

**LEGAL SERVICES CORPORATION
TIG FINAL EVALUATION REPORT****Grantee name:** Legal Aid Society of Hawaii
Submission date: May 28, 2014 (revised)**TIG Grant number:** 12023
Approval date: May 29, 2014**Contact person:** Elise vonDohlen
Email address: elvondo@lashaw.org**Phone number:** 808-527-8076**I. Project Goals and Objectives**

The Legal Aid Society of Hawai'i ("LASH"), a community-based nonprofit law firm, has empowered low-income and disadvantaged people throughout Hawaii for over 60 years. LASH is the only civil legal service provider in Hawaii, and one of the few non-profits, with statewide coverage through ten offices on each of the islands. There is a great demand for resources that are accessible to low-income individuals in Hawaii that can not afford an attorney.

Based on the need to improve the accessibility of self-represented litigants facing civil legal issues, LASH partnered with the Hawaii Judiciary and the Hawaii State Bar Association ("HSBA") on the Project Goal to utilize HotDocs and A2J document assembly software to create guided interviews, legal documents and court form templates to enable low-income individuals to easily, effectively and efficiently create legal documents and file court forms without the assistance of an attorney.

The Primary Objective of this project is to create 8 guided interviews and 8 interactive legal documents/court forms in the substantive law areas of family, housing, consumer and public benefits to be utilized in 4 circuits statewide. Strategies to accomplish this objective include identifying the forms to be automated, hiring a template developer, and working with partners to ensure accuracy and consistency of the court forms. After a process of testing and evaluation, the self-help forms will be hosted on the Law Help Interactive (LHI) server and accessed through links on LASH's LawHelp website creating a Virtual Self-Help Center.

An important final project objective is to conduct outreach, training and provide other support to maximize the availability and use of automated forms by low-income persons. Strategies include working with the courts to create an MOU, provide training to pro bono attorney sand staff and creating an evaluation plan. By increasing self-represented litigants' accessibility to the courts, this project aligns with LASH's original mission to provide access to justice for all low-income citizens of Hawaii.

There were no significant changes in the goals and objectives during the course of the project. LASH effectively accomplished all major goals and objectives of the project.

II. Evaluation Data and Methodologies

The long-term outcome of this project is to increase Hawaii's self-represented litigant's access to the court system. Since this program is in its infancy, this project will be evaluated based on fulfilling the objectives outlined in the previous section. The approved evaluation plan LASH utilized to assess the success of the project is attached (see Attachment "A"). The evaluation data includes: development, testing and completion of the self-help interviews, outreaches and training activities held, self-help center workstations opened, and the number of interviews accessed and completed by users.

The methods and data used to develop the evaluation findings included the identification of the forms and interviews to be developed, hiring and training a template developer, and working with court administrators to ensure accuracy of the court forms.

Success was measured not only by the number of forms completed but also the usability and effectiveness of the technology experienced by the end user. Therefore testing the forms was an important component of this project. Feedback was solicited from LASH staff, clients, pro bono attorneys and Judiciary staff. LASH collected over 59 evaluations obtained through email, surveys and in person communication. Based on this feedback, the templates were modified to address identified problems and to improve the clarity of the interviews for self-represented users.

To evaluate the availability and utilization of the automated forms by low-income persons, trainings were held for LASH staff and key partners, and work stations were established at 6 self-help centers in courts throughout Hawaii. The number of forms downloaded as well as the number of forms assembled through LawHelpInteractive and LawHelp are tracked.

III. Summary of Major Accomplishments, Recommendations and Future Steps

LASH's Hawaii Self-Help Interactive Forms Project launched in December 2013 and was a landmark event to advance access to justice in Hawaii. This project is the first of its kind in Hawaii to enable self-represented litigants to utilize automated forms to create legal and court documents. Prior to the launch of this project, self-represented litigants could only access fillable court documents that could not be saved from the Hawaii State Judiciary's website, "borrow" from unauthorized form providers, or apply for assistance from other agencies. Upon the launch of this project, self-represented litigants can access full sets of automated forms in major areas of civil litigation impacting low income individuals and truly transforming access to justice in Hawaii.

A summary of major accomplishments is as follows:

- LASH's Template Developer learned to efficiently automate forms utilizing HotDocs and A2J Author interfaces;
- Strengthened partnerships with the Hawaii Judiciary and Hawaii State Bar Association through the creation of a Memorandum of Understanding for the deployment and support of workstations at the Self Help Centers and Access to Justice Rooms throughout Hawaii;
- In partnership with the Hawaii Judiciary, identified the targeted legal and court documents to be automated to serve the greatest need of self-represented individuals in Hawaii;
- Developed 9 complete legal and court documents: Divorce Packet (without Children), Divorce Answer, Power of Attorney: Temporary Custody, Medical and Educational Consent, Advanced Health Care Directive, Security Deposit Demand Letter, Small Claims Statement of Claim, re: Security Deposit, Statement of Claim: General Form, Cease Contact Letter and DHS Fair Hearing Request;
- Performed testing and evaluation of A2J interviews utilizing LASH clients and staff, pro bono attorneys in the Self-Help Centers and members of the Judiciary. According to surveys, most users were satisfied with the A2J interview and found that it provided more information to better enable them to complete the legal or court document;
- Trained LASH staff and Judiciary staff and administrators on the A2J document assembly software;
- Published all the A2J interviews to LASH's LawHelp website to create the Hawaii Self-Help Interactive Forms Project (<http://www.lawhelp.org/hi>);
- Utilized the most up-to-date versions of HotDocs and A2J Document Assembly software to ensure the technology is mobile friendly for users to utilize smart phones and tablets; and
- Since the launch of this project through the first quarter of 2014, more than 1,378 interviews and 819 document assemblies have been completed. The rate of assembly is 59.43%, which is slightly higher than the national average of about 56.23%.

These technologies continue to improve and change. In the future LASH wants to utilize this technology on outreaches within rural communities utilizing iPads and tablets. Interview and survey data from users was not available at the time of this report.

IV. In-Depth Analysis of Accomplishments

Project Implementation – Development of Self-Help Forms

The 2007 Access to Justice Hui report identified one of the barriers to access to justice in Hawaii was the difficulty in accessing legal services. The report's community wide action plan encouraged organizations to utilize new technologies in its provision of services to break down these barriers. The study also recognized that many low-income individuals work in hourly wage

jobs which results in loss of income when needing to access services or appear in court. This project hopes to address these barriers to access to justice through the utilization of these new technologies in Hawaii.

The Hawaii Judiciary and Hawaii State Bar Association have been key partners working in collaboration with LASH to decrease these barriers to access to justice. One joint initiative was the creation of Self-Help Centers in District and Family Courts throughout Hawaii. These centers provide self-represented litigants the court forms they will need to complete and provide basic legal information. It was a natural continuation of this partnership to continue to collaborate in the development of online automated self-help court and legal forms.

During the planning phase of this project, LASH's Executive Director, M. Nalani Fujimori Kaina, worked closely with Rod Maile, the Hawaii Judiciary Court Administrator. The Judiciary inquired with judicial staff and judges and created a wish list of court forms to be automated. The Judiciary identified the potential court forms based on which court forms were most often requested and utilized by low income individuals representing themselves. The potential list submitted to LASH contained more than 28 court forms, showing a high demand for the utilization of this technology (see Attachment "B"). Based on this list, LASH program staff identified eight (8) legal and court documents to automate during this project year. The final decision took into account the Judiciary's court forms list, as well as forms that were most often utilized or requested within LASH's practice. The priority list for automation was approved by the Legal Services Corporation in November 2012.

In January 2013, LASH hired a full-time Template Developer, Sean Santos, to be fully dedicated to automating the legal and court forms utilizing HotDocs and A2J. Mr. Santos had prior experience working both as a legal assistant in a private law firm and providing IT assistance at a local community college. Other key LASH staff members assisting with this project included M. Nalani Fujimori Kaina, Executive Director, Elise von Dohlen, Director of Grants Management, Sergio Alcubilla, Director of External Relations, and Catherine Piazza, Family Law Attorney.

Mr. Santos and Ms. von Dohlen attended the LawHelp Interactive Training for Users on HotDocs and A2J on January 14th and January 15th, 2013, in Jacksonville, Florida. They also attended the LSC TIG Conference from January 16th through January 18th, 2013. Throughout the project year, Mr. Santos continued to attend webinars and updates on the document assembly list serve and utilize tools available on Law Help Interactive as a training resource.

After finalization of the priority list of legal and court documents for automation, LASH worked with the courts to ensure that it had the most up-to-date court documents and to ensure the court forms were accurate, consistent with court requirements and acceptable to the courts. Mr. Santos then researched available HotDocs and A2J templates available through LawHelpInteractive. Mr. Santos also utilized the "Family Law Packet" created by Marc Lauritsen from Capstone and

Legal Systematics. By utilizing these resources that were already created by other legal programs throughout the country, LASH was able to replicate, adapt and build upon work that other programs had already created.

Mr. Santos worked with LASH attorneys in specialized legal units to develop the initial questions and additional information for the automated forms. The LASH attorneys included Family Law attorney Catherine Piazza, Housing attorney Sheila Lippolt, Public Benefits Attorney Connie Liu and Consumer Attorney Ryker Wada. Each attorney worked directly with Mr. Santos to craft appropriate questions and language utilizing plain language to be easily understandable for the target user population.

Legal information and resources were also integrated into the interviews to increase self-represented users' ability to effectively complete the interview and create court forms or legal documents. The "learn more" functionality of A2J was utilized to provide helpful information to users, including general and legal specific information related to the specific legal or court form. For example, the Fair Hearing Request Interview includes the "learn more" icon to provide users with a link to DHS' website with information regarding the next steps to file their form. In the Statement of Claim and Notice General Form, users can learn the monetary limits for filing a small claims action and can be referred to the District Court website for more information.

Beginning July 2013, LASH clients and staff, pro bono attorneys in the Self-Help Centers and members of the Judiciary were solicited to test the forms and provide feedback related to the forms' content, interview questions and information provided in the interview. LASH staff also had clients test the forms to provide key feedback for changes to be made to make the forms more accessible. To encourage staff to test the forms, on November 12, 2013, LASH held an "A2J Test-A-Thon" where LASH staff statewide tested the forms and provided feedback (see Attachment "C"). In total the forms were tested over 59 times.

LASH worked closely with the Judiciary throughout the beta testing process. Sherrie Seki, Special Assistant to the Administrative Director of the Judiciary, disseminated the website links for all of the beta forms to receive feedback from court clerks, judges and others in the Judiciary regarding these A2J interfaces to the court forms. LASH received court confirmation that the automated forms are accurate, consistent with court requirements and acceptable for use.

Mr. Santos collected evaluations and feedback through email, surveys and personal communication with staff and other key stakeholders. An online survey was created utilizing Survey Monkey. The survey link was provided at the end of the A2J interview and testers were encouraged to utilize the online survey to provide feedback on their experience utilizing the technology, any difficulties they may have experienced and recommended improvements related to the forms. LASH received 39 online survey responses, constituting a large portion of the

testing responses for this project. Testers also provided feedback directly to LASH's Template Developer via in person or email communications.

The online survey responses are included in Attachment "D". The survey results show that in response to the question "How satisfied were you with the A2J Interview?" on a scale of 1 to 5 with 5 being the most satisfied, the average response was 4. Further 24 testers reported the A2J interviews provided them with more information to better enable them to complete the legal or court document. Testers also provided important recommendations to improve the forms.

Based on the feedback received, changes were made to improve the interviews' clarity and effectiveness. For example, based on the feedback received from testing, the Power of Attorney A2J interview was updated to enable the user to add more than 1 guardian/power of attorney. The Divorce Packet (without children) was updated to include gender neutral terminology and the First Name Variable was included to make the interview more personal and clear. Through the testing and evaluation process, many changes were made to improve the utilization of plain language to make the interviews clear and understandable for users. Attachment "D" also includes information about the changes that were made to the forms as a result of the feedback received from testers.

During the testing process, the Statement of Claim: Security Deposit court form was tested at the Honolulu District Court's Access to Justice Room. The Self-Help Center staff requested that the Statement of Claim General Form also be automated based on the high demand for this court form. Thus the total number of forms to be automated increased to 9 interviews.

