

Serving the Self-Represented
WITHOUT PROVIDING LEGAL ADVICE



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Serving the Self-Represented
Without Providing Legal Advice

OBJECTIVES:

- **Recognize and overcome stereotypes about self-represented persons.**
- **Identify tools to better serve the self-represented.**
- **Identify the difference between providing information and the unauthorized practice of law.**
- **Explore options for explaining the policies and procedures of the judicial system to the self-represented.**

Who Are the Self-Represented?



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WHO ARE THE SELF-REPRESENTED?

PEOPLE WHO CAN'T AFFORD AN ATTORNEY.



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WHO ARE THE SELF-REPRESENTED?

PEOPLE INVOLVED IN SMALL CLAIMS CASES.



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WHO ARE THE SELF-REPRESENTED?


PEOPLE INVOLVED IN LANDLORD-TENANT DISPUTES.



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WHO ARE THE SELF-REPRESENTED?

PEOPLE WHO READ A LAW BOOK REFERENCE MANUAL.



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WHO ARE THE SELF-REPRESENTED?

PEOPLE WHO WATCH LEGAL SHOWS ON TELEVISION AND THINK THEY UNDERSTAND THE SYSTEM.



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IN SUMMARY



- 20% of self-represented litigants can afford an attorney.
- Cases with self-represented litigants usually take less time.
- Self-represented litigants are more satisfied with the judge than those represented by a lawyer.
- Nearly half of the self-represented think the case is simple.

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Roles and Responsibilities of Court Staff



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Roles and Responsibilities of Court Staff

Provide accurate information.




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Roles and Responsibilities of Court Staff

Provide accurate information.

Provide access to the court system.




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Roles and Responsibilities of Court Staff

- Provide accurate information.
- Provide access to the court system.

Provide customer service.




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Roles and Responsibilities of Court Staff

- Provide accurate information.
- Provide access to the court system.
- Provide customer service.

Increase the public's understanding and knowledge of the court system.




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Roles and Responsibilities of Court Staff

- Provide accurate information.
- Provide access to the court system.
- Provide customer service.
- Increase the public's understanding and knowledge of the court system.

Increase the public's trust and confidence in the administration of justice.



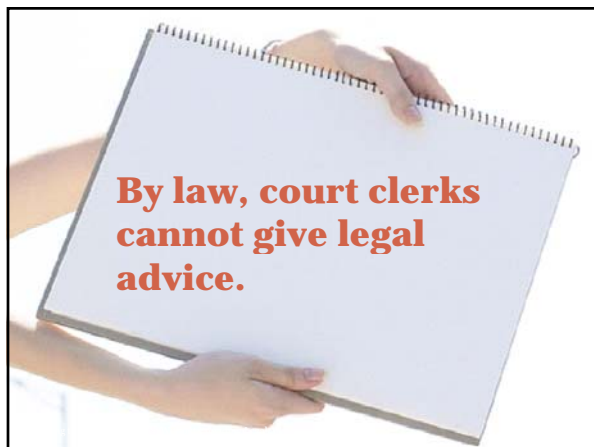
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By law, court clerks cannot give legal advice.

Why Can't Court Employees Provide Legal Advice?



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Why Court Employees Can't Provide Legal Advice

Impartiality

Court employees have an **"absolute duty of impartiality."**



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Why Court Employees Can't Provide Legal Advice

Neutrality

Court employees must remain neutral.

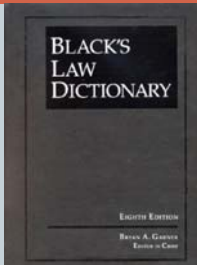


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Why Court Employees Can't Provide Legal Advice

Unauthorized Practice of Law

Every state has laws prohibiting the unauthorized practice of law.



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Serving the Self-Represented Litigant
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THANK YOU. PLEASE GO ON TO OUR "LEGAL
ADVICE GUIDELINES" SECTION

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Legal Advice Guidelines

THANK YOU.

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