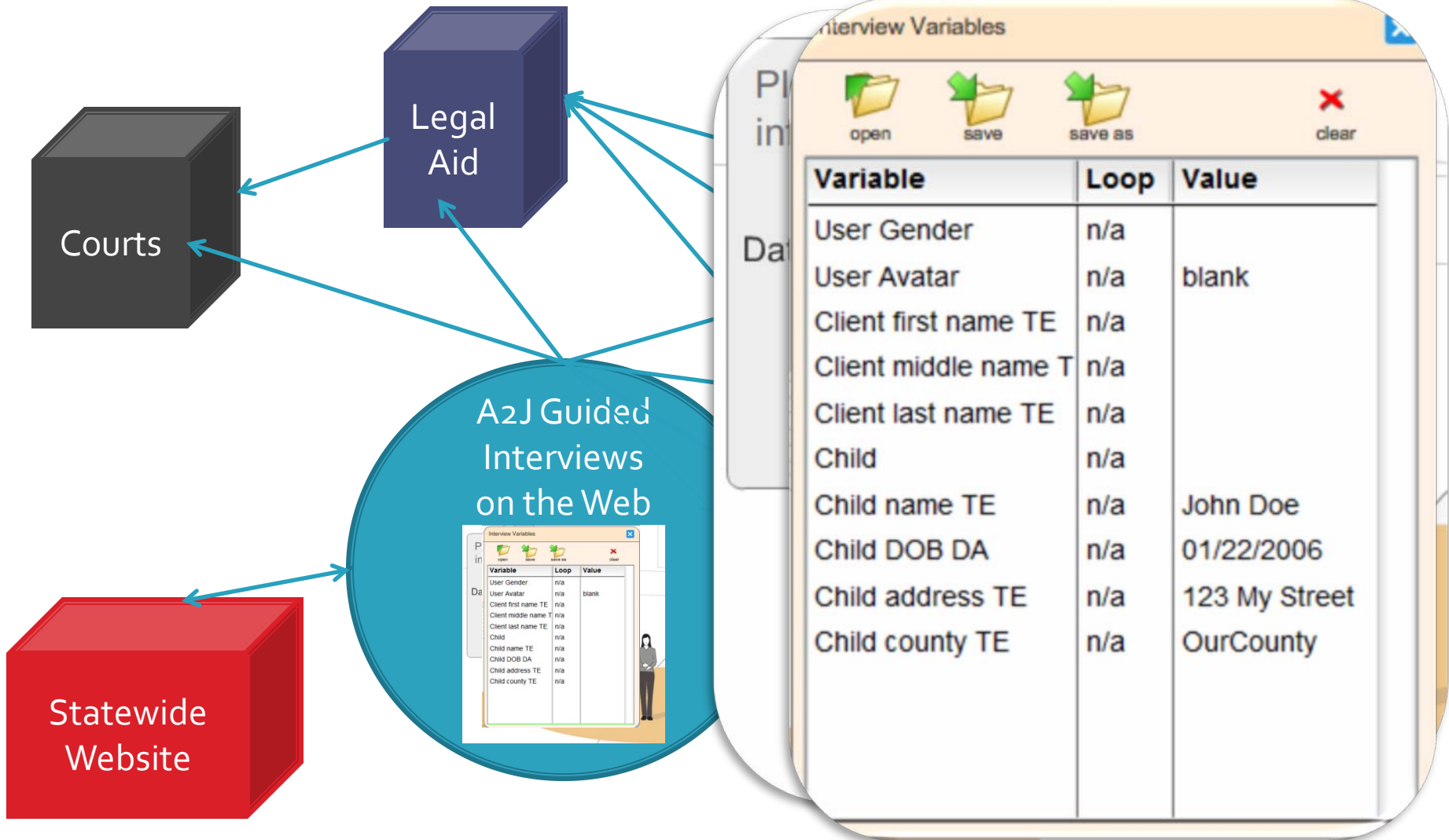
A2J Author[®]: Online Statewide Intake for Iowa Legal Aid



A2J Author Data Sharing: Pointing to Transformation?

- Linking interviews could facilitate customer based coordination across systems of justice
 - Legal Aid Agencies
 - Courts
 - Criminal Defense- public defender
 - Administrative Agencies
 - The new frontier!

A2J Author: A Web Portal for Justice



A2J Author: Not just a pretty face!

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