Project Implementation – Partnership with Hawaii Judiciary and Hawaii State Bar Association in Self-Help Centers

The Hawaii Judiciary has been a strong supporter of the creation of Self-Help Centers in District and Family Courts throughout Hawaii to increase access to justice for self-represented litigants. Court Self-Help Centers across the state continue to see an increase in the amount of court-users needing assistance. A key component of this project is to establish workstations to be available at each center statewide consisting of a computer and printer to enable users to access the online Self-Help Interactive Forms for free during times when the Self-Help centers are open. The Self-Help Centers are staffed by LASH AmeriCorps members and volunteer attorneys that provide legal information and/or advice depending on location. Thus if users have questions they can request assistance from LASH staff and pro bono attorneys at the Self-Help Centers.

LASH's Executive Director Ms. Fujimori Kaina, worked with the Hawaii Judiciary and the Hawaii State Bar Association to create a Memorandum of Understanding in relationship to the deployment and support of the workstations for the purposes of providing access to self-

represented litigants to the A2J interviews. The Memorandum of Understanding was executed in May 2013 and includes the following information (see Attachment “E”):

- LASH shall provide workstations for the purposes of providing access to self-represented litigants to A2J interview for the completion of court forms and LASH shall be responsible for maintenance of the workstations;
- The Judiciary agrees to have workstations placed at the following locations: Family Court of the First Judicial Circuit, District Court of the First Circuit, Circuit Court of Second Circuit, Circuit Court of the Third Circuit, Circuit Court of the Fifth Circuit;
- Judiciary shall cover the costs of electricity for the workstations;
- HSBA shall provide internet access, toner and ink, and reams of printer paper for printing;
- LASH will provide training to Judiciary staff, LASH AmeriCorps members and pro bono attorneys.

In accordance with the approved MOU, LASH purchased equipment including laptop computers and printers for 5 workstations. LASH’s Director of External Relations, Sergio Alcubilla, worked closely with the partners to determine the placement of the workstations and to inform the Judiciary staff of the new resources. In December 2013, the workstations were successfully launched at 5 courts throughout the state including: Oahu Family and District Courts, Maui Circuit Court, Hilo Circuit Court and Kauai Circuit Court. The location of each workstation and Self-Help Center are included (see Attachment “F”).

LASH originally budgeted \$9,600 to purchase equipment for the workstations. The total expense for the original 5 workstations was below the total budgeted amount. LASH received approval from LSC to purchase equipment for an additional workstation for the Kona District Court Self-Help Center. Thus, there are a total of 6 workstations available throughout Hawaii.

Project Launch, Outreach and Training

LASH’s LawHelp website includes over 100 brochures on a range of civil legal issues including family, consumer, housing and public benefits. In 2013, this website was utilized by over 15,241 unique visitors. LASH decided to utilize its LawHelp page to host the links to the Self-Help A2J Forms hosted on LawHelpInteractive’s website. LASH received training and worked closely with LawHelp’s Program Coordinator Xander Karsten to learn how to create resource/landing pages for each of its Self-Help Forms.

In preparation to create these landing pages, Ms. von Dohlen performed research by examining other state’s websites where they hosted their Self-Help Forms. LASH was inspired by many other sites including: <http://texaslawhelp.org/>, <http://www.lawhelp.org/sc>, <http://www.idaholegalaid.org/> and <http://www.washingtonlawhelp.org/>. As a result, LASH

developed its LawHelp website to include a combination of ideas based on the design and language utilized by these programs.

LASH created one main page entitled Hawaii Self-Help Interactive Forms which includes general information about the forms and provides the complete list of available Self-Help Interactive Interviews (<http://www.lawhelp.org/hi/resource/hawaii-self-help-interactive-forms>) (See Attachment “G”). Each of the forms on the main page is linked to a separate landing page within LawHelp. By creating separate landing pages, LASH is able to track the unique hits by users to each of these separate pages. This was also important as it enables unique and relevant information to be included with each of the different forms. Each landing page provides clear information about the self-help form, technology safety information, information about what users need to get started and answers to frequently asked questions to prepare users prior to them accessing the self-help form through LawHelpInteractive. The landing page for the Answer for Complaint for Divorce is included as Attachment “H” (<http://www.lawhelp.org/hi/resource/answer-for-complaint-for-divorce>). Each of the unique landing pages also includes a section entitled “Related Materials for Reference” which contains links to related legal information materials within LawHelp. This is a great resource to enable users to learn more about their legal issues before beginning their legal or court form through LawHelpInteractive.

Other important changes were made to the main page of LASH’s LawHelp website (see Attachment “I”). A “Self-Help” icon was added to the top header bar and a “Form Helper” button was added on the right side of the screen to link to the main page of the Hawaii Self-Help Interactive Forms project. The top header bar and right column do not change as the user navigates throughout the website. With this functionality it is easy for users to navigate to these resources and also draws users’ attention to these resources. An information box was also added to the main LawHelp page which includes general information about the project.

On December 9, 2013, LASH launched the Hawaii Self-Help Interactive Forms project online with a total of nine (9) self-help forms available for users throughout Hawaii (See Attachment “J” for the full list of forms with links):

1. Divorce Without Children – Part 1 and Divorce Without Children – Part 2
2. Answer for Complaint for Divorce
3. Power of Attorney for Child(ren)
4. Cease Contact Letter
5. Statement of Claim, General Form (All Circuits)
6. Security Deposit Demand Letter
7. Statement of Claim, Security Deposit (All Circuits)
8. DHS Fair Hearing Request
9. Advanced Health Care Directives

An additional resource was included entitled “Identity Theft Resources”. LASH was contacted by Russell Butler from the Maryland Crime Victims' Resource Center, Inc. He shared that NITVAN, along with partners at Kansas Legal Services and Pro Bono Net, created and launched an online Access to Justice (A2J) assistance package for victims of identity theft. This package includes a Letter to Creditor, Letter to Debt Collector and Letter to Credit Bureau. Upon the launch of this project, LASH became the 24th state to include the interactive documents to assist identity theft victims.

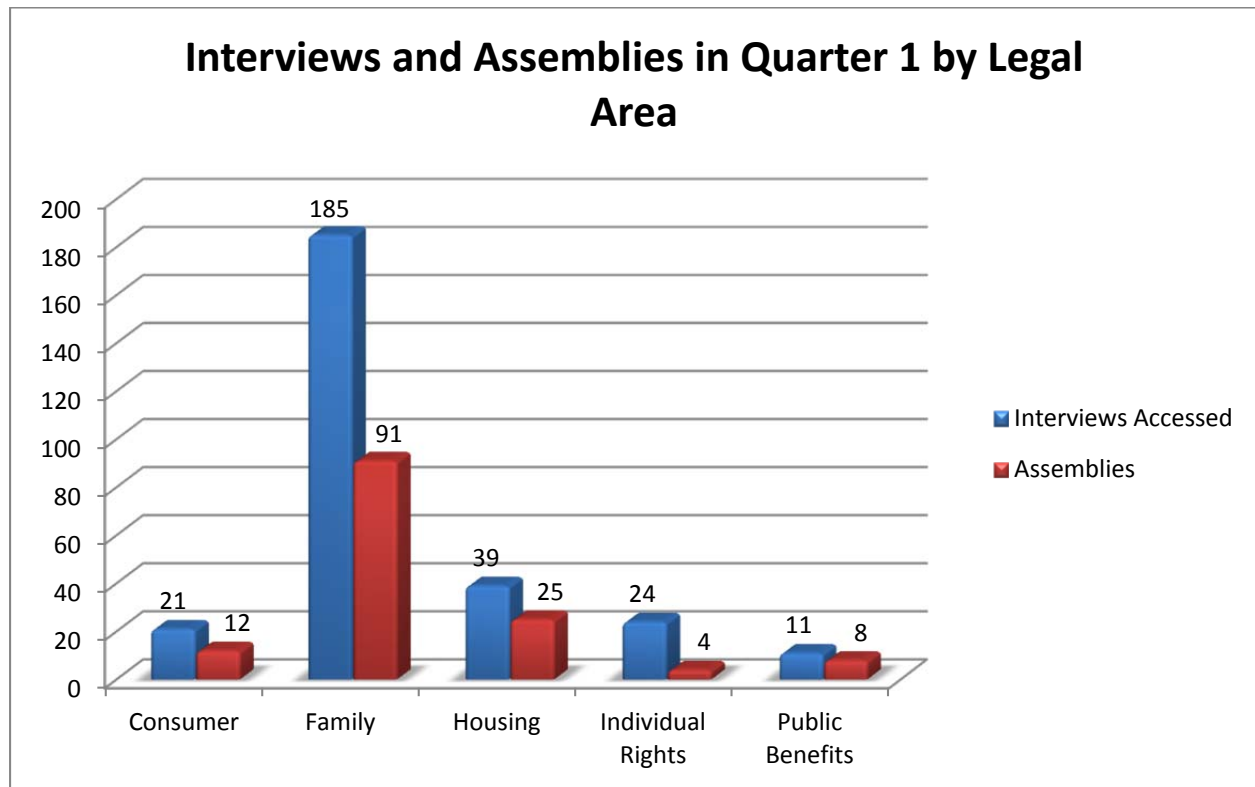
A primary objective of this project is to conduct outreach, training and provide other support to maximize the availability and use of automated forms by low-income persons. Project staff created an Outreach Plan to outline steps to publicize the new self-help forms and workstations at the self-help centers statewide (See Attachment “K”). LASH accomplished each of these activities:

1. The new Self-Help Forms were publicized on LASH’s website at www.legalaidhawaii.org and available via LASH’s LawHelp website at <http://www.lawhelp.org/hi>.
2. LASH performed outreach to educate the Hawaii Judiciary on the availability of the new self-help forms and kiosks at the self-help centers.
3. LASH and the Judiciary worked together to create a press release. The Judiciary published the press release on December 20, 2013 (see Attachment “L”).
4. LASH provided trainings for LASH staff and other key stakeholders including Hawaii Judiciary staff on the new self help forms and utilizing this new technology to empower self-represented litigants. As a result, staff has included these forms in their provision of services and the Self-Help kiosks ensure access to technology is not a barrier to utilizing this technology.
5. A brochure for the Hawaii Self-Help Interactive Forms Project was created that includes information about the project and where to access the resources (see Attachment “M”). The brochure has been disseminated to key partners in the community and is available at the self-help centers and LASH offices.

Project Impact – Utilization of New Resources

Since the launch of this project through the first quarter of 2014, more than 1,378 interviews and 819 document assemblies have been completed. The rate of assembly is 59.43%, which is slightly higher than the national average of about 56.23%. The number of document assemblies is expected to increase in the future and these numbers are very promising since all of these resources have only been available since December 2013.

This chart indicates interviews and assemblies completed during the first quarter January 1, 2014 to March 31, 2014 by legal issue area:



Detailed charts including information about the number of interviews and assemblies by legal form in Quarter 1 are included as Attachment “N”. LASH continues to utilize a survey provided at the end of the interviews to gather feedback from users related to their experience with the self-help forms to enable LASH to continue to improve forms for clarity.

V. Factors affecting project accomplishments

One of the objectives on the Outreach Plan was to have the Judiciary provide a direct link on their website to the Hawaii Self-Help Interactive Forms webpage. In early November, LASH began working with the Judiciary’s IT Department. LASH was informed that the Judiciary can only provide links to websites and resources that meet ADA compliance requirements. Unfortunately the current A2J software does not meet the expectations to be ADA complaint. Therefore the Judiciary was unable to put a direct link to these new resources on their webpage. However Judiciary staff can refer users directly to LASH’s website for the self-help forms. A future version of A2J Author, which is used to develop the A2J forms, will allow the forms to be ADA compliant. The release date for this version has not been officially announced. Nevertheless, the Judiciary remains a committed partner and hopes to link the Self-Help Forms

to their website soon. LASH is hopeful that in the near future this will become a reality as it will greatly increase awareness and utilization of these resources.

VI. Strategies to address major challenges

One of the greatest challenges LASH experienced was coordinating beta testing of the self-help forms amongst the different groups of stakeholders. It was difficult to get LASH staff to test the forms because they were not accustomed to utilizing these tools as part of their regular delivery of services. LASH reached out to Claudia Johnson, Program Manager of LawHelp Interactive, to seek ideas of how to increase testing of the forms. Ms. Johnson shared that another legal services program had held a Test-A-Thon. Based on the success of this event for the other program, LASH held an A2J Test-A-Thon in November and encouraged staff and board members to gather in the main Honolulu LASH office and throughout neighbor island offices to test the forms during the 1 hour event. Many staff participated in this event and provided invaluable feedback that was used to improve the interviews.

