

## Process Simplification Committee Discussion

December 14, 2018

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1. JFA Grant
  - a. Clerk's offices with self-help centers can help with SRL engagement
  - b. Ask legal aid attorneys
  - c. Ask those that help SRL what the hurdles are, may not need a consultant
  - d. Clerks and LSC have a boots on the ground perspective, get those folks together and ask how can we better serve SRL
  - e. Gary Yordon from Tallahassee as a possible consultant
  - f. Could be different needs in different areas of the state (what is an issue in Lee might not be an issue in Panhandle)
  - g. Need to find out who are those who are underserved and unserved
  - h. Emeritus attorneys as navigators would be an excellent solution
2. ERP
  - a. Additional filing fees to pay for mediators would be helpful
  - b. More expensive to file in Duval vs. St. Johns (or vice versa). Different filing fees?

### 1. JFA Grant

- What are the data points that need to be collected?
- Include people who are on the margins, those without internet access, those with limited English proficiency.
- Get input from people who help others with domestic violence paperwork.
- Ask the people who help pro se litigants, they are the experts.
- When seeking input from pro se litigants, do not seek information immediately following a court hearing or case. Reach out to them after they have had a chance to process what happened.
- Check with existing self-help centers in the larger clerks' offices.
- What's really needed are court navigators.

### 4. Script for Self-Help Videos

- Edited script will be sent out to the group soon. They are interested in guidance around plain language and any tools/guides that can help with plain language.

### 6. ERP in Divorce and Custody

- ERPs in others use court staff so this is a funding issue. Is there a cost savings that would offset the cost of staff?
- Mediation really drives early resolution.
- What about adding a filing fee that offsets the cost of a mediator?
- Descriptions of ODR kiosks for simplified divorce in Norway.