Another difficulty with the testing process was managing the different responses from stakeholders from various different methods of communication. Utilizing an online survey helped to streamline and organize responses from testers.

VII. Major lessons and recommendations

LASH learned many major lessons throughout this project. Here are a few lessons and recommendations for other organizations with document assembly projects:

It is very important to utilize experts within the document assembly community. We often turned to experts like Claudia Johnson and Mirenda Watkins from LawHelpInteractive, Jessica Bolack Frank from the Center for Access to Justice and Technology and Xander Karsten and Liz Keith from LawHelp. They provided us with invaluable information and ideas that improved our project immensely. It is also important to join list serves and utilize the rich educational resources available through webinars and LawHelpInteractive's website. The document assembly community provides an important support network that was integral to the success of the project.

Another important lesson was to set realistic expectations. During the project year, LASH reached its goal to automate 8 legal and court documents. The forms varied in complexity and time needed to automate each form. It was important to begin testing of each form when it was ready instead of waiting until one time to test all of the forms.

This program was complicated because it required participation of many different LASH staff members and stakeholders in the community. This technology was completely new within our organization and the greater community. It is a fair assessment that individuals were unsure of the utility and benefit of this technology. By providing outreach and education sessions, LASH was able to create buy-in with these stakeholders to get them invested into the project. The Judiciary has become a strong partner in advancing this project and publicizing these resources. The Judiciary has also facilitated connections with new community partners to increase the impact of these resources. It was important to facilitate regular communication between the partners by providing updates to ensure continued investment and participation in the project.

LASH looks forward to expanding its library of self-help forms and fostering a new partnership with the Hawaii State Library System to publicize the project through brochures and posters at the libraries and encourage individuals to utilize the self-help forms at libraries statewide.

Attachment A

Evaluation Plan Form



**Legal Services Corporation
Technology Initiative Grant (TIG) Program
Evaluation Plan Form**

Grantee name: Legal Aid Society of Hawaii
Submission date: June 19, 2013 (revised)

TIG Grant number: 12023
Approval date: June 25, 2013

Contact person: Elise vonDohlen
Email address: elvondo@lashaw.org

Phone number: 808-527-8076

Project Goal: Utilize A2J author and HotDocs to create guided interviews, legal documents and court form templates to enable low-income individuals to easily, effectively and efficiently create legal documents and file court forms without the assistance of an attorney.

Project Objective:

Utilize A2J Author and HotDocs to create guided interviews and court form templates that enable pro se litigants to easily produce accurate pro se pleadings. Produce 8 guided interviews and 8 interactive legal documents/court forms in the substantive law areas of family, housing, consumer and public benefits to be utilized in 4 circuits statewide.

Strategies / Activities:

- Identify forms/interviews to automate with the assistance of the judiciary
- Hire and train template developer on A2J Author and HotDocs
- Work with courts to ensure that court forms are accurate, consistent with court requirements and acceptable to the courts
- Conduct usability testing of templates with self help centers at courts and other groups to ensure users (clients and/or advocates) can easily understand and utilize the A2J interviews and HotDocs forms
- Modify templates to address any problems identified in usability testing
- Publish forms/interviews on Legal Aid Society of Hawaii's LawHelp website

Evaluation Data:

- Description and list of and links to interviews and forms
- Description of test protocols implemented, significant test results and notable changes made in interviews or forms based on test results

- Description of usability testing, test results and notable changes made based on results
- Results of user interviews, surveys, website comments/feedback, etc.
- Field observation data
- Court confirmation that forms are accurate, consistent with court requirements and acceptable for use

Project Objective:

Conduct outreach, training and provide other support to maximize the availability and use of automated forms by low-income persons

Strategies / Activities:

- Work with the courts to reach agreement on maintenance, supplies and bandwidth costs for the implementation of work stations at the self-help centers
 - Provide training to pro bono attorneys and Legal Aid staff who will utilize HotDocs to assist self-represented litigants
 - Create outreach plan relating to publicity of new court self-help forms and workstations
 - Partner with courts and other stakeholders to develop and implement outreach initiatives
 - Create evaluation plan to analyze the availability and use of automated forms by low-income persons
-

Evaluation Data:

- Description of content and copy of MOU with the courts
- Description of training activities, such as trainings conducted, training participant data (e.g., #, staff categories, organizational affiliation)
- Description of outreach activities
- Statistics from analytics to determine number of times forms have been accessed and/or downloaded
- List of judicial districts that have accepted the automated forms
- List of new access points (with description of services available to clients)
- Statistics related to increased efficiency of Legal Aid Society of Hawaii's self-help divorce clinic (e.g., pre- and post-implementation re: # served and staff time/# served)
- Results of user interviews, surveys,

Attachment B

Judiciary's Potential List of
Court Forms for Automation

LASH ASSIST SELF-REPRESENTED LITIGANTS
TO COMPLETE COURT FORMS PROJECT

LIST OF FAMILY COURT FORMS

Complaint for Divorce
Summons to Answer Complaint
Income and Expense Statement
Asset and Debt Statement
Divorce Decree (without children)
Motion and Declaration for Post Decree Relief
Motion and Declaration for Pre Decree Relief
Ex Parte Motion to Waive Filing Fees and Surcharges
Ex Parte Motion and Declaration to Advance Hearing/Expedite Hearing/Continue
Hearing; Order
Answer to Complaint for Divorce
Appearance and Waiver
Motion for Service by Mail
Statement of Mailing, Exhibits 1 and 2

LIST OF DISTRICT COURT FORMS

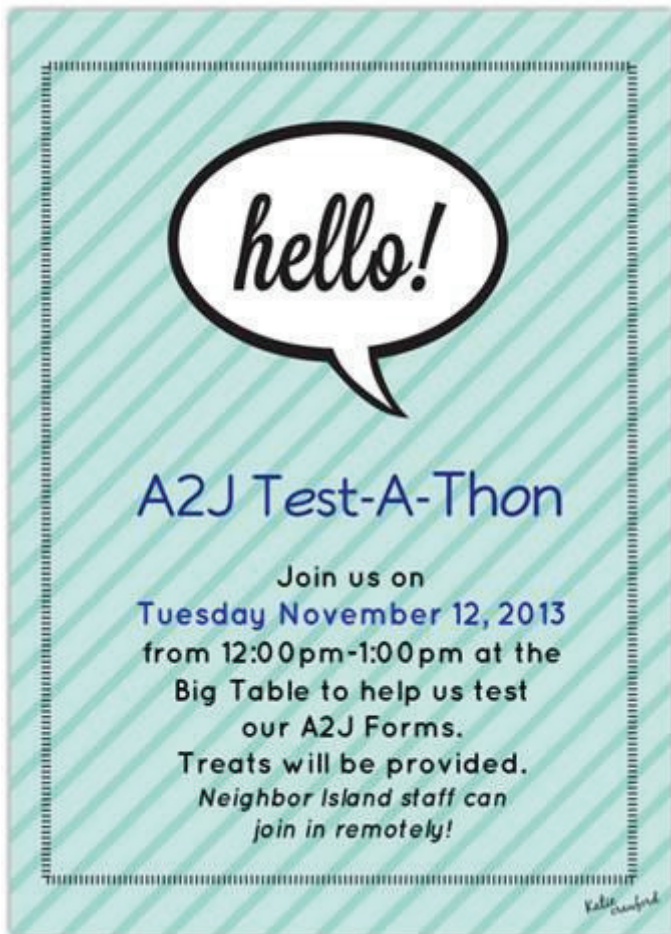
Small Claims; Statement of Claim (Security Deposit)
Small Claims; Statement of Claim (General Form)
Ex Parte Application for Relief From Costs; Declaration; Order
Complaint (Assumpsit-Money Owed); Declaration; Exhibit(s); Summons
Complaint (Assumpsit, Summary Possession/Landlord-Tenant, Damages); Declaration;
Exhibit(s); Summons
Complaint (Personal Injury/Property Damages); Summons
Complaint (Replevin); Summons
Counterclaim; Certificate of Service
TRO Questionnaire
Petition for Ex Parte Temporary Restraining Order and for Injunction Against
Harassment; Declaration of Petitioner; Temporary Restraining Order Against
Harassment; and Notice of Hearing
Petitioner's Motion to Seal Address and Telephone Number
Motion to Set Aside Default/Judgment/Dismissal; Declaration; Notice of Motion;
Certificate of Service
Plaintiff(s)/Defendant(s)' Motion; Declaration; Notice of Motion; Certificate of Service
Plaintiff's/Defendant's Non-Hearing Motion; Declaration; Notice of Motion;
Certificate of Service
Non-Hearing Motion for Continuance; Declaration; Notice of Motion; Certificate of
Service

Attachment C

A2J Test-A-Thon

Elise A. von Dohlen

From: Elise A. von Dohlen
Sent: Friday, November 01, 2013 10:00 AM
To: All LASH
Subject: A2J Test-A-Thon! 11/12/2013
Attachments: image001.jpg



Leeward, Windward and Neighbor Island staff please let me know if you are interested in testing forms!

Please **RSVP** by clicking yes on the voting button above.

Mahalo,

Elise von Dohlen
Director of Grants Management
Legal Aid Society of Hawaii
(808)527-8076

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Tracking:

Attachment D

Online Survey Responses

Timestamp	What area of work are you in?	What A2J interview did you use?	How satisfied were you with the A2J interview?	Did you run into any problems using the A2J interview?	If yes, please describe the difficulty/issue you had.	Can you suggest any improvements to the A2J interview?	If you have previously filed a legal document, please estimate how much time you saved using the A2J interview (please choose only one of the following):	Would using the A2J interview help guide you to provide more relevant information to the Court?	Changes made as a result of feedback
8/6/2013 15:02	Court Staff	Statement of Claim Re Security Deposit	5	No	None	Error in the Notice. Should be the name of the defendant and not the plaintiff.	Saved less than 10 minutes	Same amount of information	Changed field in HotDocs to reflect defendant's name
8/8/2013 15:05	Court Staff	Cease Contact Letter	5	No		No. It was user friendly.		A lot more information	--
8/13/2013 14:49	Court Staff	Statement of Claim Re Security Deposit (2nd circuit)	5	Yes	I think the person should have something to let them know which division to choose. Can there be a pop up that says something like the division is where the rental was.	I believe that is very easy to follow and easy to fill out. I just wonder if the form could allow for additional comments by the plaintiff if they wanted to.	Saved less than 10 minutes	A lot more information	No space available at the moment for Plaintiff's additional comments (area being used for HRS rules based on feedback from staff in Honolulu Office)
8/14/2013 14:27	Court Staff	Answer to Complaint for Divorce; Statement of Claim & Notice-Sec Deposit	2	Yes	Answer to Complaint for Divorce: Def's Info (Name, Adrs, Phone) at top of page should not have lines going across the full top - File Mark Stamping goes on right side of top Item 3: Needs more space for the Def to write their response to Court Item a: move the check box by itself to next pg by the words "provide for spouse..." For the Dated Area: Remove the input field for the State (Hawaii) The form already has Hawaii pre-typed in. Line should only be for the City. Fix these comment boxes.....it is tweaking does not stay on what I am typing, keeps jumping. Cont'd to next box	Cont'd Certificate of Service: Lines for Def's info should not go across the full top of page. Remove Input field for the State. Hawaii is already listed. Fix the surveys link. Cannot access survey on the right once you download the completed form Question: Will the forms be maintained to be kept current due to updates/rule changes? Will there be a blurb on the site to inform parties that there are other forms needed? I provide the Return of Service form with my Small Claims pkts as they public tends to stand in line in filing and then they are sent back to service center to pick up th ROS form			Removed lines, (Answer and CoS) and state (Hawaii) = only city will show, there is space for Defendant to add additional comments, the "tweaking" in the comment boxes seems to be browser related, cannot be fixed on my end.
11/12/2013 11:42	Self Help Center staff		5	Yes	There is a "Click BEGIN to start" command but there is no BEGIN button, only CONTINUE.		Saved 10 to 20 minutes	A little more information	Form unknown
11/12/2013 12:17	Legal Aid of Society staff	Divorce Packet Clinic A	4	Yes	There's no back button	A back button	Saved 10 to 20 minutes	A lot more information	Provided more information on LawHelp website to help users navigate the A2J technology
11/12/2013 12:20	Legal Aid of Society staff	Small Claims Court	5	No		none	Saved 10 to 20 minutes	A lot more information	--
11/12/2013 12:21	Legal Aid of Society staff	Fair Hearing	4	No		Check spelling for Appropriate?	Saved less than 10 minutes	Less relevant information	--
11/12/2013 12:29	Legal Aid of Society staff	Cease Contact Letter	5	Yes	I could not print out the letter. I was using Google Chrome at the time and it could be the reason for the problem. Also, I could not use the backspace key to delete errors. I had to reposition the cursor to delete any typos. The backspace key does not work in Google Chrome.	Aside from correcting the above issues, everything else is fine.	Saved 10 to 20 minutes	A lot more information	Known issue with Chrome
11/12/2013 12:32	Legal Aid of Society staff	statement of claims	4	Yes	1. After clicking on the button that directs me to the Statement of Claims interactive form session, it took a while for the program to download. Maybe it's the computer or type of internet connection I'm using that's causing the slow download. 2. When I got to the interactive screen with the person "talking," I wasn't able to hear the person talk. If A2J is planning on using the voice feature, then they should provide a headset. My computer's audios are not working, so even if I used my headphones, I still won't hear the animated creature talk. 3. I had issues with typing in the boxes. I made several spelling mistakes, because I was typing so fast and the program did not allow me to delete the characters.	Some clients don't know what a defendant or a plaintiff is, so maybe change the question to who is the person you are filing this complaint against? Or, who is the other party?	Saved 20 to 40 minutes	A lot more information	1. Potentially a browser/internet connection issue 2. There is no sound attached to the questions being asked, 3. This is a known issue with using Chrome.
11/12/2013 12:34	Legal Aid of Society staff	Advanced Health Care Directive	5	No			Saved 20 to 40 minutes	A lot more information	--
11/12/2013 12:36	Legal Aid of Society staff	State of Claim and Notice	4	No			Saved less than 10 minutes	Less relevant information	--
11/12/2013 12:37	Legal Aid of Society staff	Security Deposit Letter	4	No		I know that the items in red must be filled out but it might be helpful to tell users at the beginning of the interview that the red items must be completed. Maybe in her introduction. Should have an information box for the question about the date the lease ended. You already have one for the question about when the lease started.	Saved 10 to 20 minutes	A little more information	

Timestamp	What area of work are you in?	What A2J Interview did you use?	How satisfied were you with the A2J Interview?	Did you run into any problems using the A2J Interview?	If yes, please describe the difficulty/issue you had.	Can you suggest any improvements to the A2J Interview?	If you have previously filed a legal document, please estimate how much time you saved using the A2J Interview (please choose only one of the following):	Would using the A2J Interview help guide you to provide more relevant information to the Court?	Changes made as a result of feedback
11/12/2013 12:38	Legal Aid of Society staff	AHCD	5	Yes	Chrome- no delete/backspace. Other than that no technical issues.	Someone reading the text boxes to the client. Maybe have a review before the last wishes page... it doesn't seem necessary because you can review the form at the end but maybe it would help w/ efficiency.	Saved 20 to 40 minutes	A little more information	No backspace ability in Chrome is a known issue at this time.
11/12/2013 12:40	Legal Aid of Society staff	Small Claims, Statement of Claims	2	No	Q: What city/county are you filing this document? Problem: I wanted to file in Kaneohe district court, but did not know whether to choose Koolauloa or Koolauapoko. Needed to know which court to file in. Include instructions? Also, there are jurisdictional requirements as to which court Plaintiff can file in. Maybe we can include those instructions...or direct them to judiciary website for small claims info "where to file." Q: Enter your name. Problem: Later on in questionnaire, you ask for Defendant's Name. Maybe we can add to "your" name "Your/Filing Party/Plaintiff" to make it clear "name" is for filing party/plaintiff, and NOT the name of the person completing the form (friend, attorney, family member) Q: What is your current address? Problem: What if I have a p.o. box. Maybe "current" be further defined to say "current mailing" or "current residence". Q: What is Defendant's name? Problem: a layperson might not necessarily know WHO is a defendant. Maybe we can further defined, "What is Defendant's/Person You Are Suing" name. Q: Amount owed by Defendant. Problem: Small claims has a maximum. Maybe we can provide more instruction re: limits or remind filer that there are limits...and direct them to a resource (judiciary court website) that can give them that info. Q: Describe incident (text box).	(see above).	Saved over 40 minutes	A little more information	1. Added (Kane'ohe area) to choice. Included a link to the Small Claims Court in the <i>Learn More</i> section on first slide. 2. Changed question to be more clear about who is filing. 3. Reworded question 4. Updated as a <i>Learn More</i> section 5. Added a \$5k restriction limit, a popup will let user know about the limit and added a link to Small Claims Court for more information. 6. Would take some time to know exact number of characters that would occupy space. The number can be influenced by font type/size. that the HotDocs version is set to.
11/12/2013 12:40	Legal Aid of Society staff	Statment of Claim (Security Deposit)	4	No		Should include a information box for the question about district court division. A lot of people would get very confused that it should be in the same area as the rental. I like the claim choices but I can see how it might be confusing for someone to make those choices if they had not had any counsel and advice about those choices.	Saved 10 to 20 minutes	A little more information	
11/12/2013 12:42	Legal Aid of Society staff	Answer to Complaint for Divorce	4	No		The user needs instruction on what to do with the complaint. The user needs to know to make copies of the answer and take them to a filing window at 1 of 2 courts. And then how to do the certificate of service. Also it comes out as one doc but they will need a lot more copies of the answer and only one of the cert. or service.	Saved 10 to 20 minutes	A lot more information	

Timestamp	What area of work are you in?	What A2J Interview did you use?	How satisfied were you with the A2J Interview?	Did you run into any problems using the A2J Interview?	If yes, please describe the difficulty/issue you had.	Can you suggest any improvements to the A2J Interview?	If you have previously filed a legal document, please estimate how much time you saved using the A2J Interview (please choose only one of the following):	Would using the A2J Interview help guide you to provide more relevant information to the Court?	Changes made as a result of feedback
11/12/2013 12:42	Legal Aid of Society staff	Advanced Health-Care Directives	4	Yes	Backspace does not work in any of the fields you type into. You can use the mouse and the delete key to erase mistakes, but this issue might confuse our clients. The 4th and 5th screens in the interview are duplicates and say exactly the same thing. You cannot move onto the next screen until you enter something in each field. This may be an issue if a client does not want to appoint an alternate agent. I entered n/a. The wording in screens 18, 20 and 24 is inconsistent. It starts with "Your Agent," but later uses the word "my" instead of "your." Finally, after reviewing the finished document I noticed that part 5 (the section that states the purposes donated organs can be used for) shows that the agent can donate organs, but does not specify the purpose even though I selected several.	See above.	Used the same amount of time	A little more information	Backspace issues are browser related.
11/12/2013 12:44	Legal Aid of Society staff	statement of claim and notice	5	No	very helpful step by step, and fast. when reviewing the forms, it looks perfect		Used the same amount of time	A little more information	
11/12/2013 12:46	Legal Aid of Society staff	Request for fair hearing	4	No		1. Ask "Are you represented by an attorney, friend, paralegal, case manager, or any other person on this matter?" instead of "Are you represented by an attorney?" 2. Ask "What is the name of the attorney, friend, paralegal, case manager, or other person representing you in this matter?" instead of "What is your attorney's name?" 3. Change the title to "Request for Fair Hearing - Department of Human Services" instead of "Request for Fair Hearing." 4. In the section, "What are you disagreeing with?" there is a drop down box. Split the "Reduced or stopped..." into two options. 5. Ask "Why do you disagree with the decision?" instead of "Please describe your disagreements..."	Used more time	A little more information	Updated questions based on feedback provided
11/12/2013 12:54	Legal Aid of Society staff	power of attorney	5	Yes	for the limited knowledge that I know of the computer, I pressed print thinking that was it. But when I did it the 2nd time, I came across the word finish on the bottom and just followed the instructions slower this time.	I think the process is very simple steps which is wonderful. I myself did not know what the word "dual" meant. When the interview is done, you are supposed to read all of the instructions to the left but by eyes were wondering to the right. So that is when I just closed out the document. Maybe if the instructions were in the middle. I think the finish button was on the bottom to force you to read everything? so on the right had side gave the other choices. So good job! So this is from a perspective from someone who had limited experience with computers in the past. Plus I didn't go to my word class which is the first wk of Dec. :)	Saved 20 to 40 minutes	A lot more information	
11/12/2013 12:57	Legal Aid of Society staff	Security deposit demand letter	3	Yes	upon step #4 I wa not able to go back and revise dates. Also there was a typo.	Allow you to review answers before submitting.	Saved less than 10 minutes	Less relevant information	
11/12/2013 12:59	Legal Aid of Society staff	Security Deposit, Statement of Claim	4	Yes	(See applicable comments I made on the test of Statement of Claim, General) Q: Did Landlord send you a letter 14 days from move out date? Problem: what kind of letter? Maybe further define "deposit refund letter" or whatever the term of art is. Q: The Landlord provided receipts or estimates of for your repairs or replacement. Problem: the previous Q was framed in terms of a question "Did Landlord..." Maybe we can parallel "Did Landlord provide receipts..." Q: Date must be 14 days after your move out, as required by statute. Problems: Misspelled STATUTE. Also, more direct to say "Enter date 14 days after your move out date, which is the date required by law for your landlord to refund your deposit" or something along those lines.		Saved over 40 minutes	A little more information	Updated questions based on feedback provided
11/12/2013 13:00	Legal Aid of Society staff	Power of Attorney (Dual)	5	No		Not for this one. It is easy to complete and thorough.	Saved 10 to 20 minutes	Same amount of information	

Timestamp	What area of work are you in?	What A2J interview did you use?	How satisfied were you with the A2J interview?	Did you run into any problems using the A2J interview?	If yes, please describe the difficulty/issue you had.	Can you suggest any improvements to the A2J interview?	If you have previously filed a legal document, please estimate how much time you saved using the A2J interview (please choose only one of the following):	Would using the A2J interview help guide you to provide more relevant information to the Court?	Changes made as a result of feedback
11/12/2013 13:06	Legal Aid of Society staff	answer to complaint to divorce	3	Yes	browser crashed and lost all my work	To the question: Does your spouse have an attorney? we need to add where on the complaint to look for that. To the question: What paragraphs on the complaint do you agree or disagree with? Please tell them specifically to agree or disagree on the 8 terms and their sub paragraphs.			Issues are browser related
11/12/2013 13:06	Legal Aid of Society staff	Divorce Packet Clinic A	3	Yes	It asks me if we have children, and when I hit NO it still asks me for the children's address.			A little more information	Divorce packets are being reworked for new forms
11/12/2013 13:11	Legal Aid of Society staff	divorce - no kids	3	Yes	tho I was doing divorce packet with no kids, insisted on the kids place of residence -- finally put in n/a but don't know if our clients would know to do this	irritating not being able to erase by using back space.			
11/12/2013 13:15	Legal Aid of Society staff	advance health care	4	Yes	There were several things that you need prior to filling out the form. 1) you need all information for 2 doctors. 2) the notary's name and info 3) the notary's exp date Also, did not understand the word "ambiguous"	change the word ambiguous to a simpler term a list of what the person will need before they start the interview.	Saved 20 to 40 minutes	A lot more information	
11/12/2013 13:28	Legal Aid of Society staff	fair housing	5	No		Where it says "Please describe your disagreements from the previous questions" maybe could be "Please describe in detail what and why you do not agree with the answers that you have provided?"	Saved 20 to 40 minutes	A lot more information	
11/12/2013 13:51	SHC staff	Answer to Complaint for Divorce	5	Yes	There are problems with deleting. It will not delete unless it's highlighted. Overall great.		Saved 20 to 40 minutes	A lot more information	Issues are browser related, added technology statement on LawHelp website to hopefully prevent these issues in the future
11/12/2013 22:15	Legal Aid of Society staff	Advance Health Care Directives	1	Yes	I only got to the screen where it asks for my address. It then required me to choose my state from a drop-down list, but the list would not come up. It only says "choose from this list," but this list would not come up no matter where i clicked. I was not able to proceed any further, as this was a required field, and it would not populate. I also was not able to use the backspace button on my browser (Safari), but i was able to use the delete button instead as a workaround.	I am not sure how to fix this glitch.	Used more time	Same amount of information	Issues are browser related, added technology statement on LawHelp website to hopefully prevent these issues in the future
11/12/2013 22:17	Legal Aid of Society staff	Statement of Claim Re Security Deposit (3rd circuit)	1	Yes	I only got to the screen where it asks for the division of my court. It then required me to choose the exact court from a drop-down list, but the list would not come up. It only says "choose from this list," but this list would not come up no matter where i clicked. I was not able to proceed any further, as this was a required field, and it would not populate. I also was not able to use the backspace button on my browser (Safari), but i was able to use the delete button instead as a workaround.	I am not sure how to fix this glitch. Sorry		Less relevant information	Issues are browser related, added technology statement on LawHelp website to hopefully prevent these issues in the future
11/15/2013 14:43	Legal Aid of Society staff	security deposit claim	2	Yes	"The landlord did not provide receipts or estimates for repairs or replacement." I was unsure how to answer this question since it is in a negative. yes - he did not provide receipts, or no he provided receipts? I put no since I'm assuming he did provide receipts - form said he failed to provide receipts. I think this needs to be clearer. "what is the security deposit that you are asking for? " I think it would be clearer if it said - what is the amount of security deposit... there's a basic security deposit issue: can only file this within one year. I did the security deposit letter and it allowed me to do one 1 1/2 years after the deposit should be returned. the same thing would be for the claim -- we need some way to keep someone from filing after the statutory one year period.	see above	Saved over 40 minutes	A little more information	Reworded question to be more clear (not as negative)

Timestamp	What area of work are you in?	What A2J Interview did you use?	How satisfied were you with the A2J Interview?	Did you run into any problems using the A2J Interview?	If yes, please describe the difficulty/issue you had.	Can you suggest any improvements to the A2J Interview?	If you have previously filed a legal document, please estimate how much time you saved using the A2J Interview (please choose only one of the following):	Would using the A2J Interview help guide you to provide more relevant information to the Court?	Changes made as a result of feedback
11/21/2013 18:48	Legal Aid of Society staff	Power of Attorney	4	No		<ul style="list-style-type: none"> - include an initial note - to describe why the user would use this interview - Step 16: should include more information about the specific powers that this affords - Step 16 - Step 16: Add "If Other provide more information:" - Is there a way to leave the date blank and you can fill in at a later point? - In the document itself it currently states: This Power of Attorney shall continue in force for JOE and JOE for a period of one year from the date of signature, or upon the sooner written or oral termination by me, JOE PARKER, the undersigned legal parent. Can you change the language to state: "or sooner upon written or oral termination ..." - Should provide information at the end that they need to get document notarized. 			--
11/24/2013 17:55:13	Legal Aid of Society staff	DHS Fair Hearing Request				<ul style="list-style-type: none"> Can you add the back button to this interview? - Step 1 - change language to "will fill out the form" - Step 6 - If a person selects OTHER - shouldn't they have another prompt to include text of what that is? - Step 7 - reword currently "You do not agree with the action taken by which Unit/Office" - maybe add a list of the offices, or reference of where to look - Step 8 - what are you disagreeing with? - Step 12 - receive is misspelled, I think this is not simple enough Maybe change to the following: "If you file your Fair Hearing Request by the required deadline, you will receive benefits again in the amount you received before. If you lose your hearing, you will have to repay this amount. (new paragraph) You can request to NOT receive benefits during this time in the next question. " - Step 13 - Also not simple enough Maybe change to the following: "If you DO want to receive benefits before your hearing decision click Continue. (new paragraph) If you DO NOT want to receive benefits before your hearing decision, please check your benefits below and then click Continue. " - Step 14 - Change text to "This is the end of the Fair Hearing Request interview. Click on finish to create your to download your request. You will need Adobe Reader. (new paragraph) If you want to come back later to finish 			Updated questions

Timestamp	What area of work are you in?	What A2J Interview did you use?	How satisfied were you with the A2J Interview?	Did you run into any problems using the A2J Interview?	If yes, please describe the difficulty/issue you had.	Can you suggest any improvements to the A2J Interview?	If you have previously filed a legal document, please estimate how much time you saved using the A2J Interview (please choose only one of the following):	Would using the A2J Interview help guide you to provide more relevant information to the Court?	Changes made as a result of feedback
11/24/2013 22:09	Legal Aid of Society staff	Security Deposit Demand Letter				<p>Why do all of the questions not have a back button (ex. Q10)</p> <ul style="list-style-type: none"> - Step 8 - change to "Date you left the rental unit" - Step 10 - change to "Did your landlord return a portion of your security deposit within 14 days from the date you left the rental?" - Step 11 - the help field has misspelled word - typically - Step 12 - deposit is misspelled, and change to "What amount of the deposit does the Landlord owe to you?" - Step 14 - Can we ask if the user would like the payment sent to the current address, and then if they say no then have this question appear? (this is not an immediate concern) - Can we refer the applicant to this Legal Aid brochure: Department of Human Service: The Appeal Process, with the text "For more information about next steps to file a DHS Fair Hearing Appeal, check out the (link to brochure). - In terms of the letter itself, do we want to include "(emphasis added)"? 			
11/24/2013 22:32	Legal Aid of Society staff	Statement of Claim (general form)				<p>Can you add a question at the very start of the form:</p> <ul style="list-style-type: none"> - Are you owed less than \$5,000? - If Yes then can proceed with the form - If No, then provide the following link and end the interview: http://www.courts.state.hi.us/self-help/regular_claims/regular_claims.html - Step 7 - Add help "The defendant is the other person." - Step 10 - change to "How much does the defendant owe you?" - Step 11 - change text to "Defendant owes you the money for... (complete this sentence)". Add Help: "Provide information to the court regarding why the Defendant owes you money." - Step 12 - change to "How much money do you want Defendant to pay you now?" <p>Need to add summary statement, the interview ends very abruptly</p>			Added \$5,000 to start of interview as well as set that limit to amount that can be asked.
11/24/2013 23:03	Legal Aid of Society staff	Statement of Claim, Security Deposit 1st Circuit				<p>Step 6 - could you add a HELP function that provides a link that people could use to figure out what District they are in?</p> <p>Step 7 - if the answer to this is No - Shouldn't Steps 8 and 9 not show up?</p> <p>- also change to read "Did the Landlord send you a letter 14 days after moving out related to the Security Deposit?"</p> <p>Step 8 - same thing if the answer to this is No then 9 should not show up</p> <p>currently "Did the Landlord deduct any money damages that you did not cause" change to "Did the Landlord deduct money damages that you disagree with?"</p> <p>Step 9 - Change text to "Did the Landlord provide receipts or estimates for repairs or replacements?"</p> <p>Step 10 - Change text to read "Do you believe the Landlord is withholding this money from you?"</p> <p>Then add another step "Are you seeking three times the amount of your deposit" Give Help link to Landlord Tenant handbook</p> <p>Step 13 - change to "The total amount of money I am asking for is:" Then add help option: "If you are asking for three times the amount of your deposit, this should be the total amount"</p>			

Timestamp	What area of work are you in?	What A2J Interview did you use?	How satisfied were you with the A2J Interview?	Did you run into any problems using the A2J Interview?	If yes, please describe the difficulty/issue you had.	Can you suggest any improvements to the A2J Interview?	If you have previously filed a legal document, please estimate how much time you saved using the A2J Interview (please choose only one of the following):	Would using the A2J Interview help guide you to provide more relevant information to the Court?	Changes made as a result of feedback
12/11/2013 10:15	LASH Board member	Tenant return of deposit	4	Yes	One statement which required a response was framed in the negative-- something like "Landlord did not return your deposit" or something like that. It was unclear to me if I was supposed to say "Yes" (ie Landlord did not return it) or "Yes" (landlord did return it) or "No" (Landlord did return it) or "no" (Landord did not return it). This was confusing for me and will be confusing for users. You might want to think about changing it.		Saved less than 10 minutes	A lot more information	Reworded question

Attachment E

Memorandum of Understanding

MEMORANDUM OF UNDERSTANDING

This MEMORANDUM OF UNDERSTANDING ("MOU") is entered into by and between the **Judiciary of the State of Hawai'i** ("Judiciary"), the **Hawai'i State Bar Association** ("HSBA"), and the **Legal Aid Society of Hawai'i** ("Legal Aid"), for the deployment and support of workstations for the purposes of providing access to self-represented litigants to A2J interviews (computerized on-line interviews) for the completion of court forms at the Self Help Centers and Access to Justice Rooms (collectively the "Centers") across the State of Hawai'i.

Currently, the Judiciary through its various circuit and district courts, the HSBA, and Legal Aid have partnered through a series of separate memoranda of understanding ("Court MOUs") to implement Centers in the First, Second, Third, and Fifth Circuits staffed by pro bono attorneys and AmeriCorps members. In each of these Centers, pursuant to the Court MOUs, the HSBA has provided computers, printers, internet connections, and supplies for pro bono attorneys to assist self-represented litigants.

This MOU is executed as a supplement to the Court MOUs and contemplates the addition of workstations to enable the deployment of A2J interviews for self-represented litigants to assist themselves at the Centers and the support of these workstations.

I. Workstations

- A. Legal Aid shall provide workstations for the purposes of providing access to self-represented litigants to A2J interviews for the completion of court forms.
- B. Workstations shall include a computer, monitor, and printer.
- C. Workstations shall be installed in or around November 2013.
- D. Maintenance of workstations will be provided by Legal Aid.

II. Courthouse Locations

- A. The Judiciary agrees to have workstations placed at the following locations:
 - a. Family Court of the First Judicial Circuit, Ronald T. Y. Moon Judiciary Complex, 4675 Kapolei Parkway, Kapolei, Hawai'i 96707
 - b. District Court of the First Circuit, Kauikoaouli Hale, 1111 Alakea Street, Honolulu, Hawai'i 96813
 - c. Circuit Court of the Second Circuit, 2145 Main Street, Wailuku, Hawai'i 96793
 - d. Circuit Court of the Third Circuit, Hilo Division, 777 Kilauea Avenue, Hilo, Hawai'i 96720
 - e. Circuit Court of the Fifth Circuit, 3970 Kaana Street, Lihue, Hawai'i 96766
- B. The locations at each of these courthouses will be at the discretion of the Judiciary, however to the extent possible will be located at the Centers at each location.

III. Utilities and Supplies

- A. The Judiciary will cover the costs associated with electricity for all workstations.
- B. Pursuant to the Court MOUs, the HSBA will provide internet access.
- C. The HSBA will provide the following supplies for the workstations:
 - a. Toner or ink for the printer for printing of court forms completed on the workstations.
 - b. Reams of printer paper for the printing of court forms completed on the workstations.

IV. **Staffing and Training**

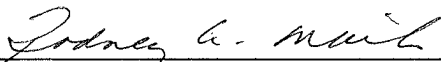
- A. Assistance to self-represented litigants on how to use A2J will be provided by Legal Aid AmeriCorps members, pro bono attorneys and Judiciary staff.
- B. Legal Aid will provide training to Judiciary staff, Legal Aid AmeriCorps members, and pro bono attorneys on assisting a pro se litigant to use the workstation to complete their forms.
- C. Training will be provided to Judiciary staff and Legal Aid AmeriCorps members in or about September 2013 and to pro bono attorneys in or about November 2013.

V. **Term of the MOU.** The term of this MOU shall extend from the date of the last party's signature up to and through December 31, 2014. Thereafter, this MOU will automatically renew each year for additional terms of one (1) year, unless and until any party hereto gives written notice of termination to the other parties at least thirty (30) days prior to the expiration date of the initial term or any renewed term.

VI. **Amendments and Authorization.** This MOU may be changed or revised with the written consent of all parties. The parties understand and acknowledge that this MOU, and the Court MOUs, are not contracts or agreements binding upon any of them, but are simply intended by the parties to memorialize the allocation among them of certain actions relating to the implementation of workstations in the Centers for which they each have volunteered.

The Judiciary of the State of Hawai'i, the Hawai'i State Bar Association, and Legal Aid Society of Hawai'i acknowledge by their signatures, which may be executed in counterpart documents, that they have read, understood, and agreed to the terms of this MOU relating to the deployment and support of workstations for the purposes of providing access to self-represented litigants to A2J interviews for the completion of court forms at the Centers.

JUDICIARY, STATE OF HAWAII

By: 
RODNEY MAILE
Court Administrator

MAY 9 2013
Date

HAWAII STATE BAR ASSOCIATION

By: 
PATRICIA MAU-SHIMIZU
Its Executive Director

May 4, 2013
Date

LEGAL AID SOCIETY OF HAWAII

By: 
M. NALANI FUJIMORI KAINA
Its Executive Director

May 21, 2013
Date

Attachment F

Self-Help Center Locations



Telephone: (808) 536-4302 • Fax: (808) 527-8088
Mailing Address: P.O. Box 37375 • Honolulu, Hawaii 96837-0375
924 Bethel Street • Honolulu, Hawaii 96813

Susan M. Ichinose, Esq.
President, Board of Directors

M. Nalani Fujimori Kaina, Esq.
Executive Director

Self-Help Center Information

Description of Services:

Access to Justice Rooms - Volunteer attorneys provide limited **legal advice** to unrepresented litigants involved in a civil cases.

Self-Help Centers - Volunteer attorneys and AmeriCorps Advocates provided limited **legal information** to help self-represented litigants navigate through court forms and processes.

Oahu (First Circuit)

Honolulu District Court

Kauikeaouli Hale

1111 Alakea Street, Third Floor
Honolulu, HI 96813

Access to Justice Room

Hours: Monday and Wednesday, 9 a.m. – 1 p.m.

Telephone: Clients are referred to the Access to Justice Room by the District Court Service Center staff. Call the District Court Service Center at (808) 538-5629.

Service Provided: Volunteer attorneys provide limited legal assistance to self-represented litigants with legal advice on civil matters related to landlord tenant cases, collection cases, and temporary restraining order cases (which involve non-family members or parties who are not now, or have not been in a dating relationship).

Family Court

Ronald T.Y. Moon Kapolei Courthouse

4675 Kapolei Parkway ,
Kapolei HI 96707-3272

Access to Justice Room

Hours: First & Third Thursday of every Month, 11:30-1:30 p.m.

Telephone: (808) 954-8290

Service Provided: Volunteer attorneys provide limited legal advice to unrepresented litigants involved in a civil case in the Family Court.

Maui (Second Circuit)

Hoapili Hale

2145 Main Street
Wailuku, HI

Self-Help Center

Hours: Thursday, 9 am. – noon

Telephone: (808) 463-1360 (Access by telephone for Molokai, Lanai and Hana residents only when the center is open. The Center does not accept voice messages. Maui residents need to show up at the Self-Help Center in person for assistance.)

Service Provided: Volunteer Attorneys and an Americorps Advocate provide limited legal information to help self-represented litigants with District and Family Court civil matters. Assistance is provided for issues related to landlord cases, collection cases, District and Family Court temporary restraining orders, divorces, custody and other matters. Assistance may be given in the form of providing Court Forms, reviewing Court Documents for interpretation or to insure that the forms has been completed correctly. Additionally, volunteers try to answer as many procedural questions as possible.

Hawaii (Third Circuit)

Hale Kaulike

777 Kilauea Avenue, 1st Floor
Hilo, HI 96720-4212

Self-Help Center

Hours: Monday & Friday, 11:15 a.m. – 12:45 p.m.

Walk-in No Appointments Taken

Telephone: (808) 961-0609

Service Provided: Volunteer attorneys provide limited legal information to self-represented litigants on civil matters.

Kona Courthouse
Keakealani Building
79-1020 Haukapila Street
Kealahou, HI 96750

Self-Help Desk (located at desk in back of Law Library)

Hours: Wednesday from 11 a.m. - 1 p.m.

Service Provided: Volunteer attorneys provide limited legal information to self-represented litigants on civil matters related to district and family courts such as temporary restraining orders and divorce.

Kauai (Fifth Circuit)

Pu`uhonua Kaulike

3970 Ka`ana Street
Lihu'e, HI 96766

Self-Help Center

Hours: Monday and Friday, 9 a.m. to 12 noon

Telephone: (808) 482-2660

Service Provided: Volunteer Attorneys and an Americorps Advocate provide limited legal information to help self-represented litigants with District and Family Court civil matters. Assistance is provided for issues related to landlord cases, collection cases, District and Family Court temporary restraining orders, divorces, custody and other matters. Assistance may be given in the form of providing Court Forms, reviewing Court Documents for interpretation or to insure that the forms has been completed correctly. Additionally, volunteers try to answer as many procedural questions as possible.

Attachment G

Hawaii Self-Help Interactive Forms
Project Webpage

Hawaii Self-Help Interactive Forms

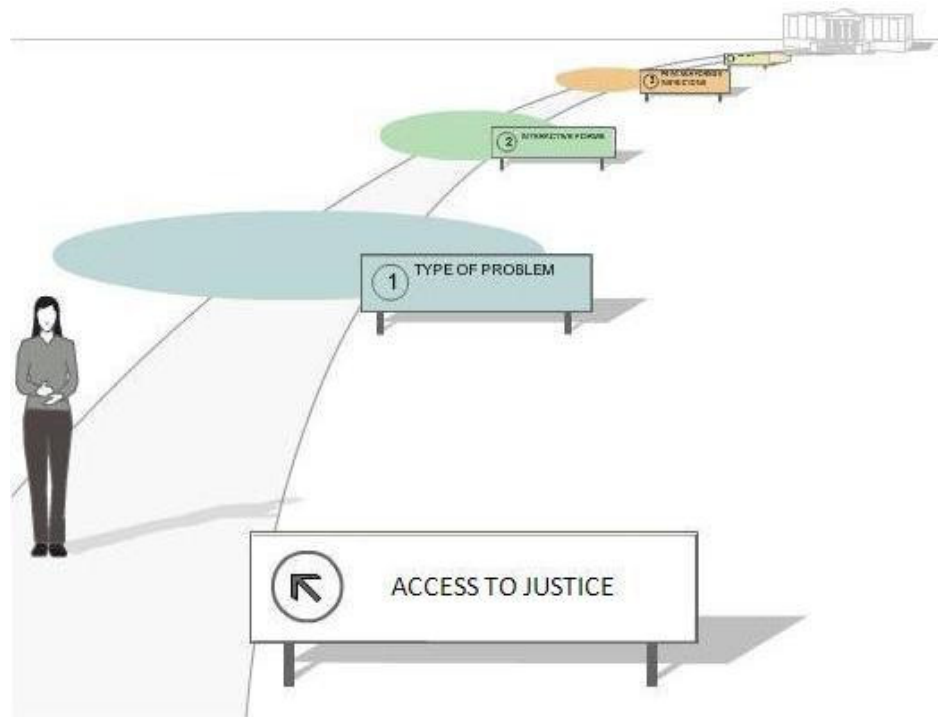
Authored By: [Legal Aid Society of Hawai'i - Honolulu](#) 

Contents

[Welcome](#)

[Self-Help Interactive Interviews](#)

Welcome



Legal Aid Society of Hawaii, the Hawaii Judiciary and the Hawaii State Bar, with funding from the Legal Services Corporation's Technology Initiatives Grant, have collaborated to bring free interactive interviews that create court forms and legal documents to help self-represented individuals throughout Hawaii. The interactive forms were developed for use by limited income persons representing themselves in a civil legal matters, but are available free of charge to all persons.

The interactive interviews ask a series of questions to complete a legal form or court approved document. The interactive interview also provides helpful information and instructions for next steps.

Self-Help Interactive Interviews

Family Self-Help Interactive Forms

[Divorce without Children - Part 1](#)

Use these court-approved forms if you are interested in seeking an Uncontested Divorce in the First Circuit (Oahu) and if there are no children of the marriage. This interview will complete the first (1st) set of forms you will need to begin your divorce.

Divorce without Children - Part 2

Use these court-approved forms if you already filed your first set of forms for an Uncontested Divorce without Children in the First Circuit (Oahu) . This interview will complete the second (2nd) set of forms you will need to complete your divorce.

Answer for Complaint for Divorce

Use this legal document if you have been served with a Complaint for Divorce. The Answer is your response to the Complaint for Divorce.

Power of Attorney for Child(ren)

Use this legal document to give powers to another person(s) related to the general support of your child(ren).

Consumer Self-Help Interactive Forms

Cease Contact Letter

Use this letter if you would like to request a creditor or collection agency to stop contacting you.

Statement of Claim, General Form (All Circuits)

Use this court approved form if you would like to sue someone for money where the amount does not exceed \$5,000.

Housing Self-Help Interactive Forms

Security Deposit Demand Letter

Use this letter to request your Landlord to return your security deposit.

Statement of Claim, Security Deposit (First Circuit)

Use this court approved form if you would like to recover your security deposit from your Landlord in the First Circuit (Oahu).

Statement of Claim, Security Deposit (Second Circuit)

Use this court approved form if you would like to recover your security deposit from your Landlord in the Second Circuit (Maui).

Statement of Claim, Security Deposit (Third Circuit)

Use this court approved form if you would like to recover your security deposit from your Landlord in the Third Circuit (Big Island).

Statement of Claim, Security Deposit (Fifth Circuit)

Use this court approved form if you would like to recover your security deposit from your Landlord in the the Fifth Circuit (Kauai).

Public Benefits Self-Help Interactive Forms

DHS Fair Hearing Request

Use this administrative form if you would like to ask for a fair hearing because your application for state benefits was denied or your current state benefits were decreased or ended. State benefits may include: financial assistance, medical benefits, food stamp benefits, social service benefits and other benefits.

Individual Rights Self-Help Interactive Forms

Advanced Health Care Directives

Use this legal document to give instructions about your future medical care and to designate a person to make health care decisions for you if you become incapacitated.

Identity Theft Resources

Use these letters if you are interested in notifying a debt collector or credit bureau of the theft of your identity.

Attachment H

Self-Help Form: Answer for
Complaint for Divorce Webpage

Self-Help Form: Answer for Complaint for Divorce

Authored By: **Legal Aid Society of Hawai'i - Honolulu** 

Contents

[Information about using Self-Help Forms](#)
[Related Materials for Reference](#)

[Frequently Asked Questions- FAQs](#)

Information about using Self-Help Forms

Welcome! This online interview was developed by the Legal Aid Society of Hawaii for use by low-income persons representing themselves, but is available free of charge to all persons. **These forms are not for commercial use and charging for use in any way is prohibited.**

Use this interactive interview if you have been served with a Complaint for Divorce filed in the State of Hawaii. This interview will help you write a short answer or response to the divorce complaint. We suggest you read our publications including [Divorce Law in Hawaii](#) and [What to do if you receive divorce papers from your spouse](#) before completing this interview.

Technology Safety Information

Think About Safety

If you are using a public computer, be careful with your personal information. Make sure you close all documents and exit all programs when you are finished. If someone is trying to keep track of what you are doing, it could be dangerous to use a personal computer to create forms. You may want to use a computer in a public library or internet café to protect yourself.

Technology Tips

To use these Self-Help Interviews, you will need the following technology:

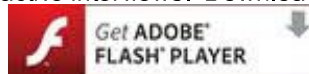
1. Internet Browser

We recommend using either **Microsoft Internet Explorer** or **Mozilla Firefox**. Download the free browser by clicking on the icon below.



2. Adobe Flash Player

You must have Adobe Flash Player to view the interactive interviews. Download it for free by clicking on the icon below.



3. Microsoft Word/Word Viewer

To download your legal or court form at the end of the interview you we recommend using Microsoft Word. If you do not have Microsoft Word, you can download a Microsoft Word Viewer for free by clicking on the icons below.

Make sure when you download your document that you choose one of these programs to avoid getting incorrect information. (Note: NotePad and WordPad can not be used)



Please note: if you are using a public computer, check with the organization to find out if these programs are installed.

What do I need to get started?

It is helpful to gather the following documents and information before starting the self-help interview:

- A copy of the Divorce Complaint you are answering
- You and your spouse's full legal name
- Your mailing address
- Your contact phone numbers
- List of individual and joint assets including cash, banks and savings accounts, real property, retirement, etc.
- List of individual and joint debts including credit cards, personal loans community and separate debts, etc.
- List of your current income and regular expenses

Ready to begin the interview?

 [Click here to begin the Answer for Complaint for Divorce Interview](#)

Frequently Asked Questions- FAQs

Find out more information at our Frequently Asked Questions page [here](#).

Related Materials for Reference

- [Divorce - What to do if you receive Divorce papers from your spouse](#)
- [Divorce Law in Hawaii](#)

Attachment I

LASH's LawHelp Website

LawHelp.org/HI

Helping low-income individuals solve legal problems

[Self-Help](#) | [Feedback](#) | [About Us](#) | [Site Help](#) | [Contact Us](#)

Understand Your Legal Issue

Find Legal Help

Search

GO



Understand your legal issue, solve your problem

Choose a topic below to find resources including general information, your legal rights, the law and the courts, legal forms and more.

Family and Juvenile



Divorce
Custody/Visitation
Domestic Violence
[More issues >](#)

Consumer



Bankruptcy Information
Car Problems
Complaints About Businesses
[More issues >](#)

Housing



Eviction Information (Private Landlord-Tenant Only)
Security Deposit Information
Repairs (Private Landlord-Tenant Only)
[More issues >](#)

Public Benefits



Financial (Cash) Benefits
Food Resources
Helpful Links to Public Benefits Law Sites
[More issues >](#)

Immigration



Citizenship
Helpful Immigration Law Links
Immigrant Eligibility for Benefits
[More issues >](#)

Tax



Tax Information & Problems
Tax Preparation

Life Planning



Advance Health Care Directives
Helpful Life Planning Links
Powers of Attorney
[More issues >](#)

Seniors



Age Discrimination
Helpful Sites for Seniors
Medical Insurance Information
[More issues >](#)

Native Hawaiian Rights



Hawaiian Sovereignty
Helpful Links for Native Hawaiians
Land Rights
[More issues >](#)

[More Issues: Individual Rights, Work, Education, Health, Legal Research Resources](#)

[View all issues >](#)

How to apply for assistance

To apply for Legal Aid services call the intake hotline at (808) 536-4302 on Oahu and 1-800-499-4302 on Neighbor Islands.

The intake hotline operates during the following times:

MONDAY - FRIDAY

9:00am to 11:30am and 1:00pm to 3:30pm

Legal Aid's Honolulu office also offers Walk-In Intake Service

MONDAY - FRIDAY

9:00am to 11:30am first come first serve.

Hawaii Self-Help Interactive Forms

Legal Aid Society of Hawaii, the Hawaii Judiciary and the Hawaii State Bar, with funding from the Legal Services Corporation's Technology Initiatives Grant, have collaborated to launch the Hawaii Self-Help Interactive Forms Project.

Click [here](#) to access free interactive interviews that create court forms and legal documents to help self-represented individuals throughout Hawaii. The interactive interviews ask a series of questions to complete a legal form or court approved document.

The interactive interview also provides helpful information and instructions for next steps.

Welcome to LawHelp.org/HI

If you are interested in applying for legal assistance, please call 808-536-4302 on Oahu or 1-800-499-4302 on the Neighbor Islands and ask for our Intake staff.

About Legal Aid

The Legal Aid Society of Hawai'i is a public interest, non-profit law firm dedicated to achieving fairness and justice for Hawai'i's people through legal advocacy, outreach and education for those in need.

Established in 1950, Legal Aid has ten offices statewide, and over 100 staff members dedicated to achieving Legal Aid's vision of "Building a Just Society." Legal Aid responds to inquiries from approximately 20,000 individuals each year, and about 9,500 of those individuals receive legal services ranging from advice and counsel to full representation.

Form Helper

Click [here](#) for free do-it-yourself legal forms

Attachment J

Published Self-Help Forms

Published Self-Help Forms

Area of Law	Self-Help Form	Web Address
Main Page	Hawaii Self-Help Interactive Forms	http://www.lawhelp.org/hi/resource/hawaii-self-help-interactive-forms
Family	Divorce Without Children – Part 1	http://www.lawhelp.org/hi/resource/self-help-form-divorce-without-children-part
Family	Divorce Without Children – Part 2	http://www.lawhelp.org/hi/resource/self-help-form-divorce-without-children-part-2
Family	Answer for Complaint for Divorce	http://www.lawhelp.org/hi/resource/answer-for-complaint-for-divorce
Family	Power of Attorney for Child(ren)	http://www.lawhelp.org/hi/resource/self-help-form-power-of-attorney
Consumer	Cease Contact Letter	http://www.lawhelp.org/hi/resource/self-help-form-cess-contact-letter
Consumer	Statement of Claim, General Form (All Circuits)	http://www.lawhelp.org/hi/resource/self-help-form-statement-of-claim-general-for
Housing	Security Deposit Demand Letter	http://www.lawhelp.org/hi/resource/self-help-form-security-deposit-demand-letter
Consumer	Statement of Claim, Security Deposit (First Circuit)	http://www.lawhelp.org/hi/resource/self-help-form-statement-of-claim-security-de
Consumer	Statement of Claim, Security Deposit (Second Circuit)	http://www.lawhelp.org/hi/resource/self-help-form-statement-of-claim-security-de-1
Consumer	Statement of Claim, Security Deposit (Third Circuit)	http://www.lawhelp.org/hi/resource/self-help-form-statement-of-claim-security-de-2
Consumer	Statement of Claim, Security Deposit (Fifth Circuit)	http://www.lawhelp.org/hi/resource/self-help-form-statement-of-claim-security-de-3
Public Benefits	DHS Fair Hearing Request	http://www.lawhelp.org/hi/resource/self-help-form-dhs-fair-hearing-request
Individual Rights	Advanced Health Care Directives	http://www.lawhelp.org/hi/resource/self-help-form-advanced-health-care-directive
Individual Rights	Identity Theft Resources	http://www.lawhelp.org/hi/resource/self-help-form-protect-yourself-from-identity

Attachment K

Outreach Plan



Telephone: (808) 536-4302 • Fax: (808) 527-8088
Mailing Address: P.O. Box 37375 • Honolulu, Hawaii 96837-0375
924 Bethel Street • Honolulu, Hawaii 96813

Susan M. Ichinose, Esq.
President, Board of Directors

M. Nalani Fujimori Kaina, Esq.
Executive Director

**Legal Services Corporation
Technology Initiative Grant (TIG) Program
Outreach Plan**

Grantee name: Legal Aid Society of Hawai'i
Submission date: June 30, 2013

TIG Grant number: 12023

Contact person: Elise von Dohlen
Email address: elvondo@lashaw.org

Phone number: (808) 527-8076

The Legal Aid Society of Hawaii (Legal Aid) through funding from the Legal Services Corporation will utilize A2J Author and HotDocs to create guided interviews, legal documents and court form templates.

To publicize the availability of the new self-help forms and workstations at the self-help centers statewide, Legal Aid will perform the following outreach measures:

1. Publicize the new self-help forms on Legal Aid's website at www.legalaidhawaii.org and LawHelp website at <http://www.lawhelp.org/hi>. The Hawaii Judiciary will also publicize these new forms on their website and provide a direct link to these forms.
2. Educate Hawaii Judiciary on the availability of the new self-help forms and kiosks at the self-help centers.
3. Publish a press release to local media contacts related to the new court self-help forms and self-help centers.
4. Provide training to Legal Aid staff and pro bono attorneys statewide who can utilize these self-help forms in their provision of services to clients. For example Legal Aid family law paralegals conduct a monthly clinic to assist individuals to complete the Uncontested Divorce Packet. Legal Aid staff will utilize these online self-help forms in the clinic.
5. Create a brochure featuring information about the new self-help forms. The brochure will be available online, in Legal Aid offices and distributed to other partner organizations as appropriate.

Attachment L

Access to Justice Press Release

ACCESS TO JUSTICE WORKSTATIONS INSTALLED AT STATE COURTHOUSES

New state-of-the-art software helps the public fill out legal court forms

For members of the public who do not have legal representation, finding the appropriate court forms and knowing how to fill them out can be a daunting task. That is why the Judiciary is partnering with the Hawaii State Bar Association and Legal Aid Society of Hawai'i in installing new *Access to Justice* workstations. These computer workstations are equipped with an interactive software program that will help self-represented litigants facing civil legal issues to identify and complete the correct forms.

"At Honolulu District Court, there are more than 50 court forms for civil cases alone," says Rodney Maile, Administrative Director of Courts. "The Chief Justice has made it a top priority to provide *Access to Justice* for people of all income levels, and to make it easier for the public to navigate through the court process. Thanks to the Hawaii Bar Association and Legal Aid, we are able to provide another tool to supplement our Self-Help Centers and Access to Justice Rooms," adds Maile.

The new *Access to Justice* workstations are located in, or near, the Self-Help and Access to Justice Rooms at the following locations:

- Family Court of the First Judicial Circuit in Kapolei
- District Court of the First Circuit in Honolulu
- Circuit Court of the Second Circuit in Wailuku
- Circuit Court of the Third Circuit in Hilo
- Circuit Court of the Fifth Circuit in Lihue

"The new A2J software is similar to computerized tax preparation programs which assist users in filling out forms correctly," explains Legal Aid's Executive Director Nalani Fujimori Kaina. "Self-Help Center volunteer attorneys will utilize the software and workstations to better assist self-represented litigants. AmeriCorps members provide support to the self-help centers state-wide and will serve as the point of contact if questions arise about the workstations." adds Kaina.

"We want to thank all of the attorneys who volunteered their time, skills, and experience at the Self-Help Centers and Access to Justice Rooms," says Craig P. Wagnild, President of the Hawaii State Bar Association. "They have assisted more than 3000 people since the inception of these Centers by providing legal information and advice to help self-represented litigants understand the law, the legal system and what to expect in their cases. We expect that these new workstations will help the Centers assist more people and our attorneys better serve the public," says Wagnild.

The Legal Aid Society of Hawai'i received a *Legal Services Corporation Technology Initiative Grant*, which funded the development of the new A2J document assembly software and provided the workstation laptops and printers.

###

Attachment M

Hawaii Self-Help Interactive
Forms Brochure

Important information before you use the program



If you are using a public computer, be careful with your personal information. Make sure you close all documents and exit all programs when you are finished. To use the self-help interviews, you will need the following technology:

1. **Internet Browser:** We recommend using either Microsoft Internet Explorer or Mozilla Firefox. DO NOT USE GOOGLE CHROME
2. **Adobe Flash Player:** You must have Adobe Flash Player to view the interactive forms. To download it for free, go to:
<http://get.adobe.com/flashplayer/>
3. **Microsoft Word/Word Viewer:** To download your legal or court form at the end of the interview you we recommend using Microsoft Word. If you do not have Microsoft Word, you can download a Microsoft Word Viewer for free at: <http://www.microsoft.com/en-us/download/details.aspx?id=4> Make sure when you download your document that you choose one of these programs to avoid getting incorrect information. (Note: NotePad and WordPad can not be used)

HOW MUCH DOES IT COST?

There is no cost for using this program. However, please note there are fees for filing most court documents. The appropriate fee information can be provided by Judiciary staff.

For help using the
Self-Help Interactive Forms
contact:

Mr. Sean Santos
A2J Developer
sesanto@lashaw.org
808-527-8040

www.lawhelp.org/hi

This project is a collaborative effort of:

The Judiciary of the State of Hawaii

www.courts.state.hi.us

Hawaii State Bar Association

www.hsba.org

Legal Aid Society of Hawaii

www.legalaidhawaii.org

Legal Services Corporation

AmeriCorps



LEGAL AID
SOCIETY OF HAWAII



These forms are not for commercial use and
charging for use in any way is prohibited.

Hawaii Self-Help Interactive Forms



Easy, Step-by-Step
Access to Justice Guided
Interviews



www.lawhelp.org/hi

Introducing the Hawaii Self-Help Interactive Forms Project

WHAT IS THE HAWAII SELF-HELP INTERACTIVE FORMS PROJECT?

The Hawaii Self-help Interactive Forms Project is designed to help individuals representing themselves in court complete the forms they need easily and accurately online.

WHAT SHOULD I EXPECT?

You will answer questions in an interview format and your answers will be used to fill in Hawaii court approved forms relevant to your court case. At the end of the interview, you will “submit” your answers, wait for your documents to be assembled, and then download your documents for printing. Instructions will also be included in your form packet.

WHAT DO I NEED TO GET STARTED?

Before you begin, you will need a computer with internet access. If you do not have a computer at home, public computers are available at the courthouse self-help centers or you can reserve a computer at the Legal Aid Center for Equal Justice by calling 808-527-8069 (Oahu only).

WHERE CAN I FIND AN ATTORNEY IF I DECIDE I NEED ONE?

You can call the **Legal Aid Society of Hawaii's** intake hotline at 808-527-8036 (Oahu) or 1-800-499-4302 (Neighbor Islands) to apply for services. If you are not low-income or qualified for Legal Aid services you can call the **Hawaii State Bar's Lawyer Referral Service** at 808-537-9140.

WHAT FORMS ARE AVAILABLE?

FAMILY

- Answer for Complaint for Divorce
- Power of Attorney for Child
- Divorce Without Children Part 1
- Divorce Without Children Part 2

CONSUMER

- CEASE CONTACT LETTER
- STATEMENT OF CLAIM, GENERAL FORM (ALL CIRCUITS)

HOUSING

- SECURITY DEPOSIT DEMAND LETTER
- STATEMENT OF CLAIM, SECURITY DEPOSIT (1ST, 2ND, 3RD, 5TH CIRCUITS)

PUBLIC BENEFITS

- DHS FAIR HEARING REQUEST

INDIVIDUAL RIGHTS

- ADVANCE HEALTH CARE DIRECTIVES
- IDENTIFY THEFT RESOURCES

WHAT SHOULD I KNOW ABOUT REPRESENTING MYSELF IN COURT?

When you represent yourself in court, you are held to the same standards as an attorney. Your preparation, paperwork, and conduct all hearing must comply with court rules and orders. You should always talk to a lawyer about your legal issues before filing any legal paperwork. Even if you do not hire a lawyer to appear in your case, a lawyer can give you information about your rights.

HOW DO I ACCESS THE INTERACTIVE COURT FORMS?

Step 1

Go to www.lawhelp.org/hi and click on the Hawaii Self-Help Interactive Forms icon or Form Helper.

Step 2

Select the interview relevant to your situation. Make sure to look over the list of information you will need to complete the court form interview.

Step 3

After you click on the interview link, you will be taken to the LawHelp Interactive website. You may choose to register or go directly to the forms (interview) by clicking on “Proceed” and agreeing to the “Terms of Use” to proceed to the interview. **Note:** If you choose to register by signing up for a username and password, you can save your answers and make changes or come back to complete the interview at a later time.

Step 4

The A2J Guided Interview screen will appear. You can then begin answering the questions and following the online instructions.

Step 5

When you are finished answering questions, click “**Submit**” and wait for your documents to assemble. Next, download the documents to your computer, print them, and review the forms for accuracy.

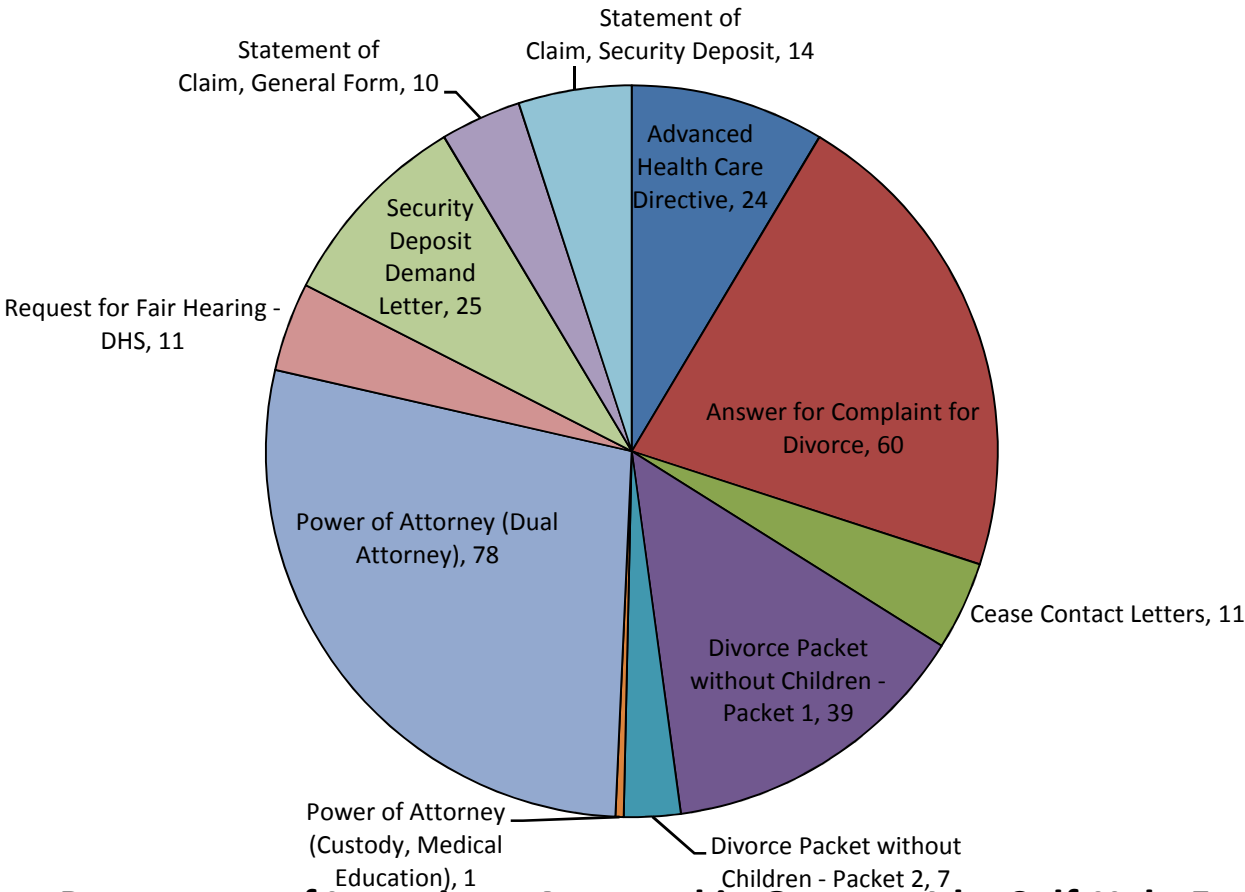
Step 6

Follow the instructions included in the packet to file the forms with your local court. Judiciary staff can provide you with legal information if you have questions regarding your issue.

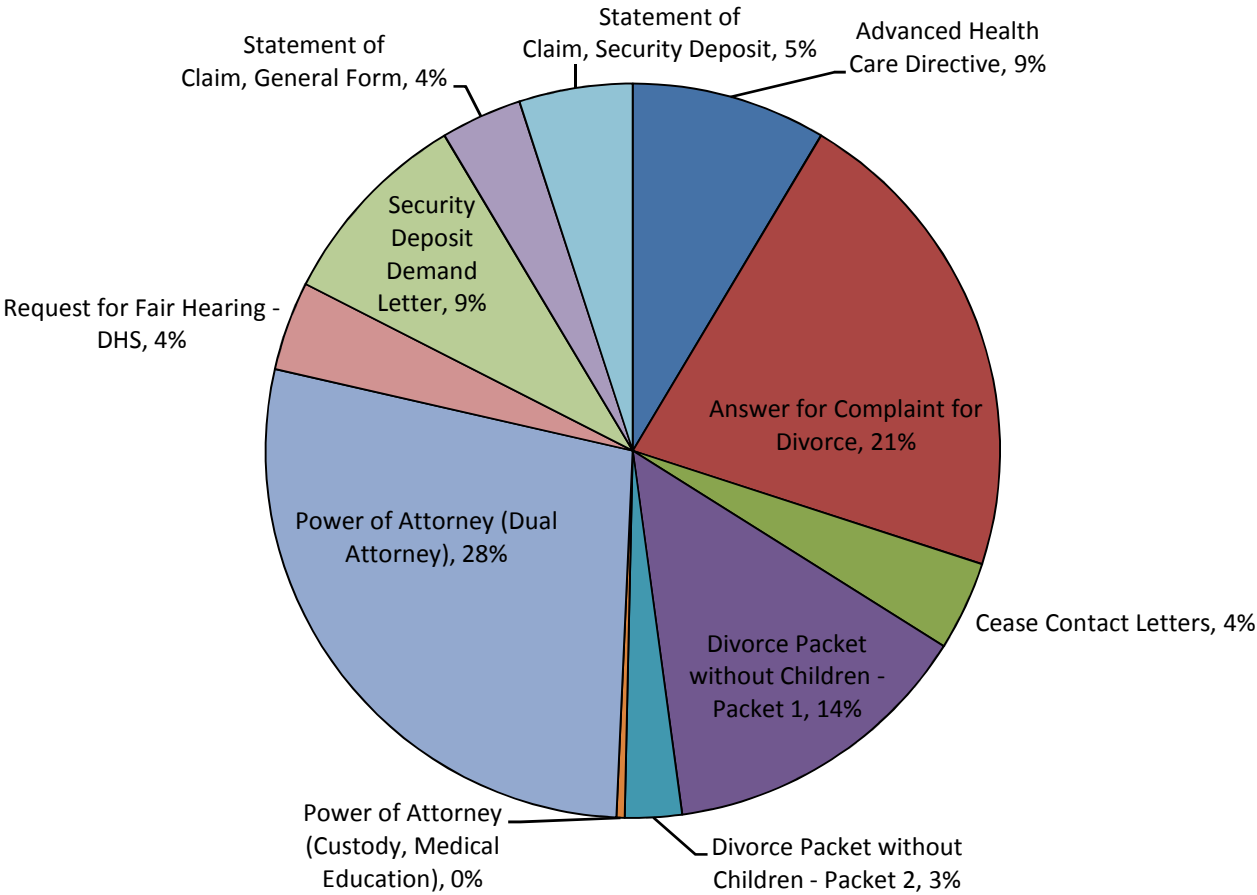
Attachment N

Quarter 1 Charts for Interviews
Accessed and Assemblies Created

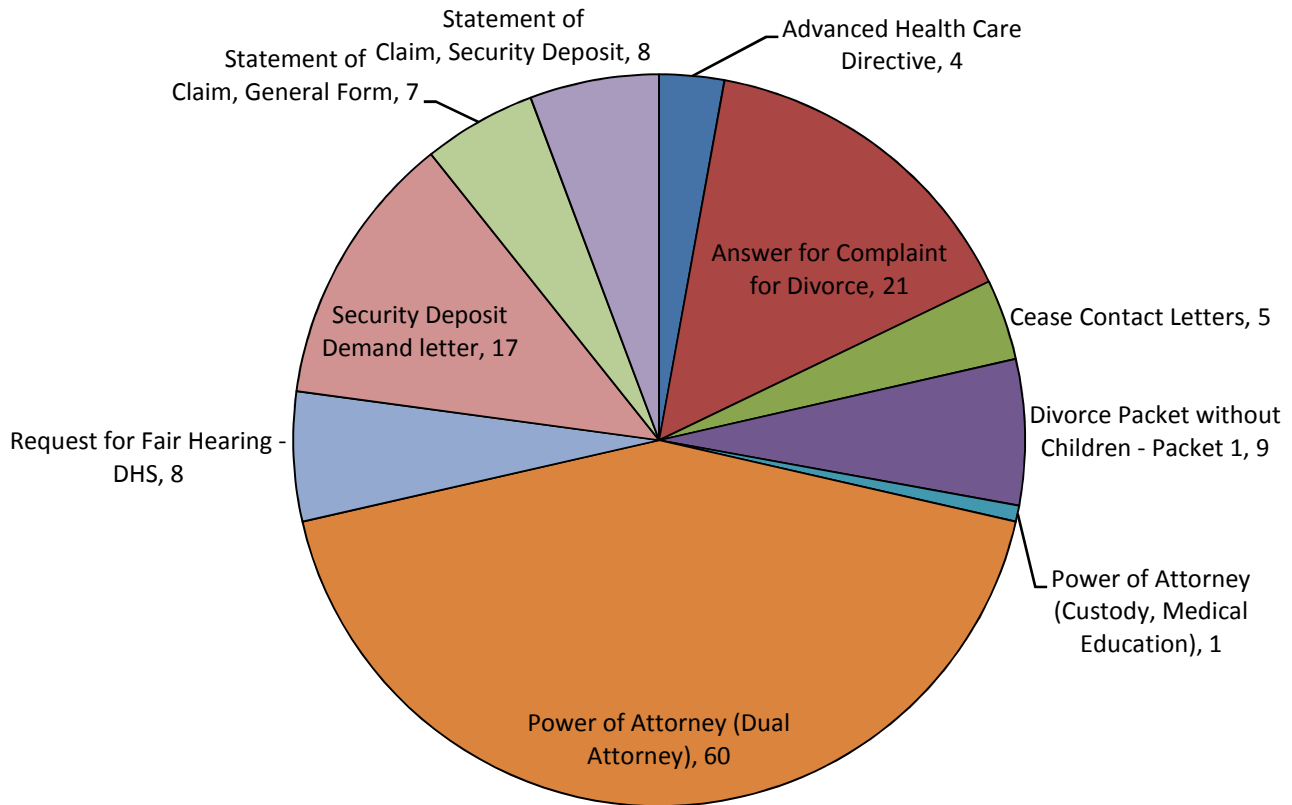
Number of Interviews Accessed in Quarter 1 by Self-Help Form



Percentage of Interviews Accessed in Quarter 1 by Self-Help Form



Number of Assemblies in Quarter 1 by Self-Help Form



Percentage of Assemblies in Quarter 1 by Self-Help Form

